

Corporate Customer Creation User Guide
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Corporate Customer Creation User Guide
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1. Preface

1.1 Introduction

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

1.2 Audience

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

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

1.3 Documentation Accessibility

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

1.4 Abbreviations

The following abbreviations are used in this User Manual:

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

1.5 Organization

This manual is organized into the following chapters:

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

1.6 Related Documents

- Procedures User Manual
- Core Entities User Manual

1.7 Glossary of Icons

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

Icons	Function
	Exit
	Add row
	Delete row
	Option List

2. Creation of Corporate Customer

2.1 Introduction

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

This chapter contains the following section:

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

2.2 Stages in Customer Creation

In Oracle FLEXCUBE, the process for creating a corporate customer is governed by several user roles created to perform different tasks. At every stage, the users (with requisite rights) need to fetch the relevant transactions from their task lists and act upon them. Appropriate web services will be called in at certain stages to complete the transaction.

This section contains the following topics:

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

2.2.1 Input Customer Details

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

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

The screen appears as shown below:

The screenshot shows the Oracle Corporate Customer Application Input Details screen. The main window title is "Input Details". The top section contains fields for Application Category, Application Branch, Application Date, Application Number, Application Status, Application Priority, and Customer Details (Local Branch, Customer Number, Full Name, Short Name). Below this is a "Type" section with radio buttons for Individual, Corporate, Bank, and Existing Customer, and a SWIFT Code field. The "Corporate" tab is selected in the tabs at the bottom. The "Customer Information" section contains fields for Customer Name, External Reference, Country, Nationality, Language, Customer Category, and Communication Mode (Mobile or Email). The "Contact Person" section contains fields for Name, Work Phone ISD+, Work Phone, Home Phone ISD+, Home Phone, Mobile ISD Code +, Mobile Number, and Email. The "Statuses" section contains checkboxes for Private Customer, Eligible for AR-AP Tracking, Permanent US Resident Status, and Visited US in last 3 Years?. The "Contact Address" section contains fields for Address 1, Address 2, Address 3, Address 4, Pin Code, and Country, along with a checkbox for Send Correspondence through Email. At the bottom, there are tabs for Power of Attorney, Documents, MIS, and Fields, and buttons for Previous Remarks, Remarks, Audit, Outcome, and Exit.

You can capture the following details

Application Category

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

Application Branch

The system displays the branch code.

Application Date

The system displays the date of the application.

Application Number

The system displays the application number.

Application Status

The system displays the status of the application.

Application Priority

The system displays the priority of the customer.

Customer Details

Local Branch

Specify the applicant's home or local branch code.

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

Customer Number

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

Full Name

Enter full name for the customer

Short Name

Enter a short name for the customer.

Type

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

- Individual
- Corporate
- Bank

Special Customer No Generation

Check this box to generate a special customer number in the 'Customer Number' field.

SWIFT Code

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

Existing Customer

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

2.2.1.1 Main tab

Customer Information

Customer Name

Specify the name of the customer.

External Reference

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

Country

Specify the country in which the customer resides.

Nationality

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

Language

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

Indicate the language in which your customer wants the statements and advices to be generated.

Customer Category

The system displays the value as 'Corporate'.

Communication Mode

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

- Mobile
- E-mail

Contact Person**Name**

Specify the name of the contact person.

Work Phone ISD+

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

Telephone

Specify the telephone number of the contact person.

Home Phone ISD+

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

Home Phone

Specify the home telephone number of the customer.

Mobile ISD Code+

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

Mobile Number

Specify the mobile number of the customer.

E-mail

Specify the E-mail ID of the contact person.

Preferred Date of Contact

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

Preferred Time of Contact

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

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

Contact Address

Address 1 – 4

Specify the contact address here.

Pincode

Specify the pin code.

Country

Select the country from the adjoining option list.

Send Correspondence through Email

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

Statuses

Private Customer

Check this box if you are a private customer.

Eligible for AR-AP Tracking

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

Permanent US Resident Status

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

Visited US in last 3 years?

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

Relationship Manager

ID

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

Name

Specify the name of the relationship manager.

Power of Attorney

Note

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

Power of Attorney

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

Holder Name

The person who has been given the power of attorney.

Address

Specify the address of the power of attorney holder.

Country

Specify the country of the power of attorney holder.

Nationality

Specify the nationality of the power of attorney holder.

Telephone ISD Code +

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

Telephone Number

Specify the telephone number of the power of attorney holder.

2.2.1.2 Corporate Tab

Click 'Corporate' tab to maintain corporate details.

