

Core Entities User Guide

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1. Preface

1.1 Introduction

This manual is designed to explain the Core Entities module of Oracle FLEXCUBE. It provides an overview to the module, and provides information on using the Core Entities module of Oracle FLEXCUBE.

You can further obtain information specific to a particular field by placing the cursor on the relevant field and striking <F1> on the keyboard.

1.2 Audience

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

| Role | Function |
|---------------------------------------|--|
| Back office managers/officers | Authorization functions |
| Product Managers | Product definition and authorization |
| End of day operators | Processing during end of day/ beginning of day |
| Financial Controller/Product Managers | Generation of reports |

1.3 Documentation Accessibility

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

1.4 Organization

This manual is organized into the following chapters:

| | |
|------------------|---|
| Chapter 1 | <i>About this Manual</i> acquaints you quickly with the organization, audience, glossary of icons and related documents for this user manual |
| Chapter 2 | <i>Maintaining Customer Information Files</i> explains the maintenance of various personal and business details of the customers of your bank |
| Chapter 3 | <i>Maintaining Mandatory Information</i> explains how you can classify customer accounts into different groups known as account classes, and how to maintain specifications for account classes |
| Chapter 4 | <i>Foreign Account Tax Compliance Act</i> describes the various functions needed to support the Foreign Account Tax Compliance regulation. |
| Chapter 5 | <i>Processing Referrals in Oracle FLEXCUBE</i> details the maintenance required and the processing done in Oracle FLEXCUBE when customer transactions force the accounts involved the transaction to exceed the overdraft limit |





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| Chapter 6 | <i>Provisioning for Customer Accounts</i> explains the process of provisioning for customer accounts in Oracle FLEXCUBE |
| Chapter 7 | <i>Customer Information Query</i> explains how queries to retrieve information on customer accounts can be made |
| Chapter 8 | <i>360 Degree Customer View</i> explains how you can view and analyse personal and business details of the customers. |
| Chapter 9 | <i>Glossary</i> contains a list of important terms used in the manual. |
| Chapter 10 | <i>Reports</i> provides a list of reports that can be generated in this module and also explains their contents |
| Chapter 11 | <i>Function ID Glossary</i> has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation. |

1.5 Related Documents

- The Procedures User Manual
- The Settlements User Manual

1.6 Glossary of Icons

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

| Icons | Function |
|---|-------------|
|  | Exit |
|  | Add row |
|  | Delete row |
|  | Option List |

2. Maintaining Customer Information Files

2.1 Introduction

In the 'Customer Maintenance' screen, you maintain various personal and business details of the customers of your bank.

The CIF details are maintained at the branch level by the sign-on branch. These details can be accessed by all branches and therefore a duplicate customer record for a customer in two different branches need not be maintained.

2.2 Invoking Customer Information Screen

You can invoke the 'Customer Maintenance' screen by typing 'STDCIF' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot displays the 'Customer Maintenance' application window. At the top, there are tabs for 'New' and 'Enter Query'. Below this, there are several input fields: 'Type' with radio buttons for 'Individual', 'Corporate', and 'Bank'; 'Full Name', 'Short Name', and 'Branch Code' text boxes; 'Customer No' and 'PID No' text boxes; and 'Customer Category' with a 'Private Customer' checkbox. A navigation bar below these fields includes 'Personal', 'Corporate', 'Additional', 'Director', 'Auxiliary', 'Check List', and 'MFI Details'. The main area is divided into three sections: 'Basic Details' (Prefix 1-3, First, Middle, Last, Work/Home/Mobile Phone ISD+ and Numbers, Email Id, Gender, Communication Mode, National Id, Birth Place, Birth Country, Date of Birth, Language), 'Permanent Address' (Address Code, Address 1-4, Pincode, Prefecture, Country, Nationality), and 'Address For Correspondence' (Name, Address Code, Address 1-4, Pincode, Prefecture, Country, Resident Status). On the right, there are 'Passport Details' (Passport Number, Issue/Expiry Date), 'Additional Details' (Staff checkbox, KYC Status, KYC Reference, Guardian, Submit Age Proof, Preferred Date/Time of Contact), and 'Power of Attorney' (Holder Name, Address, Country, Nationality, Telephone ISD Code +, Telephone Number). At the bottom, there is a status bar with fields for 'Group', 'MIS', 'Joint', 'Standing Instructions', 'Linked Entities', 'Text', 'Fields', 'Image', 'Limits', 'CLS Restrictions', 'MT920', 'Domestic', 'Professional', 'Issuer', 'Cards', 'Linked Account', 'Maker/Checker', 'Date Time', 'Mod No', 'Record Status', 'Authorization Status', and an 'Exit' button.

You need to specify the following basic details of the customer:

Type

You have to indicate the Type to which the customer whose details you are capturing belongs. The options available are:

- Individual
- Corporate
- Bank

To recall, if a customer record is created from an external Siebel CRM application after a successful upload into Oracle FLEXCUBE, the 'CRM Customer' flag gets checked after the upload. You can however, uncheck the same when you unlock such a record and make changes. When you unlock such a record, system throws up an override stating that the customer is a CRM customer and asks whether you want to continue modifying the record. If

you confirm the same, Oracle FLEXCUBE allows you to make changes. If you choose to ignore, the original record is saved.

Customer No

The customer code is the code you assign to identify a customer. It is referred to as the customer CIF Number. This code should be unique across branches. It can be 9-characters long.

The customer number can be generated manually or can be generated automatically based on the 'Auto Generate CIF Numbers' field value maintained under Bank Parameters Maintenance (STDBNKPM) screen.

For instance, Assign a code using a maximum of 9 characters, alphanumeric. For example, assume your customer is DOW Corporation, US. You can assign him a code, which could either, be a number representing the customer's serial number or an alphabetic code like DowCorp or an alphanumeric code like Dow1000US or DowUS1000 / 1000DowUS, if he is the 1000th customer to approach your bank.

PID No

This PID number is either manually generated or can be generated automatically based on the 'Auto Generate PID No' field value maintained in Bank Parameters Maintenance (STDBNKPM) screen.

GCIF No

The Global CIF number, if maintained in the system, is auto populated on selecting the customer number.

Full Name

Specify the complete name of the customer in this field. This field is mandatory.

Short Name

Along with the Customer Code you have to capture the customer's abbreviated name. The description that you capture is unique for each customer. It helps in conducting a quick alpha-search or generating queries regarding the customer. This field is mandatory.

Enter the abbreviated name of the customer using a maximum of 20 characters, alphanumeric. Taking the same example, assume your customer is DOW Corporation. Its short name could be DOWCORP.

At the time of processing of transactions (and in any activity which requires entry of the customer identification), in addition to the customer code, the short name of the customer that you enter here will be available in the options list from which the customer is selected.

Branch Code

The system displays the branch code based on the branch in which user logged in Customer Category

Each customer that you maintain can be categorized under any one of the categories that you have maintained in the Customer Category Maintenance screen. Select from the list and indicate the Category under which the particular customer is to be categorized.

Note

You need to capture the basic details for each customer, regardless of the type of customer you are maintaining.

Private Customer

Select the check box to indicate that the customer type is private.

The five parameters listed on top are the five lines along which you maintain customer details. These details have been classified into the following broad heads:

| | |
|-------------|---|
| Personal | You maintain the attributes for individual customers |
| Corporate | You maintain the attributes for all corporate customers |
| Additional | Additional tab contains additional information of the individual, corporate and bank customers. |
| Director | Director tab consists of the director's basic information. |
| Auxiliary | Auxiliary tab contains the information about the auxiliary department. |
| Check List | Check List tab provides the information about documents and its remarks, if any. |
| MFI Details | You can maintain information on MFI details in this tab. |

To define the basic details of the customer click on the tab titled 'Main'. The details that you can specify for a customer depend on the type of customer whose details you are capturing.

If a particular field is disabled, it means that the field is not relevant to the type of customer that you are creating.

Note

The system performs the action level access rights validation only on 'Save' operation.

2.2.1 Personal Tab

If your customer, for whom you have defined parameters in the 'CIF-basic' screen, is an 'individual, you also have to maintain the personal details in order to determine the credit line. You can maintain these details in the 'Personal' tab from the CIF Maintenance screen.

In the 'Personal' tab, you can maintain generic personal details of a customer. In addition, you can also maintain the domestic and professional details of the 'individual' type customer. You can do this by invoking the relevant screens by clicking on the respective buttons.

The information that you capture in these screens forms more a part of a credit line questionnaire. Whenever you are deciding on a credit limit for an individual customer, you can use these details for verification.

You have to maintain the following parameters for every individual type of customer:

Prefix 1, 2 and 3

Specify the title prefixed to the name of the customer whose code is input against Customer Code in the Main section. The title could be Mr. /Mrs./ Ms./ Dr./ Prof. etc.

The academic titles (like Prof., Dr., etc) of the customer along with the salutations (like Consulate, Senator, Chancellor, etc.). You can either select the prefixes from the option list key-in a prefix of your choice.

These values will be selected based on the list of values maintenance under 'Customer Prefix Maintenance' screen. (STDCUPRT).

First Name

Specify the First of the customer. This field is mandatory.

Middle Name

Specify the Middle name of the customer.

Last Name

Specify the Last name of the customer. This field is mandatory.

Work Phone ISD+

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

Work Phone

Specify the work telephone number of the customer.

Home Phone ISD+

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

Home Phone

Specify the home telephone number of the customer.

Mobile ISD Code+

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

Mobile Number

Specify the mobile number of the customer.

Fax ISD Code+

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

Fax Number

Specify the Fax number of the customer.

Email Id

Specify the email address of the customer.

Gender

Select the gender of the customer. The following options are available for selection:

- Male
- Female
- Other
- Prefer Not to Disclose

Communication Mode

Indicate the mode of the communication to the customer to intimate about the beneficiary account credit. You can select one of the following options:

- Mobile
- Email ID

The above field is enabled only for the product that uses the NEFT clearing network, i.e., Network Qualifier of the Clearing network should be NEFT.

National ID

Specify the national identification number or national social security number of the customer.

Birth Place

Specify the birth place of the customer.

Birth Country

Specify the birth country of the customer.

Date of Birth

Specify the date of birth of the customer.

Language

As part of maintaining customer accounts and transacting on behalf of your customer, you will need to send periodic updates to your customers in the form of advices, statement of accounts and so on.

You have to indicate the language in which your customer wants the statements and advices to be generated. English is defaulted as the language of correspondence; you have the option to change the default. The list positioned next to the language field contains all the language codes maintained in the SMS module. You can select the appropriate.

Permanent Address

'Permanent Address' contains the permanent address of the customer. You need to specify the following information:

Address Code

Select the address code from the adjoining option list. The address codes as maintained in the 'Address Code Maintenance' screen (STDADMNT) are displayed in the option list.

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected, then the fields 'Address 1 to 3' are auto populated with the relevant address details. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the address code field, then specify the mailing address of the customer in the four rows that are provided. In each line, you can enter a maximum of 35 alphanumeric characters. All characters should conform to SWIFT standards.

PIN Code

If an address code is selected in the 'Address Code' field, then the PIN code field will be auto populated with PIN code mapped to the address code. However, if an address code is not selected in the 'Address Code' field, then specify the PIN code of the address specified.

Prefecture

The system displays the prefecture associated with the address based on the address code selected.

Country

Along with the permanent address, specify the country of permanent residence of the customer.

Nationality

Specify the nationality of the customer. The list of country codes maintained in the 'Country Codes Maintenance' screen are available in the option list positioned next to this field. You can select the appropriate value.

Address for Correspondence

'Address for Correspondence' contains the physical address of the customer. You need to specify the following address details:

Same as Permanent Address

Check this box to default the permanent address maintained in the address for correspondence fields. The values will be defaulted when the record is saved.

Name

You can enter the name of the customer. The customer will be addressed by this name in all correspondence sent from the bank. These characters should conform to SWIFT standards.

Note

The number of characters that you can enter in this field is determined by the preference that you specified in the 'Bank Parameters' screen. However, in the advices and statements that are sent to the customer only the first 35 characters of the name will be displayed.

Address Code

Select the address code from the adjoining option list. The address codes as maintained in the 'Address Code Maintenance' screen (STDADMNT) are displayed in the option list.

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected in the 'Address Code' field, then the fields 'Address 1 to 3' are auto populated with the relevant address details. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the address code field, then specify the mailing address of the customer in the four rows that are provided. In each line, you can enter a maximum of 35 alphanumeric characters. All characters should conform to SWIFT standards.

PIN code

If an address code is selected in the 'Address Code' field, then this field will be auto populated. However, if an address code is not selected in the 'Address Code' field, then specify the PIN code of the address specified.

Prefecture

The system displays the prefecture associated with the address based on the address code selected.

Country

Specify the country of the customer. Alternatively, you can select the country codes from the option list. The list displays all valid country codes maintained in the 'Country Code' screen.

Resident Status

Choose the resident status of the customer. This indicates whether the customer is a recognized resident of the country in which the particular branch of your bank operates or not. Choose one of the following options:

- Resident
- Non Resident

Permanent US Resident Status

Check this box to indicate that the customer of some other nationality has a Us resident permit.

Visited US in last 3 years?

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

Passport Details

You need to specify the passport details of this customer, which include the passport number, the date on which the passport was issued, and the date on which the passport is due to expire.

Passport Number

Specify the passport number of the customer.

Issue Date

Specify the passport issue date. The following validations are applicable to passport issue date:

- This date should not be later than the passport expiry date
- This should not be the same as the passport issue date
- This should not be the same as the current system date
- This should not be later than the current system date

If any of the above conditions is not met, the system will display a configurable override message. The system will validate the issue date against the system date and passport expiry date when you create or modify a record.

Expiry Date

Specify the passport expiry date. The following validations are applicable to the passport expiry date:

- This date should not be the same as the current system date
- This date should not be later than the current system date

If the above conditions are not met, the system will display a configurable override message. The system will validate the passport expiry date against the system date when you create or modify a record.

Additional Details

Additional Details contains the details to Know Your Customer (KYC). KYC refers to Know Your Customer. KYC details for customers are maintained using KYC Details screen. The system generates a KYC Reference Number during this maintenance. You need to specify the following KYC information:

Staff

Check this box whenever a customer record is created for a staff. By default this box is left unchecked.

KYC Status

Select the KYC status of the customer.

KYC Reference

Specify the KYC Reference Number. The option list displays all valid KYC reference numbers generated. Choose the appropriate one. The system will link the KYC details of the selected reference number to the customer CIF.

Guardian

Specify the customer's guardian's name.

Minor

Check this box to indicate that the customer is minor.

Submit Age Proof

Indicate the age proof submission status of the minor to major from the drop-down list. The available options are:

- Not required
- Pending
- Verified

Note

- Any out flow or debit transaction is posted on a particular customer's account/s and the 'Submit Age Proof' chosen is 'Pending', then the system displays an error message as "Necessary documents are not submitted for Major."
 - Once the documents are submitted, the user has to manually set 'Submit Age Proof' as 'Verified'.
-

After the field 'Submit Age Proof' is changed to 'Verified', then all the accounts created for the customer would be allowed for withdrawals.

Preferred Date of Contact

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

The system does not allow Back dated values.

Preferred Time of Contact

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

- Any time
- 1 hour combination of timings starting from 12am – 1am to 23pm – 12am.

Power of Attorney

Note

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

Power of Attorney

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

Holder Name

The person who has been given the power of attorney.

Nationality

Specify the nationality of the power of attorney holder.

Address

Specify the address of the power of attorney holder.

Country

Specify the country of the power of attorney holder.

Telephone ISD Code +

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

Telephone Number

Specify the telephone number of the power of attorney holder.

MF Customer

Check this box to indicate that the user is a Microfinance user. By default, the system leaves this box unchecked to indicate that all users would be normal users. This box should be checked for Individual Customers and not for Corporate Customers or other Banks.

The MFI Details tab is enabled only when this box is checked.

2.2.2 Corporate Tab

Click the 'Corporate Details' tab from the 'Customer Maintenance' screen to define the details of a Corporate or a Bank type of customer. The tab is enabled only for a corporate or a bank customer. You need to specify the following details:

The screenshot shows the 'Customer Maintenance' application window. At the top, there are tabs for 'Personal', 'Corporate', 'Additional', 'Director', 'Auxiliary', 'Check List', and 'MFI Details'. The 'Corporate' tab is selected. The main area is divided into four sections:

- Registration Address:** Fields for Name, Address Code, Address 1, Address 2, Address 3, Address 4, Pincode, Prefecture, and Country.
- Address For Correspondence:** Fields for Name, Address Code, Address 1, Address 2, Address 3, Address 4, Pincode, Prefecture, and Country. There is a checkbox for 'Same as Registration Address'.
- Additional Details:** Fields for KYC Status (dropdown), KYC Reference, National Id, Type of Ownership, Preferred Date of Contact, Preferred Time of Contact (dropdown), and a checkbox for 'Joint Venture'.
- Incorporation:** Fields for Date, Currency of Amounts, Capital, Net Worth, and Country.

At the bottom, there is a navigation bar with various menu items like 'Group', 'MIS', 'Joint', 'Standing Instructions', etc., and a status bar with 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', 'Authorization Status', and an 'Exit' button.

In this screen, you can maintain generic personal details of a corporate or a bank customer. In addition, you can also maintain the corporation and registration details of the 'Corporate' or 'Bank' type customers. You can do this by invoking the relevant screens by clicking on the respective buttons.

The information that you capture in these screens forms more a part of a credit line questionnaire. Whenever you are deciding on a credit limit for an individual customer, you can use these details for verification.

You have to maintain the following parameters for every individual type of customer:

Registration Address

'Registration Address' contains the registration address of the customer. You need to specify the following information:

Address Code

Specify the address code. Alternatively, you can select the address code from the option list. The system displays all valid address codes maintained in the 'Address Code Maintenance' screen (STDADMNT).

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected, then the fields 'Address 1 to 3' are auto populated with the relevant address details. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the address code field, then specify the registration address of the customer.

PIN code

If an address code is selected in the 'Address Code' field, then this field will be auto populated with the PIN code mapped to the address code. However, if an address code is not selected in the 'Address Code' field, then specify PIN code of the registration address specified.

Prefecture

The system displays the prefecture associated with the address based on the address code selected.

Country

Specify the country of permanent residence of the customer.

Address for Correspondence

In this section, you can maintain the address for correspondence.

Same as Registration Address

Check this box to default the registration address maintained in the address for correspondence fields. The values will be defaulted when the record is saved.

Name

In the lines that are provided you can enter the name of the customer. The customer will be addressed by this name in all correspondence sent from the bank. These characters should conform to SWIFT standards.

Note

The number of characters that you can enter in this field is determined by the preference that you specified in the Bank Parameters screen. However, in the advices and statements that are sent to the customer only the first 35 characters of the name will be displayed.

Address Code

Select the address code from the adjoining option list The address codes as maintained in the 'Address Code Maintenance' screen (STDADMNT) are displayed in the option list.

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected, then the fields 'Address 1 to 3' are auto populated with the relevant address details. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the address code field, then specify the mailing address of the customer in the four rows that are provided. In each line, you can enter a maximum of 35 alphanumeric characters. All characters should conform to SWIFT standards.

PIN code

If an address code is selected in the 'Address Code' field, then the PIN code field is auto populated with the PIN code mapped to the address code. However, if an address code is not selected in the 'Address Code' field, then specify the PIN code of the address specified.

Prefecture

The system displays the prefecture associated with the address based on the address code selected.

Country

This is the country as given in the address of correspondence of this customer. Click on the option list positioned next to this field, a list of countries maintained in the Country Codes screen is displayed. You can select the appropriate.

Nationality

Specify the nationality of the customer. The list of country codes maintained in the Country Codes Maintenance screen are available in the option-list positioned next to this field. You can select the appropriate.

Telephone ISD Code

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

Telephone

Specify the telephone number of the customer.

Mobile ISD Code +

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

Mobile Number

Specify the mobile number of the customer.

Fax ISD Code +

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

Fax

Specify the fax number of the customer.

Email Id

Specify the email address of the customer.

Language

As part of maintaining customer accounts and transacting on behalf of your customer, you will need to send periodic updates to your customers in the form of advices, statement of accounts and so on.

You have to indicate the language in which your customer wants the statements and advices to be generated. English is defaulted as the language of correspondence; you have the option to change the default. The list positioned next to the language field contains all the language codes maintained in the SMS module. You can select the appropriate.

Communication Mode

Indicate the mode of the communication to the customer to intimate about the beneficiary account credit. You can select one of the following options:

- Mobile
- Email ID

The above field is enabled only for the product that uses the NEFT clearing network, i.e., Network Qualifier of the Clearing network should be NEFT.

Incorporation

'Incorporation' consists of the corporate details of the corresponding organization. You need to specify the following details:

Date

Specify the date on which the customer's company was registered as an organization.

Capital

Specify the initial investment in the company.

Net Worth

Specify the net worth of the company.

Country

Specify the Country of registration of the office of the corporate.

Currency of Amounts

Specify the Currency in which you specify the particular customer's various financial details like the Net worth of the customer organization, the total Paid Up capital etc.

Additional Details

Additional Details contains the details to Know Your Customer (KYC). KYC refers to Know Your Customer. KYC details for customers are maintained using KYC Details screen. The system generates a KYC Reference Number during this maintenance. You need to specify the following KYC information:

KYC Status

Select the KYC status of the customer.

KYC Reference

Specify the KYC Reference Number. The option list displays all valid KYC reference numbers generated. Choose the appropriate one. The system will link the KYC details of the selected reference number to the customer CIF.

National ID

Specify the corporate National Identification Number of this customer., in other words the registration number of your customer organization.

Type of Ownership

Specify the ownership type of the customer business. The adjoining option list displays a list of ownership types maintained in the system. Select the appropriate one.

Preferred Date of Contact

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

Preferred Time of Contact

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

- Any time
- 1 hour combination of timings starting from 12am – 1am to 23pm – 12am

Joint Venture

Select the check box if you have a joint venture.

Description of Business

Specify the additional details of the business, if any.

2.2.3 Additional Tab

Additional tab contains additional information of the individual, corporate and bank customers.

The screenshot shows the 'Customer Maintenance' application window with the 'Additional' tab selected. The form contains the following sections and fields:

- Domicile Address:** Includes a checkbox for 'Same as Permanent Address' and four text input fields for Address 1, Address 2, Address 3, and Address 4. It also includes fields for Pincode, Address Code, Prefecture, and Country.
- Misc Details:** Includes fields for SWIFT Code, Credit Rating, Access Group, Group Code, Company Code, Charge Group, Clearing Group, Tax Group, Withholding Tax Pct %, Exposure, Exposure Category, Customer Classification, External Reference Number, Location, and CIF.
- Status:** Includes checkboxes for 'Frozen', 'Deceased', 'Whereabouts Unknown', 'Eligible for AR-AP Tracking', 'ICRM Customer', 'Mallers Required', 'CLS Participant', 'Issuer Customer', 'Treasury Customer', 'Joint Customer', 'MT920', 'Relationship Pricing', and 'ELCM Customer'.
- Identifier:** Includes fields for Name and Value.
- Relationship Manager:** Includes fields for RM ID and RM Name.
- Combined Statement Plan:** Includes a checkbox for 'Auto Generated Statement Plan', a 'Frequency' dropdown menu set to 'Select', and a 'Statement Day' dropdown menu.
- Firm Banking:** Includes a checkbox for 'Firm Banking'.

The bottom of the window features a navigation bar with options: Group | MIS | Joint | Standing Instructions | Linked Entities | Text | Fields | Image | Limits | CLS Restrictions | MT920 | Domestic | Professional | Issuer | Cards | Linked Account. Below this is a status bar with fields for Date Time, Mod No, Record Status, and Authorization Status, along with an 'EXIT' button.

You need to specify the following details:

Domicile Address

Domicile Address contains the address of domicile of the customer. You need to specify the following details:

Same as Permanent Address

Check the box if the 'Domicile Address' is same as "Permanent Address" for correspondence. If not, you need to provide the details of the Domicile address. The values will be defaulted when the record is saved.

Address 1–4

Specify the address of domicile of the customer. Four lines have been provided for this. Each line can have a maximum of 35 characters, alphanumeric. Only characters specified as per SWIFT standards are permissible.

Pincode

Specify pincode of the address specified.

Address Code

Specify the address code. Alternatively you can select address code from the option list. The list displays the address codes maintained in the 'Address Code Maintenance' screen (STDADMNT).

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Prefecture

The system displays the prefecture details based on the address code selected.

Country

Specify the country of domicile of the customer. A list of all country codes maintained in the 'Country Codes Maintenance' screen is available in the option list. You can select the appropriate code.

Misc Details

'Misc Details' contains the miscellaneous details of the customer. In this tab, you need to specify the following information:

Swift Code

You can choose to associate a SWIFT Code with the customer whose CIF details you are maintaining. This code will be used to send all SWIFT related messages to the customer. This is pertinent while creating CIF record for banks as customers.

Credit Rating

Specify valid credit rating for a Customer number from the adjoining option list.

Credit rating basically indicates the credit worthiness of the customers linked to a particular credit line. It is used primarily for information only. The Limits Services Module also uses it in generation of reports.

Access Group

Specify the access group code. Alternatively, you can select the access group from the option list. The list displays all valid access groups maintained in the system.

Group Code

Specify the group code.

Charge Group

Specify the charge group of the customer from the option list provided. Only the Group codes maintained with type Charge will appear for selection.

Company Code

Select the company code of the customer from the adjoining option list. This is beneficial for setting up cycle based interest rates. All active and open company codes maintained in the system are available for selection.

Note

When the company code of the customer changes to another company code, then the system will not apply the company variance automatically.

Clearing Group

Categorize the customer for levying charges at a customer group level.

Tax Group

You need to specify the tax group of the customer from the option list provided. Only the Group Codes maintained with type Tax will appear for selection.

Exposure

Select the country of exposure of the customer from the adjoining option list. It is maintained for Central Liability tracking. For instance, for Toyota in the USA, the country of exposure is Japan.

Exposure Category

Specify the exposure category under which exposure due to loans issued to the CIF and the accounts of the CIF will be tracked.

Note

The exposure category is derived by the End of Day batch program and displayed, if the applicable logic has been maintained for the specified customer-provisioning group, in the Exposure Type Category Linkage maintenance. If no logic has been maintained for the group, you can specify the applicable exposure category

Customer classification

Specify the customer classification.

External Ref No

To recall, if a customer record is created from an external Siebel CRM application after a successful upload into Oracle FLEXCUBE, the external reference number is defaulted in the 'External Ref No' field. You can amend the same when you unlock a record and make changes.

Location

Specify the relevant location code. This pertains to a particular area in a country. It cannot be more than 15 characters.

Status

Status contains the customer's account information.

Note

When the customer status is modified to "Frozen", "Deceased" or "Whereabouts Unknown" from the customer screen (STDCIF), the system will check if there is an active amount block on any of the customer accounts. If there is an amount block system will display a configurable override message: "There are some active amount block on the customer accounts".

You need to specify the following information:

Frozen

Check this box if the account needs to be frozen. A customer's account is frozen when an order is passed by law, the customer has deceased, or the customer's whereabouts are unknown.

Deceased

Check this box if the customer has deceased.

Whereabouts Unknown

Check this box if the whereabouts of the customer are unknown.

Eligible for AR-AP Tracking

Check this box if the Customer is eligible for AR-AP Tracking.

CRM Customer

Check this box if the customer is a CRM customer.

Mailers Required

Check this box if you require mailers for the customer.

CLS Participant

Customers of your bank can settle their FX deals via the CLS (Continuous Linked Settlements) Bank to reduce the risks associated with such transactions. To allow the customers to do CLS trades, you have to mark the customer as a 'CLS Participant'. However, you have to ensure that the branch at which the customer operates is also qualified to process CLS deals i.e. the branch should also be marked as a CLS Participant before allowing the same for the customer.

Further, you can also capture currency restrictions for your customers by maintaining a list of allowed or disallowed currencies for CLS trading. Click the 'CLS Restrictions' button to maintain this list. Note that currency restrictions will be allowed only for customers who are CLS participants.

Refer the 'Continuous Linked Settlements' chapter of the Foreign Exchange User Manual for details on maintaining currency restrictions and other maintenances required for processing CLS deals in Oracle FLEXCUBE.

Issuer Customer

If the customer, for whom you are maintaining the CIF, is an issuer of securities, then check this box.

Treasury Customer

Check this box if the customer is a Treasury Customer.

Joint Customer

Check this box if the customer is a Joint Customer.

MT920

Check this option to indicate that the customer is eligible to request for MT920 messages.

MT920 - Account Update Request - A request for an up-to-date statement from the bank where the referenced Account is held. The request may be for an Intra Day Update (MT942) or an End of Day Update (MT940) and is subject to the service agreed with that bank.

Relationship Pricing

Select this checkbox to indicate that the customer is eligible for relationship pricing. This checkbox will be unselected by default.

For more details on relationship pricing, refer Relationship Pricing user manual

ELCM Customer

Check this box to replicate the customer details to ELCM system. By default, system checks this box whenever the new customer is created. You can uncheck this box if required so that customer data will not get replicated to ELCM system.

Note

Once you select the option 'ELCM customer', system will not allow you to unselect it.

ELCM Customer Number

You need to specify the ELCM customer number if the option 'Generate Customer Number' is not selected in 'ELCM Parameter Maintenance' screen. If the option 'Generate Customer Number' is selected in 'ELCM Parameter Maintenance' screen, then the system will replicate the customer number from ELCM system.

For each customer you will be allowed to mark one or more statuses. For example, if the customer has deceased then the customer account will be declared frozen. Therefore, for the particular customer both the statuses 'Deceased' and 'Frozen' will be applicable.

If none of the statuses is marked, it suggests that this customer's status is normal.

CIF Status

If status processing for your branch is being done at Group/CIF level (as specified in the Branch Parameters), the current status assigned to all loans issued to the CIF as well as all overdraft accounts belonging to the CIF, is displayed in the CIF Status field in the Customer Maintenance screen. This status is the worst status of all loans contracts and overdraft accounts for a Group/CIF and is displayed both at the account as well as the loan level for all the accounts and loans a customer has in the current branch. The update applies only to the accounts and loans in the current branch not across branches.

Segment Details

Identifier

Each customer is required to provide certain identification details to your bank for establishing the customer's identity. For instance, the passport number or ration card of the customer may serve as the criteria to establish the customer's identity. In Oracle FLEXCUBE, this is known as Unique Identifier Name.

Name

Enter the identifier name in not more than 20 characters.

Value

You have to capture the serial number or any number of significance that is to be associated with the document, which can help in identifying the document. You can use a maximum of 20 alphanumeric characters, to capture the identifier value.

Relationship Manager

Every customer in Oracle FLEXCUBE can be designated to a relationship manager. You need to specify the following details of the relationship manager:

RM Id

Specify the user ID of the relationship manager of this customer. The option list displays all valid user IDs with their roles defined as relationship manager. Choose the appropriate one.

Relationship managers are responsible for helping the customers designated to them in need.

RM Name

Based on the RM ID, the system displays the name of the relationship manager.

Combined Statement Plan

Auto Generated Statement Plan

Check this box to automatically generate the combined statement plan.

Frequency

Select the frequency at which the combined statement should be generated from the adjoining drop-down list. The options available are:

- Annual
- Semi Annual
- Quarterly
- Monthly
- Fortnightly
- Weekly
- Daily

Statement Day

Select the day on which combined statement should be generated from the adjoining drop-down list. If value for Statement Day is not selected, then the system defaults the values based on the frequency cycle selected. The statement gets generated on the month end of the defaulted values.

The maker and checker ID of the combined statement plan generated from the customer account screen should be 'System'.

Modifications done on the frequency cycle and statement day in the combined statement screen will not be reflected in the combined statement plan of the customer maintenance screen.

Firm Banking

Firm Banking

The system indicates whether the customer is registered for Firm Banking. You cannot edit it.

Note

You can check this box only through GI Interface using company registration file, that is incoming file upload.

2.2.4 Director Tab

Director tab consists of the director's basic information.

The screenshot shows the Oracle Customer Maintenance interface for the Director tab. The form is divided into several sections: 'Director Details', 'Permanent Address', 'Mailing Address', and 'Other Details'. The 'Director Details' section includes fields for Director Name, Tax Id, Work Phone ISD+, Work Phone, Home Phone ISD+, Home Phone, Mobile ISD Code+, Mobile Number, and Email. The 'Permanent Address' section includes Address Code, Address 1, Address 2, Address 3, Address 4, Pincode, Prefecture, and Country. The 'Mailing Address' section includes Address Code, Address 1, Address 2, Address 3, Address 4, Pincode, Prefecture, and Country. The 'Other Details' section includes Nationality and a checkbox for Permanent US Resident Status, along with a Shareholding % field. The form also features a navigation bar at the bottom with various menu options and an 'Exit' button.

You need to specify the following information:

Director Details

Director Details consists of the details of the corresponding branch's director. You need to specify the following information:

Director Name

Specify the corresponding director's name.

Tax Id

Specify the Tax Id of the corresponding director.

Work Phone ISD+

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

Work Phone

Specify the work telephone number of the director.

Home Phone ISD+

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

Home Phone

Specify the home telephone number of the director.

Mobile ISD Code+

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

Mobile Number

Specify the mobile number of the corresponding director.

Email id

Specify a valid email address of the corresponding director.

Mailing Address

'Mailing Address' contains the mailing address of the corresponding director. You need to specify the following information:

Address Code

Specify the address code. Alternatively you can select address code from the option list The list displays the address codes maintained in the 'Address Code Maintenance' screen (STDADMNT).

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected, then the fields 'Address 1 to 3' are auto populated with the relevant address details. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the address code field, then specify the address of the customer.

Pincode

Specify pincode of the mailing address specified.

Prefecture

The system displays the prefecture details based on the address code selected.

Country

Specify the country of the Mailing Address of the corresponding director.

Permanent Address

'Permanent Address' contains the permanent address of the corresponding director. You need to specify the following information:

Address Code

Specify the address code. Alternatively you can select address code from the option list The list displays the address codes maintained in the 'Address Code Maintenance' screen (STDADMNT).

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected, then the fields 'Address 1 to 3' are auto populated with the relevant address details. If an address code is not selected in the address code field, then specify the address of the director. Only characters specified in SWIFT standards are permissible.

Pincode

Specify pincode of the permanent address specified.

Prefecture

The system displays the prefecture details based on the address code selected.

Country

Specify the country of the permanent Address of the corresponding director.

Other Details**Nationality**

Specify the nationality of the corresponding director.

Permanent US Resident Status

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

Shareholding %

Specify the shareholding percentage of the director in the company.

2.2.5 Auxiliary Tab

Click the Auxiliary tab to provide the auxiliary details pertaining to the customer.

You need to specify the following details:

AML Reporting

As a CIF level parameter, you can specify whether AML Reporting is required for the customer. You can check the box positioned next to this field to indicate that AML reporting should be done for the customer whose details you are maintaining.

AML Customer Group

Specify the AML customer group. Click on the option list positioned next to this field, a list of AML customer group screen is displayed. You can select the appropriate.

Required

Check this box to indicate that AML Reporting is required. Acode assigned to the customer whose details you are maintaining is defaulted to the Customer Group field since the system recognizes each customer code as a customer group. You can choose to either categorize the customer under the same group or choose another customer group.

Note

If you leave the box unchecked, the system will suppress the generation of AML reports for the customer.

Consolidated Certificate Required

Check this box to indicate whether a consolidated tax certificate is required for all transactions done for a given tax cycle. This option would work in conjunction with a similar option in the

Tax Category screen and the Tax Details screen accessed from the Branch Parameters Detail screen.

Generating Consolidated Tax Certificate

Depending on the frequency maintained at the branch level, the system will generate the Consolidated Tax Certificate for a customer, provided the consolidated tax certificate generation is required at the customer level and the option is maintained at the Tax Category level. The Tax Certificate will be in a pre-shipped advice format and printed on a Year to Date basis

Maintaining Elements for Advice Generation

The following elements will be available for advice generation for consolidated tax certificates.

| Element Name | Description | Data Type |
|----------------|---|----------------------------|
| CUSTOMERNO | The customer number for which the tax summary certificate is printed | Alphanumeric |
| CUSTOMERNAME | The customer name | Alphanumeric |
| FROMDATE | The from date for which the certificate is generated | Date |
| TODATE | The to date for which the certificate is generated | Date |
| TXNNUMBER | The contract reference number | Alphanumeric 16 characters |
| CALCDATE | The tax calculation date | Date |
| TAXCCY | The tax currency | Alphanumeric 3 characters |
| TAXAMTINTAXCCY | The tax amount in tax currency | Number |
| INTERESTAMT | The interest amount (basis amount on which the tax has been calculated) | Number |

Individual Certificate Required

Check this box to indicate whether an individual tax certificate is required for each transaction. An individual tax certificate is a certificate (advice) which is generated for each individual event (in a transaction) resulting in computation/deduction of tax from the customer's account.

The advice is linked to the product and is generated at the time of authorization of the contract/ event.

Generating Individual Tax Certificate

For contracts that have tax defined on interest liquidation, an individual tax certificate will be generated by the system, provided the tax certificate is linked as an advice for the event and the individual transaction tax certificate is required to be generated for the customer.

For income other than through interest on customer accounts, the advice format for the tax certificate can be maintained depending on the requirement. This advice format can be linked to the products.

For income through interest on customer accounts, the advice format for the tax certificate is pre-shipped. The format of the advice can be modified except for the name of the advice format which is pre-shipped.

Maintaining Tags for Advice Generation

The following tags will be available for advice generation for individual transaction.

| Tag Name | Description | Data Type |
|-----------------|---|----------------------------|
| TXNNUMBER | The contract reference number | Alphanumeric 16 characters |
| CALCDATE | The tax calculation date | Date |
| COMPCCY | The interest component currency | Alphanumeric 3 characters |
| TAXCCY | The tax currency | Alphanumeric 3 characters |
| TAXAMTINTAXCCY | The tax amount in tax currency | Number |
| INTERESTAMT | The interest amount (basis amount on which the tax has been calculated) | Number |

Dormancy Details

A customer is marked as dormant based on the parameters defined in 'Dormancy Parameters' (STDDORMN) screen. The following fields indicates the various stages of dormancy.

Target For Dormancy

The system will automatically displays this check box as selected (customer marked for dormancy) based on the dormancy processing frequency defined.

The system will not include the customer accounts having the following scenarios for classifying as 'Target for Dormancy':

- Dormancy Period Start Date + Dormancy Days \geq Current Processing Date.
- CASA accounts linked for Auto Deposit / Sweep Structure / Cover Account / Standing Instruction (as Debit Account) / Automatic Overdraft in Active Status
- TD accounts created as Auto Deposit / Sweep Structure / Automatic Overdraft / Collateral / Collateral pool in Active Status.
- Current Balance in the customer account is less than zero
- Account has an active amount block
- The customer status is either 'Deceased' or 'Frozen'
- The Status of the account is 'No Debit'

In case the latest Dormancy Period Start Date at account level + Dormancy Days $<$ the current processing date, and the above conditions are not met, then the account is marked as 'Target for Dormancy'.

Processing Type

Based on the 'Action' field defined in the 'Dormancy Parameters' (STDDORMN) screen, the system defaults the processing type details as follows:

- **Direct** - if the Action field is marked as 'Direct Processing'.
 - In this type, there is no advice generation on the account.
 - On reaching the actual dormancy date, the customer is marked as dormant.
- **On Advice Return** - If the Action field is marked as 'Generate Advice' and the option 'Generate Advice Automatically' is selected.
 - In this type, advice for the customer marked as 'Target for Dormancy' is generated automatically.
 - On generating advice, the option 'Advice Sent' is selected.
 - On reaching the actual dormancy date, the customer is marked as dormant.
 - If the advice is returned, you need to manually select the 'User Confirmation for Dormancy Process' check box.
If the option 'Generate Advice Automatically' is not selected, you need to manually generate dormancy advice using 'Dormancy Advice Generation' (STRDORMN) screen.

Advice Sent

This option is selected automatically based on the processing type.

User Confirmation for Dormancy Process

This option is selected automatically if the processing type is 'Direct'. If the processing type is 'On Advice Return', you can select the check box manually once the advice is returned.

Dormant

This option is selected automatically if a customer is marked as dormant. Also the same is revoked when the 'Reverse Movement' parameters are achieved.

Dormancy Period Start Date

The system displays the last date on which the customer activity was recorded on the account.

Dormancy Date

The system defaults the dormancy date on which the customer is marked as 'Dormant'.

Balance as on Dormancy Date

The system displays the Local currency equivalent balance amount when the customer is marked as 'Dormant'. The amount indicated will be the consolidation of below balances.

- Positive available balance of CASA accounts
- Available balance of TD accounts
- Positive balance in OD accounts (Any accounts having positive balance)
- Balance in FCY accounts (converted into LCY in standard mid rate and added)

Utility Provider

Utility Providers are the recipients of the bill payment. Typical entities involved in a bill payment transaction are the consumer, your bank and the institutions (utility providers).

Utility Provider

Check this box if the customer whose details you are maintaining happens to be a Utility Provider

Utility Provider Id

Assign a unique ID to identify the utility provider.

Check Digit Validation Required

Check this box to indicate whether the check digit validation should be performed for the consumer number that is captured while making bill payment for the utility provider.

Algorithm ID

If the check digit validation should be performed you must also identify the Algorithm ID, which is used to perform the check digit validation on the consumer number.

Utility Provider Type

Indicate the type of utility provider. The option list adjoining 'Utility Provider Type' displays all valid utility provider types maintained in the system. You can select the appropriate one.

Head Office

Account Number

The Head Office Account Number is the customer's account number with the Head Office of your bank. You need to capture this value only if the Customer Type is a 'Bank'. It is used only for reference purposes.

Debtor Category

Specify the category of the Debtor from the adjoining option list.

Risk Profile

Specify the risk profile from the adjoining option list.

FT Accounting As of

For funds transfer contracts involving certain customers, you may need to generate messages on the booking date of the contract, while the actual accounting may be deferred to the debit value date.

This facility could be required in respect of future dated funds transfers involving specific customers for which the requisite messages need to be sent on booking the contract itself, whereas posting of accounting entries must be deferred to the debit value date.

You can indicate whether such a facility of allowing message generation before accounting is available for the customer, in the FT Accounting As Of field. You have the following options for accounting for FT contracts:

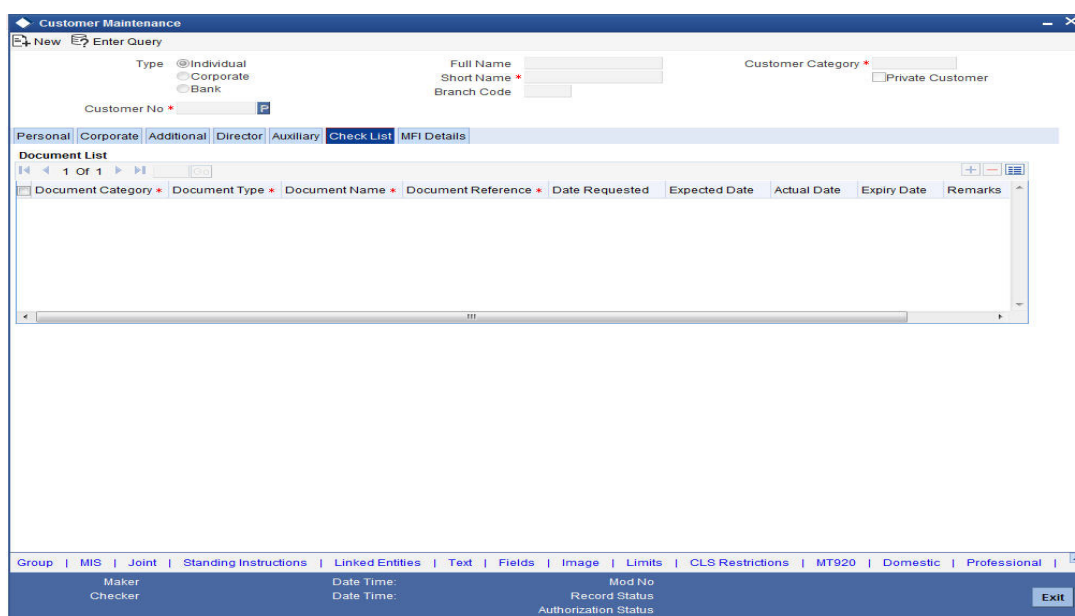
- Accounting as of message date (accounting entries will be posted on the date of message generation)
- Debit Value Date (accounting entries will be posted on the debit value date)

Additional Fields Labels

You can specify the additional details, if any.

2.2.6 Checklist Tab

Click the 'Checklist' tab from the 'Customer Maintenance' screen to capture the details of document types that are to be maintained. Checklist is an optional tab based on the workflow of the bank. In this tab, you need to provide the following information:



The screenshot shows the 'Customer Maintenance' application window. At the top, there are buttons for 'New' and 'Enter Query'. Below these are fields for 'Type' (with radio buttons for Individual, Corporate, Bank), 'Full Name', 'Short Name', 'Branch Code', and 'Customer Category'. A 'Customer No' field is also present. The 'Checklist' tab is selected in the navigation bar. Below the navigation bar is a 'Document List' table with columns: Document Category, Document Type, Document Name, Document Reference, Date Requested, Expected Date, Actual Date, Expiry Date, and Remarks. The table is currently empty. At the bottom of the window, there is a status bar with various system options and an 'Exit' button.

Specify the following details:

Document List

Document Category

Specify the category of the document.

Document Type

Specify the document type. The adjoining option list displays all the document types that are maintained in the system. You can select the appropriate one.

Document Name

Specify the name of the document. For example, Address Proof, Identity Proof etc.

Document Reference

Specify the reference number for the document. For example, if the document submitted is a passport, then you can maintain the passport number here.

Date Requested

Specify the date on which the document was requested.

Expected Date

Specify the date by which the document has to be submitted.

Note

If you do not specify the expected submission date, then on save, the system calculates and defaults the expected date in this field. The system calculates this date based on the requested date + the verification time limit (in days) maintained in 'Customer Type-Wise FATCA Parameters' screen.

Actual Date

Specify the date on which the document was actually submitted.

Expiry Date

Specify the date till which the document is valid.

Note

If you do not specify the expiry date, then it will be considered to be valid till perpetuity.

Remarks

Specify the additional information, if required.

Checked

Check this box to indicate that the received documents are acknowledged.

Remarks

Specify the additional information, if required.

2.2.7 Maintaining Domestic Details of Individual Customer

As part of maintaining personal details of the customer, you can capture Domestic details about the customer like the customer's educational status, marital status, number of dependents etc. Click on 'Domestic' button. The Customer - Domestic Details screen will be displayed.

The screenshot shows a window titled "Domestic Details" with the following fields and controls:

- Marital Status:
- Spouse Employment Status:
- Accommodation:
- Spouse Name:
- LBL_MOTHERMAIDN_NAME:
- Educational Status:
- Dependents
 - Children:
 - Others:

Buttons: Ok, Exit

In this screen, you can capture the following details for each individual type of customer:

- The Marital status of the customer: A customer could be married, single, re-married, divorced, separated, widowed etc. You have to indicate the appropriate
- The name and employment status of the customer's spouse
- The name of the customer's mother
- The educational status of a customer (Under Graduate, Graduate, Post Graduate and Non-student). If the customer has received no formal education, select Non-student
- The family members (children and others) who are dependent on the customer financially. You can indicate any number between 0 and 99
- The type of accommodation this customer is availing of. The types could be classified into - own accommodation, company provided and others. Others include all types other than self-owned and company provided. You can select the appropriate option.

2.2.8 Maintaining Professional Details of Individual Customers

After having captured the Domestic details of the individual customer you can capture the professional details about the customer.

These details include the customer's employment status, employer details or the annual expenses that the customer incurs and so on. Click on 'Professional' button. The Customer – Professional Details screen will be displayed.

The screenshot shows a window titled "Professional Details" with a blue header and a close button (X) in the top right corner. The form is organized into several sections:

- Employment:** Includes a dropdown menu for "Employment" currently set to "Full Time permanent".
- Official Address:** Contains fields for "Address Code", "Address 1", "Address 2", "Address 3", "Address 4", "Pincode", and "Country".
- Employment Details:** A list of fields including "Tenure", "Retirement Age", "Previous Designation", "Previous Employer", "Current Designation", "Current Employer", "Establishment Name", and "Employer Description".
- Contact:** Includes fields for "Telephone", "Telex", "Fax", and "Email Id".
- Income:** Features a "Currency of amounts" dropdown and fields for "Salary" and "Other".
- Expense:** Lists fields for "Rent", "Insurance", "Loan Payments", "Other", "House Value", and "No of Credit Cards".

At the bottom right of the window, there are "Go" and "Exit" buttons.

You can capture the following professional details of the individual type of customer through this screen:

Employment Details

- The employment status of the customer (full time permanent, full time temporary, part-time, self-employed, retired pensioned, retired non-pensioned, unemployed.)
- The number of years the customer has been in his/her current job
- The age at which the customer is due to retire from his/her current job or business
- The designation this customer held in his/her previous job or employment
- The name of the previous employer of this customer
- The designation held by this customer in his present job

- The name, address, country, telephone, telex, fax and E-mail address of the customer's current employer. The name, address and country of the employer should conform to SWIFT standards

Establishment Name

The name of the establishment which is owned by the customer. This field is mandatory, if you have selected 'Employment' as 'Self Employed'.

Note

The 'Current Employer' field is used by the system to map the user to his current employer. Click the adjoining option list to display all the authorised and open employer codes maintained in the system.

Income Details

- The annual returns that your customer earns through salary and other sources of employment if any. If your customer earns revenue through other source apart from a monthly, salary you have to capture the customer's combined income from all other sources.
- The annual expenses that your customer incurs from sources other than the annual salary
- The currency in which the customer's financial details like, annual salary, annual rent expenses, annual loan repayment, etc is expressed

Expenditure Pattern

- The customer's annual expenditure on rent, premium on insurance
- The customer's current annual expenditure incurred on re-payment of loans availed
- The customer's current annual expenditure incurred on payment of expenses other than rent, insurance premium or loans
- The number of credit cards the customer has subscribed to
- The value in terms of money, of this customer's house (in case he owns one)

The Other Details Include

- The name of your customer's previous employer and the designation that the customer held in the previous job.
- The customer's current designation and the full name of the customer's employer
- The complete mailing address of your customer's employer
- The telephone, telex, fax numbers and E-mail address of your customer's current employer or business partner

After having captured all the relevant details, you can save the record. You will be returned to the Personal Details section of the CIF Maintenance screen.

2.2.9 Capturing UDF Values for Customers

In order to know your customer better, you may need to capture certain additional information specific to a customer. This is in addition to the regular information that you would capture in the Customer Maintenance screen. To capture more details of the customer, you can define a set of UDFs and associate them with the function id 'STDCIF' (for Customer Maintenance screen). After you associate the UDFs, they will appear in the Customer Maintenance screen. You can then capture the values for these UDFs

The UDFs that are displayed in the Customer Maintenance screen depend on your selections in the 'UDF in Base Table' screen. A maximum of five UDFs can be made to appear in Customer Maintenance screen.

Refer the manual on 'User Defined Fields' for details on defining a user-defined field and associating the UDF with the function id 'STDCIF'.

The values that you enter for the UDFs will be validated against the rules maintained for them. If the entries fail the validations, the system will display a suitable message to inform you that the entries made do not adhere to the rules maintained.

The UDFs will be displayed in the Customer Maintenance Summary screen as well. You will also be allowed to perform queries based on these fields.

2.2.10 Special Customer Grouping

While maintaining the customer information, you can place a customer under a special customer group for different rating purposes. Through the Special_Status user defined field (UDF) you can link the customer to a group and specify the rating for the group.

Whenever a contract is booked for such a customer, the system will display an alert message specifying the status of the customer thereby you can apply the new rates specified for such customers.

The steps involved for including the SPECIAL_STATUS UDF in customer maintenance are as follows:

1. Create a new user defined field SPECIAL_STATUS
2. Link it to the Function ID STDCIF
3. Specify the value of the user defined field at the time of creating a customer

The special status is also displayed in the information retrieval screen when you do a query for such a customer. You can do the query using the 'Customer Summary Query' screen.

You can invoke this screen by typing 'ACDCBIR' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Customer Summary Query

Execute Query

Information Retrieval

Customer Number *

Special Status

Customer Service Model

Current Branch

Linked Customer

Query

Trade License Expiry Status

Fetch

Linked Customer

| <input type="checkbox"/> Customer Number | Customer Name | R |
|--|---------------|---|
|--|---------------|---|

Account Class

| <input type="checkbox"/> Account Class | Description |
|--|-------------|
|--|-------------|

Products

| <input type="checkbox"/> Product Code | Description |
|---------------------------------------|-------------|
|---------------------------------------|-------------|

Exit

Note

After having captured all the required details save the CIF record. It becomes valid only after a user other than you authorizes it.

Check the 'Linked Customer' check box and provide the Customer Number and click 'Query' button to view all linked customers in Linked Customer Details. Select a customer from the details and click 'Fetch' button to perform a query operation on the selected customer. The system will display the following values are based on the query parameters provided:

- Special Status
- Customer Service Model
- Trade License Expiry Status

Linked Customer

- Customer Number
- Customer Name
- Relation

Account Class

- Account Class
- Description

Products

- Product Code
- Description

Module

- Model Code
- Description

External Account Types

- Account Type
- Description

2.2.11 Maintaining Microfinance Details of Individual Customers

As part of maintaining financial details of customers, you can maintain microfinance details of individual customers like the customer's insurance number, poverty status, education level, whether blacklisted or not, etc This tab is enabled only if MFI Customer field is checked in the Personal tab.

Click the 'MFi Details' tab from the CIF Maintenance screen to maintain these details.

In this screen, you can capture the following details for each individual type of customer:

MFI Info

Insurance Number

Specify the insurance number of the individual customer.

Customer Type

Indicate the type of customer that you are maintaining. You can select one of the following options:

- Group
- Center
- Individual

Group Code

The system displays the group code assigned to the customer.

Meeting Code

The system displays the meeting code maintained for the corresponding Group Code.

Account Officer

Specify a valid account officer assigned to the customer. The adjoining option list displays all valid account officers maintained in the system. You can select the appropriate one.

Note that this is an optional field. If no Account Officer is specified, the system picks up the same from the next microfinance level (Group or Center).

Blacklisted

Check this box to indicate that the customer is blacklisted. By default the system leaves it unchecked to indicate that the customer is not blacklisted.

Number of Times Blacklisted

The system displays how many times the customer has been blacklisted, if any.

Customer Info**Physically Challenged**

Check this box to indicate that the customer has some physical limitations.

Poverty Status

Specify a valid financial status of the customer. The adjoining option list displays all valid poverty statuses maintained in the system. You can select the appropriate one.

Literacy of Client

Specify a valid literacy level of the client. The adjoining option list displays all valid literacy levels maintained in the system. You can select the appropriate one.

Business Activity

Specify a valid nature of work that the customer does for a living. The adjoining option list displays all valid business activities maintained in the system. You can select the appropriate one.

Business Description

The system displays a relevant description of the business corresponding to the selected Business Activity.

Training Code

The system displays the assigned training code of the customer.

Trained On

The system displays the date on which the customer is trained.

2.2.12 Specifying Identification Details

You can maintain what documents are received from the customer as part of collecting identification details using the 'Identification Details' screen. Click on 'Identification Details' button. The 'Identification Details' screen will be displayed.

You can capture the following details here:

- SI No: The system displays the serial number.
- Document Type: The type of document made available by the customer for identification.
- Details

Click on 'Details' button. The 'Document Type Details' screen will be displayed.

| | |
|----------------------|-----------------|
| Document Type | DRIVING LICENSE |
| Name As Per Document | JOHN |
| Series | FA23 |
| Doc Id | 5734584390 |
| Date Of Issue | 1/5/2010 |
| Date Of Expiry | 1/5/2023 |
| Issuing Authority | XXXXX |
| Place Of Issue | YYYYY |

You can specify the following details here:

Document Type

The system displays the document type based on the information you specified in 'Customer Identification Details' screen.

Name As Per Document

Specify the name of the customer as mentioned on the document.

Series

Specify the series of the document.

Doc Id

Specify the document ID number.

Date of Issue

Specify the date on which the document was issued to the customer.

Date of Expiry

Specify the date on which the validity of the document expires.

Issuing Authority

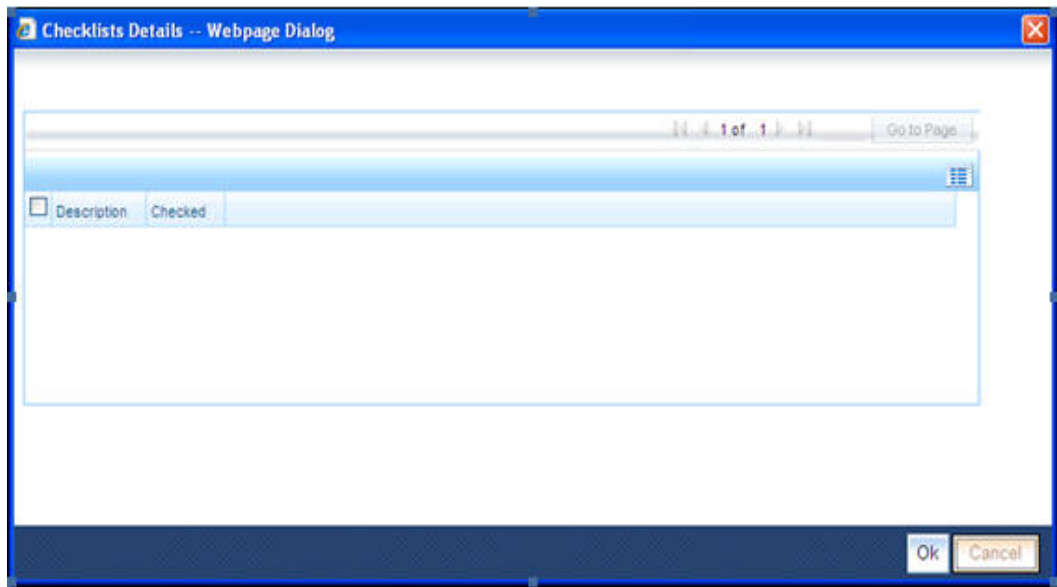
Specify the name of the person or agency that issued the document.

Place of Issue

Specify the place in which the document was issued.

2.2.13 Specifying Checklist Details

You can maintain a list of what documents have been checked using the 'Checklist Details' screen. Click on 'Checklist' button. The 'Checklist Details' screen will be displayed.



This screen contains a list of documents maintained using the 'MFi Action Checklist Maintenance' screen. If you have checked a particular document appearing under 'Description', check the corresponding box under 'Checked' to indicate that the document has been checked

2.2.14 Other Basic Customer Information

You will notice the following buttons in the Customer Maintenance screen:

| Tab | Description |
|-----------------------|---|
| Group | Through this screen you can associate the customer code with a group |
| MIS | Through this you can define the MIS details of a customer (for future use) |
| Joint | Through this you can capture details of joint customers. |
| Standing Instructions | Through this screen, you can view the details of all standing instructions associated with respective the customer code. |
| Linked Entities | Through this screen, you can link different customers to the specific customer whose details you are capturing and specify the relation shared by the two customers. For details about linked entities, refer to the section Maintaining Customer Accounts under the heading 'Relationships for Customer' in this user manual. |

| Tab | Description |
|-----------------|---|
| Text | <p>Through this screen, you can store free format text, scanned images etc about the customer whose details you are capturing.</p> <p>You can store this information either as text documents or as plain text.</p> |
| Fields | <p>Through this you can capture user defined fields.</p> |
| Image | <p>Through this screen, you can capture the photograph of the customer whose details you are maintaining. You will be allowed to access this screen, only if you have the requisite access rights i.e., you may have rights to access the CIF screen but not view the photograph of the customer.</p> |
| Limits | <p>Through this button you can view/modify/add (define) the liability details of a customer, provided you have been assigned the necessary rights.</p> <p>This button appears enabled only if 'Track Limits' check box is checked in the Additional tab of Customer Maintenance (STDCIF) screen.</p> |
| CLS Restriction | <p>In case of a CLS participant, you can capture CLS currency restrictions.</p> |
| MT920 | <p>Through this screen, you can specify MT920 preferences.</p> |
| Domestic | <p>Through this screen, you can capture domestic details of the customer.</p> |
| Professional | <p>Through this screen, you can capture professional details of the customer.</p> |
| Issuer | <p>In case of an issuer customer, you can capture issuer details.</p> |
| Cards | <p>Through this screen, you can view cards details of the customer.</p> |
| Linked Account | <p>This button invokes the Linked Account screen where you can view the details of linked accounts.</p> |
| KYC Details | <p>This button invokes the KYC Details screen where you can view the KYC details of the customer.</p> |
| Joint Venture | <p>Through this screen, you can maintain the joint venture details.</p> |
| Account Details | <p>This button invokes 'The Account Details' screen where you can maintain the account details.</p> |

| Tab | Description |
|--------------------------------|--|
| NSF Black list status | You can view the NSF rejection details and customer blacklisted details in this screen. |
| Documents | This button invokes the Document upload screen where you can capture the customer related documents in central content management repository. |
| Change Log | This button invokes the Change Log screen where you can capture the audit history details for the operations performed on that customer and the account. |
| Customer Service Model History | This button invokes Customer Service Model History screen to view customer service model history. |
| Maruyu Detail | This button invokes Maruyu Limit Maintenance screen. You can maintain the Maruyu limit details here. |

2.2.15 Viewing Debit Card Details

Click 'Cards' button to view details about debit cards issued to a customer.

The screenshot shows a software window titled "Cards Summary Screen". At the top, there are three input fields labeled "Branch Code", "Customer No", and "Account Number". Below these is a navigation bar with "1 Of 1" and a "Go" button. A table is displayed with the following columns: "Authorization Status", "Record Status", "Branch Code", "Request Reference Number", and "Card Number". The table contains one row of data. At the bottom right of the window is an "Exit" button.

Here, you can view the following details.

Branch Code

The branch code is displayed from the main 'Customer Information Maintenance' screen.

Customer No

The customer identification code (CIF) is displayed from the main 'Customer Information Maintenance' screen.

Account No

The system displays the account number against which you have maintained debit card details.

Authorisation Status

Indicate the authorisation status of the debit card by selecting one of the following values:

- Authorised

- Unauthorised

Record Status

Indicate the record status of the debit card by selecting one of the following values:

- Open
- Closed

Branch Code

The system displays the branch code where the debit card has been issued.

Request Reference Number

The system displays the request reference number of the card issuance record.

Card Number

The system displays the debit card number of the card holder.

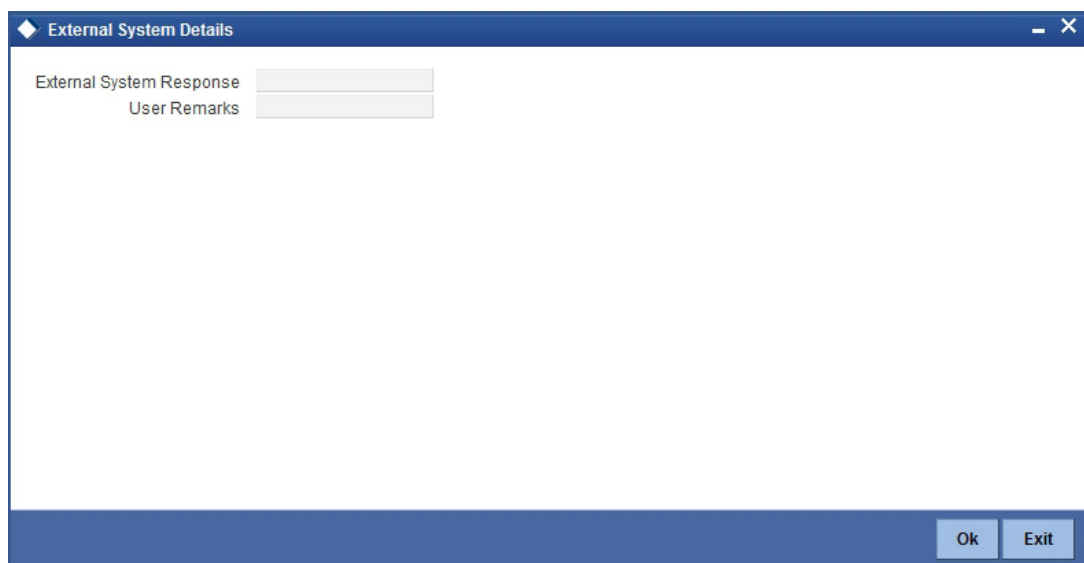
Multiple cards can be issued to a customer.

2.2.16 Viewing OFAC Check Response

OFAC check enables the application to call an external web service to perform black list check for customer and customer accounts and give warnings appropriately while transacting with black listed customers. You can also capture your remarks before overriding the black list warning.

Click 'OFAC Check' button in 'Customer Account Creation' screen to view the OFAC check response in the 'External System Detail' screen. On clicking 'OFAC Check' button, system will build the request XML and call the web service. The 'External System details' screen displays the response is received from the external system; and you will be also allowed to enter your remarks in this screen. The response received will also be sent to Oracle FLEXCUBE Database layer for any further interpretations of the same.

This button can be made visible while carrying out the actual customization. Request building response interpretation in the database layer needs to be done as part of customization to enable this.



The screenshot shows a window titled 'External System Details'. Inside the window, there are two text input fields. The first is labeled 'External System Response' and the second is labeled 'User Remarks'. At the bottom right of the window, there are two buttons: 'Ok' and 'Exit'.

Here, you can view /capture the following details:

External System Response

The response from the external system regarding the black listed customer is displayed here.

User Remarks

Specify your remarks regarding the black listed customer here.

2.2.17 Viewing KYC Details

KYC refers to know your customer. You can view the KYC details maintained for a customer on 'KYC Maintenance' screen. Click 'KYC Details' button to invoke the screen

Alternatively, you can invoke this screen by typing 'STDKYCMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'KYC Maintenance' application window. The window title is 'KYC Maintenance'. The toolbar includes 'New' and 'Enter Query' buttons. The main area contains the following fields:

- KYC Reference *
- Full Name of Customer *
- KYC Customer Type *
- Risk Level *

Below the main area is a navigation bar with links for 'Retail Customer', 'Corporate Customer', 'Financial Customer', and 'Fields'. The bottom section is a dark blue footer containing labels for 'Maker', 'Checker', 'Mod No', 'Date Time:', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

The system displays the following details:

- KYC reference number
- Full name of the customer
- Type of customer
- Risk level of the customer

2.2.17.1 Viewing KYC Details of Retail Customers

You can view the KYC profile details for retail customers on 'KYC Retail Profile' screen. Click 'Retail Customer' tab in the 'KYC Maintenance' screen.

KYC Retail Profile

Beneficial Owner Information

Declared Resident Politically Exposed Person

PEP Remarks

Local Address

Country

Home Country Address

Home Country

Permanent US Resident Status

Visited US in last 3 years ?

Nationality

Birth Place

Birth Country

Birth Date

Office ISD Code +

Office Number

Residence ISD Code +

Residence Tel Number

Mobile ISD Code +

Mobile Number

Fax ISD Code +

Fax Number

Purpose of Account

Opening

Others

Account Type

Passport Number

Passport Expiry Date

Visa Number

Visa Expiry Date

KYC Amounts Currency

Power of Attorney

Power of Attorney

Holder Name

Nationality

Address

Country

Telephone ISD Code +

Telephone Number

Beneficially Owned Company

| Company Name | Location | % Holding | Annual Income | Line of Business |
|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Source of Income

Salary

Rental

Investment

Business Concern

Professional Business

Overseas Property

Others

Related Companies Accounts with Bank

| Company Account Number |
|------------------------|
| <input type="text"/> |

Personal Accounts with Bank

| Personal Accounts Number |
|--------------------------|
| <input type="text"/> |

Ok Cancel

The system displays the following details of the retail customer:

Beneficial Owner Information

- Whether the beneficial owner is declared as a resident
- Whether the beneficial owner is declared as politically exposed person
- Remarks on the politically exposed person
- Local address of the beneficial owner
- Country code of the beneficial owner
- Home country address of the beneficial owner
- Home country of the beneficial owner
- Whether the beneficial owner has a valid US residence status
- Whether the beneficial owner has visited US in the last three years
- Nationality of the beneficial owner
- Place of birth of the beneficial owner
- Birth country of the beneficial owner. It is mandatory to maintain birth country if the FAT-CA is enabled for the bank.
- Birth date of the beneficial owner
- International dialling code for the office telephone number
- Telephone number of the beneficial owner's office
- International dialling code for the residential telephone number

- Residential telephone number of the beneficial owner
- International dialling code for the mobile number
- Mobile phone number of the beneficial owner
- International dialling code for the fax number
- Fax number of the beneficial owner

Note

If the FATCA is enabled for the bank, and any of the Office number, Residential telephone number, Mobile number or Fax number is maintained, then it is mandatory to maintain the corresponding ISD code as well.

- Purpose of opening the account
- Other details
- Type of account
- Whether power of attorney is given to beneficial owner
- Passport number of beneficial owner
- Expiry date of the passport
- Visa number of the beneficial owner
- Expiry date of visa
- Currency in which KYC amount is maintained

Power of Attorney

- Whether the customer account is to be operated by the power of attorney holder
- The person who has been given the power of attorney
- Nationality of the power of attorney holder
- Address of the power of attorney holder
- Country of the power of attorney holder
- International dialling code for the telephone number
- Telephone number of the power of attorney holder

Note

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

Beneficially Owned Company Details

- Name of the company
- Location of the company
- Percentage of the holding
- Annual income of the company
- Line of business of the company

Source of Income

- Whether salary is a source of income
- Whether rental is a source of income
- Whether investment is a source of income
- Whether business concern is a source of income
- Whether professional business is a source of income

2.2.17.2 Viewing KYC Details of Corporate Customers

'KYC Corporate Profile' screen gives an account of the KYC profile details for corporate customers. Click 'Corporate Customer' tab in the 'KYC Maintenance' screen. The system displays 'KYC Corporate Profile' screen.

The screen is as shown below:

The screenshot displays the 'KYC Corporate Profile' window with the following sections:

- Customer and Sponsor(s) Information:** Fields for Groups Name, Parent Company Country of Incorporation, Type of Company, Others, and KYC Amounts Currency.
- Reason of Account:** Fields for Purpose of Account (Opening, Others).
- Nature of Business:** Fields for Nature of Business, Product Traded, Main Source of Funds, Borrowing Account Group, and Annual Turnover.
- Details of Key Person:** A table with columns: KYC Id, Name, Position Or Title, Relationship, Nationality, Address, LBL.
- Company Details:** Fields for Details of Company Branches, No of Person Employed, Mode For Salary, and Others.
- Details of Suppliers:** A table with columns: Supplier Name, Country.
- Details of Clients:** A table with columns: Client Name, Country.
- Transaction Type:** A table with columns: Transaction Type, Count, Total Amount, Max Single Amount, Purpose, Country, Fund Transfer Purpose Within Country.
- Audit and Review:** Fields for Audit Date, KYC Next Review Date, and a checkbox for Account Solicited.
- Introducer and Compliance:** Fields for Account Solicited Date, Introducer Details, Compliance Clearance, Business Approval, and Trade License Number.
- Comments:** Fields for KYC, Sales and Service Officer, and Approvers.

Buttons for 'Ok' and 'Exit' are located at the bottom right of the window.

The system displays the following details:

Customer and Sponsors Information

- Name of the group
- Country of Parents Company
- Type of the company
- Other details
- Currency in which KYC amount is maintained

Reason of Account

- Reason for opening an account
- Other details

Specifying Nature of Business

- Nature of business
- Name and details of the product traded in the business
- Main source of funds
- Borrowing account group
- Annual turnover of the company

Details of Key Person

- Unique identification for the KYC
- Name of the key person
- Relation ship of the key person with the corporate customer
- Nationality of the key person
- Position or title of the key person
- Relationship of the key person with the corporate customer
- Nationality of the key person
- Address of the key person
- Country of the key person
- International dialling code of the key person
- Telephone number of the key person
- Tax identification number of the key person
- Percentage of share for the key person

Specifying Company Details

- Details of the company branches
- Number of person employed in the company
- Mode of salary in the company
- Other details

Specifying Details of Suppliers

- Name of the supplier
- Country of the supplier
- Mode of settlement

Specifying Details of Clients

- Name of the client
- Name of the country of the client
- Mode of payment

Specifying Transaction Types

- Type of transaction
- Count of the transaction
- Total amount of the transaction
- Maximum single amount for the transaction
- Purpose of the transaction
- Country of the transaction
- Purpose of fund transfer within a country
- Audit date
- Whether account should be solicited
- Date on which the account is solicited
- Details of the introducer

- Date of compliance clearance
- Date of business approval
- Trade licence number
- Next date of KYC review

Specifying Comments

- KYC comment about the corporate customer
- Comments on the corporate customer by the sales and service officers
- Name and comments of the approvers on the corporate customers

2.2.17.3 Viewing Corporate or Audit HO Details

Click 'Corporate or Audit HO Details' tab in the 'KYC Corporate Profile' screen.

The screenshot shows a software window titled 'KYC Corporate Profile'. The active tab is 'Compliance / Audit HO Details'. The form contains the following fields:

- CID Number
- Name
- STR Raised
- STR Date
- STR Reference
- CB Response
- CB Response Date
- Activity
- Activity Reason
- Dairy Note

At the bottom right of the window, there are 'Ok' and 'Exit' buttons.

The system displays the following details:

- Number of the corporate customer
- Name of the corporate customer
- Whether STR should be raised
- Date of STR using adjoining calendar
- Reference number of the STR
- Whether the CB should be responded
- Date of the CB Response
- Details of the activity
- Reason for the activity
- Dairy note

2.2.17.4 Viewing KYC Details of Financial Customers

'KYC Financial Profile' screen displays KYC profile details for financial customer. Click 'Corporate Customer' tab in the 'KYC Maintenance' screen.

The screenshot shows the 'Account Financial Details' window. At the top, there are input fields for 'Bank Address', 'Country', 'KYC Amounts', and 'Currency'. Below these are three data tables:

- Transaction Products:** A table with columns 'Transaction Products', 'Rating', and 'Monthly'. It shows one row of data.
- Management Details:** A table with columns 'Name' and 'Designation'. It shows one row of data.
- Shareholders Details:** A table with columns 'Name', 'Holding', 'Address', 'City', and 'Country'. It shows one row of data.

Each table has a 'Go' button and navigation arrows. The window has 'Ok' and 'Exit' buttons at the bottom right.

The system displays the following details:

- Address of the bank
- Country of the financial customer
- Currency of the KYC amounts

Transaction Products

- Name of the transaction product
- Rating of the product
- Number of monthly transactions
- Monthly amount

Management Details

- Name of the manager
- Designation

Share Holders Details

- Name of the share holder
- Holding of the share holder
- Address of the share holder
- City of the share holder
- Country of the share holder

2.2.17.5 Viewing User Defined Fields

'User Defined Fields' screen displays the all UDFs defined using KYC Maintenance screen. You can invoke this screen by clicking 'Fields' tab in the 'KYC Maintenance' screen.

| Field Name * | Value | Value Description |
|--------------|-------|-------------------|
|--------------|-------|-------------------|

The system displays the following details:

- Name of the user defined field
- Value of the user defined field

2.2.18 Maintaining Joint Venture Details

You can maintain the joint venture details for a customer on 'Joint Venture Details' screen. Click 'Joint Venture' button to invoke the screen.

The screen is as shown below:

| Party ID * | Party Name | Ratio * |
|------------|------------|---------|
|------------|------------|---------|

Party ID

Specify the party ID.

Party Name

The system displays the party name.

Ratio

Specify the ratio between the participants on share.

2.2.19 Maintaining Account Details

You can maintain account details as a part of auto customer creation process from the 'Account Details' screen. Click 'Account Details' button to invoke this screen.

The screenshot shows the 'Customer Account' form with the following sections and fields:

- Customer Information:** Customer No, Currency, Account Class, PID No, SD User Reference, Customer Name, Account, Branch, and a checkbox for Default Account.
- Main Check List:** Account Description, Account Open Date, Account Type (Single/Joint), Mode of Operation, and Location.
- List of Joint Holders:** A table with columns for Customer No, Customer Name, Joint Holder Type, Start Date, and End Date.
- Nominee Details:** Name, Date of Birth, Relationship, Address 1-4, and Guardian Name (Name, Relationship, Address 1-4).
- Options:** Replicate Customer Signature, Salary Account, Spend Analysis, Cheque Book, Passbook, and ATM.
- Account Facilities:** Cheque Book, Passbook, and ATM.
- More Preferences:** Auto Debit Card Request, Auto Cheque Book Request, Cheque Book Name 1, Cheque Book Name 2, and ATM Account Number.
- Initial Funding:** Account Opening Amount, Pay In Option (Pay In By Account, Pay In By GL), Offset Branch, Offset Account, and Waive account Opening Charges.

System displays the following details:

- Branch Code
- Account No
- Customer No
- Customer Name
- PID No
- Default Account

Currency

Select the currency of the account from the adjoining option list. By default, system displays the local branch currency here.

The system displays the following window to capture account number details for each currency, if 'Auto Generate Account' box is unchecked in 'STDBNKPM' screen.

Account Class

Select account class from the adjoining option list for the account creation.

If you click the 'P' button, the system generates the other details in this screen.

Note

- Only few parameters can be maintained during account creation. The system defaults the remaining based on the values maintained at 'Account Class Level'.
- The system supports only Savings and Current Accounts.

For further information on the generic attributes that you can define while creating a customer, refer 'Maintaining Customer Accounts' section of CASA module.

2.2.20 Maintaining NSF Blacklisted Details

The status of the customer is displayed in this screen. Click blacklist status to invoke this screen.

Internal Bank – NSF Details

NSF Level

The system displays the NSF level of the customer. (SP1, SP2, SP3 or SP3A)

Effective Date

The system displays the effective date on which the NSF level is set based on the Expiry period NSF (month) defined at STDNSMNT-NSF level maintenance.

Expiry Date

The system displays the expiry date of the NSF Level based on the Expiry period NSF (month) defined at STDNSMNT-NSF level maintenance.

IB Blacklisted Status

The system displays the active blacklist status of the customer. This is displayed only when Customer cheque is rejected in Internal Bank and is black listed through inward clearing due to NSF (Non Sufficient Fund).

Description

Description for the active blacklist status is defaulted here.

Effective Date

The system displays the effective date on which the Customer is Internal Bank black listed due to NSF based on the Expiry period NSF (month) defined at STDNSMNT-NSF level maintenance.

Expiry Date

The system displays the expiry date from which the Customer is internal Bank black listed due to NSF based on the Expiry period NSF (month) defined at STDNSMNT-NSF level maintenance.

Central Bank – NSF Details

CB Blacklisted Status

The system defaults the blacklisted status of customer which has been shared by Central bank.

Description

Description for the blacklist status is defaulted here.

Effective Date

The system displays the effective date on which Central bank has sent the File and processed for the marking CB black listed for Customer.

Expiry Date

The system displays the expiry date of the NSF CB status which is available in CB File.

Web Branch NSF Details

Counter Cheque Status

The system displays the active blacklist status of the customer whose cheque is rejected over the counter.

Description

Description for the blacklist status is defaulted here.

Effective Date

The system displays the effective date on which cheque is rejected over the counter and processed for marking Web branch blacklisted for Customer.

Expiry Date

The system displays the expiry date from which the Customer is black listed over the counter due to NSF, based on the Expiry period NSF (month) defined at STDNSMNT-NSF level maintenance.

2.2.20.1 NSF Enquiry

You can view the current NSF level, customer blacklist status and cheque details rejected due to NSF in NSF Enquiry screen. You can invoke the screen by typing STDNSFQY in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'NSF Enquiry' application window. It features a search bar with 'New' and 'Enter Query' buttons. The main area is divided into three columns of input fields. The first column contains 'Branch Code', 'Customer No', and 'Customer Name'. The second column contains 'Blacklist Status' and 'Description'. The third column contains 'Description'. Below these are three sections: 'Internal Bank - NSF Details', 'Central Bank - NSF Details', and 'Web Branch - NSF Details'. Each section contains fields for 'NSF Level', 'Effective Date', 'Expiry Date', and 'Blacklisted Status'. At the bottom right, there is an 'Exit' button.

Branch Code

Select the branch code from the adjoining option list.

Customer No

Select the customer number from the adjoining option list.

Click on query button to view the list of blacklisted customers for the selected branch code.

Customer No

The system defaults the customer number of the blacklisted customer.

Customer Name

The system displays the name of the blacklisted customer.

NSF Level

The system displays the NSF blacklist status of the customer.

2.2.20.2 NSF Details

You can view interbank blacklisted status in the NSF details screen. Click on NSF Details in the NSF Blacklisted Status screen to invoke this screen.

The screenshot shows a window titled "NSF Enquiry" with a blue header and a white body. At the top, there are two input fields: "Customer No" and "Customer Name". To the right, there are two more input fields: "Blacklist Status" and "Description". Below these, the screen is divided into three sections by horizontal lines:

- Internal Bank - NSF Details:** Contains five input fields: "NSF Level", "Effective Date", "Expiry Date", "IB Blacklisted Status", and "Description".
- Central Bank - NSF Details:** Contains three input fields: "CB Blacklisted Status", "Description", and "Effective Date".
- Web Branch - NSF Details:** Contains three input fields: "Counter Cheque Status", "Description", and "Expiry Date".

At the bottom of the window, there is a blue bar with the text "NSF Details" on the left and an "Exit" button on the right.

Customer No

Customer No is defaulted here based on the details queried in the NSF Enquiry Screen.

Name

The name of the customer is displayed here based on the details queried in the NSF Enquiry screen.

NSF IB Detail

Customer No

The system defaults the customer number.

NSF Level

The system defaults the NSF level while processing the cheque.

Effective date

Effective date of the NSF level is displayed here.

Expiry Date

The system displays the expiry date of the NSF level.

Account No

The system displays the Account number of the returned cheque.

CG Ref No

The system displays the CG Reference Number of the cheque returned due to NSF.

Cheque No

The cheque number of the returned cheque is defaulted here.

Cheque Amount

The system displays the cheque amount of the returned cheque.

Cheque Date

The value date of the cheque is displayed here.

Transaction Date

The transaction date is displayed here.

Branch Code

The system defaults the branch code.

2.2.20.3 Central Bank Blacklist Status

You can view the current central bank blacklist status in the 'Central Bank Blacklist Status' screen. You can invoke this screen by typing 'STDNCBQY' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

| Black listed Customer details | | Other Bank Details | |
|-------------------------------|----------------------|--------------------|----------------------|
| Upload Sequence Number | <input type="text"/> | Bank Ref No | <input type="text"/> |
| Customer Name | <input type="text"/> | Bank Code | <input type="text"/> |
| Customer Type | <input type="text"/> | Bank Name | <input type="text"/> |
| Account No | <input type="text"/> | Address Code | <input type="text"/> |
| Account Type | <input type="text"/> | Address 1 | <input type="text"/> |
| Tax Identification Number | <input type="text"/> | Address 2 | <input type="text"/> |
| Identity Number | <input type="text"/> | Address 3 | <input type="text"/> |
| Date of Birth | <input type="text"/> | Address 4 | <input type="text"/> |
| Blacklist Effective Date | <input type="text"/> | Pincode | <input type="text"/> |
| Blacklist Expiry Date | <input type="text"/> | Prefecture | <input type="text"/> |
| Remarks | <input type="text"/> | Country | <input type="text"/> |

| Our Bank Customer Details | |
|---------------------------|----------------------|
| Customer Name | <input type="text"/> |
| Customer No | <input type="text"/> |
| Customer Type | <input type="text"/> |
| Unique Id Value | <input type="text"/> |
| Date of Birth | <input type="text"/> |

National Blacklist Reference Number

Select the National Blacklist Reference Number from the adjoining option list.

Blacklisted Customer details

Customer Name

The name of the blacklisted customer is displayed here.

Customer Type

The system displays the customer type.

Account No

The system displays the account number of the blacklisted customer.

Account type

The system displays the type of the account which is marked as blacklisted.

Tax Identification Number

The system displays the tax id of the blacklisted customer.

Identity Number

Unique identification number of the blacklisted customer is displayed here.

Date of Birth

The system defaults date of birth of the blacklisted customer.

Blacklist Effective Date

The system displays the blacklist effective date.

Blacklist Expiry Date

The system displays the expiry date for the blacklist status

Remarks

The system displays the remarks sent from the central bank.

Other Bank Details**Bank Ref No**

The system displays the blacklisted customer's bank reference number.

Bank Code

The bank code in which the customer is marked as blacklisted

Bank Name

The system displays the name of the bank of blacklisted customer.

Address Code

Specify the address code. Alternatively you can select address code from the option list The list displays the address codes maintained in the 'Address Code Maintenance' screen (STDADMNT).

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected, then the fields 'Address 1 to 3' are auto populated with the relevant address details. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the address code field, then specify the address of the customer.

PIN code

If an address code is selected in the 'Address Code' field, then this field will be auto populated with the PIN code mapped to the address code. However, if an address code is not selected in the 'Address Code' field, then specify PIN code of the permanent address specified.

Prefecture

The system displays the prefecture details based on the address code selected.

Country

Specify the country of permanent residence of the customer.

Address

The address of the blacklisted customer is displayed here.

Our Bank Customer Details

Customer Name

The system displays the name of the central bank blacklisted customer.

Customer Number

The system displays the customer number maintained in the current bank.

Customer Type

Customer type of the blacklisted customer is defaulted here.

Date of Birth

The system displays the date of birth of the blacklisted customer maintained in the current bank.

Unique ID

The system defaults the unique id of the blacklisted customer maintained in the current bank.

2.2.20.4 Viewing Central Bank Blacklist Status

You can view the blacklisted status of the customer in the 'Central Bank Blacklist Status' screen. You can invoke this screen by typing 'STSNCBQY' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a web application window titled "Central Bank Blacklist Status - Summary". At the top, there are "Advanced Search" and "Reset" buttons. Below this, there are five search input fields: "Customer Name", "Tax Identification Number", "Upload Sequence Number", "Date of Birth", and "Bank Code". Each field has a small icon to its right. Below the search fields, there is a "Records per page" dropdown set to "15" and a "1 Of 1" indicator. The main area is a table with the following headers: "Customer Name", "Date of Birth", "Tax Identification Number", "Bank Ref No", "Bank Code", "Bank Name", and "National Blackli". The table body is empty. At the bottom right of the window, there is an "Exit" button.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Customer Name
- Date of Birth
- Tax Identification Number

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

The system displays the following details pertaining to the fetched records:

- Customer Name
- Date of Birth
- Tax Identification Number

- Bank Ref No
- Bank Code
- Bank Name
- National Blacklist Ref No
- Customer Type
- Identity Number
- Address 1
- Blacklist Expiry Date
- Account No
- Account Type
- Customer No
- Blacklist Effective Date
- Customer Type
- Customer Name
- Unique ID Value
- Date of Birth
- Upload Sequence Number
- Remarks

Note

- If a new current account is created for an already blacklisted customer then the system displays an error message as “Customer has been marked as blacklisted customer. New account cannot be created for the customer.”
 - If a new customer is created for a customer who is already blacklisted by the central bank then the system displays an error message as “Customer is blacklisted by the central bank. Customer can not be created for this new customer.”
-

2.2.20.5 Batch Processing for NSF Blacklisted Customers

An Intra-day batch STNSFCB is configured to update the NSF Central bank blacklisted customers. The unique id is used to identify the customer. If no match is found then the customer name and date of birth together is used as key to identify the customer. This batch is triggered through intra-day batch start BABIDBAT.

The customer blacklist status is updated based on the internal and central bank blacklist status.

| Customer Blacklist Status | Remarks |
|---------------------------------------|---|
| 0 - Internal Blacklist | Customer is blacklisted in Internal bank |
| 1 - Extended data | Customer is blacklisted in Internal bank and Central bank |
| 2 - Central bank blacklisted customer | Customer is blacklisted only in central bank |
| 3 – Customer Blacklisted | Customer is black listed over the counter |

Processing EOD Batch

When a cheque is returned due to NSF then the expiry date is computed for the customer based on the NSF maintenance. As part of EOD the system performs below task:

- Identify all the NSF returned cheque for the validation period.
- Execute the NSF formula for each cheque one by one in the order of effective date of the cheque and arrive the new NSF level of the customer.
- Compute the new expiry date for the customer from the 1st returned cheque date. This is calculated by adding the first returned cheque date and expiration period.
- Execute the action components which are associated with the newly arrived NSF level for that customer.

PEOTI Batch

- In PEOTI, batch system looks only for NSF level expiry date but not the IB details final expiry date.
- System generates advice messages (warning letters) based on the new NSF Level change (NSF blacklist status, Central bank blacklist status changes).

PBOD Batch

On Processing CASABAT batch in BOD, system performs the following process:-

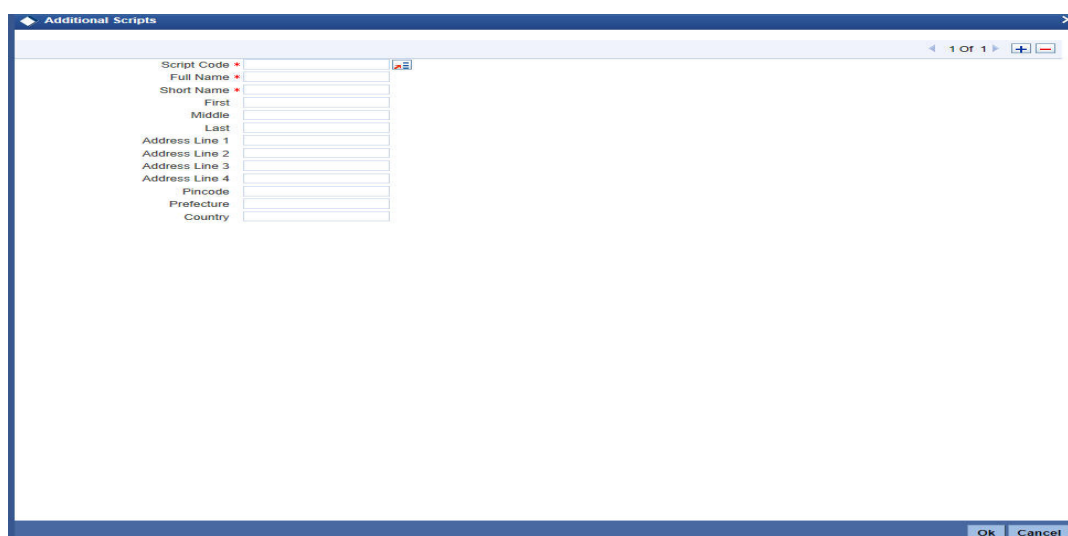
- Identifies the entire Customer whose final expiry date falls on this date (In PBOD batch system IB details final expiry date).
- System process with unmarking of Black list Customer, unmarking of Black list Account, granting chequebook facility for the respective customer account.

Note

STNSFCB batch is used only for marking Central bank Blacklisted status (Not for Internal (0) and Over the counter black listed (3)).

2.2.21 Maintaining Additional Scripts

You can maintain additional details of the customer in additional scripts, such as, Kanji, Katakana and Hirangana format by clicking on 'Additional Scripts' button in 'Customer Maintenance' screen.



Click '+' icon to add additional scripts.

You need to specify the following details:

Script Code

Specify the script code. Alternatively, you can select the script code from the option list. The list displays the script code, script description, language code and language name of the scripts.

Note

For a retail customer, it is mandatory to maintain two additional scripts, English and Kana. For corporate customer, its is mandatory to maintain script Kana.

Full Name

Specify the full name of the customer in scripts selected

Short Name

Specify the short name of the customer in scripts selected.

First

Specify the first name in selected script. This field will be mandatory for individual customers type and will be disabled for corporate/bank type of customers.

Middle

Specify the middle name in the selected script. This will be disabled for corporate/bank customers.

Last

Specify the last name in the selected script. This field will be mandatory for individual customers type and will be disabled for corporate/bank type of customers.

Address 1-4

If an address code is selected in the 'Address Code' field under the 'Address for Correspondence' section, then the fields 'Address 1' to 'Address 3' are auto populated with the address details mapped to the address code. The field 'Address 4' is the only field that can be modified.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

If an address code is not selected in the 'Address Code' field, then specify the address details of the customer.

Pin Code

If an address code is selected in the 'Address Code' field under the 'Address for Correspondence' section, then the PIN code field is auto populated with the value mapped to the address code. If the address code is not selected in the 'Address Code' field, then specify the PIN code details.

Prefecture

Specify the prefecture corresponding to the address.

Country

Specify the country code.

2.2.22 Maintaining Document Details

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



Here, you need to specify the following details:

Document Category

Specify the category of the document to be uploaded.

Document Type

Specify the type of document that is to be uploaded.

Document Reference

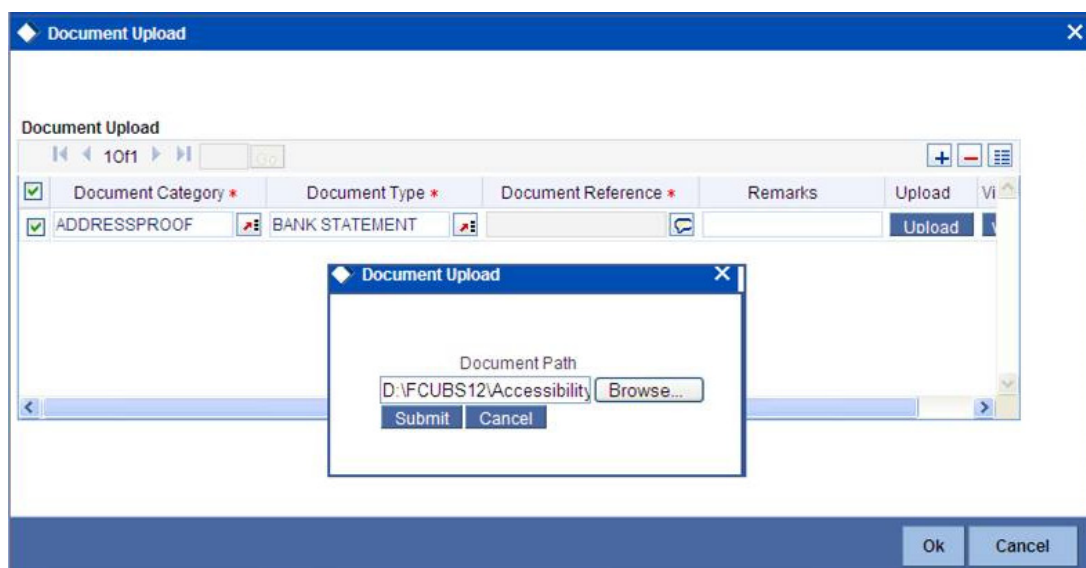
The system generates and displays a unique identifier for the document.

Remarks

Specify the additional information, if any.

Upload

Click 'Upload' button to open the 'Document Upload' sub-screen. The 'Document Upload' sub-screen is displayed below:



In the 'Document Upload' sub-screen, specify the corresponding document path and click the 'Submit' button. Once the document is uploaded through the upload button, the system displays the document reference number.

View

Click 'View' to view the document uploaded.

2.2.22.1 Maintaining Limits Details

You can maintain liability details as a part of auto customer creation process in the 'Customer Liability Details' screen. Click 'Limits' button to invoke this screen.

The screenshot shows a window titled "Customer Liability Details". It contains the following fields and controls:

- Liability Number *
- Liability Name *
- Main Liability Number
- Liability Branch *
- Liability Currency *
- Overall Limit
- Utilized Amount
- Revision Date
- Credit Rating
- Overall Score
- User Defined Status
- Category
- Liability Clean Risk Limit
- Secondary Clean Risk Limit
- Secondary PSTL Risk Limit
- Unadvised
- Netting Required
- Remarks

At the bottom of the window, there is a navigation bar with links: [Score](#) | [Rating](#) | [Linkage Details](#) | [Fields](#) | [Change Log](#). Below the navigation bar are "Ok" and "Exit" buttons.

Liability ID

The system displays the liability Id. The Id selected in the main screen gets defaulted here.

Liability Name

Specify Liability Name. System defaults the name if existing liability id is selected.

Liability Branch

Select the branch associated with the liability. By default, system displays the current branch from the existing liability.

Liability Currency

Select liability currency from the adjoining option list. For existing liability, system defaults the applicable currency and for new liability, system defaults the local branch currency.

Overall Limit

Specify the overall limit in Liability currency, for the liability. This will be defaulted if existing liability is chosen

Revision Date

Specify the revision date for the liability from the adjoining calendar.

Liability Category

Select the category of the liability. The adjoining option list displays all available categories. You can select the appropriate one.

User Defined Status

Select the status of the liability from the adjoining option list.

Liability Clean Risk Limit

The system displays the liability clean risk limit here

Secondary Clean Risk Limit

The system displays the secondary clean risk limit here

Secondary PSTL Risk Limit

The system displays the secondary PSTL risk limit here

Unadvised

Check this box if the liability is unadvised.

Netting Required

Check this box to indicate that all facility amounts linked to this liability should be consolidated.

Remarks

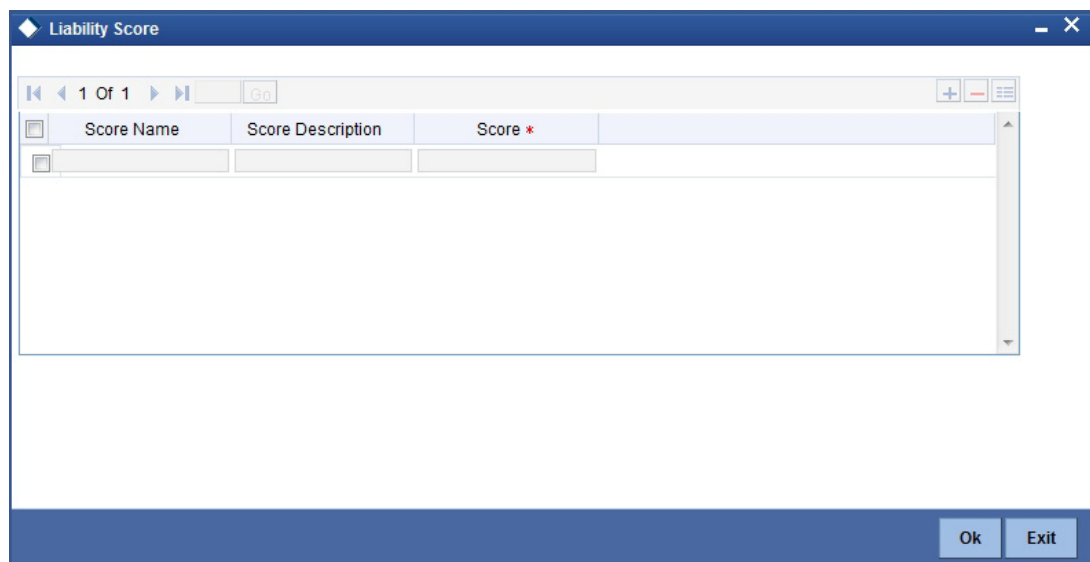
You can specify remarks, if any.

Note

The system displays all the liability details if you have selected an existing liability. You cannot modify the displayed details.

2.2.22.2 Specifying Score Details

You can maintain score details in the 'Liability Score' screen. Click 'Score' button to invoke this screen.



Specify the following details:

Score Name

Select the score name. The adjoining option list displays the all the score names maintained in the system. You can select the appropriate one.

Score description

System displays the description for the selected score name.

Score

Specify score value for the selected score name

Note

For an existing Liability system displays the score details when the liability is selected.

2.2.22.3 Specifying Credit Rating Details

You can maintain credit rating details in the 'Credit Rating' screen. Click 'Rating' button to invoke this screen.

**Agency Name**

Select the credit agency name. The adjoining list displays the name of all Credit agencies maintained in the system. You can select the appropriate one.

Credit Rating

Select the credit rating. The adjoining list displays all the Credit Ratings maintained in the system. You can select the appropriate one.

Primary

Check this box for primary rating.

Note

For an existing Liability system displays the credit rating details when the liability is selected.

2.2.22.4 Specifying Liability Linkage Details

You can maintain Customer Exposure details in the 'liability linkage Details' screen. Click 'Linkage Details' button to invoke this screen.

The screenshot shows a window titled "Liability Linkage Details". At the top, there are three input fields: "Customer No", "Liability Number", and "Liability Name". Below these is a table with three columns: "Exposure Code *", "Exposure Description", and "Exposure Type". The table has one row with empty input fields. At the bottom right of the window are "Ok" and "Exit" buttons.

Exposure Code

Select the exposure code from the available option list.

Exposure Description

System displays the description of exposure based on the exposure code selected.

Exposure Type

System displays the type of exposure based on the exposure code selected.

Note

- When an account is created without maintaining liability and later the liability is created and linked to the customer, the "Limits tracking" option at the customer level is automatically selected by the system.
 - Liability can be modified once the customer record is authorized.
-

2.2.23 Maintaining Customer Account Details

Click on the Account Details button to invoke the Customer Account screen to specify the customer's account details.

The screenshot displays the 'Customer Account' form with the following sections and fields:

- Customer Information:** Customer No, Currency, Account Class, PID No, SD User Reference, Customer Name, Account, Branch, and Default Account checkbox.
- Main Check List:** Account Description, Account Open Date, Account Type (Single/Joint), Mode of Operation, and Location.
- List of Joint Holders:** A table with columns: Customer No, Customer Name, Joint Holder Type, Start Date, End Date.
- Nominee Details:** Name, Date of Birth, Relationship, Address 1-4, Guardian Name, Relationship, Address 1-4, and a Minor checkbox.
- Options:** Replicate Customer Signature, Salary Account, Spend Analysis.
- Account Facilities:** Cheque Book, Passbook, ATM.
- More Preferences:** Auto Debit Card Request, Auto Cheque Book Request.
- Initial Funding:** Account Opening Amount, Pay In Option (Pay In By Account, Pay In By GL), Offset Branch, Offset Account, and Waive account Opening Charges.

You can maintain the following parameters here:

Auto Cheque Book Request

Check this box if you want the system to create a request for the cheque book automatically, for the account during account creation.

When you check this box, the system allows you to capture cheque book request details in the Cheque Book Request screen, as part of account creation.

Auto Debit Card Request

Check this box, if you want the system to create a request for the debit card automatically, for the account during account creation.

When you check this box, the system allows you to capture debit card request details in the Debit Card Request Details screen, as part of account creation.

2.2.23.1 Specifying Cheque Book Request Details

Click on the 'Cheque Book Request' button in the 'Account Details' screen to invoke the 'Cheque Book Request' screen.



You will be able to invoke this screen, only if you have checked the 'Auto Cheque Book Request' check box in the 'Account Details' screen.

Branch

The branch detail gets defaulted from the account branch.

Account

The system displays the account number.

First Check Number

Specify the number of the first cheque leaf of the cheque book.

Check Leaves

Specify the number of cheque leaves in the cheque book.

Cheque Book Type

Specify the cheque book type. The adjoining option list displays the cheque types maintained in the system. You can choose the appropriate one.

Order Date

The order date gets defaulted as the current date. However you can change the same.

Order Details

Specify the order details.

Language Code

Specify the code of the language. The adjoining option list displays all valid language codes maintained in the system. You can choose the appropriate one.

Request Status

The value of this will be defaulted to 'Requested' status.

Click on 'Ok' to save the cheque book request details.

2.2.23.2 Specifying Card Request Details

Click on the 'Card Request' button in the 'Account Details' screen to invoke the 'Debit Card Request Details' screen.

The screenshot shows a window titled "Debit Card Details" with a "Card Details" section. The fields and their current values are:

- Branch Code * (empty)
- Request Reference Number * (empty)
- Customer No * (empty)
- Account No * (empty)
- Card products: A list with "Default" selected.
- Card BIN (empty)
- Name On Card (empty)
- Card Number (empty)
- Card Application Date (empty)
- Primary Card:
- Card Status: Requested (dropdown)

Buttons at the bottom right: Ok, Exit.

You will be able to invoke this screen, only if you have checked the 'Auto Debit Card Request' check box in the 'Account Details' screen.

Branch Code

The branch detail gets defaulted from the account branch.

Request Reference Number

The reference number of the request is auto generated and populated, when you click on the 'Default' button.

Customer No

The customer number of the account gets defaulted.

Account No

The account number gets defaulted from account details.

Card Products

Specify the card products. The adjoining option list displays the card products maintained in the system. You can select the appropriate ones.

Card Bin

Specify the card bin. The adjoining option list displays the card bins maintained for the specified card product. You can choose the appropriate one.

Name on Card

Specify the customer name that is to be printed on card.

Card Number

Specify the debit card number to be requested. The adjoining option list displays the valid debit card numbers maintained in the system. You can choose the appropriate one.

Card Application Date

The card application date would be defaulted as the current date of the branch. However you can change the same.

Primary Card

The primary card check box remains checked by default.

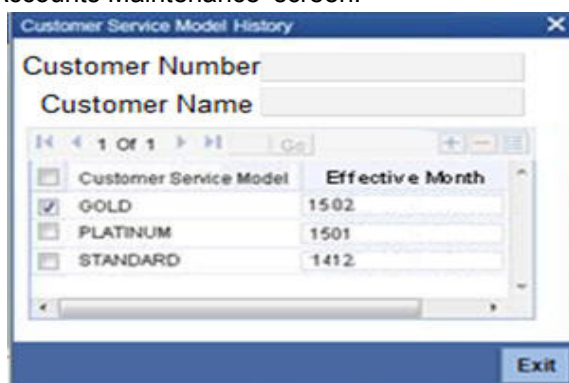
Card Status

The status of the card will be defaulted to 'Requested'

Click on 'Ok' to save the Debit card request details.

2.2.24 Viewing Customer Service Model History

You can view customer service model history using 'Customer Service Model History' screen. To invoke this screen, click 'Customer Service Model History' button in the 'Customer Accounts Maintenance' screen.



You can specify the following details:

Customer Number

The system displays the customer number.

Customer Name

The system displays the name of the customer based on the customer number.

Customer Service Model

The system defaults the customer service model as maintained in STDSRMDL screen.

If no default Customer Service Model is maintained, then the system will not update any value at customer level. It will default the values through web service or upload from the external system

Effective Month

The system defaults the effective month with the value maintained in 'Customer Service Model Effective Month' field as maintained at STDBNKPM by clicking 'Populate' button in customer maintenance level.

Effective month should be maintained in YYMM format.

If no default Effective Month is maintained, then the system will not update any value at customer level. It will default the values through web service or upload from external system.

Based upon the current effective CSM, the system will apply the RP for the customer.

2.2.25 Maintaining Maruyu Limit

You can maintain Maruyu limit for a customer in the 'Maruyu Limit Maintenance' screen. You can invoke this screen by clicking 'Maruyu Detail' link in the 'Customer Maintenance' screen.

| Record Date | Effective Date | P | Maruyu Status | Limit Currency | Limit Amount | Reason Code | Remarks |
|-------------|----------------|---|---------------|----------------|--------------|-------------|---------|
|-------------|----------------|---|---------------|----------------|--------------|-------------|---------|

You can maintain the following in this screen:

Customer No

The system displays the customer number.

Customer Name

The system displays the customer name.

Record Date

The system displays the current system date as record date.

Effective Date

The system displays the current system date as effective date. You can modify the date to a back or future date.

Note

- If the previous effective date is reached, then the back date should be greater than the previous effective date.
 - If the previous effective date is a future date, then you can maintain the effective date with a back date.
 - You cannot maintain duplicate records for the same effective date.
-

Maruyu Status

Select the status of the Maruyu customer from the drop-down list. The list displays the following values:

- Yes - If the customer is a Maruyu customer
- No - If the customer is a Non-Maruyu customer
- Disqualified - If the Maruyu status is disqualified.

All the customers are Non-Maruyu customers by default. You have to select the Maruyu status as 'Yes' to enable the Maruyu limit for a customer.

Limit Currency

The system displays the currency of the limit.

Limit Amount

The system displays the limit amount from the Maruyu Limit Maintenance screen. You can also modify the limit amount.

The system displays an error message if the Limit Amount is greater than the Bank level Maruyu Limit maintained in screen CSDMLMT.

You can specify the Limit Amount if the Maruyu Status is Disqualified. You cannot specify the Limit Amount if the Maruyu Status is No.

Reason Code

Specify the reason code for marking the customer as Maruyu customer. Alternatively, you can select the reason code from the option list. The list displays all valid values maintained in the 'Limit Types' (LMDTYPES) screen.

Remarks

Specify the remarks, if any.

Note

- You can add multiple records for Maruyu limits for a customer based on the effective dates. You can remove an existing record only if the effective date is future dated. It will be possible to remove the existing records only if the effective date is a future date.
 - You can maintain the Maruyu limit for individual customer type only. The system displays an error message if you try to maintain values for a corporate or bank type of customer.
 - The system allows you to change the Maruyu limits of a customer by adding a new record and maintaining the effective date with new limit amount. The sum total of the latest account level limit record of all the accounts under the customer should be less than or equal to new limit amount.
 - The system displays an error message if the Maruyu Status in the first record of the multi grid is maintained as 'No'.
 - Whenever a Maruyu limit record is maintained at customer level, a record will be inserted automatically at account level in all the accounts (CASA and TD) of the customer. This will happen immediately if the effective date of new record at customer level is current dated or back dated. In case of new record with future dated effective date, the record will be inserted at account level only on reaching the effective date.
 - Maruyu Limit is applicable for individual customers only. The system displays an error message if you try to maintain values for 'Corporate' and 'Bank' type of customers.
-

2.2.25.1 Modifying Customer Maruyu Limit

You can change the customer Maruyu Limits and Maruyu Status any time during the lifecycle of the customer. To change the Maruyu Limit of customer, click '+' button and maintain a new record with effective date and new limit amount.

| If the Customer Maruyu Limit Modification is: | Validations |
|---|--|
| 1. Greater than the current available customer limit 2. Less than the current available customer limit | The new limit should be less than or equal to the current bank level limit maintained at CSDMLMT screen. The sum total of the latest account level limit record of all the accounts under the customer should be less than or equal to new limit amount. On reaching the effective date of customer limit, the new limit will be used for the limit validation for account opening as well as modification of the existing account limits. |

If a customer is Non Maruyu from the beginning and a record has been added with a future date with Maruyu Status as 'Yes', then the customer will be a Maruyu Customer from that future date onwards. In this scenario if a back dated entry has been put by selecting the Maruyu Status as 'No', it does not add any value since before that future date customer is Non Maruyu customer.

During the modification of effective date, if the new effective date is a back date then:

- The system will check the effective date of new Maruyu Limit record at customer level
- The system will identify the latest effective date from all the Maruyu Limit records maintained at account level for all the accounts, which is less than or equal to current system date.
- If the new customer level effective date is less than or equal to the identified latest effective date from account level, system will display an error message.
- Changes will be allowed only if the new customer level effective date is greater than the identified latest effective date from account level.

2.3 Maintaining Customer Service Model

You can maintain service models for the customers using 'Customer Service Model Maintenance' screen. You can invoke this screen by typing 'STDSRMDL' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a software window titled "Customer Service Model Maintenance". At the top left, there is a "Save" button. The main content area contains the following fields and controls:

- Customer Service Model * (text input field)
- Customer Service Model Description (text input field)
- Customer Service Code * (text input field)
- Relationship Pricing (checkbox)
- Default (checkbox)

At the bottom of the window, there are several labels and a button:

- Maker Checker
- Date Time: Date Time:
- Mod No
- Record Status Authorization Status
- Cancel button

You can specify the following details:

Customer Service Model

Specify the unique service model code for a customer.

Customer Service Model Description

Specify the brief description about the customer service model entered.

Customer Service Code

Specify the customer service code.

Relationship Pricing

Check this box to indicate relationship pricing for customer service model.

Default

Check this box to default customer service model.

This field is used to maintain the Default Customer Service Model. At any point of time only one Default Customer Service Model can be maintained.

2.3.1 Viewing Customer Service Model

You can view the details of the customer service model in the 'Customer Service Model Summary' screen. You can invoke this screen by typing 'STSSRMDL' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Customer Service Model Summary' application window. The window title is 'Customer Service Model Summary'. It features a search bar with 'Search', 'Advanced Search', 'Reset', and 'Clear All' buttons. Below the search bar is a 'Case Sensitive' section with several input fields: 'Authorization Status' (dropdown), 'Record Status' (dropdown), 'Customer Service Model' (text), 'Customer Service Model Description' (text), and 'Customer Service Code' (text). There are also checkboxes for 'Relationship Pricing' and 'Default'. A table below shows search results with columns: 'Authorization Status', 'Record Status', 'Customer Service Model', 'Relationship Pricing', 'Customer Service Model Description', 'Default', and 'Customer Service Code'. The table is currently empty. At the bottom right, there is an 'Exit' button.

You can search for the records based on either one or more of the following search parameters:

- Authorization Status
- Record Status
- Customer Service Model
- Customer Service Model Description
- Customer Service Code
- Relationship Pricing
- Default

Once you have specified the search parameters, click 'Search' button. The system will display the following information:

- Authorization Status
- Record Status
- Customer Service Model
- Customer Service Model Description
- Customer Service Code

- Relationship Pricing
- Default

2.4 Maintaining Employer Details

In Oracle FLEXCUBE, you can maintain details regarding the employer of a customer. You can maintain the employer details in the 'Employer Maintenance' screen. You can invoke this screen by typing 'SMDEMPMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

The screenshot shows the 'Employer Maintenance' window. At the top, there's a title bar with a diamond icon and the text 'Employer Maintenance'. Below the title bar is a toolbar with 'New' and 'Enter Query' buttons. The main content area is titled 'Employer Maintenance' and contains two input fields: 'Employer Code *' and 'Employer Description *'. At the bottom, there's a dark blue footer area with several fields: 'Maker', 'Checker', 'Mod No', 'Date Time:', 'Record Status', and 'Authorization Status'. An 'Exit' button is located in the bottom right corner of the footer area.

You can maintain the following details here:

Employer Code

Specify a unique code for the employer. The employer code can be an alphanumeric character with a maximum length of nine characters.

Employer Description

Enter a small description for the employer code entered.

2.4.1 Maintaining Tax Rate for Tax Group

You can maintain different tax rate based on tax group. You can either apply lesser tax rate or more based on the customer group or for a specific account maintained. You can invoke

the 'Tax Rate Maintenance' screen by typing 'STDTAXRT' in the field at the top right corner of the Application toolbar and clicking on the adjoining arrow button.

| Fields | | | |
|---------|------------|----------------------|---------------|
| Maker | Date Time: | Mod No | Record Status |
| Checker | Date Time: | Authorization Status | Exit |

Customer Group

Specify the group to which the customer belongs. Alternatively, you can select the group from the option list. The list displays valid customer group maintained in the system.

Customer Group Description

The system displays the description of the customer group.

Customer No

Specify the customer number. Alternatively, you can select the number from the option list. The list displays valid customer number maintained in the system.

Customer Name

The system displays the name of the customer.

Tax Category

Specify the tax category. Alternatively, you can select the tax category from the option list. The list displays the tax categories maintained in the system.

Tax Category Description

The system displays the tax category description of the customer.

Tax Currency

Specify the tax currency. Alternatively, you can select the currency from the option list. The list displays valid currencies maintained in the system.

Tax Currency Description

The system displays the description of the tax currency.

Product Or Account Class

Specify the product or account class of the customer. Alternatively, you can select the account class from the option list. The list displays valid account class maintained in the system.

Product Or Account Class Description

The system displays the description of the account class.

Account Number

Specify the account number of the customer for which tax rate is to be maintained. Alternatively, you can select the account number from the option list. The list displays valid account number maintained in the system.

Account Description

The system displays the description of the account number.

Account Branch

The system displays the account branch of the customer.

Account Currency

The system displays the account currency of the customer.

Note

Tax Currency and Account Currency should be same while setting up tax for an account.

From Date

Select from date from the adjoining calendar.

To Date

Select to date from the adjoining calendar.

Tax Rate

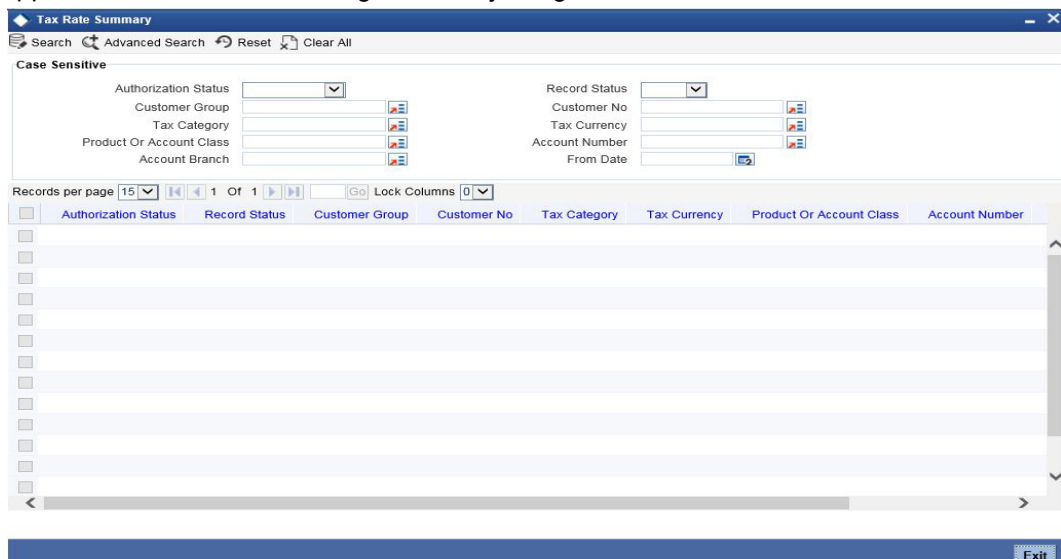
Specify the tax rate to be applied on the tax group.

Old Tax Rate

The system displays the old tax rate. If the tax rate is specified for the first time, this field will be blank. On subsequent modification of tax rate, the system displays the previous value maintained at Tax Rate level.

2.4.2 Viewing Tax Rate Summary

You can view the details of the tax rate summary details in the ‘Tax Rate Summary’ screen. You can invoke this screen by typing ‘STSTAXRT’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



You can search for the records based on either one or more of the following search parameters:

- Authorization Status
- Authorized Unauthorized Rejected
- Customer Group
- Tax Category
- Product Or Account Class
- Account Branch
- Record Status
- Open Closed
- Customer No
- Tax Currency
- Account Number
- From Date

Once you have specified the search parameters, click 'Search' button. The system will display the following information:

- Authorization Status
- Record Status
- Customer Group
- Customer Number
- Tax Category
- Tax Currency
- Product Or Account Class
- Account Number
- Account Branch
- From Date

2.4.3 Maintaining Waiver for Customer Tax Group

You can maintain waiver related information for Customer Tax Group – Tax Category combination. Invoke this screen by typing 'STDTXWAV' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

The screenshot shows a software window titled "Tax Waiver Maintenance". At the top left, there are buttons for "New" and "Enter Query". The main area is divided into two columns of input fields. The left column contains: Customer Group, Customer No, Tax Category, Tax Currency, Product Or Account Class, Account Number, Account Branch, From Date, and Waiver Percentage (with a value of 0.01). The right column contains: Customer Group Description, Customer Name, Tax Category Description, Tax Currency Description, Product Or Account Class Description, Account Description, Account Currency, and To Date. At the bottom, there is a "Fields" section with columns for Maker, Checker, Date Time, Mod No, Record Status, Authorization Status, and an "Exit" button.

Customer Group

You need to specify the Customer Group for which you wish to maintain Tax waiver. Select a customer group from the option list provided.

Customer Number

All customers who have been maintained under the selected customer tax group will appear for selection. If the maintenance is applicable to all customers, select 'All' as customer number. If no maintenance is done, then there will be no tax waiver at the customer level.

Tax Category

You need to specify a tax category for which you wish to main tax waiver

Tax Currency

You need to specify the currency in which the tax waiver should be defined. Select 'All,' if you wish to define tax waiver for all currencies

Product Or Account Class

You need to specify the Product/Account Class for which the tax waiver is being defined. All account classes and all LD/MM products will be available for selection. You may also select 'ALL' in which case the tax waiver would be applicable to all products and account classes.

Account Number

Specify the account number for which tax waiver has to be maintained. Alternatively, you can select the account number from the option list. The list displays all the valid CASA and TD account number maintained in the system.

Account Description

The system displays the description of the account.

Account Branch

The system displays the branch code of the account.

Account Currency

The system displays the currency of the account.

From Date and To Date

You need to specify the date from which the particular waiver rule is applicable. The To Date is the date up to which the waiver rule is effective.

The To Date should be greater than or equal to the From Date. The To Date field can also be left blank which would indicate that the maintenance is open-ended.

Waiver %

Specify the tax waiver in terms of percentage, which should be made applicable for the period defined. The value you enter should be > 0 and < = 100.

2.4.3.1 Pick-up Order for Waiver and Rate Pick up

The following table gives the waiver rule (STDTAXWV) and rate (STDTXART) pick up order:

| Customer Group | Customer No | Tax Category | Currency | Product/ Account Class |
|----------------|-------------|--------------|----------|------------------------------|
| Specific | Specific | Specific | Specific | Specific |
| Specific | Specific | Specific | Specific | ALL |
| Specific | Specific | Specific | ALL | Specific |
| Specific | Specific | Specific | ALL | ALL |
| Specific | ALL | Specific | Specific | Specific |
| Specific | ALL | Specific | Specific | ALL |
| Specific | ALL | Specific | ALL | Specific |
| Specific | ALL | Specific | ALL | ALL |

Thus for a specific customer in the group, the rule is relaxed for the product first and then for the currency. If no rule is available for selection, then the same process will be repeated where customer number is 'ALL' for the customer group.

2.4.4 Viewing Waiver of Customer Tax Group Summary

You can view the details of the waiver of customer tax group summary details in the 'Tax Waiver Summary' screen. You can invoke this screen by typing 'STSTXWAV' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Tax Waiver Summary' application window. The window title is 'Tax Waiver Summary'. It features a search bar with 'Search', 'Advanced Search', 'Reset', and 'Clear All' buttons. Below the search bar is a 'Case Sensitive' section with two columns of search criteria: Authorization Status, Customer Group, Tax Category, Product Or Account Class, and Account Branch on the left; and Record Status, Customer No, Tax Currency, Account Number, and From Date on the right. Each criterion has a text input field and a search icon. Below the search criteria is a table with columns: Authorization Status, Record Status, Customer Group, Customer No, Tax Category, Tax Currency, Product Or Account Class, and Account Number. The table is currently empty. At the bottom right of the window is an 'Exit' button.

You can search for the records based on either one or more of the following search parameters:

- Authorization Status
- Record Status
- Customer Group
- Customer No
- Tax Category
- Tax Currency
- Product Or Account Class
- Account Number
- Account Branch
- From Date

Once you have specified the search parameters, click 'Search' button. The system will display the following information:

- Authorization Status
- Record Status
- Customer Group
- Customer No
- Tax Category
- Tax Currency
- Product Or Account Class
- Account Number
- Account Branch
- From Date

2.4.5 Maintaining Tax Allowance Limit for Customers

You can maintain tax-free allowance limit at the Customer level. Invoke this screen by typing 'STDCULMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button. The screen is as shown below:

The screenshot shows the 'Customer Tax Allowance Limit' application window. The window title is 'Customer Tax Allowance Limit'. The toolbar contains 'New' and 'Enter Query' buttons. The main area contains the following fields:

- Customer Tax Group * (dropdown)
- Description
- Customer Number * (dropdown)
- Customer Name (help icon)
- Tax Category * (dropdown)
- Description (help icon)
- From Date * (date picker)
- To Date (date picker)
- Limit Currency * (dropdown)
- Limit Amount *
- Remarks (help icon)

At the bottom, there is a 'Fields' section with the following columns:

- Input By Date Time
- Authorized By Date Time
- Modification Number

Below the 'Fields' section, there are checkboxes for 'Authorized' and 'Open'.

Customer Group

You need to specify the tax group of the customer for whom you wish to define tax-free allowance limit. Select from the option list provided.

Customer Number

You need to specify the customer number for which you wish to define tax free allowance limit. Only customers belonging to the selected tax group will be available for selection. You may also select the 'All' option. This is indicative of all customers for the selected Tax Group.

Tax Category

You need to specify the tax category for which you wish to define tax free allowance limit. Select from the option list provided.

From and To Date

You need to specify the date from which the tax-free allowance limit is effective, as well as the date up to which this limit is applicable. The To Date should be greater than or equal to the From Date. The To Date field can also be left blank which would indicate that the maintenance is open-ended.

Limit Currency

You need to specify the currency in which the free allowance limit is being defined

Limit Amount

You need to specify the maximum waiver for the taxable amount (Basis Amount) for the customer for each tax cycle if the End Date overlaps tax cycles or for a particular tax cycle if the period falls within a specific tax cycle.

Remarks

You can specify any remarks you think necessary for the tax limit you have defined. This will be in free format text.

2.4.5.1 Deriving Tax Free Allowance Limit

The following table will be used to derive the tax-free allowance limit:

| Customer Tax Group | Tax Category | Customer No |
|--------------------|--------------|-------------|
| Specific | Specific | Specific |
| Specific | Specific | ALL |

2.4.6 Amendment Maintenance

To recall, you need to identify the fields that can be amended by an external system, say, a Siebel CRM application.

Every amendment request coming from such a system has the following data:

- Service Name: – This is a broad level grouping of similar operations within a module in Oracle FLEXCUBE. The service names are published by Oracle FLEXCUBE. As an example, you can consider FCUBSCustomerAccountService. This service is exposed by the FCUBS Interface Gateway to do a permissible operation on a customer account.
- Operation Name:- This is the name of the operation that the external system wishes to perform within the service. These operations names are published by Oracle FLEXCUBE. As an example, you can consider ModifyCustomer, which is for modification of a customer.
- External Operation Name:- This is the specific area of operation that an external system is performing on its side within the broad context of the Oracle FLEXCUBE's amendment. In an external system, if the personal details of a customer are changed, this has a unique name by which it is identified within Oracle FLEXCUBE. Similarly, if the limits related details of a customer are modified, it also has a unique name.

It is through the 'Amendment Maintenance' screen that you maintain a set of amendable fields, which can amend in Oracle FLEXCUBE whenever a request for the same will be send from an external system. Based on this maintenance, the amendment request is addressed by Oracle FLEXCUBE. Invoke this screen by typing 'STDAMDMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

Amendment Maintenance - Detailed

New Enter Query

External System *
Source Operation *
Service Name
Operation Code

Amendable Nodes

| Node Name * | New Allowed | Deleted Allowed | All Records |
|-------------|--------------------------|--------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Amendable Fields

| Field Name * |
|--------------|
| |

Fields

Input By
Date Time

Authorized By
Date Time

Modification
Number

Authorized
 Open

External System

Select the relevant external system. Based on the maintenance here, only the fields that are selected as amendable can be modified if a request comes from the chosen external system.

Note

The maintenance pertaining to external systems is factory shipped for your bank.

Source Operation

The free format text (without spaces) which identifies the amendment you are doing. This is mandatory

Service Name

The relevant service name, this is a broad level grouping of similar operations within a module in Oracle FLEXCUBE. The service names are published by Oracle FLEXCUBE.

Note

The maintenance pertaining to service names is factory shipped for your bank

Operation Code

The relevant operation code. This is the operation that the external system wishes to perform within the selected service. The operation names are published by Oracle FLEXCUBE. As an example, you can take 'ModifyCustomer', which is for modification of a customer record. Each operation under different service names is identified by a unique code.

Note

The maintenance pertaining to operation codes is factory shipped for your bank.

Element Name

The relevant field, that can be amended.

On choosing a field, its type gets defaulted in the 'Element Type' field. It can be one of the following:

- Element - These ultimate leaf elements occur directly under the parent node of an amendment request. It is displayed as an 'F'.
- Node - This is a child node of a main amendment request. It has its own child elements and nodes. It is displayed as an 'N'.

2.4.6.1 Processing for Element

If such a field is sent as part of an amendment request and is maintained in this screen, then a value for that field is expected when the request comes in from the external system. In case no value is passed, Oracle FLEXCUBE updates the field to a null value. If any value is passed, the same is taken as the new value for that field.

2.4.6.2 Processing for Node

If the field selected is of type 'Node', a check box called 'Full Amend' gets enabled. This pertains to only the 'Node' type elements and not for the 'Element' type. Checking against 'Full Amend' indicates that the external system always has to send the complete set of records for the subsystem whether amendment of that node is done or not. By default, the 'Full Amend' field is unchecked.

In case 'Full Amend' is checked, system overwrites the details during amendment even if all field values pertaining to a particular subsystem are not sent. In such a scenario, Oracle FLEXCUBE updates the fields with the available data sent by the external system during an amendment. If no records are passed for a subsystem during amendment, the complete subsystem is set to a NULL value.

In case the flag 'Full Amend' is not checked, system copies the details from the previous version and then makes changes to the existing records based on values sent by the external system. If any new record comes as part of an amendment record, the system inserts the same. If the upload table is empty during amendment, the system retains the data of the previous version.

The following points are noteworthy within the context of any amendment maintenance:

- Only subsystems of a contract or maintenance qualify for being a 'Node' type. The master record is never included as part of a 'Node' type and its fields alone are labeled as 'Elements'.
- This maintenance is required for supporting amendment requests from any external system. If no maintenance is done for a particular external system and source operation, the amendment fails.

- The list of fields (available in the LOV) that can be amended for a particular Service and Operation combination is factory shipped for your bank. You can add or remove fields based on your requirement.

To delete an element from the list of amendable fields, you can use Delete icon. To add an element to the same, you can use the Add icon.

2.4.7 Specifying Details for Generation of MT920

The SWIFT message MT920 is a transaction message requesting latest information available for the particular account. The request will be to transmit account customer statement message (MT940) or Balance report (MT941) or Interim statement (MT942) or a customer summary statement (MT950).

Check the MT920 check box only if the customer is eligible for requesting MT920 swift messages for transaction details. In the Customer Maintenance screen, you can indicate if a customer is eligible for requesting MT920 messages. To do this, you need to click MT920 button in the 'Customer Information Maintenance' screen and invoke the 'MT920' screen.

The screen is shown below:

Here you can enter the following details:

BIC Code

Enter or select valid BIC from the option list. This BIC Code information provided by you is crucial.

Account Number

Once you specify the BIC code, you can enter the relevant Account Number adjacent to it. Click 'Ok' to save the details entered here.

2.4.8 Defining Customer Category

You may wish to classify the customers of your bank into certain broad categories/groups. For instance, all financial institutions who are your bank's customer can be classified into a single common group head called Financial Institutions. Similarly, you can have a category called banks, individuals, etc.

The classification of customers into categories can be used for retrieving financial information by customer category; for generating reports on queries; and restricting access of a customer

to a product in the front - end modules, for instance, Funds Transfer, Data Entry, etc. You may also retrieve financial information by customer category.

The categories are maintained in the 'Customer Categories' screen and are maintained at the bank level by your Head Office. The customers are allocated different categories maintained in this screen in the 'Customer Information Maintenance' screen.

2.4.9 Invoking Customer Category Screen

To invoke the 'Customer Categories Details' screen, type 'STDCSCAG' in the field at the top right corner of the Application tool bar and click the adjoining arrow button.

The screen is shown below:

| Fields | | |
|---------|------------|----------------------|
| Maker | Date Time: | Mod No |
| Checker | Date Time: | Record Status |
| | | Authorization Status |

In this screen, you maintain the following:

- Name of the customer category
- Description of the category
- Customer log

2.4.10 Creating Customer Categories

To create customer categories the following parameters need to be maintained:

Customer Category

In this category, you can classify customers of your bank.

When you are creating a product – be it in a loan, a deposit, a placement, a swap foreign exchange deal, or a funds transfer, you may want to restrict access to the product to a set of customers.

For this, the customers are classified into broad categories, the code of which is input against this field. A category consists of a group of like customers. For instance, if you create a category called, Financial Institutions - all financial institutions who are customers of your

bank will come under this category. Likewise, all customers of your bank belong to some category.

It should be noted that at the product level, specifications made for a customer overrides the specifications made for the category. For example, if all financial institutions are allowed access to a particular product; you have the option of restricting the access of one or a few individual financial institutions to his product.

Input the customer category you want to create using not more than 10 characters, alphanumeric. The category code should be unique. For Example, for Financial Institutions category, you can input the code as FinIn.

Description

This is the description of the customer category input above. Enter the description of the customer category input above in not more than 35 character, alphanumeric. Taking the above example, you can enter financial institutions

Maintain Customer Log

Check this box to indicate that customer information has to be tracked.

After you have made the inputs, click the Save icon to save your record. A record is not used until a user other than you authorizes it.

To authorize, click 'Authorize' button in the toolbar. If any modifications were made, the old and the new values will be displayed. After which an alert box will indicate that the change will be authorized. You will be prompted to conform. To confirm, click 'OK' button. The change will be authorized. Your User ID, the date and time at which the authorization was made will be displayed in the Auth ID and date and time fields at the bottom of the screen. The status of the record will be updated to 'Authorized'. If you do not want to authorize the change then click Exit icon, you will be returned to the screen from where you invoked the authorization function. Remember that you cannot authorize an event that you have input. Only another user who has the requisite rights can authorize the event.

To exit, click Exit icon. You will return to the Application Browser.

2.4.11 Maintaining Customer Groups

To track your credit exposure to a group of customers you should:

- Create Customer Groups and assign credit limits to it
- Associate a customer with a group

2.4.12 Maintaining Limits for Customer Group

You can maintain Customer Groups and set up credit limits in the 'Customer Group Maintenance' screen. You can invoke this screen by typing 'STDGRPMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

| Fields | |
|---------|----------------------|
| Maker | Date Time: |
| Checker | Date Time: |
| Mod No | Record Status |
| | Authorization Status |

Group ID

You can assign a unique identification code to each customer group that you create. You can also enter the detailed name of the group. In the subsequent fields you can set up credit limits for the group.

While setting up a customer, you can indicate the group to which the customer is associated.

Note

It is important to note that in Oracle FLEXCUBE a customer group is different from a customer category. You create customer groups only to set up group limits and report credit utilization by the customers that belong to the group.

Limit Amount and Limit Currency

The limit amount indicates the maximum amount that customers under a group can utilize. You can indicate the currency in which the limit amount is expressed.

The outstanding of all customers associated with a group is aggregated to arrive at the credit utilization of the group. This includes issuer risk arising out of securities issued by your customers and held by the bank.

2.4.13 Associating Customer Account with Group

While maintaining details of a customer account, you can associate it with a customer group. A customer can be associated with several customer groups. Click 'Group' button from the 'Customer Maintenance' screen to associate the account with a customer group.

The screen is shown below:

The screenshot shows a software window titled "Customer Group". It is divided into two main sections. The top section, "Group Details", contains a table with two columns: "Group Id" and "Relation". Below the table is a "Go" button. The bottom section, "Partnership Details", contains a table with three columns: "Share Holder Id", "Shareholders Name", and "Holding Percentage". Below this table is also a "Go" button. At the bottom right of the window, there are "Ok" and "Exit" buttons. The window also features a status bar at the top showing "1 Of 1" and navigation icons.

2.4.13.1 Specifying Group Details

To associate a customer account with a group, select Group ID from the option list. The option list will contain a list of all the customer groups that you maintained in the 'Customer Group Maintenance' screen. To add a group to the list, click Add icon and select a Group ID from the option list. To remove a group from the list, highlight the Group ID and click Delete icon.

For each group that you associate with a customer, you can specify the relationship that the customer shares with the group.

2.4.13.2 Specifying Shareholding Details

You can maintain percentages of shareholding of your individual customers in a corporate entity, which is also your customer. When maintaining customer details of the corporate entity, you can capture names and shareholding percentages of your individual customers who hold shares in the corporate entity.

When you query in Oracle FLEXCUBE, for limits utilizations for any such individual customer, your exposure to the corporate entities is also displayed.

For example, silas Marner and Keith Butler are individual customers and they have contracts and accounts with your bank. Parivallal Express Limited, Gem Granites Limited and Assorted Chemicals Limited are your corporate customers.

Silas Marner has a shareholding in Parivallal Express Limited and Gem Granites Limited. Keith Butler has a shareholding in Gem Granites Limited and Assorted Chemicals Limited.

While querying limits for Silas Marner, your exposure to Parivallal Express Limited and Gem Granites Limited is displayed along with your exposure to Silas Marner.

You can choose to drill down any of the exposures to see the specific line details and contracts. However, if you query for exposure to Parivallal Express Limited or Gem Granites Limited your exposure to Silas Marner is not displayed.

Click 'Ok' button to save the details that you specified. Click the windows Close icon to exit the screen without saving the entries that you made.

2.4.14 Maintaining Type of Relationships

You can maintain the different types of relationships that can exist between customers of your bank in the 'Relation Maintenance' screen. Invoke this screen by typing 'CSDRELMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

| Fields | |
|---------|----------------------|
| Maker | Date Time: |
| Checker | Date Time: |
| Mod No | Record Status |
| | Authorization Status |

Specify the following details in this screen:

- **Relation** – Define the type of relationship in this field. You can use a maximum of 20 alphanumeric characters to define a relationship
- **Category** – Select the category from the drop down list to define the nature of the relationship with the customer. The available options are:
 - Customer to Customer
 - Customer to Account
 - Customer to Contract
- **Description** – Provide a brief description of the relationship being maintained. This will further help you in identifying the relationship. You can enter a maximum of 35 alphanumeric characters in this field.

The types of relationships defined in this screen will become available for linking two customers, only upon authorization of the details maintained.

2.4.15 Relationships for Customers

A customer of your bank can have relationships with any other customer of your bank. Also, a customer of your bank could be a joint account holder with another customer of your bank. You can capture these details when you set up the CIF or customer account.

For linking a customer account, you need to specify details of the relationship for the account. Click the 'Linked Entities' button in the 'Customer Maintenance' (CIF) screen. The 'Linked Entities' screen is displayed.

| Customer * | Description | Relations * | Include Relationship |
|------------|-------------|-------------|--------------------------|
| | | | <input type="checkbox"/> |

You must specify a customer code, provide a description, and ID for the relationship.

Customer

Select the customer code from the option list. You can link any number of customers to the primary holder (the customer for whom you are capturing the CIF details) through this screen by establishing a relationship between the two customers.

Description

In this field, the system displays the name of customer that you have selected in the previous field. You cannot change this description.

Relationship

You have to choose a relationship code to establish a relationship between the customer being selected and the customer (primary holder) you are maintaining.

By default, the system will select the customer of the account as the Primary Holder. This is a pre-shipped relationship and you will not be allowed to change the relationship.

Include Relationship

When you specify the relationship of the customer you can also choose to default the same preference to the customer account maintenance for the specified customer by checking the 'Include Relationship' box.

Also, specifying this option at the customer maintenance level will inherit all the properties of the customer relationship to the counterparty of the loan/deposit during the contract input.

2.4.16 Maintaining Risk Category for Customers

In order to support risk-weighted risk tracking, you will have to maintain risk details for Customers.

You can maintain different Risk Categories for Customers in the 'Risk Category Maintenance' screen. You can invoke this screen by typing 'STDRSKMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a software window titled "Risk Category Maintenance". At the top, there is a toolbar with "New" and "Enter Query" buttons. The main content area has two text input fields: "Risk Category *" (with a red asterisk indicating it is mandatory) and "Description". Below this area is a section labeled "Fields" which contains several labels: "Maker", "Checker", "Mod No", "Date Time:", "Date Time:", "Record Status", and "Authorization Status". An "Exit" button is positioned in the bottom right corner of the window.

Specify the following details in this screen:

- Risk Category – Define the type of Risk Category in this field
- Description – Provide a brief description of the Risk Category being maintained

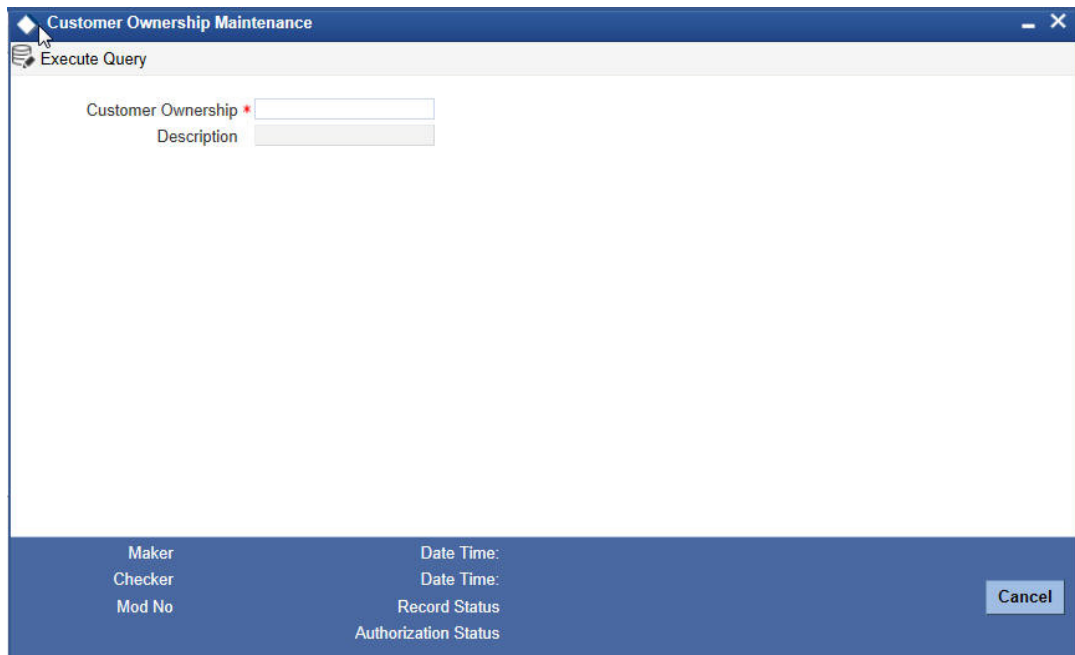
The types of Risk Categories defined in this screen will be available for Liability maintenance of customers and Risk percent maintenance, only upon authorization of the details maintained.

Note

Risk Category is not a mandatory input during Customer Maintenance. Risk Category is applicable to the Customer and not to the Customer's Liability ID.

2.4.17 Maintaining Customer Ownership

You can maintain different types of customer ownerships in 'Customer Ownership Maintenance' screen. You can invoke this screen by typing 'STDOWMNT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



The screenshot shows a software window titled "Customer Ownership Maintenance". At the top left, there is a button labeled "Execute Query". Below this, there are two input fields: "Customer Ownership *" and "Description". The bottom of the window contains a status bar with labels for "Maker", "Checker", "Mod No", "Date Time:", "Record Status", and "Authorization Status". A "Cancel" button is positioned in the bottom right corner.

You can maintain the following details:

Customer Ownership

Specify the type of customer ownership you need to maintain.

Description

Specify the description for the customer ownership type specified.

Customer Ownership maintenance is a day 0 maintenance. You can amend the ownership record only when the created record is not used in any of the customer record. Also, The created records cannot be closed.

2.5 Invoking Quick Customer Addition Screen

In the 'Quick Customer Addition' screen, you can create, delete and authorize customer accounts. This screen facilitates creating a new customer account only with basic details. Additional details are added and amended in the 'Customer Maintenance' screen.

You can invoke the 'Quick Customer Addition' screen by typing 'STDCIFAD' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Note

The system does not allow to add 'Bank' type customers through 'Quick Customer Addition' screen.

You need to specify the following details:

Type

Select the customer type from the following options:

- Individual
- Corporate

Customer No

The customer number can be generated manually or can be generated automatically based on the 'Auto Generate CIF Numbers' field value maintained under Bank Parameters Maintenance (STDBNKPM) screen.

Note

In bank parameters, if the 'Auto CIF Generate' check box is selected, the system generates and displays CIF. Else, you need to specify the CIF as per the CIF mask.

PID No

This PID No is either manually generated or gets prompted based on the 'Auto Generate PID No' field value maintained under Bank Parameters Maintenance (STDBNKPM) screen.

Full Name

Specify the complete name of the customer.

Short Name

Specify the customer's unique abbreviated name..It helps in conducting a quick alpha-search or generating queries regarding the customer.

At the time of processing of transactions (and in any activity which requires entry of the customer identification), in addition to the customer code, the short name of the customer that you enter here will be available in the options list from which the customer is selected.

Branch Code

The system displays the local branch code.

Customer Category

Specify the customer category. The option list displays the values maintained in Customer Categories Maintenance. Choose the appropriate one.

Refer to section 2.2.6 for more information on Customer Category.

Private Customer

Check the box if the customer is a private customer.

Auto Account Creation

Check the box if an account has to be created simultaneously with the customer creation.

Auto Created Account

The system displays the customer account number that is created using 'Add Account' facility.

Access Group

Specify the access group code. Alternatively, you can select the access group from the option list. The list displays all valid access groups maintained in the system.

2.5.1 Specifying Personal Details of the Customer

Personal tab is accessible only when the customer type is selected as 'Individual'. In this tab, you need to provide the following information:

Basic Details**Prefix**

Specify the prefix of the customer.

First

Specify the first name of the customer. This field is mandatory.

Middle

Specify the middle name of the customer.

Last

Specify the last name of the customer. This field is mandatory.

Work Phone

Specify the work telephone number of the customer for correspondence.

Home Phone

Specify the home telephone number of the customer for correspondence.

Fax

Specify the fax number of the customer for correspondence.

Email Id

Specify the email address of the customer for correspondence.

Mobile Number

Specify the mobile number of the customer for correspondence.

Communication Mode

Select the mode of communication for the customer. The options available in communication mode are:

- Mobile
- Email

Gender

Select the gender of the customer. The following options are available for selection:

- Male
- Female
- Other
- Prefer Not to Disclose

National Id

Specify the corporate National Identification Number of this customer, This is the registration number of your customer organization.

Date of Birth

Specify the date of birth of the customer.

Resident Status

Select the residential status of the customer. The options available are:

- Resident
- Non Resident

Language

The system displays 'English'. You can modify it, if required.

Permanent Address

'Permanent Address' contains the permanent address of the customer. You need to specify the following information:

Address Code

Select the address code from the adjoining option list The address codes as maintained in the 'Address Code Maintenance' screen (STDADMNT) are displayed in the option list.

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected, then the fields 'Address 1 to 3' are auto populated with the relevant address details. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the address code field, then specify the permanent address of the customer.

PIN code

If an address code is selected in the 'Address Code' field, then this field will be auto populated with the PIN code mapped to the address code. However, if an address code is not selected in the 'Address Code' field, then specify PIN code of the permanent address specified.

Prefecture

The system displays the prefecture associated with the address based on the address code selected

Country

Specify the country of permanent residence of the customer.

Address For Correspondence

Specify the address of the customer. You need to provide the following address details:

Same as Permanent Address

Check this box to default the permanent address maintained to the address for correspondence fields. The values will be defaulted when the record is saved.

Name

Specify the name of the customer.

Note

The number of characters that you can enter in this field is determined by the preference that you specified in the Bank Parameters screen. However, in the advices and statements that are sent to the customer only the first 35 characters of the name will be displayed.

Address Code

Select the address code from the adjoining option list The address codes as maintained in the 'Address Code Maintenance' screen (STDADMNT) are displayed in the option list.

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected, then the fields 'Address 1 to 3' are auto populated with the relevant address details. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the address code field, then specify the mailing address of the customer in the four rows that are provided. In each line, you can enter a maximum of 35 alphanumeric characters. All characters should conform to SWIFT standards.

PIN code

If an address code is selected in the 'Address Code' field, then this field will be auto populated with the PIN code mapped to the address code. However, if an address code is not selected in the 'Address Code' field, then specify the PIN code of the address specified.

Prefecture

The system displays the prefecture associated with the address based on the address code selected

Country

Select the country of the customer from the adjoining option list.

Nationality

Select the nationality of the customer from the adjoining option list

Additional Details**Staff**

Check this box whenever a customer record is created for a staff. By default this box is left unchecked.

KYC Status

Select the Know Your Customer (KYC) status of the customer.

KYC Reference

The system displays the reference number. The KYC reference number will be generated and displayed while saving this screen.

Guardian

Specify the name of the legal guardian of the customer if the customer is a minor. You can capture the name of the legal guardian, not exceeding 35 characters, alphanumeric. The characters should conform to SWIFT standards.

Minor

Check the box if the customer wants to nominate a minor.

Submit Age Proof

Select the age proof submission status of the minor to major from the following options:

- Not required
- Pending
- Verified

Note

- Any out flow or debit transaction is posted on a particular customer's account/s and the 'Submit Age Proof' chosen is 'Pending', then the system displays an error message as "Necessary documents are not submitted for Major".
 - Once the documents are submitted, the user has to manually set 'Submit Age Proof' as 'Verified'.
-

After the field 'Submit Age Proof' is changed to 'Verified', then all the accounts created for the customer would be allowed for withdrawals.

Identifier

Name

Enter the identifier name in not more than 20 characters.

Value

Specify the value of the identifier. You have to capture the serial number or any number of significance that is to be associated with the document, which helps in identifying the document.

SSN

Specify the SSN available in the identifier.

2.5.2 Specifying Corporate Details of the Customer

Corporate tab is accessible only when the customer type is selected as 'Corporate'. In this tab, you need to provide the following information:

Registration Address

Name

Specify the customer's complete name.

Address Code

Select the address code from the adjoining option list. The address codes as maintained in the 'Address Code Maintenance' screen (STDADMNT) are displayed in the option list.

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected in the 'Address Code' field, then the fields 'Address 1' to 'Address 3' are auto populated with the relevant address details mapped to the address code. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the 'Address Code' field, then specify the registration address of the customer.

PIN code

If an address code is selected in the 'Address Code' field, then this field will be auto populated with the PIN code mapped to the address code. However, if an address code is not selected in the 'Address Code' field, then specify the PIN code of the registration address specified.

Prefecture

Specify the prefecture corresponding to the address.

Country

Specify the country as given in the address of correspondence of the customer. You can select the appropriate country from the adjoining option list.

Nationality

Specify the nationality of the customer. You can select the appropriate nationality from the adjoining option list.

Telephone

Specify the telephone number of the customer.

Fax

Specify the fax number of the customer for correspondence.

Email Id

Specify the email address of the customer for correspondence.

Mobile Number

Specify the mobile number of the customer.

Language

Specify the language for customer communication.

Communication Mode

Choose the mode of communication for the customer. The options available in communication mode are:

- Mobile
- Email

Address For Correspondence

'Address for Correspondence' contains the physical address of the customer. You need to specify the following address details:

Same as Registration Address

Check this box to default the registration address in the correspondence address fields. The values will be defaulted when the record is saved.

Name

Specify the name of the customer. The customer will be addressed by this name in all correspondence sent from the bank. These characters should conform to SWIFT standards.

Note

The number of characters that you can enter in this field is determined by the preference that you specified in the Bank Parameters screen. However, in the advices and statements that are sent to the customer only the first 35 characters of the name will be displayed.

Address Code

Select the address code from the adjoining option list. The address codes as maintained in the 'Address Code Maintenance' screen (STDADMNT) are displayed in the option list.

Note

If the address code details are not maintained at account level, then the customer level address details are applicable. Alternatively, you can also maintain account specific address details.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

Address 1–4

If an address code is selected, then the fields 'Address 1 to 3' are auto populated with the relevant address details. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the address code field, then specify the mailing address of the customer in the four rows that are provided. In each line, you can enter a maximum of 35 alphanumeric characters. All characters should conform to SWIFT standards.

PIN code

If an address code is selected in the 'Address Code' field, then this field will be auto populated with the PIN code mapped to the address code. However, if an address code is not selected in the 'Address Code' field, then specify the PIN code of the address specified.

Prefecture

Specify the prefecture corresponding to the address.

Country

Specify the country as given in the address of correspondence of the customer. You can select the appropriate country from the adjoining option list.

Incorporation

You need to specify the details about the company.

Date

Specify the date on which the company was started.

Currency of Amounts

Specify the Currency in which you specify the particular customer's various financial details.

Capital

Specify the initial investment in the company.

Net Worth

Specify the net worth of the company.

Country

Specify the Country of registration of the office of the corporate.

Description of Business

Specify the nature of the business and the business activities carried out by the customer organization.

Additional Details**KYC Status**

Select the Know Your Customer (KYC) status of the customer.

KYC Reference

The system displays the reference number. The KYC reference number will be generated and displayed while saving this screen.

National Id

Specify the corporate National Identification Number of this customer, This is the registration number of the customer organization.

Joint Venture

Select the check box if you have a joint venture.

Joint Venture Details**Party ID**

Specify the party ID of your joint venture.

Party Name

The system displays the party name.

Ratio

Specify the ratio between the participants on share.

Identifier**Name**

Enter the identifier name.

Value

Specify the identifier value. You have to capture the serial number or any number of significance that is to be associated with the document, which helps in identifying the document.

2.5.3 Specifying the Check List

Checklist is an optional tab based on the workflow of the bank. In this tab, you need to provide the following information:

The screenshot shows the Oracle Customer form with the 'Check List' tab selected. The form is divided into several sections:

- Customer Information:** Includes fields for Type (Corporate/Individual), Customer No, Full Name, Short Name, Branch Code, and Customer Category. There are also checkboxes for Private Customer and Auto Account Creation, and an Auto Created Account field.
- Document List:** A table with columns 'Document Type' and 'Checked'. It shows one row with a document type and an unchecked checkbox. Navigation controls (1 of 1) and a search icon are present.
- Remarks:** A text area for entering remarks.
- Footer:** Contains fields for Maker/Checker, Date Time, Mod No, Record Status, and Authorization Status, along with an Exit button.

Document List

Document Type

Specify the document type. The option list displays the document types that are maintained in the system. You can select the appropriate one.

Checked

Check this box to indicate that the received documents are acknowledged.

Remarks

Remarks

Specify the remarks about the workflow of the bank, if any.

2.5.4 Specifying Add Account Details

You can capture the details to open a customer's account quickly using the 'Quick Customer Account Opening' screen. To invoke this screen, click 'Add Account' button in the 'Customer Accounts Maintenance' screen.

Note

After specifying the basic details, you can create a new account in addition to creating a customer.

You need to specify the following details:

Location

Each customer code should be associated with a location code. The location is indicative of the place of residence of your customer.

The option list positioned next to this field contains a list of all the location codes maintained in the Location Details maintenance screen. You can select the appropriate code to identify the place of residence of your customer.

Given below is an illustration of how a location code is associated with the CIF record of a customer. For example, you would like to maintain the CIF details of your customer Silas Marnar. Although Silas Marnar is Irish, he is a resident of London and lives in the northern part of London. Your entries in the respective fields of the CIF Maintenance screen should be as follows:

| Fields in Oracle FLEXCUBE | Your entry |
|---------------------------|------------|
| Customer Code | SILAS01 |

| | |
|---------------|--------------------|
| Nationality | IRS (Ireland) |
| Location Code | NL1 (North London) |

Options

Spend Analysis

The system displays the status of spend analysis from the 'Account Class Maintenance' screen.

For more details on the 'Quick Customer Account Opening' screen, refer to the section, 'Quick CASA Account Opening' in the chapter, 'Maintaining Customer Accounts' of the Oracle FLEXCUBE, 'Current and Savings Account' User Manual.

2.5.5 Specifying MIS Details

You can capture Management Information System details for the account, using the 'Management Information System' screen. To invoke this screen, click 'MIS' button in the 'Customer Accounts Maintenance' screen.

For more details on the 'Management Information System' screen, refer to the section 'Specifying MIS Details' in the chapter, 'Maintaining Customer Accounts' of the Oracle FLEXCUBE, 'Current and Savings Account' User Manual.

2.5.6 Specifying Additional Scripts

You can maintain additional details of the customer in additional scripts, such as, Kanji, Katakana and Hirangana format by clicking on 'Additional Scripts' button in 'Quick Customer Addition' screen.

Click '+' icon to add additional scripts.

You need to specify the following details:

Script Code

Specify the script code. Alternatively, you can select the script code from the option list. The list displays the script code, script description, language code and language name of the scripts.

Address 1-4

If the address code input in main screen has details in the script code input by user, then Address 1-3, (*Prefecture & Pin Code*) will be auto populated. If address code is not input or if the address code does not have details in the selected script code, you can manually input these fields. Address 4 is always input manually.

For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.

If an address code is not selected in the 'Address Code' field, then specify the address details of the customer.

Pin Code

If an address code is selected in the 'Address Code' field under the 'Address for Correspondence' section, then the PIN code field is auto populated with the value mapped to the address code. If the address code is not selected in the 'Address Code' field, then specify the PIN code details.

Prefecture

Specify the prefecture corresponding to the address.

Country

Specify the country code.

2.5.7 Specifying UDF Details

You can capture User Defined Fields for the account, using the 'User Defined Fields' screen. To invoke this screen, click 'Fields' button in the 'Customer Accounts Maintenance' screen.

For more details on the 'User Defined Fields' screen, refer to the section 'Specifying UDF Details in the chapter, 'Maintaining Customer Accounts' of the Oracle FLEXCUBE, 'Current and Savings Account' User Manual.'

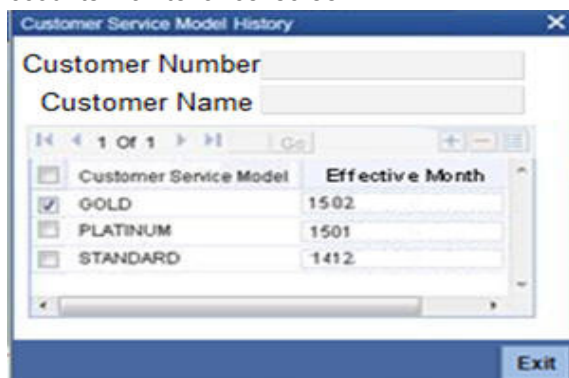
2.5.8 Specifying Details to Change Log

You can capture the audit history details for the operations performed on that customer and the account using the 'Change Log' screen. To invoke this screen, click 'Change Log' button in the 'Customer Accounts Maintenance' screen.

For more details on the 'Change Log' screen, refer to the section 'Specifying Change log Details' in the chapter, 'Maintaining Customer Accounts' of the Oracle FLEXCUBE, 'Current and Savings Account' User Manual.

2.5.9 Viewing Customer Service Model History

You can view customer service model history using 'Customer Service Model History' screen. To invoke this screen, click 'Customer Service Model History' button in the 'Customer Accounts Maintenance' screen.



The system displays the following values based on GI upload.

Customer Number

The system displays the customer number.

Customer Name

The system displays the name of the customer based on the customer number.

Customer Service Model

The system defaults the customer service model as maintained in STDSRMDL screen.

If no default Customer Service Model is maintained, then the system will not update any value at customer level. It will default the values through web service or upload from external system

The system defaults the effective month with the value maintained in 'Customer Service Model Effective Month' field as maintained at STDBNKPM by clicking 'Populate' button in customer maintenance level.

Effective month should be maintained in YYMM format.

If no default Effective Month is maintained, then the system will not update any value at customer level. It will default the values through web service or upload from external system.

2.5.10 Maintaining Maruyu Limit

You can maintain Maruyu limit for a customer in the Maruyu Limit Maintenance screen. You can invoke this screen by clicking 'Maruyu Detail' link in the 'Quick Customer Addition' screen.

| Record Date | Effective Date | P | Maruyu Status | Limit Currency | Limit Amount | Reason Code | Remarks |
|-------------|----------------|---|---------------|----------------|--------------|-------------|---------|
|-------------|----------------|---|---------------|----------------|--------------|-------------|---------|

You can maintain the following in this screen:

Customer No

The system displays the customer number.

Customer Name

The system displays the customer name.

Record Date

The system displays the current system date as record date.

Effective Date

The system displays the current system date as effective date. You can modify the date to a back or future date.

Note

- If the previous effective date is reached, then the back date should be greater than the previous effective date.
 - If the previous effective date is a future date, then you can maintain the effective date with a back date.
 - You cannot maintain duplicate records for the same effective date.
-

Maruyu Status

Select the status of the Maruyu customer from the drop-down list. The list displays the following values:

- Yes - If the customer is a Maruyu customer
- No - If the customer is a Non-Maruyu customer
- Disqualified - If the Maruyu status is disqualified.

All the customers are Non-Maruyu customers by default. You have to select the Maruyu status as 'Yes' to enable the Maruyu limit for a customer.

Limit Currency

The system displays the currency of the limit.

Limit Amount

The system displays the limit amount from the Maruyu Limit Maintenance screen. You can also modify the limit amount.

The system displays an error message if the Limit Amount is greater than the Bank level Maruyu Limit maintained in screen CSDMLMT.

Reason Code

Specify the reason code for marking the customer as Maruyu customer. Alternatively, you can select the reason code from the option list. The list displays all valid values maintained in the 'Limit Types' (LMDTYPES) screen.

Remarks

Specify the remarks, if any.

Note

- You can add multiple records for Maruyu limits for a customer based on the effective dates. You can remove an existing record only if the effective date is future dated. It will be possible to remove the existing records only if the effective date is a future date.
 - You can maintain the Maruyu limit for individual customer type only. The system displays an error message if you try to maintain values for a corporate or bank type of customer.
 - The system allows you to change the Maruyu limits of a customer by adding a new record and maintaining the effective date with new limit amount. The sum total of the latest account level limit record of all the accounts under the customer should be less than or equal to new limit amount.
 - The system displays an error message if the Maruyu Status in the first record of the multi grid is maintained as 'No'.
 - Whenever a Maruyu limit record is maintained at customer level, a record will be inserted automatically at account level in all the accounts (CASA and TD) of the customer. This will happen immediately if the effective date of new record at customer level is current dated or back dated. In case of new record with future dated effective date, the record will be inserted at account level only on reaching the effective date.
 - Maruyu Limit is applicable for individual customers only. The system displays an error message if you try to maintain values for 'Corporate' and 'Bank' type of customers.
-

2.5.10.1 Modifying Customer Maruyu Limit

You can change the customer Maruyu Limits and Maruyu Status any time during the lifecycle of the customer. To change the Maruyu Limit of customer, click '+' button and maintain a new record with effective date and new limit amount.

| If the Customer Maruyu Limit Modification is: | Validations |
|---|--|
| 1. Greater than the current available customer limit 2. Less than the current available customer limit | The new limit should be less than or equal to the current bank level limit maintained at CSDMLMT screen. The sum total of the latest account level limit record of all the accounts under the customer should be less than or equal to new limit amount. On reaching the effective date of customer limit, the new limit will be used for the limit validation for account opening as well as modification of the existing account limits. |

If a customer is Non Maruyu from the beginning and a record has been added with a future date with Maruyu Status as 'Yes', then the customer will be a Maruyu Customer from that future date onwards. In this scenario if a back dated entry has been put by selecting the Maruyu Status as 'No', it does not add any value since before that future date customer is Non Maruyu customer.

During the modification of effective date, if the new effective date is a back date then:

- The system will check the effective date of new Maruyu Limit record at customer level
- The system will identify the latest effective date from all the Maruyu Limit records maintained at account level for all the accounts, which is less than or equal to current system date.
- If the new customer level effective date is less than or equal to the identified latest effective date from account level, system will display an error message.
- Changes will be allowed only if the new customer level effective date is greater than the identified latest effective date from account level.

2.5.11 Viewing Quick Customer Addition Summary

You can view the details of the quick customer addition in the 'Quick Customer Addition Summary' screen. You can invoke this screen by typing 'STSCIFAD' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

Quick Customer Addition Summary

Search Advanced Search Reset Clear All

Case Sensitive

Authorization Status [Dropdown]
Customer No [Text]
Type [Text]
Short Name [Text]
Country [Text]
Branch Code [Text]

Record Status [Dropdown]
PID No [Text]
Name [Text]
Customer Category [Text]
Nationality [Text]
Address Code [Text]

Records per page 15 1 Of 1

| Authorization Status | Record Status | Customer No | PID No | Type | Name | Short Name | Customer Category | Co |
|----------------------|---------------|-------------|--------|------|------|------------|-------------------|----|
|----------------------|---------------|-------------|--------|------|------|------------|-------------------|----|

Exit

You can search for the records based on either one or more of the following search parameters:

- Authorization Status
- Record Status
- Customer No
- PID No
- Type
- Name
- Short Name
- Customer Category
- Country
- Nationality
- Branch Code
- Address Code

Once you have specified the search parameters, click 'Search' button. The system will display the following information:

- Authorization Status
- Record Status
- Customer No
- PID No
- Type
- Name
- Short Name
- Customer Category

- Country
- Nationality
- Branch Code
- Address Code
- Address 1
- SSN

2.6 Customer Segment

Oracle FLEXCUBE calculates the relationship tag value or net worth range. The Relationship Manager (RM) categorizes the customers under segments based on the customer's net worth range or relationship tag value. The RM either will take a decision on association of segment and status; or can amend the segment and status.

2.6.1 Maintaining Customer Segment

You can maintain the segment code details in the 'Customer Segment Maintenance' screen. You can invoke this screen by typing 'STDSEGMT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Customer Segment Code Maintenance' window. At the top, there is a title bar with a diamond icon and the text 'Customer Segment Code Maintenance'. Below the title bar is a toolbar with 'New' and 'Enter Query' buttons. The main content area contains the following fields:

- Segment Code * (with a red asterisk indicating a required field)
- Segment Description
- Segment Currency
- Minimum Segment Amount
- Maximum Segment Amount

At the bottom of the window, there is a 'Fields' section with the following labels:

- Maker
- Checker
- Mod No
- Date Time:
- Date Time:
- Record Status
- Authorization Status

An 'Exit' button is located in the bottom right corner of the window.

You need to specify the following information:

Segment Code

Specify the segment code.

Segment Description

Specify a short description on segment code.

Segment Currency

Specify the currency of the corresponding segment amounts.

Note

If the customer has multiple accounts in different currencies, then the relationship tag value or net worth range is calculated in accordance with the bank local currency.

Minimum Segment Amount

Specify the minimum segment amount.

Maximum Segment Amount

Specify the maximum segment amount

2.6.2 Viewing Customer Segment Summary Screen

You can view the segment code details in the 'Customer Segment Summary' screen. You can invoke this screen by typing 'STSSEGMT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a web application window titled 'LBL_STSSEGMT'. At the top, there are 'Advanced Search' and 'Reset' buttons. Below this, there are several search filters: 'Authorization Status' (a dropdown menu), 'Record Status' (a dropdown menu), 'Segment Code' (a text input field with a search icon), 'Maximum Segment Amount' (a text input field with a search icon), 'Minimum Segment Amount' (a text input field with a search icon), and 'Segment Currency' (a text input field with a search icon). Below the filters, there is a 'Records per page' dropdown set to '15' and a '1 Of 1' indicator. The main area contains a table with the following columns: 'Authorization Status', 'Record Status', 'Segment Code', 'Minimum Segment Amount', 'Maximum Segment Amount', and 'Segment Currency'. The table is currently empty. At the bottom right of the window, there is an 'Exit' button.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Segment Code
- Minimum Segment Amount
- Maximum Segment Amount
- Segment Currency

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Segment Code
- Minimum Segment Amount
- Maximum Segment Amount

- Segment Currency

2.6.3 Associating Segment Code to Customer

Customers can be associated to segment code by mapping customers in 'Customer Segment Association' screen. You can invoke this screen by typing 'STDSEGAS' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The 'Customer Segment Association' screen provides the following fields:

Customer No

Specify the Customer Number..You can select the customer number from the adjoining option list. The customer CIF Number should be unique across all branches.

Note

The option list doesn't include the customer numbers which are created under the BROKER and BANK customer category,

For example, assign a code using a maximum of 9 characters, alphanumeric. For example, assume your customer is DOW Corporation, US. You can assign him a code, which could either, be a number representing the customer's serial number or an alphabetic code like DowCorp or an alphanumeric code like Dow1000US or DowUS1000 / 1000DowUS, if he is the 1000th customer to approach your bank

Customer Currency

Specify the customer currency. The system will use this as the default currency of the customer in the transactions.

Segment Code

Specify the segment code. While amending the segment code, if the customer's relationship tag value or net worth range doesn't match with the minimum and maximum net worth amounts maintained at the segment code level; then system will display the override message: as "Segment Code Specified doesn't match with the Min and Max Range maintained at segment level."

Segmentation Status

Select the segment status of the account from the following options:

- Upgraded-Select this option if you are associating the segment code to a customer for the first time. It is available only for the first time association.
- Downgraded- Select this option if net worth range or relationship tag value is less than the minimum amount of segment code attached to the customer.
- Re-upgraded-Select this option if networth of the customer is more than the maximum amount specified.

Customer Name

The system displays the customer's name.

Segment Description

The system displays the segment's description.

Click the 'Default' button to view the value of currency of the corresponding Net Worth.

Net Worth Currency

The system displays the currency of the segment's net worth.

Net Worth

The system displays the net worth value of the customer considering the available balance of the accounts.

2.6.4 Viewing Customer Segment Association Summary Screen

You can view the details of the customer's segment association in the 'Customer Segment Association Summary' screen. You can invoke this screen by typing 'STSSEGAS' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot displays the 'LBL_CUS_SEG_SUMM' application window. At the top, there are 'Advanced Search' and 'Reset' buttons. Below this, there are several search filters: 'Authorization Status' (dropdown), 'Record Status' (dropdown), 'Customer No' (text field with a search icon), 'Segmentation Status' (dropdown), 'Segment Code' (text field with a search icon), 'Net Worth' (text field), 'Net Worth Currency' (text field with a search icon), and 'Customer Currency' (text field with a search icon). Below the filters, there is a 'Records per page' dropdown set to '15' and a '1 Of 1' indicator. The main area contains a table with the following columns: 'Authorization Status', 'Record Status', 'Customer No', 'Segment Code', 'Segmentation Status', 'Net Worth', and 'Net Worth C'. The table is currently empty. At the bottom right of the window, there is an 'Exit' button.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Customer No
- Segment Code
- Segmentation Status
- Net Worth
- Net Worth Currency

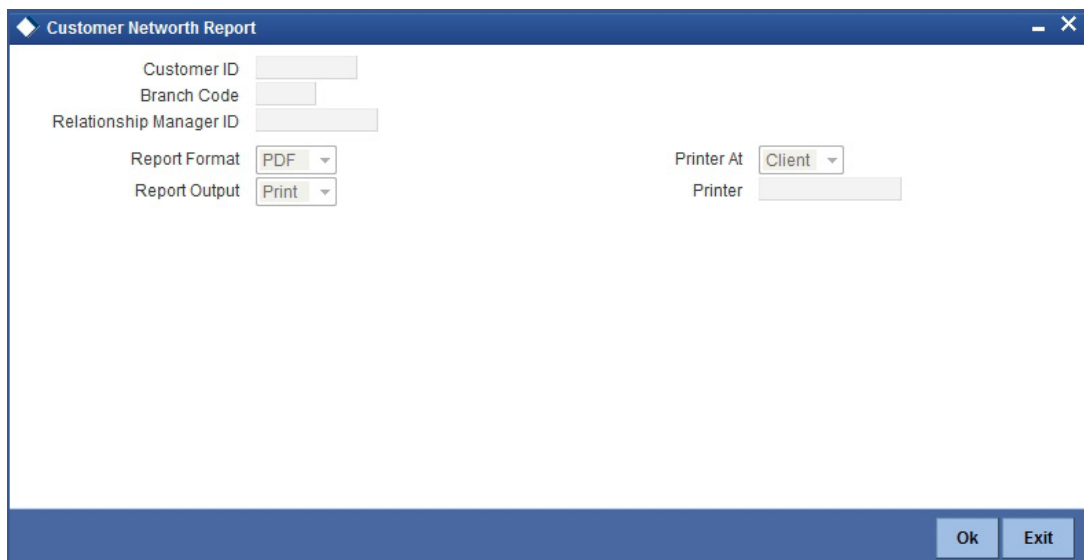
Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Customer No
- Segment Code
- Segmentation Status
- Net Worth
- Net Worth Currency

2.6.5 Viewing Customer Net Worth Report

To generate the report of the customer's net worth, type 'STRCUSEG' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



The screenshot shows a software window titled "Customer Network Report". The window has a dark blue header bar with a diamond icon on the left and standard window controls (minimize, maximize, close) on the right. The main area is white and contains several input fields and dropdown menus. On the left side, there are three text input fields labeled "Customer ID", "Branch Code", and "Relationship Manager ID". Below these are two dropdown menus: "Report Format" with "PDF" selected and "Report Output" with "Print" selected. On the right side, there are two more dropdown menus: "Printer At" with "Client" selected and "Printer" with an empty field. At the bottom right of the window, there are two buttons: "Ok" and "Exit".

The system displays the following details:

- Customer Number
- Customer Name
- Local Branch
- RM Id
- Net Worth

2.7 Viewing Customer Information

You can view the customer details maintained in the 'Customer Maintenance' screen using the 'Customer Summary' screen. You can invoke this screen by typing 'STSCIF' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Customer Summary' application window. The window title is 'Customer Summary'. It features a search bar at the top with options for 'Search', 'Advanced Search', 'Reset', and 'Clear All'. Below the search bar, there are several input fields for search criteria, including 'Authorization Status', 'Record Status', 'Customer No', 'Type', 'PID No', 'Customer Name', 'Short Name', 'Country', 'Branch Code', 'PIN Code', 'Name in Additional Script', 'Customer Category', 'Nationality', and 'Address Code'. A table below the search fields shows the search results with columns for 'Authorization Status', 'Record Status', 'Customer No', 'Type', 'PID No', 'Customer Category', 'Customer Name', 'Short Name', 'Nationality', 'Country', 'Branch Code', 'Address Code', and 'Address 1'. The table is currently empty. At the bottom right of the window, there is an 'Exit' button.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

-
- Authorization Status
- Type
- Customer Name
- Kanji Full Name
- Branch Code
- PIN Code
- Record Status
- PID No
- Short Name
- Country
- Hiragana Full Name
- Customer No
- Customer Category
- Nationality
- Katakana Full Name
- Address Code
- Name in Additional Script

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

Note

You can query or modify the customer details whose accounts are permitted to you for the query/modification in the 'Group Code Restriction' screen.

If you are allowed to query customer information, then system displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Customer No.
- Type
- PID No
- Customer Category
- Customer Name
- Short Name
- Country
- Nationality
- Branch Code
- Address Code
- PIN Code
- Language
- Address
- Frozen
- Deceased
- Exposure
- Location
- SSN
- Whereabouts Unknown
- Account Number
- Full Name
- Kanji Full Name
- Katakana Full Name
- Hirangana Full Name
- SWIFT Code

2.8 Searching for Customers

You can search the details of individual or corporate CRM customer or prospect customer in the 'Customer Search' screen. To invoke this screen, type 'STSCUSSH' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Customer Party Summary

Search Advanced Search Reset Clear All

Case Sensitive

Customer No PID No SSN

First Name Last Name Unique Id Value

Short Name Telephone Email

Customer Type Unique Id Name Country

Full Name Name in Additional Script

Records per page 15 | 1 of 1 | Lock Columns 0

| Customer No | PID No | SSN | First Name | Last Name | Unique Id Value | Short Name | Telephone | Email | Customer Type | Unique Id Name | Country | Full Name | Customer Category |
|-------------|--------|-----|------------|-----------|-----------------|------------|-----------|-------|---------------|----------------|---------|-----------|-------------------|
|-------------|--------|-----|------------|-----------|-----------------|------------|-----------|-------|---------------|----------------|---------|-----------|-------------------|

Exit

You can search for records based on any one or all of the following criteria:

- Customer No
- PID No
- SSN
- First Name
- Last Name
- Unique ID Value
- Short Name
- Telephone
- Email
- Customer Type
- Unique ID Name
- Country
- Full Name
- Name in Additional Script

Click 'Search' button. The system identifies all records satisfying the specified criteria and displays the following details for each one of them:

- Customer No
- PID No
- First Name
- Last Name
- Full Name
- External Reference

- 1
- Address Line 2
- Address Line 3
- Address Line 4
- Telephone
- SSN
- Fax
- Customer Category
- Short Name
- Unique ID Name
- Unique ID Value

2.9 Multiple Relationships

The credit facility granted to any customer is tracked against the Liability Number of the customer. You can also track the liability of a customer (child) against a different customer (parent). Thus, the liability number emphasizes only one kind of relationship, that of the parent with the child.

However, a customer of your bank can have relationships with other customers of your bank i.e. there is a possibility of one to many relationships between customers.

Oracle FLEXCUBE allows you to define different types of relationships that can exist between two customers. For eg: Business, Husband, Wife, and Partners etc. You can link two customers by specifying the relationship that exists between them. The advantage being that, when you generate the exposure report for a customer, it will display the total exposure of the bank to every customer linked to the liability in question as well as the exposure of every customer who is related to any customer within the liability. The example given at the end of this section will further illustrate this concept.

2.9.1 Maintaining Types of Relationships

You can maintain the different types of relationships that can exist between customers of your bank in the 'Relation Maintenance' screen. You can invoke this screen by typing 'STDRELMN'

in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a software window titled "Relation Maintenance". At the top, there is a toolbar with "New" and "Enter Query" buttons. Below the toolbar, there are two input fields: "Relation *" and "Description". At the bottom of the window, there is a section titled "Fields" with a blue background. This section contains several labels: "Maker", "Checker", "Date Time:", "Date Time:", "Mod No", "Record Status", and "Authorization Status". An "Exit" button is located in the bottom right corner of the "Fields" section.

Specify the following details in this screen:

- Relation – Define the type of relationship in this field. You can use a maximum of 20 alphanumeric characters to define a relationship
- Description – Provide a brief description of the relationship being maintained. This will further help you in identifying the relationship

The types of relationships defined in this screen will become available for linking two customers, only upon authorization of the details maintained

2.9.2 Maintaining Relationships between Customers

The 'Customer Linkage Maintenance' screen is used to maintain relationships between customers. In this screen, you can link two customers and specify the relationship that exists between them. You can invoke this screen by typing 'STDCULMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

Customer Linkage Maintenance

Save

Customer1 *

Customer2 *

Relation *

Customer Name

Customer Name

Fields

| | |
|---------|----------------------|
| Maker | Date Time: |
| Checker | Date Time: |
| Mod No | Record Status |
| | Authorization Status |

Cancel

Customer 1 and 2

You can select the names of the customers between whom a relationship is to be established. All authorized customers of your bank will be available in the option-lists provided.

Relation

Specify the type of relationship that exists between the selected customers (1 & 2). All authorized relation types maintained through the 'Relation Maintenance' screen will be available in the option list provided. You can select the appropriate name from this list.

This linkage of customers will be used for taking exposure report for the customer. If you maintain a linkage between Customer1 and Customer2, the system will automatically establish a linkage of Customer2 with Customer1. After you maintain a linkage between two customers, you are not allowed to change the customers involved in the linkage. However, you can alter the relationship that exists between them. Only one type of relationship can exist between any two customers. The following example will illustrate the manner in which you can maintain relationship details between customers and the need for the same.

2.9.3 Maintaining Customer Groups

You can maintain customer groups for any of the following reasons:

- Tracking Exposure for loans as well as outstanding overdrafts in accounts of customers involving the group; in which case, it would comprise of either Corporate or Retail customers.
- Defining Group specific rules –Access Groups allows you to access the customer accounts of different business categories. Only the users who are given the access to these access groups can create, query, copy, delete, close, re-open, modify, print and authorize the transactions in the customer accounts of these access groups. Clearing Groups are built in order to derive the Value Date of outward clearing check transactions. Charge Groups are created in order to levy specific charges on customers belonging to the group.

You can set up such groups through the 'Group Code Maintenance' screen. Invoke this screen by typing 'STDGRPCD' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Group Type

You could use this section to indicate whether the customer group you are defining is:

- Access Group
- Corporate
- Retail
- Charge
- Clearing
- Tax

You can select the appropriate option.