The screenshot shows a software interface for maintaining corporate details. At the top, there are fields for 'Workflow Reference #', 'Priority' (set to 'Low'), 'Application Category *', 'Application Number *', 'Application Status', and 'Application Priority' (set to 'Low'). Below this, the 'Customer Details' section includes fields for 'Local Branch *', 'Customer Number *', 'Short Name', 'Full Name', and a 'Populate' button. To the right of these are checkboxes for 'Type' (Individual, Corporate, Bank), 'Existing Customer', and 'Sanction Check Required for Transaction', along with fields for 'SWIFT Code' and 'Follow up Date'. A tab navigation bar at the bottom shows 'Main' (selected), 'Corporate' (highlighted in blue), 'Directors', and 'Bank Details'. The 'Corporate' tab is expanded, showing 'Registration Details' (Name, National Id, Address 1-4, Pincode, Country) and 'Incorporation' (Date, Capital, Net Worth, Currency of Amounts, Country). Below this is an 'Additional Details' section with a 'Type of Ownership' field. A 'Description of Business' text area is also present. At the bottom, there are buttons for 'Documents', 'MIS', 'Fields', 'Previous Remarks', 'Remarks' (set to 'Audit'), 'Outcome' (set to 'Audit'), and 'Exit'.

You can maintain corporate details here:

Registration Details

You can specify the registration details here:

Name

Specify the registration name of the organization.

National ID

Specify the national ID of the organization.

Address 1-4

Specify the registration address of the organization.

Pin code

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

Country

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

Incorporation

You can maintain the incorporation details here:

Date

Specify the date of incorporation from the adjoining Calendar icon.

Capital

Specify the capital amount of incorporation.

Net Worth

Specify the net worth of the organization.

Currency of Amounts

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

Country

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

Additional Details

Maintain the additional details here:

Type of Ownership

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

Description of Business

Provide description for the business, if any.

2.2.1.3 Directors Tab

Click 'Directors' tab to maintain directors details.

The screenshot shows the 'Directors' tab selected in a software application. The interface includes the following elements:

- Header:** Includes a 'null' icon, 'New' button, 'Enter Query' button, 'Workflow Reference #' input field, 'Priority' dropdown (set to 'Low'), 'Application Category' input field, 'Application Branch' input field, 'Application Date' input field, 'Application Number' input field, 'Application Status' dropdown, and 'Application Priority' dropdown.
- Customer Details:** Includes 'Local Branch' input field, 'Customer Number' input field, 'Short Name' input field, 'Full Name' input field, a 'Populate' button, 'Type' radio buttons (Individual, Corporate, Bank), checkboxes for 'Existing Customer' and 'Sanction Check Required for Transaction', 'SWIFT Code' input field, and 'Follow up Date' input field.
- Navigation:** A tab bar with 'Main', 'Corporate', 'Directors' (selected), and 'Bank Details' tabs.
- Director Details:** A table with 1 row and 1 column, showing 1 of 1. It contains fields for 'Director Name' (mandatory), 'Tax Id', 'Work Phone ISD+', 'Work Phone', 'Home Phone ISD+', 'Home Phone', 'Mobile ISD Code +', 'Mobile Number', and 'Email'.
- Address Fields:** 'Permanent Address' section with 'Address 1' and 'Address 2' input fields, and 'Address For Correspondence' section with 'Address 1' and 'Address 2' input fields.

You can maintain the director details here:

Director Details

Director Name

Specify the name of the director.

Tax ID

Specify the tax ID of the director

Work Phone ISD+

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

Work Phone

Specify the work telephone number of the director.

Home Phone ISD+

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

Home Phone

Specify the home telephone number of the director.

Mobile Phone ISD+

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

Mobile Number

Specify the mobile number of the director.

Email

Specify the E-mail of the director

Address For Correspondence**Address 1-4**

Specify the address of correspondence of the director.

Pin Code

Specify the pin code of correspondence of the director.

Country

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

Permanent Address**Address 1-4**

Specify the permanent address of the director.

Pin Code

Specify the pin code of the specified permanent address.

Country

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

Other Details**Nationality**

Specify the nationality of the director.