The user access restrictions are enabled for the following screens. The option list of Account number/ Customer number/ Liability number of the following screens will display only the valid values that belong to the allowed access group of the user.

| Function ID | Screen Name | Field Name |
|-------------|----------------|---|
| NA | Landing Page | Customer Number Account Number Customer Name Identifier Value Branch Code |
| STDCIF | Customer Input | Customer Number |
| STDCIFAD | Customer Input | Customer Number |

| Function ID | Screen Name | Field Name |
|-------------|--|--|
| MSDCUSAD | Customer Addresses | Customer Number |
| STDCIFNM | Customer Names | Customer Number |
| STDSEGAS | Customer Segment Association | Customer Number |
| SVDCIFOL | Customer Signature Offline Verification | Customer Number |
| STDCIFIS | Customer Signature and Image Upload | Customer Number |
| STDCSHIS | Customer Signature and Image History | Customer Number |
| STDCULMT | Customer Tax Allowance Maintenance | Customer Number |
| CSDINSTR | Customer/ Account Instructions Maintenance | Customer Number |
| STDCUSTR | Customer Portfolio Transfer | Customer Number |
| STDSRQST | Customer Service Request Input | Customer Number |
| STDCUSVW | 360 Corporate Customer View | Customer Number |
| STRCUSRP | 360 Customer Report | Customer Number |
| STDRETVW | 360 Retail Customer View | Customer Number |
| STSCUSVW | 360 Customer View Entry Point | Customer Number |
| STDCDSTM | Combined Statement | Customer Number |
| STDCUSBL | Customer Account Balance | Customer Number |
| GEDCOLLT | Collateral Input | Liability Number |
| GEDMPOOL | Collateral Pool Input | Liability Number |
| GEDCULIK | Customer Liability Linkage | Customernumber/liability Number |
| GEDFACT | Facility Input | Liability Number/line Code/ Serial Number |
| GEDTRANS | Facility Transfer | From Liability Number / From Line |
| GEDMLIAB | Liability Input | Main Liability Number |
| GEDBLOCK | Earmarking Maintenance | Liability Number /customer Number/ Line Code |
| GEDMERGE | Liability Merger Input | From Liability Code/ To Liability Code |

| Function ID | Screen Name | Field Name |
|--------------------|-----------------------------------|---|
| GEDACCNT | Netting Transaction | Liability Number / Customer Number |
| GESQCCNV | Collateral Covenants Query Screen | The result of any of the search criteria in this screen will display the liabilities belonging to the allowed group code of the user. |
| GESQFACL | Facility Query Screen | The result of any of the search criteria in this screen will display the liabilities belonging to the allowed group code of the user. |
| GESQFCNV | Covenant Summary Screen | The result of any of the search criteria in this screen will display the liabilities belonging to the allowed group code of the user. |
| GESQLIAB | Liability Query Screen | The result of any of the search criteria in this screen will display the liabilities belonging to the allowed group code of the user. |
| GESQUTIL | Utilization Query Screen | The result of any of the search criteria in this screen will display the liabilities belonging to the allowed group code of the user. |
| GESQUTLG | Utilization Log | The result of any of the search criteria in this screen will display the liabilities belonging to the allowed group code of the user. |
| GESQSLIA | Utilization Transaction | The result of any of the search criteria in this screen will display the liabilities belonging to the allowed group code of the user. |
| GEDUTILS | Limit Utilization | Liability Number |

| Function ID | Screen Name | Field Name |
|--------------------|--|---|
| GESQYFAC | Facilities Summary | The result of any of the search criteria in this screen will display the liabilities belonging to the allowed group code of the user. |
| STDCUSAC | Customer Account Input Screen | Customer Number\account Number |
| STDCASAC | Quick Customer Account Input Screen | Customer Number\account Number |
| MSDCACAD | Account Address Maintenance | Account Number |
| LMDCUSLT | Customer Account Limits | Account Number |
| STDACSTC | Account Statistics | Account Number |
| STDACCDT | Customer Account | Customer Number |
| STDACINS | Account Instructions | Account Number |
| STDCRSMT | Adhoc Consolidated Request Maintenance | Customer Number/charge Account Number |
| STDACSTA | Monthly Account Statistics | Customer Number/ account Number |
| STDACLMT | Customer Account Tax Allowance | Customer Number/ account Number/contract Number |
| CADCAMBL | Consolidated Amount Blocks | Customer Number |
| STDJHMNT | Joint Holder Maintenance | Account Number |
| CADAMBLK | Account Amount Block Input | Account Number |
| STDSTCHN | Manual Account Status Change | Account Number |
| STDBLINQ | Account Transaction Enquiry | Account Number |
| CADCHBOO | Cheque Book Maintenance | Account Number |
| CADCHKDT | Cheque Details | Account Number |
| STDACUS | Bulk Change Of Account Customer | Customer/account Number |

| Function ID | Screen Name | Field Name |
|-------------|--|------------------------------------|
| STDACIN | Account Customer Change History | Customer/account Number |
| | | |
| STDCTLMT | Account Wise Channel Transaction Limit Maintenance | Account Number |
| STDTLINQ | Transaction Limit Utilization Inquiry | Account Number |
| STDNTINS | Notice Instruction Maintenance | Account Number |
| STDSTDOR | Dormancy Maintenance | Account Number |
| STDACCDT | Account Summary For Customer | Customer Number |
| STDSWHIS | Sweep History Details | Account Number |
| STDCUSTD | Term Deposit Input Screen | Customer Number\account Number |
| ICDBADHC | Term Deposit Certificate Maintenance Screen | Account Number |
| ICDRDPMT | Recurring Deposit Payment Input | RD Account Number |
| ICDRDREV | Recurring Deposit Payment Reversal | RD Account Number |
| RDDSCHEQ | Recurring Deposit Schedule Enquiry | RD Account Number |
| ICDREDMN | Term Deposit Redemption Input | TD Account Number |
| STDTDTOP | Top Up Of Term Deposit | TD Account Number |
| 1317 | Multimode TD Redemption | TD Account Number |
| TDMM | Multimode TD Account Opening | Customer Number/ Account Number |
| DESWACDT | Manual Account Booking | Account Number |
| STDSCSAC | TD Input Simulation | Customer Number |
| STDAMBLK | Account Amount Block Input | Account Number |
| ICDRDSIM | Redemption Simulation Screen | Account Number |
| ICDREDRN | Rollover Simulation Screen | Account Number |
| STDTDSIM | Deposit Simulation | Customer Number |

| Function ID | Screen Name | Field Name |
|--------------------|--|--|
| TDTP | Multimode TD Topup | Account Number |
| STDTPSIM | Top Up Simulation Screen | Account Number |
| ACDCCYH | TD Currency Change History | Account Number |
| STDSCCH | TD Currency Change Request | Account Number |
| ICDOCALC | Interest and Charges Multiple Account Online Calculation | Account Number |
| ICDOLIQ | Interest and Charges Multiple Account Online Liquidation | Account Number |
| ICDCALAC | Interest and Charges Single Account Online Calculation | Account Number |
| ICDLIQAC | Interest and Charges Single Account Online Liquidation | Account Number |
| CLDACCNT | Lending Account Input | Customer Number/Loan Account Number |
| CLDMNDSB | Manual Disbursement | Loan Account Number |
| CLDPYMNT | Payment Input | Loan Account Number |
| CLDMROLL | Manual Rollover | Loan Account Number/ Customer ID/Settlement Account |
| CLDNOVDT | Account reassign | Loan Account Number/ Customer ID |
| CLDACCVN | Value Dated Amendments | Loan Account Number |
| CLDLSTMT | Loan Statement | Loan Account Number |
| CLDRENOG | Renegotiation | Loan Account Number/ Customer ID/Settlement Account |
| CLDADOCH | Adhoc Charge Input | Loan Account Number |
| CLDASTOP | Collateral Take Over Processing | Loan Account Number/ Settlement Account |
| CLDCMTMT | Commitment Account Detail | Customer number/Com- mitment Account Number |
| CLDCMTVM | Commitment Value Dated Amendment | Commitment Account Number |
| CLDCROLL | Consolidated Rollover | Customer Number |
| CLDINADT | Inactive Accounts | Customer Number / Loan Account Number |

| Function ID | Screen Name | Field Name |
|-------------|----------------------------------|--|
| CLDIMROL | Inactive RollOver | Loan Account Number |
| CLDISTCH | Manual Installment Status Change | Loan Account Number |
| CLDLQSPN | Liquidation Suspension | Loan Account Number |
| CLDACCTR | Loan transfer | Loan Account Number |
| CLDTRLOG | Loan transfer Log | Loan Account Number |
| CLDNOCON | Manual Notary Confirmation | Loan Account Number |
| CLDPWOFF | Partial Write Off | Loan Account Number |
| CLDPWOAU | Partial Write Off Authorization | Loan Account Number |
| CLDMSTCH | Manual Status Change | Loan Account Number |
| CLDSIMDT | Accounts Simulation | Customer Number |
| CLDSCOMT | Commitment Accounts Simulation | Customer Number |
| CLDEMINT | EMI Calculator | Customer Number\Loan Account Number |
| CLDSIMPT | Payment Simulation | Loan Account Number |
| CLDSIMVD | Value Dated Amendment Simulation | Loan Account Number |
| CLDBLKPT | Bulk payment input | Liability Number/Settlement Account number |
| CLDACHTY | Account History | Loan Account Number |
| CLDACSTC | Account Statistics | Loan Account Number |
| CLDINSQR | Installment Query | Loan Account Number |
| CLDEVTQR | Events Diary | Loan Account Number |
| DEDTRONL | Single entry | Account Number |
| DEDJNLON | Journal Entry Online | Account Number /Customer Number |
| DEDMJONL | Journal Multi Offset Entry | Account Number/Offset Account Number |
| 1000 | Miscellaneous Transfer | Transaction Account/Offset Account |
| 1008 | Miscellaneous Customer Debit | Account number |

| Function ID | Screen Name | Field Name |
|-------------|--|-------------------------------|
| 1010 | BC Issue against Account | Account number |
| 1300 | Close Out Withdrawal by BC | Account number |
| 5001 | Loan Disbursement By Cash | Loan Account |
| 5401 | Loan Repayment By Cash | Financing(Loan)Account Number |
| 5555 | Inward Clearing Data Entry | Account number |
| 8309 | BC Liquidation against Account | Account number |
| 8335 | BC Issue against Cheque | Account number |
| CRAP | Credit Card Payment By Account | Recovery Account |
| CRCM | Credit Card Payment By In-House cheque | From Account number |
| 1401 | Cash Deposit | Account Number |
| 1001 | Cash Withdrawal | Account Number |
| 1013 | Cheque Withdrawal | Account Number |
| 1301 | Close Out Withdrawal | Account Number |
| 8207 | FX Purchase Against An Account | Account Number |
| 8206 | FX Sale Against An Account | Account Number |
| 1006 | Account to Account Transfer | From Account Number |
| 6501 | Cheque Deposit | Account Number |
| 6560 | Cheque Return | Drawer Account number |
| 6512 | Consolidated Cheque Data Entry | Account Number |
| LOCH | Inhouse Cheque Deposit | From Account Number |
| 5521 | Inward Clearing Cheque Data Entry | Account Number |
| 6514 | Outward Clearing Data Entry | Account Number |
| 1014 | DD Issue Against an Account | Account number |
| 8312 | DD Liquidation Against an Account | Account Number |
| 1320 | Account Close Out Withdrawal | Account Number |

| Function ID | Screen Name | Field Name |
|-------------|---|---|
| 1320 | Account Close Out Withdrawal by BC | Account Number |
| 1350 | Account Close Out Withdrawal by Multimode | Account Number |
| 1056 | Host Stop Payment | Account Number |
| 7030 | New Passbook Issue | Account number |
| 7031 | Passbook Status Change | Account Number |
| 7010 | Passbook Update | Account Number |
| 1409 | TC Purchase Against An Account | Account Number |
| 1009 | TC Sale Against An Account | Account Number |
| 1075 | Bill Payment Against an Account | Account Number |
| CQIN | Cheque Status Enquiry | Account Number |
| 8318 | TT Issue against an Account | Account Number |
| 8321 | TT Sale against an Account | Account Number |
| SIDTRONL | Instruction Input | Counterparty |
| SIDTRAUT | Instruction Authorization | Instrument Number |
| SFDCSSUB | Structured Deposit Subscription | Customer Account/Liquidation account/ TD account Number |
| ACDACTRN | Account Transactions | Account number /virtual Account number |
| ACDABLQY | Account Balances | Customer Number / Account Number/ Account Class |
| ACDCASHF | Account Cashflow | Account Number/ Account Class |
| ACDCODQS | Facility Wise Overdrawn Account | Customer number / Liability number / Account number |
| ICDRTEQY | Account Interest Rate Query | Account number |

| Function ID | Screen Name | Field Name |
|-------------|---------------------------------|---|
| ACSCODQR | Overdrawn Accounts | Customer Number / Liability Number / Account Number |
| ACDASTQY | Account statistics | Account Number |
| ACDAUDTR | TD audit trail | Account Number |
| ACDTRNQY | Transaction query | Account Number |
| ACDFUNCO | Uncollected funds | Account Number |
| ACDSQASL | Customer asset & liability | Customer Number |
| ACDCBIR | Customer summary | Customer Number |
| ACDSCPQR | Customer Information query | Customer Number |
| ACDSQPRO | Customer Projection query | Customer Number/ Account Number |
| CSDOPTN | Interest statement | Customer ID |
| TDSQUERY | TDS query | Customer Number |
| UPDQUERY | BC Query | Contract Number |
| CGDQUERY | Clearing Transactions Query | Reference Number |
| DDDQUERY | Instruments Query | Reference Number |
| DEDQUERY | Retail teller Transaction Query | Contract Number |

Creating Customer Groups for Tracking Exposure

You may wish to track exposure due to loans issued to a group of customers as a whole, and assign the status of all loans issued to the group as the status of the loan with the worst status, among those issued to the group.

You may similarly wish to include the exposure due to outstanding overdraft in respect of a group of customer accounts as a whole, and assign the status of all customer accounts belonging to the group as the status of the customer account with the worst status among the accounts and loans belonging to the group.

When you set up a group for tracking exposure due to loans and customer accounts, you will need to specify the applicable exposure category.

The exposure category for a group is either derived from the logic maintained in the Exposure Type Category Linkage maintenance for the group type, or explicitly specified. If it is derived, it is displayed in this screen, by the End of Day batch program. The type of the group indicates the type of customers that belong to the group – retail or corporate. If no logic has been maintained in the Exposure Type Category Linkage for the group type, you can indicate the applicable exposure category for the group.

Group Status

All loans and overdraft accounts issued to customers in the group will be assigned the same status, which will be the status of the loan / overdraft account with the worst status among those issued to customers in the group. The Group/CIF and the loan contracts and overdraft accounts are all updated with this worst status if they have been marked for automatic status processing. The individual status for the accounts and loan contracts (apart from assigning the worst status) is also captured and displayed. In the 'Group Code Maintenance' screen and the 'CIF Maintenance' screen, the status for the group is displayed, as well as the date since which the status came into effect.

For details about loan status processing and provisioning, consult the Loans user manual.

Customer Group

When you maintain CIF details for customers, in the 'Customer Information Maintenance' screen, you can specify the customer group to which the customer belongs, for:

- Provisioning and status processing (Group Code). You must specify a group code defined for a group type that is the same as the customer type, for instance, if the customer is a retail customer, you must specify a group defined for retail customers
- Classifying the customer as a Clearing customer
- Categorizing the customer for levying charges at a customer group level
- Classifying the customer as a taxpayer. If you select this option, the Exposure Category field will be disabled

Tax Applicability

Select the tax applicability features from the drop-down list. The following options are available for selection:

- Taxable lifetime - Tax is imposed on the interest for the whole term of the deposit
- Non Taxable lifetime - Tax exempted on interest for the whole term of the deposit
- Holding period non- Taxable - Only the holding term of the account holder is exempted from tax. For the remaining term, tax is imposed based on the previous holder's classification.

Note the following:

- This field is applicable only for Group Type 'Tax'.
 - The SDE TAX_APPLY_RATIO will be used to arrive at the number of days for which tax has to be applied to the interest amount. (TAX_APPLY_RATIO = Number of Taxable Days / Deposit Tenor in Days.)
 - The SDE will be in a ratio SDE in Days count method. The result of the SDE should be rounded to the decimal applicable for the amount. The output of the SDE will be 1, 0 or any decimal between 0 and 1.
-

The denominator of the ratio should always be the tenor of the deposit in Days. The numerator of the ratio should be the number of taxable days.

2.9.4 Capturing Customer Prefixes

While maintaining the CIF details, of an Individual customer you can capture the academic titles (like Prof., Dr., etc) of the customer along with the salutations (like Consulate, Senator, Chancellor, etc.)

Therefore, you must maintain the list of possible options for each of these academic titles and salutations referred to as 'prefixes' through the 'Customer Prefix Maintenance' screen.

You can invoke this screen by typing 'STDCUPRT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button. The screen is as shown below:

The following details need to be captured:

- Branch code - This is the code of the branch for which the list of prefixes will be made available. The description associated with the branch is displayed in the adjacent field
- Prefix1 - This is the first prefix to appear in the Customer Name
- Prefix2 - This is the second prefix to appear in the Customer Name
- Prefix3 - This is the third prefix to appear in the Customer Name

While specifying the prefix in the customer in the CIF screen, a list of all the values maintained in this screen is displayed. You will also be allowed to key-in a prefix of your choice.

These details will be printed along with the receiver name in all messages sent to the customer. If the global tags for prefixes have been maintained in the advice, the System substitutes the tags with the respective prefixes maintained in the customer personal details of the receiver.

Note

This feature is applicable only for individual customers where the media type is Mail.

2.9.5 Storing Authorized Variations of Customer's Name

In Oracle FLEXCUBE, you can indicate whether incoming Funds Transfers, Payments and Collections should be processed only after the customer's Account Number and Name correspond to the authorized variations of the customer's name. If you have enabled this as a preference in the 'FT Product Preference', and 'PC Product Category' screens, you will need to maintain the authorized customer name variations through the 'Customer Names' screen.

Invoke this screen by typing 'STDCIFNT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can capture the following details in this screen:

PID Number

Specify the PID number. Alternatively, you can select the PID number from the list. The list displays all valid PID numbers maintained in the system.

Note

If customer number is selected then the PID number will be populated automatically. You can change the PID Number after selecting the customer Number or Customer Name. The system populates the modified values in the customer number and Customer Name field.

Customer Number

Specify the customer number.

Note

If PID number is selected then the Customer name and Customer number will be populated automatically. You can change the customer number after selecting the PID Number or Customer Name. The system populates the modified values in the PID Number and Customer Name field.

Customer Name Detail

Script Code

Specify the script code. Alternatively, you can select the script codes from the list. The list displays all valid script code maintained in the system.

Note

- If 'Validate customer' field is checked in STDSCRPT screen, then the system will validate the customer name for those script codes. 'Customer name' will be validated with 'Allowed Character' maintained for that script code in the STDSCRPT screen. The system displays a configurable override if the character validation fails.
 - Character validation is not performed in STDCIF Personal/Corporate tabs.
 - There can be more than one customer names in the script with same valid period.
-

Customer Name

The system defaults customer name based on the customer number or PID number selected.

Valid Till Date

Select the date till which multiple name is valid. Default value is system date + Period for Customer Names (in days) -1. This field can be less than or equal to or greater than the current system date.

Note

When Period for Customer Names (in Days) in STDBNKPM screen field is left blank, then the 'Valid Till Date' field will also be blank and the name will remain valid indefinitely.

Because of this maintenance, each time an incoming FT or PC contact is processed, the System validates the account number and name involved in the transaction with the authorized customer name. If the validation is successful, the customer name is added to the existing list and the contract is marked as authorized.

If the validation fails the contract is marked as unauthorized. Even during manual authorization of such contracts, an override is displayed asking whether the customer name needs to be added to the existing list. It will be added to the existing list on confirming the override.

2.9.6 Maintaining Float Days for Outward Clearing Customer Transactions

Float days applicable for arriving at the Credit Value Date for outward clearing customer transactions are defined through the 'Float Days Detailed' screen.

Invoke this screen by typing 'STDFLTMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can define the float days for transactions involving a specific Clearing Bank, Branch, Product, Sector and Currency combination for:

- All customer groups and all customers within the groups
- A specific customer group and all customers within the group
- A specific customer group and a specific customer within the group

The System resolves the float days in the following order:

| Branch Code | Product Code | Sector Code | Currency | Customer Group | Customer Number |
|-------------|--------------|-------------|----------|----------------|-----------------|
| Specific | Specific | Specific | Specific | Specific | Specific |
| Specific | Specific | Specific | Specific | Specific | ALL |
| Specific | Specific | Specific | Specific | ALL | ALL |

Note

The float days will be considered as Working Days or Calendar Days depending on your specification in the 'ARC Maintenance' screen.

2.9.7 Extending Float Days for Outward Clearing Transaction

Oracle FLEXCUBE supports the extension of float days for outward clearing transactions. The value date of the outward clearing transaction is extended based on

- Sector Code
- Bank Code
- Branch Code

Invoke the Float Extension Maintenance Screen by typing 'CGDBFLEX' in the field at the top right corner of the application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Float Extension Maintenance' application window. The title bar includes a diamond icon and the text 'Float Extension Maintenance'. Below the title bar is a toolbar with 'New' and 'Enter Query' buttons. The main content area is divided into two columns of input fields. The left column contains: 'Branch Code *', 'Reference Number *', 'Sector Code *', 'Bank Code *', and 'Clearing Branch Code *'. The right column contains: 'Clearing Type *', 'Float Extension *' (with the value '1'), 'Status' (a dropdown menu showing 'Unprocessed'), and 'Transaction Date'. At the bottom of the window, there are several fields: 'Maker', 'Checker', 'Mod No', 'Date Time:', 'Record Status', and 'Authorization Status'. An 'Exit' button is located in the bottom right corner.

Branch Code

Alphanumeric; Mandatory

The system displays the branch code.

Clearing Type

Alphanumeric; Mandatory

Select the clearing type from the adjoining option list.

Reference Number

Alphanumeric; Mandatory

The system displays the unique reference number of the float extension maintenance.

Float Extension

Numeric; Mandatory

Specify the number of days by which the float days is extended for clearing the instrument.

Sector Code

Alphanumeric; Mandatory

Select the sector code from the adjoining option list.

Status

The system displays the status whether the maintenance is executed or not.

Bank Code

Select the bank code from the adjoining option list.

Transaction Date

The system displays the transaction date as current date.

Clearing Branch Code

Select the specific branch code or ALL from the adjoining option list.

You can maintain a New record for Float Extension. You can also View, Unlock, Authorize, Delete, Close and Open the same.

2.9.8 Extending Float Days of a Specific Outward Clearing Transaction

Float days are extended for a specific cheque, demand draft, bankers cheque and also for a group of transactions like all outward clearing transactions of a specific sector or bank sector. Invoke the 'Float extension of a Outward Clearing' by typing 'CGDCFLEX' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a software window titled "Float Extension of a Outward Clearing". The window has a "Save" button in the top left corner. The main area contains several input fields and a "Populate" button. The fields are: "Branch Code" (001), "Reference Number" (001FLTX161840004), "Account Number *", "Clearing Type *", "Instrument type *", "Value Date", "FLEXCUBE Reference", "Instrument Number *", "Routing Number *", "Float Extension *" (1), and "New Value Date". The "Populate" button is located below the "New Value Date" field. At the bottom of the window, there are labels for "Maker", "Checker", "Mod No", "Date Time:", "Record Status", and "Authorization Status", along with a "Cancel" button.

You can query the outward clearing transactions based on the following criteria:

- Account Number
- Clearing Type
- Routing Number
- Instrument Number
- Instrument Type

Branch Code

The system displays the branch code.

Instrument Number

Specify the instrument number for which float extension is done.

Reference Number

The system displays the unique reference number of the float extension maintenance.

Routing Number

Select the Routing Number from the adjoining option list.

Account Number

Select the Account Number from the adjoining option list.

Float Extension

Specify the number of days by which the float days is extended for clearing the instrument. The system defaults the extension day as 1.

Clearing Type

Select the Clearing Type from the adjoining option list.

New Value Date

The system displays the value date calculated based on the float extension days.

Instrument Type

Select the Instrument Type from the drop-down list.

Value Date

The system displays the current customer value date of the transaction.

FLEXCUBE Reference

Reference Number of the transaction is displayed here.

Click 'Populate' to view the current customer value date and the new customer value date based on the float extension days and clearing house holiday maintenance.

You can Save, Query, Authorize and Delete Float Extension of an Outward Clearing.

During Authorization, the float extension for the given instrument triggers:

- The value date of the transaction to the new value date.
- Reversal of accounting entries for the transaction.
- Post accounting entries for the transaction with new value date.
- The available date of the fund to the new value date.

2.9.8.1 Float Extension Batch Process

CGBFLEXT batch can be configured as an intra day batch to trigger the float extension of the cheque transaction based on the float extension maintenance (CGDBFLEX). The batch process of float extension takes place as follows:

- The value date of the transaction is updated to the new value date.
- The reversal of the accounting entries is passed for the transaction.
- Accounting entries are posted with new value date.
- If the transaction date is maintained as the date of the day and the status is UNPROCESSED, it will be executed by the batch excluding the previous days maintenance.
- The batch updates all the outstanding outward clearing transactions.

- If multiple maintenances are maintained, then the batch executes them in order. This is extracted by the maker time stamp.

For Example:

Extend 2 days for all bank & branch in sector 600

Extend 3 days for SBI bank, 000 branch in 600 sector.

In the above scenario, based on the first maintenance system will extend all transactions sent to all bank, branches in 600 by 2 days. Then all transactions sent to 000 branch of SBI in 600 sector will be extended by 3 days. Thus, the transactions sent to 000 branch of SBI in 600 sector will get extended by 5 days. Hence you need to take necessary caution on maintaining the bulk float extension.

The following example briefs about the float extension of a cheque transaction.

2.9.9 Location Maintenance

In Oracle FLEXCUBE, you have a provision wherein you can maintain location codes. You do this through the 'Account Address Location Maintenance' screen. Invoke this screen by typing 'STDACCLO' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

| Fields | |
|---------|----------------------|
| Maker | Date Time: |
| Checker | Date Time: |
| | Mod No |
| | Record Status |
| | Authorization Status |

Location

The relevant location code. This pertains to a particular area in a country. It cannot be more than 15 characters

Description

A short description to the location code

Default

If the location code is to be maintained as a default location code, the same could be specified here by checking against this option. Only one location can be marked as a default location.

The following points are noteworthy:

- Once you save the above maintenance, Oracle FLEXCUBE checks for duplicate location codes. To recall, existing location codes are maintained through the 'Location Codes Maintenance' screen. If a match is found, system throws up an error.
- This maintenance is applicable only for account level address maintenances and not for address maintenances done at the customer level

2.10 Maintaining KYC Type

Oracle FLEXCUBE maintains KYC details for all customers. For Individuals / Salaried employees, the KYC is fairly simple and straight forward. However, for Small and Medium Enterprises (SME) and corporate customers or Banks, the KYC for the company and its Directors should be done. The KYC for any share holder having the percentage of stock equal to or more than the defined percentage should be done. These share holders may not be the banks customers. The System maintains KYC for NON-CIF customers also.

Oracle FLEXCUBE tracks all the sources of funds/income of any person/company/banks undergoing KYC. The system also tracks approximate number of transactions they are expected to perform in their accounts.

You can specify the details of KYC type in the 'KYC Type Maintenance' screen. You can also invoke this screen by typing 'STDKYCTP' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'KYC Type Maintenance Screen' interface. At the top, there are buttons for 'New' and 'Enter Query'. Below these are two text input fields: 'KYC Type' and 'KYC Type Description'. A section titled 'KYC Value Details' contains a table with two columns: 'KYC Type Value' and 'KYC Type Value Description'. The table has one row with empty input fields. At the bottom of the screen, there is a 'Fields' section with labels for 'Maker', 'Checker', 'Mod No', 'Date Time:', 'Record Status', and 'Authorization Status'. An 'Exit' button is located in the bottom right corner.

Here you can specify the following details:

KYC Type

Specify the type of KYC that should be maintained.

KYC Type Description

Specify the description that should be maintained for the specified KYC type.

2.10.1 Specifying KYC Value Details

You can specify the following KYC value details:

KYC Type Value

Specify the value of the KYC type.

KYC Type Value Description

Specify the description for the KYC type value.

The table below illustrates the KYC types and the possible values for each KYC types.

| KYC Type | Possible Values |
|----------------|---|
| KYC_DECLARED | Ownership Shareholding |
| KYC_SRC_INCOME | Salary Rental Investment Business Concerns Professional Business Overseas Property Others |
| KYC_TYP_COMP | Sole Proprietor Partnership LLC PSC PJSC Free Zone Enterprise Government Entity Charity Orgn FZ Co. Offshore Company FZ LLC Others |
| KYC_PURPOSE | Commercial Individual |

| KYC Type | Possible Values |
|----------------------|---|
| KYC_DET_PURPOSE_COMM | Commercial Banking Trade Services Private Banking Investments Loans Retail Banking Null (Provide Details) |
| KYC_DET_PURPOSE_IND | Salary Transfer Savings Investment Loan Repayment Transactional |
| KYC_SAL_TYPE | Cash Direct Deposit Company Cheque TT/SWIFT/CB Null (Provide Details) |
| KYC_SETTL_PAY | Cash Cheque Wire Transfer LC/Documentary Collection |
| KYC_TXN_DET | Monthly Withdrawals Deposits Remittances By Cash Remittances BY Cheque Local Remittance (Inward) Local Remittance (Outward) Foreign Remittance (Inward) Foreign Remittance (Outward) For Salaried Individuals, this is required only for Risk level 2 & 3 customers |
| KYC_TYPE_ACC | Sole/Joint |
| KYC_OCCUPATION | Own Business Employed |

| KYC Type | Possible Values |
|----------------------|--|
| KYC_FI_STATUS | Ho Branch Central Office Subsidiary Rep Office Others |
| KYC_FI_TYPE | Commercial Bank Investment Bank Offshore Bank Leasing Company Exchange Company Others |
| KYC_AREA_OF_BUSINESS | Retail Corporate Investment Transfers Islamic Banking Trade Treasury Others |
| KYC_OWNERSHIP | Government Private Owned Public Held Partly Owned By Gov and part by private or public Investors/Partly Traded in Stock Exchange Shares Traded In Stock Exchange & Partly Held By Private And Public Investors Others |

| KYC Type | Possible Values |
|-----------------------|--|
| KYC_PRODUCTS | Incoming Transfer – MT103 Incoming Transfer – MT202 Outgoing Transfer – MT103 Outgoing Transfer – MT202 Clearing and Collections (Cheques and Drafts) LC Advising LC Reimbursements LC Confirmation LG Advising Bill Discounting Bankers Acceptances Risk Participation (Funded and Non-funded) per annum |
| KYC_BANK_STRUCTURE | Board of Directors Executive Committees |
| KYC_RATING | Satisfactory Unsatisfactory Fair |
| KYC_SHARE_HOLDER_TYPE | Legal Entity Individual |

2.11 Maintaining Customer KYC Details

You can maintain the KYC details of the customer in the 'KYC Details' screen. You can invoke this screen by typing 'STDKYCMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'KYC Maintenance' application window. At the top, there is a toolbar with 'New' and 'Enter Query' buttons. The main content area contains four input fields, each marked with an asterisk to indicate it is required: 'KYC Reference *', 'Full Name of Customer *', 'KYC Customer Type *' (a dropdown menu), and 'Risk Level *' (a dropdown menu). Below the main content area is a navigation bar with tabs for 'Retail Customer', 'Corporate Customer', 'Financial Customer', and 'Fields'. The bottom section is a dark blue footer containing labels for 'Maker', 'Checker', 'Mod No', 'Date Time:', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

Here you can specify the following details:

KYC Reference Number

The system displays the reference number. The KYC reference number will be generated and displayed while saving this screen.

Full Name of Customer

Specify the full name of the customer.

KYC Customer Type

Specify the type of KYC customer from the adjoining drop-down list. The list displays the following values:

- Retail Customer
- Corporate Customer
- Financial Customer

Risk Level

Select the risk level from the drop-down list. The list displays the following values:

- Level1
- Level2
- Level3

Retail Customer Tab

You can specify the KYC profile details for retail customer in the 'KYC Retail Profile' screen. Click 'Retail Customer' tab to invoke this screen.

The screenshot displays the 'KYC Retail Profile' window with the following sections:

- Beneficial Owner Information:** Includes fields for Declared (Resident, Politically Exposed Person), PEP Remarks, Local Address, Country, Home Country Address, Home Country, Permanent US Resident Status, and Visited US in last 3 years? It also contains fields for Nationality, Birth Place, Birth Country, Birth Date, Office ISD Code +, Office Number, Residence ISD Code +, Residence Tel Number, Mobile ISD Code +, Mobile Number, Fax ISD Code +, Fax Number, Purpose of Account, and Others.
- Account Type:** Fields for Passport Number, Passport Expiry Date, Visa Number, Visa Expiry Date, and KYC Amounts Currency.
- Power of Attorney:** Includes a checkbox for Power of Attorney, Holder Name, Nationality, Address, Country, Telephone ISD Code +, and Telephone Number.
- Beneficially Owned Company:** A table with columns: Company Name, Location, % Holding, Annual Income, and Line of Business. It shows one entry with a checkmark in the first column.
- Source of Income:** Includes checkboxes for Salary, Rental, Investment, Business Concern, Professional Business, Overseas Property, and Others.
- Related Companies Accounts with Bank:** A table with columns: Company Account Number and a checkbox in the first column.
- Personal Accounts with Bank:** A table with columns: Personal Accounts Number and a checkbox in the first column.

Buttons for 'Ok' and 'Cancel' are located at the bottom right of the window.

You can capture the following details on this screen:

Beneficial Owner Information

You can specify the following details pertaining to the beneficial owner:

Resident

Check this box to indicate that the beneficial owner is a resident. If you do not check this option, the system will not consider the owner as a resident.

Politically Exposed Person

Check this box to indicate that the beneficial owner is a politically exposed person.

PEP Remarks

Specify the remarks about the declaration of the beneficial owner as politically exposed person.

Local Address

Specify the local address of the beneficial owner.

Home Country Address

Specify the home country address of the beneficial owner.

Home Country

Specify the home country of the beneficial owner

Permanent US Resident Status

Check this box to indicate that the beneficial owner has a valid US residence status.

Visited US in last 3 years?

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

Nationality

Specify the nationality of the beneficial owner.

Birth Place

Specify the place of birth of the beneficial owner.

Birth Country

Specify the birth country of the beneficial owner.

Birth Date

Specify the birth date of the beneficial owner.

Office ISD Code +

Specify the international dialling code for the office telephone number.

Office Tel Number

Specify the telephone number of the beneficial owner's office.

Residence ISD Code +

Specify the international dialling code for the home telephone number.

Residence Tel No

Specify the residential telephone number of the beneficial owner.

Mobile ISD Code +

Specify the international dialling code for the mobile number.

Mobile Tel Number

Specify the mobile telephone number of the beneficial owner.

Fax ISD Code +

Specify the international dialling code for the fax number.

Fax

Specify the Fax number of the beneficial owner.

Purpose of Account Opening

Specify the purpose of opening the account.

Others

If you wish to provide any additional information about the beneficial owner, use this field.

Account Type

Specify the type of the account.

Power of Attorney

Check this box to indicate that the beneficial owner holds a power of attorney.

Passport Number

Specify the passport number of beneficial owner.

Passport Expiry Date

Specify the expiry date of the passport.

Visa Number

Specify the visa number of the beneficial owner.

Visa Expiry Date

Specify the expiry date of visa.

KYC Amounts Ccy

Specify the currency in which KYC amount is maintained.

Power of Attorney

Note

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

Power of Attorney

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

Holder Name

Specify the person who gave the power of attorney.

Nationality

Specify the nationality of the power of attorney holder.

Address

Specify the address of the power of attorney holder.

Country

Specify the country of the power of attorney holder.

Telephone ISD Code +

Specify the international dialling code for the telephone number.

Telephone Number

Specify the telephone number of the power of attorney holder.

Beneficially Owned Company Details

You can specify the details of the beneficially owned company in the following fields:

Company Name

Specify the name of the company.

Location

Specify the location of the company.

% Holding

Specify the percentage of holding.

Annual Income

Specify the annual income of the company.

Line of Business

Specify the line of business of the company.

Source of Income

You can specify various sources of income in the following fields:

Salary

Check this box to indicate that salary is a source of income.

Rental

Check this box to indicate that rent is a source of income.

Investment

Check this box to indicate that investment is a source of income.

Business concern

Check this box to indicate that the business concern is a source of income.

Professional Business

Check this box to indicate that the professional business is a source of income.

2.11.1 Corporate Customer Tab

You can specify the KYC profile details for corporate customer in the 'KYC Corporate Profile' screen. You can invoke this screen by clicking 'Corporate Customer' tab in the 'KYC Maintenance' screen.

The screenshot displays the 'KYC Corporate Profile' window with the following sections:

- Customer and Sponsor(s) Information:** Fields for Groups Name, Parent Company Country of Incorporation, Type of Company, Others, KYC Amounts Currency, Purpose of Account, Opening, Others, Nature of Business, Product Traded, Main Source of Funds, Borrowing Account Group, and Annual Turnover.
- Details of Key Person:** A table with columns: KYC Id, Name, Position Or Title, Relationship, Nationality, Address, LBL_.
- Company Details:** Fields for Details of Company, Branches, No of Person Employed, Mode For Salary, and Others.
- Details of Suppliers:** A table with columns: Supplier Name, Country.
- Details of Clients:** A table with columns: Client Name, Country.
- Transaction Type:** A table with columns: Transaction Type, Count, Total Amount, Max Single Amount, Purpose, Country, Fund Transfer Purpose Within Countr.
- Bottom Section:** Audit Date, KYC Next Review Date, Account Solicited (checkbox), Account Solicited Date, Introducer Details, Compliance Clearance, Business Approval, Trade License Number, Comments, KYC, Sales and Service Officer, and Approvers.

Here you can specify the following details:

Customer and Sponsors Information

You can specify the information of customers and sponsors in the following fields:

Groups Name

Specify the name of the group.

Parent Company's Country of Inc

Specify the country of Parents Company. The adjoining option list displays all valid countries maintained in the system.

Type of Company

Specify the type of the company. The adjoining option list displays all valid company types maintained in the system. You can choose the appropriate one.

Others

If you wish to provide additional information on customer and sponsors, use this field.

KYC Amounts Ccy

Specify the currency in which KYC amount is maintained.

Reason of Account

You can specify the reasons for opening the account in the following fields:

Purpose of Account Opening

Specify the reason for opening an account. The adjoining option list maintains all valid reasons maintained in the system. You can choose the appropriate one.

Others

If you wish to provide additional information and reasons, use this field.

Nature of Business

You can specify the nature of business in the following fields:

Nature of Business

Specify the nature of business. The adjoining option list displays all valid businesses maintained in the system. You can choose the appropriate one.

Product Traded

Specify the name and details of the product traded during the course of the business.

Main Source of Funds

Specify the main source of funds.

Borrowing Account Group

Specify the borrowing account group.

Annual Turnover

Specify the annual turnover of the company.

Details of Key Person

You can specify the details of the key person in the following fields:

KYC ID

Specify a unique identification for the KYC details of the key person.

Name

Specify the name of the key person.

Position or Title

Specify the position or title of the key person.

Relationship

Specify the relationship between the key person and the corporate customer. The adjoining option list displays all valid relationships maintained in the system. You can choose the appropriate one.

Nationality

Specify the nationality of the key person. The adjoining option list displays all valid nationalities maintained in the system. You can choose the appropriate one.

Address

Specify the address of the key person.

Country

Specify the country of the key person

ISD Code

Specify the international dialling code for the telephone number.

Telephone Number

Specify the telephone number of the key person.

Tax Id Number

Specify the tax identification number of the key person.

Share Percentage

Specify the percentage of share for the key person.

Company Details

You can specify the details of the company in the following fields:

Details of Company Branches

Specify the details of the company branches.

Number of Person Employed

Specify the number of person employed in the company.

Mode for Salary

Specify the mode of salary payment in the company. The adjoining option list displays all valid modes maintained in the system. You can choose the appropriate one.

Others

If you wish to provide additional information on the company, use this field.

Details of Suppliers

You can specify the details of suppliers in the following fields:

Supplier Name

Specify the name of the supplier.

Country

Specify the country to which the supplier belongs.

Settlement Mode

Specify the mode of settlement. The adjoining option list displays all valid modes maintained in the system. You can choose the appropriate one.

Details of Clients

You can specify the client's details in the following fields:

Client Name

Specify the name of the client.

Country

Specify the name of the country of the client.

Payment Mode

Specify the mode of payment. The adjoining option list displays all valid modes maintained in the system. You can choose the appropriate one.

Transaction Types

You can specify the details of the transaction types in the following fields:

Transaction Type

Specify the type of transaction.

Count

Specify the count of the transaction.

Total Amount

Specify the total amount of the transaction.

Max Single Amount

Specify the maximum single amount allowed for the transaction.

Purpose

Specify the purpose of the transaction,

Country

Specify the country in which the transaction takes place.

Fund Transfer Purpose within Country

Specify the purpose of funds transfer within the country.

Audit Date

Specify the audit date. Use the date button to choose a date from the calendar.

Account Solicited

Check this box to indicate that the account should be solicited.

Account Solicited Date

Specify the date on which the account should be solicited using adjoining calendar button.

Introducer Details

Specify the details of the introducer.

Compliance Clearance

Specify the date of compliance clearance using adjoining calendar.

Business Approval

Specify the date of business approval using adjoining calendar.

Trade Licence No

Specify the trade licence number. The adjoining option list displays all valid licence numbers maintained in the system. You can choose the appropriate one.

KYC Next Review Date

Specify the next date of KYC review.

Comments

KYC

Specify the comments on the KYC details of the corporate customer.

Sales and Service Officer

Specify the comments of sales and service officer on the corporate customer.

Approvers

Specify the name and comments of the approvers of the corporate customers.

2.11.2 Corporate or Audit HO Details Tab

Click 'Corporate or Audit HO Details' tab in the 'KYC Corporate Profile' screen.

The screenshot shows a software window titled 'KYC Corporate Profile' with a sub-tab 'Compliance / Audit HO Details'. The window contains several input fields and checkboxes. On the left side, there are fields for 'CID Number', 'Name', 'STR Date', and 'STR Reference'. In the center, there is a checkbox labeled 'STR Raised'. On the right side, there are fields for 'CB Response', 'CB Response Date', 'Activity', 'Activity Reason', and 'Dairy Note'. At the bottom right of the window, there are two buttons: 'Ok' and 'Exit'.

Here you can specify the following details:

CID Number

Specify the CID number of the corporate customer.

Name

Specify the name of the corporate customer.

STR Raised

Check this box to indicate that the STR should be raised.

STR Date

Specify the date of STR using adjoining calendar button.

STR Reference Number

Specify the reference number of the STR.

CB Response

Check this box to indicate that the CB should be responded.

CB Response Date

Specify the date of CB Response using the adjoining calendar button.

Activity

Specify the details of the activity.

Activity Reason

Specify the reason for the activity.

Dairy Note

Specify the dairy note.

2.11.3 Financial Customer Tab

You can specify the KYC details of financial customers using the 'KYC Financial Profile' screen. You can invoke this screen by clicking 'Corporate Customer' tab in the 'KYC Maintenance' screen. The screen is as shown below:

The screenshot shows a software window titled "Account Financial Details". At the top, there are input fields for "Bank Address", "Country", and "KYC Amounts Currency". Below these are three data tables, each with a "Go" button and navigation controls. The "Transaction Products" table has columns for "Transaction Products", "Rating", and "Monthly I". The "Management Details" table has columns for "Name" and "Designation". The "Shareholders Details" table has columns for "Name", "Holding", "Address", "City", and "Country". At the bottom right of the window are "Ok" and "Exit" buttons.

Here you can specify the following details:

Bank Address

Specify the address of the bank.

Country

Specify the country of the financial customer.

KYC Amounts CCY

Specify the currency of the KYC amounts.

Specifying Transaction Products

Specify the following details:

Transaction Products

Specify the name of the transaction product.

Rating

Specify the rating of the product.

Monthly No of Transactions

Specify the number of monthly transactions.

Monthly Amount

Specify the monthly amount.

Specifying Management Details

Specify the following details:

Name

Specify the name of the manager.

Designation

Specify the designation of the manager.

Specifying Share Holders Details

Specify the following details:

Name

Specify the name of the share holder.

Holding

Specify the holdings of the share holder.

Address

Specify the address of the share holder.

City

Specify the city of the share holder.

Country

Specify the country of the share holder.

2.11.4 Fields Tab

You can create user defined fields using the 'User Defined Fields' screen. To invoke this screen, click 'Fields' tab in the 'KYC Maintenance' screen.



The screenshot shows a window titled "User Defined Fields" with a sub-header "UDF Details". Below the header is a navigation bar with "1 Of 1" and a "Go" button. The main area contains a table with three columns: "Field Name *", "Value", and "Value Description". The table is currently empty. At the bottom right of the window are "Ok" and "Exit" buttons.

| Field Name * | Value | Value Description |
|--------------|-------|-------------------|
|--------------|-------|-------------------|

Here you can specify the following details:

Field Name

Specify the name of the field.

Value

Specify the value of the field.

2.12 Maintaining Alphabet Equivalents

You can maintain alternative letters for a given alphabet or a combination of alphabets using 'Alphabet Equivalent Mapping Maintenance' screen. During a customer name search, the system will search for the equivalent or matching names based on this maintenance.

To invoke this screen, type 'STDALPMT' in the field at the top right corner of the Application Toolbar and click the adjoining arrow button.

The screenshot shows a software window titled "Alphabet Equivalent". At the top, there is a toolbar with "New" and "Enter Query" buttons. Below the toolbar, there are two input fields: "Alphabet" and "Alphabet Equivalent *". The bottom of the window is a dark blue footer containing several labels: "Maker", "Checker", "Mod No", "Date Time:", "Record Status", and "Authorization Status". An "Exit" button is located in the bottom right corner of the footer.

Specify the following details:

Alphabet

Specify the alphabet or a combination of alphabets for which you wish to maintain an equivalent alphabet or combination. You can have a combination that is a maximum of three characters long.

Alphabet Equivalent

Specify the equivalent alphabet or combination for the selected alphabet. You can have a combination that is a maximum of 3 characters long.

For example, if you select the alphabet 'U' and maintain 'OE' as its equivalent, then, during a customer query, the system will search for all names that match the given name and its equivalent spelling alternatives. In the above case, if the name contains the alphabet 'U', the system will replace it with 'OE' and display the results that match both instances. Similarly, if the given name contains the string 'OE', the system will replace it with 'U' and display the results for both the instances.

The system will search for the alphabet equivalents during a customer name query from of the following screens:

- STSACSTA - Customer Accounts Summary
- STSKYCMN – Customer KYC Summary
- STSCUSSH – Customer Search
- STSCIF – Customer Information Summary
- Customer – Branch Screen

Example 2.1 Example

Suppose that you have maintained the following equivalent.

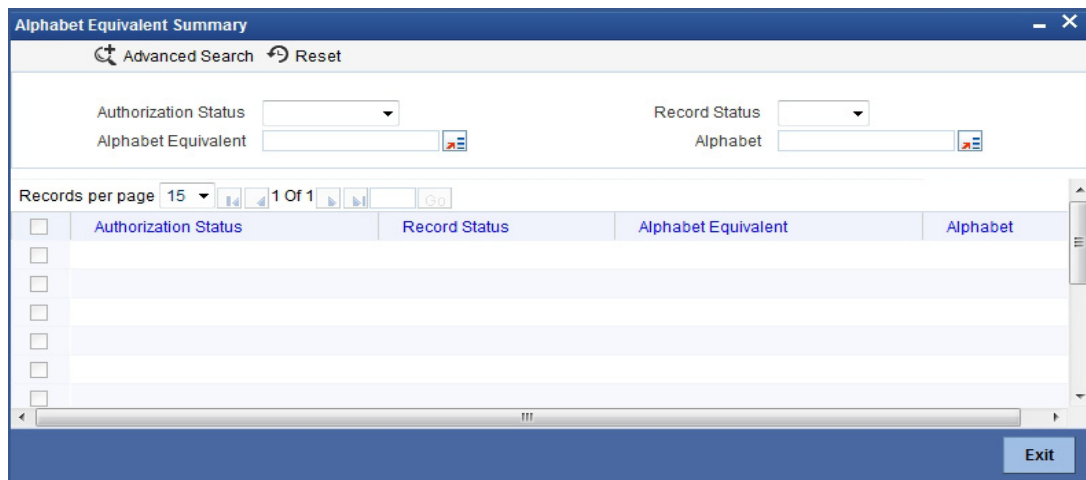
Alphabet – U
Alphabet Equivalent - OE

Further, when you perform a search for the name 'Sukarni', the system will display the results for the following names:

Sukarni
Soekarni
SUKARNI
SOEKARNI

2.12.1 Viewing Alphabet Equivalent Summary

You can view a summary of alphabet equivalents maintained in the system using 'Alphabet Equivalent Summary' screen. To invoke the screen, type 'STSalPMT' in the field at the top right corner of the application toolbar and click the adjoining arrow button.



In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Alphabet Equivalent
- Alphabet

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Alphabet Equivalent
- Alphabet

2.13 Creating a Message Advice Format

You need to create a message advice format through the 'Advice Format Maintenance' screen with the format named 'CUS_MIMJADV'. A batch function 'CASABAT' will perform status change from Minor to Major during EOD.

During EOD, batch (CASABAT) which would check for the current age of each minor customer, if the customer's current age is on or above the minor age limit maintained at branch parameters then you to do the following mentioned settings:

- The option 'Minor' at customer personal details will be unchecked in customer maintenance screen.
- The select 'Submit Age Proof' as 'Pending' in customer maintenance screen.

Note

- In case of holiday the Minor to Major conversion would be done after the holiday.
 - The Debit would be still allowed for the system initiated transactions (During EOD/BOD) even though the documents have not been submitted.
-

Customer Advice Generation:

During EOD, batch (CASABAT) will generate the advice for the customers who are going to attain the Major status based on the number of days mentioned at Branch Parameters level for advice generation.

The customer will receive an advice in the following sample format:

#RH

< Customer Minor Major Advice >

Date : _BRANCHDATE_
Bank Name : _BANK-NAME_
Branch Address : _BRANCH-ADDR_
Customer Name : _CUST-NAME1_
Customer ID : _CUSTOMER_

You are attaining the Major status on _DATE_. Hence please submit the necessary documents on or before _DATE_.

#EH

#B

#SC

AUTHORIZED SIGNATORY.

#EC

#EB

2.14 Bulk Change of Account Customer

Oracle FLEXCUBE allows you to change the customer number of all the active (CASA, TD and Loan) accounts or selected active accounts of a customer under the source customer number to the target customer number. The customer change request for loans can be initiated through the Reassignment (CLDNOVDT) screen.

Bulk customer change request can be initiated through Bulk Change of Account Customer Screen (STDACUS) for CASA, TD, Loans.

The customer change can be done any time during the life cycle of the account, provided there are no other customer change requests pending for the account.

The source customer and the target customer can belong to different branches and the customer can be changed only from the branch of the target customer. The linked entities

maintained in the account (STDCUSAC screen) defaults the new (target) customer as the primary holder and other entities will continue to be part of the account even after the merger.

If facility is attached to a loan account, then on customer change the source customer facility is de-utilized and target customer facility is utilized.

The list of accounts which are displayed for the transfer are as follows:

- CASA Accounts (including cover accounts)
- Term Deposit Accounts (including collateral deposit or TD as part of the sweep structure which belong to the customer)
- Auto Deposits
- Sweep Deposits
- Recurring Deposits
- Structured Deposit
- Cover Accounts
- Loan Accounts

Note

The linked accounts in case of Auto Deposits, Sweep Deposits, and Cover Account is also displayed. The Structured Deposit Reference number is also displayed. The customer change will not be allowed on the maturity date of deposits or loans.

All the accounts under the same multi currency account number should be transferred together, using the same customer change transaction. If all the accounts (under the same multi currency account number) are not selected, then an error message is displayed.

During a customer change transaction, the impact on the Standing Instructions (SI) linked to an account, if any, is as follows:

- The standing instructions is transferred automatically with the account.
- An event code 'NOVA' changes the customer details of all standing instructions linked to the account.
- The support for automatic counterparty change is available for One to One SI only.
- If the counterparty is not the same as the debit/credit account holder, then there will be no change in the counterparty.
- If the SI type is many to one, one to many, or many to many, then the counterparty will not be updated automatically.
- If the SI is required to be removed, it has to be done manually before or after the transfer. Both credit and debit instructions are transferred. If a new SI needs to be maintained after a customer change transaction is initiated for an account, then an override message 'Customer change transaction is pending for this account. Would you like to create the standing instruction using the Old Customer?' is displayed.
- To save the instruction a new SI needs to be created with the old customer as the account holder.
- If you decide to abort the transaction then the SI will not be created.
- Each customer change will be updated to the respective module using the API

During a customer change transaction, the customer balance will be reported with the MIS code of the new customer. Also, the PID of the source customer will be replaced by the PID of the target customer.

During a customer change transaction, if the customer is a Maruyu customer and there is a limit amount available for the account, then the impact is explained in the following table:

| Maruyu Customer Flag | | Behavior |
|-----------------------------|------------------------|--|
| Source Customer | Target Customer | |
| No | Yes | All the CASA and TD accounts will have the 'Maruyu Customer' flag marked as 'YES' with the 'Account Limits' as '0' after the customer changes. If required, you can modify the limits to the maximum extent of customer limit. |
| Yes | No | The 'Maruyu Customer' flag for all accounts will be disabled after the customer changes. The account limits will be automatically modified to '0'. The account will be taxed, unless any other maintenance is available. |
| Yes | Yes | The 'Maruyu Customer' flag for all the accounts will continue to be marked as 'YES' after the customer changes. The account limits will be validated to check whether the target customers' Maruyu limit is not breached. |

During a customer change transaction, the impact on a loan account will be as follows:

- If there is a prepayment done on the loan account, then an appropriate user message is displayed.
- If the account holder provides a request to reverse a transaction done to the account (For example: a VAMI done to the account), then an error message 'customer change request is pending for this account' is displayed.
- If you try to increase the principal then an error message 'Customer change request is pending for this account' is displayed.
- Debit/Credit settlement details of loan account will not gets transferred to the new customer along with the loan account. Even system does not throw any validations if the loan account is getting transferred without transferring its payment account details. After reassignment, the settlement will continue with the old customer details.

During a customer change transaction, the impact on the dates for customer change and transactions are explained below:

- The date on which the customer change needs to be initiated can be only for current or future dates. The current system date is defaulted in the transaction date field and can be changed to a future date.
- If the date for customer change transaction provided is a holiday, then an appropriate error message is displayed.
- Due to adhoc change in the holiday calendar, if the date for customer change becomes a holiday, then based on the 'process till' maintenance available in the 'Interest and Charges Branch Parameters Maintenance' (ICDBRMNT) screen, the merger date will be arrived at by the system automatically.

- If there is any transaction which is pending to be processed beyond the customer change transaction date, an error message 'customer change transaction pending for this account' will be displayed.
- The loan account captured in current customer change should not be there in any of customer change process with pending transfer status. Else, system displays the error message as "Re-assignment cannot be processed as the account is scheduled for re-assignment already".
- If there is any transaction which is pending to be processed in the account, getting transferred beyond the customer change transaction date, system displays the error message.
- These validations are available in the following screens:

| Module | Transaction | Screen Name |
|-----------------------|---------------------------------|--|
| Loan | Account Opening | Account Details -CLDACNT |
| | Future Dated VAMI | Value Dated Amendments - CLDACCVM |
| | Future Dated Rollover | Manual Rollover - CLDMROLL |
| | | Consolidated Rollover - CLDCROLL |
| | Future Dated Rene- gotiation | Renegotiation- CLDRENOG |
| | Future Dated Partial Payment | CL Payments - CLDPYMNT |
| | | Bulk Payments - CLDBLKPT |
| | Current dated Reas- signment | CL Reassignment - CLDNOVDT |
| Mortgages | Account Opening | Mortgage Account Details -MODACCNT |
| | Future Dated VAMI | Mortgage Amendments - MODVDAMD |
| | Future Dated Rollover | Mortgage Manual Rollover - MODM- ROLL |
| | Future Dated Rene- gotiation | Mortgage Renegotiation- MODRENOG |
| | Future Dated Partial Payment | Mortgage Payment - MODPMNT |
| | Current dated Reas- signment | MO Reassignment - MODNOVDT |
| Structured Deposit | Subscriptions pend- ing | Structured Deposit Subscription - SFD CSSUB |
| Term Deposit | Instruction pending | Term Deposit Instruction Maintenance - ICDINSMT |

- Current dated Vami/roll and renog with principal increase or decrease and maturity date change is also not allowed.

During a customer change transaction, the impact on collaterals linked to a CASA account or a loan account is as follows:

- If there is a term deposit linked as collateral to the CASA account then an error message is displayed to manually de-link the collateral before the transfer.
- If there are collaterals other than Term Deposits linked to the account, then an option is available to capture the collateral of the target customer for the account. This capture is done while initiating the customer change transaction at the Limit Linkage sub-screen of STDACUS. The utilization for the source collateral pool is de-utilized and reutilized to the new collateral automatically during the customer change batch process.
- A collateral pool is manually de-linked from the account before the customer change transaction is initiated.

During a customer change transaction, the impact on a commitment linked to a loan account is as follows:

- An option is available to capture the commitment of the target customer for the account. This capture is done while initiating the customer change transaction at the Limit Linkage sub-screen of STDACUS.
- More than one commitment per account can be captured
- The utilization for the source commitment is de-utilized and reutilized to the new commitment automatically during the customer change batch process.

During a customer change transaction, the impact on the interest component for CASA and TD accounts are as follows:

- On the date on which the customer change is to be initiated, the interest accrued for the account till date will be liquidated (i.e. online liquidation). During online liquidation, the relationship based variance (if any) for the source customer is applied to the account.
- If the target customer number has relationship based variances for the interest rate, then the interest rate for the accounts are modified from the date of the customer change transaction.
- There will be no impact on the interest liquidation cycle based on the customer change request. The interest accrual and capitalization (liquidation) on the accounts will continue as per the interest accrual and capitalization cycle.

During a customer change transaction, the impact on the Charges component for CASA and TD accounts are as follows:

- On the date of the customer change, the charge liquidation for the account till date is done (online liquidation).
- There will be no impact on the charge (at the IC level) liquidation cycle.
- In case of periodic charges (count/turnover based charges) online liquidation is done on the date that the customer changes.
- When a customer changes, the charges applicable for the new customer is calculated for the account, i.e. all the charges applicable for the source customer are replaced with charges applicable for the target customer.

2.14.1 Bulk Change of Account Customer Screen

You can invoke the 'Bulk Change of Account Customer' screen by typing 'STDACUS' in the field at the top right corner of the application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Bulk Change of Account Customer' application window. It features a top toolbar with 'New' and 'Enter Query' buttons. The main area is organized into sections: 'Source Customer Details' with fields for Customer No and Customer Description; 'Target Customer Details' with similar fields and a 'Branch Transfer' checkbox; 'Additional Details' with 'Effective Date', 'Reference No', 'Narrative', and 'Transaction Status' (set to 'Pending Authorization'); and 'Account Details' which includes a table with columns: Account Number, Branch Code, Account Currency, Account Type, Continue A/C Description, Continue A/C Address, Limit Linkage, Linked A/C, SD Ref No, NCD Transfer Price, and Liqudate Interest. A 'Validation Messages' section at the bottom has columns for Account No/Customer No, Message Type, Message, and Message Code. The footer contains 'Maker/Checker', 'Date Time', 'Mod No', 'Record Status/Authorization Status', and an 'Exit' button.

You can specify the following details:

Source Customer Details

Customer Number

Select the customer number for the source customer from the adjoining option list. This adjoining option list displays all valid customer numbers maintained in the system. You can choose the appropriate one.

Customer Description

The system displays the description of the selected source customer. All valid descriptions as maintained in the Customer Maintenance screens are displayed here.

Customer Branch

The system displays the branch code of the source customer.

Target Customer Details

Customer Number

Select the customer number of the target customer from the adjoining option list. This adjoining option list displays all valid customer numbers maintained in the system. You can choose the appropriate one.

Customer Description

The system displays the description of the selected target customer. All valid descriptions as maintained in the Customer Maintenance screens are displayed here.

Customer Branch

The system displays the branch code of the source customer.

Branch Transfer

Check this box to change the branch of all the selected Source Customer accounts to the Target Customer's Branch.

During the customer branch change process if both the source and target customer branches are same, then the interest accrual will be continued in the same branch.

In case the source and target customer branches are different, then the interest accrual till the date of change will be accounted as follows.

- During the date of account transfer the interest amount that has been accrued till date will be transferred to the branch to which the account is getting transferred.
- During the next liquidation period the accrued amount transferred from the source branch and the accrued amount in the target branch will be liquidated to the customer's account in target branch.

Additional Details

Reference No

The system displays the reference number for customer change transfer. This is a system generated number.

Effective Date

Select the effective date of the customer change transfer from the adjoining calendar.

Note

You can provide a back date for 'Effective Date' field when the 'Liquidate Interest' check box is not selected for all the listed accounts and the 'Branch Transfer' check box not selected.

Narrative

Specify your remarks, if any.

Transaction Status

The system displays one of the following status of the transaction:

- Pending Authorization
- Pending Customer Change
- Customer Change Successful
- Customer Change Unsuccessful
- User Cancelled

Account Details

Account Number

The system displays the account number of accounts maintained as the source customer number.

Account Description

The system displays the description of the account number. The description maintained in the STDCUSAC screen is displayed.

Account Branch

The system displays the branch to which the account belongs to.

Account Currency

The system displays the currency of the account

Account Type

The system displays the type of the account. This value is defaulted from the STDACCLS screen.

Continue Account Description

Check this box to change the account description. This box needs to be selected for CASA accounts only.

Continue Account Address

Check this box to change the account address. This box needs to be selected for CASA accounts only.

Limit Linkage

On clicking 'Limit Linkage' button, the 'Account Limit Linkage' screen will be displayed.

Linked Account

The system displays the linked account details for the account number. The linked account number especially for Auto Deposits, Sweep Deposits and Cover Accounts are displayed.

SD Ref No

The system displays the reference number of the SD.

Note

The customer account should be a part of the SD scheme.

NCD Transfer

Specify transfer price of NCD. This is applicable only if the account is a NCD.

Liquidate Interest

Check this box to confirm liquidation of the accrued interest of the selected account as on the date of branch/customer transfer.

When selected, the accrued interest will be liquidated for the intermediary period. If not, the accrued interest will be liquidated as per the regular interest schedule.

Validation Messages**Account Number/ Customer Number**

The system displays the account number or customer number for which the message is being displayed.

Message Type

The system displays the type of the message.

Message

The system displays the message of the account/customer.

Message Code

The system displays the code of the message.

2.14.1.1 Limit Linkage Screen

On clicking on the 'Limit Linkage' button, the following screen is displayed:

| Current Linkage Reference No | Type | New Linkage Reference No | Available Amount |
|-------------------------------------|---------------|--------------------------|------------------|
| | Term Deposit | | |
| | Collateral | | |
| <input checked="" type="checkbox"/> | Unsecured | | |
| <input checked="" type="checkbox"/> | Facility/Line | | |

| Current Commitment Reference No | New Commitment Reference No | Available Amount |
|-------------------------------------|-----------------------------|------------------|
| <input checked="" type="checkbox"/> | | |

The following details are specified here:

Account Number

The system displays the account number of which the limit linkage details are being displayed.

Account Description

The system displays the description of the account number. The description as maintained in the STDCUSAC screen is displayed.

Collateral Linkage Details

Current Linkage Reference Number

The system displays the current collateral number linked to the account.

Type

The system displays the type of collateral such as collateral or facility/line.

New Linkage Reference Number

Specify the new collateral to be used to replace the current linkage from the adjoining option list.

Available Amount

The system displays the amount available for the new linkage.

Commitment Linkage Details

Current Commitment Reference Number

The system displays the current commitment linked to the account. This is applicable only for loans.

New commitment Reference No

Select the new commitment to be used to replace the current linkage from the adjoining option list.

Available Amount

The system displays the amount available for the new commitment.

Once the customer change transaction is initiated, the transaction can have the following statuses:

| Action | Transaction Status | Remark |
|--|------------------------------|---|
| Save transaction | Pending authorization | This status is applicable only if authorization is part of the workflow. |
| Save transaction (if authorization not part of the workflow) | Pending customer change | At this stage the transaction is pending for customer change using the batch. |
| On authorization | | |
| Successful execution of the transaction at the batch | Customer change successful | All the accounts under the transaction are successfully transferred to the target customer. |
| Transaction failed at the batch | Customer change unsuccessful | Transaction unsuccessful. |
| User cancels a customer change transaction after initiation | User Cancelled | The user cancels the customer change transaction any time between the initiation date and the transaction date. |

If the status of a transaction is 'Pending Customer Change' there will be no restriction on the transactions in the account, provided the transaction date is not beyond the latest date for customer change transaction. i.e. future dated transactions will be restricted beyond the current date for customer change transaction. This validation is available in the following screens:

| Module | Transaction | Screen Name |
|--------|-------------|-------------|
|--------|-------------|-------------|

| | | |
|--------------------|------------------------------|---|
| Loan | Account Opening | Account Details -CLDACCNT |
| | Future Dated VAMI | Value Dated Amendments - CLDACCVM |
| | Future Dated Rollover | Manual Rollover - CLDMROLL |
| | | Consolidated Rollover - CLDCROLL |
| | Future Dated Renegotiation | Renegotiation- CLDRENOG |
| | Future Dated Partial Payment | CL Payments - CLDPYMNT |
| | | Bulk Payments - CLDBLKPT |
| Mortgages | Account Opening | Mortgage Account Details -MODACCNT |
| | Future Dated VAMI | Mortgage Amendments - MODVDAMD |
| | Future Dated Rollover | Mortgage Manual Rollover - MODMROLL |
| | Future Dated Renegotiation | Mortgage Renegotiation- MODRENOG |
| | Future Dated Partial Payment | Mortgage Payment - MODPMNT |
| Structured Deposit | Initiating new subscription | Structured Deposit Subscription - SFDCS-SUB |
| Term Deposit | Initiating new instruction | Term Deposit Instruction Maintenance - ICDINSMT |

All the validations available for the 'Bulk Change of Account Customer' screen is performed for all the accounts during the batch, on the day of the customer change. A batch STBACUS is triggered for transactions initiated for all the branches of the bank. If the validations are successful, then the customer number changes and the transaction status changes to 'Customer Change Successful'.

If any one of the validation fails, then the transaction will be unsuccessful and the error details will be recorded in the error log and the status of the unsuccessful transaction changes to 'Customer Change Unsuccessful'.

Irrespective of the account branch, the transaction will take place from the customer change initiation branch at EOD.

If customer number change fails for even one account, then the entire transaction will be considered as unsuccessful. This indicates that the customer change transaction has to be repeated for all the accounts under the transaction. Irrespective of the success or failure of the customer change transaction during the batch, the record status will be updated as 'closed' to indicate that there will be no further updates or changes allowed on this instruction.

2.14.2 Viewing Bulk Change Details of Customer

You can invoke the 'Bulk Change of Account Customer Summary' screen by typing 'STSACUS' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Bulk Change of Account Customer Summary' application window. The window title is 'Bulk Change of Account Customer Summary'. The interface includes a search bar with 'Search', 'Advanced Search', 'Reset', and 'Clear All' buttons. Below the search bar, there are several input fields: 'Authorization Status' (dropdown), 'Transaction Status' (dropdown), 'Source Customer Branch' (text with search icon), 'Target Customer Branch' (text with search icon), 'Effective Date' (text with calendar icon), 'Record Status' (dropdown), 'Reference No' (text with search icon), 'Source Customer No' (text with search icon), and 'Target Customer No' (text with search icon). A 'Records per page' dropdown is set to '15', and a '1 Of 1' indicator is visible. The main area contains a table with columns: 'Authorization Status', 'Record Status', 'Transaction Status', 'Reference No', 'Source Customer Branch', and 'Source Customer No'. The table is currently empty. An 'Exit' button is located at the bottom right of the window.

You can specify the following details:

- Authorization Status
- Record Status
- Reference No
- Source Customer No
- Target Customer No
- Effective Date
- Transaction Status
- Source Customer Branch
- Target Customer Branch

Once you have specified the search parameters, click 'Search' button. The system will display the following information:

- Authorization Status
- Record Status
- Reference No
- Source Customer No
- Target Customer No
- Effective Date
- Narrative
- Transaction Status
- All Casa Account

- Source Customer Branch
- Source Customer Description
- Target Customer Branch
- Target Customer Description

2.15 Account Customer Change Inquiry

Oracle FLEXCUBE allows you to inquire on the customer change transaction details based on the following:

- Customer Number (Source and Target Customer Number)
- Account Number

These inquiries can be made in the 'Account Customer Change' Inquiry screen.

2.15.1 Account Customer Change Inquiry Screen

You can invoke the 'Account Customer Change Inquiry' screen by typing 'STDACIN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can specify the following details:

Account Details

Account Number

Select the account number for the inquiry from the adjoining option list. CASA, TD or Loan accounts are displayed in the option list.

Account Description

The system display the description for the selected account number. The description as maintained in the account opening screen is displayed here.

Customer Details

Customer Number

Select the customer number for the inquiry from the adjoining option list.

Customer Description

The system displays the customer description. The description as maintained in the Customer Maintenance screen is displayed here.

Account Details

Based on the inquiry criteria, the system defaults values in the following fields:

- Account Number
- Account Description
- Current Customer Number
- Customer Description
- Account Currency
- Source Customer Number
- Source Customer Status
- Effective Date

On clicking the 'Customer Change History' button, the following screen is displayed to view the history of customer change transaction.

| Effective | Date | Reference No | Transaction Status | Target Customer Number | Source Customer Number | Source Customer Status | Maker ID | Checker ID |
|-----------|------|--------------|--------------------|------------------------|------------------------|------------------------|----------|------------|
|-----------|------|--------------|--------------------|------------------------|------------------------|------------------------|----------|------------|

| Message Type | Message | Message Code |
|--------------|---------|--------------|
|--------------|---------|--------------|

The system displays the following values:

Customer Change Details

- Effective Date
- Reference Number
- Transaction Status
- Target Customer Number
- Source customer Number
- Source Customer Status
- Maker ID
- Checker ID

Override Details

- Message Type
- Message
- Message Code

3. Maintaining Mandatory Information

3.1 Introduction

As part of capturing customer related information in Oracle FLEXCUBE you need to maintain Customer Information Files (CIF records) for each entity who is a customer of your bank. Apart from creating CIF records for each entity you need to maintain separate accounts for each customer. The features of these two screens have been discussed in detail in the preceding sections.

While defining CIF records and Customer Accounts, you would have noticed that many of the fields have option lists positioned next to them. While some option lists contain pre-defined values for some option lists to be populated you need to capture data through separate screens. For instance, while maintaining CIF records you need to associate each customer with a customer category. For this purpose you will need to maintain customer categories before you begin to maintain CIF records. Similarly, each customer account needs to be associated with an account class. Therefore, you will need to maintain account classes before you start defining customer accounts.

All such screens have been documented in the subsequent sections

3.2 Maintaining Account Classes

In the Oracle FLEXCUBE system, you can classify the customer accounts of your bank into different groups and assign each an identifying code. For instance, you may define a group called INDSB to represent savings accounts held by individuals, SB-INS to comprise institutional savings accounts, COR-CU for corporate current accounts.

Each group is referred to as an Account Class and is maintained in the 'Account Class' screen. For each class, you also define certain common attributes applicable to all accounts in this class, such as, the General Ledger lines to which the accounts in this class report to, facilities granted to the account holders (pass book, check book, ATM etc.).

In the 'Customer Accounts Maintenance' screen, where you open accounts for the customers of your bank, each customer account is linked to an account class, and the attributes defined for the account class are by default applicable to the customer account. For instance, if the frequency of account statement generation has been defined as daily for an account class CU-COR, the system generates statements for all accounts under this class on a daily basis. However, some of the parameters defined for the account class, can be revised at the account level for any of the accounts linked to the class. Account level parameters will supersede those defined for the account class.

While defining the account classes you should also keep in mind that the interest rate structure is also specified for an account class (in the Interest and Charges module).

The account class table is maintained at the Bank Level by the Head Office branch

3.2.1 Invoking Account Class Maintenance Screen

You can invoke the 'Account Class Maintenance' screen by typing 'STDACCLS' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot displays the 'Account Class Maintenance' application window. At the top, there is a search bar labeled 'Enter Query'. Below it, several input fields are visible: 'Account Class', 'Description', 'Account Type' (set to 'Current'), 'Start Date', and 'End Date'. The main area is divided into several sections: 'Account Details' (with fields for Account Code, Account Statement Format, and Rate Type/Code for Closure), 'Provisioning Details' (with radio buttons for 'Required', 'Local', and 'Account'), 'Escrow Details' (with checkboxes for 'Escrow Transfer Applicable'), 'Debit Interest / Charge Liquidation' (with checkboxes for 'Liquidate Using Receivable', 'Verify Funds', and 'Debit Notice'), 'Sweeps Required' (with checkboxes for 'Enable Sweep in', 'Enable Reverse Sweep in', and 'Include Min bal for Sweep'), and 'Charges' (with a checkbox for 'Charge Start Advice'). A menu bar at the bottom contains options like 'Restrictions', 'Branch and Currency Restriction', 'Channel Restrictions', 'Customers/Categories', 'MIS', 'Preferences', 'Reg', 'Deposit', 'Auto Deposit', 'GL Lines', 'Status Rule', and 'Amt Block'. The status bar at the very bottom shows 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

Defining an Account Class includes the maintenance of the following parameters:

- Assigning a unique Code to the Account Class and associating an appropriate description with the class.
- Indicating the type of account for which account class is being maintained.
- Specifying the period after which accounts in this class should become dormant if no customer transaction is posted into the account.
- Indicating the date from when new accounts can be created under the account class.
- Indicating the end date after which the new accounts cannot be created for the account class.
- Maintaining the different statuses applicable to the accounts for which the account class is being defined. This would be used for tracking NPA's on current and savings accounts.
- Maintaining status-wise GLs for provisioning
- Identifying the reporting lines (GL Line, Central Bank Lines and the Head Office Lines) for each status.
- Maintaining account statement details like the type of statement that is to be generated, the frequency at which statements should be generated for all accounts under a class.
- Indicating the preferences unique to an account class like the check book, passbook or ATM facilities to be given to account holders under this account class; whether overdraft facility should be allowed for accounts linked to this class; whether the credit limit should be checked for all accounts under the class; interest and charges to be computed for accounts under this class.
- Specifying preferences regarding account holder facilities, interest computation etc.
- Indicating whether status change for all accounts belonging to the account class should be automatic or manual.

- Identifying and assigning preferred branches, currencies and customers to the account class.
- Specifying whether receivables should be tracked for the account class. This specification will default to all accounts that are linked to this account class.
- Specifying whether reordering of Cheque Books for all accounts linked to this account class should be triggered automatically or not. If yes, the parameters for the same.
- Specifying liquidation preferences for debit interest and charges, to notify your customers through a Debit Interest Notification message (in the case of charges, a Charge Notification message) before debiting the customer's personal current account for debit interest or charges.
- Maintaining initial funding details for new accounts.
- Indicating whether Escrow transfer is applicable or not for new accounts.
- Specifying Dual/Triple Currency Deposits

Each of the parameters has been discussed in detail in the subsequent sections.

Account Class and Description

The account class code is a unique 6-character code, which identifies the class. Along with the class code you need to assign an appropriate description to the account class.

For instance, let us assume you are defining a class for savings account of individuals. You could associate the code SB IND with it. Similarly, the description that you associate with it could be something like this – 'Savings accounts of individuals'.

Account Type

The six different types of accounts that you can maintain are:

- Nostro account - your bank's accounts with another bank
- Miscellaneous Debit - Each transaction is entered with a reference number. In the miscellaneous debit account a single debit transaction is matched subsequently with credits against the same reference number.

While posting transactions into this account, if the first entry is a debit, the subsequent reconciling entries should be all credits.

The system gives you a break-up of the balance by the reference number

- Miscellaneous Credit - as in miscellaneous debit account, in the miscellaneous credit accounts you post each transaction with a reference number. In a miscellaneous credit account a single credit entry is matched subsequently with debit entries with the same reference number.

The system gives you a break-up of the balance by reference numbers

- Savings Account
- Current Account

Line Account - This is used for creating accounts for charging limit fees. Upon save of the account class with type as line account, there will be an override specifying that the reporting GL's for the accounts should be contingent GLs. There will not be any accounting entries passed into the accounts of line account type. This will only be used as the calculation account for calculating the limit fees. Hence, the account balance of this account will always remain as 0.

To ensure the line account functionality, you will have to maintain the following:

In the 'Customer Account Maintenance' screen, you will have to create new customer accounts with Account Class type as Line Account and ensure the following parameters for every new line associated with a liability

- The CIF of the account in the 'Customer Account Maintenance' screen will have to be the same as the liability to which the line will be linked in the 'Limits' screen.
- The currency of the account in the 'Customer Account Maintenance' screen will have to be the same as the currency of the line that will be attached in the 'Limits' screen.
- The interest calculation account maintained in the 'Interest and Special Conditions Maintenance' screen, will have to be the same as in the 'Limits' screen. However, the Interest Booking Account maintained in the 'Interest and Special Conditions Maintenance' screen can be some other account belonging to other account class types.

Since accounts can be of different types, you need to indicate the type of account for which you are defining an account class. It could belong to any one of the types mentioned above

Account Code

As per your bank's requirement you can choose to classify account classes into different account codes. The bank can decide the manner in which the account classes are to be assigned to different account codes. An account code can consist of a maximum of four characters.

Depending on the customer account mask maintained, the value in the account code field would be used during the generation of customer account numbers through the 'Customer Accounts Maintenance' screen.

If you have decided to include account code as part of the customer account number (in the account number mask), then at the time of creating a new customer account number, you will need to select the account class for the account number being generated. In the option-list provided, the account class is displayed along with the associated account code. When the account number gets populated, it is the account code that forms a part of the customer account number.

Start Date

Specify the date from which the account class should become active, using the adjoining calendar. You will be able to create accounts under this account class from this date.

End Date

You can also specify the life span of the account class by indicating the end date.

The end date for an account class refers to the termination date after which, creation of new account under the account class is disallowed.

Consequently, the option list for Account Class in all further transactions screen in Oracle FLEXCUBE, will not display the 'expired' account class as of the system date. However, the existing accounts for the account class will be active even after the end date.

Note

If you do not specify an End Date for the account class, the account is taken to be an open-ended account class.

Project Account

Check this box to track the working capital of the project.

Account Code

Specify the account code for the currency.

Account Statement Format

Specify the format in which account statement should be generated. The adjoining option list displays all valid formats maintained in the system. You can select the appropriate one.

Display IBAN in Advices

For an account class you can indicate whether the IBAN number of the customers involving the accounts within the class should be printed on advices sent to the customer. If you would like to print the IBAN number of the customers on advices sent to the customers involving the account class, you can enable the Display IBAN in Advices option by checking it.

Your specification will be made applicable to all customers linked to the account class. You will be allowed to change this option for a specific account.

Note

IBAN Account numbers for specific customers can be captured while defining a specific account through the IBAN Sub-screen of the 'Customer Account Maintenance' screen.

Dual Ccy Deposit

Check this box to enable the account class for Dual Currency Deposit (DCD) type.

Dual Currency Deposit (DCD) is a short-term currency-linked deposit that allows you to earn a higher interest rate than regular time deposits.

Note

You will be allowed to check this field only for 'Deposit' Account Type. If this box is checked for other Account types, system throws an error.

Triple Ccy Deposit

Check this box to enable the account class for Triple Currency Deposit (TCD) type.

Note

You will be allowed to check this field only for 'Deposit' Account Type. If this box is checked for other Account types, system display an error message.

Multicurrency Account

Check this box to indicate whether the accounts need to be automatically opened for all currencies maintained under the account class.

If the flag 'Multicurrency Account' is checked then the list of allowed currencies are maintained in 'Currency Details' tab of 'Branch and Currency Restriction' sub screen.

Rate Type for Closure

Specify the rate type for closure. Alternatively, you can select the rate type for closure from the option list. The list displays all valid values maintained in the Currency Rate Type Maintenance (CYDCRATY) screen.

Rate Code for Closure

Select the rate code for conversion. The options are:

- Mid Rate
- Buy/Sell Rate

Note

It is mandatory to provide values for Rate Type for Closure and Rate Code for Closure if Multicurrency Account is enabled.

Natural GL

The reporting of all turnovers of the particular account class will be directed to the GL that you identify as the natural GL. Based on the characteristic of the account balance; you can specify whether the turnover is to be posted to the Debit GL or to the Credit GL. For instance, if the account class is for overdrafts, the balance is normally a debit whereas current accounts normally do not have a debit balance.

Applicable Customer Status

Specify the applicable customer status from the drop-down list. The available options are:

- Major
- Minor
- Both
- Not Applicable

Note

- By default 'Not applicable' option would be selected when a new account class is created.
 - If you select 'Minor' option at the CIF level and 'Applicable customer status' as 'Major' at the account class level then the system displays an error message as "The A/c class you selected is for major customer."
 - Similarly if you uncheck 'Minor' option at the CIF level and select 'Applicable customer status' as 'Minor' at the account class level then the system displays an error messages as "The A/c class you selected is for minor customer"
-

3.2.1.1 Specifying Liquidation Preferences for Debit Interest and Charges

You must specify the liquidation preferences for debit interest and charges, for those accounts classes where interest/charge has to be debited from a Receivable GL before actually debiting the customer account. This feature is applicable only for the debit interest and any charges on the account calculated through the IC module. The preferences that you need to specify are:

- Liquidate Using Receivable - Indicates whether receivable tracking is required for IC Debit interest and IC charges
- Debit Notice – enabling this option indicates that a notification needs to be sent to customers before debiting the customer account for the interest / charge calculated for the period.
- Liquidation Days – specifies the number of working days from the actual liquidation date before the interest/charge can be liquidated into the customer account. Working days are calculated on the basis of the Local Holiday Calendar.
- Liquidation Mode – debit interest or charges can be liquidated either Manually or Automatically. If you choose the automatic mode of liquidation, debit interest or charges are liquidated automatically as part of the BOD process on the liquidation date. However, after having specified Auto as the mode of liquidation, if you wish to liquidate

them manually for a specific account, the System intimates you with an override message. Manual interest liquidation can be triggered through the 'Debit Interest Liquidation' screen. Manual liquidation is recommended during Account Closure.

- Verify Funds –enabling this option indicates that an available balance check should be performed for receivable tracking. As a result, the System performs the available balance check before debiting the account. The available balance also includes the limit amount. Verification of funds is applicable only in the case of Auto-Liquidation. If you leave this option unchecked, the System performs a 'force-liquidation' regardless of whether the account has sufficient funds or not.

Note

- You will not be allowed to change these preferences at the account level. However in the Amounts and Dates section of the 'Customer Accounts Maintenance' screen, both the total debit interest due as well as the charges due, are displayed.
 - If there is any outstanding interest or charges on the account, the outstanding amount is displayed as an override while saving the transaction involving the account.
 - While closing an account closure, the System verifies whether there is any outstanding debit interest or charges on the account. You will need to liquidate these before Account Closure.
-

An error log is created to store the error details of accounts for which liquidation could not be performed due to the following reasons:

- The Verify Funds option is enabled and partial liquidation is performed
- The Verify Funds option is enabled and the account has insufficient funds
- Accounting entries do not get passed successfully irrespective of whether the Verify Funds option is set or not.

Refer the End of Day processing for Debiting Receivable GLs section in the Daily Processing of IC chapter of the IC User Manual for details on end of day processes on Auto and Manual liquidation.

3.2.1.2 Maintaining Details for Free Banking

For account classes for which a free banking period is being provided, you can indicate the free banking parameters. These include:

- The number of days after the account opening date, for which no charges would be levied on the account. This is the free banking period. Charging for the account would commence when the free banking period has elapsed.
- Whether an advice (charge start advice) is to be sent to the customer, indicating the commencement of charging on the account
- The number of days before the charge start date, the charge start advice is to be sent to the customer, indicating the commencement of charging on the account.

3.2.1.3 Specifying Initial Funding Preferences

You need to specify the following details pertaining to initial funding for opening accounts under the account class.

Event Class Code

Specify the event class code maintained for initial funding process for the module code 'DE'. This adjoining option list displays all valid event class codes maintained in the system. You can choose the appropriate one.

Charge Role to Head Code

Specify the class code that you wish to use for posting charge-related accounting entries for initial funding. This adjoining option list displays all valid class codes maintained in the system. You can choose the appropriate one.

Refer the section 'Maintaining Event Class for Account Initial Funding' in the chapter titled 'Creating Classes' under Modularity User Manual for further details about the event class code.

3.2.1.4 Maintaining Provisioning Details

When you define an account class, you can specify whether provisioning is applicable for accounts using the class. You can make the following specifications in the Provisioning Details section in the 'Account Classes' screen:

- Auto Provisioning Required - Check this box if provisioning is applicable
- Provision Frequency - Frequency at which the provisioning would be done, either daily or monthly

Note

The frequency you define here is only applicable if you have indicated individual account-wise status processing for accounts in the Branch Parameters. If you have indicated status processing at Group/CIF level, then the provisioning batch process executes at the frequency maintained in the 'Branch Parameters' screen for your branch, and not at the frequency maintained in the Account Classes screen.

- The currency in which the provisioning amount must be calculated – either account currency or local currency
- Default exposure category for accounts using the account class
- Event class for which the provisioning accounting entries would be defined

The specifications you make here are inherited by any account that uses the account class.

In addition to these preferences, you must also indicate:

- The accounting roles and heads representing the GLs to which the accounting entries for provisioning must be passed, for each account status
- Whether provisioning entries for an account must be rebooked when provisioning is done after an automatic status change for the account

You can maintain these details for each account status in the 'Status Details' screen.

3.2.1.5 Maintaining Escrow Details

The following Escrow details can be maintained for the account class:

Escrow Transfer Applicable

Check this box to enable Escrow transfer for the accounts belonging to the selected account class.

Transaction Code

Select the Transaction Code to be used for Escrow transfer from the adjoining option list. The option list displays only those transaction codes which are not enabled for Escrow processing at the 'Transaction Code Maintenance' screen.

Note

This is a mandatory input if Escrow transfer is enabled for the account class.

Transaction Code for Reversal

Select the transaction code to be used for Escrow Reversal transactions from the adjoining option-list. The option list displays only those transaction codes which are not enabled for Escrow processing at the 'Transaction Code Maintenance' screen.

Note

During account class amendment, the system does not allow you to disable Escrow process for an account class if a Project account has been created using that account class.

Cash Deposit Limit on Trust Account

If you have checked the box 'Escrow Transfer Applicable', you will have to specify the maximum cash that can be deposited in the Trust accounts under this account class.

3.2.1.6 Maintaining Required Sweeps

Sweep in can be initiated for a CASA account if the balance is insufficient. This sweep in process is applicable for all modules of Oracle FLEXCUBE and Channel which initiated the debit transaction on the CASA account. In this section you can enable Sweep In and Reverse Sweep In.

Enable Sweep in

Check this box to enable sweep in.

Enable Reverse Sweep in

Check this box to enable reverse sweep in. You can check this box only if the 'Enable Sweep in' check box is checked. If the check box is checked without checking 'Enable Sweep in', the system disable saving, current account class creation and amendment of the account class.

The system defaults these values at account level and are not modifiable for auto deposit accounts. However, the vice verse is applicable.

You can modify these check boxes at CASA and Term Deposit Account Class levels as part of Account class amendment, only if no active accounts are available under that account class. If active accounts are available, the system will disable modification of 'Enable Sweep in' and 'Enable Reverse Sweep in' check boxes at account class level.

Include Min Bal for Sweep

Check this box to include minimum balance for sweep. If you modify or save an account class maintenance with 'Enable Sweep in' as unchecked and 'Include Min Bal for Sweep' as checked, then the system displays an error message as 'Include Min Bal for Sweep can be enabled only if Enable Sweep in flag is checked'.

During a debit transaction if the available balance for the primary account is below the minimum balance and 'Include Min Bal for Sweep' is checked at account class level then the system does the cover account sweeps as follows:

- The amount to be swept is arrived at considering the minimum balance requirement of the primary account.
- The system transfers the shortfall from the cover accounts without considering the minimum balance requirement of cover accounts.

- If the primary account or cover account is below minimum balance, then the system displays override message which when accepted the transaction will proceed.

During a debit transaction if the available balance for the primary account is below the minimum balance and 'Include Min Bal for Sweep' is unchecked at account class level then the system does the cover account sweeps as follows:

- The amount to be swept is arrived at considering the minimum balance requirement of the primary account.
- The system transfers the shortfall from the cover accounts by considering the minimum balance requirement of cover accounts also.
- If the primary account is below minimum balance, then the system displays override message which when accepted the transaction will proceed.

Including the minimum balance requirement of primary account will remain at the cover account sweep level and will not be applicable for sweep from auto deposits or term deposits.

If 'Include Min Bal for Sweep' is checked, reverse sweep for all linked accounts considers eligible amount for reverse sweep after keeping the minimum balance of primary account.

3.2.2 Statement Parameters Tab

For each account class that you maintain you have the option of generating account statement details, periodically, for all customer accounts associated with the account class.

If you need to generate account statements that would need to be sent across multiple media, generated at different frequencies, you can define up to three different frequencies at which the statements could be generated, with a primary, secondary and tertiary frequency.

Click 'Statement Parameters' tab to invoke the screen for maintaining these details. The screen is displayed below:

As part of specifying the account statement preferences you can indicate the following for each of the statements, whether primary, secondary or tertiary:

Type

The first preference that you specify for each account class is to indicate whether the periodic generation an account statement is required. If the generation of an account statement is necessary, you have to specify the format in which it is to be generated. The options available are:

- Detailed – indicating that the statement should be a detailed account of all the customer transactions within the account class.
- Summary - indicating that only a summary of the transaction details is enough.
- None – indicating that neither a summary nor a detailed account of transactions is required.

Cycle

The system generates the account statement details at a frequency that you specify. The frequency can be:

- Annual
- Semi-annual
- Quarterly
- Monthly
- Fortnightly
- Weekly
- Daily

If you indicate that the statement generation frequency is weekly, you should also indicate the day of the week on which the account statement is due. Similarly, for a monthly statement you should indicate the day of the month.

To specify the frequency for a monthly statement you can specify a number between 1 and 31 (corresponding to the system date). If you set the statement date to 30, then account statements will be generated on:

- The last working day for months with < 30 days.
- For months with 30 days on the 30th; if 30th is a holiday on the next working day.

If you set the statement date to 31, then account statements will be generated on:

- The 31st, for month with 31 days; if 31st is a holiday on the next working day.
- The last working day for months < 31 days.

For all other cycles, account statement would be generated on the last day of that cycle.

Offline Limit

This is the limiting amount till which transactions will be carried out between account(s) for the account class you are defining here, between branches when the database connectivity is not functional.

Enter the off-line limit here.

Note

- If you are defining primary, secondary and tertiary statements, the frequency for each must be different and unique; for instance, if you define a monthly primary

statement, you cannot define a secondary or tertiary statement with a monthly frequency.

- Offline limit is maintained only for primary level.
-

Document List

Specify the following details:

Document Type

Specify the document type. The adjoining option list displays all the document types that are maintained in the system. You can select the appropriate one.

Customer Type

Specify the customer type. The adjoining option list displays all the customer types that are maintained in the system. You can select the appropriate one.

Mandatory

Check this box to indicate that the document specified here is mandatory.

Note

The document list is defaulted in the account based on the customer type. If any document is mandatory at the account class, then that document is captured and checked in the 'Account Class Maintenance' screen otherwise the system does not allow saving the account.

Document Notification Details

Send Notification

Check this box to indicate whether to send notifications or reminders for not submitting the mandatory documents.

Frequency (Notification)

Specify the frequency of notification to be sent from the adjoining drop-down list. The frequency can be one of the following:

- Daily
- Weekly
- Monthly
- Quarterly
- Half yearly
- Yearly

Days (Reminder)

Specify the number of days left for the expiry or submission due date of the documents for sending the reminder.

3.2.3 Maintaining Cheque Book Preferences

Oracle FLEXCUBE provides you with the facility to automatically trigger the reorder of Cheque Books for all accounts reporting to a specific account class. However, you have the option of changing your preferences at the account level also.

To facilitate automatic reordering of Cheque Books, you have to maintain the following details:

Cheque Book

To indicate that automatic reordering of cheque books should be allowed and for specifying the details for the same, you have to check this option. If not selected, you will not be able to maintain the automatic reordering preferences for the account class.

Auto Reorder of Cheque Book

You have to select this option to specify that automatic reordering of Cheque Books is required for all accounts reporting to this account class. This field will be enabled only if you have checked the 'Cheque Book' option explained above.

Reorder Level

Here, you have to indicate the level at which the reordering of Cheque Book should happen. Automatic reordering will be set off by the system when the unused number of cheque leaves becomes equal to or less than the re-order level that you maintain here. This field will be enabled only if you have indicated that automatic reordering of Cheque Books is required i.e. the 'Auto Reorder of Cheque Book' option is checked.

Reorder No of Leaves

In this field you have to specify the number of leaves that should be ordered for the new Cheque Book. This field will be enabled only if you have checked the 'Auto Reorder of Cheque Book' option.

Max No. of Cheque Rejections

Specify the maximum number of cheque rejections that can be allowed for an account.

3.2.3.1 Processing Automatic Reordering of Cheque Books

The automatic reordering of Cheque Books is processed at EOD by executing a batch function.

The following conditions should be satisfied for initiation of automatic reordering:

- The 'Auto Reorder of Cheque Book' option is turned on at the account level
- The number of unused check leaves for the account is less than or equal to the reorder level maintained at the account level. The system will pick up the number of leaves to be reordered from the field 'Reorder Number of Leaves' maintained for the account.

The numbering of cheque leaves for the new Cheque Book will depend on the 'Cheque Number Unique for Branch' option in the 'Bank Parameters' screen. If this option is checked, the numbering will begin from the Last Number + 1 of the Cheque Book that was delivered last to any account. If you do not select this option, the number will start from the Last Number +1 of the Cheque Book delivered to the same account previously.

The value of 'Include for Cheque Book Printing' and 'Cheque Type' (specifications defined in the 'Cheque Book Details' screen) will be defaulted from the previous order of the Cheque Book.

3.2.4 Capturing Details about Specially Designated Nationals

Specially Designated Nationals (SDN) are those customers with whom you need to refrain from trading in any form. The US government publishes a list of such nationals and circulates this list among banks and other financial organizations. You can to maintain the details of SDNs in Oracle FLEXCUBE.

The details of Specially Designated Nationals are updated and published by the US government on a regular basis. You could download these details from their web site. You have two options to replicate the contents of this file into Oracle FLEXCUBE. They are:

Upload the file into Oracle FLEXCUBE through the SDN Upload screen.

Maintain the details of each SDN manually.

Both these options have been elaborated upon in the subsequent sections.

Maintaining SDN Details Manually

Through the 'Specially Designated Nationals' screen you can capture the details of SDN customers manually. Invoke this screen, by typing 'STDSDNMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

The screenshot shows the 'Specially Designated Nationals Maintenance' application window. It features a top navigation bar with a 'New' button and an 'Enter Query' button. The main form area includes fields for 'Name *', 'Date Of Birth *', 'Country of Origin *', and 'Remarks'. Below these are three sections: 'Alias Names' (a table with 'Sequence Number' and 'Alias Name' columns), 'Address' (a table with 'Sequence Number' and 'Address Line 1' through 'Address Line 4' columns), and 'Fields' (a blue bar at the bottom with 'Input By Date Time', 'Authorized By Date Time', and 'Modification Number' columns, including 'Authorized' and 'Open' checkboxes).

The following details have to be captured:

- Name of the Specially Designated National
- Date of Birth of the SDN: Specify the Date of Birth of the SDN in YYYYMMDD format
- Country of Origin: You can specify the SDN's country of origin by selecting the same from the option list provided
- Remarks: Any additional remarks, if required can be specified
- Alias Names of the SDN: You can specify a maximum of fifteen alias names
- Addresses of the SDN: You can specify a maximum of fifteen addresses (of address line 1 to address line 4) for a SDN

3.2.5 Specifying your Preferences for Account Class

Preferences are the options or attributes that uniquely distinguish an account class. You can specify the preferences of an account class in the 'Preference' screen. To invoke this screen, click 'Preferences' button in 'Account Class Maintenance' screen.

The screen is as shown below:

The following are the preferences that you can specify for an account class:

- Limit Check – you can check this box to indicate that a limit check for sufficient availability of funds in the account will be made for all accounts belonging to the account class
- Overdraft Facility – if checked indicates that all accounts belonging to this class would be allowed an overdraft facility(facility to draw a specified amount over and above the balance in the account)
- Maruyu Limit - Check this box to apply Maruyu Limits for the accounts under the account class. If the Maruyu Limits is unchecked, then it will not be applicable to the accounts under the account class, even if the customer is a Maruyu customer and the limit is maintained at customer level. Maruyu Limit is applicable only for the account class types, 'Current', 'Savings' and 'Deposit'. You can amend the 'Maruyu Limit' flag anytime before or after authorization. When the flag is modified, there will be no impact on existing accounts which are already opened. Only the newly opened/modified accounts will be validated against the new value of flag.
- Component-wise Tracking Required for Overdraft - check this box to indicate if Component-wise tracking is required or not. If component wise tracking required for overdraft is checked and no appropriation sequence is maintained in status rule, then the system displays an error message on save. You cannot modify this once the account class is authorized.
- Interest Charges – if checked indicates that for interest and charges computation the Interest and Charges module will process accounts linked to this class.
- Track Accrued IC – if checked, indicates whether accrued interest in the Interest and Charges module on an account linked to this class, would be considered while computing credit utilization for the account.

- Passbook Facility – if checked, indicates that accounts linked to the account class are issued passbooks.
- ATM Facility – if checked, indicates that accounts linked to the class will avail the ATM facility
- Daylight Limit – if checked indicates that you can specify daylight overdraft limit for all the accounts belonging to this account class. While modifying the maintenance, if you uncheck this box, the daylight overdraft limit will be made zero for all the accounts belonging to this account class.
- Debit/Credit Advices – If checked, indicates that for all accounts belonging to this class, the system will generate a debit/credit advices on interest liquidation. The advices are generated during end of day processing in SWIFT or/and MAIL format. You can also specify this preference through the 'Special Conditions' screen.
- Track Receivable – if checked, you can choose to block the subsequent credit that happens to the settlement account (linked to this account class) of a loan contract or retail teller contract, if the system detects insufficient funds in the account, during liquidation. In other words, the system will track the account for receivables (credits). As and when a credit happens, the funds will be allocated to the loan or the retail teller contract for liquidation.
- Posting Allowed – This check box is checked by default. Uncheck this check box to setup Monetary Accounts for the selected Account Class.

This check box is provided to handle IRA Monetary Accounts. Using this facility, you can avoid posting into the IRA Monetary Accounts from Teller/Journal screens and ensure that the details are computed only through IRA subscriptions.

Note

Uncheck this checkbox only for specific Inter-Branch Accounts.

- Available Balance Check Required – Check this box to enable the system to check for the available of funds before posting a debit entry to a customer account.
- Referral Required - enabling this option indicates whether a referral check should be performed on accounts belonging to the account class. Consequently, the system checks the available balance (not the current balance) while performing the referral checks for all transactions involving the account. If a transaction involving the account results in the account moving to overdraft, the account and transaction details will be sent to the Referral Queue.
- Lodgement Book - If you wish to allow orders of lodgement books for all accounts that use an account class, you can indicate so, in the 'Account Class Maintenance' screen, by selecting the Lodgement Book option.
- Back Period Entry Allowed – if checked, indicates that back-valued entries can be posted to account belonging to the class as long as the account is open. You will be allowed to change this specification for a specific account.
- Apply RP Spread During Account Closure - If checked, indicates that Relationship Pricing spread needs to be applied during account closure.

During account closure of an RT (Retail Teller) transaction system validates for this option for the account class of the account and applies RP spread. This is applicable for account closure by Cash, Account Transfer or Banker's Cheque
- Integrated Liquidity Management – check to indicate that the accounts created under this account class would be part of an ILM Structure.
- Large Debit Balance Tracking Required – Check this if you require large debit balance tracking for the account class.

While posting back-valued transactions, the System verifies whether the Back Period Entry Allowed option has been enabled for the account class. If the option has not been enabled an error message is displayed. This check is also performed while uploading journal entry transactions.

Replicate Customer Signature

Check this box to indicate that customer signature should be replicated. On checking this option, the signature of the customer gets defaulted to account level.

Spend Analysis

Spend analysis classifies the debit transactions from an account under different spend classes. Check this box to enable spend analysis for the accounts that are associated with this account class.

If you check this box, the system allows you to enable spend analysis at the account level. However, you can disable spend analysis for individual accounts by unchecking the checkbox 'Spend Analysis' at the account level.

If you do not check this box, the system disables spend analysis for all accounts associated with this account class. In that case, you cannot enable spend analysis at the account level.

Note

You can modify the status of this checkbox. While modifying this, the system verifies whether spend analysis is enabled for any customer account associated with this account class. If spend analysis is enabled for a customer account, the system will not allow you to modify this option. In that case, you need to disable it at the account level first and then modify the status for the account class.

No. of Days For Salary Block

Specify the number of days for salary block. At the time of salary credit in to a customer account, the system will place an amount block for the number of days specified here from the date of salary credit. The amount blocked will be equal to the loan instalments due during this period.

No of days for Closing Unauthorized Accounts with No Activity

Specify the number of days after which the unauthorized accounts without any activity should be automatically closed.

No of days for Closing Authorized Accounts with No Activity

Specify the number of days after which the authorized accounts without any activity should be automatically closed.

GL Account for Uninsured Amount

Specify the GL to transfer the uninsured amount.

RT-Charge Product For Passbook Issue

Specify the RT product from the adjoining option list. The list displays all the active RT products. You can select the appropriate one.

Enabling Printing of Account Statistics

You can enable printing statistics in respect of accounts using an account class, either period code-wise or financial year-wise, for the following customer information:

- Low and High Balance for a period—The lowest and highest current balances for the period.

- Average credit and debit balance for a period—This is computed as the sum of credit/(debit) current balances in a period, divided by the number of days of credit/(debit) balance during the period.
- Credit and debit days—The number of days the account was in credit/(debit) balance in the period.
- Credit and Debit Turnover—The credit/(debit) turnover for the period.
- Excess days in debit balance—The number of days in a month when the account exceeded the overdraft limits.
- Overdraft Limit—This is computed by summing the temporary overdraft limit and the sub-limit of the account. For each month, this would represent the limit on the last date of the month.
- Credit grade of the Customer—This would be the prevalent rating on the last day of the period. For the current period, this information is provided up to the previous working day.

To enable printing of this information for all accounts using an account class, you must enable the Account Statistics option in the Account Class Maintenance.

For each account class for which account statistics has been enabled, an accounting End of Day (EOD) process updates the statistics table both period-wise and according to financial years. The book-dated balances are used for computation of statistics, and the balances are maintained according to accounting periods.

For information about viewing the period-wise account statistics, refer the section Querying on Account Statistics, found earlier in this chapter.

Status Change Automatic

If you check this option, the status of the account will be changed automatically by the system as per the conditions maintained in the 'Status Rule Definition' screen. If you do not select this option, you have to change the status manually through the 'Manual Status Change' screen. These screens are discussed in detail in the subsequent sections of this document. This specification will be defaulted to all the accounts reporting to this account class.

Exclude Same Day Reversal transaction from Statement

If you do not wish transactions booked and reversed on the same day to be reflected in the account statement, you can specify the preference here. This feature is applicable only for the customer account legs and not for the related GL legs. Also, reversals made through the DE module will not be considered for exclusion.

Your specification for this at the account class level defaults to all accounts involving the class. You can change it for a specific account.

For comparing transactions the System will look for similarity of reference number and date.

Consolidation for Inward Clearing

You need to indicate whether or not consolidation is required for inward clearing transactions in a batch at the Account Class level. The indication for this option is carried forward to the 'Customer Account Maintenance' screen. If this option is unchecked here, it cannot be checked in the 'Customer Account Maintenance screen'.

3.2.5.1 Processing for Consolidation of Inward Clearing

During the Inward Clearing process, the consolidated entry for clearing will be passed according to the following grouping:

- Remitter's Account
- Clearing Product

- Instrument Currency
- Remitter's branch
- End point

A consolidated clearing entry will be passed using a separate Transaction Code maintained in the 'Clearing Product Preferences' screen. This Transaction Code should be set with Cheque Mandatory option as No in the 'Transaction Code Maintenance' screen.

One consolidated clearing entry will be passed for each of the above groups. Entries will be passed against a common reference no. generated for each of the groups. After the consolidated entry has been passed, each individual instrument will be processed separately to pass charge entries (if applicable) at the transaction level.

Specifying Turnover Limit Preferences

You can specify turnover limits for an account class and thereby monitor the turnover in all accounts linked to the account class.

Turnover Limit Code

Specify a turnover limit code that should be linked to the account class. The adjoining option list displays all valid turnover limit codes maintained in the system using the 'Turnover Limit Maintenance' screen. You can choose the appropriate one.

3.2.6 Maintaining Status Codes for Account Class

Current and Savings accounts that have not generated any interest over a specific period or have remained inactive with interest overdue may be identified as 'NPAs' (Non-Performing Asset). In Oracle FLEXCUBE, you can assign different status codes to an account class, which will be applicable to all the accounts under it. The accounts will move from one status to the other based on the number of days they have remained inactive in the system. The status of an account will determine whether the account should be marked as an NPA or not.

Further, you can also specify the reporting lines (for GL, Central Bank, and Head Office) to which accounting entries should be passed when an account moves from one status to the other. You can post all debit and credit balances of one account class to a single General Ledger account. Conversely, you also have the option of posting debits and credits to separate GLs.

The status codes and the reporting lines for each status may be defined in the 'Status Details' screen. Click the 'GL Lines' button in the 'Account Classes' screen to invoke it.

The screen is as shown below:

You can specify the following details in this screen:

Status

You can select the different status codes applicable to the account class, in this field. Use the Add icon to define each status and the attributes for the same. You can use the navigation icons to move from one status to the other.

Only status codes with status type 'Account' will be available in the option-list if the Status Processing Basis is defined as 'Contract/Account' for all branches, in the Branch Parameters. If the Status Processing Basis is defined as 'Group/CIF' level for any branch, then the statuses of type 'Both' are available. In this case, it is mandatory to link all the statuses defined.

On selection of the status, the associated description will be displayed alongside.

3.2.7 Specifying Reporting line Details

Dr and Cr GL Lines

Select the debit GL account, to which all debit balances within a specific account class will report to, when it moves to the status being defined. You can identify the debit GL from the list of existing GLs. Likewise, all credits within a particular account class will report to the GL account that you have identified to track credits.

Dr and Cr Central Bank Lines

Select the Central Bank Debit line to which all debit accounts belonging to an account class should report to when it moves to the selected status. You have maintained Central Bank Debit lines in the 'Reporting Lines Maintenance' screen. You can select the appropriate CB Debit Line from the available option-list.

Similarly, all accounts belonging to an account class, if in credit should report to a Central Bank Credit Line for the selected status. You can identify the CB Credit Line that should be associated with the status from the option-list available.

Dr and Cr Head Office Lines

This is the Debit Head Office GL maintained in the 'Reporting Lines Maintenance' screen to which all accounts belonging to this class will report, if they move to the status being defined.

Similarly, select the Credit Head Office GL maintained in the 'Reporting Lines Maintenance' screen to which all accounts belonging to this class will report to, when they move to the status being defined.

Note

As a mandatory requirement, you have to associate the status 'NORM' (Normal) when maintaining status codes for an account class.

Accounting Roles and Heads for Provisioning

In addition to the provisioning preferences that you specify for an account class, you must also maintain the accounting roles and heads representing the GLs to which the accounting entries for provisioning must be passed, for each account status. You can maintain this information in the 'Status Details' screen, when you define each of the status codes.

Rebook Provisioning on Status Change

In the 'Status Details' screen, you can indicate whether provisioning entries for an account must be rebooked when provisioning is done after an automatic status change for the account. Rebooking essentially means that fresh provisioning is done, after writing back the previous provisioning amount.

The provisioning batch process, when executed, not only computes the provisioning amount; it also records the current status of the account and checks whether the current status is different from the status that was prevalent when the process was previously executed. If so, the old provisioning amount is reversed (*if* the Rebook Provision option has been set in the Status Details), and the entries for the new provisioning amount are booked into the provisioning and write back GLs maintained for the current status in the Status Details.

If the Rebook Provision has not been set, there is no reversal of the old provisioning amount, and the differential provisioning entries are passed, as usual, into the GLs maintained for the new status.

3.2.8 Maintaining Deposit Account Details

You can maintain deposit account details the Deposit Account Details screen. Click 'Deposit' in the 'Account Class Maintenance' screen to invoke this screen.

For more information on Deposit Account Details screen, refer to the section 'Maintaining Deposit Details' in the Term Deposits User Manual.

3.2.9 Specifying Dual/Triple Currency Deposit Details

Click 'DCD/TCD Details' button to invoke 'Dual and Triple Currency Deposit Details' screen.

For more information on Dual and Triple Currency Deposit Details screen, refer to the section 'Specifying Dual/Triple Currency Deposit Details' in the Term Deposits User Manual.

3.2.10 Maintaining Auto Deposits

Auto deposits are the linked deposit accounts to the savings accounts. These accounts are created once the threshold balance exceeds in the customer accounts. You can maintain these accounts using 'Auto Deposits' screen. Click the button 'Auto Deposit' in the 'Account Class Maintenance' screen to invoke it.

The screen is as shown below:

The screenshot shows the 'Auto Deposits' configuration window. It includes fields for 'Default Auto Deposit Account Class', 'Transaction Code', 'Currency', 'Minimum Required Balance', and 'Cluster Identification'. On the right side, there are dropdown menus for 'Def Rate Code', 'Def Rate Type' (set to 'Mid'), 'Sweep Mode' (set to 'Automatic'), and 'Break Method' (set to 'FIFO'). There is also a checkbox for 'Break Deposits First' and another for 'Provide Interest On Broken Deposit'. Below these is a section for 'Deposit Account Class Restriction' with radio buttons for 'Allowed' (selected) and 'Disallowed'. At the bottom, there is a table for 'Deposit Account Class' with columns for 'Account Class' and 'Account Description'. The table is currently empty. At the bottom right, there are 'Ok' and 'Exit' buttons.

You have to specify the following fields in this screen.

Default Auto Deposit Account Class

Specify the deposit type of account class for the auto deposit account.

Transaction Code

Specify the transaction code (DPN - New deposit account) for the book event to trigger at the time of creation of auto deposit account.

Currency

Specify the currency in which the deposit account has to be created.

Minimum Required Balance

Specify the balance that is required to be maintained at the linked savings account. If any balance exists beyond this balance in the account then the system creates an auto deposit account as part of batch process.

Cluster Identification

The system displays the cluster ID linked with the deposit account class linked to the saving account class.

Def Rate Code

Select the code of the differential rate; whether 'Mid' or 'Standard'.

Def Rate Type

Select the type of differential rate code; whether 'Mid' or 'Buy' or 'Sell'

Sweep Mode

Select the mode of sweep from the following options.

- Automatic - For the deposit to be created as part of the batch
- Manual - For the deposit to be created manually

Break Method

Select the method in which the break of auto deposit should happen, from the following options.

- MAXB - The system breaks the maximum valued deposit account or the deposit account having the maximum balance in order of descending amount.
- MINB - The system breaks the deposit account having minimum balance in order of ascending amount.
- FIFO - The system breaks the deposit account in order of chronological account creation date.
- LIFO - The system breaks the deposit account in order of reverse chronological account creation date (the latest created deposit account breaks first).

Provide Interest On Broken Deposit

Check this field to indicate the system to calculate interest on the deposits. This is done when the attached account class is mapped to the IC product.

Break Deposits First

Check this field to indicate the system to break the deposit accounts created and transfer the proceedings to the savings account. The system breaks the deposits when the savings account does not have sufficient balance to withdraw the amount.

In this case the system breaks the auto deposit account and restores the savings account with balance to allow withdrawing the money.

For example, the customer has the total balance in the account for \$5675 including \$650 as auto deposit. He withdraws \$5500 from an ATM. As part of intraday batch (DESWPBAT), the system breaks the auto deposit account of \$650 and restores the balance amount to savings. So his current standings would be \$175 in his savings account and he does not hold any auto deposit account.

3.2.10.1 Deposit Account Class Restriction Details

You can set restrictions to the selected account class here:

Deposit Account Class

Select restriction type for the selected deposit account from the options. The following options are available for selection:

- Allowed – Select to allow account classes specified under 'Deposit Account Class' section.
- Disallowed Select to disallow account classes specified under 'Deposit Account Class' section.

While saving account class, the system validates if the Default Deposit Account Class mentioned in the Auto Deposit sub screen is part of the allowed list of Deposit Account classes. If the default deposit account class is not part of the allowed list, then the system will show an error message as "The Auto deposit account class is not part of the allowed list of Deposit Account Class".

3.2.10.2 Specifying Deposit Account Class

You can maintain the deposit account class details:

Account Class

Specify the account class for which you need to set the restrictions. The adjoining option list displays account classes which are active and authorized. Select the appropriate one.

Account Description

The system displays the description of the selected account class.

3.2.10.3 Handling Batches for AD Creation

The following batches are available in the system to handle batches for AD creation:

- DEDEPBAT – If AD instruction is maintained at account level, then the batch creates AD. If instruction is not maintained at the account level, then the batch creates AD based on account class level maintenance. Batch is maintained in DE module in the 'End of Txn Input' stage.
- DEAUTDEP – The system will create AD only if account level instructions are maintained. If not maintained, then AD will not be created for that account. Batch is maintained in IC module in the 'End of Txn Input' stage
- DESWPBAT – Intra day batch for AD creation.

3.2.11 Maintaining Rules for Automatic Status Change

If you have opted for automatic status change for all accounts belonging to an account class, you have to maintain the criteria based on which the system will bring about the status change automatically.

You can define the different criteria in the 'Status Rule Definition' screen. Click the button 'Status Rule' in the 'Account Class Maintenance' screen to invoke it.

The screen is as shown below:

The screenshot shows the 'Status Rule Definition' window. It has a title bar with a diamond icon and the text 'Status Rule Definition'. Below the title bar is a navigation bar with '< 1 Of 1 >'. The main area is divided into several sections. The top section has three input fields: 'Account Class', 'Description', and 'Sequence Number'. Below this is the 'Derivation Rule' section, which contains five 'Status Rule' fields (1-5). To the right of these fields are three more fields: 'Elements' (with a dropdown menu showing 'Debit Interest OD days'), 'Logical Operators' (with a dropdown menu), and 'Status' (with a dropdown menu and a blue button with the letter 'P'). At the bottom of the window is the 'Appropriation Preference' section, which contains three 'Component with priority' fields (1, 2, and 3). At the bottom right of the window are two buttons: 'Ok' and 'Exit'.

In this screen, you can define five conditions for each status applicable to an account class. An account will be said to be in a specific status if any one of the five conditions associated with the status holds true for an account. Conversely, if all the conditions are false, the account will automatically move to the next available status for which the condition is true.

The following elements are available based on which you can build a condition for automatic status change. You can associate each of these elements with an account, in the 'Customer Accounts Maintenance' screen.

The set of elements are as follows:

- Frozen
- Dormant
- No Debits
- No Credits
- Stop Payment
- Current Status

In addition, the following elements will also be available for processing:

- OD (overdraft) Days
- Inactive Days
- Overline Days
- TOD (Temporary Overdraft) Days
- Customer Classification
- Due Count
- Overdue Days
- Customer Credit Ranking
- Debit Interest Overdue Days
- Overdue Limit Breach Days
- Overdue Expiry Days
- Overdue No Credit days
- Principal Overdue Days
- Principal Overdue Amount
- Principal Overdue Local Currency Equivalent Amount
- Interest Overdue Days
- Interest Overdue Amount
- Interest Overdue Local Currency Equivalent Amount
- Charge Overdue Days
- Charge Overdue Amount
- Charge Overdue Local Currency Equivalent Amount

Appropriation Preference

You can define the appropriation sequence for overdraft accounts for each account status.

Appropriation sequence maintenance is mandatory if the 'Component-wise Tracking for Overdraft' is checked. The appropriation preference sequence can be modified anytime and this will be applicable for the existing accounts also. This modification will effect only for future credits and appropriation.

Component with priority 1

Select the component with first priority from the adjoining drop-down list. The options available are:

- Principal

- Interest
- Charge

Component with priority 2

Select the component with second priority from the adjoining drop-down list. The options available are:

- Principal
- Interest
- Charge

Component with priority 3

Select the component with third priority from the adjoining drop-down list. The options available are:

- Principal
- Interest
- Charge

3.2.11.1 Status Change for Overdraft Accounts

Oracle FLEXCUBE processes the status change for overdraft accounts based on the following rules:

- Debit Interest OD Days
- OD Limit Breach Days
- OD Expiry Days
- No Credit days

Debit Interest OD Days

The system processes the status change on overdraft account, if the customer fails to pay the debit interest of the overdraft account for specified number of days.

For example,

OD Utilization date: 01-Jan-2011

Days after which Status Change should happen: 90 Days

Debit interest due date: 01-Feb-2011

In this example, the system modifies the customer account status based on the status rule maintenance, if the customer fails to pay the debit interest by 02-May-2011.

OD Limit Breach Days

The system processes the status change on OD account, if the OD limit of the overdraft account is breached for a specified number of days. The system tracks the overdraft limit breach days based on the utilizations done at the line level.

OD Expiry Days

The system processes the status change on overdraft account, if the OD utilization of the overdraft account is not settled beyond the expiry date.

No Credit Days

The system processes the status change on OD account if there is no credit transaction into the overdraft account for a specified number of days.

Logical Operators

Logical Operators are indicators of certain conditions that you specify while building a rule. These operators are used in combination with the elements discussed earlier. The following is a list of logical operators that you would require to build a status rule:

| | |
|------------------|---|
| AND | The conjunction 'and' |
| OR | The conjunction 'or' |
| > | Greater than |
| >= | Greater than or equal to (please note that there is no space between the two symbols) |
| < | Less than |
| <= | Less than or equal to (please note that there is no space between the two symbols) |
| < > | Not equal to (please note that there is no space between the two symbols) |
| = | Equal to |

Oracle FLEXCUBE allows data store for tracking of SOD debit interest due. During Interest liquidation for debit interest, the system populates the SOD Debit Interest Due Data Store with the Amount Due as debit interest for the SOD utilized amount and the due date of payment for the interest amount.

The debit interest due amount is adjusted in the SOD utilized amount and the system checks for any credit entries for the SOD corresponding to the debit interest. During EOD, if any credit entry exists for the account, then the system does adjustments on the amount due for the SOD debit interest due data store. The system also adjusts the debit interest payment against the oldest available debit interest due amount, and so on.

Oracle FLEXCUBE provides SDEs for 'SOD Due Count' and 'SOD Overdue Days' for status rule generation. During EOD while running the status update batch, the system calculates SDE 'SOD Due Count' value as the count of the records having due amount not equal to zero from the SOD debit interest due data store. The system updates the 'SOD Overdue Days' with the number of days since the last debit interest payment done for the account.

Oracle FLEXCUBE provides an account status called 'DIDF' for an SOD account, which is available as part of 'Status Rule Screen'. If the 'SOD Due Count' or 'SOD Overdue Days' satisfies the condition specified in the status change rule, then the system changes the status for the account to 'DIDF'.

While running the status change batch, the system updates the 'No Debit' flag as 'Y' for 'DIDF' status account. If payment for the debit interest happens on the SOD account against the utilized amount, and if on recalculation the value of SDE 'SOD Due Count', or 'SOD Overdue Days' is not met, the status batch changes the status of the OD account from 'DIDF' to the previous account status and updates the 'No Debit' flag as 'N'.

Note

- Amount block is not considered because of the possibilities of simultaneous utilizations of the SOD.
 - Any credit transaction towards the SOD account is tracked under interest due for the SOD.
 - Any impact on account status after the execution of account status change batch for the day, gets reflected in the next EOD execution.
-

3.2.11.2 **Modifying Account Status Manually**

For status movements that have to be performed manually on a customer account, you can use the 'Manual Status Change Input' screen. Invoke this screen, by typing 'STDSTCHN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Click the new button on the Application toolbar.

The screenshot shows the 'Manual Status Change Input' application window. It features a top toolbar with 'New' and 'Enter Query' buttons. The main interface is divided into several sections: 1. Input fields for 'Branch *', 'Account No *', 'Account Description', 'From Status', 'Since *', and 'New Status *'. 2. Two columns of checkboxes for 'Current Status Attributes' and 'New Status Attributes', with options including 'No Debit', 'No Credit', 'Frozen', 'Posting Allowed', 'Status Change Automatic', 'Dormant', 'Debit Override', and 'Credit Override'. 3. A 'Fields' section at the bottom with labels for 'Maker', 'Checker', 'Date Time:', 'Mod No', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

Provide the following details in this screen to facilitate a manual status change:

Branch

The system displays the branch code and the branch name.

Account No

Specify the CASA account for which you are marking a manual status change. The adjoining option list displays all the CASA account numbers that are maintained in the system. You can choose the appropriate account.

On selection of the account, the system will display the current status of the account as well as the date on which the account moved to the current status.

Account Description

The system displays the description of the specified account number based on the details maintained at 'Customer Account Maintenance' level.

From Status

The system displays the current status of the account.

Since

For a new customer account, this field will display the current system date i.e. the date on which the account is maintained in the system. Whenever an account undergoes a status change, this field will reflect the date on which an account moves to the current status.

New Status

Specify the new status of the account. You can select the appropriate status from this list.

If Status Processing Basis specified in the Branch Parameters for all the branches is 'Contract/Account', only status codes maintained with status type 'Account' (in the 'Status Codes Maintenance' screen) will be available in the option-list. If Status Processing Basis for even one of the branches is specified as 'Group/CIF' level, then the only statuses available will be of type 'Both'.

Current Status Attributes

In addition to the new status, you can also mark the account with any one of the following statuses, if required:

- No Credit – if checked, no credit movement will be allowed on the account.
- No Debit – the system will not allow debit movements on the account if you select this option
- Frozen – if selected, no activity will be allowed on the account
- Posting Allowed – if checked, posting of accounting entries will be allowed in the account
- Status Change Automatic - You can select this option if you want the subsequent status change for the account to be performed automatically by the system. After the account moves to the new status specified here, all subsequent status movements will be triggered automatically, during the EOD run for the branch. However, the changes will come into effect only upon authorization of the details maintained here. At a later date, you can switch back to the manual mode by unchecking this option and having the same authorized.
- Dormant - By default, the system sets the account to dormant status for a period of time. The manual status movement that you specify in this screen has to be authorized for the new status of the account to come into effect. For the New status Attributes Dormant option will not be applicable.
- Debit Override-Check this box to provide debit overrides to the account.
- Credit Override - Check this box to provide credit overrides to the account.

Note

When the account status is modified from the Manual Status Change screen (STDTCHN) /CrDr Status maintenance screen (STDSTCDM), system will display a configurable override message: "The Account has an active amount block", if there is an active amount block created from the amount block input screen

3.2.11.3 Maintaining Status Change Processing

For accounts marked with automatic status change, you can execute a batch process at EOD to trigger the status movement and other associated changes. Use the 'Account Status Update Processing' screen available in the Application Browser to begin the batch process.

If the Status Processing Basis defined for the branch is 'Group/CIF' level, the worst status for all loans and overdrafts accounts is calculated for a Group/CIF level. This status is displayed in the respective Group/CIF screens as well as at the respective account and contract screens. The individual status of each account and contract is also displayed in the accounts screen as 'Account Derived Status'.

Refer the 'Products' chapter of the Interest and Charges user manual for more details.

3.2.12 Maintaining Sequence for Funds Allocation

The allocation of funds will occur as per the product sequence you maintain in the 'Product Maintenance' screen invoked from the 'Account Class Maintenance' screen. Click the 'Amt Block' button to access this screen.

The screen is as shown below:

| Number * | Product Code * | Product Description |
|----------|----------------|---------------------|
|----------|----------------|---------------------|

In this screen, you will specify the sequence of products based on which funds will be made available when a credit is posted to an account with a track receivable option. The sequence number is automatically generated by the system. All authorized products of your bank will be available in the option-list. On selection of the product, the product description will appear alongside.

Whenever a credit happens to an account with a track receivable option, the system will check if the account has any receivable being tracked against it. If yes, the amount is blocked as a receivable and this process continues until the amount needed for liquidation becomes fully available.

The batch process run as part of EOD/BOD will liquidate the loan contract or retail teller contracts.

If the amount received is not sufficient for full liquidation, then depending on the minimum amount required for liquidation, the system would initiate a partial liquidation for loans but for retail teller contracts liquidation will be initiated only when full amount is available.

The following example illustrates the manner in which the system will use the sequence for allocation of funds:

Assume that you have maintained the following product sequence for funds allocation:

| Sequence No. | Product |
|--------------|---------|
| 1 | ADBN |
| 2 | LDBD |
| 3 | ABCD |

The liquidation schedule dates for the various loan contracts are as follows:

| Contract | Liq. Schedule Dt. | Liqd. Amt. (in USD) |
|----------|------------------------------|---------------------|
| LDBD001 | 1 st January 2002 | 1000 |
| LDBD002 | 1 st January 2002 | 500 |
| ADBN001 | 2 nd January 2002 | 1000 |
| ABCD001 | 2 nd January 2002 | 500 |

Further, all contracts are marked for auto liquidation and the settlement account for all contracts is A1. The balance in account A1 as on 1st January 2002 is 500 USD.

| | |
|---|---|
| <p>Batch liquidation run as part of BOD/EOD on 1st Jan.</p> | <p>Liquidation does not occur as the system detects insufficient funds in A1 (only 400 USD). The account is marked for receivable tracking and a block is placed on 400 USD.</p> |
| <p>A credit of 500 USD to A1 on 2nd Jan.</p> | <p>The total amount blocked gets updated to 1000 USD. Since we have two contracts involving the same product (LDBD) maturing on the same date, funds will be allocated to the first contract, LDBD001 (based on the Contract Reference Number). Subsequent credits to the account will be used towards loan LDBD002.</p> <p>Since contracts with LDBD have earlier schedule dates, funds will be allocated to them though, as per the product sequence, contracts with ADBN should receive the funds first. The liquidation schedule date takes precedence in this case.</p> <p>Further credits to account, A1 will be allocated against the contract ADBN001 followed by the contract ABCD001. This will be based on the product sequence number since both contracts have the same schedule dates.</p> <p>Within a contract, allocation of funds towards the various components like interest, penalty interest etc. will be determined by the 'Liquidation Order' maintained for the loan product.</p> <p>To sum up, the schedule date of the loan contract takes precedence followed by the product sequence and finally the liquidation order.</p> |

Note

If insufficient funds are detected in an account with a receivable tracking, the system will trigger the event 'LBLK' indicating that enough funds are not available and that subsequent credits made to the account will be blocked as a receivable.

3.2.13 Maintaining Transaction Restrictions for Account Class

You can place restrictions on transactions involving customer accounts, at the account class level. As discussed earlier (for customer account), these restrictions get defaulted to all accounts that are linked to the account class. But you are allowed to change these restrictions for individual accounts as well.

To maintain the restrictions click the 'Restriction' button in the 'Account Classes' screen. The 'Product and Transaction Codes Restriction' screen is displayed

| Product Code | Product Description | Debit | Credit |
|--------------------------|---------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | | <input type="checkbox"/> | <input type="checkbox"/> |

The restrictions can be based on:

- Products
- Transaction Codes

Validation of Restrictions

During maintenance or online operations, in the respective contract screens for the restricted transactions, when you specify the customer account, the system checks whether the account class used by the specified account is restricted for the product that has been selected, or the debit/credit transaction type. If so, an override is sought when such contracts are saved.

3.2.14 Maintaining Details of Account Statements Generation

To receive the details of account balances you need to capture the relevant information in the MT 941/MT942 message. The account balance details can be linked to the message by employing the statement screen. To invoke this screen click on the 'Statement' button, in the 'Account Class Maintenance' screen. You need to specify the details for an MT 941/MT942 message.

The screen is as shown below:

The screenshot shows a software window titled "Interim Transactions and Balance Report". It is divided into two main sections: "Interim Transactions Report" and "Balance Report".

Interim Transactions Report Section:

- Two checkboxes: "Generate Message" and "Generate Message only on Movement".
- A "Report Transactions Since" dropdown menu.
- An "Interim Report Type" dropdown menu.
- Two data grids:
 - Minimum Dr / (Dr and Cr) Amount:** A table with columns "Currency *" and "Amount".
 - Minimum Credit Amount:** A table with columns "Currency *" and "Amount".

Balance Report Section:

- A "Generate Balance Report" checkbox.
- A "Report Transactions Since" dropdown menu.
- An "Of" dropdown menu.

The window title bar shows "Interim Transactions and Balance Report". The status bar at the bottom displays "Times - Interim Transactions Report | Times - Balance Report" and "Ok Exit" buttons.

This screen contains the details necessary for the account generation parameters. The message details the balance of an account or group of accounts under a particular account class. The account balances indicate the condition of the account for an identified time period.

3.2.14.1 **Specifying Interim Transactions Report**

Generate Message

Check this box to indicate that the accounts belonging to the account class are to be considered for periodic interim statement generation i.e., MT942.

Generate Message Only On Movement

Check this box to indicate that the interim statement needs to be generated only if additional entries have been posted subsequent to the previous interim statement generation.

Report Transaction Since

This is a list of all the transactions the accounts under a class have undergone, on basis of which the transactions would be reported in the interim account statement. You can choose the appropriate values applicable:

- Previous MT942: This indicates that all transactions posted and authorized since previous MT942 would be sent in the current interim statement
- Previous MT940/MT950: This indicates that all transactions posted and authorized since previous MT940/MT950 would be sent in the current interim statement. If this option is selected, user will have to specify the cycle of account statement to be considered.

Minimum Debit (Debit and Credit) Amount and Currency

Specify the minimum transaction amount for the debit transaction, which is eligible for reporting in the interim statement. This amount should be qualified by a currency. The amount for the corresponding account currency will be defaulted from here while opening the account.

If you do not specify the minimum credit amount, the system will consider the minimum debit amount specified here for reporting the credit transactions also.

Minimum Credit Amount and Currency

Specify the minimum transaction amount for the credit transaction, which is eligible for reporting in the interim statement. This amount should be qualified by a currency. The amount for the corresponding account currency will be defaulted from here while opening the account.

Generate Balance

To indicate that accounts under certain account classes are to be considered for generation of their balance messages, check this box. The valid values for this action are Y and N.

Of

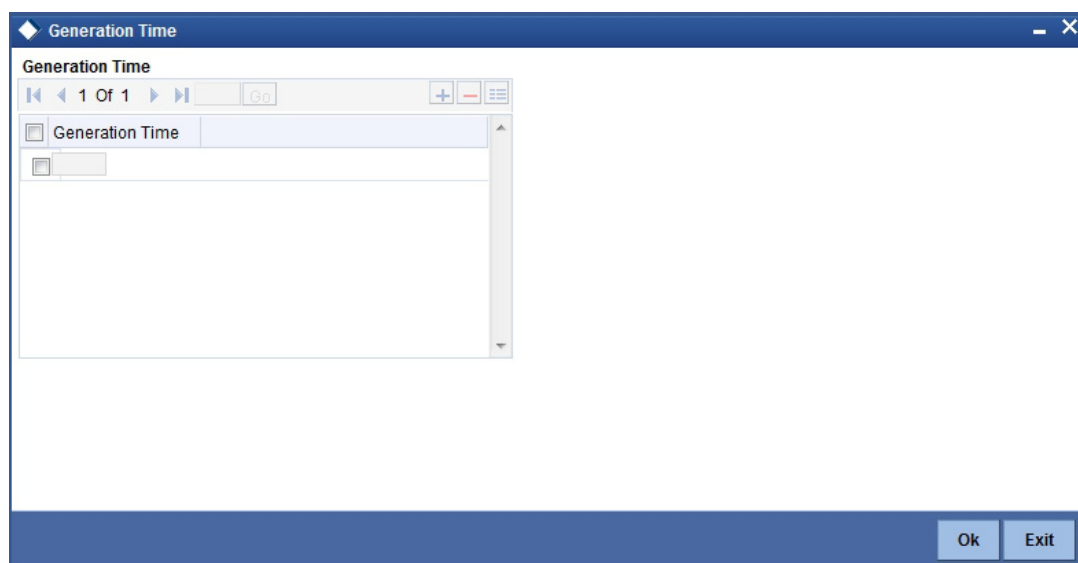
Select the mode of message for balance generation form the option list

Report Transaction Since

This is a list of all the transactions the accounts under a class have undergone, in the interval of balance messages generated for the accounts under the respective classes. You can choose the appropriate values applicable:

- Previous MT940: This indicates all transactions posted and authorized since the issue of a previous MT 940 in the current balance report.
- Previous MT941: This indicates all transactions posted and authorized since the issue of a previous MT 941 in the current balance report.
- Previous MT950: This indicates all transactions posted and authorized since the issue of a previous MT 950 in the current balance report.

You can synchronize the time instance by hours for generation of balance messages by clicking the 'Times' button.



This screen is employed to indicate the the time instance in hours for the generation of the balance reports.

Message Generation Time

Specify the timing for generation of the MT 941/MT942 messages. You can specify the time interval in hours only.

A new message type is created for the balance report process which can be run as part of a scheduled task. This message type is ACST_BALANCE and ACST_INT_DTL.

3.2.14.2 Balance Statement Handoff

The balance statement can be handed off as part of scheduled task under Oracle. You need to assign its frequency in hours. This process is initiated for all accounts requiring a balance account statement. As discussed previously the time for generation of the statement is determined and specified. In case of no subsequent transactions reports, the statement is not generated.

3.2.14.3 Assigning Balance Statement as Job

The balance statement can be facilitated to run as part of a scheduled job as part of the Oracle jobs initiated during processing.

The 'Jobs Browser' screen of the application provides you the facility to run the balance statement as a synchronized task, subject to specified time intervals in hours.

Invoke the 'Jobs Browser' screen from the application typing 'CSSJOBBER' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

The screen is as shown below:

| Job Module | Process | Process Sequence Number | Status |
|------------|---------|-------------------------|--------|
|------------|---------|-------------------------|--------|

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Job Module
- Status
- Process

Select the option 'Generate Balance Report' from the Process option list. All associated accounts of the particular branch that have been marked for generation of balance statements are procured by Oracle FLEXCUBE.

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Job Module
- Process
- Process Sequence Number
- Status

The debit and credit accounts considered since the previous issue of an MT 941 are picked for the current processing. The previous messages are based on the parameters maintained for each account. This processing produces details of the statement generation.

3.2.14.4 Generation of Ad hoc Reports

Balance reports for each account under an account class can be generated on an ad hoc basis. The Ad Hoc report generation screen is used for capturing details of a balance report sent ad hoc. You can invoke this screen by typing 'ACDADREP' in the upper right corner of the application toolbar, and clicking the arrow adjacent it.

Branch Code

The branch to which the account marked for balance report generation belongs is displayed; you cannot change or modify this value.

Account

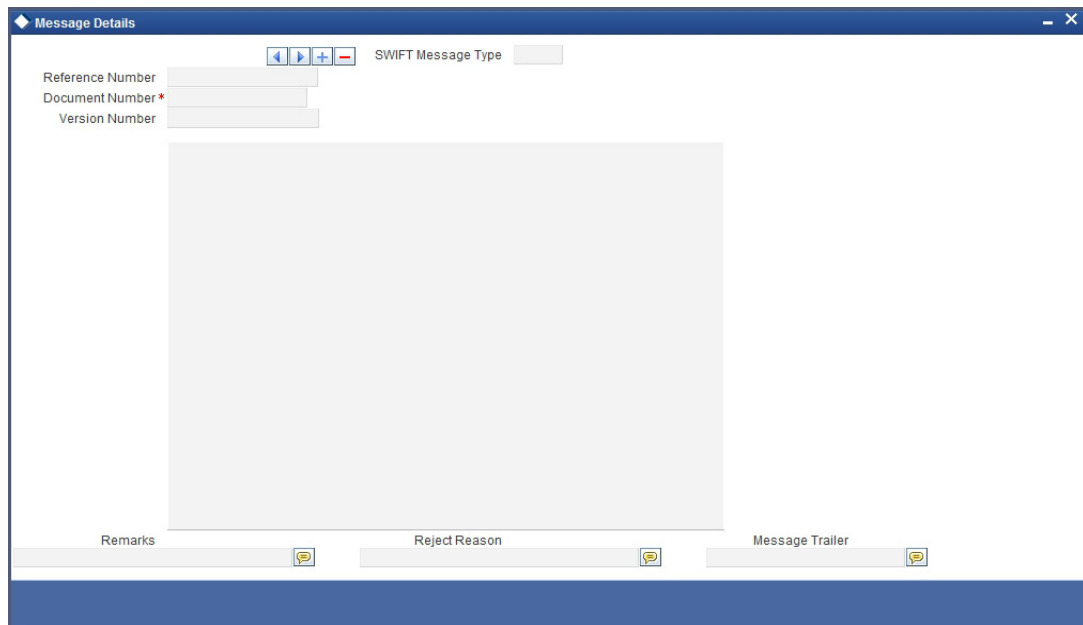
Select the account which has been identified for generation of a balance statement, from the option list. The account balance of this account is generated as an outgoing statement.

Swift Message Type

Select the type of message required to be sent. As the message is a balance statement, select MT941/MT942.

Click on the 'Generate Statement' button to initiate the generation of balance statement for the account you have selected. This process would pick up the entire debit and credit component accounts created since the issue of a previous MT941, MT942, MT950 or MT940 are included in the generated statement.

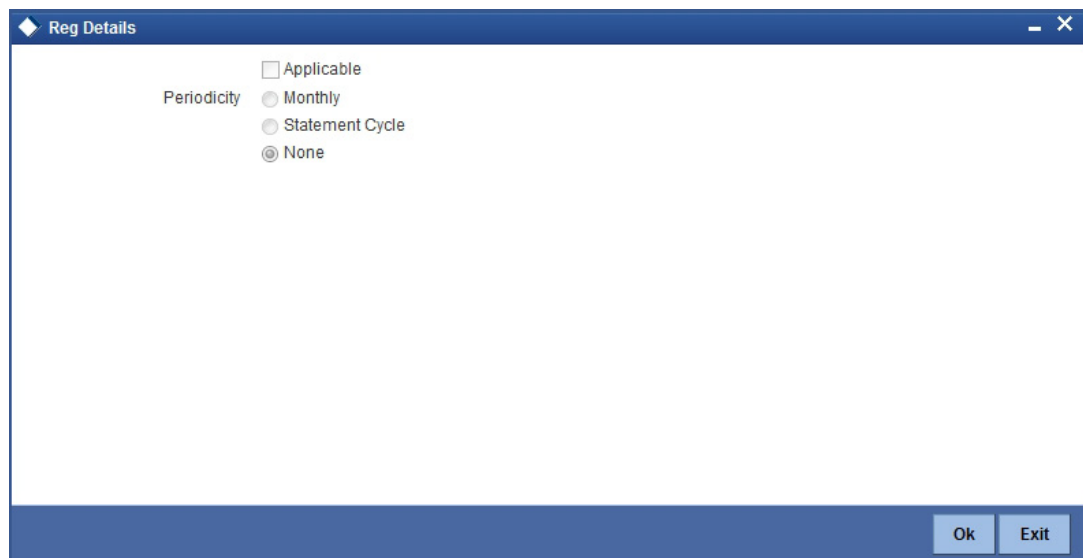
You can examine the details of the generated message, to ensure that all details entered are correct. Click on the 'View' button, to observe the outgoing message.



You can examine the message for ensuring the information entered is complete. You can only view the details of the message; no input of additional information is supported at this stage.

3.2.15 Specifying Regulation D Applicability for Account Class

For an account class, you can define whether the Regulation D limits are applicable, and the period over which the limits would be applicable. In the 'Account Class Maintenance' screen, click the 'REG' button to invoke the 'Reg Details' screen. You can specify the Regulation D applicability details in this screen.



If you indicate the periodicity of Regulation D applicability as 'Statement Cycle', the restricted transactions would be counted over the primary statement cycle defined for the account class.

The Regulation D applicability details specified for an account class would default to all accounts using the class. However, you can make changes to these details when you set up a customer account that uses the account class.

3.2.16 Assigning Preferred Branches, Currencies and Customers

In addition to what you have specified in the 'Account Class Maintenance' screen you have the option of specifying the following for an accounts class:

- List of allowed or disallowed branches and allowed or disallowed currencies
- List of allowed and disallowed customer categories and allowed and disallowed customers

You can specify the branch and currency preferences through the 'Account Class – Branch and Currency Preferences' screen.

Click 'Branches/Currencies' in the 'Account Class Maintenance' screen. The 'Account Class – Branch and Currency Preferences' screen will be displayed.

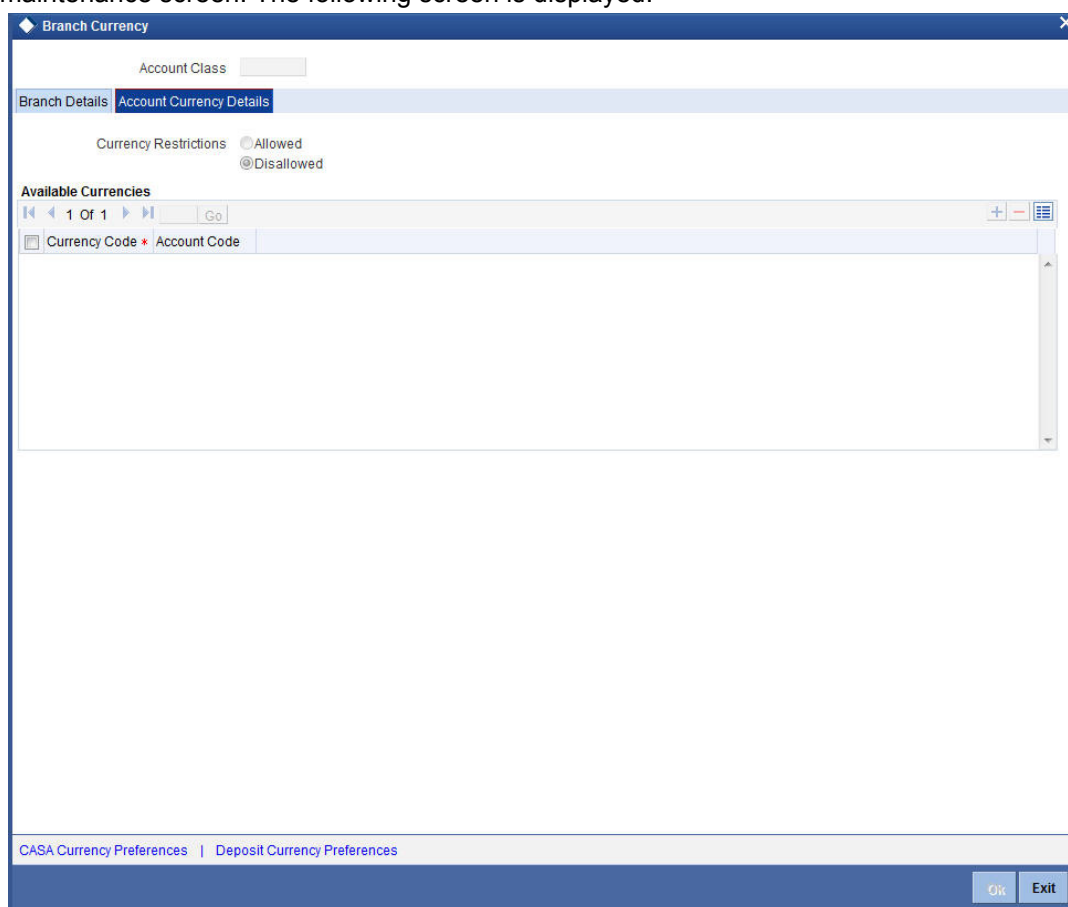
The screen is as shown below:

The screenshot shows the 'Branch Currency' window. At the top, there is an 'Account Class' text field. Below it are two tabs: 'Branch Details' (selected) and 'Currency Details'. Under 'Branch Details', there are radio buttons for 'Branch Restrictions' with 'Allowed' and 'Disallowed' options; 'Disallowed' is selected. Below this is a section titled 'Available Branches' which includes a search bar, a 'Go' button, and a table with a header 'Branch Code *' and a search input field. The table body is empty. At the bottom of the window, there is a 'Currency Preferences' section and 'Ok' and 'Exit' buttons.

In this screen you can specify the following for an account class:

- Those branches to which all parameters defined for this account class should be available
- Those currencies in which all customer accounts linked to this account class can operate

Click 'Account Currency Details' tab in the Branch Currency sub screen of Account Class maintenance screen. The following screen is displayed.



You can maintain the account currency details in this screen:

Currency Code

Specify the currency code. Alternatively, you can select the currency code from the option list. The list displays all valid currency codes.

Account Code

Specify the account code. The account code within the account class should be unique. You cannot maintain the same account code in the main account class screen and the currency level.

For a particular currency, if currency wise account code is available then the system will give priority for that account code. These currency wise account codes can be used in the account mask and can be used during account creation. This can be used in the multi currency account mask also. If account code is not specified for a currency, then the system picks the account code specified in the main screen.

3.2.17 Maintaining Branch Preferences

Customer accounts maintained in any branch can be linked to any account class. However, you have the option of restricting the linkage of customer accounts in a particular branch or branches to an account class.

For example, your bank has a total of 25 branches. Branch 001 and 004 handles only Corporate Customers. For an account class, say, SAV-IND (savings accounts of individuals) you would like to disallow linkage of all customer accounts of branch 001 and 004.

To specify this, click on disallowed since the disallowed branch list is smaller than the allowed branch list. From the list of Available Branches select 001 and click the adjoining arrow. Repeat the procedure for 004. 001 and 004 will be listed under disallowed branches.

Note

For specifying the allowed list of branches, first click on allowed. You will notice that the list title changes accordingly to allowed and vice versa. You should select allowed or disallowed depending upon the length of the list.

3.2.18 Maintaining Currency Preferences

For all accounts under this account class you have the option of specifying currencies in which transactions are allowed/disallowed.

For example, you want to restrict all account level transactions under the account class Corporations for corporate type accounts to four important currencies only, say - USD, GBP, JPY, and DEM. You can specify the same. But currency preference needs to be accompanied by specifications regarding the minimum balance limit in each currency.

To do this, click the 'Currency Preference' button. The 'Account Class - Currency Preferences' screen will be displayed.

| Currency Code * | Minimum Balance | ATM Cash Limit | ATM Transaction Limit | Cash Deposit Limit on Trus |
|-----------------|-----------------|----------------|-----------------------|----------------------------|
|-----------------|-----------------|----------------|-----------------------|----------------------------|

All the allowed currencies you have defined for this account class will be displayed in the option list adjoining the 'Currency Code' field. You can enter the minimum balance that should be maintained against each currency. You can also specify the minimum amount that should be deposited at account opening. This value should not be less than the minimum balance for the currency. Additionally, you can specify charges that should be levied against each currency for opening a customer account. You can also maintain the maximum number of ATM transactions that can be carried out on every currency. Similarly, you can maintain the maximum cash that can be withdrawn from an ATM for every currency. If the box 'Escrow Transfer Applicable' is checked for the account class, you can capture currency-wise cash deposit limit for the Trust accounts linked to the account class.

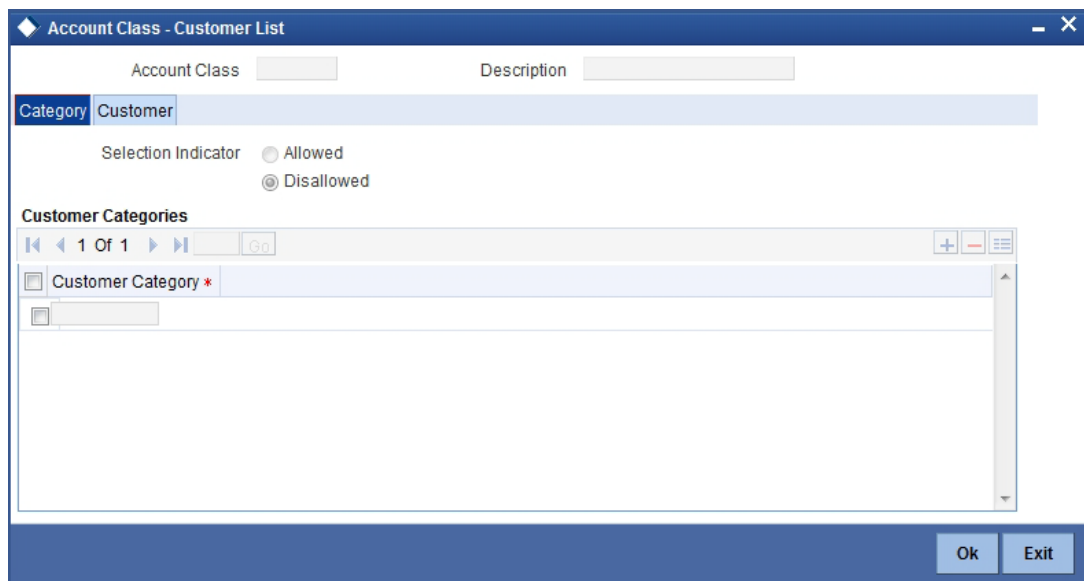
If 'Large Debit Balance Tracking Required' check box is checked at the preferences level, then you have to maintain threshold amount for large debit balance. If the threshold amount is not maintained for large debit balance and the 'Large Debit Balance Tracking Required' check box is checked, then the system displays an error message.

3.2.19 Maintaining Customer Preferences

Instead of linking each customer account to an account class, a customer category is linked to the class.

For an account class you should specify the category that should be linked to it and also specify if all customers under each of the categories are to be linked to the account class. In the 'Account Class - Customer List' screen you have the option of specifying the categories that should be linked to this account class and within a category you can also restrict individual customers to be linked to the class.

To indicate allowed customer categories click the 'Customer/Categories' button. The 'Account Class - Customer List' screen will be invoked.



In this screen you define the following:

- A list of allowed or disallowed customer categories
- A list of disallowed customers (if any) under the allowed category

For an account class you need to specify the customer categories that should be linked to it and also customers within a category who should not be allowed to be linked to this account class.

For example,

Requirement

You are capturing the features of a Nostro account class called NostroLCY, you would like to:

- Associate the customer category called Banks with NostroLCY
- Disallow a customer called Midas-Bank associated with the customer category called Banks from using the features of this class
- Grant your customer Morgan Stanley linked to the customer category called Financial Institutions all rights associated with NostroLCY

Procedure

In the Selection Indicator field click on Allowed (since your allowed list is smaller and therefore easier to indicate).

1. Highlight and select the Customer Categories called Banks and Financial Institutions in the Available Categories list and click the adjoining arrow.

2. Next, highlight Financial Institutions and click adjoining arrow against Customers. It will display the entire list of customer accounts maintained under the customer category Financial Institutions
3. Select Morgan Stanley. It will be listed in the first row. To allow this customer the parameters assigned to this account class check the small square box alongside
4. To add a row, click the Add icon. To delete an extra row, click the Delete icon
5. To disallow Midas Bank, click on Banks under available categories. Click the adjoining arrow against Customers, to display a list of all the customers under this category. Select Midas Bank. Since you would like to disallow this customer do not check the square box against it

Note

Check the square box to allow a customer the parameters assigned to this account class. Leave the box unchecked to disallow a customer from being assigned to this account class.

3.2.20 Maintaining Notice Preferences

You can specify the notice preferences for the withdrawal of amount through the 'Notice Preferences' screen. Click 'Notice' in the 'Account Class Maintenance' screen.

The 'Notice Preferences' screen is displayed as follows:

The following fields are displayed in this screen:

- Account Class – The unique code assigned to the account class is displayed
- Description – A short description of the account class is displayed

The following are the notice preferences that you can specify for an account class:

Advance Interest

Check this field to levy the advance interest on the account class.

Note

- The customer of the account class is liable to pay this interest in case he/she fails to provide the required notice to the bank.
 - The system deducts the advance interest from the credit Interest earned by the customer of the account class on his/her credit balance in the account.
-

Monthly Free Amount

Specify the amount that a customer of the account class can withdraw per calendar month from his/her savings account without being liable to pay advance interest.

Notice Days

Specify the number of days before which a customer of the account class should notify the bank if he/she wants to withdraw an amount more than the 'Free Amount' from his/her account.

Validity Period

Specify the notice validity period in number of days. During this period, a customer of the account class can do the withdrawal of the amount for which he/she notified the bank.

3.2.21 Specifying Default Limits

You can define fund utilization sequence and default interest parameters for various account level OD through the 'Default Limits' screen. Click 'Default Limits' in the 'Account Class Maintenance' screen to invoke the following screen:

The screenshot shows the 'Default Limits' window with the following details:

- Account Level OD
- Margin on Advance Against Uncollected Funds: 0
- Fund Utilization Sequence: Default Sequence: BSDOAT
- OD Against Deposits: Default Deposit Rate, Spread: 0, Auto OD, Auto OD Limit: []
- Overline Grace Preferences: Grace Period: 0, Units: Months
- CASA OD Interest Parameters table:

| Limit Type * | Rate Code | Rate Value | Min Rate | Max Rate |
|--------------|-----------|------------|----------|----------|
|--------------|-----------|------------|----------|----------|

You maintain the following details in this screen:

Account Level OD

Check this box to enable the account level OD.

When account level OD is 'No' at Account Class (STDACCLS), then ELCM OD Details should be maintained.

Margin on Advance Against Uncollected Funds

Specify the margin in percentage terms that will be held on the uncollected funds while offering AUF limit to account. AUF margin should be within 0 - 100.

Fund Utilization Sequence

Default Sequence

Select the default fund utilization sequence for accounts from the drop-down list. The list displays the following values:

- BSDOATV
- BDOSATV
- BDSOATV
- BDSOAT
- BDOSAT
- BSDOAT

The following are the component in sequence considered for utilization at account level:

| Component in Sequence | Remarks |
|-----------------------|---|
| B - Balance | Balance refers to clear balance available for debits at account. |
| S - Sweep in Funds | Funds available as a result of sweep in setup including cover account, auto deposit and term deposit linkages. |
| D - Daylight Limit | Limit is primarily meant for intraday consumption. Only one active limit is allowed at any point of time. |
| O - OD Limit | Will apply to account level OD limits. Multiple limits of this category can be active simultaneously. |
| A - AUF limit | Limit granted against uncollected funds available in the account. Only one active limit allowed at any point of time. |
| T - Temporary OD | Temporary OD granted at the account. |
| V - Overline | Overline refers to the overline utilization. |

The utilization sequence will be defaulted to all accounts opened under the account class to Limits sub screen of Customer Accounts Maintenance screen.

Source Code

Specify the source code to define channel specific sequence. Alternatively, you can select the source code from the option list. The list displays all valid source codes maintained in the system.

Sequence

Select the sequence applicable for the selected source code from the drop-down list. The list displays the following values:

- BOSA
- BSOA
- BOS

Note

If 'Source Code' specific sequence is not selected, the default sequence will be applicable for the channel. If transaction amount is greater than the supported components as per sequence, the transaction will be disallowed, displaying a message as 'Transaction cannot be processed due to insufficient funds in the account' based on the error code maintenance.

OD Against Deposits

Default Deposit Rate

Check this box to default the interest rate of TD to corresponding limit.

Spread

Specify the spread to be applied in percentage terms. You have to specify the spread if 'Default Deposit Rate' is enabled.

You can maintain either Default Deposit Rate or you have maintain Rate Code and Rate Value for CASA OD Interest Parameters section for TD

Auto OD

Check this box to enable auto OD.

Auto OD Limit

Specify default auto OD limit.

Overline Grace Preferences

Grace Period

Specify the grace period applicable for overline interest calculation.

Units

Select the grace period units from the drop-down list. The list displays the following values:

- Days
- Months

CASA OD Interest Parameters

Limit Type

The system displays the account level OD limit type.

Rate Code

Specify the IC rate code. Alternatively, you can select the IC rate code from the option list. The list displays all valid rate codes maintained in the system.

Rate Value

Specify the interest rate.

Min Rate

Specify the minimum interest rate applicable on the limit type.

Max Rate

Specify the maximum interest rate applicable on the limit type.

If the 'Account Level OD' is enabled at the account class, then the following account level limits will be applicable:

| Types of Account Level OD Limit | Description | Conditions |
|--|--|--|
| Limit against Term Deposit linkage | Limit granted to account on the basis of TD | In case of TD, the linkage will be either auto or manual. |
| Limit against Collateral | Limit granted to account on the basis of linked collateral | Collateral defined for the customer's Liability ID will be listed in this case. You can also link cross collateral currency. |
| Loan Pre-payment | Limit assigned automatically on account of prepayment to linked loan account | 'Power pocket limit' will be under this category. |
| U- Unsecured Limit | Clean limit assigned without any collateral | Unsecured limits will be granted. |

Calculating the Interest

During EOD if the account is in debit balance you can split the value dated balance into limits available for the account and apply the rate of interest. This will be based on the IC rule configuration for the following SDEs:

| Component | SDE | Details |
|------------------|------------|--|
| AUF_LIMIT | SDE | Returns minimum (AUF limit specified at account, Uncollected Funds after applying 'Margin Percentage of Uncollected Funds'). |
| ACCOUNT_TOD | SDE | Returns TOD limit available for account. |
| GRACE | SDE | Return 1 if account is within grace period, 0 if account is outside grace period. The grace period will be added to the start date of the next calendar month when the account has gone over-line. |
| ACC_OD_INT_-CALC | SDE | Return Sum of 'Principal*Rate' for all account level ODs available under 'CASA OD Details' grid. The utilization among these limits will be considered to occur in the increasing order of interest rate for the limit i.e. lowest interest rate first and highest interest rate at the end. |

3.3 Maintaining Dormancy Parameters

Oracle FLEXCUBE supports dormancy handling for a customer by including all the accounts that belongs to that particular customer.

You can mark a customer and all associated accounts as dormant when there are no transactions in all the accounts of the customer and/or there are no addition/modifications at the customer level for a specific period. However, you can exclude those customers having FCY accounts with positive balance and OD accounts with negative balance.

Maintaining dormancy is a two step process wherein you need to basically identify a target customer for dormancy and then apply actual dormancy after a certain period of time. Later, generate automatic and manual advices for those customers identified as Target for Dormancy.

You can define the dormancy parameters separately for Individual and Corporate customers using the 'Dormancy Parameters' screen. To invoke this screen, type 'STDDORMN' in the field at the top right corner of the Application tool bar and click the adjoining arrow button.

Specify the following details here:

Customer Type

Select the type of customer whose dormancy details are to be updated. The options are as follows:

- Individual
- Corporate/Bank

You can maintain only one record for a specific type of customer selected.

Dormancy Days

Specify the period after which a customer becomes inactive or dormant if customer transactions are not posted into the account. The system allows only four numeric characters for Dormancy Days.

Exclude FCY Customers

Check this box to exclude the FCY Customer accounts with positive balance from dormancy check. Selecting this option will also exclude FCY accounts with zero or negative balance.

Reverse Movement Parameters

If the transaction code associated with the customer account has the 'Consider for Account Activity' option enabled, the dormant status of the customer will be updated to active. Apart from this, you can specify the parameter that is required for re-activating the customer account. To indicate the re activation parameters for the dormant account choose any option from the drop-down list and the available options are:

- Debit
- Credit
- Any
- Manual

If the option 'Debit' is selected, then a debit transaction with check box 'Consider for Account Activity' enabled at the Transaction Code will only move the customer from dormant to non-dormant status. Similar behaviour in case of Credit. In case the option selected is 'Any', then either a credit or a debit transaction on the customer account with the transaction code, check box 'Consider for Account Activity' enabled will move the customer account from Dormant to non-dormant status. In case the option is selected as 'Manual', then the account is not automatically moved from dormant to non-dormant status based on the transaction in the account. Additionally, only manual can be set for TD and CASA account classes. Before selecting 'Manual', ensure that the 'Dormant' check box is unchecked at customer level i.e. in Customer Maintenance (STDCIF) screen.

In case of a transaction, the system will check for the parameter you have specified here and accordingly change the status of the account. However, the parameter maintained at the account level will supercede the parameter you have specified here.

Memo Level

Select the memo level for the customer from the drop-down list. The list displays the following options:

- Information
- Error
- Override

Memo Text

Specify the memo information corresponding the the memo level selected.

Note

The above specified memo details of customers who are marked as a dormant will be included in the 'Instructions Maintenance' (CSDINSTR) screen only if memo level information is maintained at the Bank level parameters. Else, the memo details are not included even when the customers are marked as dormant.

You can use the pagination option to maintain various parameters based on the balance in the account.

Processing Parameters

Balance in LCY

Specify the balance threshold in local currency for applying the dormancy parameters.

Note the following:

- Dormancy details for a particular account will not be processed if the balance threshold is not defined.
- Balance threshold can be defined only to those customers who are still not marked for dormancy.
- Account balance in subsequent accounts (if maintained) should be incremental, i.e. the second account should have the balance more than the first/previous account to process the dormancy details.

Frequency

Select the frequency for processing dormancy from the drop-down list and the available options are:

- Quarterly
- Half yearly
- Annual

Dormancy Preparation

Select one of the following options for arriving at the date for dormancy processing:

- By Date
- By weekday

Date

Specify the date for dormancy preparation. This field is enabled only if Dormancy Preparation selected is By Date.

Weekday

Select the weekday for dormancy preparation from the drop-down list. This field is split into two drop-down lists. This field will be enabled only if the value selected in the Dormancy Preparation field is 'By Weekday'.

First drop-down will have the following options:

- 1st
- 2nd
- 3rd
- 4th
- 5th

Second drop-down will have the following options:

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Month

Select the month for dormancy processing from the drop-down list and available options are:

- January

- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

Action

Select the action to be taken on satisfying the dormancy conditions from the drop-down list and the available options are:

- Direct Processing
- Generate Advice

Generate Advice Automatically

If you have selected the action as 'Generate Advice', you can check this box to auto generate dormancy advice details for accounts marked as Dormant. If not, you need to manually generate dormancy advice using 'Dormancy Advice Generation' (STRDORMN) screen.

Actual Processing

Select one of the following options for arriving at the date for actual processing:

- By Date
- By weekday

Date

Specify the date for dormancy preparation. This field will be enabled only if Actual Processing selected is By Date.

Weekday

Select the weekday for dormancy preparation from the drop-down list. This field it is split into two drop-down lists. This field will be enabled only if Actual Processing selected is By Weekday.

First drop-down will have the following options:

- 1st
- 2nd
- 3rd
- 4th
- 5th

Second drop-down will have the following options:

- Sunday
- Monday
- Tuesday
- Wednesday

- Thursday
- Friday
- Saturday

Month

Select the month for actual processing from the drop-down list and available options are:

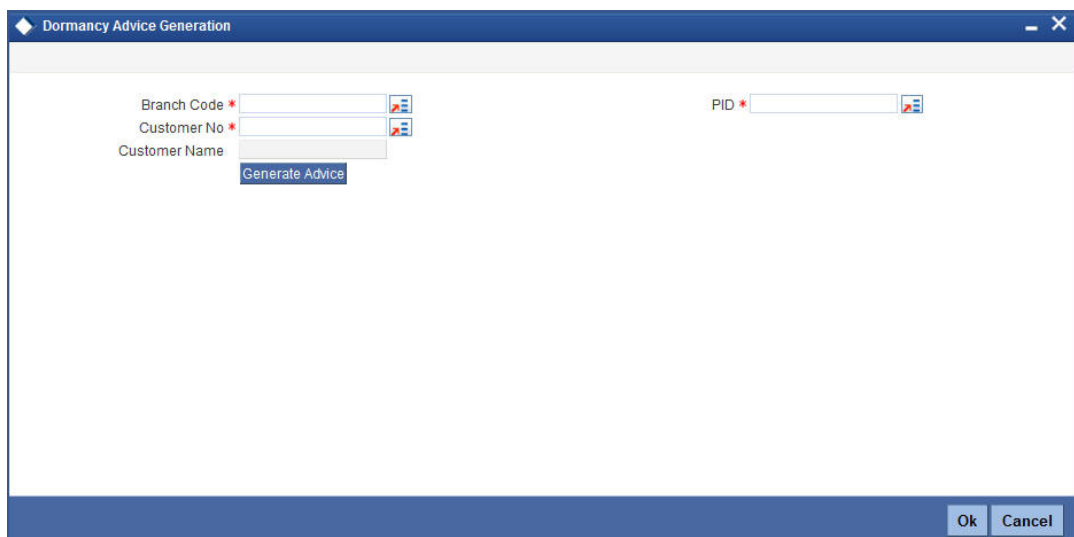
- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

Generate Advice

Check this box to auto generate dormancy advice details for accounts marked as Dormant. If not, you need to manually generate dormancy advice using 'Dormancy Advice Generation' (STRDORMN) screen.

3.3.1 Dormancy Advice Generation

You can manually generate dormancy advice details using the 'Dormancy Advice Generation' screen. You can invoke this screen by typing 'STRDORMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



The screenshot shows a software window titled "Dormancy Advice Generation". Inside the window, there are four input fields: "Branch Code *" with a dropdown arrow, "Customer No *" with a dropdown arrow, "Customer Name" with a text input field, and "PID *" with a dropdown arrow. Below the "Customer Name" field is a blue button labeled "Generate Advice". At the bottom right of the window, there are two buttons: "Ok" and "Cancel".

Specify the following details:

Branch Code

Specify the branch code which consists of the dormancy marked account and for which advice is to be generated. Alternatively, you can select the branch code from the option list. The list displays all the branch codes consisting of dormancy marked accounts.

Customer No

Specify the customer number which is marked for dormancy and for which advice is to be generated. Alternatively, you can select the customer number from the option list.

PID

Specify the PID for which advice is to be generated. Alternatively, you can select the PID from the option list.

Customer Name

Depending on the Customer Number selected, the customer short name is displayed.

Select **Generate Advice**. The memo details specified in 'Dormancy Parameters' (STDDORMN) screen are used to generate advice for the selected account using the batch process 'DORBATCH'.

3.3.2 Viewing Dormancy Parameters Summary

You can view a summary of Dormancy Parameters maintained at Bank level using 'Dormancy Parameters Summary' screen. You can invoke this screen by typing 'STSDORMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Dormancy Parameters Summary' application window. At the top, there is a search bar with 'Search', 'Advanced Search', 'Reset', and 'Clear All' buttons. Below the search bar, there are four dropdown menus: 'Authorization Status', 'Record Status', 'Customer Type', and 'Dormancy Days'. The 'Dormancy Days' field has a calendar icon. Below the filters, there is a table with columns: 'Authorization Status', 'Record Status', 'Customer Type', 'Exclude FCY Customers', 'Dormancy Days', and 'Reverse Movement Par:'. The table currently shows 1 record out of 1, with 15 records per page. The 'Exit' button is located at the bottom right of the window.

In the above screen, you can query on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Customer Type

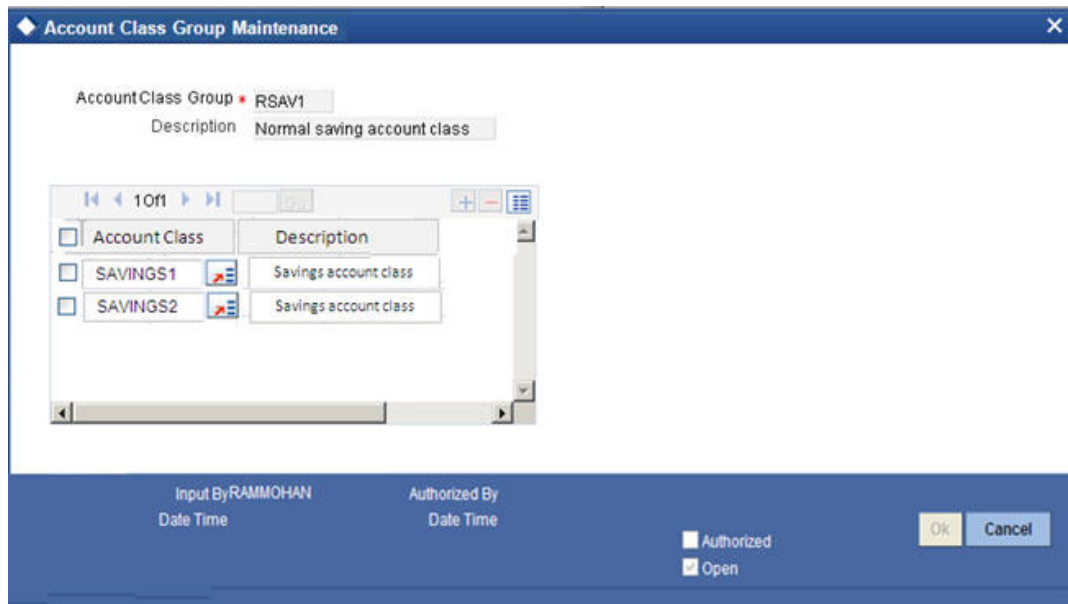
- Dormancy Days

Select any or all of the above parameters for a query and click 'Search' button. Records meeting the selected criteria are displayed with the following details:

- Authorization Status
- Record Status
- Customer Type
- Exclude FCY Customers
- Dormancy Days
- Reverse Movement Parameter

3.4 Maintaining Account Class Group

You can group different account classes under a single account class group in 'Account Class Group Maintenance' screen. To invoke this screen, type 'STDACLGP' in the field at the top right corner of the Application tool bar and click the adjoining arrow button.



Specify the following here:

Account Class Group

Specify the account class group.

Description

Specify a brief description on the account class group.

A given account class cannot be part of more than one account class group

Account Class

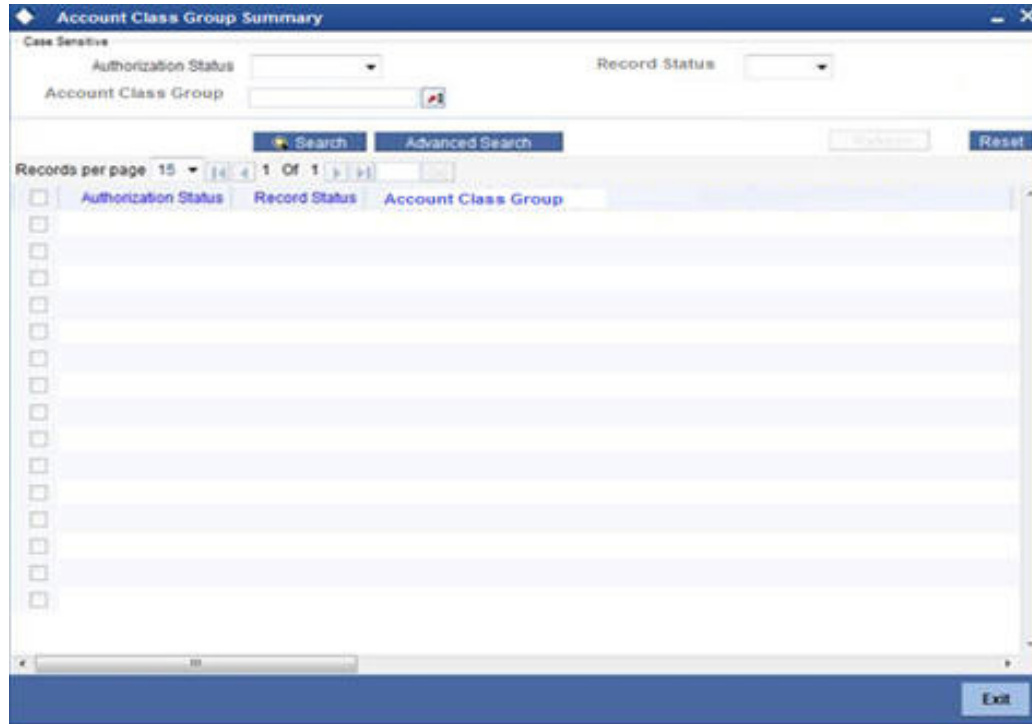
Select the account class from the adjoining option list.

Description

The system displays the description on the account class selected.

3.5 Viewing Account Class Group

You can view the account class group details maintained in the 'Account Class Group Maintenance' screen using the 'Account Class Group Summary' screen. You can invoke this screen by typing 'STSACLGP' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Account Class Group

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

3.6 Maintaining NSF Cheque Level

Oracle FLEXCUBE supports cheque processing through web branch screen and generic interface upload routine facility. You can maintain customised Non Sufficient Fund Cheque level and the components associated with NSF level in 'NSF Level Maintenance' screen.

You can invoke the 'NSF Level Maintenance' screen by typing 'STDNSMNT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can specify the following in this screen:

NSF Level

Select the NSF level code to which the configuration is maintained from the adjoining option list.

Description

The system defaults a brief description about NSF Level.

Order

Specify the internal order of the NSF levels.

Expiry Period NSF (Months)

Specify the Expiry period for the NSF level from the first NSF return.

Expression

Specify the formula expression to identify the NSF level of the customer.

Actions Details

Action Component

Specify the action component. It is executed when the customer status is changed to the level that is maintained in NSF level.

Description

The system defaults a brief description on the action component.

Action Order

Specify the order in which selected action code has to be triggered.

Note

NSF level is defined in the status code definition screen STDSTCOD and system allows the user to select the code in NSF level maintenance screen.

Note

- The Expiry period for the high NSF level is always greater than the lower NSF level. System raises an alert message if the expiry period is lesser than the previous order expiry date.
 - Once the formula expression is changed it is applicable for all NSF transactions (to arrive at NSF level) from the changed date. NSF levels arrived by the previous formula will remain unchanged.
-

The following SDEs are provided for construction the formula and is used to arrive NSF level changes:

| S.No | SDE Name | Remarks |
|------|---------------|--|
| 1 | CHEQUE_AMOUNT | Amount of the cheque which has been rejected for NSF |
| 2 | NSF_COUNT | Number of NSF returned cheques for the validation period |
| 3 | CUSTOMER_TYPE | Type of the customer who has presented the NSF cheque |
| 4 | CB_BK_STATUS | The active Central bank blacklist status of the customer. SDE will return "Y", if the customer is blacklisted in central bank, "N", if the customer is not a blacklisted in central bank. |

3.6.1 **Action Components in NSF Level**

As part of NSF validation functionality predefined NSF action components are provided. System triggers the mapped NSF action components whenever the customer status is changed to the new status.

| Action Code | Description |
|-------------|-------------|
|-------------|-------------|

| | |
|-------------------------------|---|
| <p>MARK_BLACK-LIST_CUST</p> | <p>Mark the customer as blacklisted customer.</p> <p>Cheque return in clearing/counter due to NSF , Mark the customer as blacklisted customer (0 – Blocked Data) , effective date will be the date on which the customer is marked as blacklisted, the expiry date will be the application date + expiry period of the active NSF level.</p> <p>Suppose, action component is assigned to SP3 level and the expiry period is set as 12Months, and the customer is blacklisted on 10-Jan-2010, then the expiry period would be 10-Jan-2011</p> <p>In case the customer is already blacklisted customer, then the effective date will be recomputed. if the newly arrived expiry date is greater than the existing expiry date, then the new expiry date will be updated as the expiry date for that customer.</p> <p>Cheque return in clearing/counter due to NSF for the customer who is already blacklisted in Central bank, then customer will be marked as blacklisted customer (1 – Extended Data)</p> <p>Customer is part of the Central bank blacklisted customer (2 - Blocked data by Central bank)</p> |
| <p>UNMARK_BLACK-LIST_CUST</p> | <p>Mark the customer as non-blacklisted customer, only if the customer blacklist status got expired. Otherwise system will keep the customer as blacklisted customer.</p> <p>In case the customer is part of the Central bank blacklisted customer (2 - Blocked data by Central bank)</p> |
| <p>BLACK-LIST_CUST_ACC</p> | <p>Mark all customer accounts as blacklisted accounts</p> <p>Based on the bank level parameter “Account consideration for action”, system will mark current accounts / savings accounts / all current & savings accounts as blacklisted accounts.</p> <p>In case “Current account” is selected, then system will mark all current accounts as blacklisted account</p> <p>In case “Savings account” is selected, then system will mark all Savings accounts as blacklisted account</p> <p>In case “Both” is selected, then system will mark all current accounts and savings accounts as blacklisted account</p> <p>For joint accounts, in case any one of the joint customer is marked as blacklisted customer, then the joint account will be blacklisted.</p> |
| <p>UNBLACK-LIST_CUST_ACC</p> | <p>Unlock all customer accounts, only if the customer is not a blacklist customer</p> |
| <p>REVOKE_CHK_ISSUE_FSLTY</p> | <p>Revoke the cheque Issue facility from customer accounts (based on the bank level parameter “Account consideration for action”)</p> |
| <p>GRANT_CHK_ISSUE_FSLTY</p> | <p>Grant the cheque issue facility to all customer accounts (based on the bank level parameter “Account consideration for action”) only if the account is not a blacklisted account. If the account is blacklisted account, then system will not grant the cheque issue facility</p> <p>System will grant the cheque issue facility only if the issue facility is revoked by the system. Manually revoked check issue facility will not be granted.</p> |

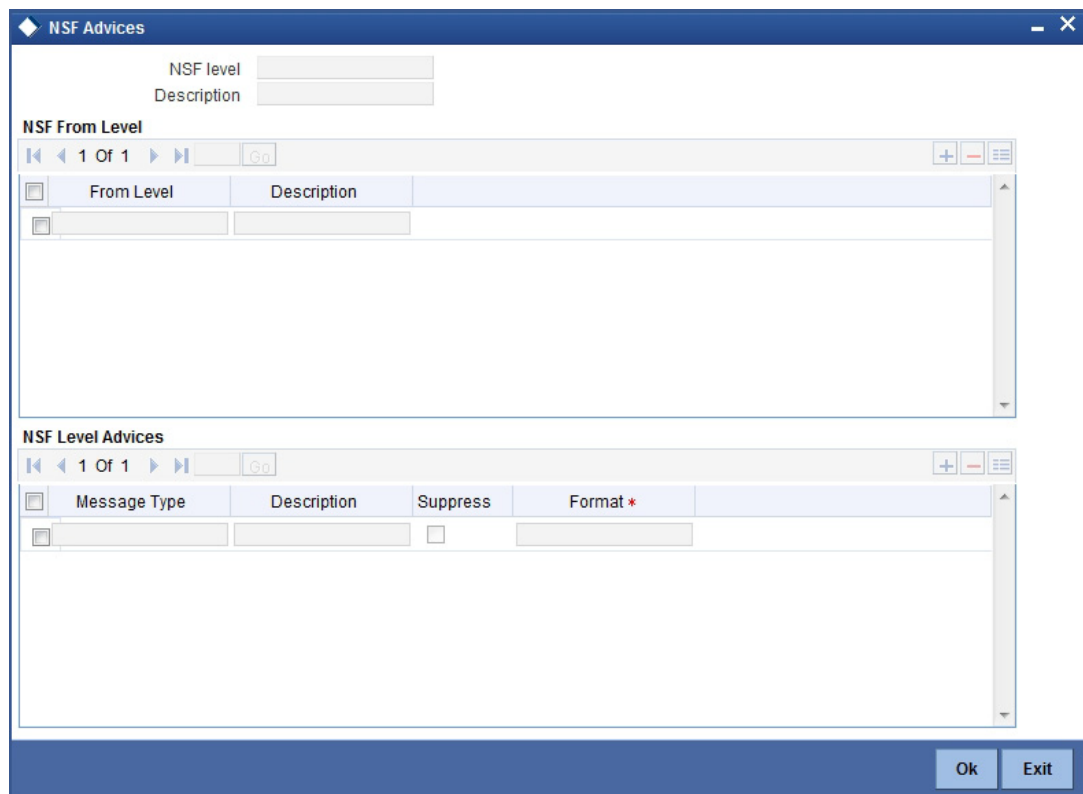
| | |
|--------------------------------|---|
| MARK_NS- F_OVER_COUNT ER | Mark the Customer – Web branch NSF cheque status as “3”. (This status will be marked as NULL after the hand off) |
|--------------------------------|---|

Note

System grants cheque issue facility only if the cheque issue facility is revoked through the NSF process. If the cheque issue facility is revoked manually, then system does not grant the cheque issue facility.

3.6.2 Maintaining Advice Message for NSF Level

Click on the Advice button in the NSF level maintenance screen to invoke NSF Advice screen.



NSF Level

The system defaults the NSF Level code to which advice is configured.

Description

The system defaults the description for the NSF level.

From Level

Select the source of your NSF level which has been moved to target level (SP1 level).

Description

The system defaults the description of the from level

Message Type

Select the Message type from the adjoining option list.

Description

The system displays the description for the advice message.

Suppress

Check this box to suppress the message.

Format

Select the advice format from the adjoining option list.

Note

- After the NSF Level change, system generates advices which are configured for that specific NSF Level.
 - Maintaining advice messages for the same Levels (From NSF level and To NSF level are same) are restricted.
 - By default 'NSF_ADV_CCR' advice format is generated for sending the advice message to the customers whose cheque has been returned over the counter due to NSF. The EOD process will generate and post the above advice message.
 - Advice message types and advice message formats are required to maintain (in ST module) prior to associate the advice messages to a NSF Level.
-

3.6.3 Maintaining NSF Cheque Parameter

You can capture the NSF validation related parameters in the NSF Cheque parameters screen. You can invoke this screen by typing 'STDNSFPR' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

◆ NSF Cheque Parameters Screen

New Enter Query

NSF Cheque Validation - Parameters NSF Cheque Clearance

NSF validation period (Months) [Text Box] Clearance Allowed

Expiry Date Holiday Rule Next Working Day [Dropdown] Clearance with in (Days) [Text Box]

NSF Rejection code [Text Box]

Account for Consideration [Dropdown]

Treatment of Same Cheque NSF Return

Rejection Status Treatment Same [Dropdown]

Action for NSF Blacklisted Customers

Accounts consideration for Action [Dropdown]

Maker Date Time:

Checker Date Time:

Mod No Record Status

Authorization Status

Exit

NSF Cheque Validation – Parameters

NSF validation period (months)

Specify the period during which the NSF validation is considered for cheque return.

Expiry Date Holiday Rule

Select the Expiry Date Holiday Rule from the drop down list.

The options are:

- Next Working Day - If the expiry date falls on a holiday, then the expiry date will be set to the next working day of the application.
- Previous Working Day - If the expiry date falls on a holiday, then the expiry date will be set to the previous working day of the application.

NSF Rejection Code

Select the reason for NSF rejection from the adjoining option list.

Account for Consideration

Select the type of accounts to be considered for NSF return from the drop down list.

The options are:

- Current Account - If 'Current account' is selected, then the system will consider the NSF of current accounts cheques for the NSF blacklisting process.
- Savings Account - If 'Savings Account' is selected, then the system will consider the NSF of savings account cheques for the NSF blacklisting process.
- Both - If 'Both' is selected, then the system will consider both current accounts and savings accounts cheques for the NSF blacklisting process.

Note

- If the customer is blacklisted inside the bank or central bank, the cheque book issue should be blocked for all his/her accounts till the expiry date of the NSF level. On the expiry date, the restriction should be removed for the customer automatically.
- If customer A who is blacklisted, has personal account and also has a joint account with customer B, then customer A cannot request for cheque book in his personal account and joint account. However, Customer B can still get cheque book in his personal account but not in the joint account.
- If the customer who is blacklisted is an authorized signatory in a corporate account, the corporate account will not be blacklisted.
- If a corporate customer is blacklisted due to cheque returns, the authorized signatories will not be blacklisted and their individual accounts will not be blacklisted.

-
- System should mark the customer status as per the below criteria:
 - If a customer cheque is returned over the counter or uploads clearance due to NSF, the customer status should be set as '0' and it should be reported to CB during the Interface hand off.
 - If a customer cheque is returned over the counter or upload clearance due to NSF and the customer is already marked as Central bank blacklisted customer, then the customer status should be set as '1' and it should be reported to CB during the Interface hand off
 - If the customer is blacklisted in central bank and updated through the interface, the customer status should be set as '2' and it should be reported to CB during the interface hand off.
 - If a customer cheque is returned over the counter due to NSF, the customer status (returned over the counter) should be set as '3' and it should be reported to CB during the Interface hand off. Here, the customer will be reported in two interface hand off (status as '1' and status as '3')

Treatment of Same Cheque NSF Return

Rejection Status Treatment

Select the rejection status treatment from the drop down list.

The options are:

- Same - If the rejection status is same then the multiple rejection of the same cheque is considered as single rejection and NSF level is moved only once.
- Different - If the rejection status is different then each rejection of the same cheque will be considered as different rejection and is changed to next level.

| Clearing Flag | Clearing Days | Rejection Treat | Cheque Processes | Status Movement |
|---------------|------------------|-----------------|------------------|-----------------|
| Yes | Less than 7 days | Same | Cleared | (SP1 to NORM) |
| Yes | Less than 7 days | Same | Reject | No Change |
| Yes | Less than 7 days | Different | Cleared | (SP1 to NORM) |
| Yes | Less than 7 days | Different | Reject | (SP1 to SP2) |

The system displays the error message on processing of cheque after clearing days: as "Cheque No XXX1 of account XXXXXXXX01 cannot be used again as the clearing days have exceeded."

Action for NSF Blacklisted Customers

Accounts consideration for Action.

Select the accounts considered for blacklisting actions from the drop down list.

The options are:

- Current Account
- Savings Account
- Both

Note

- If 'Current account' is selected, then the system will consider current accounts for executing the actions.
 - If 'Savings Account' is selected, then the system will consider all savings accounts for executing the actions.
 - If 'Both' is selected, then the system will consider both all current accounts and savings accounts for executing the actions.
-

NSF Cheque Clearance

Clearance allowed

Check this box to indicate if the cheque is Cleared within the clearance period.

Clearance with in (days)

Specify the time span for clearance of NSF returned cheque.

Note

- If the cheque is rejected due to NSF in joint account then the entire joint account holder's NSF level will be changed from level1 to level 2.

- If you are blacklisted and you are an authorized signatory in a corporate account then the account will not be frozen.
- If the parameter is set, then, suppose a cheque is returned and represented for clearance. If the cheque is cleared within the specified time, then the system will consider the cheque as cleared cheque and up-grade the NSF level of the customer (SP2 to SP1)
- If the parameter is not set, then, suppose a cheque is returned and represented for clearance. If the cheque is cleared, even then system will consider the cheque as a returned cheque and keep the down graded status without any change.

3.6.4 Mutual Settlement Transaction

You can settle the NSF rejected cheque transaction through offline settlement in “Mutual Settlement Transaction” screen. You can invoke this screen by typing ‘STDNSFMS’ in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

If the settlement transaction status is settled then the system executes the NSF formula for all the NSF cheque transactions except NSF transaction.

Specify the following here:

Reference No

System defaults the unique reference number to identify the manual settlement transaction.

Customer Details

Customer No

Select the customer number from the adjoining option list.

Customer Name

Specify the name of the customer.

Manual Settlement

Settlement Transaction Status

Select the settlement transaction status from the drop down list.

The options available are:

- Settled
- Not Settled

Remarks

Specify the remarks for the manual clearance.

Cheque Details

Cheque No

Select the cheque number from the adjoining option list.

CG Ref No

System defaults the clearing reference number based on the cheque number.

Branch Code

System defaults the bank code to which the cheque has been cleared.

Cheque Date

System displays the value date of the cheque transaction.

Transaction Date

System displays the date of transaction for the cheque.

Cheque Amount

System displays the cheque amount.

Cheque Process Status

System defaults the current cheque processing status.

3.6.5 Maintaining Channel Transaction Limit Details

You can define the limits for individual channels in the 'Channel Transaction Limits Maintenance' screen. You can invoke this screen by typing 'ISDITLMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button. .

| Module Code | Transaction Type | Product Code | Description | Daily Limit | Minimum Limit |
|-------------|------------------|--------------|-------------|-------------|---------------|
|-------------|------------------|--------------|-------------|-------------|---------------|

Specify the following details here:

Channel Transaction Limit ID

Specify the channel transaction limit ID. This is a user defined field.

Description

Specify the description of channel transaction limit ID.

Limit Currency

Select the currency for which the limit is maintained. The adjoining option list displays all valid currencies maintained in the system. You can choose the appropriate one.