Permanent US Resident Status

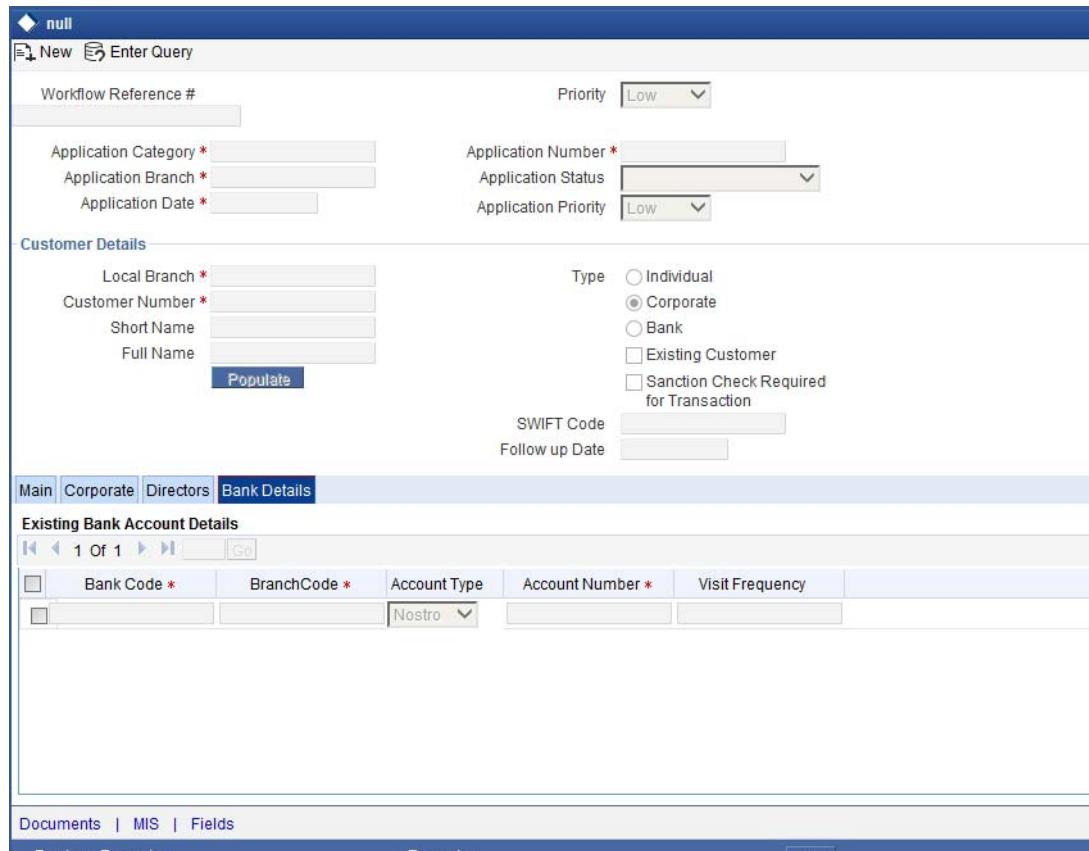
Check this box if the director is a permanent resident of US.

Share Percentage

Specify the percentage of shares the director holds.

2.2.1.4 Bank Details Tab

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



The screenshot shows the 'Bank Details' tab selected in a software application. The interface includes fields for Workflow Reference #, Priority, Application Category, Application Branch, Application Date, Application Number, Application Status, Application Priority, Customer Details (Local Branch, Customer Number, Short Name, Full Name, Type: Individual, Corporate, Bank, Existing Customer, Sanction Check Required for Transaction), SWIFT Code, and Follow up Date. Below the main form, there is a table titled 'Existing Bank Account Details' with columns for Bank Code, BranchCode, Account Type, Account Number, and Visit Frequency. The 'Nostro' option is selected in the Account Type dropdown. At the bottom, there are links for Documents, MIS, Fields, and Remarks.

You can specify the existing bank account details here.

Bank Code

Specify the existing bank code.

Branch Code

Specify the existing branch code.

Account Type

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

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

Account Number

Specify the existing account number

Visit Frequency

Specify how frequently the customer visits the bank.

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

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

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The system displays the information message as "ST-ACQR-001 Acquire Successful"

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

Application #	Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date/From To	Priority	Channel	Originated By	Status	Comment
Retail, ending6015		Application Input			2013-09-02 15:12:40 IST	Low				
Retail, ending6018		Application Input			2013-09-02 15:18:41 IST	Low				NEWAPP
IslamidsIsnaAccount6028		Application Entry			2013-09-02 16:21:47 IST	Low				
RetailLending6035		Application Input			2013-09-02 17:13:00 IST	Low				
RetailLending6036		Application Input			2013-09-02 17:16:24 IST	Low				
OpenSavingsAccount6045		Receive And Verify	DAVID BOON		2013-09-02 19:03:55 IST	Low	FLEXCUBE SUPPORT01	RECVNFY		
RetailLending6076		Application Input			2013-09-03 09:31:25 IST	Low				
RetailLending6077		Application Verification	DAVID BOON		2013-09-03 09:35:38 IST	Low				NEWAPP
RetailLending6088		Application Input			2013-09-03 10:53:20 IST	Low				
Retail, ending6089		Application Input			2013-09-03 10:54:41 IST	Low				

2.2.2 Identify Customer Requirements

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

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

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

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

The system displays all information captured in the "Input Details" screen. You can verify the details and also edit them if required. If the customer has requested for credit facility, select the action 'CREDITREQUIRED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The system displays the information message as "ST-ACQR-001 Acquire Successful"