Channel Details

Channel ID

Specify the channel ID for which the limit is maintained. This field is mandatory.

The list displays the channel ID based on the source code maintained at 'Upload Source Maintenance' screen (CODSORCE) and the switch channels maintained at 'Channel Details' screen (SWDCHNID)

Channel Description

The system displays the channel description for the specified channel ID.

ATM/POS Details

Card Type

If 'Channel ID' is ATM or POS, select the card type. The adjoining option list displays all valid card types maintained at SWDCDTLM screen. You can choose the appropriate one.

Card Description

The system displays the card description for the specified card type.

ATM/POS Type

If 'Channel ID' is ATM or POS, then select the ATM/POS type from the adjoining drop-down list. This list displays the following values:

- On Us
- Remote On Us – Domestic
- Remote On Us - International

If 'Channel ID' is not ATM or POS, field 'Card Type' is not applicable.

Forwarding Institution ID

Specify the forwarding institution ID. The adjoining option list displays all valid forwarding institution IDs maintained under 'Forwarding Institution ID Details' screen (SWDFWRID). You can choose the appropriate one.

Description

The system displays the description of forwarding institution for the specified forwarding institution ID.

ATM/POS maintenance is not applicable for PM module.

Transaction Limit Details

Module Code

Specify the code of the module for which limit is maintained. Alternatively, you can select the module code from the option list. The list displays all valid module codes maintained in the system. This is a mandatory field.

Transaction Type

Select the transaction type from the drop-down list. The list displays the following values:

- All Outgoing Payments - All payments with product type as Outgoing Payment and Clearing mode as 'External' or 'Internal' or 'Book Transfer' are part of this selection.
- Outgoing External Payments - All payments with product type as Outgoing Payment and Clearing mode as 'External' are part of this selection.
- Outgoing Book Transfer - All payments with product type as Outgoing Payment and Clearing mode as 'Book Transfer' are part of this selection.

Transaction type is applicable only if the module code is selected as PM.

Product Code

Select the product code for which the limit will be applicable. The adjoining option list displays all valid product codes available for the selected module code. You can choose the appropriate one.

The product code values are based on the module code selected for all modules except PM. For PM, the product code value is based on the module code and transaction type.

This is a mandatory field.

Description

The system displays the description of the product code.

Daily Limit

Specify the daily limit for the combination in the currency specified.

Note

Daily limit should be between minimum limit and maximum limit.

Minimum Limit

Specify the minimum limit. The minimum amount up to which the daily limit can be reduced.

Maximum Limit

Specify the maximum limit. The maximum amount up to which the daily limit can be increased.

Modification Allowed at Account

Check this box to indicate that maintained limits can be modified.

In this screen, you can perform the following operations:

- New
- Enter Query
- Save
- Authorize
- Copy
- Close
- Unlock

To modify existing limit or to add new limit to the existing record, following fields are available for modification:

- Daily Limit
- Minimum Limit
- Maximum Limit
- Modification Allowed at Account
- Print
- Delete

For limits maintained under 'Channel Transaction Limit Maintenance' screen, you can perform the following:

- Modify existing limits
- Add new limits to an existing record
- Add new limits as a new record
- Close an existing record

You can modify only limit amount field for an existing limit combination. You can not modify below mentioned fields:

- Limit Currency
- Channel ID
- Card Type
- ATM/POS Category and Forwarding Institution ID

If you copy a limit record then all the fields except the 'Channel Transaction Limit ID' gets copied for new record.

If a bank level or account level transaction limit is maintained for a channel and PM module, on the debit entry date, then the system validates this activity to check if the transaction has not exceeded the individual channel limit and combined limit. This validation is done during the DVAL event for PM module.

| Event | Activity Code | Activity Description | Event Activity Date |
|-------|---------------|--|---------------------|
| DVAL | TXNLTK | Transaction limit check based on Channel or Source | Debit Entry Date |

3.6.6 Viewing Channel Transaction Limit

You can view the limits for individual channels in 'Channel Transaction Limits Summary' screen. You can invoke this screen by typing 'ISSITLMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button..

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Channel Transaction Limit ID
- Limit Currency
- Channel ID
- Card Type
- ATM/POS Category
- Forwarding Institution ID

Select any or all of the above parameters and click 'Search' button. The records meeting the selected criteria are displayed.

The system will display the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Channel Transaction Limit ID
- Description
- Limit Currency
- Channel ID
- Channel Description
- Card Type
- Card Description
- ATM/POS Category
- Forwarding Institution ID
- Description

3.6.7 Maintaining Combined Transaction Limit Details

You can define the combined daily limit for different type of combinations in the 'Combined Transaction Limit Maintenance' screen. You can invoke this screen by typing 'ISDCTLMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Specify the following details here:

Combination Limit ID

Specify the combination limit ID. This field is mandatory.

Description

Specify the description of combination Limit ID.

Limit Currency

Select the currency for which the limit is maintained. The adjoining option list displays all the valid currencies maintained in the system. You can choose the appropriate one. You can maintain limit at individual currency level and cannot maintain limit currency as 'ALL'.

Maximum Limit

Specify the maximum amount up to which the daily limit can be increased.

Minimum Limit

Specify the Minimum amount up to which the daily limit can be reduced.

Modification Allowed at Account

Check this box to indicate that a record can be modified at account level.

Daily Limit

Specify the cumulative transaction limit on daily basis for an account.

Note

- Daily limit should be between minimum limit and maximum limit.
 - You need to maintain limits separately for working and holiday respectively.
-

Holiday Limit

Specify the cumulative upper limit amount for a holiday's transaction.

Note

- Holiday limit is a range between minimum limit and maximum limit.
 - You have to mandatorily maintain either daily limit or holiday limit to validate the cumulative transaction limit on a daily basis for an account. If limit is not maintained, the system does not validate the limit amount for that day.
 - You need to maintain limits separately for working and holiday respectively.
-

Transaction Leg

Specify the debit or credit leg to be tracked from the drop down list. The list displays the following values:

- Dr - To track the debit leg of the transaction
- Cr - To track the credit leg of the transaction.

Note

You can select the 'Cr' option only if you select the option 'All' in the 'Module' field.

Module

Specify whether limit should be validated across all the modules or any specific module from the drop down list. The list displays the following values:

- All - To validate limit across all modules
- Specific - To validate limit for a specific module

Note

If you select the option 'All', the system defaults the field 'Product Code' as 'All' and the field will be non-modifiable.

Check FCY Leg

Check this box to track limit for transactions with contra leg currency in foreign currency transaction.

Note

You can check this box only if you select the option 'All' in the 'Module' field and if the limit currency is selected as local currency (JPY).

Transaction Details**Module Code**

Specify the module code for the transaction if the field 'Module' is specific. Alternatively, you can select the module code from the option list. The list displays all valid module codes maintained in the system. If field 'Module' is 'All', then module code field need not be specified.

Module code is a mandatory field if Module field is selected as 'Specific'.

Note

For 'Module' as 'All', limit validation will be applicable to 'ALL' modules and module code need not be specified

Channel ID

Select the channel ID for which the limit is maintained. The adjoining option list displays all valid limit channel IDs maintained in the system. The list displays 'ALL' option as well. You can choose the appropriate one.

The list displays the channel ID based on the source code maintained at 'Upload Source Maintenance' screen (CODSORCE) and the switch channels maintained at 'Channel Details' screen (SWDCHNID).

Description

The system displays the description of the channel.

Card Type

Select the card type. The adjoining option list displays all valid card types maintained under 'Card Transaction Limits' screen (SWDCDTLM). You can choose the appropriate one.

Description

The system displays the description of the card type.

ATM//POS Type

Select the ATM/POS type from the adjoining drop-down list. This list displays the following values:

- On Us
- Remote On Us - Domestic
- Remote On Us - International

If 'Channel ID' is not ATM or POS, field 'Card Type' is not applicable.

Forwarding Institution ID

Select the forwarding institution ID. The adjoining option list displays all valid forwarding institution IDs maintained under 'Forwarding Institution ID Details' screen (SWDFWRID), based on the ATM/POS Category selected. 'All' option will be available for the forwarding institution ID. You can choose the appropriate one.

Description

The system displays the description of Forwarding Institution ID.

Transaction Type

Select the transaction type from the drop-down list. The list displays the following values:

- All Outgoing Payments - All payments with product type as Outgoing Payment and Clearing mode as 'External' or 'Internal' or 'Book Transfer' are part of this selection.
- Outgoing External Payments - All payments with product type as Outgoing Payment and Clearing mode as 'External' are part of this selection.
- Outgoing Book Transfer - All payments with product type as Outgoing Payment and Clearing mode as 'Book Transfer' are part of this selection.

Transaction type is applicable only if the module code is selected as PM.

Product Code

Select the product code for which the limit will be applicable. The adjoining option list displays all valid product codes based on the module code selected. You can choose the appropriate one.

The product code values are based on the module code selected for all modules except PM. For PM, the product code value is based on the module code and transaction type.

Note

If you select the option 'ALL' in the 'Module' field, the system defaults this field as 'ALL'. You cannot modify it.

Description

The system displays the description of the product code.

In this screen, you can perform the following operations:

- New
- Enter Query
- Save
- Authorize
- Copy
- Close
- Unlock

To modify existing limit or to add new limit to the existing record, following fields are available for modification:

- Daily Limit
- Minimum Limit
- Maximum Limit
- Modification Allowed at Account
- Print
- Delete

For limits maintained under 'Combined Transaction Limit Maintenance' screen, you can perform the following:

- Modify existing limits.
- Add new limits to an existing record.
- Add new limits as a new record.

- Close an existing record

If you copy a limit record then all the fields except the 'Combination Limit ID' gets copied for new record.

You can also maintain the combined limit for 'All Channels' and 'All Products' maintained under Channel ID field and Product Code field respectively. This limit will be applicable for all the listed channels and products.

If Channel ID is selected as 'All Channels' and Product Code is selected as 'All Products' then, only one record is allowed for the limit for a single combination limit ID.

If Channel ID is selected as 'All Channels' and Product Code is selected as a specific product then, multiple records are allowed for a single combination limit.

If Channel ID is selected as a specific channel and Product Code is selected as 'All Products' then, any number of records are allowed.

3.6.8 Viewing Combined Transaction Limit

You can view the limits for combined transactions in 'Combined Transaction Limit Summary' screen. You can invoke this screen by typing 'ISSCTLMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button..

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Combination Limit ID
- Limit Currency
- Daily Limit
- Minimum Limit
- Maximum Limit
- Holiday Limit
- Transaction Leg

- Module

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

The system will display the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Combination Limit ID
- Description
- Limit Currency
- Daily Limit
- Minimum Limit
- Maximum Limit
- Holiday Limit
- Transaction Leg
- Module
- Check FCY Leg
- Modification Allowed at Account

3.6.9 Maintaining Account Class Transfer

Oracle FLEXCUBE facilitates the change of account class at the customer account level without changing the customer account number. Depending on the destination account class, system defaults the reporting GL lines and IC related values. The account class transfer can be initiated through the 'Account Class Transfer Maintenance' screen.

You can invoke the 'Account Class Transfer' screen by typing 'STDACTFR' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The following details are maintained here:

Branch Code

The current branch is defaulted here.

Account

Select the account number which requires an account class transfer, from the adjoining option list. This adjoining option list displays all valid accounts maintained at the account class level.

Old Account Class

The account class to which the selected customer account belongs is defaulted here.

Currency

The currency of the selected customer account is defaulted here.

Account Class

Select the new account class to which the customer account has to be transferred, from the adjoining option list. This adjoining option list displays all valid account class. When the account class is selected, the system checks whether the new account class is a valid one or not.

Click the 'Default' button to generate default parameters.

If the old and new account class are of different type, then the system will display the error message as "Old and new A/c class belongs to different a/c class types Failed to Process the Request.

Click 'Ok' to reset Account Class parameters.

If the old and new account class are of same type, then the system will display the override message as "Provisioning details should be manually modified, if required."

Click 'Accept' if you wish to continue. The system will display the Information Message as "Request Successfully Processed."

Click 'Ok' to continue. The following GL details are defaulted based on the values maintained at the Account Class level:

- Status
- Credit
- Debit

Effective Date

The effective date of account class transfer can be based on either next liquidation cycle or effective value date.

Next Liquidation Cycle

Check this box to indicate that the account class transfer should be effective from the earliest liquidation date of the products mapped to the account.

Effective Date

Select the effective date for account class transfer from the adjoining calendar.

Note

System displays an error message in the following conditions:

- If the specified date coincides with a holiday
 - If the effective date is not provided and the transfer is based on actual date
 - If the selected customer account has an unprocessed record
-

GL Details

The reporting GL details of the account selected is defaulted here when you click 'Default' button.

Note

For successful account class transfer, the CB and HO lines of both the account classes must be same.

Preferences

You can specify preferences for your account here.

Cheque Book

Check this box if you need a cheque book to be issued for your account.

Passbook

Check this box if you need a passbook to be issued for your account.

ATM

Check this box if you need to avail an ATM facility for your account.

Status Change Automatic

Check this box if you need automatic status change for your account.

3.6.9.1 'Auxiliary' Tab

Specify the auxiliary details by clicking 'Auxiliary' tab in the 'Account Class Transfer' screen.

The screenshot shows the 'Account Class Transfer' window with the 'Auxiliary' tab selected. The interface includes the following elements:

- Account Information:** Fields for Branch, Account (marked with an asterisk), Currency, Old Account Class, and Account Class (marked with an asterisk). A 'Default' button is located below the Account Class field.
- Navigation:** 'Main' and 'Auxiliary' tabs are visible at the top of the content area.
- Cheque Book Preferences:** A section with a 'Reorder Cheque Level' field, 'Reorder No of Leaves' field, 'Check Book Name 1' field, and 'Check Book Name 2' field.
- Options:** A group of checkboxes including 'Auto Reorder Cheque Required' (checked), 'Lodgment Book', 'Consolidated Certificate Required', 'Back Period Entry Allowed' (checked), 'Referral Required', and 'Track Receivable'.
- ATM Preference:** Fields for 'ATM Account Number', 'Daily Amount Limit', and 'Daily Amount Count'.
- Remarks and Status:** A 'Remarks' field and a 'Processed Status' dropdown menu currently set to 'Un-Processed'.
- Footer:** A navigation bar with links for 'Interest', 'Charges', 'Consolidated Charges', 'Statement', 'MIS', and 'Account Status'. Below this, there are fields for 'Maker', 'Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

Cheque Book Preferences

Maintain the following cheque book preferences if you have opted for a cheque book for your account in the 'Main' tab.

Auto Re-order Cheque Required

Check this box to automatically reorder cheque books for all accounts belonging to this account class.

Reorder Cheque Level

Specify the level at which you need a cheque book for the account.

Reorder Number Of Leaves

Specify the number of cheque leaves you need in the reordered cheque book.

Cheque Book Name 1

Specify the name used for opening savings account A1. This name will be printed on the cheque book and will be used for all cheque transactions.

Cheque Book Name 2

Specify the name if you need to enter the name of the joint account holder on the cheque book, if the customer account is joint operations account.

ATM Preference

You can maintain the following parameter if the ATM box is checked in the Main screen.

Atm Account No

Specify the valid ATM account number that should be linked to the new account class.

Daily Amount Limit

Specify the daily limit for the amount that can be withdrawn from the ATM.

Daily Amount Count

Specify the daily count for the amount that can be withdrawn from the ATM.

Options

You can maintain the following parameters for your account here.

Lodgement Book

Check this box if you need a lodgement book to be issued for the account.

Consolidated Cert. Reqd

Check this box if you need a consolidated certificate to be issued for the account.

Back Period Entry Allowed

Check this box if you need back period entries for the account.

Referral Required

Check this box if you need a referral check for your account.

Track Receivable

Check this box if you prefer to track the receivables for the account.

Remarks

Specify the reason for the account class change.

Processed Status

System displays the status of account class transfer here. The drop-down list displays the following options:

- Unprocessed—This status is defaulted till the account class transfer is effective.
- Processed—This status is defaulted when the account class transfer is effective.

3.6.9.2 Maintaining IC Special Conditions

You can maintain the interest and consolidated charges of the account class in the 'IC Special Conditions Maintenance' screen. The system would generate the details by default. You can manually maintain the products if IC special condition is applicable for this account-account class combination.

Click 'Interest' button in the 'Account Class Transfer' screen to invoke 'IC Special Conditions Maintenance' screen.

The screenshot shows the 'IC Special Conditions Maintenance' window. It features a top section with input fields for Branch, Calculation Account, Interest Booking Account, Charge Booking Account, Consolidating Account, Interest Start Date, Charge Start Date, Interest Booking Branch, Charge Booking Branch, and Consolidated charge branch. There are also checkboxes for 'Interest Statement', 'Dr Cr Advices', 'Waive', 'Generate UDE Change Advice', and 'Open'. Below this is a 'Product Details' section with fields for Product and UDE Currency. At the bottom, there are two data grids. The left grid has a header 'UDE Effective Date' and one row. The right grid has a header 'User Defined Element Id' and 'User Defined Element Value' and one row. The bottom right corner has 'Ok' and 'Exit' buttons.

The following details are captured here:

Branch Code

The current branch code is defaulted here.

Calculation Account

Select the valid customer account number for calculation from the adjoining option list.

Interest Booking Account

Select the valid customer account number from the adjoining option list.

Interest Start Date

Select to indicate the effective date to generate interest from the adjoining calendar.

Interest Booking Branch

Select to indicate valid Branch for calculating the interest from the adjoining option list.

Interest Statement

Check this box to generate the interest statement.

Charge Booking Account

Select the valid customer account number for booking the charge from the adjoining option list.

Charge Start Date

Specify to indicate the effective date to generate charges from the adjoining calendar.

Charge Booking Branch

Select to indicate the valid Branch from the option list, for calculating the charge.

Dr Cr Advices

Check this box to generate debit and credit related advices.

Consolidated Account

Select the valid account number from the adjoining option list.

Consolidated charge bank

Select the valid bank from the adjoining option list.

Product Details

You can specify product details for your account here.

Product Code

Select the valid product code from the adjoining option list.

UDE Currency

The system generates the user defined currency type maintained at 'Interest Product Preference' level.

Waive

Check this box if you need to waive of interest or charges defined for the selected interest product at the Interest Product Preference level.

Generate UDE Change Advice

Check this box if you need to generate advice for change in values of the User Data elements for the account.

Open

Check this box if you need to apply the selected interest product for the account.

3.6.9.3 Maintaining Account Level Charges Conditions

Click 'Charges' button in the 'Account Class Transfer' screen to invoke 'Account level charges conditions' screen.

| Slab Amount | Charge Amount | Rate |
|-------------|---------------|------|
| | | |

The following details are captured here:

Account Details

You can maintain the account details here.

Branch Code

The current branch code is defaulted here.

Account

The system generates the account number maintained in the 'Main' screen of 'Account Class Transfer'.

Product Detail

You can specify the parameters related to product here.

Product Code

Select a valid product code from the adjoining option list.

UDE Currency

The system generates the user defined currency type defined for the selected charges product.

Minimum

Specify the minimum charge that can be applied for the account.

Maximum

Specify the maximum charge that can be applied for the account.

Free Items

Specify to indicate the number of items on which the charges are not levied.

Waive Charges

Check this box if you need to waive the charges defined for the selected charges product at the account level.

Open

Check this box if you need to apply the selected charges product for the account.

Slab Amount

You can specify the parameters related to slab amount here. You can add additional rows by clicking the '+' button and delete rows by clicking '-' button.

Slab Amount

Specify an amount slab for the charges maintained at the account level. Rate will be applied for the amounts less than or equal to the amount slab.

Charge Amount

Specify the charge amount applied for the selected product at the account.

Rate

Specify the rate to be applied for the charges maintained at the account level.

3.6.9.4 Maintaining Account Level Consolidated Charges Conditions

Click 'Consolidated Charges' button in the 'Account Class Transfer' screen to invoke 'Account Level Consolidated Charges Conditions' screen.

The screenshot shows a software window titled "Account Level Consolidated Charges Conditions". The window is organized into three main sections:

- Account Details:** Contains two input fields labeled "Branch Code" and "Account".
- Product Details:** Contains four input fields labeled "Product", "Currency", "Minimum", and "Maximum". To the right of these fields are two checkboxes: "Open" and "Waive". A navigation indicator "1 Of 1" is present.
- Discount:** Contains two input fields labeled "Discount Percentage" and "Discount Amount".

At the bottom right of the window, there are two buttons: "Ok" and "Exit".

The following details are captured here:

Account Details

You can maintain the account details for an account here.

Branch Code

The current branch code is defaulted here.

Account

The system generates the account number maintained in the 'Main' screen of 'Account Class Transfer'.

Product Details

You can specify product details for your account here.

Product Code

Select a valid product code from the adjoining option list.

Currency

The system generates the user defined currency type defined for the selected consolidated charges product.

Minimum

Specify the minimum consolidated charges that can be applied for the account.

Maximum

Specify the maximum consolidated charges that can be applied for the account.

Open

Check this box if you need to apply the selected consolidated charges product for the account.

Waive Charges

Check this box if you need to waive the consolidated charges defined for the selected consolidated charges product.

Discount

You can specify discount details for the consolidated charges applied for the account.

Discount Percentage

Specify percentage of the amount to be discounted from the computed consolidated charges.

Discount Amount

Specify a flat amount to be discounted from the computed consolidated charges.

3.6.9.5 Specifying Statement Details

Click 'Statement' button in the 'Account Class Transfer' screen to invoke 'Statement' screen.

The screenshot shows a window titled "Statement" with three sections for configuring account statements:

- Primary Account Statement:** Type (radio buttons: None, Summary, Detailed), Cycle (dropdown), On (dropdown).
- Secondary Account Statement:** Type (radio buttons: None, Summary, Detailed), Cycle (dropdown), On (dropdown).
- Tertiary Account Statement:** Type (radio buttons: None, Summary, Detailed), Cycle (dropdown), On (dropdown), and a checkbox for "Exclude Same Day Reversal Transactions from Statement".

Buttons for "Ok" and "Exit" are located at the bottom right of the window.

Specify the following parameters for each of the valid account type.

Primary A/c Statement

You can generate account statement periodically for primary account type.

Type

Select the statement type to be generated from the options. The following values are available for selection:

- None—Select this option if you do not need an account statement.
- Summary—Select this option if you need a brief account statement.
- Detailed—Select this option if you need a detailed account statement.

Cycle

Select the frequency to generate statement, from the adjoining drop-down list. This list displays the following values:

- Annual—Select this option if you need to generate the statement annually.
- Semi Annual—Select this option if you need to generate the statement half yearly.
- Quarterly—Select this option if you need to generate the statement quarterly.
- Monthly—Select this option if you need to generate the statement monthly.
- Fortnightly—Select this option if you need to generate the statement fortnightly.
- Weekly—Select this option if you need to generate the statement weekly.
- Daily—Select this option if you need to generate the statement daily.

On

Select a month, a date or a day to generate statement from the adjoining drop-down list. The drop-down list displays following values:

- Displays names of the months when Annual, Semi Annual, and Quarterly are selected at the 'Cycle' level
- Displays numbers from 1 to 31 when Monthly is selected at the 'Cycle' level
- Displays names of the week days when Fortnightly and Weekly are selected at the 'Cycle' level
- Displays a blank list when Daily is selected at the 'Cycle' level

Secondary A/c Statement

You can generate account statement periodically for secondary account type.

Type

Select the statement type to be generated from the options. The following values are available for selection:

- None—Select this option if you do not need an account statement.
- Summary—Select this option if you need a brief account statement.
- Detailed—Select this option if you need a detailed account statement.

Cycle

Select the frequency to generate statement, from the adjoining drop-down list. This list displays the following values:

- Annual—Select this option if you need to generate the statement annually.
- Semi Annual—Select this option if you need to generate the statement half yearly.
- Quarterly—Select this option if you need to generate the statement quarterly.
- Monthly—Select this option if you need to generate the statement monthly.
- Fortnightly—Select this option if you need to generate the statement fortnightly.
- Weekly—Select this option if you need to generate the statement weekly.
- Daily—Select this option if you need to generate the statement daily.

On

Select a month, a date or a day to generate statement from the adjoining drop-down list. The drop-down list displays following values:

- Displays names of the months when Annual, Semi Annual, and Quarterly are selected at the 'Cycle' level
- Displays numbers from 1 to 31 when Monthly is selected at the 'Cycle' level
- Displays names of the week days when Fortnightly and Weekly are selected at the 'Cycle' level
- Displays a blank list when Daily is selected at the 'Cycle' level

Tertiary A/c Statement

You can generate account statement periodically for tertiary account type.

Type

Select the statement type to be generated from the options. The following values are available for selection:

- None—Select this option if you do not need an account statement.

- Summary–Select this option if you need a brief account statement.
- Detailed–Select this option if you need a detailed account statement.

Cycle

Select the frequency to generate statement, from the adjoining drop-down list. This list displays the following values:

- Annual–Select this option if you need to generate the statement annually.
- Semi Annual–Select this option if you need to generate the statement half yearly.
- Quarterly–Select this option if you need to generate the statement quarterly.
- Monthly–Select this option if you need to generate the statement monthly.
- Fortnightly–Select this option if you need to generate the statement fortnightly.
- Weekly–Select this option if you need to generate the statement weekly.
- Daily–Select this option if you need to generate the statement daily.

On

Select a month, a date or a day to generate statement from the adjoining drop-down list. The drop-down list displays following values:

- Displays names of the months when Annual, Semi Annual, and Quarterly are selected at the 'Cycle' level
- Displays numbers from 1 to 31 when Monthly is selected at the 'Cycle' level
- Displays names of the week days when Fortnightly and Weekly are selected at the 'Cycle' level
- Displays a blank list when Daily is selected at the 'Cycle' level

Exclude Same Day Reversal trns from stmt

Check this box to exclude details of the transactions reversed on the same day from the generated statement.

3.6.9.6 Maintaining MIS Details

Click 'MIS' button in the 'Account Class Transfer' screen to invoke 'Management Information System' screen.

The screen is as shown below:

Management Information System

Branch Code
Account No
MIS Group
 Link to Group
Ref Rate Code

Calculation Method
Ref Rate Code
Ref Spread
Rate Flag Pool Code Contract Level
Pool Code
Reference Rate

Transaction MIS Code

Composite MIS Codes

Cost Codes

Ok Exit

All the parameters are defaulted here. You can change the values if needed. The following parameters are maintained:

Branch Code

The current branch code is defaulted here.

Account No

The system generates the account number maintained in the 'Main' screen of 'Account Class Transfer'.

MIS Group

Select a valid MIS group from the adjoining option list.

Link to Group

Check this box if you need to link MIS group to the account. Any changes to the MIS group would be automatically applied to the linked account.

Ref Rate Code

Specify a valid reference rate code for the account.

Calculation Method

Select a method to calculate the rate from the adjoining drop-down list. This list displays the following values:

- 30(Euro)/360
- 30(US)/360
- Actual/360
- LBL_30_EURO_363
- 30(US)/365

- Actual/365

Ref Rate Code

Select a valid reference type from the adjoining drop-down list. This list displays the following values:

- Fixed—Select this option if you need a fixed reference rate for the account.
- Floating Automatic—Select this option if you need to apply the reference rate maintained at the account level.

Ref Spread

Specify the reference spread for the account.

Rate Flag

Select a valid rate flag from the options. The following values are available for selection:

- Pool Code—Select this option if you need to apply the rate maintained for the pool to which the account belongs.
- Contract Level— Select this option if you need to apply the rate maintained at contract level.

Pool Code

Select a valid pool code to which the account class belongs, from the adjoining option list.

Reference Rate

Select a valid reference rate from the adjoining option list.

Transaction MIS Code

The system generates transaction type of MIS code from the Account Class level. You can select a valid MIS code from the adjoining option list, if needed.

Composite MIS Codes

The system generates composite type of MIS code from the Customer Maintenance level. You can select a valid MIS code from the adjoining option list, if needed.

Cost Codes

The system generates cost codes from the Account Class level. You can select a valid cost code from the adjoining option list, if needed.

3.6.9.7 Maintaining Account Status

Click 'Account Status' button in the 'Account Class Transfer' screen to invoke 'Account Status' screen.

The screenshot shows the 'Account Status' window with the following fields:

- Account:** Branch Code, Account
- Account Status:** Status, Description, 1 Of 1
- GL Lines:** Credit, Debit
- HO Lines:** Credit, Debit
- CB Lines:** Credit, Debit

Buttons: Ok, Exit

All the parameters are defaulted here. You can change the values, if needed. The following parameters are maintained

Account

You can maintain account details for your account here.

Branch Code

The current branch code is defaulted here.

Account

The system generates the account number maintained in the 'Main' screen of 'Account Class Transfer'.

Account Status

You can maintain account status details for your account here.

Status

The current account status is defaulted here. You can select a valid account status from the adjoining option list, if needed.

Note

Account class transfer is processed only if the account status is 'NORM'.

Description

The description of the account status is defaulted here.

GL Lines

You can maintain the credit and debit details of the general ledger reporting lines for your account here.

Credit

The GL code related to credit is defaulted here. You can select a valid GL code from the adjoining option list, if needed.

Debit

The GL code related to debit is defaulted here. You can select a valid GL code from the adjoining option list, if needed.

HO Lines

You can maintain the credit and debit details of the Head Office reporting lines for your account here.

Credit

The line code related to credit is defaulted here. You can select a valid line code from the adjoining option list, if needed.

Debit

The line code related to debit is defaulted here. You can select a valid line code from the adjoining option list, if needed.

CB Lines

You can maintain the credit and debit details of the Central Bank reporting lines for your account here.

Credit

The line code related to credit is defaulted here. You can select a valid line code from the adjoining option list, if needed.

Debit

The line code related to debit is defaulted here. You can select a valid line code from the adjoining option list, if needed.

3.6.10 Processing Account Class Transfer

Oracle FLEXCUBE facilitates the change of account class at the customer level without changing the customer account number. Depending on the destination account class, system defaults reports the reporting GL lines and IC related values.

3.6.10.1 Processing EOD Batch

During IC EOD process, system considers interest accrual for the back value dated transactions carried out prior to account class transfer, and computes the interest from the effective date of transfer based on new account class values. If the value date of the back value transaction is before the effective date of transfer, then the system does not compute interest for the period between value date and effective date.

Note

System does not process IC calculation of back valued UDE change, back value dated transaction, CIF type change and bulk change of the old account class.

3.6.10.2 Processing BOD Batch

During BOD process, system initiates the IC online liquidation of interest accrued on various products for all the customer accounts in the account class, till the effective date of account class transfer. Using gateway infrastructure, system authorizes and changes the account class based on the parameters maintained at the account class transfer level. However, GL balance of the accounts processed for account class transfer would be considered for the next day EOC.

Note

- Transfer of the account class would be effective only after the liquidation of customer accounts.
 - Error log is written for the customer account which has failed in the account class transfer.
-

When account class transfer maintenance is saved, the system will enforce restriction and display an error message in following conditions:

- If one of the mask components of the customer account is Account class
- If dual-currency is enabled for the old account class
- If the account is already linked in ILM structure
- If the old account class is deposit type
- If the new account class has customer or currency restriction on the selected customer and account currency respectively

3.6.11 Viewing Account Class Transfer

You can view a summary of Account Class Transfer maintained at the 'Account Class Transfer' level using 'Account Class Transfer' summary screen. You can invoke the 'Account Class Transfer' summary screen by typing 'STSACTFR' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a web application window titled "Account Class Transfer". At the top, there are "Advanced Search" and "Reset" options. Below this, there are several search criteria: "Authorization Status" (dropdown), "Record Status" (dropdown), "Branch" (text input with a search icon), "Old Account Class" (text input with a search icon), "Account Class" (text input with a search icon), and "Account" (text input with a search icon). There is also a checkbox labeled "Next Liquidation Cycle". Below the search fields, there is a pagination bar showing "Records per page 15" and "1 Of 1". Below the pagination bar is a table with the following columns: "Authorization Status", "Record Status", "Branch", "Account Class", "Old Account Class", "Account", and "Next Liquidation Cycle". The table currently displays one record. At the bottom right of the window, there is an "Exit" button.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status

- Record Status
- Branch Code
- Account Class
- Old Account Class
- Account
- Next Liquidation Cycle

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Branch Code
- Account Class
- Old Account Class
- Account
- Next Liquidation Cycle
- Effective Date

3.6.12 Maintaining Narratives

The 'Narrative Maintenance' screen allows you to define the format of a Detailed Account Statement.

Invoke the 'Narrative Maintenance' screen, by typing 'CSDSTNAR' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

If you are defining the details of a new record, choose new from the Actions Menu, or click new icon from the toolbar. The 'Narrative Maintenance' screen is displayed without any details.

After you have entered all the details of a record, save the record using one of the following methods:

- Click Save icon in the toolbar
- Select Save from the Actions Menu

While maintaining narratives, if you choose the narrative type for a module the prompt codes maintained for this module are displayed. You can choose the relevant prompt code from the option list.

For the FT module, the prompt codes can be the following:

- FT-EVENTDESC
- FT-USERREFNO

For the above prompt codes you have to enter the descriptions in the desired language. For instance the description for FT-EVENTDESC can be maintained as EVENT DESCRIPTION in the English language.

The Account statement for the above maintenance will look like EVENT DESCRIPTION – REVERSAL, where reversal is the actual event happening. The word REVERSAL itself is picked up from the same screen for Event type of narratives.

Note

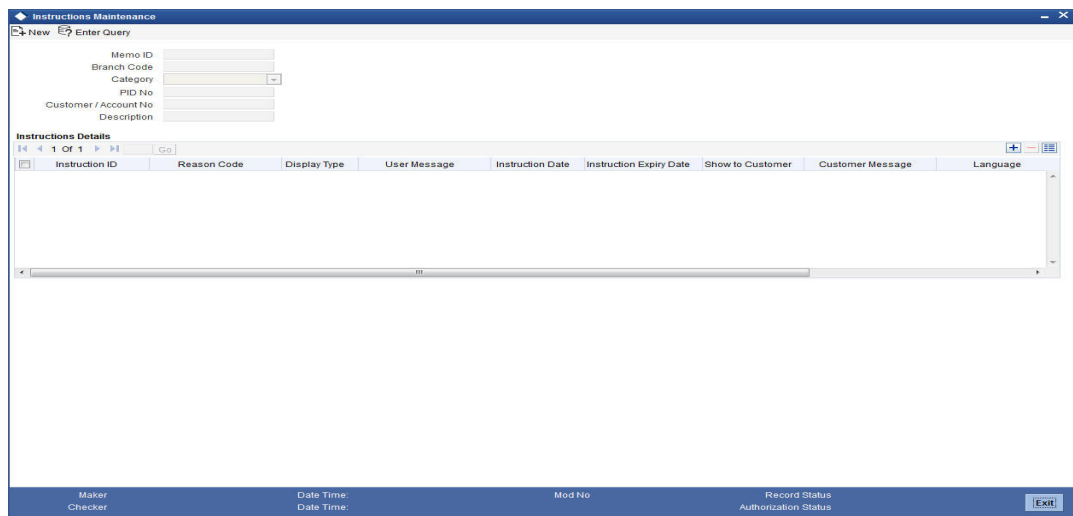
The same logic applies to the other type of narratives.

3.6.13 **Maintaining Customer Instruction Details**

'Instructions Maintenance' screen allows you to maintain instructions for customers / Accounts with the current branch as the local branch. You can capture the instructions for each customer or account. You can describe the instruction in 'instruction Description' field. Instruction pops-up when you press the hot-key 'F6'.

Invoke this screen, by typing 'CSDINSTR' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Click the new button on the Application toolbar.



You need to specify the following details.

Memo ID

System displays a unique, system generated memo ID which is associated with customer or account.

Branch Code

System displays the branch code of the customer.

Category

The system displays the category based on the 'Customer/Account No' selected. The category has the following values:

- Customer
- Account
- TD Account

PID No

The system displays the PID number based on the 'Customer/Account No' selected. You can also select the PID number from the option list.

Customer / Account Number

Specify the required Customer / Account Number from the list of values maintained.

Description

The system displays the account description.

Instruction Details**Instruction Id**

Unique ID for the instruction is displayed here.

Reason Code

Specify the reason code. Alternatively, you can select the reason code from the option list. The list displays all valid reason codes maintained in the Limit Types (LMDTYPES) screen.

Display Type

Select appropriate display type from the drop-down list.

- If you select 'Override', then system displays all the memos with override category in override screen while saving and authorizing the transaction.
- If you select 'Information', then system displays the information message when you press the hotkey 'F6'.
- If you select 'Error', the transaction will be rejected.

User Message

Specify the user message.

Instruction Date

Specify the date on which the instruction is added. You can select the date from the adjoining calendar. System displays the application date here; however, you can modify the date to the future date.

Note

Instruction date cannot be a past date.

Instruction Expiry Date

Specify the date on which the instruction will expire. You can select the date from the adjoining calendar. The instruction will not be displayed if the expiry date is lesser than the application date.

Note

You can query, modify and amend other branch transactions only through the summary screen

Show to Customer

Check this box to show the memo to customer.

Customer Message

Specify the customer message.

Language

Specify the language. Alternatively, you can select the language from the option list. The list displays all valid languages.

Channel

Select the channel through which the memo should be send to the customer from the drop-down list. The list displays the following values:

- Dashboard
- E-Mail
- SMS

Source Code Exception

Click 'Source Code Exception' to invoke Source Code Exception screen.

| Display Type | Source Code |
|--------------|-------------|
| Information | |

Instruction ID

The system displays the instruction ID from Instruction Maintenance screen.

Display Type

Select the display type from the drop-down list. The list displays the following values:

- Information
- Override
- Error

Source Code

Specify the source code. Alternatively, you can select the source code from the option list. The list displays all valid source codes maintained in 'Upload Source Maintenance' (CODSORCE) screen.

Memo Handling

If a memo is linked to a customer account (CASA or TD), it should be displayed when a settlement transaction is initiated on that account.

Any settlement transactions, channel transactions and batch transactions will be rejected if a memo with 'Display Type' as 'Error' is maintained for a customer or for the account.

If a memo with 'Display Type' as 'Override' is maintained for the customer or for the account, then the system displays a configurable override for the settlement and the transaction is sent to the authorizer. You can proceed with the transaction once the authorizer confirms the memo. The system allows channel and batch transactions if a memo with Display Type as 'Override' or 'Information' is maintained for the customer or for the account.

Note

The system allows IC module transactions like interest debit/credit and charge transactions even if the display type is error.

The following screens displays the memo by pressing 'F6' key from the corresponding fields:

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|--------------------|---------------|---|--|--|---|
| PMDDOPON | FP | NA | NA | YES | Account ID number under Debtor details |
| PMDDIPON | FP | NA | NA | YES | Account ID number under Creditor Details |
| SIDXDIAR | SI | NA | NA | YES | Unit Value |
| SIDTRONL | SI | NA | NA | YES | Debit Account, Credit Account |
| STDCASAC | CASA | YES | Customer No | YES | Account, Offset Account |
| STDCUSAC | CASA | YES | Customer No | YES | Account, Offset Account |
| STDCUSTD | TD | YES | TD Account Number | YES | Term Deposit Account Number, Offset Account, Drawee Account Number, |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|--------------------|---------------|---|--|--|--|
| TDMM | RT | YES | Customer ID | YES | Account Number, Drawee Account Number, |
| 1317 | RT | NA | NA | YES | Account Number |
| ICDREDMN | TD | YES | TD Account Number | YES | Term Deposit Account, Customer Account Number |
| STDTDTOP | TD | YES | TD Account Number | YES | Account No, Offset Account |
| TDTP | RT | NA | NA | YES | |
| ICDRDPMT | TD | NA | NA | YES | RD Account No, Payment Account Number |
| ICDRDREV | TD | NA | NA | YES | RD Account Number |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|-------------|---------|----------------------------------|---|---|--|
| CLDACCNT | Lending | YES | Customer ID, Account | YES | Components – Service Account, Components – Disbursals - Settlement Account Number, Components – Payment Details – Credit Product Account and Debit Product Account Charges – Payment Mode Details - Credit Product Account and Debit Product Account |
| CLDAACVM | Lending | YES | Customer ID, Account | YES | Components – Service Account, Components – Disbursals - Settlement Account Number, Components – Payment Details – Credit Product Account and Debit Product Account Charges - Payment Mode Details - Credit Product Account and Debit Product Account. |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|-------------|---------|----------------------------------|---|---|---|
| CLDMNROL | Lending | Yes | Customer ID, Account Number | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account, Components and Charges – Credit Mode Details – Account |
| CLDRENOG | Lending | YES | Customer ID, Account Number | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account, Components and Charges – Credit Mode Details – Account |
| CLDNOVDT | Lending | YES | Customer ID, Account Number | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account, Components and Charges – Credit Mode Details – Account |
| CLDBLKPT | Lending | YES | Account Number | YES | Payment Details – Settlement Account Number |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|-------------|---------|----------------------------------|---|---|---|
| CLDMNDSB | Lending | YES | Customer ID, Account Number | YES | Disbursement Details – Settlement Account Charge Details – Settlement Account |
| CLDCROLL | Lending | YES | Customer | NA | NA |
| CLDACCTR | Lending | YES | Account Number | NA | NA |
| CLDPYMNT | Lending | YES | Customer ID, Account Number | YES | Payment Details – Settlement Account, |
| CLDINANT | Lending | YES | Customer ID, Account Number | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account, Components and Charges – Credit Mode Details – Account |
| CLDIMROL | Lending | YES | Customer ID, Account Number | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account, Components and Charges – Credit Mode Details – Account |
| CLDSROLL | Lending | YES | Account Number | NA | NA |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|--------------------|---------------|---|--|--|---|
| CLDSTACH | Lending | YES | Account Number | NA | NA |
| CLDSIMNT | Lending | YES | Customer ID, Account Number | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account, Components and Charges – Credit Mode Details – Account |
| CLDSMPMT | Lending | YES | Customer Number, Account Number | YES | Payment Details – Settlement Account |
| CLDSIMVM | Lending | YES | Account Number, Account Number | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account, Components and Charges – Credit Mode Details – Account |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|-------------|----------|----------------------------------|---|---|--|
| CLDACHTY | Lending | YES | Customer ID, Account Number | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account, Components and Charges – Credit Mode Details – Account |
| MODACCNT | Mortgage | YES | Account, Customer ID | YES | Components – Service Account, Components – Disbursals - Settlement Account Number, Components and Charges – Payment Details – Credit Product Account and Debit Product Account |
| MODADCHG | Mortgage | YES | Account Number, Customer ID | NA | |
| MODPMNT | Mortgage | YES | Customer Number, Account Number | YES | Payment Details – Settlement Account |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|--------------------|---------------|---|--|--|--|
| MODMROLL | Mortgage | YES | Account Number, Customer ID | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account Components and Charges – Credit Mode Details – Account |
| MODVDAMD | Mortgage | YES | Account Number | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account Components and Charges – Credit Mode Details – Account |
| MODMDSBR | Mortgage | YES | Account Number, | YES | Settlement Account |
| MODNOVDT | Mortgage | YES | Account Number, Customer ID | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account Components and Charges – Credit Mode Details – Account |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|-------------|----------|----------------------------------|---|---|--|
| MODRENOG | Mortgage | YES | Account Number, Customer ID | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account Components and Charges – Credit Mode Details – Account |
| MODACCTR | Mortgage | YES | Account Number | NA | |
| MODINADT | Mortgage | YES | Account Number, Customer ID | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account Components and Charges – Credit Mode Details – Account |
| MODIMROL | Mortgage | YES | Account Number, Customer ID | YES | Components – Service Account, Components and Charges – Debit Mode Details – Account Components and Charges – Credit Mode Details – Account |
| 1010 | Teller | NA | NA | YES | Account Number |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|--------------------|---------------|---|--|--|--|
| 8335 | Teller | NA | NA | YES | Account Number |
| 8309 | Teller | NA | NA | YES | Account Number |
| BCRP | Teller | NA | NA | YES | Account Number |
| BCRV | Teller | NA | NA | YES | Account Number |
| BCDI | Teller | NA | NA | YES | Account Number |
| 1401 | Teller | NA | NA | YES | Account Number |
| 1405 | Teller | NA | NA | YES | Account Number |
| 1001 | Teller | NA | NA | YES | Account Number |
| 1013 | Teller | NA | NA | YES | Account Number |
| 1301 | Teller | NA | NA | YES | Account Number |
| 8207 | Teller | NA | NA | YES | Account |
| 8206 | Teller | NA | NA | YES | Account |
| 6501 | Teller | NA | NA | YES | Account Number |
| 6560 | Teller | NA | NA | YES | Drawer Accounts |
| LOCH | Teller | NA | NA | YES | From Account Number To Account Number |
| CRAP | Teller | NA | NA | YES | Recovery Account |
| CRCN | Teller | NA | NA | YES | Drawer Account Number |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|--------------------|---------------|---|--|--|--|
| CRCM | Teller | NA | NA | YES | From Account Number |
| 1014 | Teller | NA | NA | YES | Account Number |
| 8330 | Teller | NA | NA | YES | Account Number |
| 8312 | Teller | NA | NA | YES | Account Number |
| DDRP | Teller | NA | NA | YES | Issue Account Number |
| DDRV | Teller | NA | NA | YES | Issue Account Number |
| DDDI | Teller | NA | NA | YES | Account Number |
| 1320 | Teller | NA | NA | YES | Account Number |
| 1300 | Teller | NA | NA | YES | Account Number |
| 1350 | Teller | NA | NA | YES | Account Number |
| 1006 | Teller | NA | NA | YES | From Account Number, To Account Number |
| 1056 | Teller | NA | NA | YES | Account Number |
| 1408 | Teller | NA | NA | YES | Account Number |
| 1008 | Teller | NA | NA | YES | Account Number |
| 1000 | Teller | NA | NA | YES | Transaction Account |
| DEDONLRV | Teller | NA | NA | YES | Related Account |
| 1409 | Teller | NA | NA | YES | Account Number |

| Function ID | Module | Display only customer level memo | Display against which field in the screen | Display Customer and Account level memo | Display against which field in the screen |
|-----------------------|--------|----------------------------------|---|---|---|
| 1009 | Teller | NA | NA | YES | Account |
| 1075 | Teller | NA | NA | YES | Account Number |
| LCDTRONL | LC | YES | Customer | YES | Account |
| LCDTRAUT | LC | YES | Customer | NA | NA |
| LCDTRPAY | LC | YES | NA | YES | Account |
| LCDAMEND | LC | Yes | Customer | NA | NA |
| LCDAVMNT | LC | Yes | NA | YES | Account |
| LCDEPMNT | LC | Yes | NA | YES | Account |
| LCDGCLM | LC | Yes | NA | YES | Account |
| LCDTRANF | LC | Yes | NA | YES | Account |
| BCDTRAUT | BC | Yes | Customer ID | NA | NA |
| BCDTRONL | BC | Yes | Customer ID | YES | Account (from both settlement and split settlement sub systems) |
| BCDTRPAY | BC | Yes | NA | YES | Account |
| SFDCSSUB | SD | YES | Customer ID | YES | Customer Account, TD Account Number, Liquidation Account |
| Customer Landing Page | CORE | NA | NA | YES | Instruction Details section |
| STDRETVW | CORE | YES | Customer Number | NA | NA |
| STDCUSBL | CASA | YES | Customer No | YES | Account No |
| STDBLINQ | CASA | YES | Customer No | YES | Account Number |
| RDDSCHEQ | TD | NA | NA | YES | RD Account Number |

The following table displays the list of events for which memo validations are required:

| Function ID | Module | Event |
|-------------|--------|---|
| LCDTRONL | LC | BISS- Issuance of LC/Guarantee REIN- Reinstatement of LC/Guarantee BADV- Advising of LC BPRE- Pre-advice of LC BANC- Advising and Confirmation of LC REIS- Reissue of Guarantee AMND- Amendment of an LC/Guarantee ROPN- Reopen of an LC CANC- Cancellation of LC CLOS – Closure of LC APAC – Amendment from Pre advice to Advice and Confirm APAD – Amendment from Pre-advice to Advice REVR – Reversal of contract BCFM – Confirming an LC APRE – Amendment of Pre advice |
| LCDTRAUT | LC | Memo overrides occurred during save will be displayed |
| LCDTRPAY | LC | CLIQ - Commission liquidation |
| LCDAMEND | LC | AMNV- Amendment (Beneficiary Confirmation) |
| LCDAVMNT | LC | AVAL - Availment (Manual) RAVL - Reversal of Availment (manual) |
| LCDEPMNT | LC | MLIQ - Manual liquidation of charges |
| LCDGCLM | LC | GCLM - Guarantee Claim |
| LCDTRANF | LC | TRNF- Transfer |
| BCDTRAUT | BC | Memo overrides occurred during save will be displayed |

| Function ID | Module | Event |
|-------------|--------|--|
| BCDTRONL | BC | BOOK – Booking of Bills INIT – Initiation of Bills BACP – Booking of Acceptance BDIS - Discount BPUR – Purchase LIQD – Liquidation AMND – Amendment of BC REIM – Reimbursement LDIS – Liquidation of Discount REVR – Reversal of contract CLOS – Closure of BC BCOL – Booking of Collection REFA – Refusal of Acceptance LCOL – Liquidation of Collection |
| BCDTRPAY | BC | LIQD - Liquidation of interest |
| | CL, MO | INIT - Forward Init REVN - Periodic Rate Revision UDUP - UDE Update DSBB - Processing of Tanked Disbursement VAMI - Forward VAMI ALIQ - Auto Liquidation ROLL - Auto Rollover DSBR - Auto Disbursement ADCB - Processing of Tanked Adhoc Charge ADCH - Adhoc Charge BLIQ - Bulk Liquidation |
| PMBATCH | FP | INIT - Initiation |

The following batches validates the memo:

| Batch | Description |
|----------|---|
| LCEOD | Batch for automatic processes in LC like auto closure, auto reinstatement, auto status update, closure of open insurance policy |
| BCACPADV | Auto change from acceptance to advance |
| BCAUSTCH | Auto status change |
| BCAUTLIQ | Auto liquidation |

| Batch | Description |
|--------------|---|
| CLBATCH | For corporate Loans |
| MODBATCH | For Mortgage Loans |
| ACSTHAND | Batch Operations Statements Handoff |
| STCDSMT | Combined Account Statement Batch |
| ACDTRFT | CASA TD Branch Transfer Batch |
| CASABAT | Account Batch Operations |
| CSAMBLK | Batch Operations Accounting CASA Amount Block |
| CSDSTBTC | Customer Account Status Change Batch End of Cycle |
| SFBATCH | Structured Deposit SF Batch Detailed |
| PROVBCH | Batch Operations Loans & Deposits Provisioning |
| STSTBUPD | Batch Operations Customer Accounts Status Change |
| STSWEEP | EOC Operations Process Sweep |
| ACUNCOLB | Uncollected funds |

3.6.13.1 Viewing Customer / Account Instructions on 'F6' Key-Press

All the instructions maintained in the 'Instructions Maintenance' screen can be viewed in the 'Customer Instructions View' screen. To invoke this screen, press the hot-key 'F6' on customer Id / account number.

If you have selected 'Display Type' as 'Information' in 'Instruction Maintenance' screen, then the instruction will be displayed in the following 'Customer Instruction View' screen by pressing the hot key 'F6' at the time of saving the input stage and authorizing the transaction.

If 'F6' is pressed from Customer Id field, system fetches all the instructions of the selected customer. If F6 is pressed from an 'Account Number' field, system fetches all the instructions maintained for both customer ID and account number .

The screenshot shows a software window titled "Customer Instructions View". At the top, there are three input fields labeled "Customer / Account No", "Description", and "Category". Below these fields are three checkboxes: "Error", "Override", and "Fetch". The "Fetch" button is highlighted in blue. Below the checkboxes is a table titled "Instructions Details". The table has a header row with the following columns: "User Message", "Display Type", "Instruction Date", "Instruction Expiry Date", and "Reason Code". The table body is currently empty. At the bottom right of the window, there is an "EXIT" button.

The 'Customer Instruction View' screen will be launched with all the instructions maintained for the customer / account

The following Details can be viewed in this screen:

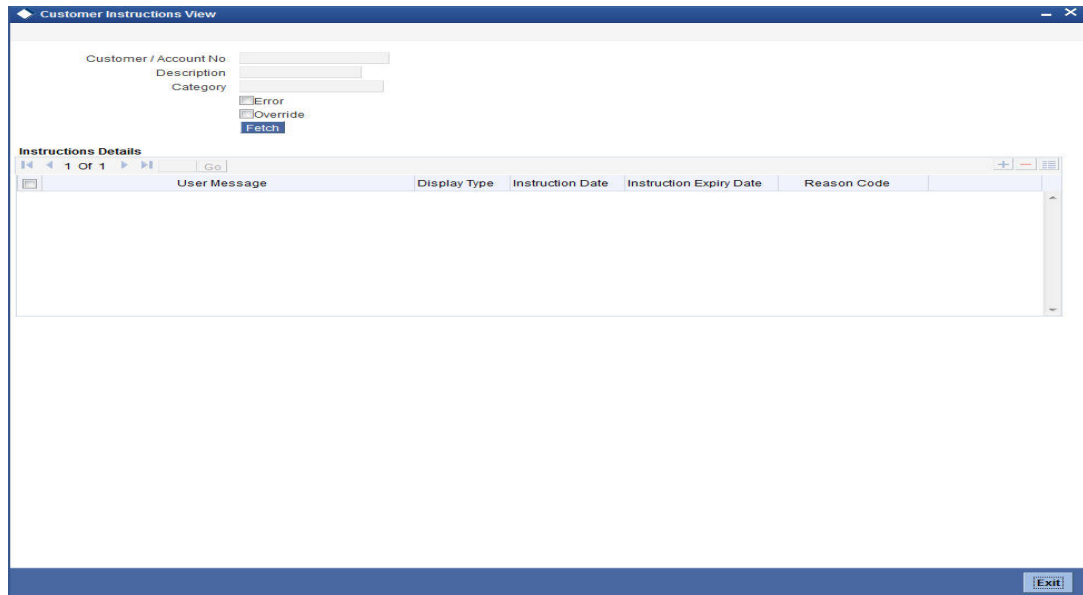
- Customer / Account Number
- Description
- Category
- Error - Check this box to display the error type of instructions maintained in the system.
- Override - Check this box to display the Override type of instructions maintained in the system.

Instruction Details

- User Message
- Display Type
- Instruction Date
- Instruction Expiry Date
- Reason Code

3.6.13.2 Viewing Customer / Account Instruction Details in Override Screen

If you have selected 'Display Type' as 'Override' in 'Instruction Maintenance' screen, then the instruction will be displayed in the following 'Override' screen at the time of saving the input stage and authorizing the transaction.

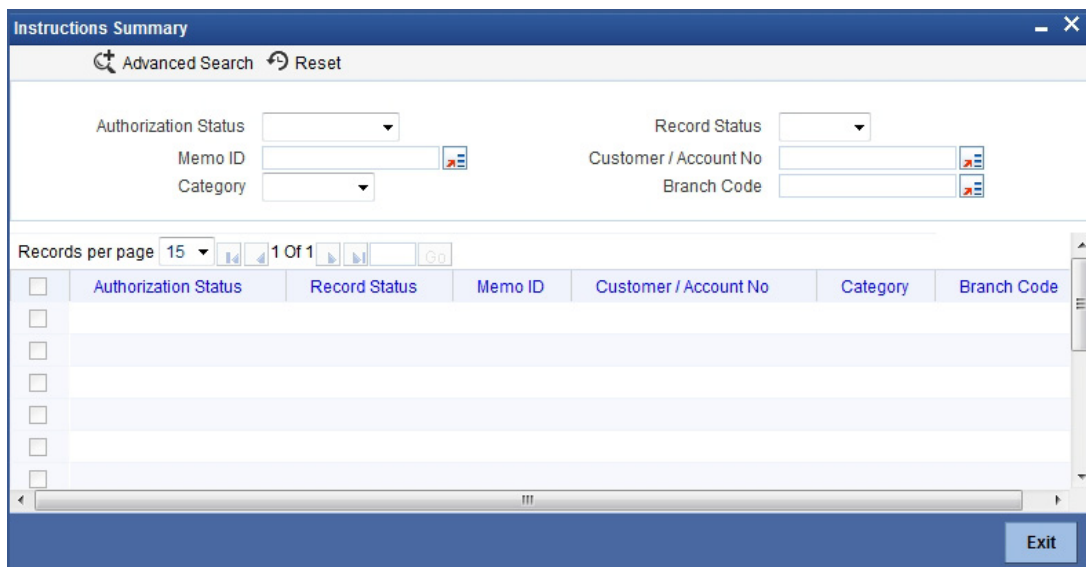


Select the message and click 'Post' to over ride the message.

3.6.14 Viewing the Instructions Summary

You can view the summary of instructions in the 'Instructions Summary' screen. It displays the status of the records maintained, whether it is authorized, unauthorized or rejected.

You can invoke this screen by typing 'CSSINSTR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status

- Memo ID
- Customer/Account Number
- Category
- Branch Code

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Memo ID
- Customer/Account Number
- Category
- Branch Code

Note

You can query, modify and amend other branch transactions through the summary screen only.

3.6.15 Maintaining Memo History

You can maintain memo history details in the Memo History Maintenance screen. You can invoke this screen by typing 'CSDMHIST', in the field at the top right corner of the Application toolbar and clicking the adjoining arrow button.

You can maintain the following details here:

Branch Code

Specify the branch code. Alternatively, you can select the branch code from the option list. The list displays all valid branch codes maintained in the system.

Memo ID

Specify the memo ID. Alternatively, you can select the memo ID from the option list. The list displays all valid memo ID maintained in the 'Instruction Maintenance' screen.

Category

The system displays the category.

Customer/Account No

Specify the customer account number. Alternatively, you can select the customer account number from the option list. The list displays all valid customer account number maintained in the system.

PID No

Specify the PID number. Alternatively, you can select the PID number from the option list. The list displays all valid PID numbers maintained in the system.

You should maintain any of the following to execute the query successfully:

- Memo ID
- PID Number
- Customer ID
- Account Number

The system displays the following details when you execute the query:

- Memo ID
- Category
- Customer/Account No
- PID No
- Instruction ID
- Display Type
- Reason Code
- User Message
- Instruction Date
- Instruction Expiry Date
- Maker ID
- Checker ID
- Last Modification Date
- Mod Number

Any modified record at Instruction Maintenance screen should be updated in the Memo History Maintenance screen also.

3.6.16 Maintaining Lead Details

You can capture details of products and offers that are rendered to a prospect customer or an existing customer and his/her responses in the 'Lead Input' screen. To invoke this screen,

type 'STDLEDMT', in the field at the top right corner of the Application toolbar and click the adjoining arrow button.

The screenshot shows the 'Lead Maintenance' application window. It features a 'Save' button in the top left corner. The main form area contains the following fields: 'Lead Id', 'Customer No' (with a search button), 'Email', 'Telephone', 'First Name', 'Last Name', 'Address Code', 'Address 1', 'Address 2', 'Address 3', 'Address 4', 'Pincode', 'Prefecture', 'Country', 'Area of Interest', and 'Remarks'. Below the form is a tabbed interface with 'Product Code' and 'Offer Details' tabs. Under 'Product Code', there is a table with columns 'Product Code', 'Product Description', and 'Interested Flag'. The table is currently empty. At the bottom of the window, there is a status bar with fields for 'Maker/Checker', 'Date Time', 'Mod No', 'Record Status', and 'Authorization Status', along with a 'Cancel' button.

Note

You can maintain a lead either for products or for offers. The system will not allow you to maintain one lead for both products and offers.

Specify the following details:

Lead Id

The system displays the lead identification number.

Customer No

Specify the customer identification number whose request is being maintained. The adjoining option displays all the customer numbers that are maintained in the system. You can choose the appropriate one.

E-mail

The system will display the customer's email address based on the customer number selected.

Telephone

The system will display the customer's contact number based on the customer number selected.

First Name

The system will display the customer's first name based on the customer number selected.

Last Name

The system will display the customer's last name based on the customer number selected.

Address Code

Select the address code from the adjoining option list. The address codes as maintained in the 'Address Code Maintenance' screen (STDADMNT) are displayed in the option list. *For more information on the Address Code Maintenance screen, refer to the section 'Maintaining Address Codes Details' in the Core Services User Manual.*

Address 1–4

If an address code is selected, then the fields 'Address 1 to 3' are auto populated with the relevant address details. In this case, the 'Address 4' field is the only field that can be modified.

If an address code is not selected in the address code field, then specify the address of the customer.

PIN code

If an address code is selected in the 'Address Code' field, then this field will be auto populated with the PIN code mapped to the address code. However, if an address code is not selected in the 'Address Code' field, then specify PIN code of the permanent address specified.

Prefecture

Based on the Address Code selected, the associated Prefecture is displayed.

Country

Specify the country of permanent residence of the customer.

Areas of Interest

Specify the area in which the customer is having interest.

Remarks

Specify any additional information, if any.

3.6.16.1 Product Tab

Specify the product details:

Product Code

Specify the product code which is to be associated to the customer. The adjoining option list displays all the product code that are maintained in the system. You can select the appropriate one.

Product Description

The system displays a brief description of the product.

Interested Flag

Check this box to indicate that the product that is selected should be included in the lead creation.

3.6.16.2 Offer Tab

The screenshot shows a software window titled "Lead Details" with a blue header and standard window controls. Below the header, there are two tabs: "New" and "Enter Query". The main area is divided into two columns of input fields. The left column contains: Lead Id, Customer No (with a "Search" button below it), Email, Telephone, First Name, and Last Name. The right column contains: Address 1, Address 2, Address 3, Address 4, Area of Interest, and Remarks. Below these fields is a horizontal bar with "Product Code" and "Offer Details" tabs. Underneath is a table with columns "Offer Code", "Offer Description", and "Response". The table shows one row with a dropdown menu in the "Response" column set to "Accepted". Below the table is a "Query" button. At the bottom of the window, there are labels for "Maker", "Checker", "Mod No", "Date Time:", "Record Status", and "Authorization Status", along with an "Exit" button.

Specify the offer details:

Offer Code

Specify the offer code that is rendered to the customer. The adjoining option list displays all the offer code that are maintained in the system. You can select the appropriate one.

Offer Description

The system displays a brief description of the offers that are offered to the customer.

Response

Choose the offer response from the drop-down. The options available are:

- Accepted
- Rejected
- Interested
- Not interested
- Tell a friend

3.6.17 Maintaining Service Request Input Details

You can maintain the customer and non-customer's request\ complaints in the 'Service Request Input' screen. To invoke this screen, type 'STDSRQST' in the field at the top right corner of the Application tool bar and click the adjoining arrow button.

The screenshot shows the 'Service Request Input' application window. The window title is 'Service Request Input'. The menu bar contains 'New' and 'Enter Query'. The main area is divided into two sections: 'Customer Details' and 'Service Details'. The 'Customer Details' section includes fields for Requester Type (set to 'Customer'), Customer No, Short Name, Full Name, Telephone, Mobile Number, Email, Subject, and Description. The 'Service Details' section includes fields for Service Request Type (set to 'Activities'), Service No, Branch Code, Account No, Priority (set to 'High'), Status (set to 'Open'), Nature, Criteria, Contact date, Target Date, and Activation Date. At the bottom of the window, there is a 'Lead' section with fields for Maker, Checker, Mod No, Date Time, Record Status, and Authorization Status, along with an 'Exit' button.

You need to maintain the following details:

Customer Details

Specify the following details:

Requestor Type

Select the type of requestor from the adjoining drop-down list. This list displays the following values:

- Customer
- Non- Customer

Customer No

Specify the customer identification number whose request is being maintained. The adjoining option displays all the customer numbers that are maintained in the system. You can choose the appropriate one. This field will be enabled only if the requestor type is selected as 'Customer'.

Short Name

The system will display the customer's short name based on the customer number selected.

Full Name

The system will display the customer's full name based on the customer number selected.

Telephone

The system will display the customer's contact number based on the customer number selected.

Mobile Number

The system will display the customer's mobile number based on the customer number selected.

E-mail

The system will display the customer's email address based on the customer number selected.

Subject

Specify the subject matter of the request\ complaint.

Description

Specify the brief description of the request\ complaint.

Service Details

Specify the following details:

Service Request Type

Select the service request type from the adjoining drop-down list. This list displays the following values:

- Transactional
- Non Transactional
- Complaint

Service No

The system generates the service request number.

Branch Code

The system displays the branch

Account No

The system will display the customer's account number based on the customer number selected.

Priority

Select the priority of the request\ complaint from the drop-down list. This list displays the following values:

- High
- Medium
- Low

Status

Select the status of the request\ complaint from the drop-down list. This list displays the following values:

- Open
- Pending
- Closed
- Escalated

Nature

Select the nature of the request\ complaint from the drop-down list. This list displays the following values:

- Service
- Sales

Criteria

Select the criteria of the request\ complaint from the drop-down list. This list displays the following values:

- Enquiry
- Channel
- Product
- Application
- Maintenance

Contact Date

Specify the date on when the request or complaint is made.

Target date

Specify the date on when the request or complaint is to be closed.

Activation Date

Specify the date on when the request or complaint is activated.

3.6.17.1 Specifying Lead Details

You can maintain both the customers and non –customer details in the ‘Lead Input’ screen by clicking ‘Lead’ button in the ‘Service Request Input’ screen. The following screen will be displayed.

For more details on the Lead Input screen, refer the ‘Maintaining Lead Details’ section of this user manual.

3.6.18 Viewing Service Request Details

You can view the summary of service request details in the 'Service Request' screen. To invoke this screen, type 'STSSRQST' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

The screen is as shown below:

The screenshot shows a web application window titled "Service Request Fetch". At the top, there is a search bar with "Advanced Search" and a "Reset" button. Below this, there are several search criteria fields: "Authorization Status" (dropdown), "Record Status" (dropdown), "Service No" (text field with search icon), "Service Request Type" (dropdown), "Branch Code" (text field with search icon), "Requester Type" (dropdown), "Customer No" (text field with search icon), "Account No" (text field with search icon), "Status" (dropdown), and "Contact date" (text field). Below the search criteria, there is a table with columns: "Authorization Status", "Record Status", "Service No", "Service Request Type", "Branch Code", "Requester Type", and "Customer". The table shows 1 record. The bottom right corner has an "Exit" button.

You can query on records based on any one or all of the following criteria:

- Authorization Status
- Record Status
- Service No
- Service Request Type
- Customer No
- Account No
- Branch Code
- Requestor Type
- Status
- Contact date
- Target Date
- Telephone

Click 'Search' button. The system identifies all records satisfying the specified criteria and displays the following details for each one of them:

- Authorization Status
- Record Status
- Service No
- Service Request Type
- Customer No
- Account No

- Branch Code
- Requestor Type
- Status
- Contact date
- Target Date
- Telephone

3.6.19 Maintaining Location Details

While maintaining Customer Information details through the CIF Maintenance screen, in addition to indicating the name of the country in which your customer resides you can also choose to specify the name of the region or locality where your customer stays. For instance, Silas Marner, a customer of your bank is a Londoner, Great Britain is his country of residence. He lives in the northern part of London; therefore North London becomes the location where he resides.

Location codes, along with a brief description of the locality can be maintained through the 'Location Details' maintenance screen.

Invoke the 'Location Maintenance' screen, by typing 'STDCULOE' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Location Code

You can capture a unique three-character code to identify the locality where the customer resides.

Note

While maintaining customer information details and associating a location code with a Customer and Country Code combination, a list of all the valid location codes you have maintained in this screen will be available in the option list for the Location Code field. You can select the appropriate code.

Description

You can also associate a brief description with the location code. This description is for information purposes only and will not be printed on any customer correspondence.

Note

While maintaining the Customer Short Name in the 'CIF Details' screen the system automatically appends the Location code to the customer short name when you associate the appropriate Location Code with the Customer Code.

3.6.20 Capturing Algorithm Details in Oracle FLEXCUBE

In Oracle FLEXCUBE, you can choose to generate check-digits for Customer Accounts based on the algorithm of your choice. You can define algorithms of your choice through the 'Algorithm Maintenance' screen. Invoke this screen by typing 'CSDALGMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

| Fields | | |
|---------|------------|----------------------|
| Maker | Date Time: | Mod No |
| Checker | Date Time: | Record Status |
| | | Authorization Status |

In this screen, you should specify the following details:

- The Name of the Algorithm. This will uniquely identify the algorithm in Oracle FLEXCUBE
- A brief description of the algorithm

Note

After you capture the details of a new algorithm you must 'write' the algorithm through the 'Algorithm Procedure Generation' screen

3.6.20.1 Generating Procedure for Algorithm

For every algorithm that you define through the 'Algorithm Maintenance' screen must write the algorithm generation rule through the 'Algorithm Generation Input' screen.

Invoke this screen by typing 'CSDALGEN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button. The screen is as shown below:

The screenshot shows a software interface titled "Algorithm Generation Input". At the top, there is a toolbar with "New" and "Enter Query" buttons. Below the toolbar, the main form area includes the following elements:

- Alg Name ***: A text input field.
- Algorithm Description**: A text input field.
- Function Type ***: A dropdown menu currently showing "Validation".
- Algorithm Rule**: A large text area for entering code.
- Execute**, **Errors**, and **Clear**: Three buttons stacked vertically below the "Algorithm Rule" field.
- Errors**: A text area located below the buttons, intended for displaying error messages.

At the bottom of the window, there is a "Fields" section with a grid of labels: "Maker", "Checker", "Date Time:", "Date Time:", "Mod No", "Record Status", "Authorization Status", and an "Exit" button.

Since the access to this screen is restricted to only a few authorized users at your branch level, you will be allowed to invoke the screen only if you have the requisite rights.

In this screen, you can specify:

- The name of the algorithm for which you are writing the algorithm generation rule. A list of all the algorithms you have maintained through the 'Algorithm Maintenance' screen is displayed. You can select the appropriate
- The Function Type, which specifies the type of the function using the algorithm. The options available are:
 - Validation - indicates that the function is using the algorithm to validate the 'input' string. For all such functions, the input string is validated as being True or False depending upon whether the validation was a success or a failure
 - Check Digit Generation - indicates that the function is used for the generation of check digit using the algorithm. Such functions will take the input string without the check digit and return the check digit

You must enter the algorithm rule in the form of PL/SQL code. After writing the PL/SQL code, click 'Execute' button to compile the code. The algorithm rule is validated by the system and the success or failure message is shown in the Error editor. Click 'Errors' button to view the errors.

If any checks fail, you must alter the statement so that the validation can be made successfully. The algorithm is generated on Authorization of the rule.

Click the 'Clear' button, the Algorithm Rule editor and the Error editor will be cleared for you to enter a new rule in the field.

Note

The System provides two pre-defined key elements both for Check Digit Generation and Validation type of algorithms. They are:

- I_branch_code
- I_customer_no

You will not be allowed to enter the following keywords in an Algorithm Rule:

- ROLLBACK
- COMMIT
- DECLARE
- DELETE
- UPDATE
- INSERT

Once defined, you will not be allowed to unlock and amend the following fields:

- Algorithm Rule
- Algorithm Description
- Function Type

You can refer the Clearing user manual for more information.

3.6.21 Maintaining Turnover Limits

You can maintain turnover limits for a given period of time using the 'Turnover Limit Maintenance' screen. You can attach these limits to an account class and thereby track the turnover on all accounts under the account class.

You can invoke the 'Turnover Limit Maintenance' screen by typing 'STDTOLMT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screen is as shown below:

The screenshot shows the 'Turnover Limit Maintenance' application window. At the top, there is a menu bar with 'New' and 'Enter Query' options. Below the menu bar, there are input fields for 'Limit Code *' and 'Description'. The main area is divided into two sections: 'Limit Period Details' and 'Limit Amount Details'. Each section has a table with columns for 'Period Code *', 'Start Date *', and 'End Date *' (for periods) or 'Currency *' and 'Amount *' (for amounts). The bottom of the window contains a footer with fields for 'Maker', 'Checker', 'Mod No', 'Date Time', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

Here, you need to specify the following details.

Limit Code

Specify a unique code used to identify turnover limit.

Description

Specify a brief description associated with the turnover limit.

Period Details

You can specify the following details pertaining to the period for limit application.

Period Code

Specify a unique code to identify the financial period for which you wish to maintain turnover limits.

Start Date

Specify the start date of the financial period, using the adjoining calendar.

End Date

Specify the end date of the financial period, using the adjoining calendar.

You can maintain multiple period codes. However, the periods cannot overlap.

Limit Amount Details

You can specify the following details pertaining limits applicable on the period code.

Limit Currency

Specify the currency of the limit amount. This adjoining option list displays all valid currency codes maintained in the system. You can choose the appropriate one.

Limit Amount

Specify the limit amount applicable of the financial period.

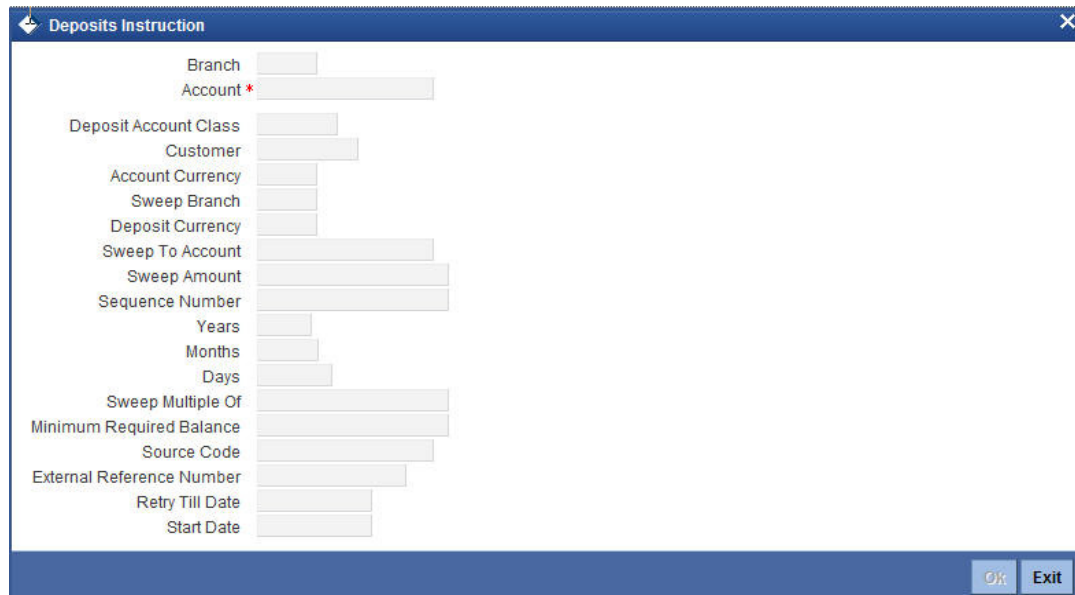
Note

- You can increase or decrease the maximum turnover limit as part of record modification. The modified limits will be applicable only for subsequent transactions.
 - Unutilized limit amount does not get carried forward to the next period.
-

3.7 Maintaining Deposits Instructions

You can maintain deposits instructions for auto created deposits. The values you specify here will override the parameters you have maintained in the Account Class maintenance. Invoke the 'Deposits Instruction' screen from the Application Browser to maintain the deposits instructions specifically for the auto created deposits. To invoke this screen type 'ICCINSTR1' in the field at the top right corner of the Application tool bar and click the adjoining arrow button.

The screen is as shown below:



The screenshot shows a window titled "Deposits Instruction" with a list of fields and their corresponding input boxes. The fields are: Branch, Account * (with a red asterisk), Deposit Account Class, Customer, Account Currency, Sweep Branch, Deposit Currency, Sweep To Account, Sweep Amount, Sequence Number, Years, Months, Days, Sweep Multiple Of, Minimum Required Balance, Source Code, External Reference Number, Retry Till Date, and Start Date. At the bottom right of the window, there are "Ok" and "Exit" buttons.

You can set the terms and a condition for a deposit as follows:

- Account Number – This is the account number of the deposit
- Account Class – This is the account class to which the account is linked
- Customer Number – The customer for whom you are maintaining the deposit instructions.
- Sweep to Account – Indicate the account to which the sweep is carried out
- Amount – This is the deposit amount

- Minimum Required Balance – The minimum balance indicates that only the amounts above this limit will be used for auto creating deposits
- Source Code – The code assigned for the sweep
- External Reference Number
- Start Date – The instructions will be valid from this date
- Branch Code – The branch code of the branch which is to be associated with the account
- Sequence Number – The system generated sequence number for the instruction you are maintaining
- Currency Code - The Currency of the particular account
- Deposit Currency – The currency in which the deposit is made
- Tenor – The tenor for the deposits that are opened under an account class
- Sweep Multiple of – The sweep can only be in multiples of the sweep specified
- Retry Till Date – The instructions specified will be invalid after this date. Any failed sweeps after this date will not be picked up for processing the next day

4. Foreign Account Tax Compliance Act

4.1 Introduction

FATCA is the acronym for Foreign Account Tax Compliance Act enacted by the US Government as part of the Hiring Incentives to Restore Employment (HIRE) Act, in 2010. The purpose of FATCA is to help Internal Revenue Service (IRS) to identify and collect tax from US Persons (USP) holding financial assets outside US.

This chapter deals with Foreign Account Tax Compliance regulation. It includes the description about functions that would help Oracle FLEXCUBE to support FATCA.

4.2 Maintaining Customer Type-wise FATCA Parameters

You can maintain the FATCA parameters for different customer types in 'Customer Type-wise FATCA Parameters' screen. To invoke this screen type 'STDFATCA' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

The screenshot displays the 'Customer Type-Wise FATCA Parameters' application window. At the top, there is a title bar and a toolbar with 'New' and 'Enter Query' options. Below the toolbar, there are input fields for 'Customer Type' (currently set to 'Individual'), 'Threshold Currency', and 'Threshold Amount'. A tabbed interface is present with 'Classification' and 'Documents' tabs. A table with columns 'FATCA Classification' and 'Reportable' is shown, containing one record. The bottom section of the window includes fields for 'Maker', 'Checker', 'Mod No', 'Date Time', 'Record Status', and 'Authorization Status', along with an 'Exit' button.

You can capture the following in this screen:

Customer Type

Select the type for customer from the adjoining drop-down list. The options available are:

- Individual
- Bank
- Corporate

Threshold Currency

Select the threshold currency from the adjoining option list.

Threshold Amount

Specify the threshold amount.

Classification Details

FATCA Classification

Specify the FATCA classification for the given customer type.

Reportable

Check this box to indicate that the FATCA Classification mentioned is Reportable to IRS.

Document Details

Category

Select the category of documents from the adjoining option list.

Type

Specify the type of document.

Verification Limit in Days

Specify the number of days allowed to submit the documents for FATCA verification.

Note

If the check box 'FATCA Applicable' in the 'Bank Parameters' screen is not checked, then saving a record in Customer Type Wise FATCA parameters is not allowed.

4.3 Viewing Customer Type-wise FATCA Parameters

You can view the customer type details maintained in the 'Customer Type-wise FATCA Parameters' screen using the 'Customer Type-Wise FATCA Parameters Summary' screen. You can invoke this screen by typing 'STSFATCA' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

| | Authorization Status | Record Status | Customer Type | Threshold Currency | Threshold Amount |
|--------------------------|----------------------|---------------|---------------|--------------------|------------------|
| <input type="checkbox"/> | | | | | |
| <input type="checkbox"/> | | | | | |
| <input type="checkbox"/> | | | | | |
| <input type="checkbox"/> | | | | | |
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| <input type="checkbox"/> | | | | | |
| <input type="checkbox"/> | | | | | |
| <input type="checkbox"/> | | | | | |

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status

- Customer Type
- Threshold Currency
- Threshold Amount

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

If you are allowed to query customer information, then system displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Customer Type
- Threshold Currency
- Threshold Amount

4.4 Maintaining Customer FATCA Classification

You can maintain the FATCA classification details of a customer in the 'Customer FATCA Classification' screen if the US Indicia conditions are satisfied or changed. To invoke this screen type 'STDCFCLF' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

Customer No

Select the customer number from the adjoining option list.

Customer Type

The system displays the type of customer.

Full Name

The system displays the full name of the customer.

Local Branch Code

The system displays the local branch code.

Customers FATCA Classification**US Indicia Present**

The check box US Indicia Present is checked based on the FATCA classification batch or the authorization of a customer record. However you can check or uncheck the box after performing due diligence.

If this box is checked and the 'FATCA Classification' status is 'PENDING CLASSIFICATION', then

- Tracking required will be checked.
- Tracking Closed Date will be blank

Recalcitrant

The check box Recalcitrant is checked based on the FATCA classification batch or the authorization of a customer record.

You can check this box if:

- The check box US Indicia Present is checked.
- FATCA classification is reportable.

FATCA Classification

The system displays the value maintained for the field 'FATCA Classification' at 'Customer Type Wise FATCA Parameters' maintenance screen. However, you can modify by selecting the FATCA Classification from the adjoining option list. The system displays the value for this as 'PENDING CLASSIFICATION' initially (during the Batch run/ Customer Authorization).

Remarks

Specify remarks, if any.

Customers FATCA Details**Tax identification Number (TIN)**

Specify the tax identification number of the customer.

TIN Expiry Date

Specify the expiry date of the tax identification number. If TIN Expiry Date is blank, it indicates that the tax identification number does not expire.

Tracking Details**Tracking Required**

Check this box to indicate that the customer should be tracked for FATCA classification or re-classification.

If this box is unchecked, then it is mandatory to maintain 'Tracking Closed Date'.

Tracking Closed Date

Specify the tracking closed date. Tracking closed date cannot be a future date.

For Corporates and Banks

Employer Identification No. (EIN)

Specify the employer identification number.

EIN Issue Date

Specify the date when the employer identification number is issued.

EIN Expiry Date

Specify the date when the employer identification number has to be revalidated or renewed. If EIN Expiry Date is blank, it indicates that EIN does not expire.

GIIN

Specify the Global Intermediary Identification Number issued to the bank by IRS.

Customers FATCA Audit Log

Date Logged

The system displays the date on which the customer record was logged.

Reason for Logging

The system displays the reason for logging the customer.

Criteria Matched

The system displays the US Indicia matching criteria for the customer.

US Indicia Updated

The system displays if the 'US Indicia' is updated by the system or not.

Recalcitrant Updated

The system displays if the 'Recalcitrant' is updated by the system or not.

4.5 Criteria for Applying US Indicia

The system evaluates the US Indicia of the customer based on the following criteria maintained in 'Customer Maintenance' screen. The system will apply the criteria on creating a new customer record / on Modification of new customer record:

- If the customer is an individual, then the customer record satisfies US Indicia if any one or more of the following conditions are met:
 - If the nationality of the customer is US
 - If the country in the correspondence address or permanent address is US or its territories
 - If the international dialing code for telephone number is that of US
 - If the international dialing code for mobile number is that of US
 - If the international dialing code for FAX number is that of US
 - If the country of birth is US or its territories.
 - If the country in address of Power of Attorney holder is US or its territories
 - If the nationality of power of attorney holder is US
 - If the international dialing code for telephone number of power of attorney holder is US
 - If the permanent US residence status flag is Yes
 - If the 'Visited US in last 3 years' flag is Yes
 - If the country in domicile address is US or its territories

- If the customer is a corporate, then the customer record satisfies US indicia if any one or more of the following conditions are met:
 - If the country in correspondence address is US or its territories
 - If the nationality is US
 - If the international dialing code for telephone number is that of US
 - If the international dialing code for mobile number is that of US
 - If the international dialing code for FAX number is that of US
 - If the country in registered address is US or its territories
 - If the Country of Incorporation is US or its territories
 - If the international dialing code for mobile number is that of US for at least one of the directors.
 - If the international dialing code for telephone number is that of US for at least one of the directors
 - If the country in mailing address is US or its territories for at least one of the directors.
 - If the country in permanent address is US for at least one of the directors.
 - If the US permanent residence Status is Yes for at least one of the directors.
 - If the nationality is US or its territories for at least one of the directors.
- If the customer is a financial institution, then the US Indicia should be 'Y'.

Note

US Territories Included for FATCA assessment are:

- American Samoa (AS)
- Guam (GU)
- Marianas Islands (MP)
- Puerto Rico (PR)
- US Virgin Islands (VI)

All residents born in the above listed US commonwealth territories are automatically granted US citizenship and hence qualify for FATCA evaluation. The ISD Codes of these territories are also +1 as that of US.

4.6 Viewing Customer FATCA Classification

You can view the FATCA Classification details of the customers maintained in the 'Customer FATCA Classification' screen using the 'Customer FATCA Classification Summary' screen.

You can invoke this screen by typing 'STSCFCLF' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Customer No
- US Indicia Present
- Recalcitrant
- FATCA Classification
- Employer Identification No. (EIN)
- GIIN

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

If you are allowed to query customer information, then system displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Customer No
- US Indicia Present
- FATCA Classification
- Recalcitrant
- Employer Identification No. (EIN)

- EIN Issue Date
- EIN Expiry Date
- GIIN
- Tax Identification Number (TIN)
- TIN Expiry Date
- Tracking Required
- Tracking Closed Date
- Remarks

4.7 Tracking FATCA Customers

You can track the customers whose FATCA classification or re-classification is pending or needs due diligence. You can monitor such records using the 'Customer FATCA Tracking' query screen. To invoke this screen type 'STSFCTRK' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Local Branch
- Customer No
- FATCA Classification
- Recalcitrant
- Date Logged
- Tracking Flag

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

If you are allowed to query customer information, then system displays the following details pertaining to the fetched records:

- Local Branch
- Customer No
- Customer Name
- FATCA Classification
- Recalcitrant
- Date Logged
- Reason for Logging
- Criteria Matched
- Tracking Flag

4.8 Maintaining Intraday Batches

You can define the following intraday batches to identify the customers based on FATCA classification:

- FATCACOM
- FATCAINC

4.8.1 Processing FATCACOM Batch

FATCACOM batch scans all the customer records to check whether the customers qualify for FATCA. The batch identifies the FATCA classified customer records and marks them in FATCA classification data stores.

Note

The FATCACOM batch should be run at least once so that the existing customer records can be scanned to check if they are eligible for FATCA.

The processing logic of the batch is available under the section 'FATCA Classification Data Population into Data Stores'.

4.8.1.1 Maintenance

In order to enable this batch, you need to maintain the following details in 'Batch EOD Function Input' screen.

Function ID

Specify the function ID as FATCACOM.

End of Cycle Group

Select the end of cycle group 'Transaction Input'.

Report Orientation

Select 'Not Applicable'.

For further details regarding 'Batch EOD Function Input' screen, refer to the chapter 'Automated End of Cycle Operations' in the Automated End of Day user manual.

4.8.2 Processing FATCAINC Batch

FATCAINC batch checks whether a change in the customer records affects the existing FATCA classification of a customer. This batch identifies such customer records and marks them in FATCA classification Data-stores.

The data in the FATCA data store is picked up by the FATCAINC batch to determine any change in their US Indicia or recalcitrant status based on the following conditions:

- The expected submission date of the documents is less than the current application date and the actual submission date is null.
- The expiry date of the documents is less than the application date.
- The US Indicia status is 'Y', but the FATCA classification is not reportable.
- The US Indicia status is 'N', but the FATCA classification is reportable.

The processing logic of the batch is available under the section 'FATCA Classification Data Population into Data Stores'.

4.8.2.1 Maintenance

In order to enable this batch, you need to maintain the following details in 'Batch EOD Function Input' screen.

Function ID

Specify the function ID as FATCAINC.

End of Cycle Group

Select the end of cycle group 'Transaction Input'.

Report Orientation

Select 'Not Applicable'.

For further details regarding 'Batch EOD Function Input' screen, refer to the chapter 'Automated End of Cycle Operations' in the Automated End of Day user manual.

4.8.3 FATCA Classification Data Population into Data Stores

The system populates the data related to FATCA classification into the FATCA classification data stores as per the logic provided below.

This logic is applicable only if 'FATCA Applicable' flag is set to 'Y' in the 'Bank Parameters Maintenance' screen.

Case 1: The customer is an Individual or Corporate customer and satisfies US indicia conditions, then the process is as follows:

1. The system checks whether the customer record exist in the FATCA classification data store. If the record does not exists, then the system will insert a record into FATCA CLASSIFICATION data store with the following parameters:
 - 'US Indicia Present' flag set to 'Y'
 - 'FATCA Classification' set to 'PENDING CLASSIFICATION'
 - 'Tracking Required' flag set to 'Y'
2. The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'NEW – US Indicia Present'. The system also sets the US Indicia match criteria to the appropriate matching criteria and US Indicia Updated flag to 'Y'.

3. If the system finds that the customer record already exists in the FATCA classification data store, there can be the following situations:
 - 'US Indicia' flag is set to 'N'. In this case, the system updates the customer record in the FATCA CLASSIFICATION data store with the following details:
 - 'US Indicia Present' flag updated to 'Y'
 - 'FATCA Classification' set to 'PENDING CLASSIFICATION'
 - 'Tracking Required' flag updated to 'Y'
4. The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'CHANGE-US Indicia Present'. The system also sets the US Indicia match criteria to the appropriate matching criteria and US Indicia Updated flag to 'Y'.
 - 'US Indicia' flag is set to 'Y' and the customer's FATCA classification is maintained as 'Reportable' in 'FATCA Parameters Maintenance'. In this case, the system checks document status for 'Recalcitrant' flag.
 - If the expected submission date is prior to the current date and actual submission date in document checklist is null, the 'Recalcitrant' flag will be updated to 'Y'.
 - The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'CHANGE-Document not submitted' and 'Recalcitrant Updated' flag will be set to 'Y'.
 - If the document expiry date is prior to the current date in document check list, the 'Recalcitrant' flag will be updated to 'Y'.
 - The system inserts a record into data store with the reason for logging as 'CHANGE– Document expired' and 'Recalcitrant Updated' flag will be set to 'Y'.

If a customer record is marked by the system as 'Recalcitrant' with Recalcitrant flag set as 'Y', the system will not reset it to back to 'N', even if the conditions no longer applies on that customer at a later stage. You need to manually deal with such situations by applying due-diligence. You can set the 'Recalcitrant' flag manually as deemed fit.

Case 2: If the customer is an Individual or Corporate and does not satisfy US indicia conditions, then the process is as follows:

5. The system checks whether the customer record exist in the FATCA classification data store. If the record does not exist, then no processing is required.
6. If the record already exists and the 'US Indicia' flag is set to 'Y' then, the system updates the customer record in FATCA CLASSIFICATION data store with the following parameters:
 - 'US Indicia Present' flag updated to 'N'.
 - 'FATCA classification' as 'PENDING CLASSIFICATION'
 - 'Tracking Required' flag updated to 'Y'
7. The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'CHANGE-US Indicia Not Present' and 'US Indicia Updated' flag set to 'Y'.

Case 3: The customer is a Bank.

8. The system check whether the customer record exist in the FATCA classification data store. If the record does not exist, then a record is inserted into FATCA Classification data store with the following parameters.
 - 'US Indicia Present' flag set to 'Y'
 - 'FATCA classification' set as 'PENDING CLASSIFICATION'
 - 'Tracking Required' flag set to 'Y'

9. The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'Financial Institution – Due Diligence' and 'US Indicia Updated' flag will be set to 'Y'.
10. If the record is already present and the FATCA classification is maintained as 'Reportable' in 'FATCA Parameters Maintenance' then, the system checks the document status for 'Recalcitrant' Flag.
 - If the expected submission date is prior to the current date and actual submission date in document checklist is null, the 'Recalcitrant' flag will be updated to 'Y'.
 - The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'CHANGE-Document not submitted' and 'Recalcitrant Updated' flag will be set to 'Y'.
 - If the document expiry date is prior to the current date in document check list, the 'Recalcitrant' flag will be updated to 'Y'.
 - The system inserts a record into data store with the reason for logging as 'CHANGE– Document expired' and 'Recalcitrant Updated' flag will be set t 'Y'.

Note

You can maintain the default classification - 'PENDING CLASSIFICATION' for each type of the customers if they wish to register for FATCA classification.

5. Processing Referrals in Oracle FLEXCUBE

5.1 Introduction

Referral refers to the process of handling customer transactions, which force the accounts involved in such a transaction to exceed the overdraft limit. Examples of typical transactions, which force an account to move into overdraft, are Payment and Collections, Funds Transfers, Standing Instructions or Clearing transactions. In Oracle FLEXCUBE, if an account involved in a transaction moves into overdraft, it is sent to the Referral Queue.

You can invoke this screen by typing 'STSREFQU' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a web application window titled "Summary". At the top, there are "Advanced Search" and "Reset" buttons. Below this, there are input fields for "Account Number", "Available Balance", "Overdraft Limit", "Current Balance", and "Customer Name". Each field has a small icon to its right. Below the input fields, there is a navigation bar with "Records per page" set to 15, and buttons for "First", "Previous", "1 Of 1", "Next", "Last", and "Go". Below the navigation bar is a table with the following columns: "Branch Code", "Account Number", "Current Balance", "Available Balance", "Customer Name", "Credit Rating", and "Overdraft Limit". The table is currently empty. At the bottom right of the window, there is an "Exit" button.

In this screen the following details of the account are displayed:

- The account Branch and Branch code
- The Account Number
- The Name of the customer who holds the account
- The Current Balance in the account. This includes the aggregate of debit, credit, uncollected, unauthorized, authorized and unposted transactions
- The amount available for withdraw
- The overdraft limit of the account. This is inclusive of the sub-limit
- The Credit Rating or the credit worthiness of the account holder

Note

A charge, fee or interest debited to the customer account will not be referred to the Referral Queue

Using the Referral Queue, you can view details of all transactions processed during the day due to which the account has moved into overdraft. For example, Silas Marner's savings

account has a balance of 1000 Euro (with no O/D facility). There are five checks of 300 Euro each drawn on the account on the same day. On double clicking on Silas Marner's account number in the Referral Queue, the details of all five checks will be displayed for your perusal in the Referral screen.

You can invoke this screen by typing 'STDREFEQ' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You will be able to view the following details about the entries which have been posted and those that are not to post:

- The Posting Date
- The Contract Ref No/DD Reference Number
- A brief description about the Referral
- The amount, which is to be debited from the customer account
- Pay
- Un pay

The default option is to approve (Pay) the check/DD amount. On occasion you may want to 'unpay' or reject a check/DD. You will be allowed to levy charges both for approving as well as recalling/rejecting checks. There are no limits on the charges for recalling a check but you can levy approval charges for a maximum of three transactions only. The charges for each accept/reject are computed on the basis of the IC Charge Rule linked to the customer account.

Note

You will not be allowed to recall or unpay future dated transactions (typically future dated fund transfers or standing orders). The transaction will be initiated and entries posted passed only if the referral decision is to pay.

Each time you choose to reject a transaction you will have to indicate the reason for rejecting the transaction. A list of Reason Codes is available in the option list. You can select the appropriate.

A transaction is considered for charging only if the Waive Charge option has not been enabled for a particular Reject Code. You can enable the option if the charge is to be waived.

5.1.1 Maintenance Required for Referral Processing

For the successful processing of referrals in Oracle FLEXCUBE, you will need to maintain the following details.

5.1.1.1 Enabling Referral Required Option

You will need to enable the Referral Required option in the following maintenance screens:

- **Customer Account Class Maintenance** - Enabling this option would indicate whether a referral check should be performed on accounts belonging to the account class. Consequently, the system checks the available balance (not the current balance) while performing the referral checks for all transactions involving the account.
- **Customer Accounts Maintenance** - The Referral Required option is defaulted from the account class linked to the account. However, you can change it for a specific account. If an account is marked for referral, the details of transactions resulting in the account moving into Overdraft will be referred to the Referral Queue.
- **Product Preferences** screens of the Funds Transfer, Standing Instructions, Payment and Collections modules and the **Product Definition** screen of the Clearing module. While maintaining the details of an FT, SI, PC or CG product you can indicate whether transactions involving the product need to be considered for referral checks. Enabling this option indicates whether the product needs to be considered for referral. If a product is marked for referral, the details of transactions resulting in the account (involved in the transaction) moving into Overdraft will be sent to the Referral Queue.

5.1.1.2 Specifying Referral Cut-off Time

In branch parameter, you have to specify the referral cut-off time for accepting / rejecting transactions in the referral queue.

In case a transaction is rejected from the referral queue after the cut-off time then system displays the override message as “Rejected after cut off time.”

Note

Transactions are accepted into the Referral Queue even after cut-off time if account goes into overdraft.

5.1.1.3 Enabling Netting Required Option

If linked accounts are marked for referral you can choose to consolidate the balances in all the linked accounts before performing the referral check. To process linked accounts which are marked for referral you will need to enable the Netting Required option in the following screens:

5.1.1.4 Enabling Limit Maintenance Screen

Enabling this option indicates that the netting of balances is allowed for accounts linked to the credit line. To pool balances across accounts you may need to link a common Credit Line across accounts where balances are to be pooled. Therefore, you will need to indicate

whether balances for the credit line and the respective accounts should be netted. As a result, while performing the limits check for accounting the system will take into consideration the collective balance across all accounts linked to the line.

If you have defined temporary overdraft limits for the accounts, and the temporary OD limit forms a part of the netting, the temporary OD limit will not be considered for netting.

Rules for Set off for principal in referrals

When customer accounts are linked for principal set-off, the Available Balance (summed for all accounts in the arrangement) plus the Overdraft Limit (for the main account) and the Sub limit (for the main account) minus the Total transactions received (on all accounts) is less than zero.

All transactions received are 'referred' even if a transaction is on an account, which has sufficient credit balance to pay the transaction.

If an account is set for principal, it means that it is automatically set for interest pooling too. However, if an account is marked only for interest set off the system does not perform the principal set off for referral.

Account Limits sub-screen of the Customer Account Maintenance screen

The Netting Allowed option is defaulted from the Credit Line associated with the customer account. If you change the default option the system displays an override message.

Liability Maintenance sub-screen of the Customer Information screen

The netting option is defaulted to the Liability Maintenance sub-screen of the Customer Maintenance screen. This option is defaulted from the Liability Code (which is linked to the Credit Line) that you associate with the CIF ID. If you change the default, the system displays an override message.

5.1.1.5 Future-dated Funds Transfers (FT)

Entries are not passed for future dated FTs and SIs in case of insufficient funds. Such transactions are moved to the Referral Queue for Approval (pay) / Rejection (un-pay). The pool balance defined in the LM Structure Maintenance is the balance, which is considered for OD.

Status

If accounting entries have not been passed.

Resulting Action

Select one of the following options:

- Accept – the accounting entries are passed and the IC Charge counter is updated
- Reject – No resulting action

If you have not performed any action on the contract, the transaction is resubmitted for processing the next day.

5.1.1.6 Standing Instructions (SI)

Standing instructions are sent to Queue when sufficient funds are not available in the customer's account

Status

If accounting entries have not been passed

Resulting Action

Select one of the following options:

Accept - the accounting entries are passed and the IC Charge counter is updated

Reject – No resulting action

5.1.1.7 Payments and Collections (PC)

If you have enabled the Override Overdraft option as a preference while defining Outgoing Payments or Incoming Collection products the transactions involving the products will be processed regardless of the overdraft status. Else, such transactions will be sent to the Credit Exception queue and to the Referral queue as well. Upon Accepting or Rejecting a transaction in the Referral Queue, these transactions are processed in the same manner as any other transaction in the Credit Exception queue.

For further details refer to the processing transactions in the Credit Exception Queue refer to the Processing Credit Exceptions section in the Processing a Payment or Collection Transaction chapter of the Payment and Collections manual.

5.1.1.8 Clearing (CG) Transactions

If the fund available in the customer account are insufficient, the clearing transaction is processed (i.e., the relevant accounting entries are passed) and the transaction is sent to the Referral Queue.

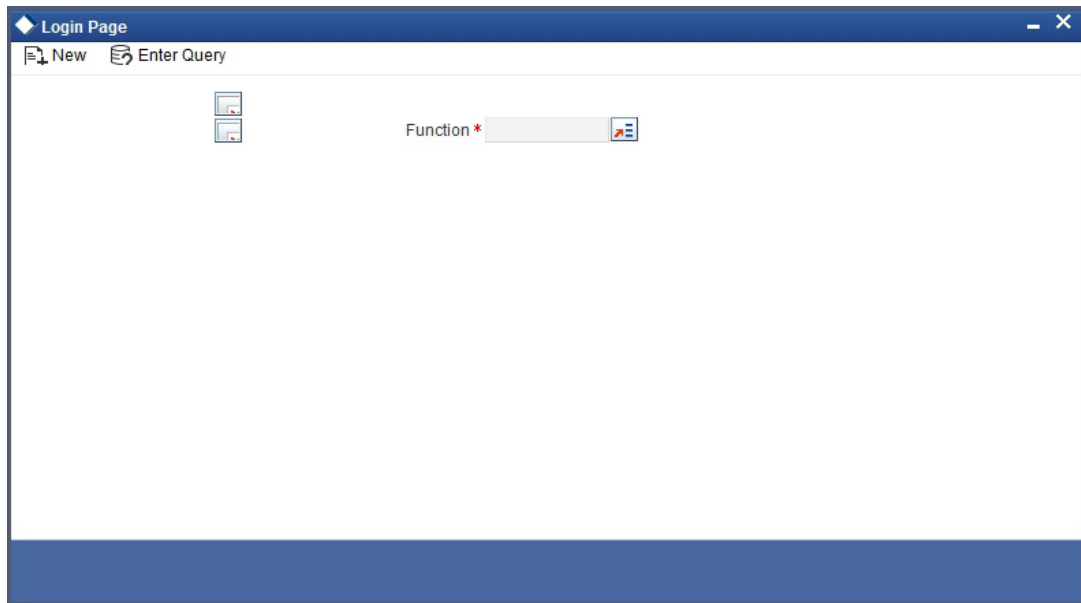
If the transaction is rejected, the entries are reversed. The status of the transaction is updated to 'Dishonored' in the clearing log. In case the transaction is accepted, no processing is required apart from updating the charge counter.

If the account goes into overdraft, all processed transactions for the day with transaction code marked for referral are moved to the Referral Queue. However, transactions which have already been accepted will not be marked for referral again.

If a transaction is to be marked for referral, the transaction details are stored in a separate table. The details in the referral screen are displayed from this table.

Note that transactions from Savings module will appear in the 'Posted' tab.

You can get accounting entries reversed or confirm for the overdrawn account using the 'Intra Day Batch Start' screen. You can invoke this screen by typing 'BADIDBAT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



Specify the following information.

Function

Specify 'CSREFQPR' or choose this value from the adjoining option list.

Click 'OK' button to run the batch.

6. Provisioning for Customer Accounts

6.1 Introduction

Your bank may wish to set up certain guidelines according to which provision must be made for outstanding overdrafts on customer accounts.

For instance, it may be necessary to set the provisioning amount for an account in respect of which there is an outstanding overdraft, based on the status of the account, as well as the financial standing of the customers.

You might also wish to include exposure due to loans issued to a customer, as well as total outstanding overdraft in all accounts of a customer, or a group of customers as a whole, and assign the status of all loans issued to the group as well as all accounts under a group, as the worst status among all loans and accounts, belonging to the group.

This chapter explains how you can use the system to perform the processes related to provisioning for customer accounts.

In order to maintain provisioning guidelines, you must

- Specify whether you wish to track the status of customer accounts and loan contracts at a customer group/CIF level, or at the level of individual contracts or accounts, for your branch.
- Set up the categories under which you wish track exposure and specify the provisioning percentages for each exposure category type
- Maintain the logic according to which the exposure category would be arrived at, based on the customer type, and the amount limits applicable for each customer type.
- Set up classifications for considering the financial standing of customers, for the purpose of status processing
- Set up the customer groups for which you wish to track exposure as a whole
- Set up rules for deriving the status of accounts for a group or CIF
- Set up rules for deriving the provisioning amount, for accounts using an account class
- Set up the frequency at which the provisioning batch would be executed, if the status processing is done at group/CIF level

6.2 Specifying Basis for Status Processing

In the Branch Parameters, you can indicate the basis upon which status processing must be done at the branch, for customer accounts as well as loan contracts.

Status processing can be done either at the level of individual contracts and accounts, or at a customer group or CIF level.

6.3 Status Processing at Group/CIF Level

If you opt for group or CIF-level processing, it is done in two stages:

- The worst status among all loan contracts and accounts under a specific customer group or CIF is arrived at
- All accounts and contracts involving the customer group or CIF are then moved to the worst status that was arrived at. The individual status of the account and contract, apart

from the worst status being assigned, is also captured and displayed in the respective account and contract screens.

6.3.1 Processing at Individual Contract/Account Level

If you opt for status processing at individual contract/account level, the status of each contract or account would be assigned according to the status processing parameters that are operative for the contract or account.

For details about the Branch Parameters screen, refer the Core Services user manual.

6.4 Setting up Customer Groups for Provisioning

You may wish to track exposure due to loans issued to a group of customers as a whole, and assign the status of all loans issued to the group as the status of the loan with the worst status, among those issued to the group.

You may similarly wish to include the exposure due to outstanding overdraft in respect of a group of customer accounts as a whole, and assign the status of all customer accounts belonging to the group as the status of the customer account with the worst status among the accounts and loans belonging to the group.

You can set up such customer groups, for tracking exposure due to loans as well as overdraft customer accounts, in the 'Group Code Maintenance' screen. Invoke this screen by typing 'STDGRPCD' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

| Maker | Date Time: | Mod No | Record Status |
|---------|------------|--------|----------------------|
| Checker | Date Time: | | Authorization Status |

Each group code that you define is associated with an appropriate exposure category that must be used to track exposure due to loans issued to customers in the group, as well as customer accounts with outstanding overdrafts.

The exposure category for a group is either derived from the logic maintained in the Exposure Type Category Linkage maintenance for the group type, or explicitly specified. If it is derived, it is displayed in this screen, by the End of Day batch program. The type of the group indicates the type of customers that belong to the group – retail, corporate, Charge Clearing or Tax. If

no logic has been maintained in the Exposure Type Category Linkage for the group type, you can indicate the applicable exposure category for the group.

Group Code

When you maintain CIF details for customers, in the Customer Information Maintenance screen, you can specify the customer group to which the customer belongs, for provisioning and status processing. You must specify a group code defined for a group type that is the same as the customer type, for instance, if the customer is a retail customer, you must specify a group defined for retail customers.

Group Status

All loans and overdraft accounts issued to customers in the group will be assigned the same status, which will be the status of the loan/overdraft account with the worst status among those issued to customers in the group. The Group/CIF and the loan contracts and overdraft accounts are all updated with this worst status if they have been marked for automatic status processing. The individual status for the accounts and loan contracts (apart from assigning the worst status) is also captured and displayed. In the Group Code Maintenance screen and the CIF Maintenance screen, the status for the group is displayed, as well as the date since which the current status came into effect.

For details about loan status processing and provisioning, consult the Loans user manual.

6.5 Setting up Customer Classifications for Status Processing

You can set up the different classifications under which the financial standing of the customer would be considered, for status processing. You can set up these classifications in the 'Customer Classification Details' screen. You must specify an appropriate classification code and description.

You can invoke this screen, by typing 'STDCCMNE' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a software window titled "Customer Classification Maintenance". At the top, there is a toolbar with "New" and "Enter Query" buttons. Below the toolbar, there are two input fields: "Customer Classification *" and "Description". At the bottom of the window, there is a "Fields" section with labels for "Maker", "Checker", "Mod No", "Date Time:", "Record Status", and "Authorization Status". An "Exit" button is located in the bottom right corner.

For instance, you could set up the following classifications:

- Good – for customers with no bad loans and no accounts with outstanding overdrafts
- Unstable – for customers with a few bad loans and accounts with outstanding overdrafts
- Not Good – for customers with many bad loans and accounts with outstanding overdrafts
- Deteriorate – for customers with mostly bad loans and accounts with outstanding overdrafts
- Bad – for customers with only bad loans and accounts with outstanding overdrafts

Customer Classification

When you specify CIF details for a customer in the Customer Information Maintenance screen, you can also specify the appropriate classification for the customer.

Description

Enter a description for the classification.

6.6 Setting up Exposure Categories

You can maintain the different categories under which you wish to track total exposure due to loans issued to customers in customer groups or CIF's, as well as due to total overdraft in accounts belonging to customer groups or CIFs, for the purpose of ascertaining the amount of provisioning required.

You can maintain such exposure categories in the 'Exposure Category Maintenance' screen, by specifying the name of the exposure category, and a short description.

Invoke this screen by typing 'LDDECMNT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

| Field Name | Field Type | Field Status |
|---------------------|------------|--|
| Input By | Date Time | |
| Authorized By | Date Time | |
| Modification Number | | <input type="checkbox"/> Authorized <input type="checkbox"/> Open |

You can view the summary of the exposure categories in the 'Exposure Category Maintenance Summary' screen.

6.6.1 Specifying Status-wise Provisioning Percentages for Each Exposure Category

After you have maintained exposure categories, you must maintain the appropriate provisioning percentages to apply to each exposure category, for contracts as well as accounts in each of the statuses. You must also maintain the applicable discount percentages. You can do this in the 'Exposure Category Provisioning Percent Maintenance' screen, where you can specify the applicable provisioning percentage and discount percentage for each status.

Invoke this screen by typing 'LDDPRVMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

| Status * | Description | Provisioning Percentage * | Discount Percentage * |
|----------|-------------|---------------------------|-----------------------|
|----------|-------------|---------------------------|-----------------------|

You can view the summary of the provisioning details in the 'Exposure Category Provisioning Percent Maintenance' Summary screen.

Invoke this screen by typing 'LDSPRVMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows a web application window titled 'Summary'. At the top, there are 'Advanced Search' and 'Reset' buttons. Below these are three search filters: 'Authorization Status' (a dropdown menu), 'Record Status' (a dropdown menu), and 'Exposure Category' (a text input field with a list icon). A pagination bar shows 'Records per page' set to 15, with buttons for 'First', 'Previous', '1 Of 1', 'Next', 'Last', and 'Go'. Below the filters is a table with three columns: 'Authorization Status', 'Record Status', and 'Exposure Category'. The table is currently empty. At the bottom of the window, there are two buttons labeled 'Authoriza' and 'Record St', and an 'Exit' button on the right.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Exposure Category

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Exposure Category

For contracts and accounts involving a customer whose exposure is being tracked under the exposure category, the applicable provisioning percentage (as well as the discount percentage) is picked up from this maintenance, if not specified at contract input (or in the case of accounts, in the Customer Account Maintenance).

6.6.1.1 **Specifying Logic for Deriving Exposure Category**

After you have maintained exposure categories, you must also specify how the system would derive the exposure category under which contracts and accounts must be tracked. The exposure category can be derived from the following parameters:

Category Type

You may wish to track the exposure in respect of customers from different categories such as retail or corporate, under different exposure categories.

Amount Limits

You may wish to specify an amount range within which the total exposure would be tracked, for the customer or group.

In the 'Exposure Category' screen, you can link the exposure category to be used for tracking different customer category types and total exposure in respect of a customer group.

Invoke this screen by typing 'LDDETMNT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

You can view the summary of the exposure category linkages in the 'Exposure Category Summary' screen.

Invoke this screen by typing 'LDSETMNT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Category Type
- Basis Amount Currency

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Category Type
- Basis Amount Currency

Note

When the exposure category for a CIF or customer group is derived according to the logic maintained in the Exposure Category Type Linkage screen, the outstanding overdraft in all accounts belonging to the group/CIF, as well as the exposure due to loans issued to the group / CIF is summed, to compute the total exposure.

6.6.2 Specifying Exposure Category for Customer

When you maintain CIF details for customers, in the Customer Information Maintenance screen, you can specify the exposure category under which exposure due to loans issued to the CIF will be tracked. The exposure category is derived by the End of Day batch program and displayed, if the applicable logic has been maintained for the specified customer provisioning group, in the Exposure Type Category Linkage maintenance. If no logic has been maintained for the group, you can specify the applicable exposure category.

6.7 Maintaining Rules for Provisioning

For each account class for which you have defined account provisioning to be applicable, you can define the rules according to which the provisioning amount would be computed, when applied to an account using the class. You can define the provision rules in the Account Class Provisioning Rule Maintenance screen.

Invoke this screen by typing 'LDDPRULE' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

To define rules, you can use the following elements, for the account for which provision is being made:

- **Outstanding Balance ACY** – This is the book-dated debit balance, in account currency, in the account for which provision is being made
- **Outstanding Balance LCY** – This is the book-dated debit balance, in local currency, in the account for which provision is being made
- **Receivable Interest** – This is the interest receivable on the account for which provision is being made
- **Accrued Interest** – This is the interest that has been accrued but not liquidated as yet in the account for which provision is being made; typically, the interest that has accrued during the current liquidation cycle
- **Receivable Interest LCY** – This is the interest receivable, in local currency, on the account for which provision is being made
- **Accrued Interest LCY** – This is the interest that has been accrued but not liquidated as yet, in local currency, on the account for which provision is being made
- **Account Status** – This is the user-defined status for the account for which provision is being made
- **Exposure Category**– This is the exposure category of the account for which provision is being made. It is picked up from the account details; if it has not been specified in the account details, it is picked up from the maintenance for the CIF or customer group to which the account belongs.
- **Risk-Free Exposure Amount** – This indicates the risk-free amount (collateral) specified in the details of the account for which provisioning is being made.
- **Provisioning Percentage** – The provisioning percentage is generally picked up from the account details. If not specified in the account details, it is picked up from the Exposure Category Provisioning Percentage maintenance, for the exposure category of the customer of the account and the account status.
- **Discount Percentage** – The discount or loss percentage is used to compute the recoverable value of the account for which provision is being made. It is picked up from the account (if specified in the account details) or from the Exposure Category Provisioning Percentage maintenance, for the exposure category and status of the account for which provision is being made.
- **Status Seq** – This indicates the sequence number that represents the status, as defined in the Status Definition. It can be used with arithmetic operators for ease of status rule definition.

6.8 Derivation Rules for Status Change

For accounts, the basis for processing of status changes is governed by an attribute that you set in the Branch Parameters. You could opt for status processing at a group or CIF level, or at contract-level.

If processing is done at a customer group or CIF level, it is done in two stages:

- The worst status among all accounts and loan contracts belonging to the customer group or CIF is arrived at
- All accounts and contracts belonging to the customer group or CIF are then moved to the worst status that was arrived at

In the Status Rule Derivation screen, in the Derivation Rule field, you can define the conditions according to which the status of all accounts using an account class (the aging analysis) could be tracked. For each account class, you can maintain a derivation rule, which would be used during status processing to arrive at the status of each account (if status processing is at a contract level) or the worst status among all accounts and loans belonging to groups or CIF level (if status processing is at a Group/CIF level)

To define the derivation rule, you could use a combination of multiple elements, and arithmetic and logical operators. The following elements may be used:

- Frozen
- Dormant
- Nodebits
- Nocredits
- Stoppayment
- Current Status
- Customer Classification

In addition, the following elements will also be available for processing:

- OD (overdraft) Days
- Inactive Days
- Overline Days
- TOD (Temporary Overdraft) Days
- Debit Interest OD Days
- OD Limit Breach Days
- OD Expiry Days
- No Credit days

For details regarding the maintenance of other status control parameters in the Status Rule Definition screen, refer the chapter Maintaining Mandatory Information in this user manual.

6.9 Provision Processing for Accounts

Provision processing for customer accounts is only done if indicated in the account details. Provision processing depends upon the status processing for accounts.

The Provisioning Batch

For accounts for which provisioning has been indicated, a batch process is run subsequent to the following processes, to perform provisioning:

- Status processing for accounts
- Interest and Charges (IC) batch process
- The Automatic Daily Contract Update process in the Loans module

To trigger the provisioning batch, you can use the Provisioning Batch screen. When the batch is triggered, the provisioning events SPRO (provision) and SPWB (write back) are executed.

6.9.1 **Specifying Frequency at which Provisioning Batch is Executed**

To recall, provision processing depends upon status processing for accounts and contracts. The provisioning batch executes after the status processing batch, as explained in the previous section. If status processing is indicated to be processed at group/CIF level, you can indicate the frequency at which the provisioning batch is to be executed for your branch.

You can specify the provisioning frequency in the Branch Parameters Preferences screen. The frequency options available are daily and monthly.

To view the Branch Parameters Preferences screen, refer the Core Services user manual.

The Provisioning Process

If status processing for your branch is done at customer group/CIF level, (as specified in the Branch Parameters), the provisioning process executes according to the frequency defined in the Branch Parameters. The process executes as described below:

1. The exposure categories for the customer group or CIF are first derived, either from the specification for the same in the contract and account details, or depending upon the total exposure of the group or CIF, according to the logic maintained for deriving the exposure category, in the Exposure Type – Category Linkage maintenance

Note

When the exposure category for a CIF or customer group is derived according to the logic maintained in the Exposure Category Type Linkage screen, the outstanding overdraft in all accounts belonging to the group/CIF, as well as the exposure due to loans issued to the group/CIF is summed, to compute the total exposure

2. The provisioning percentage applicable is then derived, either from the contract and account details, or using the exposure category of the CIF and the status of all accounts and contracts involving the CIF, according to the linkage maintained in the Exposure Category Provisioning Percentage maintenance
3. Having obtained the provisioning percentage applicable, the system then computes the provision amount, based on the rule defined in the Loans Provisioning Rule maintenance (for loans) and the Account Provisioning Rule Maintenance (for accounts).
4. The computed provision amount would then be stored for the accounts and contracts, and appropriate accounting entries passed. The computed provision amount is stored and displayed in the Amount Tab in the Customer Account Maintenance. The current status and exposure category of the account is also stored along with the balances.

Note

In case of contracts, the provision amount is not re-computed when a contract amendment, value-dated amendment, or automatic or manual payment is done, but only as part of the provisioning batch. On maturity of the contract, the provision amount is reversed. Similarly in the case of accounts, the provision amount is written back when the account is closed.

6.9.2 Computation of Provision Amount

When status processing is done at a group or CIF level,

- The worst status among all contracts and accounts under a specific customer group or CIF is arrived at
- All accounts and contracts with automatic status processing involving the customer group or CIF are then moved to the worst status that was arrived at.
- The total exposure of customers in a group or CIF is considered as the sum of all outstanding overdrafts in respect of accounts belonging to the group/ CIF, as well as the loans issued to the group or CIF. This total exposure is considered for deriving the provision percentage, and computation of the provision amount.
- The computed provision amount is stored and displayed in the Amount Tab in the Customer Account Maintenance. The current status and exposure category of the account is also stored along with the balances.

The provision amount is computed for each account using the provision rule defined for the account class that the account uses. Typically, the computation could be done according to the following guidelines:

Status of the Accounts

For instance, let us suppose the statuses for accounts belonging to a CIF are derived according to the following guidelines:

| | Delay Period | | | | |
|---------------------------|---------------|------------------------|------------------------|-------------------------|-----------------|
| Debtor Financial Standing | Up to 30 days | Between 31 and 60 days | Between 61 and 90 days | Between 91 and 180 days | Beyond 180 days |
| Good | Regular | Watch | Substandard | Doubtful | Loss |
| Unstable | Watch | Substandard | Doubtful | Loss | Loss |
| Not Good | Substandard | Doubtful | Loss | Loss | Loss |
| Deteriorate | Doubtful | Loss | Loss | Loss | Loss |
| Bad | Loss | Loss | Loss | Loss | Loss |

Provision for General Credit Risk

General Credit Risk includes all contracts and accounts in 'Regular' status. The provision amount computation could be done as follows, according to the following categories:

Exposure to Corporate Customers

The expression used for this category could be:

$$PA = (OD - RFC) \times PP, \text{ where,}$$

PA = Provisioning Amount,

OD = Outstanding Overdraft Amount = Principal + Overdue Interest,

RFC = Risk-free Collateral,

PP = Provisioning Percentage

The provisioning percentage could be computed as shown:

| Loan Type | Categorization | Provision |
|-------------------------------|--|-----------|
| Corporate Small – (CS) | Exposure <= BGN 50,000 | 1.5% |
| Corporate Intermediate – (CI) | Exposure > BGN 50,000 and <= BGN 500,000 | 2.0% |
| Corporate Large – (CL) | Exposure > BGN 500,000 and < L-Sig | 3.0% |
| Corporate Big – (CB) | Exposure >= L-Sig | 0.0% |

Here, L-Sig could correspond to one percent of bank's capital base rounded to nearest lower amount divisible by 50,000. Typically, the bank sets this figure.

Note

In arriving at the total exposure figure (as shown in the table above), the outstanding overdraft in the account as well as the outstanding amounts on all loans issued to the group/ CIF that the account belongs to, are summed.

For instance,

| Customer | Exposure | Amount (BGN) | Type |
|-----------|-------------------------------|--------------|------|
| Account 1 | Loan 1 | 20,000 | CI |
| | Loan 2 | 15,000 | CI |
| | Account Overdraft | 12,000 | CI |
| Account 2 | Loan 3 | 5,000 | CI |
| | Loan 4 | 5,000 | CI |
| | Account 1 Overdraft | 26,000 | CI |
| | Account 2 Overdraft | 15,000 | CI |
| | Sum of total exposure amounts | 98,000 | |

Exposure to Retail Customers

The expression used for this category could be:

$$PA = (OD - RFC) \times PP, \text{ where}$$

PA = Provisioning Amount

OD = Outstanding Overdraft Amount = Principal + Overdue Interest

RFC = Risk-free Collateral

PP = Provisioning Percentage

The provisioning percentage could be computed as shown:

| Loan Type | Categorization | Percentage |
|-------------------------|---|-------------------|
| Retail OD – (RO) | Retail Overdrafts | 1.5% |
| Retail Mortgages – (RM) | Retail Loans that has mortgages as collateral | 2.0% |
| Retail Consumer (RC) | Other than the above | 1.5% |

Provisioning for Impairment Losses

Impairment losses include loans that are not in the 'Regular' status. The provision amount computation could be done as follows, according to the following categories:

All Corporate customers regardless of exposure and Retail customers with exposure exceeding BGN 5000

The expression used for this category could be:

$$PA = (BVE - RV - RFC) \times PP$$

Where

PA = Provisioning Amount

BVE = Balance Value of Risk Exposure = Outstanding Overdraft amount (which is, Principal + Balance Overdue Interest)

RFC = Risk-free Collateral

RV = Recoverable Value

PP = Provisioning Percentage

The recoverable value could be computed by applying the discount percentage to the balance expected cash flow, as shown:

| Status | Minimum Limit | Accepted discount |
|---------------|----------------------|--------------------------|
| Watch | 10% | 25% |
| Substandard | 30% | 50% |
| Doubtful | 50% | 75% |
| Loss | 100% | 100% |

The resultant amount could be discounted using the overdraft interest rate. For loans in status 'LOSS', the recoverable value is zero.

6.9.3 Specifying Rebooking Provision Entries

In the Status Details function, you can indicate whether provisioning entries for an account must be rebooked when provisioning is done after an automatic status change for the account. Rebooking essentially means that fresh provisioning is done, after reversing the previous provisioning amount.

The provisioning batch process, when executed, not only computes the provisioning amount; it also records the current status of the account and checks whether the current status is different from the status that was prevalent when the process was previously executed. If so, the old provisioning amount is written back into the write back GL of the old status (*if* the Rebook Provision option has been set in the Status Details), and the entries for the new provisioning amount are booked into the provisioning GLs maintained for the current status in the Status Details.

If the Rebook Provision has not been set, there is no reversal of the old provisioning amount, and the differential provisioning entries are passed, as usual, into the GLs maintained for the current status. When there is a status change between two provisioning cycles, the Rebook Provision option is set for the status with the higher sequence number. For instance, while moving from status NORM (Normal) to PDO1 (Past Due Obligation), the Rebook Provision option is set for the status PDO1 and while moving from PDO1 to NORM, the Rebook Provision option is set for the status PDO1 again.

Note

If manual provisioning has been done, the entries for the differential amount are passed or written back into the GLs associated with the NORM (normal) status.

6.9.4 Maintaining Accounting Entries for Provisioning

The computed provision amount is stored and displayed in the Amount Tab in the Customer Account Maintenance. The current status and exposure category of the account is also stored along with the balances.

For account provisioning, accounting entries are passed for the following:

- Changes in provisioning amount without status change
- Reversal of provisioning amount as a result of status change

Accounting Entries for Changes in Provision Amount without Change in Status

The entries passed for new provisions or increase of provision amount:

| | |
|---|------------------|
| Dr: | Expense GL |
| Cr: | Provisioning GL |
| Entries for decrease in provision amount: | |
| Dr: | Provisioning GL |
| Cr: | Reintegration GL |

Accounting entries for change in status with/without changes in provision Amount and with the Rebook Provision option applicable

In this case, the existing entries are reversed into a reintegration GL and new provisioning entries are booked, provided the 'Rebook Provision on Status Change' option has been set for the new status of the account. In this case, the following entries would be passed

For reversal of provision amount

| | |
|--|------------------|
| Dr: | Provisioning GL |
| Cr: | Reintegration GL |
| <i>For booking of new provision amount</i> | |
| Dr: | Expense GL |
| Cr: | Provisioning GL |

7. Customer Information Query

7.1 Introduction

You can access the following information through the Customer Information Query screen:

- Customer Limits, specifically relating to Overdraft Limits on Current Accounts and Foreign Exchange Exposure Limits
- Details relating to a Customer Account
- Facility to query for Account statement
- Facility to view future settlement balance/contracts
- Facility to view Asset and Liability Balances of the customer
- Facility to view summary of Collaterals and Account Details

7.2 Invoking Customer Position Screen

Invoke the 'Customer Information Query' screen, by typing 'ACDSCPQR' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Customer Information Query' application window. At the top, there is a search bar with the text 'Execute Query' and a 'Query' button. Below this, the 'Customer Information' section contains a 'Customer*' field with a dropdown arrow and an 'Address' field. To the right, there are three checkboxes: 'Linked Customer', 'Current Branch Only', and 'Relationship'. A 'Fetch' button is located to the right of the 'Customer Relation' section. The 'Customer Relation' section contains a table with columns 'Customer Id' and 'Name'. Below this, there are tabs for 'Accounts', 'Loans', 'Deposits', 'FX', and 'FT'. The 'Account Details' section contains a table with columns: 'Branch', 'Customer Account', 'Customer', 'Description', 'Currency', 'Current Balance', 'Related Customer', 'Relationship', and 'Debit/Credit Indicator'. At the bottom, there are several buttons: 'Collaterals', 'Asset/Liability', 'From Date', 'To Date', 'MIS Limits', 'Transaction Date', 'Value Date', 'Projection Accounting', and 'Exit'.

7.2.1 Viewing Accounting Details

The screen displays all the accounts linked to the selected customer for the specified date range, and grouped by Branch, Customer Account, and Currency.

If you check the 'Linked Customer' check box and provide the Customer Number and click 'Enter Query' and 'Execute Query' buttons, all linked customers of the customer number

entered will be displayed. To select a customer, click the adjoining option list in the 'Customer' field. The option list displays the customer details with the PID No in this screen.

To query on any linked customer displayed, select the customer and click 'Fetch' button. A query operation is performed on the selected customer and the details are displayed. The displayed values are based on the query parameters provided.

You can use the Balance Enquiry screen to view the account balance details of any particular account of the selected customer.

7.2.2 Viewing Customer Account Balance Details

You can view the deposit account balances of a customer using 'Customer Account Balance Query' screen. To invoke this screen, type 'ACDABLQY' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

The screenshot shows the 'Customer Account Balance Query' application window. It contains a search form with the following fields: Customer Number, PID No, Account Number, Currency, Account Class, Customer Name, and Account Description. There are also checkboxes for 'Linked Customer' and 'Linked Account'. Below the form are two data grids: 'CASA Accounts' and 'TD Accounts'. The 'CASA Accounts' grid has columns for Accrued Interest Debit, Accrued Interest Credit, Status Dormant, No Debits, No Credits, Frozen, Sweep in Enabled, Account Type, and Joint Holder Type. The 'TD Accounts' grid has columns for Account Number, Account Description, Account Class, Currency, Account Branch, Account Open Date, Initial Deposit Amount, Principal Balance, and Currency. Both grids are currently empty. At the bottom right of the window is an 'Exit' button.

You can query for the account balances by entering values in either of the following parameters:

- Customer Number
- Account Number

To refine your search criteria further, you can also enter values in the following parameters:

- Currency
- Account Class

CASA

Check this box to include the CASA accounts in the results.

Deposits

Check this box to include the deposit accounts in the results.

Linked Customer

Check this box to include the account details of the customers linked to the selected customer number. If you have checked this box, on selecting a customer number and clicking 'Execute Query' button, the system will display the account details of the selected customer and the linked customers.

Linked Account

Check this box to include the account details of the accounts linked to the selected account number. If you have checked this box, on selecting a account number and clicking 'Execute Query' button, the system will display the account details of the selected account and the linked accounts.

Last N number of transactions

Specify the last N number of transactions and click on 'Account Details' button to view the last N number of transactions of the selected account number.

Note

- You can query for a specific number of previous records by entering the value in 'Last N Number of Transactions'. By default, it is set as 100.
 - When you click 'Query' button, the system validates whether Last N.number of transactions is greater than the menu level MAX_RES_ROWS of the function ID 'ACDTRNQY'. If it is found greater than that, then the system displays a configurable message 'Last N number of transactions is greater than the allowed maximum transactions to be retrieved'.
 - If you do not enter the last N number of transaction and click the 'Query' button, and the number of transactions to be retrieved is greater than the menu level MAX_RES_ROWS for the function ID 'ACDTRNQY', then the system will retrieve only the first MAX_RES_ROWS number of transaction and display an information message 'Displaying only first [MAX_RES_ROWS] transactions'.
 - The starting balance and running balance fields of the Customer Account Transaction Query (ACDTRNQY) are not be applicable if you try to retrieve the Last N transaction.
-

Once you have specified the search parameters, click 'Execute Query' button. The system displays the following details pertaining to the accounts in the results.

- CASA Accounts
 - Account Number
 - Account Description
 - Account Class
 - Currency
 - PID No
 - Current Balance
 - Net Balance
 - Available Balance
 - Unutilized Line Amount
 - Temporary Overdraft Limit
 - Total Available
 - Uncollected Funds
 - Amount Blocked
 - Sublimit

- Uncollected Funds Limit
- Accrued Interest Debit
- Accrued Interest Credit
- Status Dormant
- No Debits
- No Credits
- Frozen
- Sweep in Enabled
- Account Type
- Joint Holder Type
- TD Accounts
 - Account Number
 - Account Description
 - Account Class
 - Currency
 - Account Branch
 - Account Open Date
 - Initial Deposit
 - Principal Balance
 - Current Balance
 - Deposit Status
 - Account Type
 - Maturity Date
 - Joint Holder Type
 - Sweep in Enabled

Note

The system calculates the net balance using the following formula:

- Net balance = (Available Limit from Credit Line + Available Balance + TOD Limit + Day light limit + Utilized Line Amount of the Account +Withdraw able Uncollected funds) - (Minimum Balance)

Minimum Balance will be considered only if it is lesser than the available balance. If the available balance is greater than zero and less than the minimum balance, then the system considers available balance as zero.

As the unauthorized debits and amount block are already considered for calculating the available balance, the unauthorized debits and amount block are not included in the formula for new net balance.

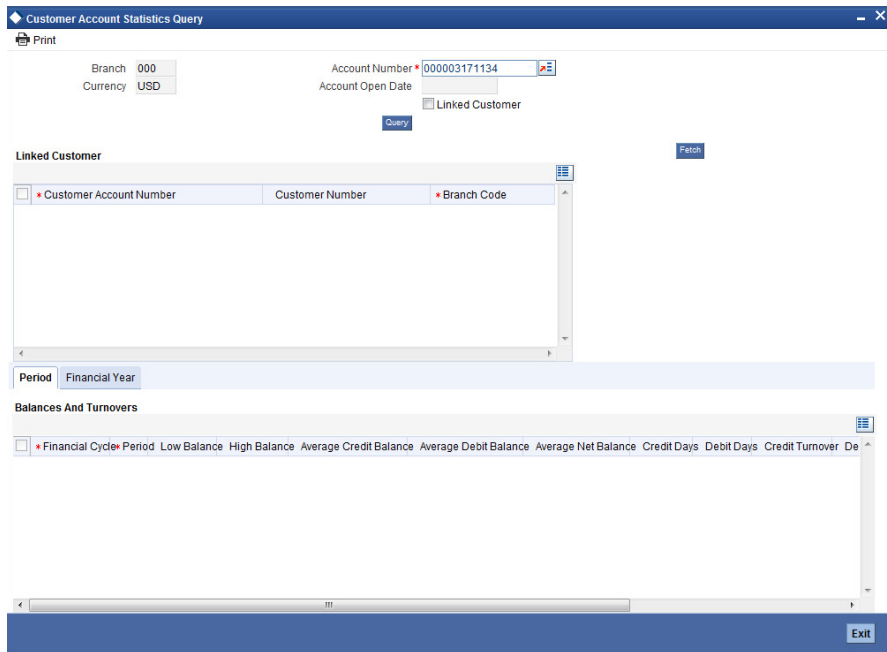
The net balance will be in the account currency.

Net balance is not applicable and will be empty if a valid non revolving line is linked to the customer account.

7.2.2.1 Viewing Account Statistics

For a selected CASA account in the Customer Account Balance Query' screen, you can view the account statistics by clicking the 'Account Statistics' button. You can also invoke this

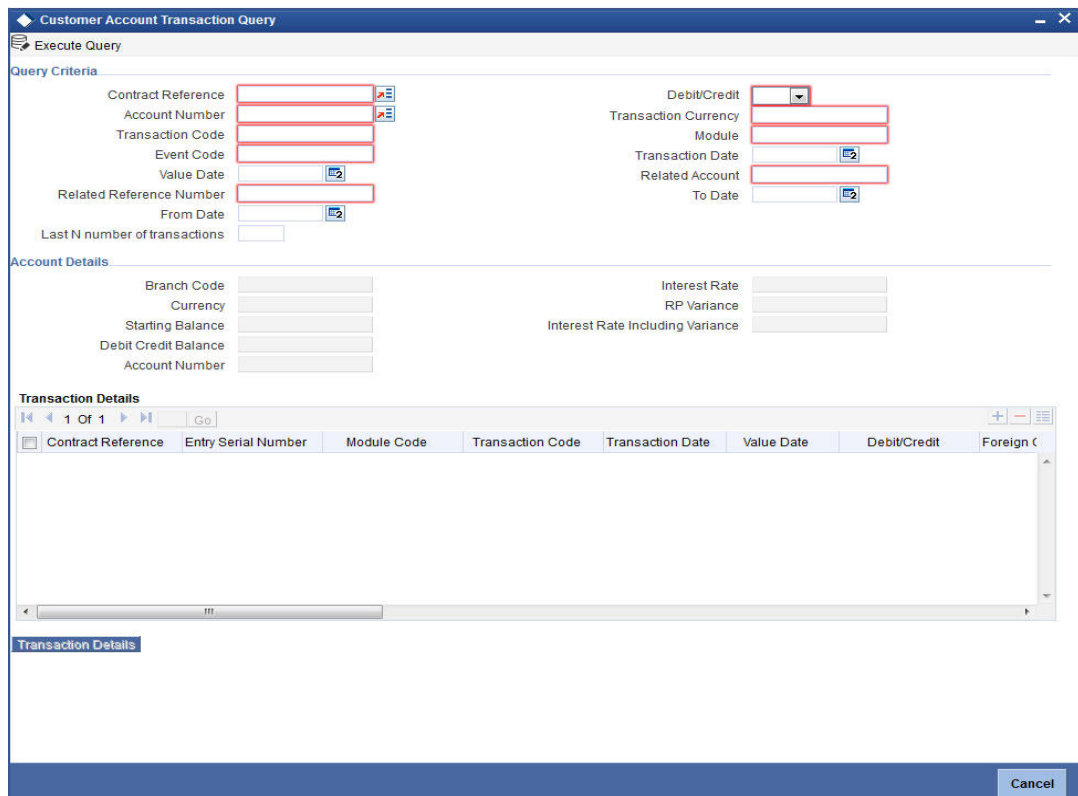
screen by typing 'ACDASTQY' in the top right corner of the application toolbar and clicking the adjoining arrow button.



For further details on this screen, refer to the CASA user manual.

7.2.2.2 Viewing Account Details

For a selected CASA account in the 'Customer Account Balance Query' screen, you can view the account details by clicking the 'Account Details' button. You can also invoke this screen by typing 'ACDTRNQY' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button.



From this screen, you can query the details of the transactions in which the customer account was involved.

Interest Rate

The system displays the interest rate applicable for the CASA/Non Rate chart TD account as on enquiry date.

RP Variance

The system displays the RP variance based on the customer service model, amount, tenor and so on.

Interest Rate Including Variance

The system displays the interest rate and RP variance.

7.2.2.3 Viewing Term Deposit Details

For a selected TD account in the 'Customer Account Balance Query' screen, you can view the details of the term deposit account by clicking the 'TD Details' button.

The screenshot displays the 'TD Details View' window with the following sections:

- Account Details:**
 - Account Number: 000013222018
 - Account Description: Japan Cust 01
 - Account Class: TDCCY1
 - Account Currency: GBP
 - Account Branch: 000
 - Account Open Date: 2011-01-04
 - Initial Deposit Amount: 1,000.00
 - Principal Balance: 0.00
 - Current Balance: 0.00
 - Deposit Status: CLOSED
 - Account Type: SINGLE
 - Joint Holder Type:
- Maturity Details:**
 - Maturity Amount: 1,000.00
 - Maturity Date: 2011-02-04
- Interest Rate Details:**
 - Interest Rate Based on Cumulative Amount
 - Interest Rate: 10
 - RP Variance: 5
 - Interest Rate Including Variance: 15
- Interest Accrual Details:**
 - Last Interest Accrued Date:
 - Interest Accrued Till Date: 0.00
 - Next Accrual Date:
- Interest Liquidation Details:**
 - Last Interest Liquidated Date:
 - Interest Booking Account: 000013222018
 - Interest Liquidated Till Date: 0.00
 - Next Liquidation Date:
- Tax Details:**
 - Tax Rate: 2
 - Tax Collected Till Date: 0.00
- Additional Details:**
 - Amount Block: 0.00
- Deposit Tenor:**
 - Years: 0
 - Months: 1
 - Days: 0
- Original Tenor:**
 - Years: 0
 - Months: 1
 - Days: 0
- Top-Up Details:**
 - Total Top-Up Amount:
 - Number of Top-Up: 0

An 'Exit' button is located at the bottom right of the window.

This screen displays the details of the term deposit account.

RP Variance

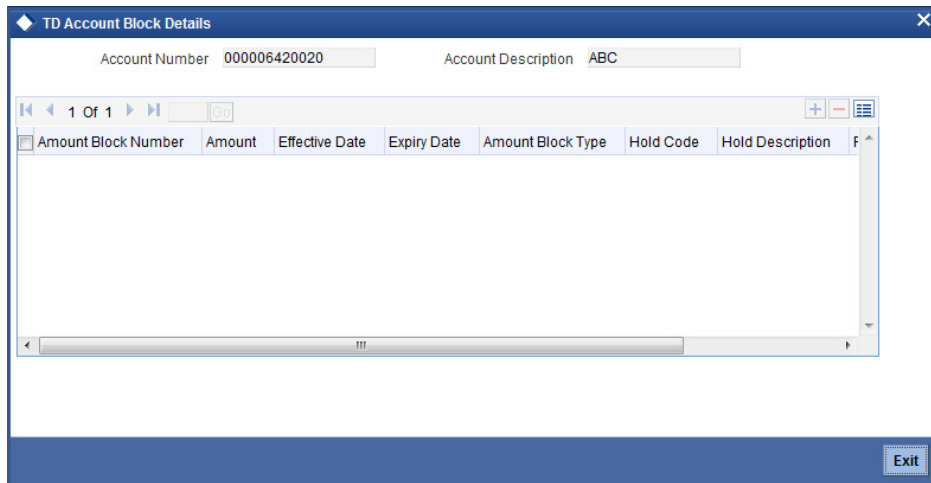
The system displays the RP variance based on the customer service model, amount, tenor and so on.

Interest Rate Including Variance

The system displays the interest rate and RP variance.

7.2.2.4 Viewing Amount Block Details

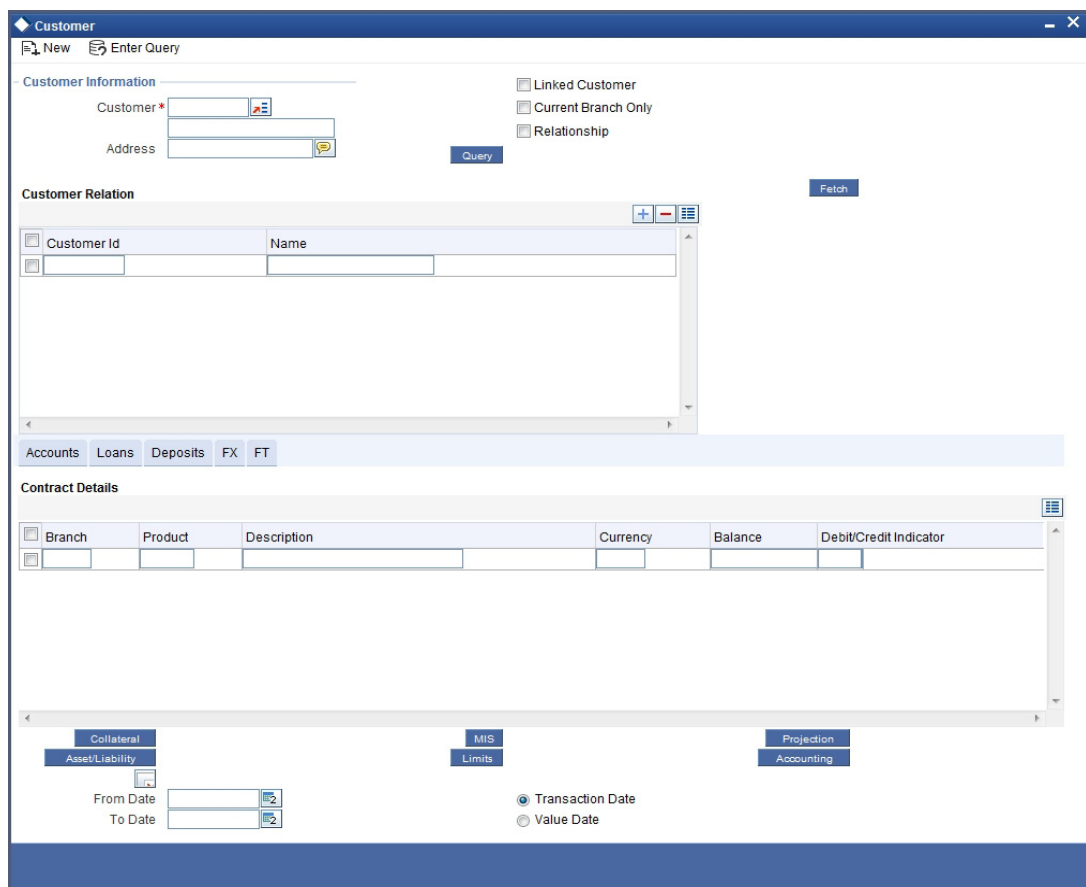
For a selected TD account in the 'Customer Account Balance Query' screen, you can view the details of the amount blocks by clicking the 'Block Details' button.



This screen displays the details of the amount blocks placed on the TD account.

7.2.3 Viewing Loans Details

You can view details of all loan contracts for the selected customer through the Customer Position screen. Click the Loans tab. The loan amount that appears is the consolidated amount grouped by Branch, Product, and Currency. The screen appears as shown below:



Double clicking a record displays the Loan Contracts Summary screen comprising a summary of transactions contributing to the balance displayed in the Customer Position screen. The balance displayed is the outstanding principal amount for the Loan product. This screen also displays MM contracts, that is, MM borrowings are displayed under the Deposits tab and MM Placements are displayed under Loans. Double clicking a record in the Loans Contract Summary screen displays the corresponding Loan Contract screen comprising transaction details.

Note

The summary screen will not be shown for contracts that do not belong to the current branch.

For more details on the LD Contract Online screen, please refer the Loans User Manual

7.2.4 Viewing Deposit Details

You can view details of all Deposit contracts for the selected customer through the Customer Position screen. Click the Deposits tab. The deposit amount that appears is the consolidated amount grouped by Branch, Product and Currency.

The screen appears as shown below:

The screenshot displays the Oracle Customer screen with the following sections:

- Customer Information:** Includes fields for Customer* and Address, a Query button, and checkboxes for Linked Customer, Current Branch Only, and Relationship.
- Customer Relation:** A table with columns for Customer Id and Name, and a Fetch button.
- Accounts:** A horizontal menu with tabs for Accounts, Loans, Deposits, FX, and FT.
- Deposits Details:** A table with columns for Branch, Product, Description, Currency, Balance, and Debit/Credit Indicator.
- Collateral:** Includes Asset/Liability and From Date/To Date fields.
- MIS:** Includes Limits and radio buttons for Transaction Date and Value Date.
- Projection:** Includes Accounting.

Double clicking a record displays the Deposits Contracts Summary screen comprising a summary of transactions contributing to the balance displayed in the Customer Position screen (MM borrowings + Deposits). The Balance is the principal balance for the selected Deposit product. Double clicking a record in the Loans and Deposits Contract Summary screen displays the corresponding Deposit Contract screen comprising transaction details.

Note

The summary screen will not be displayed if the deposit does not belong to the current branch.

For more details on the Contract Online screen, please refer the user manual for Deposits.

7.2.5 Viewing FX Details

You can view details of all FX contracts for the selected customer through the Customer Position screen. The entries are the consolidated amounts for contracts grouped by product, branch and currency. Double clicking a record displays the summary screen for that record and double clicking further, displays the contract details screen for that record. Click the FX tab.

The screen appears as shown below:

The screenshot shows the Oracle Customer Position screen. The window title is "Customer". It features a "Customer Information" section with fields for "Customer*" and "Address", and checkboxes for "Linked Customer", "Current Branch Only", and "Relationship". Below this is a "Customer Relation" table with columns "Customer Id" and "Name". A navigation bar includes "Accounts", "Loans", "Deposits", "FX", and "FT". The "Foreign Exchange Details" section contains a table with columns: "Branch", "Product", "Description", "Currency", "Balance", and "Debit/Credit Indicator". At the bottom, there are tabs for "Collateral", "MIS", and "Projection", along with "Asset/Liability" and "Limits". Date pickers for "From Date" and "To Date" are present, along with radio buttons for "Transaction Date" and "Value Date".

Here, the FX bought amount is displayed as Debit Balance and the FX sold amount is displayed as Credit Account.

Double clicking a record in the Customer Position screen displays the corresponding FX Contract Summary screen. Double clicking a record in the FX Contract Summary screen displays the corresponding FX Contract Detail screen comprising the transaction details.

7.2.6 Viewing FT Details

You can view details of all FT contracts for the selected customer through the Customer Position screen. Click the FT tab.

The screen appears as shown below:

The screenshot shows the Oracle Customer Position screen. The window title is "Customer". The interface includes a "Customer Information" section with input fields for "Customer *" and "Address", and checkboxes for "Linked Customer", "Current Branch Only", and "Relationship". Below this is a "Customer Relation" table with columns "Customer Id" and "Name". A "Funds Transfer Details" table follows, with columns "Branch", "Product", "Description", "Currency", "Balance", and "Debit/Credit Indicator". At the bottom, there are buttons for "Collateral", "MIS", and "Projection", along with "Asset/Liability", "Limits", and "Accounting". Date fields for "From Date" and "To Date" are present, along with radio buttons for "Transaction Date" and "Value Date".

The Balance amount displayed here is the incoming cash flow amount or credit balance for the FT product.

Double clicking a record in the Customer Position screen displays the corresponding FT Contract Summary screen. Double clicking a record in the FT Contract Summary screen displays the corresponding FT Contract Detail screen comprising the transaction details.

7.2.7 Viewing Collaterals Details

You can view the collateral details for the selected customer through the Customer Position screen. Click the 'Collateral' button. The Collateral Summary View screen appears for all collaterals linked to the customer liability.

Double clicking a record in the Collaterals Summary screen displays the details of the selected collateral.

The screenshot shows a web application window titled "Collaterals Summary". At the top, there are four search filters: "Authorization Status" (dropdown), "Record Status" (dropdown), "Liability ID" (text input with a search icon), and "Collateral Code" (text input with a search icon). Below these filters are two buttons: "Search" and "Advanced Search". To the right of these buttons are "Refresh" and "Reset" buttons. Below the search area, there is a table with the following columns: "Authorization Status", "Record Status", "Liability ID", "Collateral Value", "Offset Margin %", "Collateral Contribution", and "Start Date". The table currently displays one record. At the bottom right of the window, there is an "Exit" button.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Record Status
- Liability ID
- Collateral Code

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Liability ID
- Collateral Code
- Collateral Value
- Offset Margin %
- Collateral Contribution Start Date

7.2.8 Viewing Assets/Liabilities Details

You can view the total asset and total liability for the selected customer through the Customer Position screen. Click the 'Asset/Liab' button. The Assets/Liabilities Summary screen

appears. All Assets and Liabilities transactions are displayed in Asset and Liabilities transaction blocks along with the local currency equivalent for each transaction. The total for Assets and the total for Liabilities are also displayed at the end of each block.

Note

Asset = Sum of Current balance of All the account having –ve balance + Sum of all the Loans outstanding balance Linked to a given customer + Sum of all MM placements of the customers

Liability = Sum of Current balance of all the account having +ve balance + Sum of all the Deposits Linked to a given customer + Sum of all MM borrowings of the customer.

Invoke the 'Customer Asset & Liability Query screen, by typing 'ACDSQASL' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Assets and Liability' application window. At the top, there are buttons for 'New' and 'Enter Query'. Below this is the 'Customer Details' section, which includes a 'Customer *' field, a 'Description' field, a 'Linked Customer' checkbox, and a 'Query' button. To the right of this section is a 'Fetch' button. Below the 'Customer Details' is the 'Customer Relation' section, which contains a table with columns 'Customer Id *' and 'Customer Name'. Below the 'Customer Relation' are two tables: 'Customer Assets' and 'Customer Liability'. The 'Customer Assets' table has columns 'Authorized Status', 'Contract Status', 'Branch', and 'Referen'. The 'Customer Liability' table has columns 'Authorized Status', 'Contract Status', and 'Status Dormant'. Both tables have a 'Total' field at the bottom. The window has a blue header bar and a blue footer bar.

In the above screen, you can provide customer number to view the following details:

Customer Liability

- Authorized Status
- Contract Status
- Branch
- Reference Number

- Customer
- Currency
- Debit/Credit
- Amount
- Local Currency Amount
- Value Date

The following account status details are displayed based on the query parameters provided:

- Status Dormant
- No Debit
- No Credit
- Frozen

7.2.9 Viewing Limits Details

Check Linked Customer and provide Customer Number and click Query button to view all linked customers in Linked Customer Details. To query on any linked customer displayed, select the customer and click 'Fetch' button. A query operation is performed on the selected customer and the details are displayed. The displayed values are based on the query parameters provided.

You can view details of limits maintained for the selected customer through the Customer Position screen. Click the 'Limits' button. The Liability Summary screen appears. Double clicking on a record displays the Limits Line Summary screen which provides a summary view of all the lines linked to the liability of the customer. Double clicking on a record in the Limits Line Summary screen, displays the utilization summary screen.

7.2.10 Viewing MIS Details

You can view MIS information about the selected customer through the Customer Position screen. Click MIS tab.

For more details on the MIS screen, refer the MIS User Manual

7.2.11 Viewing Projections

You can view future settlement balances and outstanding FX and FT contracts for the selected customer account through the Customer Position screen. Click 'Projection' button.

Invoke the 'Customer Projections Query' screen, by typing 'ACDSQPRO' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

To view the settlement balance for the selected customer for a particular future date, enter a date in the date field and click the 'Q' button. The system displays details of all the unsettled transactions, which have occurred until the date indicated in the 'Date' field. 'Total' indicates the sum total of all unsettled transactions in local currency for the selected customer number.

Check Linked Customer and provide Customer Number and click Query button to view all linked customers in Linked Customer Details. To query on any linked customer displayed, select the customer and click 'Fetch' button. A query operation is performed on the selected customer and the details are displayed. The displayed values are based on the query parameters provided.

Double clicking a record in this screen invokes the contract summary screen for the selected contract. The current balance of the selected customer is displayed at the bottom of this screen. The current balance denotes the sum total of balances in all the accounts of the selected customer.

7.2.12 Viewing Accounting Entries

You can view all the accounting entries passed for a selected Customer Account in the Accounting Entry Retrieval screen. To invoke this screen, select a customer account and a date range in the Customer Position screen and then click 'Accounting' button.

The Accounting Entry Retrieval screen is displayed with all the accounting entries passed for the selected customer account and date range:

The screenshot shows the 'Accounting Entry Retrieval' application window. At the top, there are 'New' and 'Enter Query' buttons. Below these are input fields for 'FCY Amount', 'Exchange Rate', and 'LCY Amount'. The 'Query Criteria' section contains fields for 'Contract Reference', 'Transaction Code', 'Event Code', 'Value Date', 'Related Reference', and 'From Date', each with a calendar icon. A 'Query' button is positioned below these fields. The 'Account Details' section includes fields for 'Branch Code', 'Currency', 'Debit Credit Balance', 'Account Number', 'Account Description', and 'Starting Balance'. The 'Transaction Details' section is a table with the following columns: 'Contract Reference', 'Entry Serial No', 'Module Code', 'Transaction Code', 'Event Code', 'Transaction Date', and 'Value'. The table currently contains one row with empty fields. The window has a standard Windows-style title bar and a scroll bar on the right side of the table.

Double clicking on an accounting entry in this screen displays the corresponding contract input screen.

Click 'Query' button if you wish to query for any particular accounting entry

7.2.13 Overdrawn Accounts Query

Invoke the 'Overdrawn Accounts Query' screen, by typing 'ACDCODQS' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

The screenshot shows the 'Overdrawn Accounts Query' application window. It features a title bar with a diamond icon and the text 'Overdrawn Accounts Query'. Below the title bar are two buttons: 'New' and 'Enter Query'. The main area contains several input fields: 'Customer Number', 'Customer Account Number', 'Currency', 'Facility Identifier', and 'Liability Number'. Each field has a small icon to its right. There are also two checkboxes: 'Linked Customer' and 'Linked Account'. A 'Query' button is located below the input fields. Below the input area is a 'Result' section with a table. The table has six columns: 'Customer Number', 'Branch Code', 'Customer Account Number', 'Currency', 'Facility Identifier', and 'Liability Number'. The table is currently empty. At the bottom of the window is a blue bar.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Customer Number
- Customer Account Number
- Currency
- Facility Identifier
- Liability Number

Linked Customer

Check Linked Customer and provide Customer Number and click Query button to view all the Overdrawn Account Numbers of the customer and its linked customers.

Linked Account

Check Linked Account and provide Account Number and click Query to view all Overdrawn Account Numbers of the customer of the account. The displayed values are based on the query fields provided.

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Customer Number
- Branch Code
- Customer Account Number
- Currency
- Facility Identifier
- Liability Number
- Payable Balance

7.2.14 Uncollected Funds Query

Invoke the 'Uncollected Funds Query' screen, by typing 'ACDUNFDQ' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screenshot shows the 'Uncollected Funds Query' application window. The window has a title bar with the text 'Uncollected Funds Query' and standard window controls (minimize, maximize, close). Below the title bar is a search bar labeled 'Enter Query'. The main area contains several input fields: 'Account Description', 'Account *', 'From Date', 'LBL_UN_FNQ', and 'To Date'. To the right of the 'Account *' field is a checkbox labeled 'Linked Account'. Below the input fields is a table titled 'Uncollected Funds'. The table has a header row with columns: 'Available Date', 'Transaction Reference', 'Amount', 'Bank Code', 'Account', and 'Account Description'. The table body is currently empty. At the bottom right of the window is an 'Exit' button.

In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Account Description
- Account
- From Date
- Total Uncollected Funds
- To Date

Linked Account

Check Linked Account and provide Account Number and click Query to view all Uncollected Fund Account Numbers of the customer and its linked customers. When Linked Account is not checked the existing query operation takes place. The displayed values are based on the query fields provided.

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Available Date
- Transfer Reference Number
- Amount
- Bank Code
- Amount Number
- Account Description

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Customer Number
- External Reference
- PID No
- Short Name
- Full name
- Kanji Full Name
- Katakana Full Name
- Hiragana Full Name
- Unique Identifier Name
- Unique Identifier Value
- Passport Number
- Telephone
- Mobile Number
- National ID
- Date of Birth

When you double click on the customer record, the system will launch either Retail view screen or corporate view screen depending on the type of customer.

Note

You can query or modify the customer details whose accounts are permitted to you for the query/modification in the 'Group Code Restriction' screen.

8.3 Viewing 360 Degree Retail Customer Details

You can invoke '360 Degree Retail Customer View' screen if the customer is Retail by double clicking on the customer record in the '360Degree Customer View Entry Point' screen or by

typing 'STDRETVW' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

Include Inactive Accounts

Check this box to include the details of inactive CASA accounts.

Joint Accounts

Check this box to include the details of joint accounts.

The system displays the following details:

- Customer Number
- PID No
- Short Name
- Reporting Currency
- Branch
- Credit rating
- KYC Status
- Since
- Full Name
- Frozen
- Deceased
- Whereabouts Unknown

Click the 'Reports' button to view the '360 Degree Customer Report' screen.

The details that can be viewed in the '360 Degree Retail Customer View' screen is classified into 12 broad heads.

| | |
|--------------------------|---|
| Summary | You can view the address, status. Balance sheet asset and liabilities and off balance sheet asset and liabilities under the summary tab. |
| Profile | You can view the details of the customer's profile. |
| Deposits | You can view the details of the customer deposits. |
| Loans | You can view the details of the customer's loan. |
| Events | You can view the details of the upcoming events. |
| Schemes | You can to view the details of the relationship schemes. |
| Alerts | You can view the alerts for overdue loans, matured deposits but not renewed or liquidated, Locker Charges Overdue Details, Cheques Returned, Amount Block Details and Stop Payment Details. |
| Limits | You can view the limits and collaterals of the customer. |
| Payments | You can view the FT and PC contracts of the customer which is not liquidated. |
| Is-Deposits | You can view details about active CASA account and Term Deposit. |
| Is-Financing | You can view details about Islamic Account and Islamic Term Deposit.. |
| External Products | You can view external details about products like credit cards, insurance, and mutual fund. |

8.3.1 Viewing Summary Details

You can view the address, status, Balance sheet asset and liabilities and off balance sheet asset and liabilities under the summary tab. The following details are displayed here:

Address For Correspondence

Here you can view the following details:

- Name
- Address Code
- Address 1-4
- Address
- PIN Code
- Work Phone
- Fax
- E-mail

Status

Here you can view the following details:

- Frozen
- Deceased
- Whereabouts Unknown
- Joint Accounts: If unchecked, the system displays only primary accounts of the customer. where as if checked, then the system displays the non primary accounts of the customer as well.
- KYC Status
- CIF Status
- Since
- Credit Rating
- Customer Category
- Charge Group
- Tax Group

Balance Sheet Asset and Liabilities

Here you can view the following details:

- Asset
- Ccy
- Value
- Liability
- Ccy
- Value

Off Balance Sheet Asset and Liabilities

Here you can view the following details:

- Asset

- Ccy
- Value
- Liability
- Ccy
- Value

8.3.2 Viewing Profile Details

Click 'Profile' tab in the '360 Degree Retail Customer View' screen to view the details of the customer's profile.

The screenshot shows the '360 Degree Retail Customer View' application with the 'Profile' tab selected. The interface is organized into several sections:

- Name:** Fields for First, Middle, and Last names.
- Unique Identifier:** Name and Value fields.
- Geographic:** Country, Nationality, Language, and National Id fields.
- Gender:** Radio buttons for Male, Female, Others, and Prefer Not to Disclose.
- Resident Status:** Radio buttons for Resident, Non Resident, and Joint Customer.
- Passport Details:** Passport Number, Issue Date, and Expiry Date fields.
- Legal Guardian:** Date of Birth, Nominee Minor checkbox, Guardian name, and Submit Age Proof dropdown.
- Domicile Address:** Address 1-4, Country, and Mobile Number fields.
- Permanent Address:** Address 1-4 and Country fields.
- Kanji:** Short Name and Address 1-4 fields.
- Katakana:** Short name and Address 1-4 fields.
- Hiragana:** Full Name and Short Name fields.
- Maruyu Limit Maintenance:** Maruyu Customer checkbox, Effective Date, Limit Currency, Customer Limit Amount, and Remarks fields.

At the bottom, there is a navigation bar with tabs for Image, Linked Customers, Locker Details, Professional, Domestic, Joint, Linked Entity, KYC Details, Fields, MIS, and Interactions. An 'Exit' button is located in the bottom right corner.

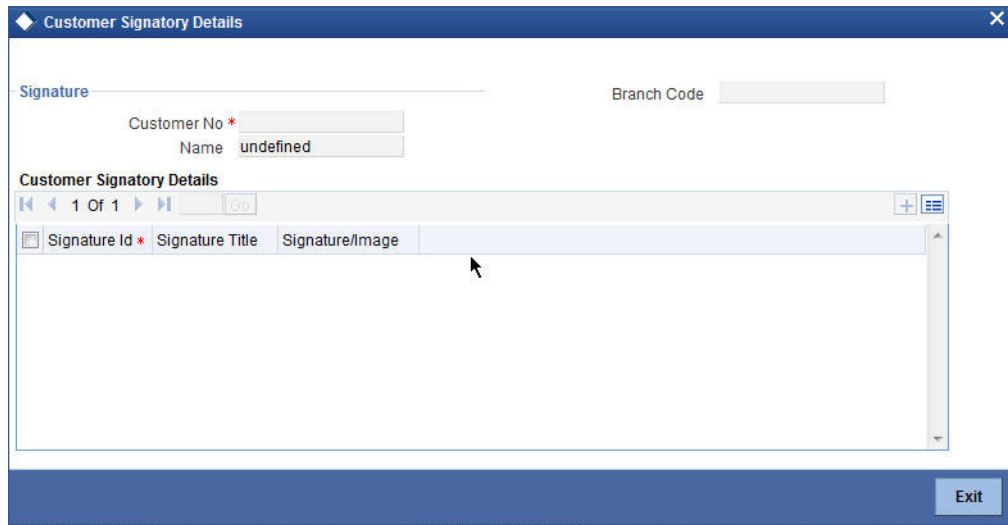
Here you can view the following details:

- Name
 - First
 - Middle
 - Last
- Sex
 - Male
 - Female
- Resident Status
 - Resident
 - Non Resident
 - Joint Customer
- Domicile address
 - Line 1 to 3
 - Country
 - Mobile Number
- Unique Identifier

- Name
 - Value
- Passport Details
 - Passport Number
 - Issue Date
 - Expiry date
- Permanent Address
 - Line 1 to 3
 - Country
- Geographic
 - Country
 - Nationality
 - Language
 - National Id
- Legal Guardian
 - Date of Birth
 - Guardian
 - Submit age Proof
- Incorporation
 - Date
 - Capital
 - Net Worth
 - Country
 - Currency of Amounts
- Description Business
- Kanji
 - Short Name
 - Address 1-4
 - Pin Code
 - Country
- Katakana
 - Short Name
 - Address 1-4
 - Pin Code
 - Country
- Hiragana
 - Full Name
 - Short Name

8.3.2.1 Viewing Signature Image and Photograph of the Customer

Click on the 'Image' button to invoke 'Customer Signatory Details' screen. Here you can view the signature image and photograph of the customer.

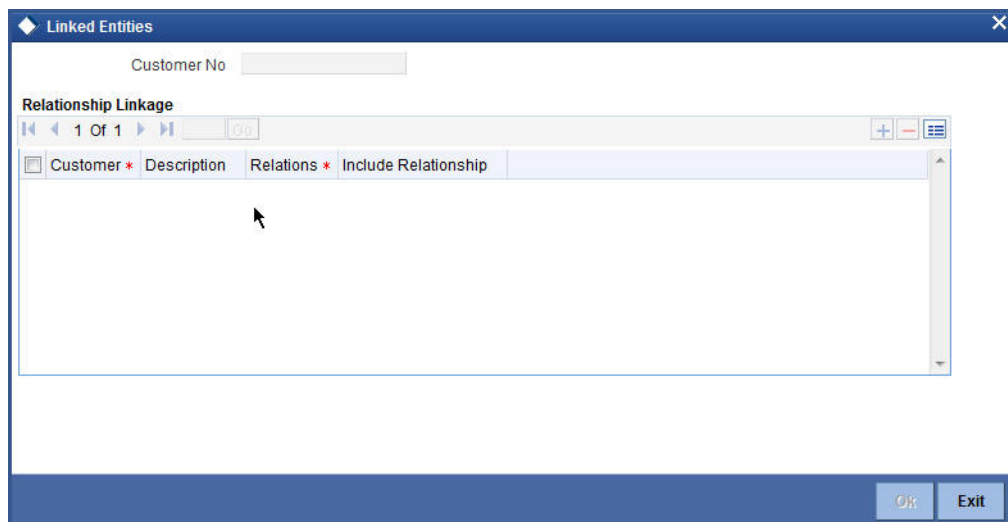


Here you can view the following details:

- Signature Id
- Signature Title
- Signature/Image

8.3.2.2 Viewing Related Customer Details

Click on the 'Linked Customers' button to invoke 'Linked Entities' screen. Here you can view other related customer details.

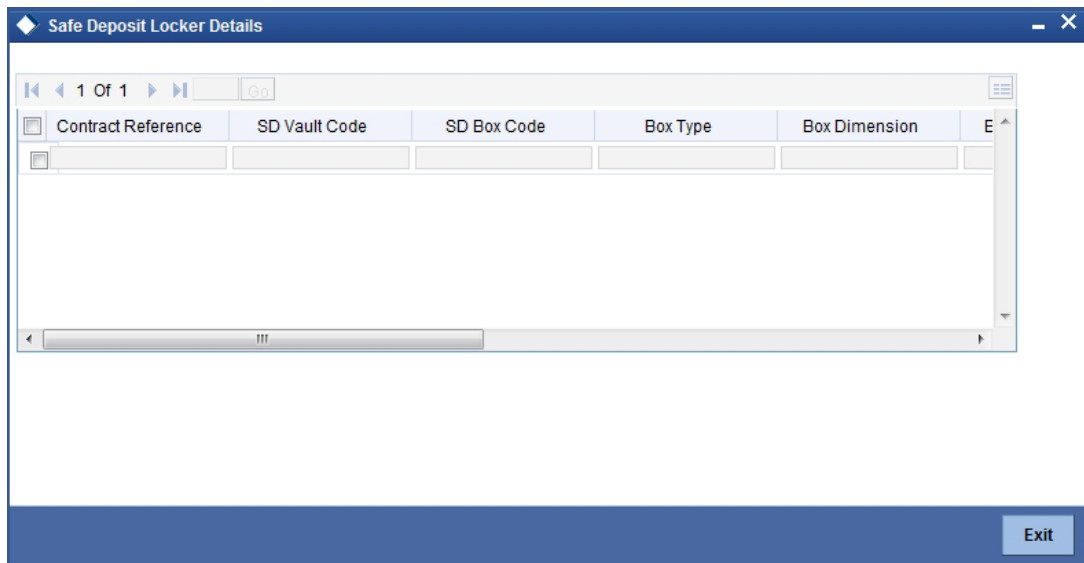


Here you can view the following details:

- Customer
- Description
- Relations

8.3.2.3 Viewing Locker Details

Click on the 'Locker Details' button to invoke 'Safe Deposit Locker Details' screen. Here you can view the locker details of the customer. The screen is as shown below:



Here, you can view the following details:

- Contract Reference
- SD Vault Code
- SD Box Code
- Box Type
- Box Dimension
- Box Description
- Contract Currency
- Deposit Amount
- Tenor
- Issue Date
- Closure date
- Expiry Date

8.3.2.4 Viewing Professional Details of the Customer

Click on the 'Professional' button to invoke 'Customer Professional Details' screen. Here you can view the professional details of the customer.

The screen is as shown below:

Customer Professional Details

Employment
Employment: Full Time permanent

Employment Details
Tenure
Retirement Age
Previous Designation
Previous Employer
Current Designation
Current Employer

Income
Salary
Other
Currency of Amounts

Official Address
Line 1
Line 2
Line 3
Country

Contact
Telex

Expense
Rent
Insurance
Loan Payments
Other
House Value
Number of Credit Cards

Exit

8.3.2.5 Viewing Domestic Details of the Customer

Click on the 'Domestic' button to invoke 'Customer Domestic Details' screen. Here you can view the domestic details of the customer.

Customer Domestic Details

Marital Status: Single
Spouse Employment Status: Full Time Permanent
Accommodation

Spouse Name
Educational Status: Post Graduate

Dependents
Children
Others

Exit

Here you can view the following details:

- Marital status
- Spouse Employment Status
- Accommodation
- Spouse Name
- Dependents
- Children
- Others

8.3.2.6 Viewing Customer information

Click on the 'Joint' button to invoke 'Customer Information Maintenance' screen. Here you can view information about the customer.

The screenshot shows a window titled "Customer Information Maintenance" with a blue header and footer. The main area is white and contains various input fields and radio buttons. At the top, there is a "Customer No" field. Below it is a navigation bar with "1 Of 1" and left/right arrows. The form is organized into sections: "Gender" with radio buttons for Male, Female, Other, and Prefer Not to Disclose; "Prefix", "First Name", "Last Name", and "Middle" text boxes; "Address" with "Address 1", "Address 2", and "Address 3" text boxes; "Passport Details" with "Number", "Issue Date", and "Expiry Date" text boxes; "Date of Birth", "Resident Status" (Resident/Non Resident), "Deceased" (Deceased/Non Deceased), "Telephone", "Email", and "SSN" text boxes. At the bottom right, there are "Ok" and "Exit" buttons.

Here you can view the following details:

- Customer No
- Sex
 - Male
 - Female
- Prefix
- First name
- Last Name
- Middle
- Address line 1 to 3
- Passport Details
- Passport Number
- Issue Date
- Expiry Date
- Date of Birth
- Resident status
 - Resident
 - Non Resident
- Deceased
 - Deceased
 - Non Deceased
- Telephone
- E-mail
- SSN

8.3.2.7 Viewing Customer Entities

Click on the 'Linked Entity' button to invoke 'Linked Entity' screen. Here you can view details about customers who are linked to this customer, accounts for which this customer is linked,

and loans which are guaranteed by this customer.

Linked Entity
- X

Account Details of Linked Customers

1 Of 1

| Branch Code | Account Class | Account No | Account Description | Current Balance | Available Balance | Blocked |
|-------------|---------------|------------|---------------------|-----------------|-------------------|---------|
| | | | | | | |

Retail Deposits of Linked Customers

1 Of 1

| Branch Code | Account No | Account Description | Term Deposit Amount | Maturity Date | Interest Start Date | Tenor in Days | Interest |
|-------------|------------|---------------------|---------------------|---------------|---------------------|---------------|----------|
| | | | | | | | |

Corporate Deposits of Linked Customers

1 Of 1

| Contract Reference | Product Description | Currency | Booking Date | Value Date | Maturity Date | Interest Rate | Contract Status |
|--------------------|---------------------|----------|--------------|------------|---------------|---------------|-----------------|
| | | | | | | | |

Loan Details of Linked Customers

1 Of 1

| Branch Code | Product Code | Product Description | Account Number | Currency | Amount Financed | Amount Disbursed | Outstanding |
|-------------|--------------|---------------------|----------------|----------|-----------------|------------------|-------------|
| | | | | | | | |

| | | |
|--|---|--|
| Summary of Deposit | Summary of Deposits | Summary of Loans |
| Total Credit Amount <input type="text"/> | Total Retail Deposits <input type="text"/> | Total Leasing Amount <input type="text"/> |
| Total Debit Amount <input type="text"/> | Total Corporate Deposits <input type="text"/> | Total Mortgage Amount <input type="text"/> |
| | | Total Commitment Amount <input type="text"/> |
| | | Total Ordinary Loan <input type="text"/> |
| | | Total Syndicated Loan <input type="text"/> |

Linked Account Details

1 Of 1

| Branch Code | Account Class | Account No | Account Description | Current Balance | Available Balance | Blocked |
|-------------|---------------|------------|---------------------|-----------------|-------------------|---------|
| | | | | | | |

Summary Details

Total Credit Balance

Total Debit Balance

Guaranteed Loans

1 Of 1

| Branch Code | Product Code | Product Description | Account Number | Currency | Amount Financed | Amount Disbursed |
|-------------|--------------|---------------------|----------------|----------|-----------------|------------------|
| | | | | | | |

Total Guaranteed Loan

Exit

CASA Details of Linked Customers

Here you can view the following details:

- Branch Code
- Account No
- Account Description
- Current Balance
- Available Balance
- Blocked
- Uncollected
- Debit Interest Accrued Amount
- Credit Interest Accrued Amount
- Limit Currency
- Temp. OD limit
- Temp. OD Start
- Temp. OD End
- Account Status
- Since
- Related Customer
- Account Class

Retail Deposits of linked Customers

Here you can view the following details:

- Branch Code
- Account No
- Account Description
- term Deposit amount
- Maturity Date
- Interest Start Date
- tenor in Days
- Interest Rate
- Last Interest Effective Date
- Interest Accrued
- Account Status
- Since
- account Class
- Recurring Deposit

Corporate Deposits of Linked Customers

Here you can view the following details:

- Branch
- Contract Reference
- Product Description
- Currency

- Booking Date
- Value Date
- maturity date
- Interest Rate
- Contract Status
- Product
- No of Times Rollover
- Related Customer

Loan Details of linked Customers

Here you can view the following details:

- Branch Code
- Account Number
- Product description
- currency
- Amount financed
- Amount Disbursed
- outstanding Amount
- Booking Dated
- Value Date
- Maturity Date

8.3.2.8 Viewing KYC Details

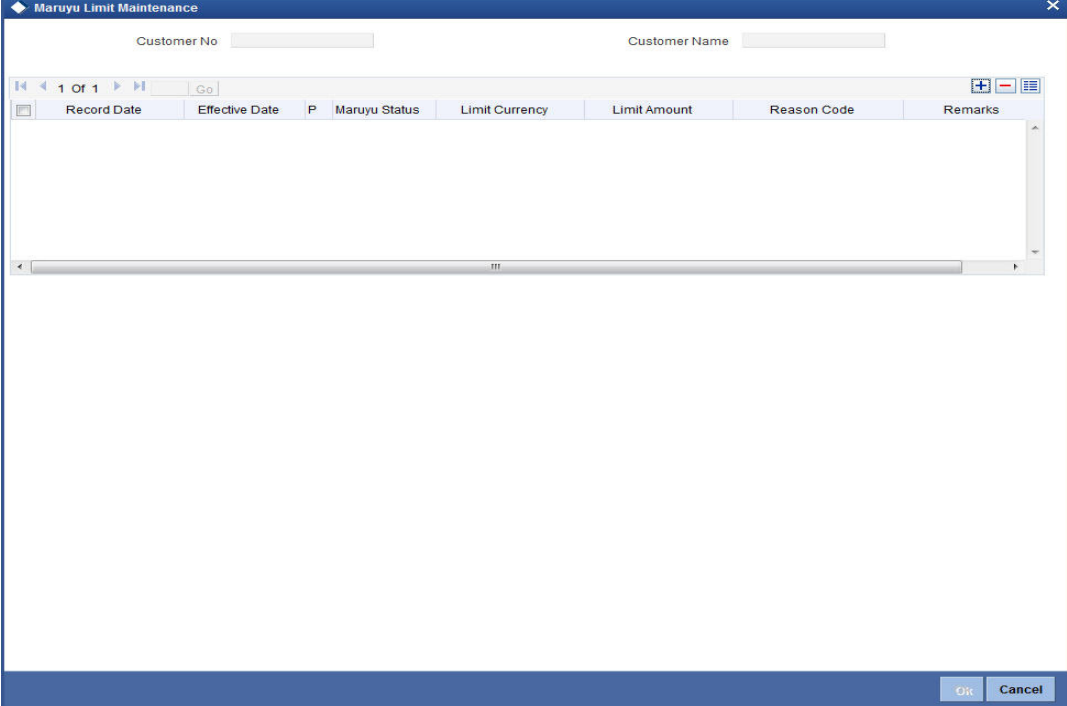
Click on the 'KYC Details' button to invoke 'KYC Maintenance' screen. Here you can view KYC details of the customer.

The screenshot displays the 'KYC Maintenance' application window. At the top, there are 'New' and 'Enter Query' buttons. Below these are four required input fields: 'KYC Reference *', 'Full Name of Customer *', 'KYC Customer Type *' (a dropdown menu), and 'Risk Level *' (a dropdown menu). A navigation bar at the bottom of the main content area contains links for 'Retail Customer', 'Corporate Customer', 'Financial Customer', and 'Fields'. The footer section includes labels for 'Maker', 'Checker', 'Mod No', 'Date Time:', 'Record Status', and 'Authorization Status'. An 'Exit' button is located in the bottom right corner of the footer area.

Refer Core Entities for more information about the 'KYC Maintenance' screen.

8.3.3 Maintaining Account Level Maruyu Limit

You can capture Maruyu limit details of the account through the 'Account Level Maruyu Limit' screen. Click the 'Maruyu Limit' button in the '360 Degree Retail Customer View' screen to invoke this screen.



| Record Date | Effective Date | P | Maruyu Status | Limit Currency | Limit Amount | Reason Code | Remarks |
|-------------|----------------|---|---------------|----------------|--------------|-------------|---------|
|-------------|----------------|---|---------------|----------------|--------------|-------------|---------|

You can maintain the following details in this screen:

Customer No

The system displays the customer number.

Customer Name

The system displays the customer name.

Maruyu Limit Details

Record Date

The system displays the record date based on the value maintained at customer level. For new records the system defaults the current system date.

Effective Date

Select the effective date from the adjoining calendar. The system defaults the effective dates for the records defaulted from customer level.

Maruyu Status

Select the maruyu status of the customer from the drop-down list. The list displays following values:

- Yes - If the customer is a Maruyu customer
- No - If the customer is a Non-Maruyu customer
- Disqualified - If the Maruyu status is disqualified.

Limit Currency

The system displays the currency of the limit.

Customer Limit Amount

The system displays the limit amount from the Maruyu Limit Maintenance screen. You can also modify the limit amount.

Account Limit Amount

Specify the account limit amount.

Reason Code

Specify the reason code for marking the customer as Maruyu customer. Alternatively, you can select the reason code from the option list. The list displays all valid values maintained in the 'Limit Types' (LMDTYPES) screen.

Remarks

Specify the remarks, if any.

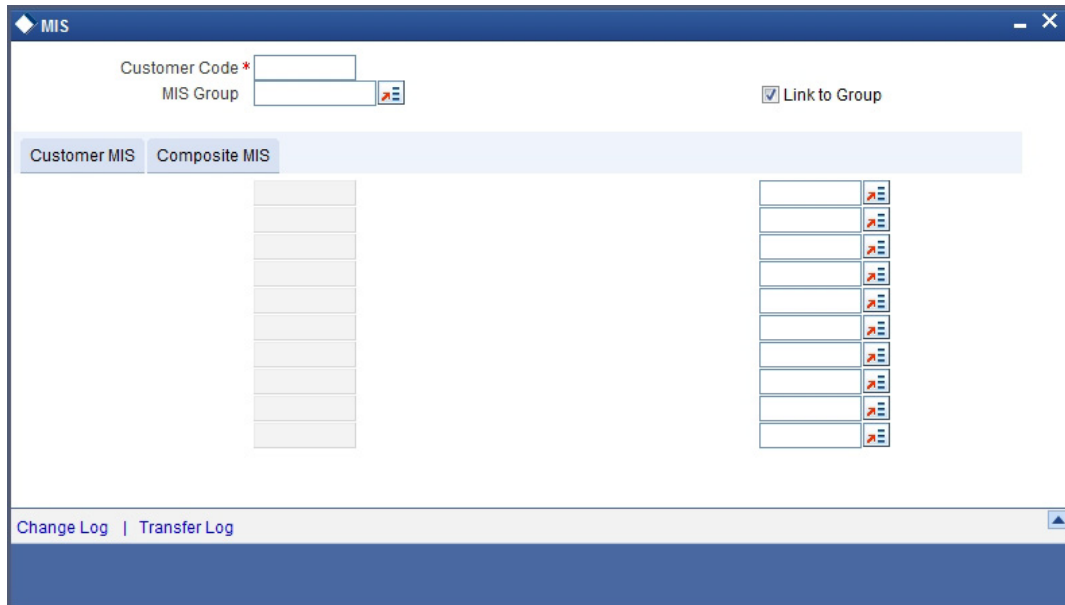
8.3.3.1 Viewing User Defined Fields

Click on the 'Fields' button to invoke 'User Defined Fields' screen. Here you can view the UDF details of the customer. The screen is as shown below:



8.3.3.2 Viewing MIS Details

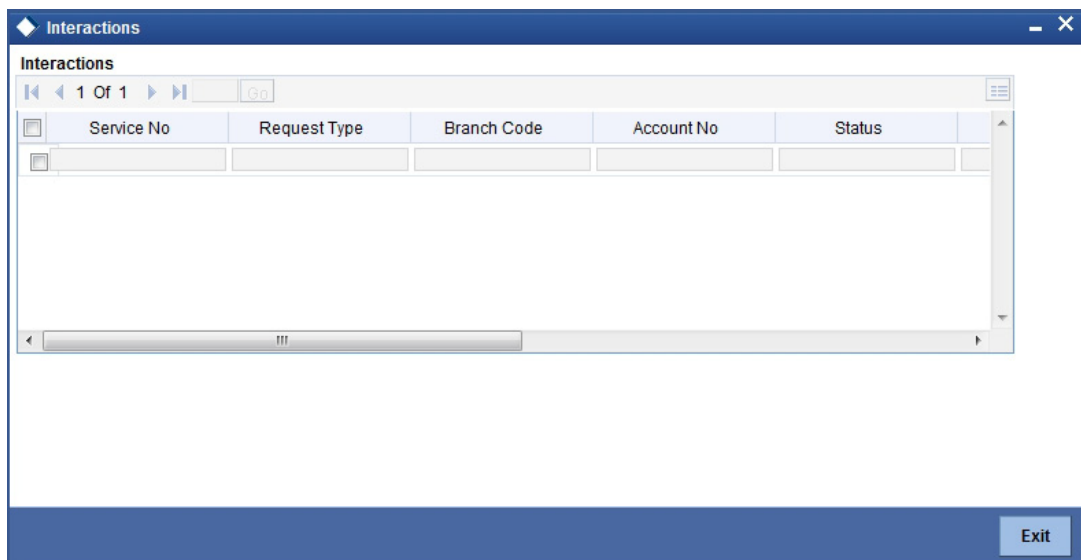
Click on the 'MIS' button to invoke 'MIS' screen. Here you can view the MIS details of the customer.



The screenshot shows a window titled 'MIS'. At the top, there are two input fields: 'Customer Code *' and 'MIS Group'. To the right of the 'MIS Group' field is a checkbox labeled 'Link to Group'. Below these fields are two tabs: 'Customer MIS' and 'Composite MIS'. The 'Customer MIS' tab is active, displaying a table with 10 rows. Each row contains a text input field followed by a small icon with a red arrow and a list icon. At the bottom of the window, there are two links: 'Change Log' and 'Transfer Log'.

8.3.3.3 Viewing Interactions Details

Click on 'Interactions' button to invoke 'Interactions' screen. You can view customer's interaction details here.



The screenshot shows a window titled 'Interactions'. At the top, there is a navigation bar with '1 Of 1' and a 'Go' button. Below this is a table with the following columns: 'Service No', 'Request Type', 'Branch Code', 'Account No', and 'Status'. The table is currently empty. At the bottom right of the window, there is an 'Exit' button.