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

2.2.3 Capture Details For IPCA Checks

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

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

Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date (FromTo)	Priority	Channel	Originated By	Status	Comment
CreateCorporateCust6250	Application Entry			2012-09-06 11:39:58 IST	Low				

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

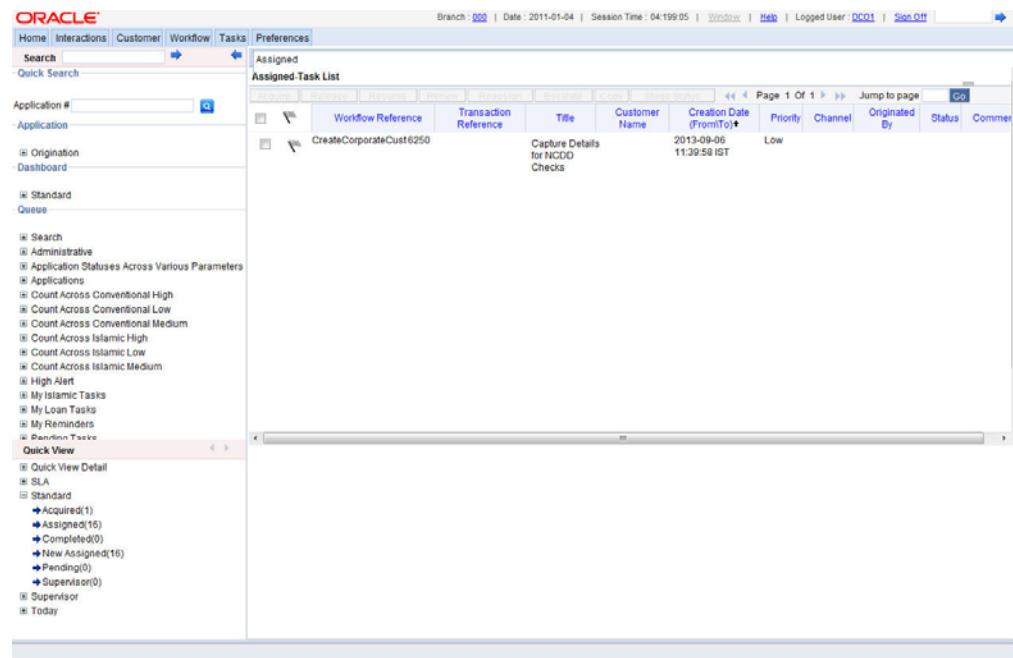
The system displays all information captured in the 'Check Requirements' screen. You can verify the details and also edit them, if required. If all information is accurate and In Principal Credit Approval (IPCA) can be granted, select the action 'PROCEED' in the text box adjoining the 'Audit' button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

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

2.2.4 Capture Details for NCDD Checks

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

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



Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date (FromTo)	Priority	Channel	Originated By	Status	Commerce
CreateCorporateCust6250		Capture Details for NCDD Checks		2013-09-06 11:39:50 IST	Low				

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

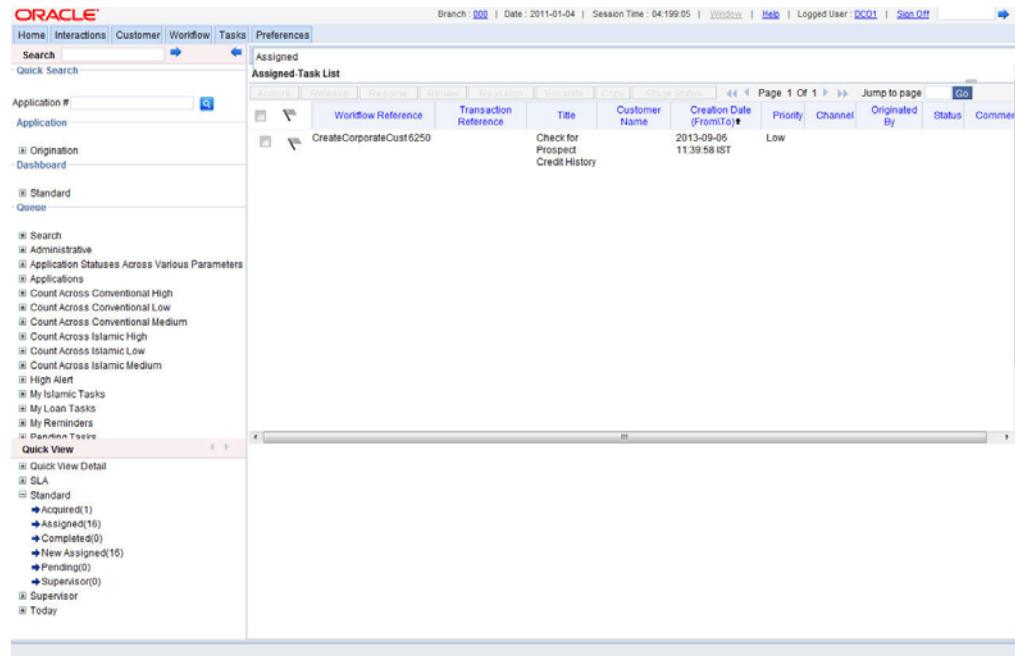
The screen appears as shown below:

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

Here you can perform due diligence for the new customer. If all details and records are found acceptable, select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar. The system displays the information message as "ST-ACQR-001 Acquire Successful"

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

The screen appears as shown below:



The screenshot shows the Oracle Application interface with the following details:

- Navigation Bar:** Home, Interactions, Customer, Workflow, Tasks, Preferences.
- Search Bar:** Quick Search.
- Left Sidebar:** Application #, Application, (i) Origination, Dashboard, (i) Standard Queue, (i) Search, (i) Administrative, (i) Application Statuses Across Various Parameters, (i) Applications, (i) Count Across Conventional High, (i) Count Across Conventional Low, (i) Count Across Conventional Medium, (i) Count Across Islamic High, (i) Count Across Islamic Low, (i) Count Across Islamic Medium, (i) High Alert, (i) My Islamic Tasks, (i) My Loan Tasks, (i) My Reminders, (i) PanAdmin Tools, Quick View, (i) Quick View Detail, (i) SLA, (i) Standard, (i) Acquired(1), (i) Assigned(16), (i) Completed(0), (i) New Assigned(15), (i) Pending(0), (i) Supervisor(0), (i) Supervisor, (i) Today.
- Assigned-Task List:** A table with columns: Workflow Reference, Transaction Reference, Title, Customer Name, Creation Date (FromTo), Priority, Channel, Originated By, Status, and Comment. One task is listed: CreateCorporateCust6250, Transaction Reference: Check for Prospective Credit History, Title: CreateCorporateCust6250, Customer Name: Prospective, Creation Date (FromTo): 2013-09-05 11:39:58 IST, Priority: Low, Channel: Originated By: Status: Credit History.

2.2.4.1 Sub Process – Know your Customer Check

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

2.2.4.2 Sub Process – In Principle Credit Checks

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

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

2.2.5 Check Prospect for Credit History

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

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

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

The screen appears as shown below:

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

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

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

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

2.2.6 Retrieve Prospects Credit Report and Analyse

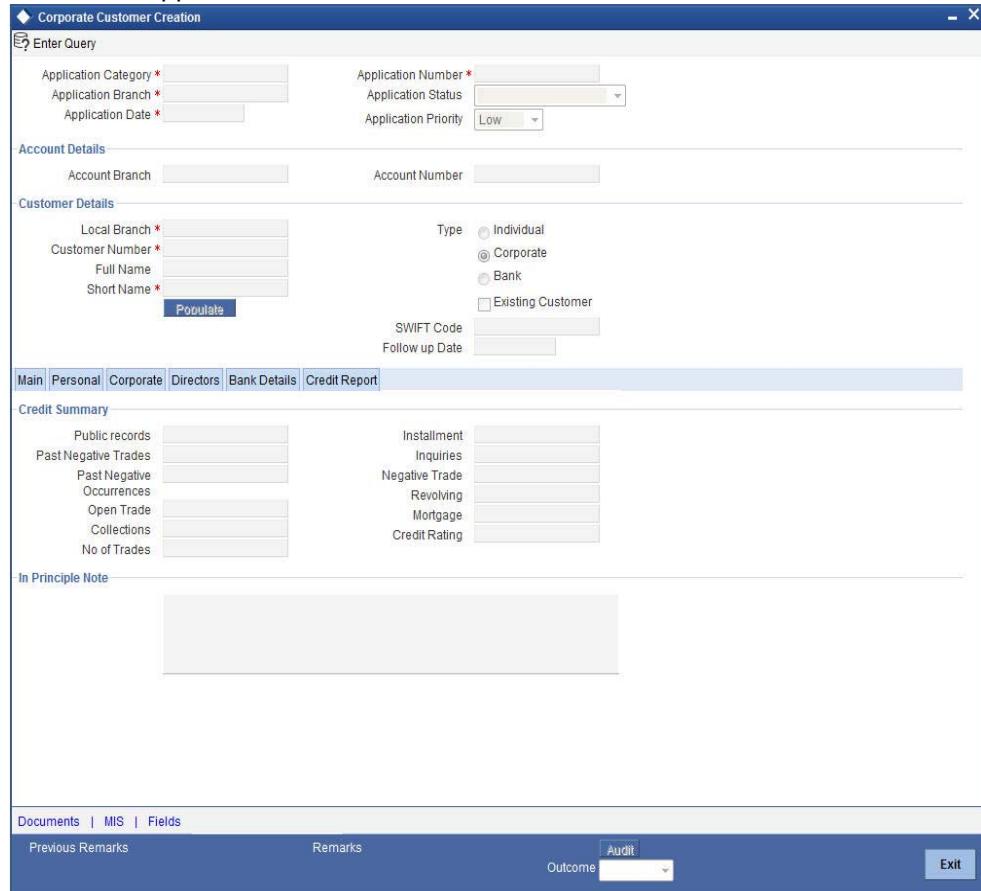
Users belonging to the user role CAEROLE can perform this activity. On acquiring it, the task will move to the 'Acquired' list. Fetch the record from the 'Acquired' list. The following screen will be displayed.