You can view the following details related to interactions:

- Service No
- Request Type
- Branch Code
- Account No
- Status
- Nature
- Criteria

- Contact Date
- Target Date
- Service Details

8.3.4 Viewing Deposit Details

Click 'Deposits' tab in the '360 Degree Retail Customer View' screen to view the details of the customer deposits. The screen is as shown below:

The screenshot shows the '360 Degree Retail Customer View' application window. At the top, there are fields for Customer Number, Branch, Short Name, Full Name, and Reporting Currency. Below this is a navigation bar with tabs: Summary, Profile, Deposits (selected), Loans, Events, Schemes, Alerts, Limits, Payments, Is-Deposits, Is-Financing, and External Products. The main area is divided into several sections:

- Deposits:** A table with columns: Branch, Account, Account Description, Currency, Current Balance, Available Balance, Uncollected Amount, and Blocked Amount.
- Summary of Deposit:** Fields for Total Credit Amount, Total Debit Amount, From Date, To Date, and LBL_NO_OF_TRNS.
- Retail Deposit Details:** A table with columns: Branch, Account, Account Description, Currency, Term Deposit Amount, LBL_BLOCKEDAMOUNT, Maturity Date, and Interest Start Date.
- Corporate Deposit Details:** A table with columns: Branch, Contract Reference, Product Description, Currency, Amount, Product, Maturity Date, Booking Date, and Value Date.
- Summary of Deposits:** Fields for Total Retail Deposits and Total Corporate Deposits.

An 'Exit' button is located at the bottom right of the window.

CASA Deposits

Here, you can view the following details for an active CASA account:

- Branch code
- Account
- Description
- Account Class
- Related Customer
- Account Status
- Status Since
- Currency
- Current Balance
- Available Balance
- Uncollected amount
- Blocked amount
- Debit Interest Accrued Amount
- Credit Interest Accrued Amount
- Limit Currency
- TOD Limit

- TOD Limit Start Date
- TOD Limit End Date
- Account Type (Single or Joint)

Note

Closed accounts will not be displayed.

Last N Number of Transactions Details

Last N Number of Transactions

Specify the last N number of transactions and click on 'Query' button to view the last N number of transactions of the selected account number. Otherwise, you can query based on the start date and end date.

Note

- You can query for a specific number of previous records by entering the value in 'Last N Number of Transactions'. By default, it is set as 100.
 - When you click 'Query' button, the system validates whether Last N.number of transactions is greater than the menu level MAX_RES_ROWS of the function ID 'ACDTRNQY'. If it is found greater than that, then the system displays a configurable message 'Last N number of transactions is greater than the allowed maximum transactions to be retrieved'.
 - If you do not enter the last N number of transaction and click the 'Query' button, and the number of transactions to be retrieved is greater than the menu level MAX_RES_ROWS for the function ID 'ACDTRNQY', then the system will retrieve only the first MAX_RES_ROWS number of transaction and display an information message 'Displaying only first [MAX_RES_ROWS] transactions'.
 - The starting balance and running balance fields of the Customer Account Transaction Query (ACDTRNQY) are not be applicable if you try to retrieve the Last N transaction.
-

Retail Deposit Details

You can view the following details about the retail deposit:

- Account Number
- Branch Code
- Description
- Account Class
- Related Customer
- Status
- Since
- Currency
- Term Deposit Amount
- Blocked Amount – the system displays the TD lien amount (blocked amount) for TD accounts
- Maturity date
- Interest Start Date
- Account type (Joint or single)

- Joint Holder Type – System displays the customer’s relation with the account.
 - For account type ‘Single’: Sole Owner
 - For account type ‘Joint’: the joint holder can be any of the following:
 - Customer Contact Person
 - Custodian
 - Developer
 - Guarantor
 - Guardian
 - Joint And First
 - Joint And Other
 - Joint Or First
 - Joint Or Other
 - Nominee
 - Related For Enquiry
 - Solicitor
 - Sole Owner
 - Third Party
 - Trustee
 - Valuer
 - Power Of Attorney
- Tenor – Tenor will be displayed in days
- Interest rate – Interest Rate of a deposit. System will pick up the current interest rate of a deposit during query.
- Latest Interest Effective Date – System will pick up latest interest effective date of a deposit during query.
- Interest Accrued – Interest accrued till date for an account. This will be derived by the system during query.
- Recurring Deposit- This check box will be checked if it is Recurring Deposit

Corporate Deposit Details

You can view the following Corporate Deposit details:

- Contract Reference Number
- Customer No
- Product
- Product Description
- Currency
- Amount
- Maturity Date
- Booking Date
- Value Date
- Contract Status
- No of times Rollover – the system displays the number of times roll over has been done for deposit. This is arrived during query.
- Interest Rate – the system displays the current interest rate of a deposit. This is arrived during query.

8.3.4.1 Viewing Account Signatory

Click 'Account Signatory' button to view the 'Signatory Details' screen. In this screen, you can view the signatory details of the selected account.

| Customer ID * | Relation Type | Signature Id * | Signatory Name | Signatory Type |
|---------------|---------------|----------------|----------------|----------------|
| | | | | |

Refer the section 'Specifying Account Signatory Details' under the 'Current and Savings Account' module for more information.

8.3.4.2 Viewing Standing Instruction

Click 'Standing Instruction' button to view the 'Standing Instruction Details' screen. In this screen you can view the standing instructions which have debit account as account selected from multiple block.

| Instruction Number | SI Type | First Execution Date | Next Execution Date | SI Expiry Date | Processing |
|--------------------|---------|----------------------|---------------------|----------------|------------|
| | | | | | |

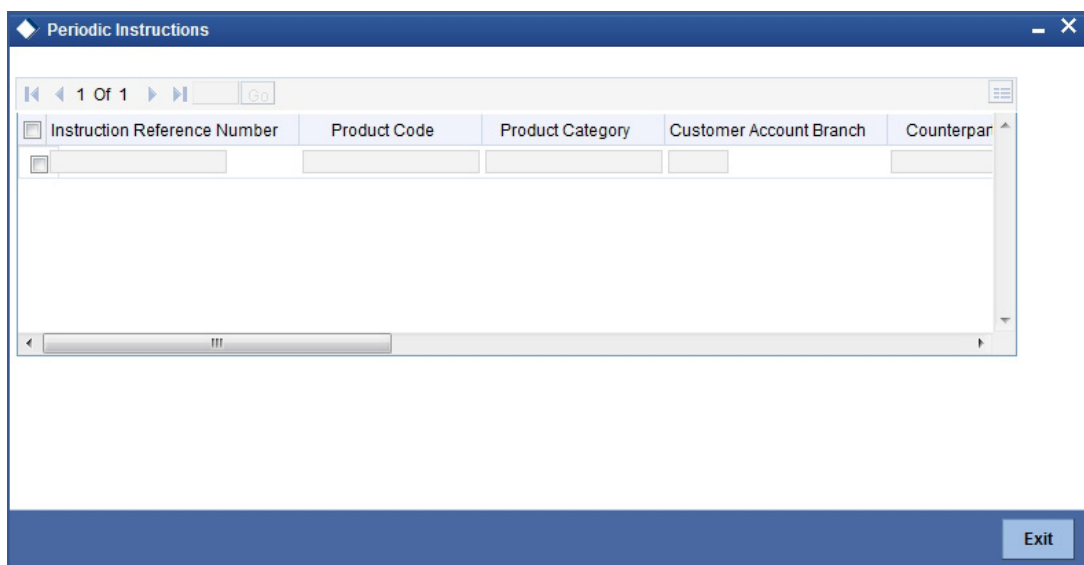
Here you can view the following details:

- Instruction Number
- SI Type
- First Execution date

- Next Execution Date
- SI Expiry Date
- Processing Time
- Credit Account
- Credit Account Branch
- SI Amount Currency
- SI Amount
- Product Code

8.3.4.3 Viewing Periodic Instructions

Click 'Periodic Instructions' button to view the 'Periodic Instructions' screen. In this screen, you can view the period instructions which have debit account as account selected from multiple block.



Here you can view the following details:

- Instruction Reference Number
- Product Code
- Product Category
- Customer account Branch
- Counter Party Account Number
- Counter Party Name
- Transaction Currency
- Transaction Amount
- Next Generation date
- Execution days
- Execution Months
- Execution Years
- End date

8.3.4.4 Viewing Transactions

Click 'Transactions' button to view the 'Customer Account Transaction Query' screen. In this screen, you can query the transactions of an account during a given period.

The screenshot shows the 'Accounting Entry Retrieval' window with the following sections:

- Query Criteria:** Includes fields for FCY Amount, Exchange Rate, LCY Amount, Contract Reference, Transaction Code, Event Code, Value Date, Related Reference, and From Date. There is a 'Query' button.
- Account Details:** Includes fields for Branch Code, Currency, Debit Credit Balance, Account Number, Account Description, and Starting Balance.
- Transaction Details:** A table with columns: Contract Reference, Entry Serial No, Module Code, Transaction Code, Event Code, Transaction Date, and Value. The table is currently empty.

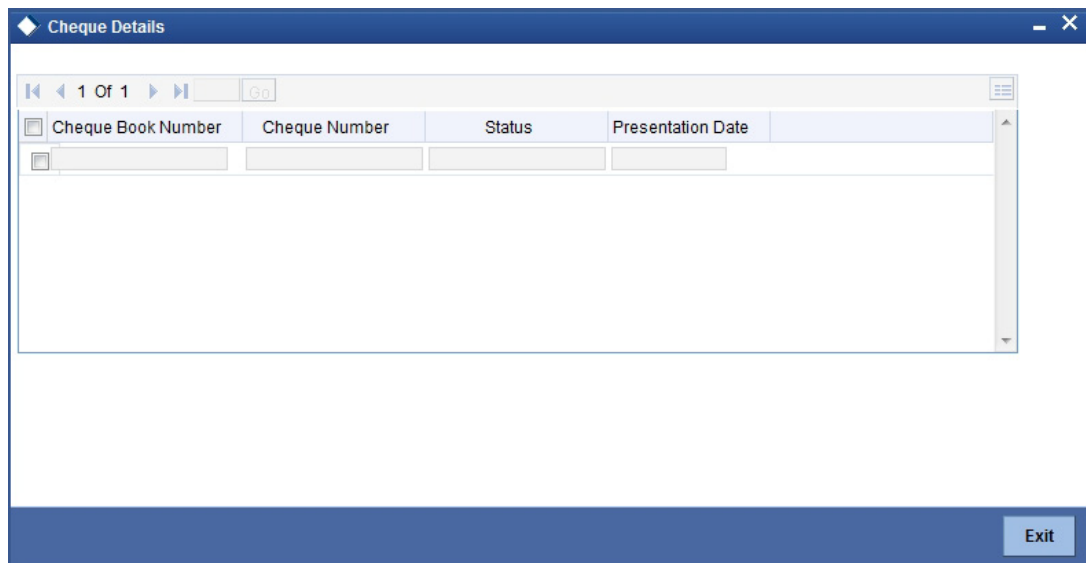
Account Description

The system displays the description of the specified account number based on the details maintained at 'Customer Account Maintenance' level.

Refer the section 'Querying Accounting Entries' under 'Core Services' module for more information.

8.3.4.5 Viewing Cheques

Click 'Cheques' button to view the 'Cheque Details' screen. In this screen, you can view the details of the cheques which are issued for a given period. The screen is as shown below:

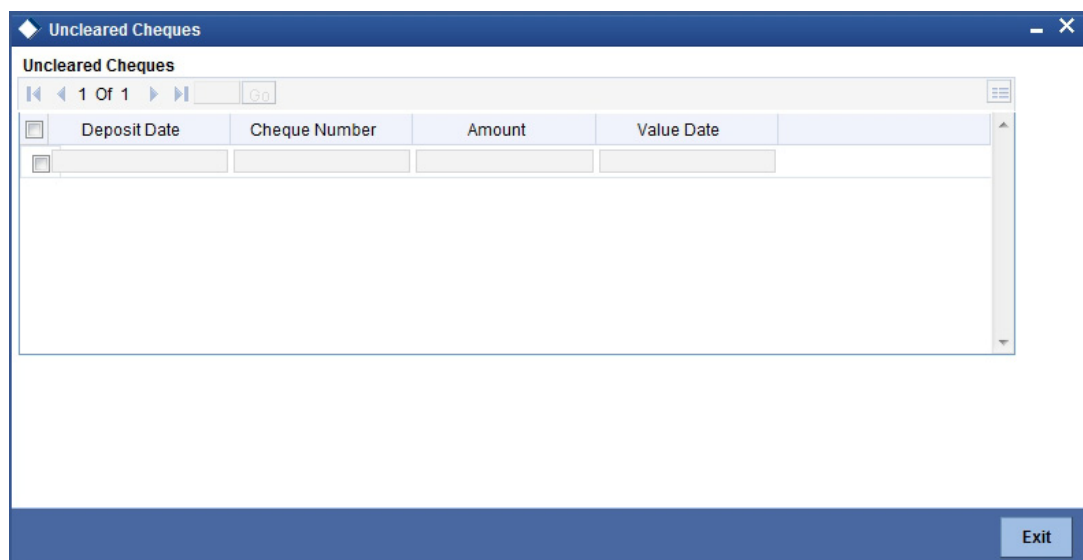


Here you can view the following details:

- Cheque Book Number
- Cheque Number
- Status
- Presentation Date

8.3.4.6 Viewing Uncleared Cheques

Click on 'Uncleared Cheques' button to invoke 'Uncleared Cheques' screen. You can view customer's cheques details which are uncleared in this screen.



You can view the following details related to uncleared cheques:

- Deposit Data
- Cheque Number

- Amount
- Value Date

8.3.4.7 Viewing Statement Generation

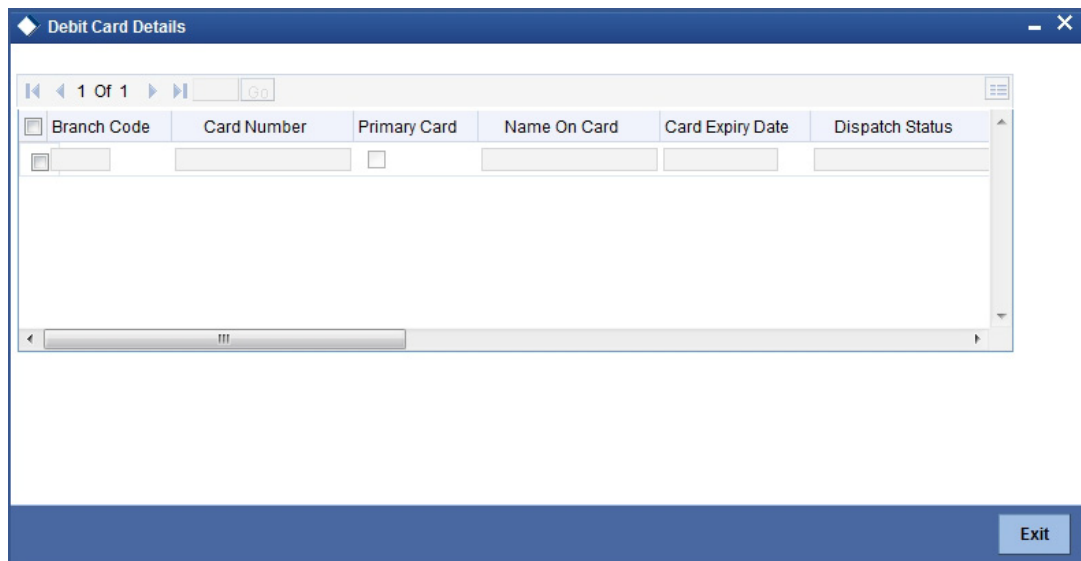
Click 'Statement Generation' button to view the 'Account Statement Report' screen. In this screen, you can generate adhoc statement for an account.

The screen is as shown below:

Refer the section 'Account Statement Report' under 'Current and Savings Account' module for more information.

8.3.4.8 Viewing Cards Details

Click 'Cards' button to view the 'Debit Card Details' screen. In this screen, you can view details about active debit cards which are issued during given period for an account.



Here, you can view the following details:

- Branch Code
- Card Number
- Primary card
- Name On Card
- Card Expiry Date
- Dispatch Status
- Pin Mailed Status
- Card Status
- ATM Limit Unit
- ATM Count Unit
- ATM Amount Limit
- POS Limit unit
- POS Count Limit
- POS Amount Limit

8.3.4.9 Viewing Other Details

Click 'Others' button to view the 'Other Details Of Account' screen. In this screen, you can view additional details about interest, limit, statement, account and nominees.

The screenshot shows a window titled "Other Details of Account" with a blue header and a white body. The window is divided into several sections:

- Interest Details:** Contains two input fields: "Credit Interest Accrued Amount" and "Debit Interest Accrued Amount".
- Limit Details:** Contains five input fields: "Temporary Overdraft Start", "Temporary Overdraft End", "Limit Currency", "Temporary Overdraft Limit", and "Line Identification".
- Statement Details:** Contains three input fields: "Last Statement Date", "Last Statement Balance", and "Last Statement Number".
- Account Status:** Contains five checkboxes: "No Debit", "No Credit", "Stop Payment", "Dormant", and "Frozen".
- Nominees:** Contains two input fields: "Nominee 1" and "Nominee 2".

An "Exit" button is located in the bottom right corner of the window.

Here, you can view the following details:

- Credit Interest Accrued Amount – the system displays the credit interest accrued. This value is arrived during query.
- Debit Interest Accrued Amount – the system displays the debit interest accrued till date for an account. This value is arrived during query.
- TOD Limit Start Date.
- TOD Limit End Date.
- Limit Currency
- TOD Limit
- Lind Id
- Last Statement Date
- Last Statement Balance
- Last Statement Number
- No Debit
- No Credit
- Stop Payment
- Dormant
- Frozen.
- Nominees

8.3.4.10 Viewing Joint Holder Details

Click 'Joint Holders' button to view the 'Joint Holders' screen. In this screen, you can view the joint holders details.

The screenshot shows a window titled "Joint Holders". At the top, there is a navigation bar with "1 Of 1" and a "Go" button. Below this is a table with the following columns: "Joint Holder Code", "Description", "Joint Holder Type", "Start Date", and "End Date". The "Joint Holder Type" column has a dropdown menu currently showing "Authorized Signatory". The table is currently empty. At the bottom right of the window, there is an "Exit" button.

Here you can view the following details:

- Joint Holder Code
- Description
- Joint Holder Type
- Start Date
- End Date

8.3.4.11 Viewing Recurring Deposits Details

Click 'Recurring Deposits Details' button to view the 'RD Details' screen. In this screen, you can view recurring deposits if the deposit is recurring.

The screen is as shown below:

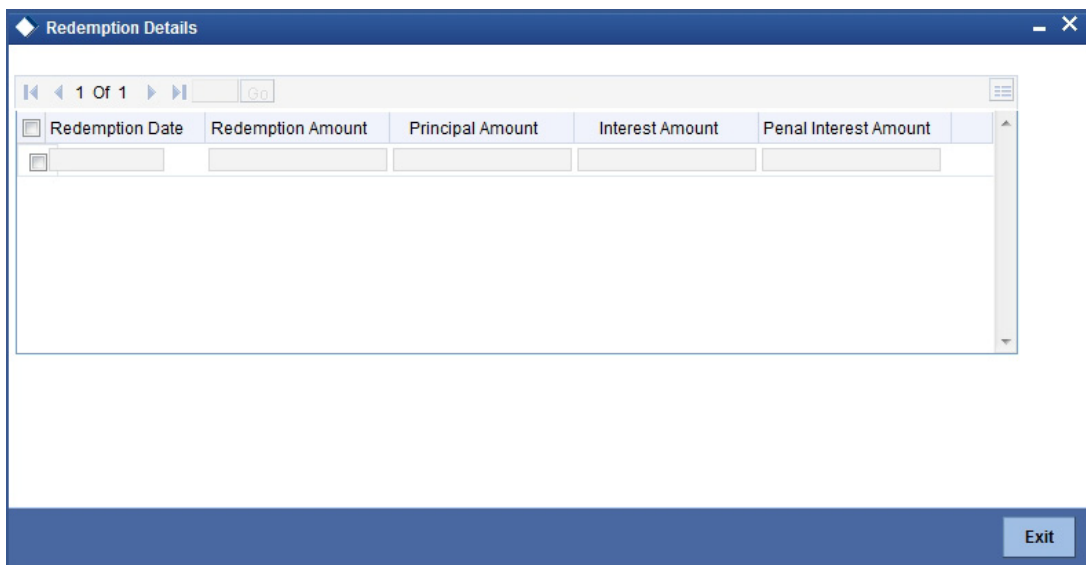
The screenshot shows a window titled "RD Details". It contains two columns of input fields. The left column includes: "Frequency Days", "Frequency Months", "Frequency Years", and "Installment Amount". The right column includes: "Payment Branch", "Payment Account", "Payment Currency", and "Payment Date". All fields are currently empty. At the bottom right of the window, there is an "Exit" button.

Here you can view the following details:

- Frequency Days
- Frequency Months
- Frequency Years
- Installment amount
- Payment Branch
- Payment Currency
- Payment Date

8.3.4.12 **Viewing Redemption Details**

Click 'Redemption Details' button to view the 'Redemption Details' screen. In this screen, you can view redemption deposits of a deposit account.



Here you can view the following details:

- Redemption Date
- Redemption Amount
- Principal Amount
- Interest Amount
- Penal Interest Amount

8.3.4.13 Viewing Rollover History Details

Click on 'Rollover History' button to view Rollover History screen.

Branch Code

Account No

Rollover History

| <input type="checkbox"/> | Sequence Number | Rollover Date | Rollover Type | Principal | Interest |
|--------------------------|-----------------|---------------|---------------|-----------|----------|
| <input type="checkbox"/> | | | | | |
| <input type="checkbox"/> | | | | | |

Exit

You can view the following details here:

- Sequence No.
- Rollover Date
- Rollover Type
- Principal
- Interest
- Rollover Amount
- Old Maturity Date
- New Maturity Date

8.3.4.14 Viewing Joint holder Details

Click 'Joint Holders' button to view the 'Joint Holders' screen. In this screen, you can view the joint holders details.

Joint Holders

| <input type="checkbox"/> | Joint Holder Code | Description | Joint Holder Type | Start Date | End Date |
|--------------------------|-------------------|-------------|----------------------|------------|----------|
| <input type="checkbox"/> | | | Authorized Signatory | | |

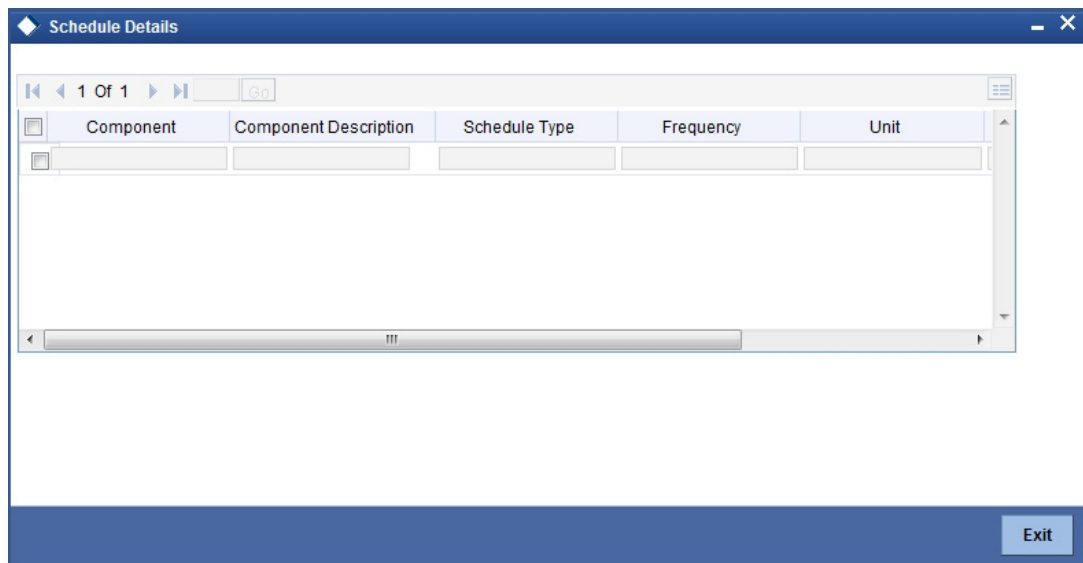
Exit

- Here you can view the following:
- Joint Holder Code
- Description
- Joint Holder Type
- Start Date
- End Date

8.3.4.15 Viewing Schedule Details

Click 'Schedules' button to view the 'Schedule Details' screen. In this screen, you can view the schedule details of all components attached to the corporate deposit contract.

The screen is as shown below:



Here you can view the following details:

- Component
- Component Description
- Schedule Type
- Frequency
- Unit
- No of schedules
- Start date
- Amount

8.3.5 Viewing Loan Details

Click 'Loans' tab in the '360 Degree Retail Customer View' screen to view the details of the customer's loan.

The screen is as shown below:

The screenshot displays the Oracle 360 Degree Retail Customer View interface. At the top, there is a header bar with the title "360 Degree Retail Customer View" and standard window controls. Below the header, there are input fields for "Customer Number", "Branch", "Short Name", "Full Name", and "Reporting Currency". A "Print" button is located to the right of the "Reporting Currency" field. Below these fields is a navigation menu with tabs for "Summary", "Profile", "Deposits", "Loans", "Events", "Schemes", "Alerts", "Limits", "Payments", "Is-Deposits", "Is-Financing", and "External Products".

The main content area is divided into several sections:

- Summary of Loans:** This section contains five rows of data, each with a label and an input field: "Total Commitment Amount", "Total Ordinary Loan", "Total Mortgage Amount", "Total Syndicated Loan", and "Total Leasing Amount".
- Loan Details:** This section features a table with the following columns: "Branch Code", "Product Code", "Account Number", "Description", "Currency", "Amount Financed", "Amount Disbursed", and "Outstanding". The table is currently empty.
- Commitment Details:** This section also features a table with the same columns as the "Loan Details" section. It is currently empty.
- Mortgage:** This section features a table with the same columns as the "Loan Details" section. It is currently empty.
- Leasing:** This section features a table with the same columns as the "Loan Details" section. It is currently empty.
- Syndicate Loan Details:** This section features a table with the following columns: "Branch Code" and "Product Code". It is currently empty.

At the bottom right of the interface, there is an "Exit" button.

The loans details are classified as follows:

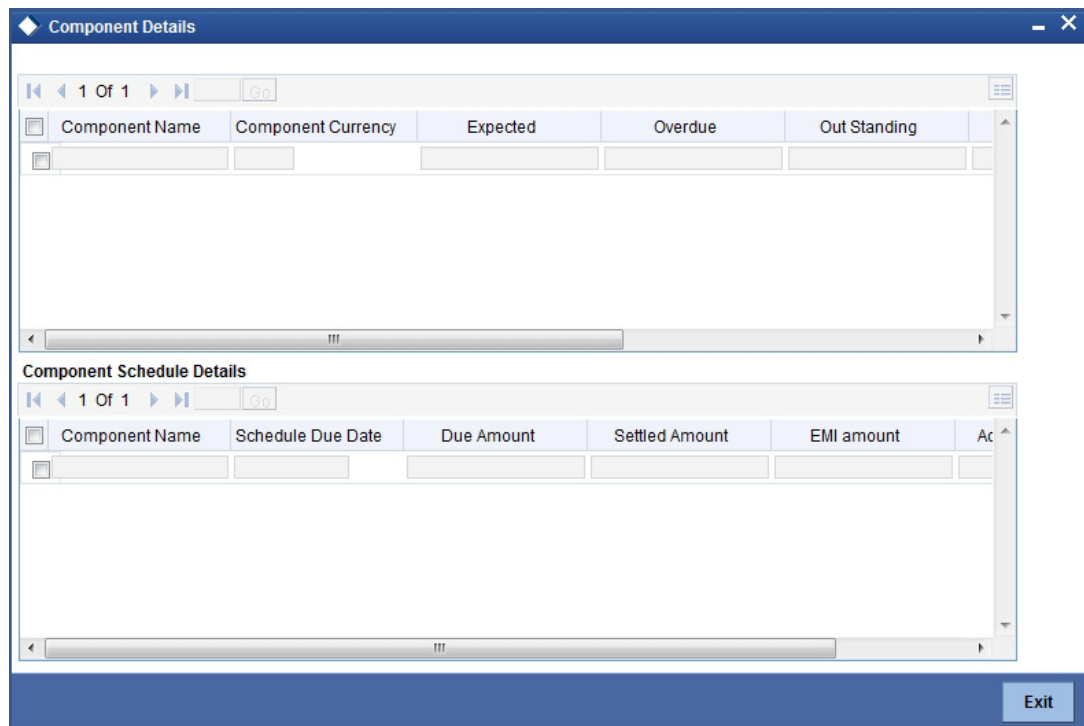
- Commitment Details
- Loan Details
- Mortgage
- Leasing
- Syndicate Loans details

Under each of the loan details, the system displays the following:

- Branch Code
- Account Number
- Description
- Currency
- Amount Financed
- Amount Disbursed
- Outstanding Amount
- Book Date
- Value date
- Maturity Date
- Product Code
- Account Status
- User Defined Status

8.3.5.1 Viewing Component Details

You can view details about the components linked to an account in the 'Component Details' screen. You can invoke this screen by clicking the 'Component Details' button in the '360 Degree Retail Customer View' screen.



You can view the following component details:

- Component Name
- Component Currency
- Expected – the system displays the amount which is not due for the present date. This amount is arrived during querying.
- Overdue – – the system displays the amount which is not overdue for the present date. This amount is arrived during querying
- Outstanding – the system displays the amount which is due for the present date. This amount is arrived during querying.
- Advance – the system displays the amount pre paid for a component as on the present date. This amount is arrived during querying.
- Latest Interest rate – the system display the current interest rate only for main interest component.
- Number of Days Overdue.

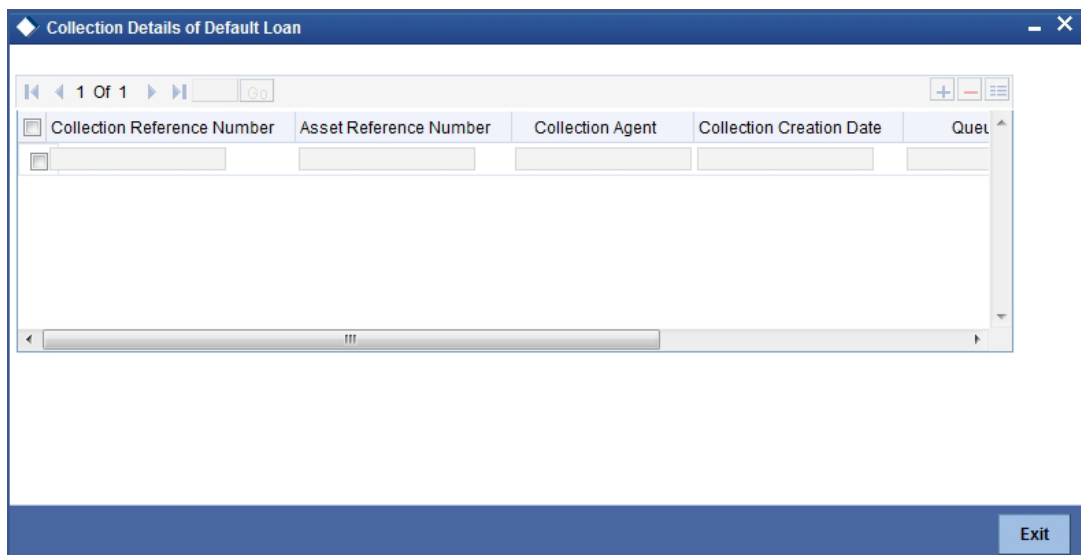
Component Schedule details

Here you can view the following:

- Component Name
- Schedule Due Date
- Due amount
- Settled Amount
- EMI Amount
- Accrued Amount

8.3.5.2 Viewing Collection Details

You can view the collection details of a loan in the 'Collection Details of Default Loan' screen. You can invoke this screen by clicking the 'Collection Details' button in the '360 Degree Retail Customer View' screen.



Here, you can view the following details:

- Collection reference Number
- Asset Reference Number
- Collection Agent

- Collection Creation Date
- Queue ID
- State
- Product

8.3.6 Viewing Events Details

Click 'Events' tab in the '360 Degree Retail Customer View' screen to view the details of the upcoming events. The screen is as shown below:

Here you can view the following details:

- Event
- Branch
- Reference Number
- Currency
- Amount
- Event date

8.3.7 Viewing Schemes Details

Click 'Schemes' tab in the '360 Degree Retail Customer View' screen to view the details of the relationship schemes.

The screen is as shown below:

The screenshot shows the '360 Degree Retail Customer View' application window. At the top, there are search fields for 'Customer Number*', 'Branch', 'Short Name', 'Full Name', and 'Reporting Currency', along with a 'Reports' button. Below this is a navigation menu with tabs for 'Summary', 'Profile', 'Deposits', 'Loans', 'Events', 'Schemes', 'Alerts', 'Limits', 'Payments', 'Is-Deposits', 'Is-Financing', and 'External Products'. The 'Schemes' tab is selected. Underneath, there is a section titled 'Non Linked RP scheme details' with a pagination control showing '1 Of 1'. A table with the following columns is displayed: 'Pricing Scheme Id', 'Pricing Scheme ID Description', 'Scheme Start Date', 'Scheme End Date', 'Eligibility Plan Code', and 'Details'. A 'Details' button is visible next to the first row. At the bottom of the table area, there is a button labeled 'RP Scheme Linkage Details'. An 'Exit' button is located in the bottom right corner of the application window.

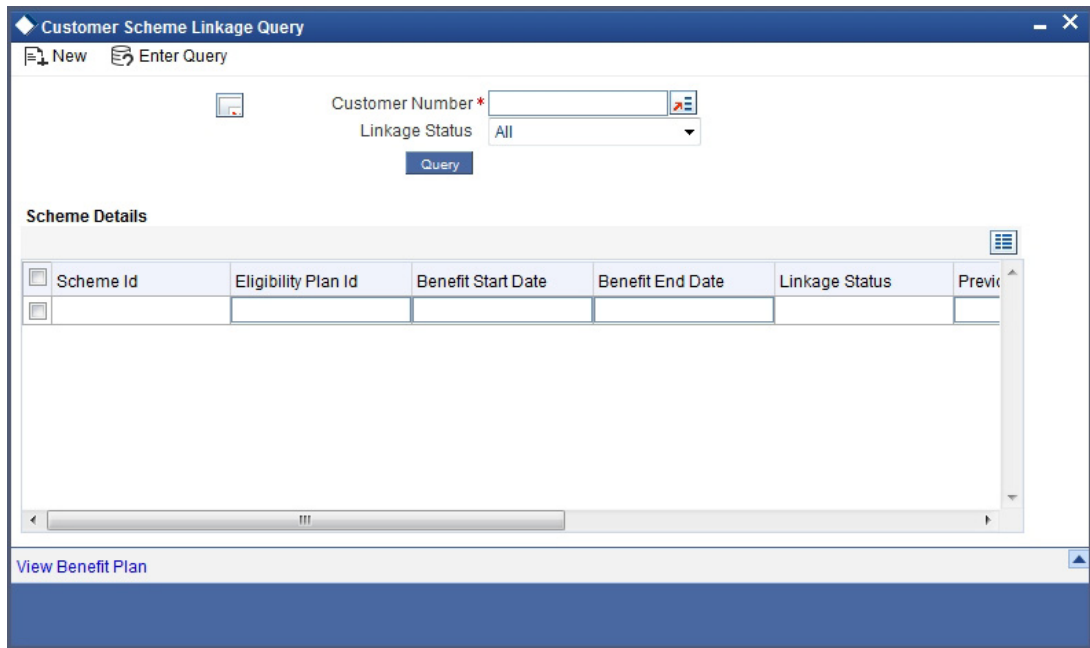
Here, you can view the relationship schemes which are not linked to the customer. The following fields are displayed:

- Pricing scheme Id
- Pricing scheme Id description
- Scheme Start Date
- Scheme End Date
- Eligibility Plan code

8.3.7.1 Viewing Relationship Pricing Schemes Linked to the Customer

Click 'RP Scheme Linkage Details' to view relationship pricing schemes linked to the customer.

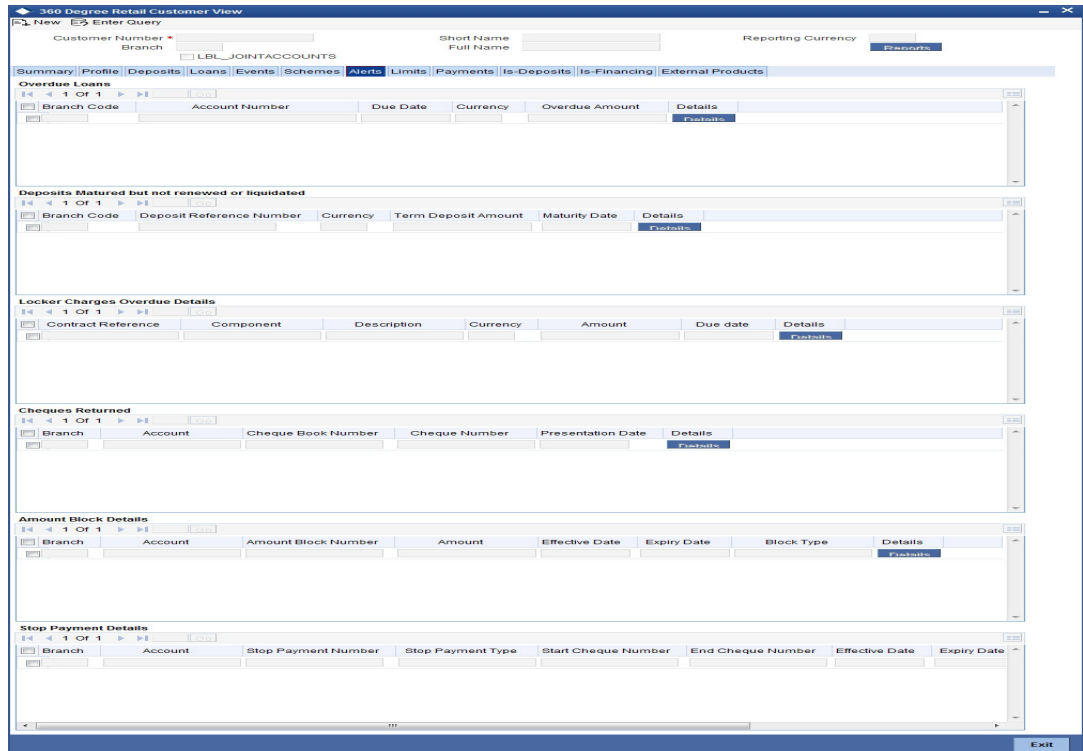
The screen is as shown below:



Refer 'Relationship Pricing' module for more information about this screen.

8.3.8 Viewing Alerts

Click 'Alerts' tab in the '360 Degree Retail Customer View' screen to view the alerts for overdue loans, matured deposits and so on.



Following alerts can be viewed in this screen:

Overdue Loans

Here you can view the Loan accounts which have overdue component as on today. The following details can be viewed here:

- Branch Code
- Account number
- Due Date
- Currency
- Overdue Amount

Deposits Matured but not renewed or liquidated

Here you can view the deposit accounts or contracts which are matured but not yet liquidated or renewed. The following details can be viewed here:

- Branch code
- Deposit reference number
- Currency
- Amount
- Maturity Date

Locker Charges Overdue Details

Here you can view the Locker charge components of the customer which fall on overdue. The following details can be viewed here:

- Contract Reference Number
- Component
- Description
- Currency
- Amount
- Due date

Cheques Returned

Here you can view the cheques returned to the customer. The following details can be viewed here:

- Branch
- Account
- Cheque Book Number
- Cheque Number
- Presentation Date

Amount Block Details

Here you can view all active amount blocks related to a customer. The following details can be viewed here

- Branch
- Account
- Amount Block Number

- Amount
- Effective Date
- Expiry date
- Block Type

Stop Payments Details

Here you can view active stop payments created for the customer. The following details can be viewed here

- Branch
- Account
- Stoppayment Number
- Stoppayment Type
- Start Cheque Number
- End Cheque Number
- Effective date
- Expiry Date
- Amount
- Confirmed flag

8.3.9 Viewing Limits Details

Click 'Limits' tab in the '360 Degree Retail Customer View' screen to view the limits and collaterals of the customer.

The screen is as shown below:

The screenshot displays the Oracle 360 Degree Retail Customer View interface. At the top, there are input fields for Customer Number, Branch, Short Name, Full Name, and Reporting Currency. A 'Reports' button is visible next to the Reporting Currency field. Below these fields is a navigation menu with tabs for Summary, Profile, Deposits, Loans, Events, Schemes, Alerts, Limits, Payments, Is-Deposits, Is-Financing, and External Products. The 'Limits' tab is currently selected. Under the Limits tab, there are sections for Limit Details and Line Details. The Limit Details section includes fields for Customer/Group Id, Limit Currency, Limit Amount, Utilization Amount, Available, and Revision Date. The Line Details section is a table with columns: Line Identification, Main Line, Limit Currency, Limit Amount, Available Amount, Revolving Line, Line Start Date, and Line Expiry Date. Below the Line Details table is a Collateral Details section, which is also a table with columns: Collateral Code, Collateral Description, Collateral Currency, Collateral Value, Lendable Margin, Limit Contribution, and Start Date. An 'Exit' button is located at the bottom right of the interface.

Limits Details

Here the system displays the following limits details:

- Customer/Group ID
- Limit Currency
- Limit Amount
- Utilization Amount
- Available
- Revision Date

Line Details

Here the system displays the following line details:

- Line Identification
- Main Line
- Limit Currency
- Limit Amount
- Available Amount
- Revolving Line
- Line Start Date
- Line Expiry Date

Collateral Details

Here the system displays the following collateral details:

- Collateral Code
- Collateral Description
- Collateral Currency
- Collateral Value
- Lendable Margin
- Limit Contribution
- Start Date
- End date

8.3.10 Viewing Payment Details

Click 'Payments' tab in the '360 Degree Retail Customer View' screen to view the FT and PC contracts of the customer which is not liquidated.

360 Degree Retail Customer View

New Enter Query

Customer Number * Short Name Reporting Currency
Branch Full Name Reprints
 LBL_JOINTACCOUNTS

Summary Profile Deposits Loans Events Schemes Alerts Limits Payments Is-Deposits Is-Financing External Products

Funds Transfer Details

| Contract Reference | Product Code | Product Description | Credit Account Branch | Credit Account | Credit Currency | Credit Amount |
|--------------------|--------------|---------------------|-----------------------|----------------|-----------------|---------------|
|--------------------|--------------|---------------------|-----------------------|----------------|-----------------|---------------|

Payment and Collection Details

| Contract Reference | Product Code | Product Description | Account No | Customer Account Branch | Counterparty Bank Code | Counter |
|--------------------|--------------|---------------------|------------|-------------------------|------------------------|---------|
|--------------------|--------------|---------------------|------------|-------------------------|------------------------|---------|

Exit

Funds Transfer Details

Here you can view the following Funds Transfer details:

- Contract Reference Number
- Product Description
- Credit Account Branch
- Credit Account
- Credit Currency
- Credit Amount
- Credit value date

- Debit Account Branch
- Debit Account
- Debit currency
- Debit amount
- Debit Value Date
- By order of
- Ultimate Beneficiary
- Product Code

Payments and Collection Details

Here you can view the following payments and collection details:

- Contract Reference Number
- Product Description
- Account No
- Customer Account Branch
- Counterparty Bank code
- Cpty account number
- Cpty Name
- Transaction currency
- Transaction Amount
- Booking Date
- Customer Entry Value Date
- Counterparty Entry Value date
- Network
- Product Code

8.3.11 Viewing Islamic Deposits Details

Click 'Is-Deposits' tab in the '360 Degree Retail Customer View' screen to view details about active CASA account and Term deposit.

The screenshot displays the '360 Degree Retail Customer View' application. The interface includes a top navigation bar with tabs for 'Summary', 'Profile', 'Deposits', 'Loans', 'Events', 'Schemes', 'Alerts', 'Limits', 'Payments', 'Is-Deposits' (selected), 'Is-Financing', and 'External Products'. Below the navigation bar, there are input fields for 'Customer Number', 'Branch', 'Short Name', 'Full Name', and 'Reporting Currency'. A 'Reports' button is located to the right of these fields. The main content area is divided into two sections. The first section is titled 'Islamic Accounts' and contains a table with columns: 'Branch', 'Account', 'Account Description', 'Currency', 'Current Balance', 'Available', 'Uncollected', and 'Blocked'. Below this table is a 'Summary of Islamic Accounts' section with fields for 'Total Credit Balance', 'Total Debit Balance', 'From Date', and 'To Date'. The second section is titled 'Islamic Term Deposits' and contains a table with columns: 'Branch Code', 'Account No', 'Account Description', 'Currency', 'Term Deposit Amount', 'LBL_BLOCKEDAMOUNT', 'Maturity Date', and 'Profit rate'. Below this table is a 'Total Islamic Term Deposits' section with a single input field. At the bottom right of the window is an 'Exit' button.

Islamic Accounts

Here, you can view the following details for an active CASA account:

- Branch code
- Account
- Description
- Account Class
- Related Customer
- Account Status
- Status Since
- Currency
- Current Balance
- Available Balance
- Uncollected amount
- Blocked amount
- Debit Interest Accrued Amount
- Credit Interest Accrued Amount
- Limit Currency
- TOD Limit
- TOD Limit Start Date
- TOD Limit End Date
- Account Type (Single or Joint)

Note

Closed accounts will not be displayed.

Islamic Term Deposit

The following details about Islamic term deposit will be displayed:

- Account Number
- Branch Code
- Description
- Account Class
- Related Customer
- Status
- Since
- Currency
- Term Deposit Amount
- Blocked Amount – the system displays the Islamic TD lien amount (blocked amount) for Islamic TD accounts
- Maturity date
- Interest Start Date
- Account type (Joint or single)
- Tenor – The Tenor will be displayed in terms of days.
- Profit rate – the system displays the Profit Rate of a deposit. System will pick up the latest profit rate of a deposit during query.
- Latest Profit Effective Date – the system will pick up latest profit effective date of a deposit during query.
- Profit Accrued – Interest accrued till date for an account. This will be derived by the system during query.
- Recurring Deposit- this check box will be checked if it is Recurring Deposit.

8.3.12 Viewing Islamic Financing Details

Click 'Is-Financing' tab in the '360 Degree Retail Customer View' screen to view details about Islamic Finance.

360 Degree Retail Customer View

New Enter Query

Customer Number * Short Name Reporting Currency
Branch Full Name
 LBL_JOINTACCOUNTS

Summary Profile Deposits Loans Events Schemes Alerts Limits Payments Is-Deposits **Is-Financing** External Products

1 Of 1 Go

| Branch Code | Product Code | Product Description | Account Number | Currency | Amount Financed | Amount Disbursed | Outstanding |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

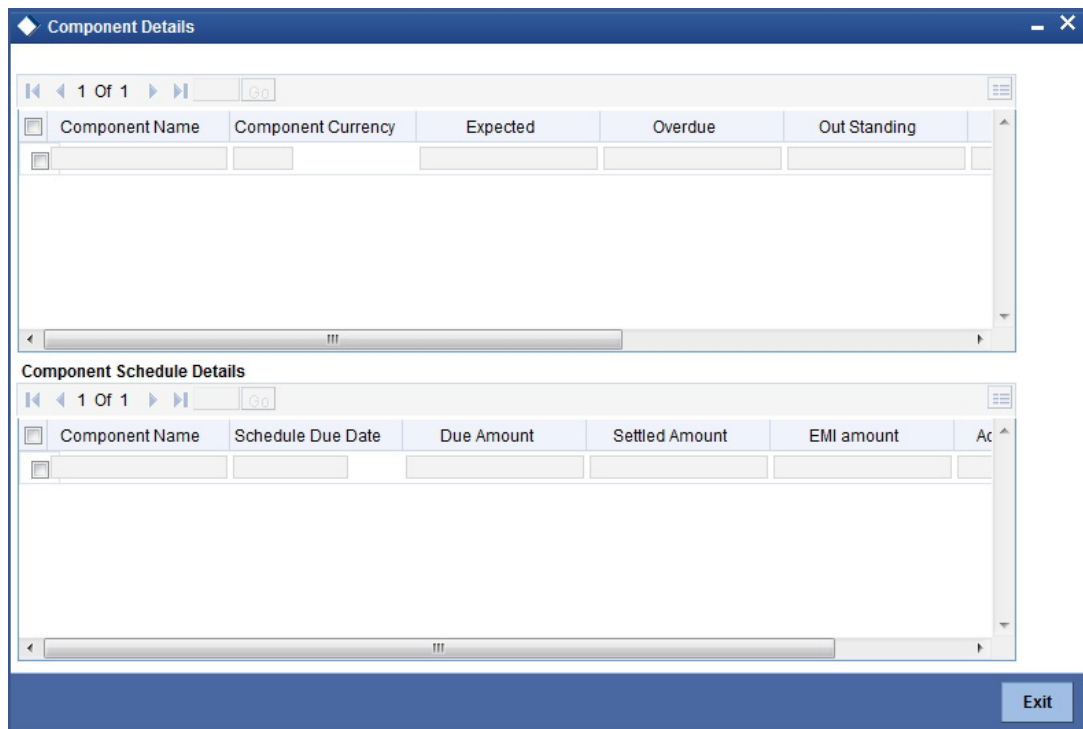
Islamic Financing Total

Here you can view the following details:

- Branch code
- Account Number
- Customer ID
- Product Code
- Product Type
- Description
- Currency
- Amount financed
- Amount Disbursed
- Amount outstanding
- Book Date
- Value date
- Maturity Date
- Account Status
- User defined Status

8.3.12.1 Viewing Component Details

You can view details about the components linked to an account in the 'Component Details' screen. You can invoke this screen by clicking the 'Component Details' button in the '360 Degree Retail Customer View' screen.

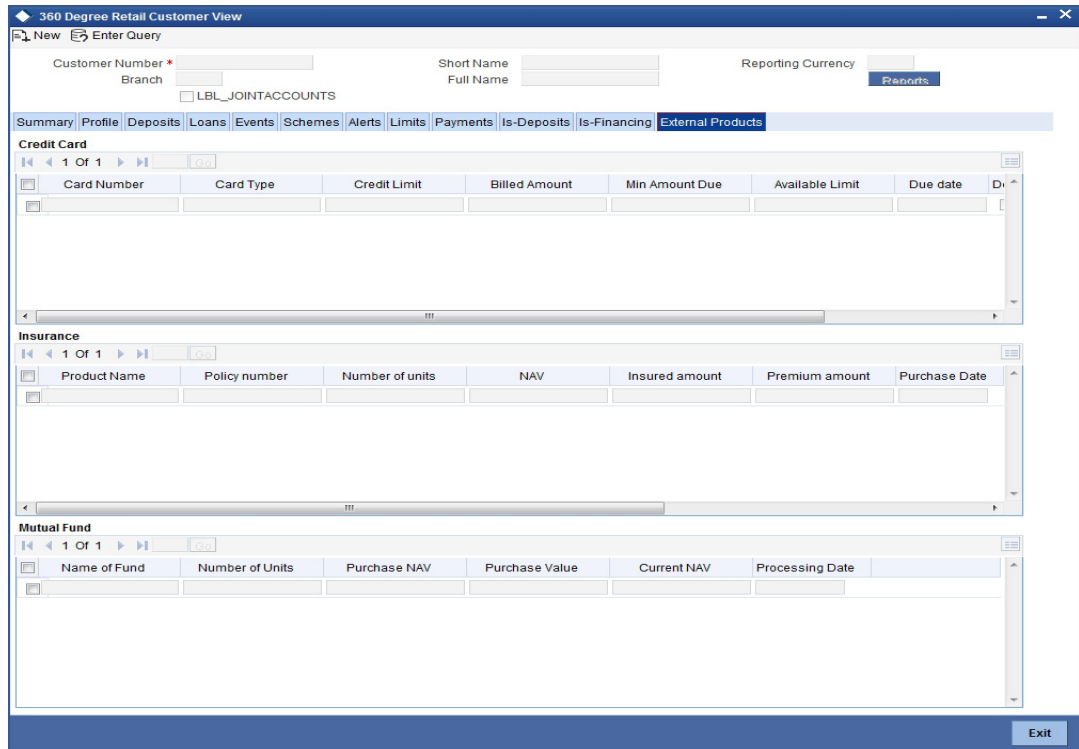


Refer the section titled 'Viewing Components Details' under 'Viewing Loan Details' for further details.

8.3.13 Viewing External Details

Click 'External products' tab in the '360 Degree Retail Customer View' screen to view external details about products like credit cards, insurance, and mutual fund.

The screen is as shown below:



Credit Card

Here you can view the following credit card details:

- Card Number
- Card Type
- Credit Limit
- Billed Amount
- Min Amount Due
- Available Limit
- Due Date
- Delinquent (Y/N)
- Processing Date

Insurance

Here you can view the following insurance details:

- Product name
- Policy Number
- Number of units
- NAV
- Insured Amount
- Premium Amount
- Purchase date
- Term
- Maturity date

- Next Premium Date
- Processing Date

Mutual Fund

Here you can view the following mutual fund details:

- Name of Fund
- Number of units
- Purchase NAV
- Billed Amount
- Min amount Due
- Processing Date

8.4 Viewing 360Degree Corporate Customer Details

You can invoke '360 Degree Corporate Customer View' screen if the customer is Corporate by double clicking on the customer record in the '360Degree Customer View Entry Point' screen or by typing 'STDCUSVW' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screen is as shown below:

Include Inactive Accounts

Check this box to include the details of inactive CASA accounts.

The system displays the following details:

- Customer Number
- Full Name
- Reporting Currency
- Branch

- PID No
- Short Name

Click the 'Reports' button to view the '360 Degree Customer Report' screen.

The details that can be viewed in the '360 Degree Corporate Customer View' screen is classified into 16 broad heads.

| | |
|-----------------|---|
| Summary | You can view the address, status. Balance sheet asset and liabilities and off balance sheet asset and liabilities under the summary tab. |
| Profile | You can view the details of the customer's profile. |
| Deposits | You can view the details of the customer deposits. |
| Loans | You can view the details of the customer's loan. |
| Trade | You can view trade details |
| Treasury | You can view the details of Treasury. |
| Events | You can view the details of the upcoming events. |
| Schemes | You can to view the details of the relationship schemes. |
| Alerts | You can view the alerts for overdue loans, matured deposits but not renewed or liquidated, Locker Charges Overdue Details, cheques returned, amount block details and stop payment details. |
| Limits | You can view the limits and collaterals of the customer. |
| Payments | You can view the FT and PC contracts of the customer which is not liquidated. |

| | |
|--------------------------|---|
| Is-Deposits | You can view details about active CASA Account and Islamic Term Deposit. |
| Is-Financing | You can view details about Islamic Finance. |
| Is-Trade | You can view Islamic trade details. |
| Is-Treasury | You can the details of Islamic Treasury. |
| External Products | You can view external details about products like credit cards, insurance, and mutual fund. |

8.4.1 Viewing Summary Details

You can view the address, status. Balance sheet asset and liabilities and off balance sheet asset and liabilities under the summary tab.

Refer the section titled 'Viewing Summary Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.2 Viewing Profile Details

Click 'Profile' tab in the '360 Degree Corporate Customer View' screen to view the details of the customer's profile.

Registration Address

Here you can view the following details:

- Name
- Country
- National Id
- Address Line 1 to 3
- First Name

- Middle Name
- Last name

Geographic

Here you can view the following details:

- Country
- Language
- Exposure
- Location
- SWIFT Code

Incorporation

Here you can view the following details:

- Date
- Capital
- Net Worth
- Country
- Currency of Amount

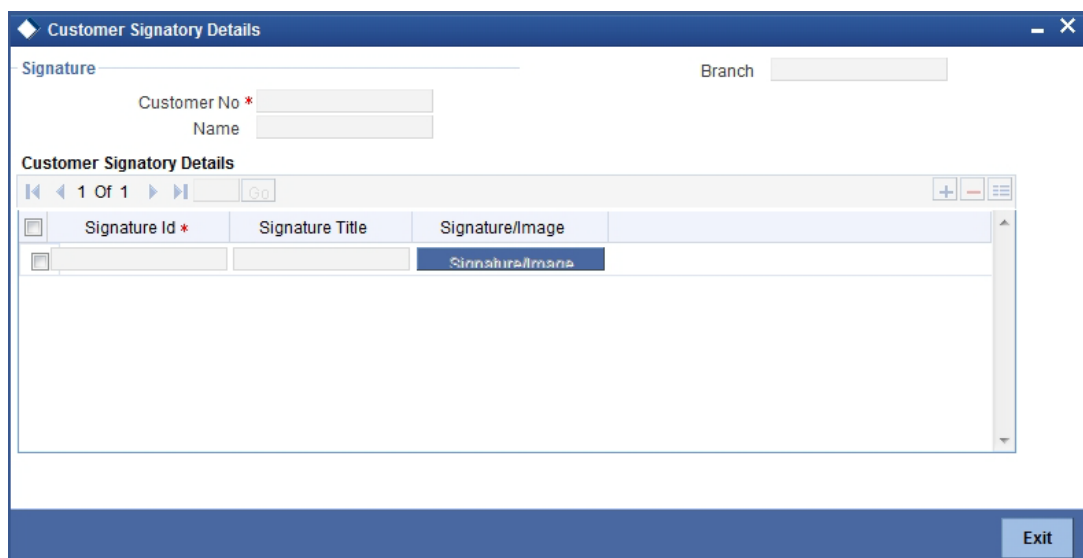
Head Office

Here you can view the following details:

- Account Number
- Debtor Category
- Risk profile
- FT Accounting as of
- Description of Business

8.4.2.1 Viewing Signature Image and Photograph of the customer

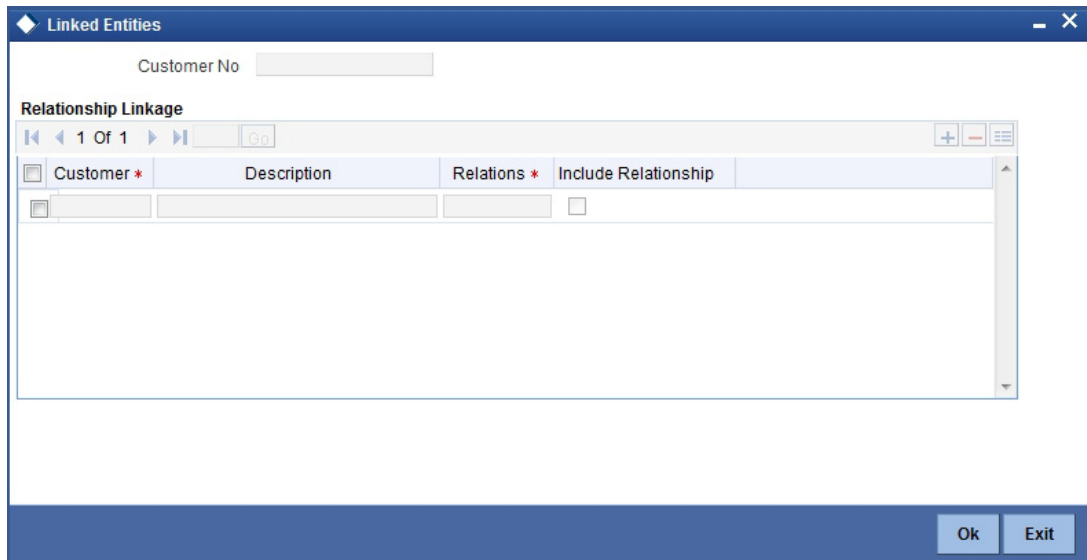
Click on the 'Image' button to invoke 'Customer Signatory Details' screen. Here you can view the signature image and photograph of the customer.



Refer the section titled 'Viewing Signature Image and Photograph of the customer' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.2.2 Viewing Related Customer Details

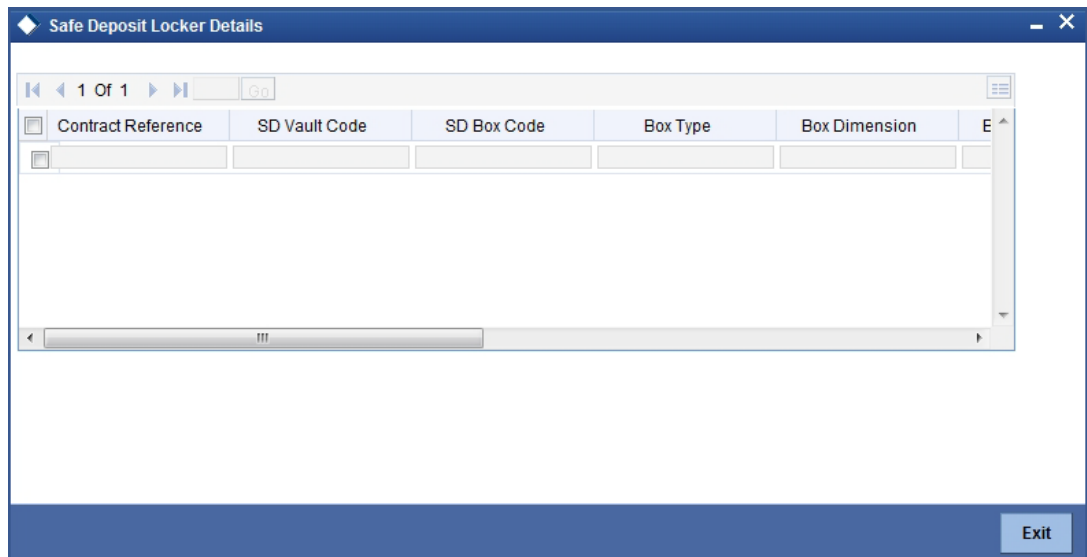
Click on the 'Linked Customers' button to invoke 'Linked Entities' screen. Here you can view other related customer details.



Refer the section titled 'Viewing Related Customer Details' under 'Viewing 360 Degree Retail Customer Details' for further details

8.4.2.3 Viewing Locker Details

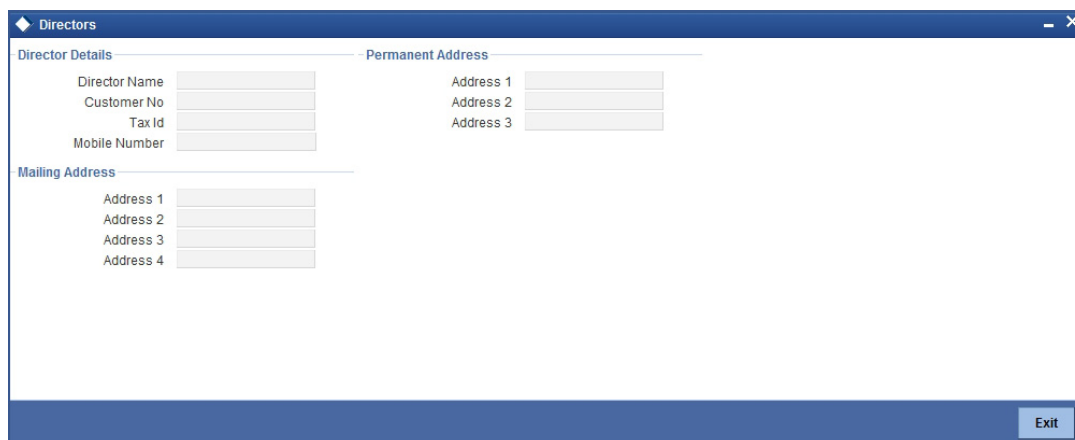
Click on the 'Locker Details' button to invoke 'Safe Deposit Locker Details' screen. Here you can view the locker details of the customer.



Refer the section titled 'Viewing Locker Details' under 'Viewing 360 Degree Retail Customer Details' for further details

8.4.2.4 Viewing Director Details

Click on the 'Directors' button to invoke 'Directors' screen. Here you can view the director details of the customer.



The screenshot shows a window titled 'Directors' with a blue header and a white body. The window is divided into three sections: 'Director Details', 'Permanent Address', and 'Mailing Address'. Each section contains several text input fields. The 'Director Details' section has fields for Director Name, Customer No, Tax Id, and Mobile Number. The 'Permanent Address' section has fields for Address 1, Address 2, and Address 3. The 'Mailing Address' section has fields for Address 1, Address 2, Address 3, and Address 4. An 'Exit' button is located in the bottom right corner of the window.

Here you can view the following details:

Director Name

Customer No

Tax ID

Mobile Number

E-mail

Mailing Address 1 to 4

Permanent Address 1 to 3

8.4.2.5 Viewing Customer Entities

Click the 'Linked Entity' button to invoke 'Linked Entity' screen. Here you can view details about customers who are linked to this customer, accounts for which this customer is linked, and loans which are guaranteed by this customer.

The screen is as shown below:

Linked Entity
_ X

Account Details of Linked Customers

1 Of 1

| Branch Code | Account Class | Account No | Account Description | Current Balance | Available Balance | Blocked |
|-------------|---------------|------------|---------------------|-----------------|-------------------|---------|
| | | | | | | |

Retail Deposits of Linked Customers

1 Of 1

| Branch Code | Account No | Account Description | Term Deposit Amount | Maturity Date | Interest Start Date | Tenor in Days | Interest |
|-------------|------------|---------------------|---------------------|---------------|---------------------|---------------|----------|
| | | | | | | | |

Corporate Deposits of Linked Customers

1 Of 1

| Contract Reference | Product Description | Currency | Booking Date | Value Date | Maturity Date | Interest Rate | Contract Status |
|--------------------|---------------------|----------|--------------|------------|---------------|---------------|-----------------|
| | | | | | | | |

Loan Details of Linked Customers

1 Of 1

| Branch Code | Product Code | Product Description | Account Number | Currency | Amount Financed | Amount Disbursed | Outstanding |
|-------------|--------------|---------------------|----------------|----------|-----------------|------------------|-------------|
| | | | | | | | |

Summary of Deposit

Total Credit Amount

Total Debit Amount

Summary of Deposits

Total Retail Deposits

Total Corporate Deposits

Summary of Loans

Total Leasing Amount

Total Mortgage Amount

Total Commitment Amount

Total Ordinary Loan

Total Syndicated Loan

Linked Account Details

1 Of 1

| Branch Code | Account Class | Account No | Account Description | Current Balance | Available Balance | Blocked |
|-------------|---------------|------------|---------------------|-----------------|-------------------|---------|
| | | | | | | |

Summary Details

Total Credit Balance

Total Debit Balance

Guaranteed Loans

1 Of 1

| Branch Code | Product Code | Product Description | Account Number | Currency | Amount Financed | Amount Disbursed |
|-------------|--------------|---------------------|----------------|----------|-----------------|------------------|
| | | | | | | |

Total Guaranteed Loan

Exit

Refer the section titled 'Viewing Customer Entities' under 'Viewing 360 Degree Retail Customer Details' for further details

8.4.2.6 Viewing KYC Details

Click the 'KYC Details' button to invoke 'KYC Maintenance' screen. Here you can view KYC details of the customer. The screen is as shown below:

KYC Reference *
Full Name of Customer *
KYC Customer Type *
Risk Level *

Retail Customer | Corporate Customer | Financial Customer | Fields

Maker
Checker
Mod No

Date Time:
Date Time:
Record Status
Authorization Status

Exit

Refer Core Entities for more information about the 'KYC Maintenance' screen.

8.4.2.7 Viewing User Defined Fields

Click on the 'Fields' button to invoke 'User Defined Fields' screen. Here you can view the UDF details of the customer.

User Defined Fields

UDF Details

1 Of 1

| Field Name * | Value | Value Description |
|--------------|-------|-------------------|
| | | |

Ok Exit

Refer the section titled 'Viewing User Defined Fields' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.2.8 Viewing MIS Details

Click on the 'MIS' button to invoke 'MIS' screen. Here you can view the MIS details of the customer.

The screen is as shown below:

The screenshot displays a software window titled 'MIS'. At the top, there are input fields for 'Customer *', 'MIS Group', 'Branch Code', and a checkbox for 'Link to Group'. Below these is a section labeled 'Default From MIS Group' with two tabs: 'Customer MIS' (selected) and 'Composite MIS'. Underneath, the 'Customer MIS Classes' section features a table with columns 'MIS Class' and 'MIS Code'. The table currently shows one row with empty fields. Navigation controls like '1 Of 1' and 'Go' are visible above the table. At the bottom of the window, there are links for 'Change Log' and 'Transfer Log', and 'Ok' and 'Exit' buttons.

Refer the section titled 'Viewing MIS Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.3 Viewing Deposits Details

Click 'Deposits' tab in the '360 Degree Corporate Customer View' screen to view the details of the customer deposits.

The screenshot shows the '360 Degree Corporate Customer View' application. The 'Deposits' tab is active. The interface includes a top navigation bar with tabs like Summary, Profile, Deposits, Loans, Trade, Treasury, Events, Schemes, Alerts, Limits, Payments, Is-Deposits, Is-Financing, Is-Trade, Is-Treasury, and External Products. Below the navigation bar, there are several data entry and display sections:

- Deposits:** A table with columns: Branch, Account, Account Description, Currency, Current Balance, Available Balance, Uncollected Amount, and Blocked Amount.
- Summary of Deposit:** Fields for Total Credit Amount, Total Debit Amount, From Date, To Date, and LBL_LAST N NUMBER OF TRANSACTIONS (LBL_NO_OF_TRNS).
- Retail Deposit Details:** A table with columns: Branch, Account, Account Description, Currency, Term Deposit Amount, Maturity Date, Interest Start Date, Tenor in Days, and Last I.
- Corporate Deposit Details:** A table with columns: Branch, Contract Reference, Product Description, Currency, Amount, Product, Maturity Date, Booking Date, and Value Dat.
- Summary of Deposits:** Fields for Total Retail Deposits and Total Corporate Deposits.

Refer the section titled 'Viewing Deposit Details' under 'Viewing 360 Degree Retail Customer Details' for further details

8.4.3.1 Viewing Account Signatory

Click 'Account Signatory' button to view the 'Signatory Details' screen. In this screen, you can view the signatory details of the selected account.

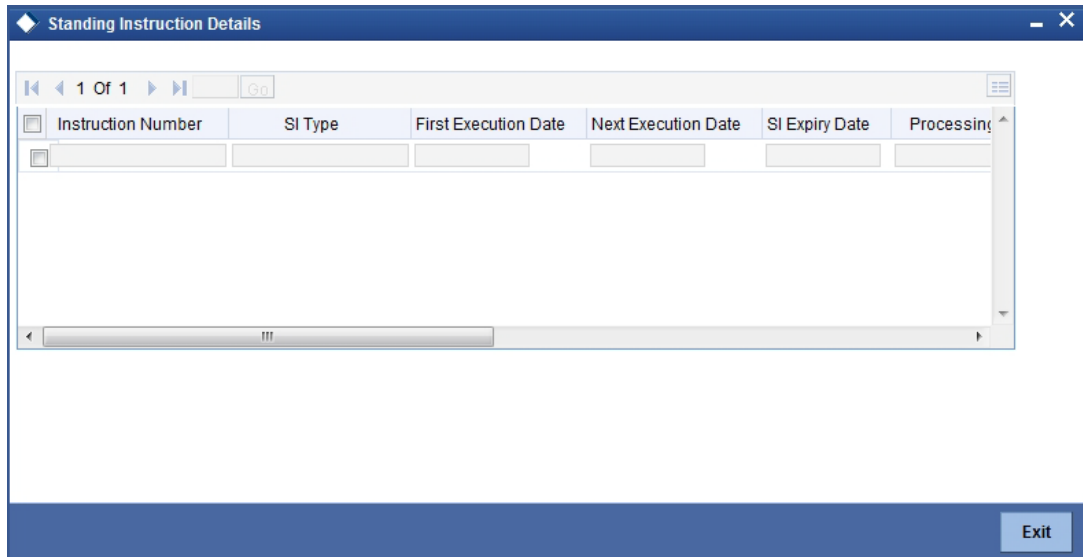
The screenshot shows the 'Signatory Details' application window. It contains the following fields and sections:

- Account Information:** Account Number *, Account Description, Minimum No of Signatories, Account Message, Account Branch, and Currency.
- Signatory Details:** A table with columns: Customer ID *, Relation Type, Signature Id *, Signatory Name, and Signatory Type.

Refer the section 'Specifying Account Signatory Details' under the 'Current and Savings Account' module for more information.

8.4.3.2 Viewing Standing Instruction

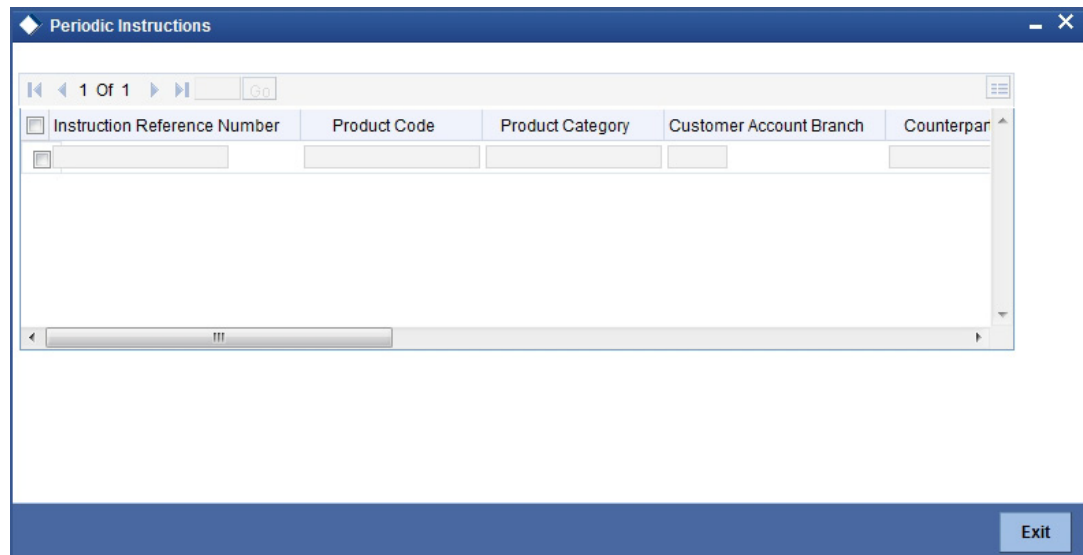
Click 'Standing Instruction' button to view the 'Standing Instruction Details' screen. In this screen you can view the standing instructions.



Refer the section titled 'Viewing Standing Instruction' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.3.3 Viewing Periodic Instructions

Click 'Periodic Instructions' button to view the 'Periodic Instructions' screen. In this screen, you can view the period instructions.



Refer the section titled 'Viewing Periodic Instructions' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.3.4 Viewing Transactions

Click 'Transactions' button to view the 'Customer Account Transaction Query' screen. In this screen, you can query the transactions of an account during a given period.

The screenshot shows the 'Accounting Entry Retrieval' window. It has a menu bar with 'New' and 'Enter Query'. The main area is divided into three sections:

- Query Criteria:** Includes input fields for FCY Amount, Exchange Rate, and LCY Amount. A 'Query' button is located below these fields.
- Account Details:** Includes input fields for Branch Code, Currency, Debit Credit Balance, Account Number, Account Description, and Starting Balance.
- Transaction Details:** A table with columns: Contract Reference, Entry Serial No, Module Code, Transaction Code, Event Code, Transaction Date, and Value. The table is currently empty.

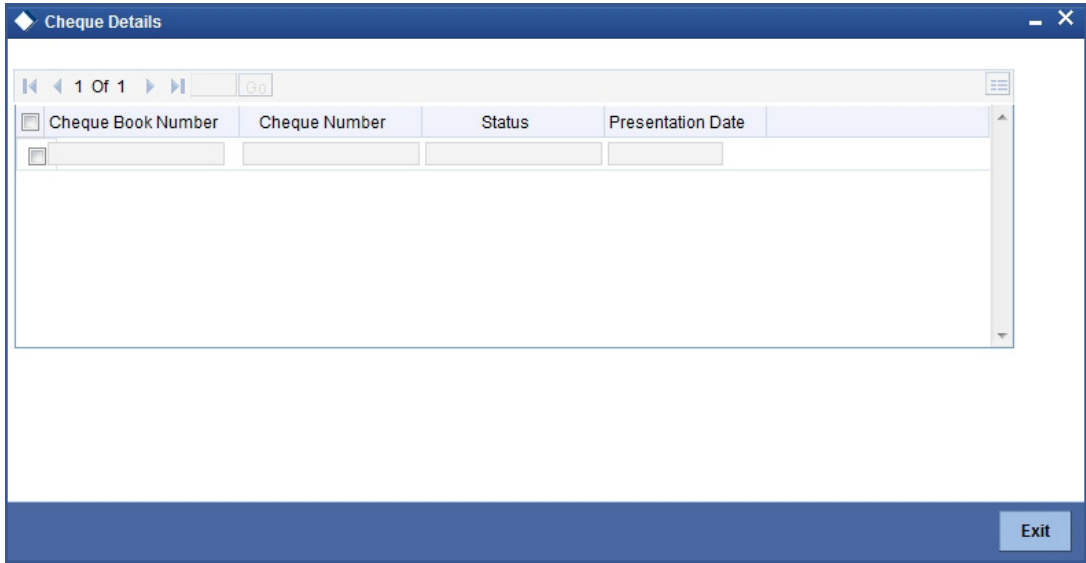
On the right side of the window, there are additional input fields: Debit/Credit (dropdown), Currency, Module Code, Transaction Date, Related Account, and To Date.

Refer the section 'Querying Accounting Entries' under 'Core Services' module for more information.

8.4.3.5 Viewing Cheques

Click 'Cheques' button to view the 'Cheque Details' screen. In this screen, you can view the details of the cheques which are issued for a given period.

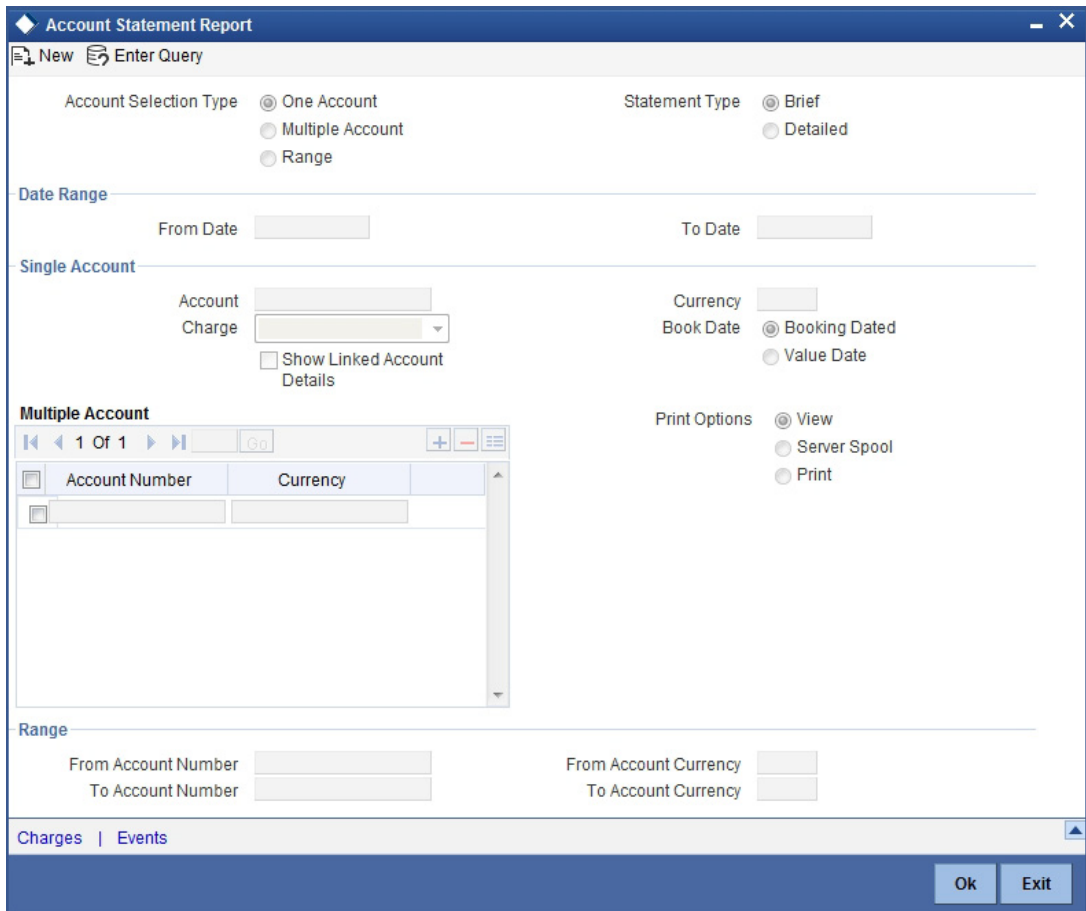
The screen is as shown below:



Refer the section titled 'Viewing Cheques' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.3.6 Viewing Statement Generation

Click 'Statement Generation' button to view the 'Account Statement Report' screen. In this screen, you can generate adhoc statement for an account.



Refer the section 'Account Statement Report' under 'Current and Savings Account' module for more information.

8.4.3.7 Viewing Card Details

Click 'Cards' button to view the 'Debit Card Details' screen. In this screen, you can view details about active debit cards which are issued during given period for an account.

| Branch Code | Card Number | Primary Card | Name On Card | Card Expiry Date | Dispatch Status |
|-------------|-------------|--------------------------|--------------|------------------|-----------------|
| | | <input type="checkbox"/> | | | |

Refer the section titled 'Viewing Card Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.3.8 Viewing Other Details

Click 'Others' button to view the 'Other Details Of Account' screen. In this screen, you can view additional details about interest, limit, statement, account and nominees.

| Interest Details | Limit Details |
|--------------------------------|---------------------------|
| Credit Interest Accrued Amount | Temporary Overdraft Start |
| Debit Interest Accrued Amount | Temporary Overdraft End |
| | Limit Currency |
| | Temporary Overdraft Limit |
| | Line Identification |

| Statement Details | Account Status |
|------------------------|---------------------------------------|
| Last Statement Date | <input type="checkbox"/> No Debit |
| Last Statement Balance | <input type="checkbox"/> No Credit |
| Last Statement Number | <input type="checkbox"/> Stop Payment |
| | <input type="checkbox"/> Dormant |
| | <input type="checkbox"/> Frozen |

| Nominees |
|-----------|
| Nominee 1 |
| Nominee 2 |

Refer the section titled 'Viewing Other Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.3.9 Viewing Customer Signatory

Click 'Account Signatory' button to view the 'Customer Signatory Details' screen. In this screen, you can view the signature image and photograph of the customer.

| Signature Id | Signatory Message | Signatory Type | Approval Limit | Solo Sufficient | € |
|--------------|-------------------|----------------|----------------|-----------------|---|
| | | | | | |

8.4.3.10 Viewing Recurring Deposits Details

Click 'Recurring Deposits Details' button to view the 'RD Details' screen. In this screen, you can view recurring deposits if the deposit is recurring.

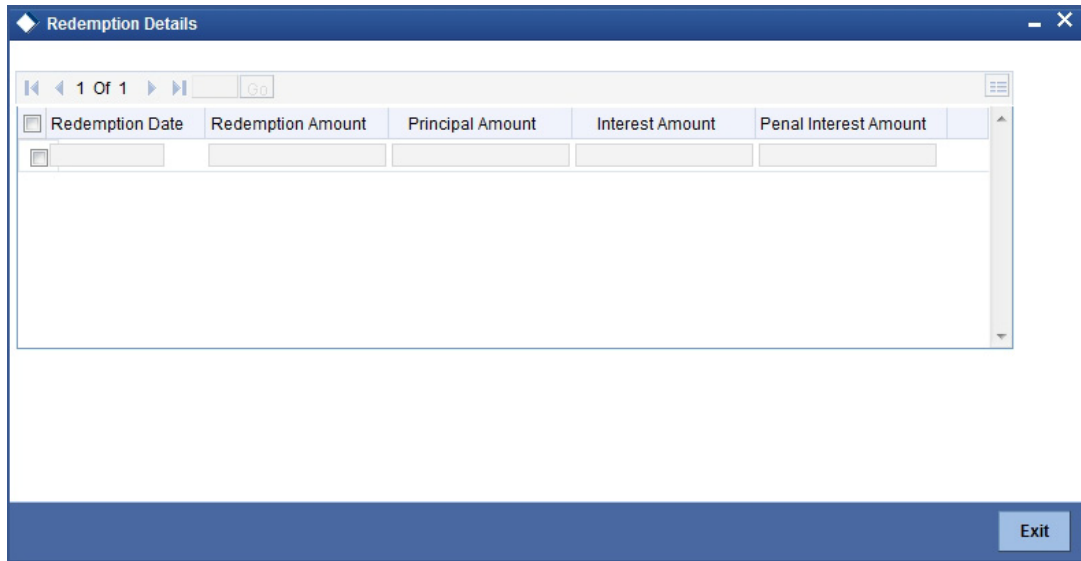
| | | | |
|--------------------|--|------------------|--|
| Frequency Days | | Payment Branch | |
| Frequency Months | | Payment Account | |
| Frequency Years | | Payment Currency | |
| Installment Amount | | Payment Date | |

Refer the section titled 'Viewing Recurring Deposits Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.3.11 Viewing Redemption Details

Click 'Redemption Details' button to view the 'Redemption Details' screen. In this screen, you can view redemption deposits of a deposit account.

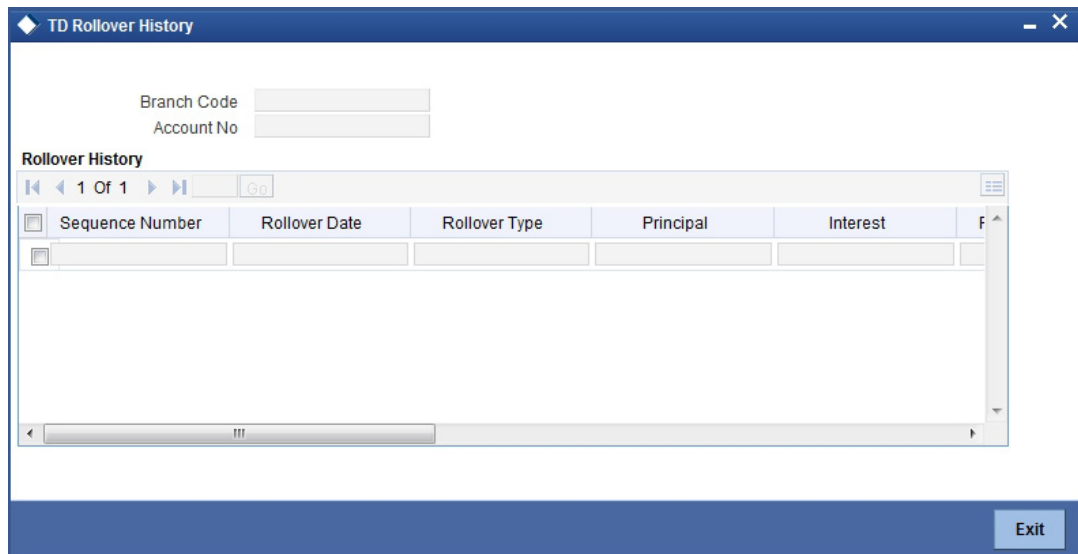
The screen is as shown below:



Refer the section titled 'Viewing Redemption Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.3.12 Viewing Islamic Deposit Rollover History Details

Click on 'Rollover History' button to view Rollover History screen.

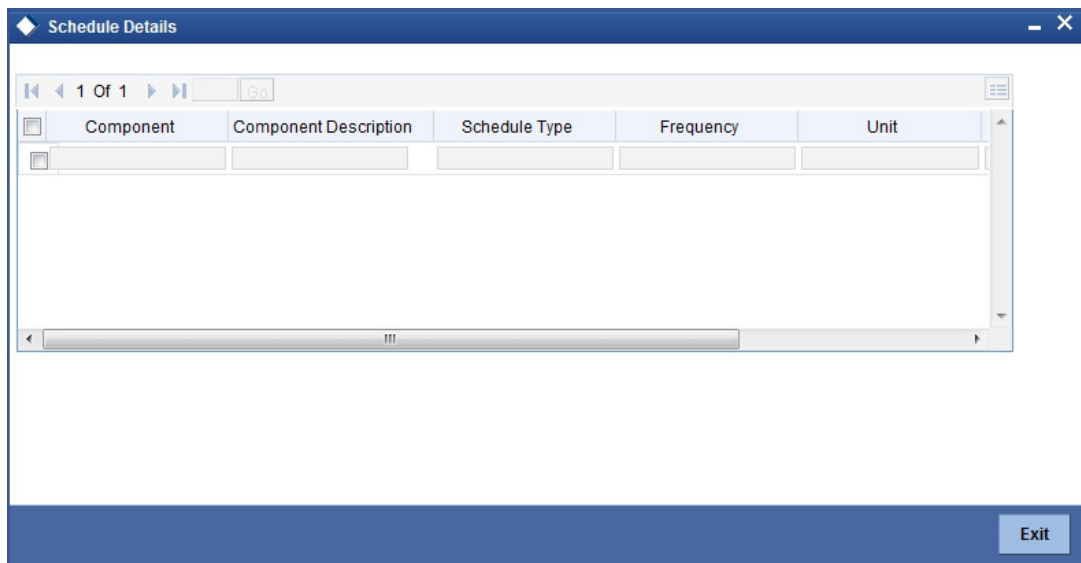


You can view the following details here:

- Sequence No.
- Rollover Date
- Rollover Type
- Principal
- Interest
- Rollover Amount
- Old Maturity Date
- New Maturity Date

8.4.3.13 Viewing Schedule Details

Click 'Schedules' button to view the 'Schedule Details' screen. In this screen, you can view the schedule details of all components attached to the corporate deposit contract.



Refer the section titled 'Viewing Schedule Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.4 Viewing Loan Details

Click 'Loans' tab in the '360 Degree Corporate Customer View' screen to view the details of the customer's loan.

The screenshot displays the '360 Degree Corporate Customer View' application window. At the top, there are search fields for Customer Number, Branch, Short Name, Full Name, and Reporting Currency. A 'Prints' button is visible. Below this is a navigation menu with tabs for Summary, Profile, Deposits, Loans (selected), Trade, Treasury, Events, Schemes, Alerts, Limits, Payments, Is-Deposits, Is-Financing, Is-Trade, Is-Treasury, and External Products.

The main content area is divided into several sections:

- Summary of Loans:** A table with columns for Total Commitment Amount, Total Ordinary Loan, Total Mortgage Amount, Total Syndicated Loan, and Total Leasing Amount.
- Loan Details:** A table with columns: Branch Code, Product Code, Account Number, Description, Currency, Amount Financed, Amount Disbursed, and Outstanding.
- Commitment Details:** A table with columns: Branch Code, Product Code, Account Number, Description, Currency, Amount Financed, and Amount Disbursed.
- Mortgage:** A table with columns: Branch Code, Product Code, Account Number, Description, Currency, Amount Financed, Amount Disbursed, and Outstanding.
- Leasing:** A table with columns: Branch Code, Product Code, Account Number, Description, Currency, Amount Financed, and Amount Disbursed.
- Syndicate Loan Details:** A table with columns: Branch Code and Product Code.

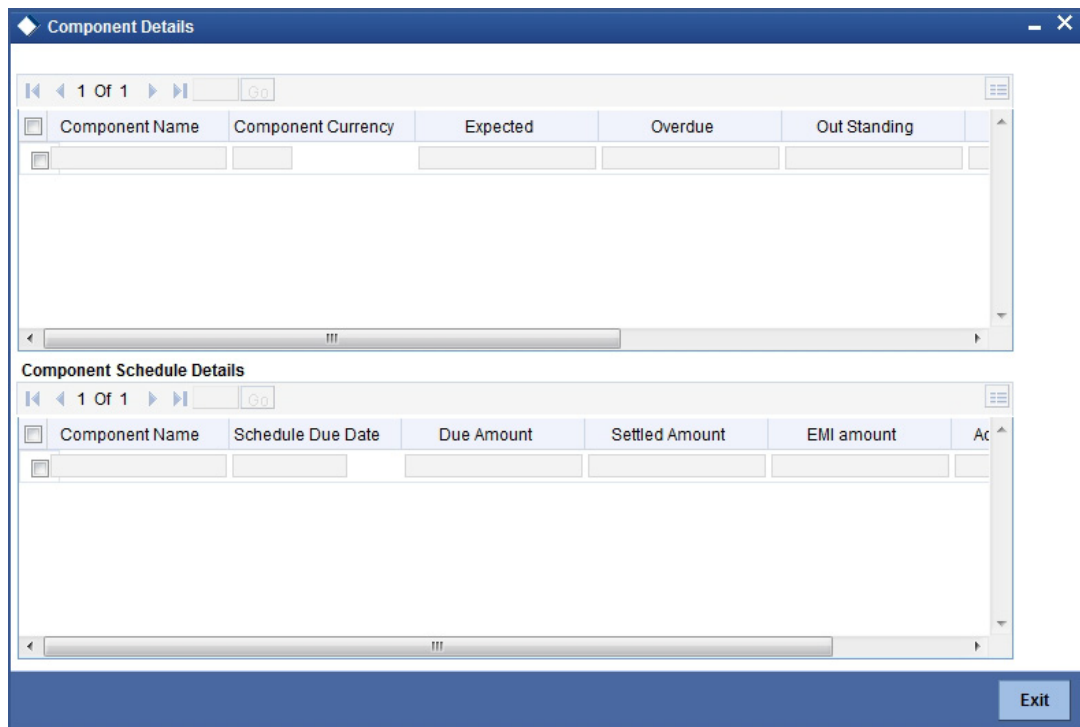
Each table has a 'Go' button and a scroll bar. At the bottom right of the window is an 'Exit' button.