Click the 'Documents' button to upload documents. Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

2.2.7 Balance Sheet Analysis

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

The screen appears as shown below:



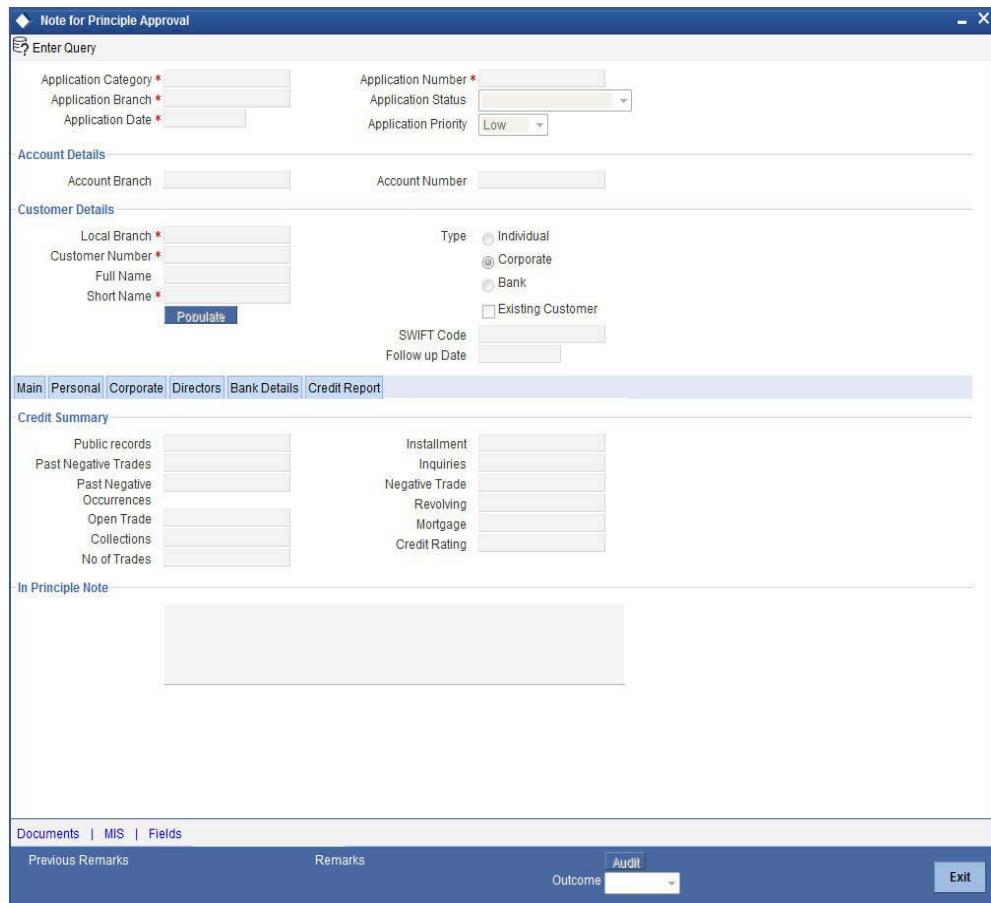
The Balance sheet of the customer which will be uploaded into DMS and attached with the transaction will be displayed here. If all details and records are found acceptable, select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

The 'Prepare Note for InPrinciple Approval' task will be created in the 'Assigned' task list

2.2.8 Prepare Note for InPrinciple Approval

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

The screen appears as shown below:



You can enter the following information:

In-Principle Note

Specify the approval note for the customer

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

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

2.2.9 IPCA Decision

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

The screen appears as shown below:

The screenshot shows the 'IPCA Decision' application window. At the top, there is a search bar labeled 'Enter Query' and several dropdown and input fields for 'Application Category', 'Application Branch', 'Application Date', 'Application Number', 'Application Status', 'Application Priority', and 'Account Branch'. Below these are sections for 'Account Details' (Account Number) and 'Customer Details' (Local Branch, Customer Number, Full Name, Short Name, Type: Individual, Corporate, Bank, Existing Customer, SWIFT Code, Follow up Date). A 'Populate' button is located in the customer details section. A navigation bar at the bottom includes tabs for Main, Personal, Corporate, Directors, Bank Details, and Credit Report. The 'Corporate' tab is selected. The 'Credit Summary' section contains tables for Public records, Past Negative Trades, and Installment/Inquiries/Negative Trade/Revolving/Mortgage/Credit Rating. Below this is an 'In Principle Note' section with a large text area. At the bottom of the screen are buttons for 'Documents', 'MIS', 'Fields', 'Previous Remarks', 'Remarks', 'Audit' (with a dropdown menu for Outcome: Audit, Reopen, Hold, or Reject), and 'Exit'.

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

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

2.2.10 **Prospect Fit to Be a Customer**

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

The system will create a task 'Negotiate' IN THE 'Assigned' task list.

The screenshot shows the 'Prospect Fit to be Customer' application window. The 'Main' tab is selected. The window includes fields for Workflow Reference, Application Category, Application Branch, Application Date, Priority, Application Number, Application Status, Application Priority, Customer Details, and various contact and address fields. The bottom section includes tabs for Documents, MIS, and Fields, and buttons for Audit, Exit, and Remarks.

2.2.11 Negotiation

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

The following screen will be displayed.

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

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

2.2.12 Obtain Customer Relationship Form

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

The screen appears as shown below

The screenshot shows the 'Obtain Customer Relationship Form' window. The 'Customer Details' section includes fields for Local Branch, Customer Number, and Short Name. The 'Customer Information' section contains fields for Customer Name, External Reference, Country, Nationality, Language, and Customer Category. The 'Contact Person' section has fields for Name, Telephone, and Email. The 'Contact Address' section includes fields for Address 1, Address 2, Address 3, Zip, and Country. The 'Relationship Manager' section has fields for ID and Name. At the bottom, there are buttons for 'Audit', 'Outcome' (with a dropdown menu), 'Remarks', 'Prev Remarks', and 'Exit'.

Click the 'Documents' button to upload documents. Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

The task 'Input Details For Customer Creation' will be created in the 'Assigned' task list

2.2.13 Input Details For Customer Creation

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

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

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

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

2.2.14 Verify Details For Customer Creation

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

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

The screenshot shows the 'Verify Details' window with the 'Main' tab selected. The window contains fields for customer identification, contact information, and address details. The 'Audit' button is located at the bottom left of the main content area.

If everything is found acceptable, Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

The system will display the system message as "Customer has been created successfully."

2.2.14.1 Capturing Document Details

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

The screenshot shows the 'Documents' window with the 'Main' tab selected. It features a grid for document upload with columns for Document Category, Document Reference, Document Type, Remarks, Ratio Upload, and an Upload button. The 'Ok' and 'Exit' buttons are located at the bottom right of the window.

Here, you need to specify the following details:

Document Category

Specify the category of the document to be uploaded.

Document Reference

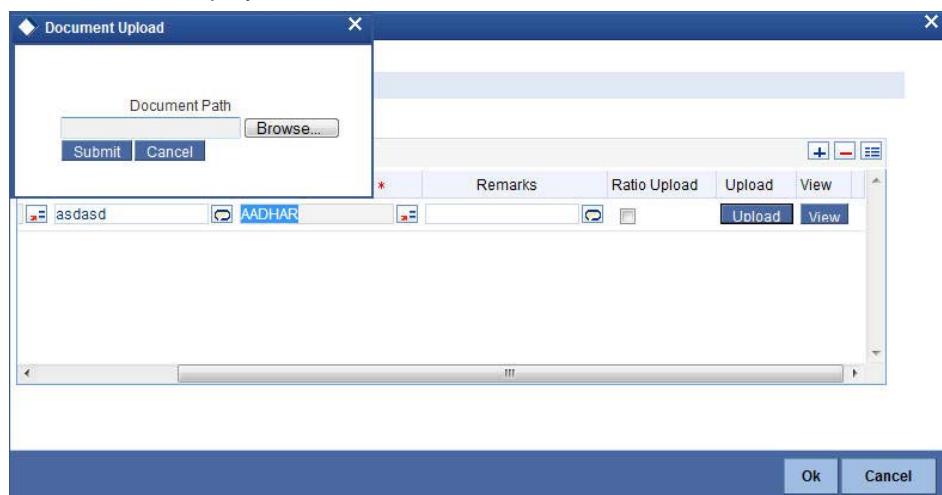
The system generates and displays a unique identifier for the document.

Document Type

Specify the type of document that is to be uploaded.

Upload

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



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

View

Click 'View' to view the document uploaded.

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

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

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

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

2.2.14.2 Capturing MIS Details

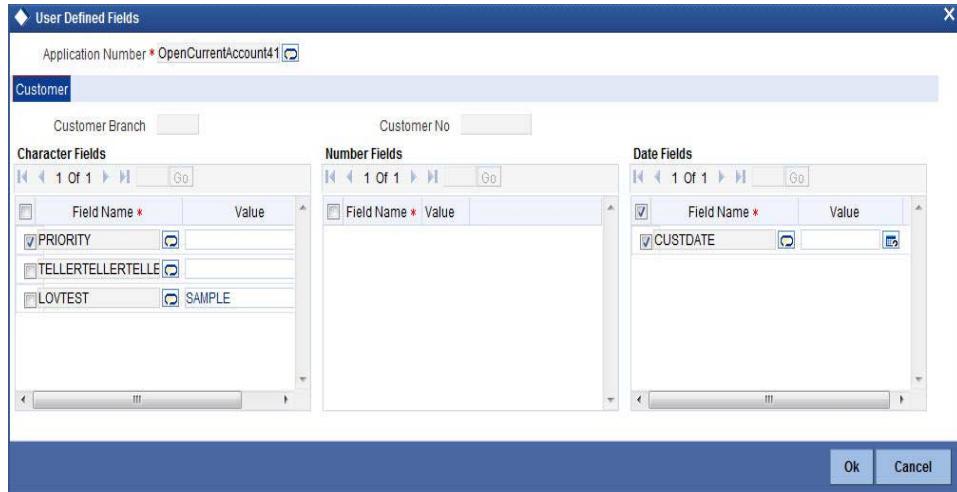
Click 'MIS' button to invoke the Customer MIS screen.

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

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

2.2.14.3 Capturing UDF Details

Click on ‘Fields’ button to invoke the screen.

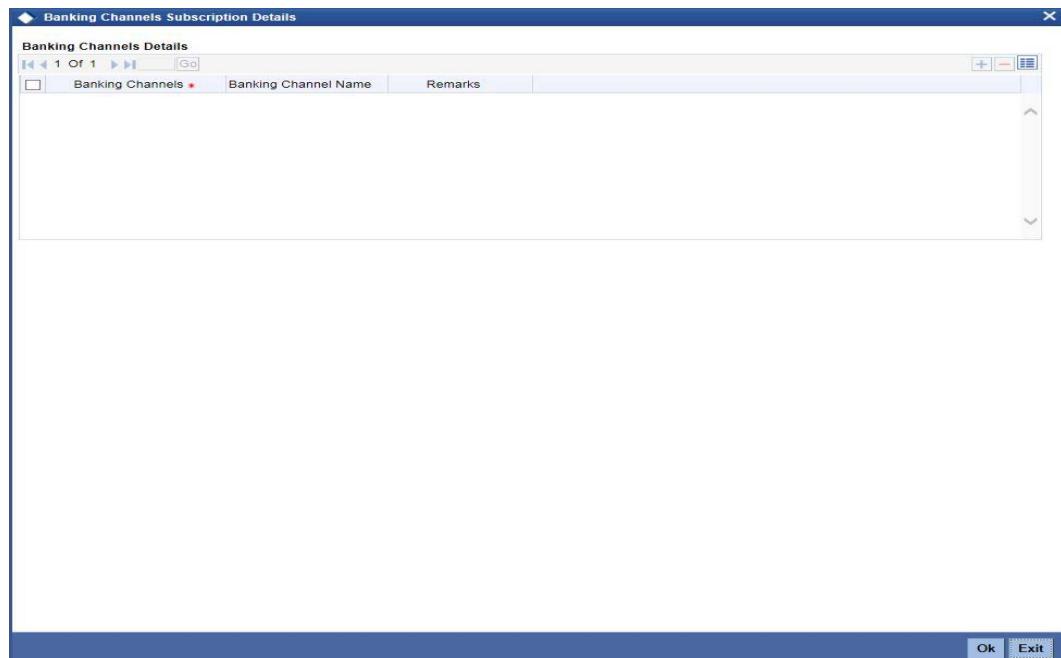


The system defaults the UDF Details in the ‘User Defined Fields’ screen.

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

2.2.15 Customer Channel Button

You can capture the information of channels like Internet Banking, Interactive Voice Response, Mobile, ATM, and Credit Card at customer level. Click ‘Customer Channels’ button to specify the details relating to channels.



Specify the following details:

Banking Channels

Specify the banking channels code. Alternatively, you can select the list of channels from the option list. The list displays the channels maintained in the system.

Banking Channel Name

The system displays the name of the banking channel.

Remarks

Specify remarks for the banking channel subscription.

3. Function ID Glossary

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