Refer the section titled 'Viewing Loans Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.4.1 Viewing Component Details

You can view details about the components linked to an account in the 'Component Details' screen. You can invoke this screen by clicking the 'Component Details' button in the '360 Degree Corporate Customer View' screen.

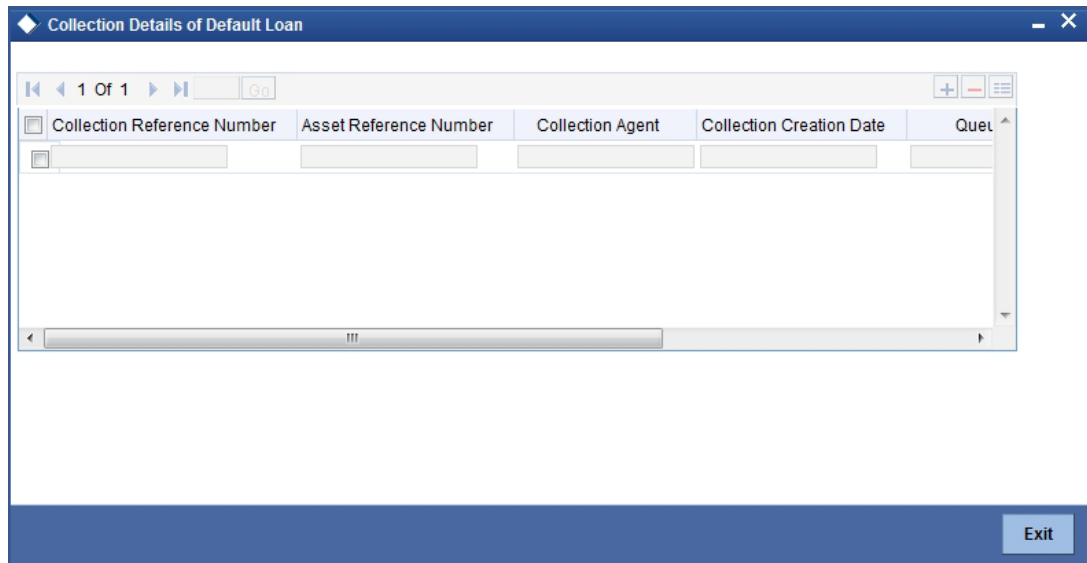
The screen is as shown below:



Refer the section titled 'Viewing Component Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.4.2 Viewing Collection Details

You can view the collection details of a loan in the 'Collection Details of Default Loan' screen. You can invoke this screen by clicking the 'Collection Details' button in the '360 Degree Corporate Customer View' screen.



Refer the section titled 'Viewing Collection Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.5 Viewing Trade Details

Click 'Trade' tab in the '360 Degree Corporate Customer View' screen to view the details of trade.

The screenshot displays the '360 Degree Corporate Customer View' application window. At the top, there are input fields for 'Customer Number', 'Branch', 'Short Name', 'Full Name', and 'Reporting Currency', along with a 'Reports' button. Below this is a navigation menu with tabs for 'Summary', 'Profile', 'Deposits', 'Loans', 'Trade' (which is selected), 'Treasury', 'Events', 'Schemes', 'Alerts', 'Limits', 'Payments', 'Is-Deposits', 'Is-Financing', 'Is-Trade', 'Is-Treasury', and 'External Products'. The main content area is divided into three sections: 'Bills Detail', 'LC Details', and 'Guarantee Details'. Each section contains a table with columns for 'Branch Code', 'Product', 'Product Description', 'Contract Reference', 'Counter Party', 'Currency', and 'Amount'. Below each table is a button labeled 'Other Details'. At the bottom, there is a 'Summary of Trade Details' section with input fields for 'Total Bill Amount', 'Total LC Liability Amount', and 'Total Bank Guarantee Liability'. An 'Exit' button is located in the bottom right corner.

Bills Detail

Here you can view the following bills details:

- Branch Code
- Contract Reference Number
- Counter party
- Product
- Product Type
- Product Description
- Beneficiary
- Bill Currency
- Bill Amount
- Maturity date

- Outstanding Amount
- Discrepancy Flag – System will derive this flag based on the availability of discrepancies of bill.
- Exception Flag – System will derive this flag based on exception data.
- LC Reference Number
- Contract Status

LC Details

Here you can view the following details relating to Letters of credits:

- Branch Code
- Contract reference number
- Product Code
- Product Type
- Product description
- Currency
- Contract Amount
- Customer
- Beneficiary
- Current Available Amount
- Liability
- Contract Status
- Expiry date

Guarantee Details

Here you can view the following details relating to guarantees:

- Branch Code
- Contract reference number
- Product Code
- Product Type
- Product description
- Currency
- Contract Amount
- Customer
- Beneficiary
- Current Available Amount
- Liability
- Contract Status
- Expiry date
- Guarantee Type

8.4.5.1 Viewing Additional Bills Details

You can view additional details about the bill from the 'Bills Other Details' screen. You can invoke this screen by clicking on 'Other Bill Details' button.

The screen is as shown below:

The screenshot shows a software window titled "Bills Other Details". At the top, there are several input fields: "Base Date", "Value Date", "Liquidation Date", "Tenor", "Operation", "Reimbursement days", "Interest Rate", "Interest Accrued", and a "Loan Linkage Flag" checkbox. Below these fields are two data grids. The first grid is titled "Discrepancy Details" and has columns "Description" and "Resolved". The second grid is titled "Loan Details" and has columns "Account", "Currency", "Amount", and "Down Payment". An "Exit" button is located at the bottom right of the window.

Here you can view the following details:

- Base date
- Value Date
- Liquidation Date
- Tenor
- Operation
- Reimbursement Days
- Loan Linkage Flag – System will derive this flag based on the loan details of a bill.
- Interest Rate – Current Interest Rate of a bill. System picks up during query.
- Interest Accrued – Interest accrued till date. System will derive this value during query.

Discrepancy Details

Here you can view the following details:

- Discrepancy Description
- Resolved

Loan Details

The_loans which are related to Bills will be displayed here. The following fields will be displayed:

- Account

- Currency
- Amount
- Down Payment

8.4.5.2 Viewing Additional LC Details

You can view additional details about LC in the 'LC Additional Details' screen. You can invoke this screen by clicking on 'LC Other Details' button. The screen is as shown below:

The screenshot shows the 'LC Additional Details' window. At the top, there are input fields for 'Operation Code', 'Issue Date', 'Closing Date', and 'Effective Date'. Below these are three table sections:

- Commission Details:** A table with columns: Component Description, Component, Currency, Amount, Good Until Date, and ESN. It shows one row of data.
- Bill Linkage Details:** A table with columns: BC Reference, Currency, and Amount. It shows one row of data.
- Loan Details:** A table with columns: Account, Currency, Amount, and Down Payment. It shows one row of data.

An 'Exit' button is located at the bottom right of the window.

Here you can view the following details:

- Operation Code
- Issue date
- Closing Date
- Effective date

Commission Details

Here you can view the following details:

- Component

- Currency
- Amount
- Good Until Date
- Event Sequence Number

Bill Linkage details

Here you can view the following details:

- BC Reference Number
- Currency
- Amount

Loan Details

Here you can view the Loans details which are related to LC. The following fields are displayed:

- Account
- Currency
- Amount
- Down Payment

8.4.5.3 Viewing Additional Guarantee Details

You can view additional details about guarantee in the 'Guarantee Additional Details' screen. You can invoke this screen by clicking on 'Guarantee Other Details' button.

The screenshot shows a software window titled "Guarantee Additional Details". At the top, there are input fields for "Operation Code", "Guarantee Type", "Issue Date", "Closing Date", and "Effective Date". Below these are two data tables. The first table, "Commission Details", has columns: Component Description, Component, Currency, Amount, Good Until Date, and ESN. The second table, "Loan Details", has columns: Account, Currency, Amount, and Down Payment. Both tables show one row of data. At the bottom right of the window is an "Exit" button.

Here you can view the following details:

- Operation Code
- Issue date
- Closing Date
- Effective date
- Guarantee Type

Commission Details

Here you can view the following details:

- Component
- Component Description
- Currency
- Amount
- Good Until Date
- Event Sequence Number

Loan Details

Here you can view the Loans details which are related to guarantee. The following fields are displayed:

- Account
- Currency
- Amount
- Down Payment

8.4.6 Viewing Treasury Details

Click 'Treasury' tab in the '360 Degree Corporate Customer View' screen to view the details of Treasury.

The screenshot displays the '360 Degree Corporate Customer View' application window. At the top, there are input fields for 'Customer Number', 'Branch', 'Short Name', 'Full Name', and 'Reporting Currency'. A 'Reports' button is visible next to the 'Reporting Currency' field. Below this is a horizontal menu with tabs for 'Summary', 'Profile', 'Deposits', 'Loans', 'Trade', 'Treasury', 'Events', 'Schemes', 'Alerts', 'Limits', 'Payments', 'Is-Deposits', 'Is-Financing', 'Is-Trade', 'Is-Treasury', and 'External Products'. The 'Treasury' tab is currently selected and highlighted in blue.

The main content area is divided into several sections, each with a table of data:

- Foreign Exchange Details:** A table with columns: Contract Reference, Buy / Sell, Book Date, Bought Currency, Bought Amount, Bought Value date, Sold Currency, Sold Amount.
- Money Market Details:** A table with columns: Branch, Contract Reference, Currency, Amount, Tenor, Book Date, Value Date, Maturity Date, Product Descriptor.
- Security Portfolio:** A table with columns: Portfolio Reference, Portfolio Description, Currency, Auto Liquidate for Corporate Actions, Corpus Account, Short Position Allowed, Accrue Withholding.
- Derivatives:** A table with columns: Contract Reference, Buy/Sell, In Leg Currency, In Principal Amount, Out Leg Currency, Out Principal Amount, Book Date, Value Date.
- OTC Options:** A table with columns: Contract Reference, Currency, Contract Amount, Strike Price, Premium Currency, Option Premium, Premium Pay Date, Bu.
- Exchange Traded Derivatives Portfolio Details:** A table with columns: Portfolio Reference, Portfolio Description, Fund Id, Details.

Each table has a '1 Of 1' indicator and navigation arrows. An 'Exit' button is located at the bottom right of the application window.

Foreign Exchange Details

Here you can view the following details:

- Contract Reference
- Buy/sell
- Book Date
- Bought Currency
- Bought Amount
- Bought Value date
- Sold Currency
- Sold Amount
- Sold Value date
- Deal Rate

Money Markets Details

Here you can view the following details:

- Branch Code
- Contract Reference Number
- Related Customer
- Currency
- Amount
- Tenor
- Book Date
- Value Date
- Maturity Date
- Type(Borrowing or Placement)

Security Portfolio

Here you can view the following details:

- Portfolio reference
- Portfolio Description
- Currency
- Auto Liquidate for corporate Actions
- Corpus Account
- Short Position Allowed
- Accrue Withholding Tax for Coupons
- Bankers Acceptance

Derivatives

Here you can view the following details:

- Contract Reference number
- Buy or Sell
- In Leg Currency
- Out Leg Currency
- In Principal Amount

- Out Principal Amount
- Book Date
- Value Date
- Maturity Date
- Type

OTC Options

Here you can view the following details:

- Contract Reference Number
- Related Customer
- Currency
- Contract Amount
- Strike Price
- Premium Currency
- Option Premium
- Premium Pay date
- Buy or sell
- Tenor
- Book Date
- Value date
- Maturity date
- Type

ETD Portfolio Details

Here you can view the following details:

- Portfolio Reference Number
- Portfolio Description
- Fund Id

8.4.7 Viewing Events Details

Click 'Events' tab in the '360 Degree Corporate Customer View' screen to view the details of the upcoming events.

Refer the section titled 'Viewing Events Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.8 Viewing Schemes Details

Click 'Schemes' tab in the '360 Degree Corporate Customer View' screen to view the details of the relationship schemes. The screen is as shown below:

Refer the section titled 'Viewing Schemes Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.8.1 Viewing Relationship Pricing Schemes Linked to the Customer

Click 'RP Scheme Linkage Details' to view relationship pricing schemes linked to the customer.

Refer 'Relationship Pricing' module for more information about this screen.

8.4.9 Viewing Alerts

Click 'Alerts' tab in the '360 Degree Corporate Customer View' screen to view the alerts for overdue loans, matured deposits and so on.

360 Degree Corporate Customer View

New Enter Query

Customer Number * Short Name Reporting Currency
Branch Full Name **Refresh**

Summary Profile Deposits Loans Trade Treasury Events Schemes **Alerts** Limits Payments Is-Deposits Is-Financing Is-Trade Is-Treasury External Products

Overdue Loans

1 Of 1

| Branch Code | Account Number | Due Date | Currency | Overdue Amount | Details |
|-------------|----------------|----------|----------|----------------|----------------|
| | | | | | Details |

Deposits Matured but not renewed or liquidated

1 Of 1

| Branch Code | Deposit Reference Number | Currency | Term Deposit Amount | Maturity Date | Details |
|-------------|--------------------------|----------|---------------------|---------------|----------------|
| | | | | | Details |

Locker Charges Overdue Details

1 Of 1

| Contract Reference | Component | Description | Currency | Amount | Due date |
|--------------------|-----------|-------------|----------|--------|----------|
| | | | | | |

Cheques Returned

1 Of 1

| Branch | Account | Cheque Book Number | Cheque Number | Presentation Date |
|--------|---------|--------------------|---------------|-------------------|
| | | | | |

Amount Block Details

1 Of 1

| Branch | Account | Amount Block Number | Amount | Effective Date | Expiry Date | Block Type | Details |
|--------|---------|---------------------|--------|----------------|-------------|------------|----------------|
| | | | | | | | Details |

Stop Payment Details

1 Of 1

| Branch | Account | Stop Payment Number | Stop Payment Type | Start Cheque Number | End Cheque Number | Effective Date | Expiry Date |
|--------|---------|---------------------|-------------------|---------------------|-------------------|----------------|-------------|
| | | | | | | | |

Exit

Refer the section titled 'Viewing Alerts Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.10 Viewing Limits Details

Click 'Limits' tab in the '360 Degree Corporate Customer View' screen to view the limits and collaterals of the customer. The screen is as shown below:

The screenshot displays the '360 Degree Corporate Customer View' application window. At the top, there are input fields for 'Customer Number *', 'Branch', 'Short Name', 'Full Name', and 'Reporting Currency'. A 'Reports' button is visible next to the 'Reporting Currency' field. Below these fields is a horizontal navigation bar with tabs for 'Summary', 'Profile', 'Deposits', 'Loans', 'Trade', 'Treasury', 'Events', 'Schemes', 'Alerts', 'Limits', 'Payments', 'Is-Deposits', 'Is-Financing', 'Is-Trade', 'Is-Treasury', and 'External Products'. The 'Limits' tab is currently selected. Under the 'Limits' tab, there are several input fields: 'Customer/Group Id', 'Limit Currency', 'Limit Amount', 'Utilization Amount', 'Available', and 'Revision Date'. Below these fields are two table sections. The first is 'Line Details', which shows 1 of 1 records. The table has columns: 'Line Identification', 'Main Line', 'Limit Currency', 'Limit Amount', 'Available Amount', 'Revolving Line', 'Line Start Date', and 'Line Expiry D'. The second table is 'Collateral Details', which also shows 1 of 1 records. The table has columns: 'Collateral Code', 'Collateral Description', 'Collateral Currency', 'Collateral Value', 'Lendable Margin', 'Limit Contribution', and 'Start Date'. At the bottom right of the window, there is an 'Exit' button.

Refer the section titled 'Viewing Limits Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.11 Viewing Payment Details

Click 'Payments' tab in the '360 Degree Corporate Customer View' screen to view the FT and PC contracts of the customer which is not liquidated.

360 Degree Corporate Customer View

New Enter Query

Customer Number * Short Name Reporting Currency
Branch Full Name

Summary Profile Deposits Loans Trade Treasury Events Schemes Alerts Limits **Payments** Is-Deposits Is-Financing Is-Trade Is-Treasury External Products

Funds Transfer Details

| Contract Reference | Product Code | Product Description | Credit Account Branch | Credit Account | Credit Currency | Credit Amount |
|--------------------|--------------|---------------------|-----------------------|----------------|-----------------|---------------|
|--------------------|--------------|---------------------|-----------------------|----------------|-----------------|---------------|

Payment and Collection Details

| Contract Reference | Product Code | Product Description | Account No | Customer Account Branch | Counterparty Bank Code | Counterparty Name |
|--------------------|--------------|---------------------|------------|-------------------------|------------------------|-------------------|
|--------------------|--------------|---------------------|------------|-------------------------|------------------------|-------------------|

Exit

Refer the section titled 'Viewing Payments Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.12 Viewing Islamic Deposits

Click 'Is-Deposits' tab in the '360 Degree Corporate Customer View' screen to view details about active CASA account and term deposit.

360 Degree Corporate Customer View

New Enter Query

Customer Number * Short Name Reporting Currency
Branch Full Name

Summary Profile Deposits Loans Trade Treasury Events Schemes Alerts Limits Payments **Is-Deposits** Is-Financing Is-Trade Is-Treasury External Products

Islamic Accounts

| Branch | Account | Account Description | Currency | Current Balance | Available | Uncollected | Blocked |
|--------|---------|---------------------|----------|-----------------|-----------|-------------|---------|
|--------|---------|---------------------|----------|-----------------|-----------|-------------|---------|

Summary of Islamic Accounts To enter Period

Total Credit Balance From Date
Total Debit Balance To Date

Islamic Term Deposits

| Branch Code | Account No | Account Description | Currency | Term Deposit Amount | Maturity Date | Profit rate | Profit Start Date |
|-------------|------------|---------------------|----------|---------------------|---------------|-------------|-------------------|
|-------------|------------|---------------------|----------|---------------------|---------------|-------------|-------------------|

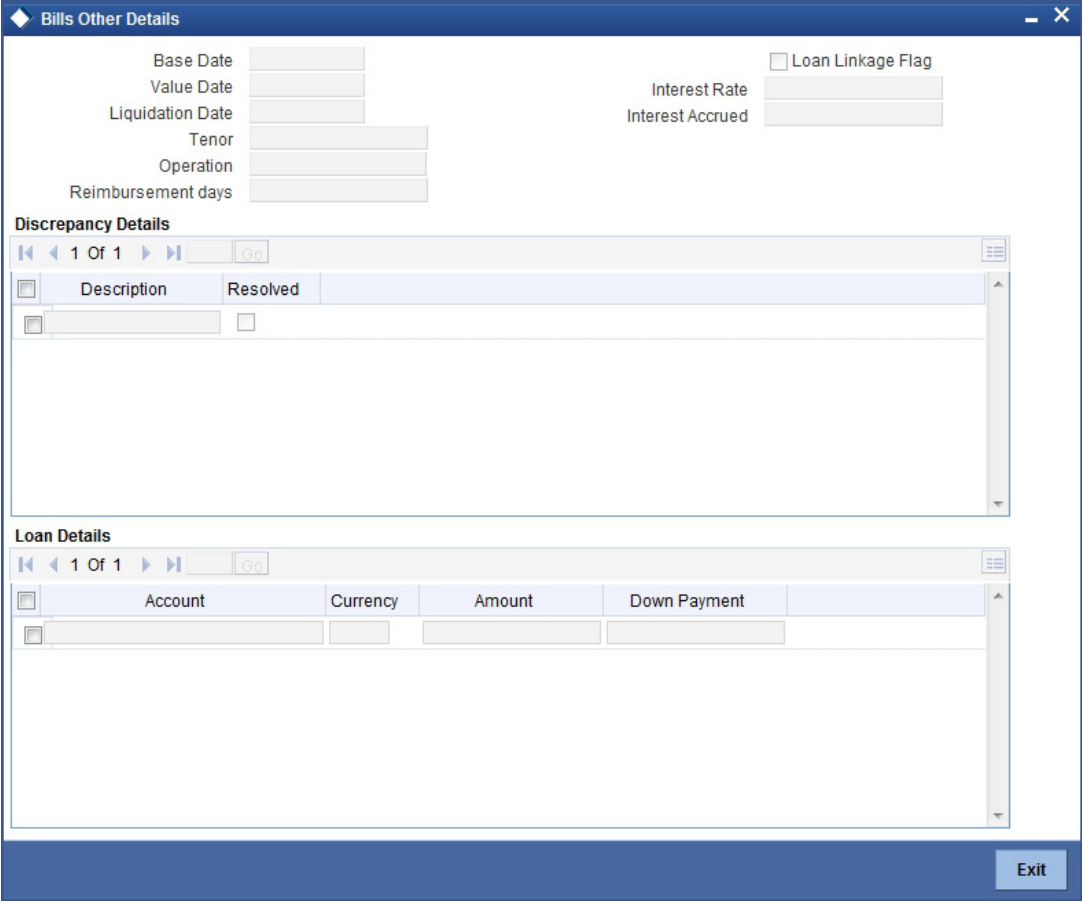
Total Islamic Term Deposits

Exit

8.4.12.1 Viewing Additional Islamic Bill Details

You can view additional details about the bill from the 'Bills Other Details' screen. You can invoke this screen by clicking on 'Other Bill Details' button.

The screen is as shown below:



Refer the section titled 'Viewing Additional Bill Details' under 'Viewing 360 Degree Corporate Customer Details' for further details.

8.4.12.2 Viewing Additional Islamic LC Details

You can view additional details about LC in the 'LC Additional Details' screen. You can invoke this screen by clicking on 'LC Other Details' button.

The screenshot shows a software window titled "LC Additional Details". At the top, there are input fields for "Operation Code", "Issue Date", "Closing Date", and "Effective Date". Below these are three data tables, each with a "1 Of 1" indicator and a "Go" button.

Commission Details

| Component Description | Component | Currency | Amount | Good Until Date | ESN |
|-----------------------|-----------|----------|--------|-----------------|-----|
| | | | | | |

Bill Linkage Details

| BC Reference | Currency | Amount |
|--------------|----------|--------|
| | | |

Loan Details

| Account | Currency | Amount | Down Payment |
|---------|----------|--------|--------------|
| | | | |

An "Exit" button is located at the bottom right of the window.

Refer the section titled 'Viewing Additional LC Details' under 'Viewing 360 Degree Corporate Customer Details' for further details.

8.4.12.3 Viewing Additional Islamic Bank Guarantee Details

You can view additional details about guarantee in the 'Guarantee Additional Details' screen. You can invoke this screen by clicking on 'Guarantee Other Details' button.

The screen is as shown below:

Refer the section titled 'Viewing Additional Islamic Bank Guarantee' under 'Viewing 360 Degree Corporate Customer Details' for further details.

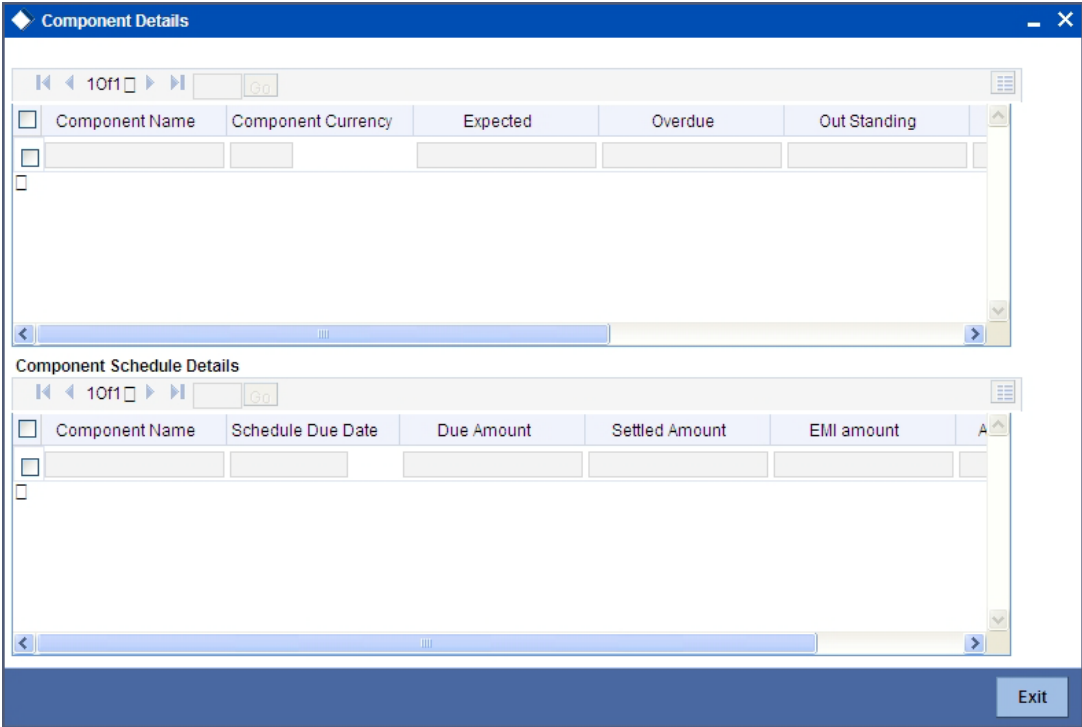
8.4.13 Viewing Is-Financing Details

Click 'Is-Financing' tab in the '360 Degree Corporate Customer View' screen to view details of Islamic finance.

Refer the section titled 'Viewing Islamic Financing Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

8.4.13.1 Viewing Component Details

You can view details about the components linked to an account in the 'Component Details' screen. You can invoke this screen by clicking the 'Component Details' button in the '360 Degree Corporate Customer View' screen. The screen is as shown below:



Refer the section titled 'Viewing Components Details' under 'Viewing Loan Details' for further details.

8.4.14 Viewing Islamic Trade Details

Click 'Is-Trade' tab in the '360 Degree Corporate Customer View' screen to view details of Islamic trade. The screen is as shown below:

360 Degree Corporate Customer View

New Enter Query

Customer Number * Short Name Reporting Currency
Branch Full Name Reports

Summary Profile Deposits Loans Trade Treasury Events Schemes Alerts Limits Payments Is-Deposits Is-Financing **Is-Trade** Is-Treasury External Products

Islamic Bills

| Branch Code | Product | Product Description | Contract Reference | Bill Currency | Bill Amount | Maturity Date | Outstanding Amount |
|-------------|---------|---------------------|--------------------|---------------|-------------|---------------|--------------------|
|-------------|---------|---------------------|--------------------|---------------|-------------|---------------|--------------------|

Bills Other Details

Islamic Letter of Credits

| Branch Code | Product Code | Product Description | Contract Reference Number | Currency | Contract Amount | Current Available Amount |
|-------------|--------------|---------------------|---------------------------|----------|-----------------|--------------------------|
|-------------|--------------|---------------------|---------------------------|----------|-----------------|--------------------------|

I.C Other Details

Islamic Bank Guarantees

| Branch Code | Product Code | Product Description | Contract Reference Number | Currency | Contract Amount | Current Available Amount |
|-------------|--------------|---------------------|---------------------------|----------|-----------------|--------------------------|
|-------------|--------------|---------------------|---------------------------|----------|-----------------|--------------------------|

Guarantee Other Details

Summary of Islamic Trade

| | | |
|-------------------|---------------------------|--------------------------------|
| Total Bill Amount | Total LC Liability Amount | Total Bank Guarantee Liability |
|-------------------|---------------------------|--------------------------------|

Exit

Islamic Bills Detail

Here you can view the following bills details:

- Branch Code
- Contract Reference Number
- Counter party
- Product
- Product Type
- Product Description
- Beneficiary
- Bill Currency
- Bill Amount
- Maturity date
- Outstanding Amount

- Discrepancy Flag – System will derive this flag based on the availability of discrepancies of bill.
- Exception Flag – System will derive this flag based on exception data.
- Our LC Reference Number
- Contract Status

Islamic Letter of Credit Details

Here you can view the following details relating to Letters of credits:

- Branch Code
- Contract reference number
- Product Code
- Product Type
- Product description
- Currency
- Contract Amount
- Customer
- Beneficiary
- Current Available Amount
- Liability
- Contract Status
- Expiry date

Islamic Bank Guarantee Details

Here you can view the following details relating to guarantees:

- Branch Code
- Contract reference number
- Product Code
- Product Type
- Product description
- Currency
- Contract Amount
- Customer
- Beneficiary
- Current Available Amount
- Liability
- Contract Status
- Expiry date
- Guarantee Type

8.4.15 Viewing Islamic Treasury Details

Click 'Is-Treasury' tab in the '360 Degree Corporate Customer View' screen to view the details of Islamic Treasury. The screen is as shown below:

The screenshot shows the '360 Degree Corporate Customer View' application window. At the top, there are input fields for 'Customer Number *', 'Branch', 'Short Name', 'Full Name', and 'Reporting Currency'. A 'Refresh' button is located next to the 'Reporting Currency' field. Below these fields is a navigation menu with tabs for 'Summary', 'Profile', 'Deposits', 'Loans', 'Trade', 'Treasury', 'Events', 'Schemes', 'Alerts', 'Limits', 'Payments', 'Is-Deposits', 'Is-Financing', 'Is-Trade', 'Is-Treasury', and 'External Products'. The 'Is-Treasury' tab is currently selected. Underneath the navigation menu, there are two data tables. The first table is titled 'Islamic Money Market Details' and has columns: Branch, Contract Reference, Currency, Amount, Book Date, Maturity Date, Value Date, Tenor, and Product De. The second table is titled 'Islamic Derivatives' and has columns: Contract Reference, Buy, In Leg Currency, In Principal Amount, Out Leg Currency, Out Principal Amount, Book Date, and Value date. Both tables are currently empty. An 'Exit' button is located in the bottom right corner of the window.

Islamic Money Market Details

Here you can view the following details:

- Branch Code
- Contract Reference
- Currency
- Amount
- Book Date
- Maturity Date
- Value Date
- Tenor
- Type

Islamic Derivatives

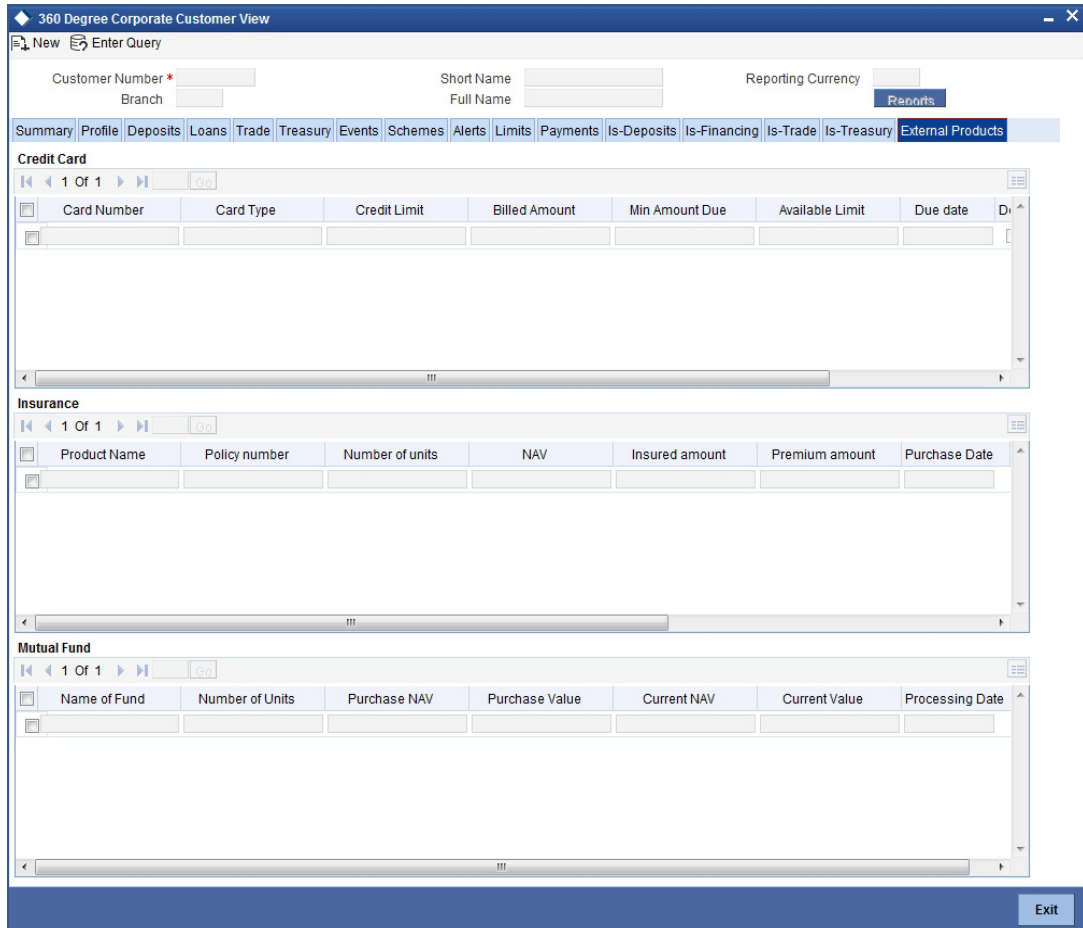
Here you can view the following details:

- Contract Reference
- Buy
- In Leg Currency
- In Principal Amount
- Out Leg Currency
- Out Principal Amount
- Book Date
- Value date

- Maturity
- Type

8.4.16 Viewing External Details

Click 'External products' tab in the '360 Degree Corporate Customer View' screen to view external details about products like credit cards, insurance, and mutual fund.



Refer the section titled 'Viewing External Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

9.1 Important Terms

Account Class

A group of customer accounts with similar characteristics and attributes

Account Statement Cycle

The periodicity for the generation of account statements

Account Statement Type

An indicator of the kind of account statement required to be generated periodically; this could be either a summary statement or a detailed one.

Alternate Account Number

An unique identifier for a customer account, other than the main Account Number. This provision is made to enable tracking of accounts existing in the bank before the installation of Oracle FLEXCUBE. For such accounts, you can capture the old account numbers as the Alternate Account Numbers.

Available

The amount available in a customer's account, which can be drawn

Blocked

The amount that is blocked for other transactions, which the customer has entered into and not executed. At any point of time, the account balance cannot be less than the blocked amount.

Corporate Parameters

Information captured under customized parameters for corporate customers

Customer Category

A group of customers with logically similar features or attributes

Dormancy Days

The period following which customer accounts under a class are made inactive

Exposure Country

This is the country of exposure of a customer. This information is maintained for Central Liability tracking

Identifier Name

The name of the identification document furnished by the customer to the bank as proof of identity

Identifier Value

The serial number, document number or any identification number by which the identifier name document can be uniquely identified.

Joint Holder Code

The account identifier codes given to joint holders of any customer account

Legal Guardian

If the account holder is a minor, this is the legal guardian of the customer

Liability Number

A code used to keep track of the credit limit facility granted to a customer

Limit Check

A validation maintained for all accounts in an account class to see if there are adequate funds in the account.

Loan Repayment

The amount paid towards loan repayment

MTD (Month to Date)

Indicates the turnover on an account for the current month and up to the current date. It is specified for both Credit and Debit turnovers

Narratives

Specifications that help achieve a desired format for account statements

Natural GL

The code of the GL to which the turnovers of all accounts in the account class will be reported.

Regulation D

This is a regulation of the US. Securities and Exchange Commission. Regulation D, also known as "Reg D," exempts certain offerings of equity from many of the regulatory requirements that impose costs upon standard public offerings. A Reg D offering is intended to make access to the capital markets possible for small companies that could not otherwise bear those costs.

Reporting Lines

The general ledger codes to which balances (debit or credit) of all accounts in an account class will be reported.

Sub-limit

The maximum credit amount that can be used by a customer account without requiring an override. The sub-limit is specified for accounts for which the credit amount is limited to a part of the available line amount.

Temporary OD End

The date on which the temporary overdraft limit ceases to be effective

Temporary OD Limit

The maximum overdraft allowed on an account, for a specified period of time

Temporary OD Start

The date on and following which the temporary overdraft limit comes into effect

Tenure

The duration for which a customer has been in professional employment. This information is captured as part of the professional details for a customer.

Uncollected Funds Limit

On any given business day, the credit transaction amounts that have not been collected.

Unposted Credits

In a multi-branch or online activity (such as tele-banking or Internet banking) transactions that are posted into an account when the system is either not available or during End of Day run, are stored, to be posted into the system when the system is available. Credit transactions of this nature are classified as unposted credits.

Unposted Debits

In a multi-branch or online activity (such as tele-banking or Internet banking) transactions that are posted into an account when the system is either not available or during End of Day run, are stored, to be posted into the system when the system is available. Debit transactions of this nature are classified as unposted debits.

W-8BEN Form

The W-8BEN form (entitled Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding) is used in the United States taxation system by foreign persons (including corporations) to certify their non-American status. The form, issued by the Internal Revenue Service, establishes that one is a foreign, non-resident alien or foreign national performing work outside the United States, in order to claim tax treaty benefits such as a lower amount of tax withholding from dividends paid by U.S. corporations.

10.1 Introduction

Every action that results in a debit or credit to the customer's monetary account is recorded. The advices are generated and sent to the customer depending on the advice generation frequency that you have specified.

You can generate the following reports:

- IRA Statement
- Minimum Withdrawal Advice
- Charge Advice
- IRS Form 5498
- IRS Form 1099-R
- Customer Account Opening Confirmation
- Float Extension Report
- Netting
- Combined Statement Reports
- Missing Signature Report
- Mayuru Limit of Customer not Within Bank Level Limit Report

10.2 Maintaining Printing Options for Reports

You can indicate preferences to print a report, while generating a report; however, the preferences are general.



The following are the common preferences you can maintain to print a report:

Format

Select the format in which you want the report to be generated from the options provided in the drop-down list. The following options are available:

- HTML
- RTF

- PDF
- Excel

Output

Select the output for the report from the options provided. The following options are available:

- Print – select this option if you wish to print the report
- View – select this option if you wish to view the contents of the report
- Spool – select this option if you wish to spool the report for further use

Printer At

Select location where you wish to print the report from the adjoining drop-down list. This list displays the following values:

- Client – Select if you need to print at the client location.
- Server – Select if you need to print at the server location

Printer

Specify the name of the printer or select it from the option list provided. All the configured printers are displayed in the list.

This is applicable only if you have specified the output as 'Print'.

10.3 IRA Statement Reports

An IRA statement is a statement of accounts for an IRA plan. You will be able to generate statements for a list of all the transactions carried out in an IRA plan for the statement generation frequency specified for the plan. You also have the option of generation on an ad-hoc basis.

10.3.1 Selection Options

You can choose to generate the account statements for transactions involving all plans within your branch or for transaction within a single plan or for a range of plans.

You will also have to indicate the date range for the generation of the report.

10.3.2 Contents of the Report

The options that you specified while generating the report are printed at the beginning of the report. The contents of the IRA Statement have been discussed under the following heads:

Header

The Header carries the title of the Report, information on the branch code, the date and time at which the report was generated and the page number of the report.

Body of the Report

| | |
|--------------------------------|---|
| Customer Information | The CIF Number, full Name and mailing address of the customer as recorded in the CIF Maintenance screen |
| Plan Number | The reference number of the plan involving the transaction |
| Plan Type | The plan type involving the plan |
| Period of the statement | The period for which you are generating the statement |
| Statement Number | The statement number of the statement |
| Plan Balances | <p>The balances in the plan at the beginning and end of statement period (Current and Previous Years)</p> <p>Note:</p> <p>The current balance is reflected for the current year and the year ending balance (after considering contributions and distributions done during the current year for the previous year) for the previous year.</p> <p>Total Contributions</p> <p>Excess Contributions</p> <p>Total Distributions</p> <p>Total Employer Contributions (where applicable)</p> <p>Excess Employer Contributions</p> |
| Transaction Information | <p>Transaction type (Contributions, Distributions, Monetary Account Interest).</p> <p>Transaction Reference Number</p> <p>Amount and Currency</p> <p>Transaction Year</p> <p>Monetary Account Breakup</p> <p>Account (Branch, Account, Currency)</p> <p>Amount and Currency</p> <p>Withholding Tax information (where applicable)</p> <p>Tax Withheld (Amount and Currency)</p> <p>Transaction Remark (if any)</p> <p>Plan Balance after the transaction (current and previous year balances)</p> <p>Transactions are sequenced in the manner in which they were processed in the system.</p> |

10.4 Minimum Withdrawal Advice Reports

This advice is sent to all customers approaching the minimum distribution age. The advice contains information about all the plans held by the customer under the plan type.

Since it is not generated automatically, you have to invoke the advice generation screen and identify the Plan Type and the Reference Number of the plan involving the plan type for which the minimum distribution age advice is to be generated.

10.4.1 Apart from the header the following details are printed for the report:

Body of the Report

| | |
|-----------------------------|--|
| Customer Information | The CIF Number, full Name and mailing address of the customer as recorded in the CIF Maintenance screen. |
| Plan Type | The plan type involving the plan. |
| Plans Held | <p>This information includes:</p> <ul style="list-style-type: none"> Plan Number. Plan Balances (current year only) Plan Balance Total Contributions Excess Contributions Total Distributions Total Employer Contributions (where applicable) Excess Employer Contributions Plan Remarks (if any) |

10.5 Charge Advice Reports

This advice is sent to all customers on whom you are levying a charge as a result of the IRA Charge set-up. The system generates this advice automatically as part of the EOD processes on the day the charge liquidation takes place.

10.5.1 Contents of the Report

Apart from the header the following details are printed for the report:

Body of the Report

| | |
|-----------------------------------|--|
| Customer Information | The CIF Number, full Name and mailing address of the customer as recorded in the CIF Maintenance screen. |
| Charge Code | The Code associated with the Charge for which you are charging the customer. |
| Charge Level | Indicates the level at which charging is being done: CIF Level or Plan level |
| Plan Type | The plan type involving the plan. |
| Charge Amount and Currency | The charge is always charged in the local currency of your branch. |
| Liquidation Date | The date on which the charge amount was liquidated. |
| Debit Account Information | The Branch, Account Number and Currency of the account involved in the transaction. |

10.6 IRS Form 5498

Oracle FLEXCUBE allows you to generate Form 5498 for reporting contributions to IRA plans for any year to the Internal Revenue Service (IRS). You can generate this report for:

- Filing with IRS authorities;
- Providing a copy to your customer;
- Keeping an internal copy for you.

You can generate Form 5498 either as part of initial filing with the IRS or after you have filed tax returns for that particular year.

10.6.1 Generating Form 5498 as Part of Initial Filing

During normal generation of Form 5498 as part of your initial filing with the IRS, the system will include all transactions entered in the previous year for the previous year. For example, during normal generation of Form 5498 on, say, January 20, 2003, all transactions entered during 2002 and pertaining to the financial year 2002 will be reported.

10.6.2 Generating Form 5498 after Tax Filing

During corrected generation post the date of tax filing, the system will include, apart from all the transactions included in normal generation, such transactions which are entered in the current year for the previous year. The report shows the total contributions for the year.

10.6.3 Details printed on Form 5498

Oracle FLEXCUBE generates Form 5498 customer-wise and plan-wise – that is, for each customer for each type of plan held by the customer. The type of plan can be Traditional IRA, Roth IRA, SEP, SIMPLE, etc.

The form contains the following details:

- Your bank's name and address;
- The customer's name, social security number and address;
- The plan/product type for which the form is being generated;
- The year for which the report is being generated;
- Total rollover contributions – this is the total of all contributions into plans of the selected type with 'Rollover' as the contribution code;
- Roth IRA conversion amount – while usually applicable for Roth IRAs, this, in the general case, is the total contribution into plans of the selected type with 'Conversion' as the contribution code;
- Total re-characterized contributions – this is the total of all contributions into plans of the selected type with 'Re-characterization' as the contribution code;
- New contributions – this is the total of all contributions into plans of the selected type with 'New' as the contribution code;
- Other contributions – this is the total of all contributions into plans of the selected type with contribution codes different from any of those mentioned above;
- Fair Market Value – this is the total year-end balance of all the plans of the selected type.

Note

IRA codes that you have marked for not reporting to the IRS will be left out of all of the above summations.

10.7 IRS Form 1099-R

Oracle FLEXCUBE allows you to generate Form 1099-R for reporting distributions from a selected type of IRA plan for any year to the Internal Revenue Service (IRS). You can generate this report for:

- Filing with IRS authorities;
- Providing a copy to your customer;
- Keeping an internal copy for you.

You can generate Form 1099-R either as part of initial filing with the IRS or after you have filed tax returns for that particular year.

10.7.1 Generating Form 1099-R as Part of Initial Filing

During normal generation of Form 1099-R as part of your initial filing with the IRS, the system will include all transactions entered in the previous year for the previous year. For example, during normal generation of Form 1099-R on, say, January 20, 2003, all transactions entered during 2002 and pertaining to the financial year 2002 will be reported.

10.7.2 Generating Form 1099-R after Tax Filing

During corrected generation post the date of tax filing, the system will include, apart from all the transactions included in normal generation, such transactions, which are entered in the current year for the previous year. The report shows the total contributions for the year.

10.7.3 Details printed on Form 1099-R

Oracle FLEXCUBE generates Form 1099-R for each customer for a distribution code. You have the option of combining distributions with the same code from any number of different plan/product types.

Note

IRA codes that you have marked for not reporting to the IRS will not be available for generation of 1099-R forms.

Form 1099-R contains the following details:

- Your bank's name, address and identification number;
- The customer's name, social security number and address;
- Plan/product types that are being reported;
- The distribution code and description;
- Gross distribution – this is the total distribution amount for the distribution code that you have chosen across all the selected plan types;
- Taxable amount – this is the same as the total (gross) distribution amount.
- Total distribution – this is a confirmation that the gross distribution amount mentioned in the form is the total distribution for the selected distribution code.
- Federal Income Tax withheld – this is the total amount withheld as tax for all the distributions (from all the selected plan/product types) for the selected distribution code.

10.7.3.1 Filling IRS Forms Electronically

IRS regulations stipulate that any entity filing 250 or more forms of each type must do so in electronic or magnetic form. You can access IRS's Filing Information Returns Electronically (FIRE) system over a dial-up network and through a browser or through communication software like ProComm. You can log on to the system using the logon name, password and PIN provided to you by the IRS.

10.8 Customer Account Opening Confirmation Report

You can generate a report for the customer, confirming that his / her account with the bank has been successfully opened. This report contains the following details:

- Customer number
- Client account number
- Matter
- Account details

You can generate the Customer Account Opening Confirmation report for one customer or all the customers at once, as of a specific date. To generate the report, invoke 'Customer Account Opening Confirmation' screen.

You can invoke this screen by typing 'CSR PACCO' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

The screen is as shown below:

Customer Account Opening Confirmation

Customer Type All Customers
 Single

Customer Number

Date

Report Format PDF ▾

Report Output Print ▾

Printer At Client ▾

Printer

Ok Exit

Customer Report

You can generate customer account opening confirmation report for one or all the customers. Indicate your choice here. If you select 'Single Customer', you have to specify the customer number in the space provided.

Customer Number

If you wish to generate a report specific to one customer, specify the customer number. The option list displays all valid customer numbers maintained in the system. Select the appropriate one.

Date

Specify the date as of which you want to generate the report.

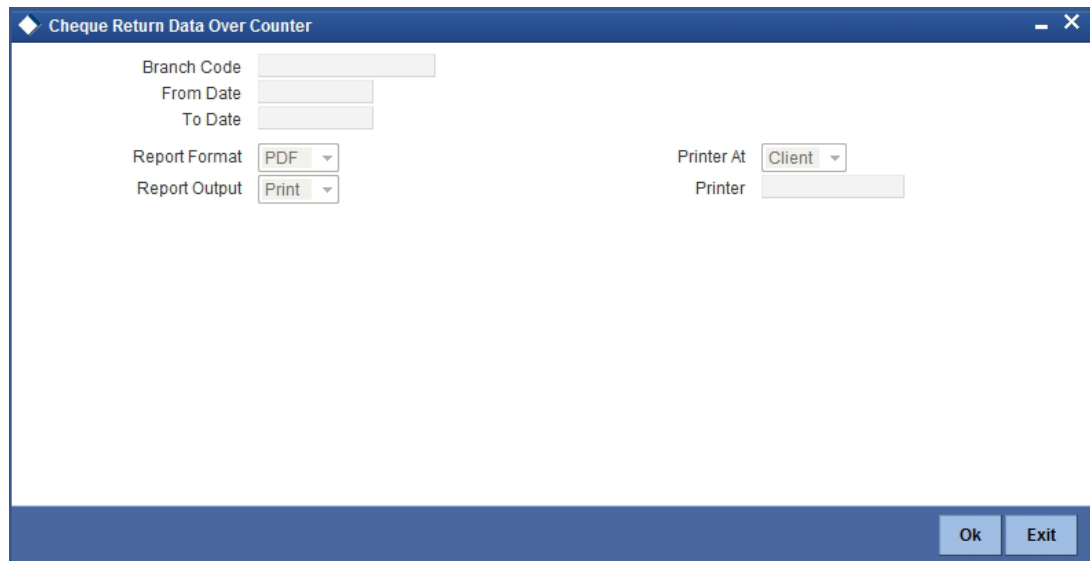
Once you have set the preferences, click 'OK' button. The system displays the print option screen, where you can set your preferences as to viewing and printing the report.

The value of Maruyu Customer field will be derived from field Maruyu Status based on the record with latest effective date which is less than or equal to the report date.

The system displays the Maruyu Limit Currency and Account Limit Amount based on the Maruyu Limit record.

10.9 Report for NSF Returned Cheque

You can generate NSF report to list the returned cheque details. You can invoke 'Cheque return Data Over Counter' screen by typing 'STRNSFC' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



Specify the following here:

Branch Code

Select the transaction branch of the float extension from the adjoining option list.

From Date

Indicate the date from which transactions are extended. The system defaults current date. From Date should be lesser than or equal to 'To Date'.

To Date

Indicate the date to which the transactions are extended. The system defaults current date. To Date should be lesser than or greater to 'From Date'

10.9.1 Contents of the Report

The contents of the report are discussed under the following heads:

Header

The header carries the Branch Code, Account Type, Application Date.

Body of the Report

| | |
|-----------------------|--|
| Bank Code | Indicates the bank code |
| Cheque No | Indicates the Cheque No which is returned in the counter |
| Account No | Indicates the Account Number of the customer whose cheque is returned in the counter |
| Blacklist Type | Indicates the type of blacklist. |
| Account Type | Indicates the type of the account whose cheque has been rejected |
| Reason | Indicates the reason for the rejection |
| Customer Name | Indicates the name of the customer whose cheque has been rejected over the counter |
| Customer Type | Indicates the type of the customer (Individual / Joint). |
| Unique Number | Indicates the unique reference number for identifying the transaction. |
| Date of Birth | Indicates the date of birth of the customer. |
| Address Code | Indicates the Address Code of the customer as maintained in the 'Address Code Maintenance' screen. |
| Address | Indicates the contact address for the customer whose cheque has been rejected. |
| City | Indicates city of the customer. |

10.10 Report of Blacklisted Customers

You can generate a report for blacklisted customers from internal banks and agencies. To invoke 'Blacklisted Customers from Internal Bank' screen, type 'STRNSFBC' in the field at the

top right corner of the Application tool bar and click the adjoining arrow button.

The screenshot shows a dialog box titled "Blacklisted Customers from Internal Bank / Central Bank". It contains the following fields and controls:

- Branch Code: Text input field
- From Date: Text input field
- To Date: Text input field
- Report Format: Dropdown menu (selected: PDF)
- Report Output: Dropdown menu (selected: Print)
- Printer At: Dropdown menu (selected: Client)
- Printer: Text input field
- Buttons: Ok, Exit

Specify the following here:

Branch Code

Select the transaction branch of the float extension from the adjoining option list.

From Date

Indicate the date from which transactions are extended. The system defaults current date. From Date should be lesser than or equal to 'To Date'.

To Date

Indicate the date to which the transactions are extended. The system defaults current date. To Date should be lesser than or greater to 'From Date'

Report Format

Select the format in which you need to generate the report from the adjoining drop-down list. This list displays the following values:

- HTML - Select to generate report in HTML format.
- RTF - Select to generate report in RTF format.
- PDF - Select to generate report in PDF format.
- EXCEL - Select to generate report in EXCEL format.

Report Output

Select the report output in which you need to generate the report from the adjoining drop-down list. This list displays the following values:

- Print - Select to print the report.
- View - Select to print the report.
- Spool - Select to spool the report to a specified folder so that you can print it later.

PrinterAt

Select location where you wish to print the report from the adjoining drop-down list. This list displays the following values:

- Client - Select if you need to print at the client location.
- Server - Select if you need to print at the server location

Printer

Select printer using which you wish to print the report from the adjoining option list.

10.10.1 Contents of the Report

The contents of the report are discussed under the following heads:

Header

The header carries the Branch Code, Blacklisted Type, Application Date.

Body of the Report

| | |
|-----------------------|--|
| Cust No | Indicates the customer identification number of the customer who is marked as blacklisted customer in central bank / internal bank |
| A/c No | Indicates the primary account no of the customer who is marked as blacklisted customer |
| Brn Code | Indicates the branch of the customer account |
| NSF Level | Indicates the current NSF level for the customer |
| Description | Indicates the NSF level description |
| IB Status | Indicates the Internal blacklist status, |
| IB Status Desc | Indicates the description for the internal blacklist |
| IB Eff Date | Indicates the effective date from which the customer is marked as internally blacklisted customer |
| IB ExpDate | Indicates the effective date till which the customer is marked as internally blacklisted customer |
| CB Status | Indicates the central bank blacklist status of the customer |
| CB Status Desc | Indicates the description for the central bank blacklist status |
| CB Eff Date | Indicates the effective date from which the customer is marked as central bank blacklist status |
| CB Exp Date | Indicates the effective date till which the customer is marked as central bank blacklist status |

10.11 Report of Blacklisted Customers from Central Bank

You can generate a report for blacklisted customers from central bank or agencies. You can invoke 'Blacklisted Customers from Central Bank' screen by typing 'STRNSFCB' in the field

at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

Blacklisted Customer From Central Bank

Branch Code

From Date

To Date

Report Format PDF ▾

Report Output Print ▾

Printer At Client ▾

Printer

Ok Exit

Specify the following here:

Branch Code

Select the transaction branch of the float extension from the adjoining option list.

From Date

Indicate the date from which transactions are extended. The system defaults current date. From Date should be lesser than or equal to 'To Date'.

To Date

Indicate the date to which the transactions are extended. The system defaults current date. To Date should be lesser than or greater to 'From Date'.

Report Format

Select the format in which you need to generate the report from the adjoining drop-down list. This list displays the following values:

- HTML - Select to generate report in HTML format.
- RTF - Select to generate report in RTF format.
- PDF - Select to generate report in PDF format.
- EXCEL - Select to generate report in EXCEL format.

Report Output

Select the report output in which you need to generate the report from the adjoining drop-down list. This list displays the following values:

- Print - Select to print the report.
- View - Select to print the report.
- Spool - Select to spool the report to a specified folder so that you can print it later.

PrinterAt

Select location where you wish to print the report from the adjoining drop-down list. This list displays the following values:

- Client - Select if you need to print at the client location.
- Server - Select if you need to print at the server location

Printer

Select printer using which you wish to print the report from the adjoining option list.

10.11.1 Contents of the Report

The contents of the report are discussed under the following heads:

Header

The header carries the Branch Code, Blacklisted Type, Application Date.

Body of the Report

| | |
|------------------------------|--|
| Customer No | Indicates the customer identification number of the customer who is marked as blacklisted customer in central bank |
| Branch Code | Indicates the branch of the customer account |
| Account No | Indicates the customer account number |
| NSF Level | Indicates the current NSF level for the customer |
| NSF Level Description | Indicates the NSF level description |
| Account No | Indicates the primary account no of the customer who is marked as blacklisted customer |
| IB Status | Indicates the Internal blacklist status, |
| IB Status Description | Indicates the description for the internal blacklist |
| IB Effective Date | Indicates the effective date from which the customer is marked as internally blacklisted customer |
| IB Expiry Date | Indicates the effective date till which the customer is marked as internally blacklisted customer |
| CB Status | Indicates the central bank blacklist status of the customer |
| CB Status Description | Indicates the description for the central bank blacklist status |
| CB Effective Date | Indicates the effective date from which the customer is marked as central bank blacklist status |
| CB Expiry Date | Indicates the effective date till which the customer is marked as central bank blacklist status |

10.12 Report for Actions triggered during NSF Status Change

You can generate a report to list the actions which are triggered during the NSF status change. You can invoke 'NSF Action Details' screen by typing 'STRNSACT' in the field at the

top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a dialog box titled "NSF Action Details". It contains the following fields and controls:

- Branch Code: Text input field
- Customer No: Text input field
- From Date: Text input field
- To Date: Text input field
- Report Format: Dropdown menu (selected: PDF)
- Report Output: Dropdown menu (selected: Print)
- Printer At: Dropdown menu (selected: Client)
- Printer: Text input field
- Buttons: Ok, Exit

Specify the following here:

Branch Code

Select the transaction branch of the float extension from the adjoining option list.

Customer No

Specify a valid customer number for which you want to generate the report from the adjoining option list.

From Date

Indicate the date from which transactions are extended. The system defaults current date. From Date should be lesser than or equal to 'To Date'.

To Date

Indicate the date to which the transactions are extended. The system defaults current date. To Date should be lesser than or greater to 'From Date'

Report Format

Select the format in which you need to generate the report from the adjoining drop-down list. This list displays the following values:

- HTML - Select to generate report in HTML format.
- RTF - Select to generate report in RTF format.
- PDF - Select to generate report in PDF format.
- EXCEL - Select to generate report in EXCEL format.

Report Output

Select the report output in which you need to generate the report from the adjoining drop-down list. This list displays the following values:

- Print - Select to print the report.
- View - Select to print the report.
- Spool - Select to spool the report to a specified folder so that you can print it later.

Printer At

Select location where you wish to print the report from the adjoining drop-down list. This list displays the following values:

- Client - Select if you need to print at the client location.
- Server - Select if you need to print at the server location

Printer

Select printer using which you wish to print the report from the adjoining option list.

10.12.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report.

The contents of the report are discussed under the following heads:

Header

The header carries the title of the report, branch code, branch name, module code, report generation date and time, user ID of the user who generated the report and the page number of the report.

| | |
|--------------------|--|
| Customer No | Indicates the customer identification number of the customer who is marked as blacklisted customer |
| Event No | Indicates the Event number |
| Action No | Indicates the Action Number |
| Action Comp | Indicates the Action Component |
| Status | Indicates the Status |
| Remarks | Indicates the Remarks |
| Err Code | Indicates the Error Code |
| Err Desc | Indicates the Error Description |
| Action Date | Indicates the Action Date |

10.13 Netting Report

You can generate a Customer, Currency and Date wise report to retrieve details of contracts/ amounts that were netted.

You can specify the following preferences for the report:

- Report Type - You can indicate whether the report should contain details of contracts/ amounts that have the same Value Date or whether the details should be generated as per the Netting Reference Number. If you indicate that the report should be generated for a Netting Reference Number you will have to identify the number in the respective field.
- Date – indicate whether you would like to generate the report for a specific date range or for all dates. Depending on your specification the netting details report will be generated for all contracts that were netted within your branch for the given date range (start and end date inclusive) or it will be generated for all contracts regardless of the date on which they were netted.

- Customer – indicate whether the report should contain details of all customers whose contracts were netted or for a single customer. For a single customer you will have to identify the CIF ID of the customer from the option list.
- Currency - You can indicate whether the report should be generated for all currencies or for a specific currency. Identify the currency for which the report should be generated in case of a single currency.

Note

- If you fail to specify a date, the generated report will return data for the Current System Date.
 - If you indicate that the report should be generated for a specific Currency and fail to specify the Currency, the report will contain details of all currencies. Similarly, if you indicate that the report should be generated for a specific Customer and fail to identify the customer the report will be generated for all customers.
-

10.13.1 Contents of the Report

The report options that you selected while generating the report are printed at the beginning of the report.

The contents of the report are discussed below:

Body of the Report

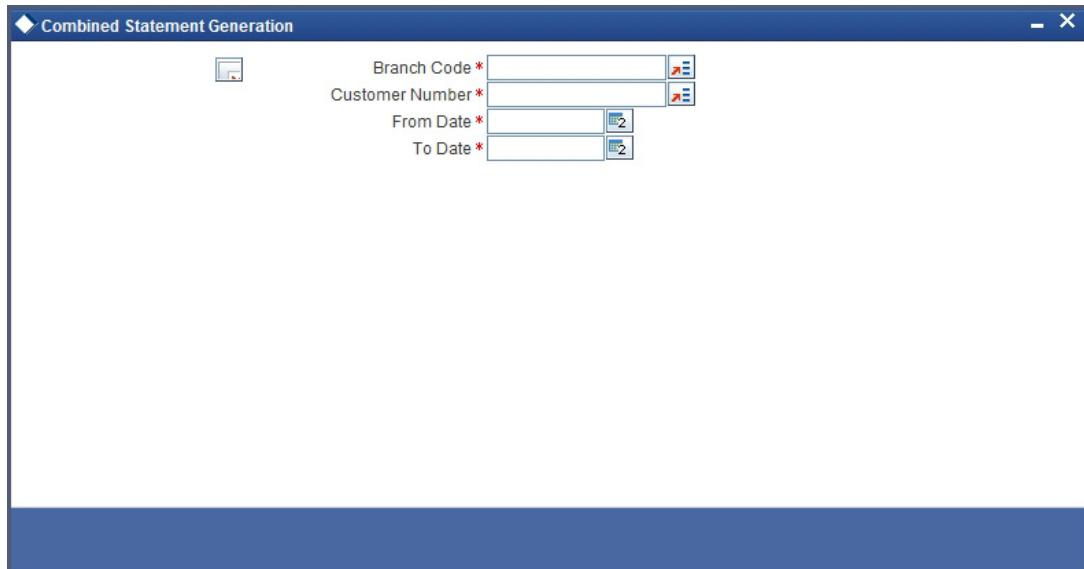
| | |
|----------------------------------|---|
| Counterparty | This is the name of the counterparty whose netted contract details are being displayed. |
| Contract Reference Number | This is the reference number of the contract which was netted. |
| Component | This is the name of the component (Amount Tag) involved in the transaction. |
| Amount | This is the amount for which the particular entry was passed. |
| Account Due | This is the account to which the netted amount is either debited/credited. |

10.14 Combined Statement Reports

This report is an ad-hoc combined statement of accounts for a customer, generated for a particular period. This report is grouped account class wise. This report helps in providing a single statement to the customers who own multiple accounts.

You can invoke 'Statement of Combined Generation' screen by typing 'CSRCSTAD' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screen is as shown below:



Specify the following details here:

Branch Code

Select the branch code from the adjoining option-list. The list displays all valid branch codes.

Customer No

Select the customer number from the adjoining option-list. This list displays all valid customers maintained in the system.

From Date

Select the From date for statement generation. By default the current application date is displayed here.

To Date

Select the To date for statement generation. By default the current application date is displayed here.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

10.14.1 Contents of the Report

The contents of the report are discussed under the following heads:

Header

The header carries the Customer Name, Customer Address, Account Class, Account Number, Opening balance, Currency and Branch.

Body of the Report

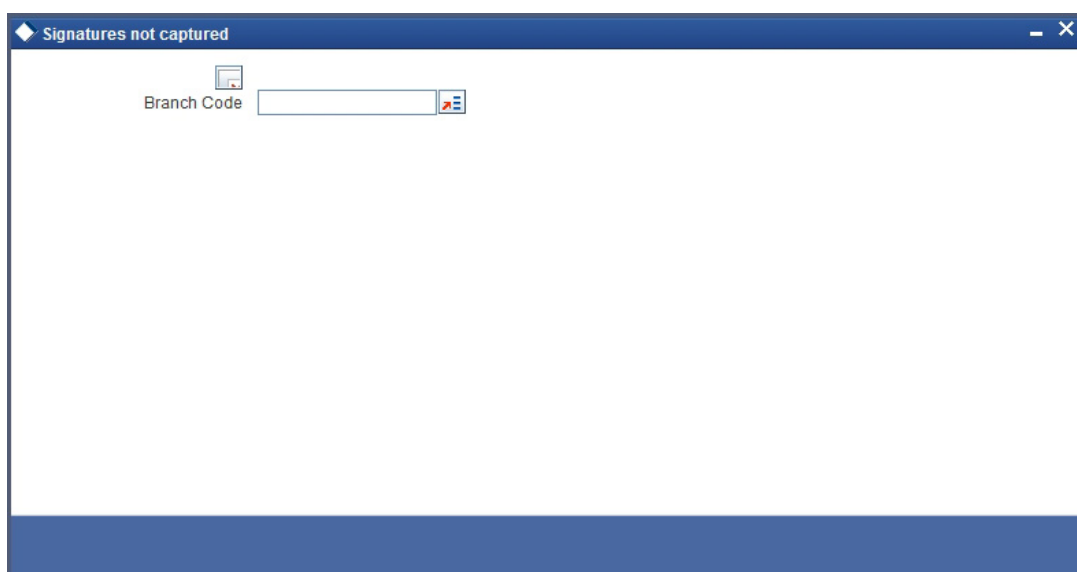
| | |
|------------------------------|--|
| Account Class | This indicates the account class |
| Account Number | This indicates the account number |
| Branch | This indicates the branch code |
| Opening Balance | This indicates the opening balance |
| Transaction Date | This indicates the transaction date |
| Transaction Reference | This indicates the transaction reference |
| Transaction Code | This indicates the transaction code |
| Address Code | This indicates the address code which maintained in the 'Address Code Maintenance' screen. |
| Description | This is the description of the transaction |
| Ccy | This indicates the currency of the transaction |
| Credit Amount | This indicates the Credit amount |
| Debit Amount | This indicates the Debit amount |
| Balance | This indicates the Balance |

10.15 Missing Signature Report

This is an exception report listing all the customers, of a specified branch, whose signatures have not yet been captured in the system.

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. Branches can generate this ad-hoc report, and capture the missing signature in the system.

You can invoke 'Signatures not Captured' screen by typing 'CSRSNREP' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



Specify the following details here:

Branch Code

Select the branch code from the adjoining option-list. The list displays all valid branch codes.

Click 'OK' button to generate the report. Click 'Exit' to return to the Reports Browser.

10.15.1 Contents of the Report

The contents of the report are discussed under the following heads:

Header

The Header carries the Branch, Date, User ID and the Module for which the report is generated.

Body of the report

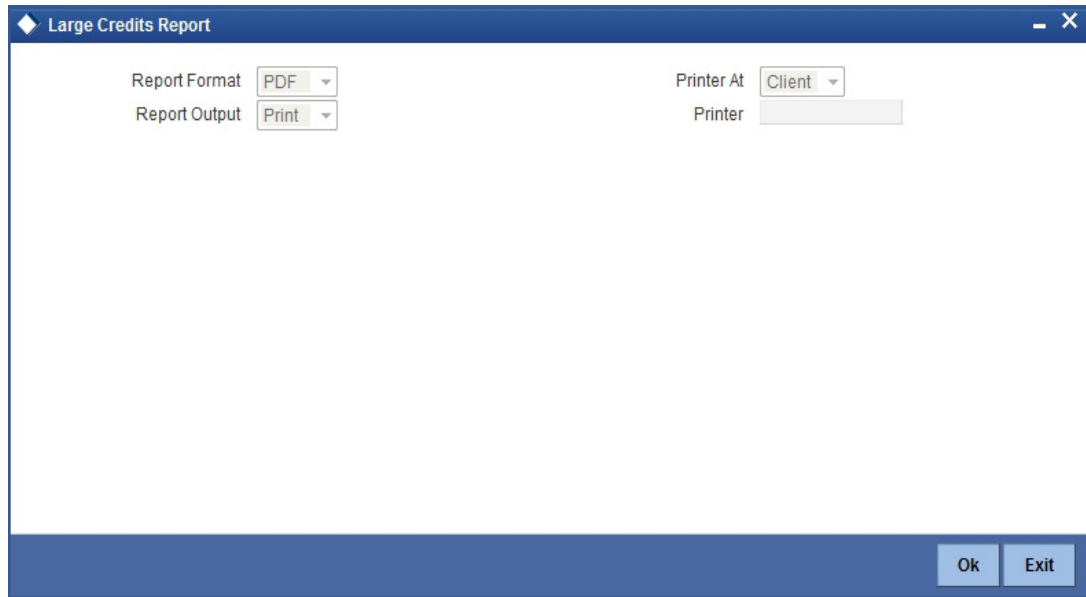
The generated report will have the following information:

| | |
|--------------------------|---|
| Customer ID | This indicates the unique id of the customer |
| Customer Name | This indicates the name of the customer |
| CIF Creation Date | This indicates the creation date of the customer |
| Check ID | This indicates the id of the check ID of the authorizer |

10.16 Large Credit Transaction Report

You can invoke 'Large Credits Report' screen by typing 'CSRCDRDR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screen is as shown below:



Large Credits Report

Report Format PDF

Report Output Print

Printer At Client

Printer

Ok Exit

10.16.1 Contents of the Report

The contents of the report are discussed under the following heads:

Header

The header carries the Report Name, Branch, Branch Date, User Id, Module, Run Date and Time.

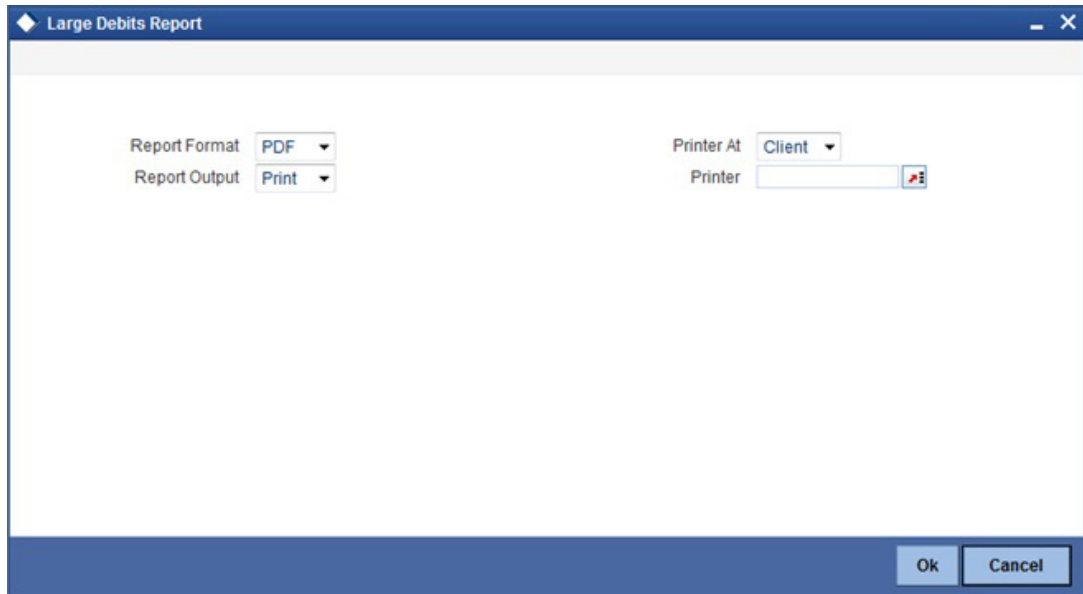
Body of the Report

| Field Name | Field Description |
|------------------------|---|
| Branch Code | Indicates the branch code |
| Account Number | Indicates the account number |
| Customer Name | This indicates the name of the customer |
| Amount Credited | Indicates the amount credited. The credit transaction amount of the current day is displayed which is greater than 50,000 or 500,000. For retail customers an amount greater than 50,000 is displayed. For corporate customers an amount greater than 500,000 is displayed. |
| Total Amount Credited | Indicates the total amount credited. The total of credit transactions for the last 60 days including the current is displayed. |
| Average Credit | Indicates the average credit. This value is calculated as the total amount credited (including the current day's transactions) / 60. |
| Largest Credit | Indicates the largest credit. The highest credit transaction for the last 60 days (including the current day's transaction) is displayed. The amount displayed should be greater than 50,000 or 500,000. |
| Date of Largest Credit | Indicates the date of the largest credit |
| Customer MIS code | Indicates the customer MIS code |

10.17 Large Debit Transaction Report

You can invoke 'Large Debits Report' screen by typing 'CSRDEBR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screen is as shown below:



10.17.1 Contents of the Report

The contents of the report are discussed under the following heads:

Header

The header carries the Report Name, Branch, Branch Date, User Id, Module, Run Date and Time.

Body of the Report

| Field Name | Field Description |
|-----------------------|---|
| Branch Code | Indicates the branch code |
| Account Number | Indicates the account number |
| Customer Name | This indicates the name of the customer |
| Amount Debited | Indicates the amount debited. The debit transaction amount of the current day is displayed which is greater than 50,000 or 500,000. For retail customers an amount greater than 50,000 is displayed. For corporate customers an amount greater than 500,000 is displayed. |
| Total Amount Debited | Indicates the total amount debited. The total of debit transactions for the last 60 days including the current is displayed |
| Average Debit | Indicates the average debit. This value is calculated as the total amount debited (including the current day's transactions) / 60. |
| Largest Debit | Indicates the largest debit. The highest debit transaction for the last 60 days (including the current day's transaction) is displayed. The amount displayed should be greater than 50,000 or 500,000. |
| Date of Largest Debit | Indicates the date of the largest debit |

10.18 Daily Account Opening Statistics Report

You can invoke 'Daily Account Opening Statistics Report' screen by typing 'CSRDLACC' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. The screen is as shown below:

The screenshot shows a software window titled "Daily Account Opening Statistics". The window contains several controls: "Report Format" is a dropdown menu currently showing "PDF"; "Report Output" is a dropdown menu currently showing "Print"; "Printer At" is a dropdown menu currently showing "Client"; and "Printer" is a text input field. At the bottom right of the window, there are two buttons labeled "Ok" and "Exit".

10.18.1 Contents of the Report

The contents of the report are discussed under the following heads:

Header

The header carries the Report Name, Branch, Branch Date, User Id, Module, Run Date and Time.

Body of the Report

| Field Name | Field Description |
|----------------|---|
| Branch | Indicates the branch |
| Account Number | Indicates the account number |
| Account Type | Indicates the type of the account |
| Account Name | Indicates the name of the account |
| Processor ID | Indicates the processor Id |
| Authorizer ID | Indicates the authorizer Id |
| Customer Name | This indicates the name of the customer |

10.19 Dormant Account Reactivated Report

You can invoke 'Dormant Account Reactivated Report' screen by typing 'CSRDRMAC' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. The list of accounts in the report will include both CASA and TD accounts.

The screen is as shown below:

The screenshot shows a software window titled "Dormant Account Reactivated Report". The window has a blue header bar with a diamond icon on the left and standard window controls (minimize, maximize, close) on the right. Below the header, there is a "Branch Details" section. It includes two radio buttons: "All" (which is selected) and "Single Branch". Below the radio buttons is a text input field. To the right of the radio buttons are "From Date" and "To Date" input fields. Below these are "Report Format" (set to "PDF") and "Report Output" (set to "Print") dropdown menus. On the right side of the window, there are "Printer At" (set to "Client") and "Printer" input fields. At the bottom right of the window, there are "Ok" and "Exit" buttons.

Branch Code

You can generate this report for all the branches or a single branch alone. You can indicate the branch for which the report is being generated using the following options:

- All - If you choose this, the system will generate the report for all the branches.
- Single - If you choose this, you need to specify the branch code for which the report should be generated. The option list displays all valid branch codes maintained in the system. Choose the appropriate one.

From Date

Specify a valid date from when you wish to generate the report from the adjoining calendar.

To Date

Specify a valid date till when you wish to generate the report from the adjoining calendar.

10.19.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the report is as follows:

Header

The header carries the Report Name, Branch, Branch Date, User Id, Module, Run Date and Time

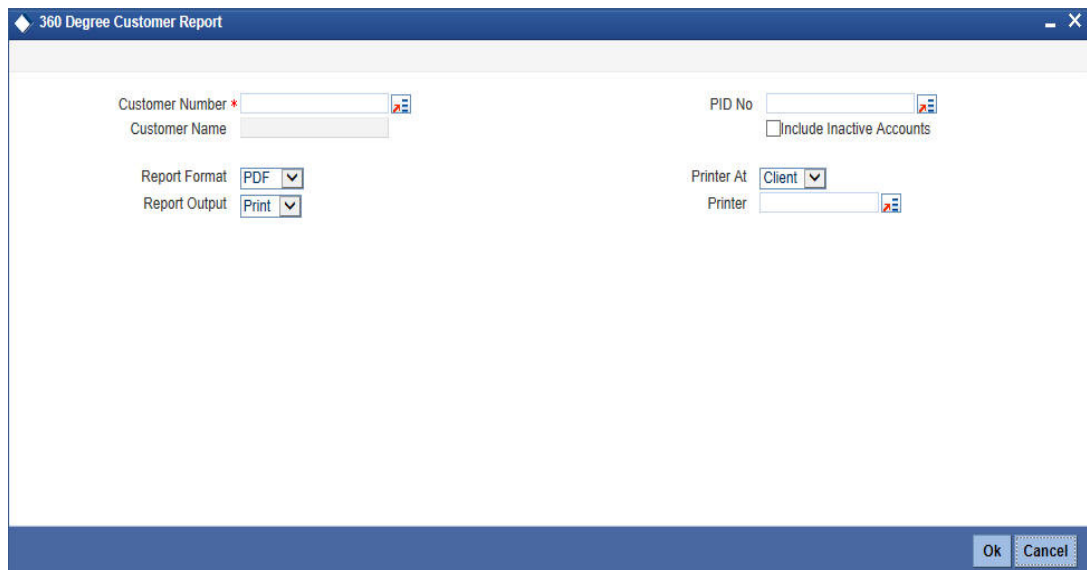
| Field Name | Field Description |
|-----------------|--|
| Branch | Indicates the code of the branch and the branch name |
| Branch Date | Indicates the current system date of the branch |
| User ID | Indicates the user who is generating the report |
| Module | Indicates the module Code of the accounts, currently populated as CA |
| Run Date & Time | Indicates the report generation date and time |
| Page No. | Indicates the current and total pages in the report |
| Report Criteria | Indicates the currently the report criteria is the branch code and Activation Date |

Body of the Report

| Field Name | Field Description |
|---------------------|--|
| Account Number | Indicates the account number |
| Account Description | Indicates the description of the account number |
| Account Type | Type of the account. For e.g.: Savings, deposit etc. |
| Dormancy Date | Indicates the date on which the account is marked as dormant |
| Activation Date | Indicates the date on which the account is reactivated from dormant status |
| Account Currency | Indicates the currency of the account |
| Dormancy Currency | Indicates the currency in which the Dormancy GL has been credited |
| Dormancy Balance | Indicates the Balance in the account in the Dormancy Currency |

10.20 360 Degree Customer Report

The 360 Degree Customer report provides 360 Degree Customer details. You can invoke the screen by typing 'STRCUSRP' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.



You can specify the following parameters:

Customer Number

Specify a valid customer number for which you want to generate the report from the adjoining option list.

You can enter the customer name, customer number or PID No and click on the 'Search' button. The system then fetches you all the relevant details.

Customer Name

System defaults the customer name of the selected customer number.

PID No

The system displays the PID No based on the customer details.

Include Inactive Accounts

Check this box to include inactive CASA accounts in the report.

Report Format

Select the format in which the report is to be generated from the drop down list. The list displays the following values:

- PDF - The report will be generated as PDF. This is the default value
- HTML - The report will be generated as a HTML page
- RTF - The report will be generated in Rich Text Format
- Excel - The report will be generated as an excel sheet

Printer At

Select the printer location from the drop down list. This is applicable only when the report output is 'Print'. The list displays the following values:

- Client - Printer is connected to a client machine
- Server - Printer is connected to the server

Report Output

Select the type of report output required from the drop down list. The list displays the following values:

- View - Report will be displayed on screen. This is the default value
- Print - Report will be sent to the printer for printing
- Spool - Report will be spooled as file

Printer

Specify the printer to be used for printing the report. Alternatively, you can select the printer from the option list.

10.20.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the report is as follows:

Header

The following details are displayed in the header section:

| Field Name | Field Description |
|-------------|---|
| Branch | Indicates Branch Code and Branch Name |
| Branch Date | Indicates Current Date of the Branch |
| User ID | Indicates User ID |
| Date & Time | Indicates the Date and Time when the report was generated |
| Module | Indicates module for which report is generated. |

Body of the Report

The following details are displayed as body of the generated report:

| Field Name | Field Description |
|---------------------------|------------------------------------|
| Customer Details | Displays Customer Details |
| Retail Deposit Details | Displays Retail Deposit Details |
| Corporate Deposit Details | Displays Corporate Deposit Details |
| Islamic Deposit Details | Displays Islamic Deposit Details |
| Consumer Loans | Displays Consumer Loans Details |
| Mortgage | Displays Mortgage Details |
| Leasing | Displays Leasing Details |
| Syndicate Loan Details | Displays Syndicate Loan Details |
| Islamic Financing | Displays Islamic Financing Details |
| CASA Deposits | Displays CASA Deposits Details |
| Islamic Accounts | Displays Islamic Accounts Details |

| Field Name | Field Description |
|--|--|
| Bills Details | Displays Bills Details |
| Islamic Bills | Displays Islamic Bills Details |
| LC Details | Displays LC Details |
| Islamic LC Details | Displays Islamic LC Details |
| Foreign Exchange Details | Displays Foreign Exchange Details |
| Money Market Details | Displays Money Market Details |
| Security Portfolio | Displays Security Portfolio Details |
| Derivatives | Displays Derivatives Details |
| OTC Options | Displays OTC Options Details |
| ETD Portfolio Details | Displays ETD Portfolio Details |
| Islamic Money Market Details | Displays Islamic Money Market Details |
| Islamic Derivatives | Displays Islamic Derivatives Details |
| Upcoming Events | Displays Upcoming Events Details |
| Overdue Loans | Displays Overdue Loans Details |
| Term Deposits Matured But Not Liquidated or Renewed | Displays Term Deposits Matured But Not Liquidated or Displays Renewed Details |
| Corporate Deposits Matured But Not Liquidated or Renewed | Displays Corporate Deposits Matured But Not Liquidated or Displays Renewed Details |
| Locker Due | Displays Locker Due Details |
| Cheque Return | Displays Cheque Return Details |
| Amount Blocks | Displays Amount Blocks Details |
| Stop Payments | Displays Stop Payments Details |
| Limits | Displays Limits Details |
| Line Details | Displays Line Details |
| Collateral Details | Displays Collateral Details |
| SCHEMES | Displays Schemes Details |
| Fund Transfer Details | Displays Fund Transfer Details |
| Payments and Collections Details | Displays Payments and Collections Details |
| Mutual Fund | Displays Mutual Fund Details |
| Insurance | Displays Insurance Details |

| Field Name | Field Description |
|-------------|------------------------------|
| Credit Card | Displays Credit Card Details |

10.21 Netting Group Transaction Report

The Netting Group Transaction report provides netting group transaction details. You can invoke the screen by typing 'STRGRNET' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

You can specify the following parameters:

Group Code

Specify a valid group code for which you want to generate the report from the adjoining option list.

Account Number

You can generate the report based on the following account number criteria. The following options are available for section:

- All
- One

Specify a valid account number for which you want to generate the report from the adjoining option list, if you have selected 'One'.

Date

You can generate the report based on the following date criteria. The following options are available for section:

- All
- One

Specify a valid date for which you want to generate the report from the adjoining option list, if you have selected 'One'.

10.21.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the report is as follows:

Header

The following details are displayed in the header section:

| Field Name | Field Description |
|-------------|---|
| Branch | Indicates Branch Code and Branch Name |
| Branch Date | Indicates Current Date of the Branch |
| User ID | Indicates User ID |
| Date & Time | Indicates the Date and Time when the report was generated |
| Module | Indicates module for which report is generated. |

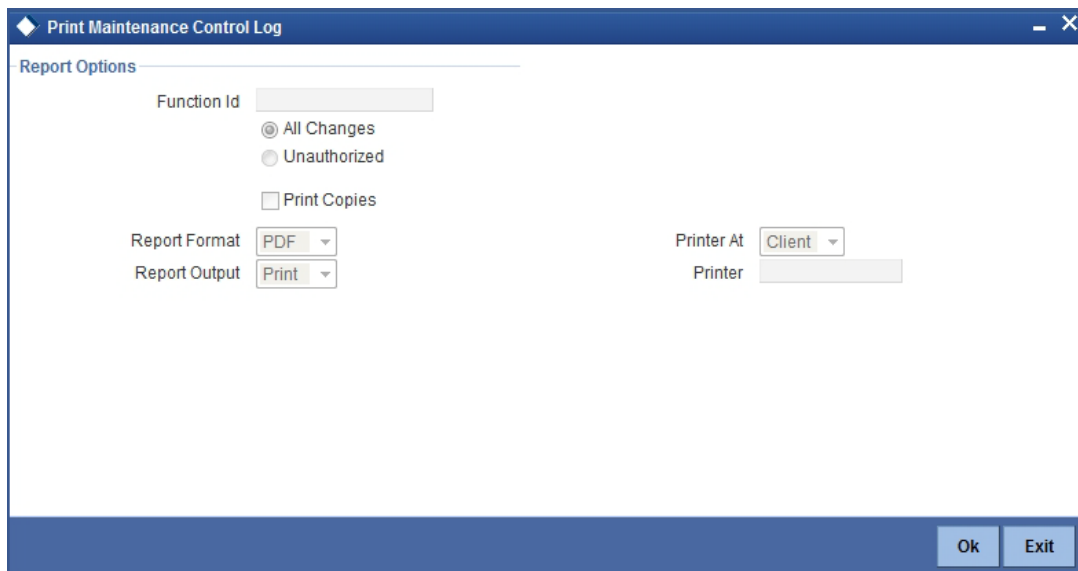
Body of the Report

The following details are displayed as body of the generated report:

| Field Name | Field Description |
|------------------------------|--|
| Netting Reference Number | Indicates Netting Reference Number |
| Netting Date | Indicates Netting Date |
| Account Number | Indicates Account Number |
| Account Branch | Indicates Account Branch |
| Account Currency | Indicates Account Currency |
| Transaction Reference Number | Indicates Transaction Reference Number |
| Transaction Date | Indicates Transaction Date |
| Debit Amount | Indicates Debit Amount |
| Credit Amount | Indicates Credit Amount |
| Total Debit | Indicates Total Debit |
| Total Credit | Indicates Total Credit |
| Net Debit | Indicates Net Debit |
| Net Credit | Indicates Net Credit |

10.22 Print Maintenance Control Log Report

The Print Maintenance Control Log report provides print maintenance control log details. You can invoke the screen by typing 'STRMSMLG' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.



The screenshot shows a dialog box titled "Print Maintenance Control Log" with a blue header bar. Below the header, there is a section labeled "Report Options". This section contains several input fields and controls: a text field for "Function Id", two radio buttons for "All Changes" (selected) and "Unauthorized", a checkbox for "Print Copies", a dropdown menu for "Report Format" set to "PDF", a dropdown menu for "Report Output" set to "Print", a dropdown menu for "Printer At" set to "Client", and a text field for "Printer". At the bottom right of the dialog, there are "Ok" and "Exit" buttons.

You can specify the following parameters:

Report Options

You can specify the following parameters:

Function ID

Specify a valid Function ID for which you want to generate the report from the adjoining option list.

You can generate the report based on the following change criteria. The following options are available for section:

- All changes
- Unauthorized

Print Copies

Check this box if you wish to print copies of the report.

10.22.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the report is as follows:

Header

The following details are displayed in the header section:

| Field Name | Field Description |
|-------------|---------------------------------------|
| Branch | Indicates Branch Code and Branch Name |
| Branch Date | Indicates Current Date of the Branch |
| User ID | Indicates User ID |

| Field Name | Field Description |
|-------------|---|
| Date & Time | Indicates the Date and Time when the report was generated |
| Module | Indicates module for which report is generated. |

Body of the Report

The following details are displayed as body of the generated report:

| Field Name | Field Description |
|---------------------|-------------------------------|
| Maintenance Program | Indicates Maintenance Program |
| Action | Indicates Action |
| Mod Number | Indicates Mod Number |
| Field Name | Indicates Field Name |
| New Value | Indicates New Value |
| Old Value | Indicates Old Value |
| Maker ID | Indicates Maker ID |
| Maker Date | Indicates Maker Date |
| Checker ID | Indicates Checker ID |
| Checker Date | Indicates Checker Date |

10.23 Mayuru Limit of Customers not within Bank Level Limit Report

You can extract the details of the customers whose limits are higher than the Bank level limit the using 'Mayuru Limit of Customers not within Bank Level Limit' screen. This situation arises when the Bank level limit changes based on the Effective Date, but the existing customers continues with the old limit which is greater than the bank level limit. The reporting criteria is for All Branches or a Single Branch.

You can invoke the screen by typing 'STRCML' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

The screenshot shows a dialog box titled "Maruyū Limit of Customers not within Bank Level Limit". It contains the following elements:

- Branch Information:**
 - Radio buttons for "All Branches" (selected) and "Single Branch".
 - Text input fields for "Branch Code" and "Branch Name".
- Report Type:**
 - Dropdown menus for "Report Format" (set to PDF) and "Report Output" (set to Print).
 - Dropdown menus for "Printer At" (set to Client) and "Printer".
- Buttons for "Ok" and "Cancel" at the bottom right.

You can specify the following parameters:

Branch Information

Select either of the following branch parameters:

- All Branches
- Single Branch

Branch Code

Select the transaction branch code. The adjoining option list displays all valid branch codes maintained in the system. You can choose the appropriate one.

Branch Name

The system displays the branch name once you select the branch code.

Report Type

Report Format

Select the format in which you need to generate the report from the adjoining drop-down list. This list displays the following values:

- HTML - Select to generate report in HTML format
- RTF - Select to generate report in RTF format
- PDF - Select to generate report in PDF format
- EXCEL - Select to generate report in EXCEL format

Report Output

Select the report output in which you need to generate the report from the adjoining drop-down list. This list displays the following values:

- Print - Select to print the report
- View - Select to print the report
- Spool - Select to spool the report to a specified folder so that you can print it later

Printer At

Select the location to print the report, from the adjoining drop-down list. This list displays the following values:

- Client - Select if you need to print at the client location
- Server - Select if you need to print at the server location

Printer

Select the printer to print the report. The adjoining option list displays all valid printers maintained in the system. You can choose the appropriate one.

10.23.1 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. The remaining content displayed in the report is as follows:

Header

The following details are displayed in the header section:

| Field Name | Field Description |
|----------------|--|
| Bank | Indicates the code of the bank and the bank name |
| Branch | Indicates code of the branch and the branch name |
| User ID | Indicates user who is generating the report |
| Branch Date | Indicates the Current system date of the branch |
| Effective Date | Indicates effective date of the bank level Maruyu Limit. |
| Limit currency | indicates limit currency of the Bank level Maruyu Limit |

Body of the Report

The following details are displayed as body of the generated report:

| Field Name | Field Description |
|-----------------|---|
| Customer Number | Indicates customer Number |
| Customer Name | Indicates name of the customer |
| Maruyu Customer | Indicates Maruyu status of the customer |
| Effective Date | Indicates date from which the customer is a Maruyu Customer |
| Limit Currency | Indicates currency for which the limit is Maintained |
| Limit amount | Indicates the limit amount for the customer |
| Remarks | Indicates User remarks |

11. Function ID Glossary

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