

Corporate Customer Creation User Guide
Oracle FLEXCUBE Universal Banking
Release 14.0.0.0.0

Part No. E88855-01

December 2017

Corporate Customer Creation User Guide
Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway
Goregaon (East)
Mumbai, Maharashtra 400 063
India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax: +91 22 6718 3001

<https://www.oracle.com/industries/financial-services/index.html>

Copyright © 2007, 2017, Oracle and/or its affiliates. All rights reserved.

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

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

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

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

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

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

Contents

1. Preface	1-1
1.1 Introduction.....	1-1
1.2 Audience.....	1-1
1.3 Documentation Accessibility.....	1-1
1.4 Abbreviations.....	1-1
1.5 Organization	1-2
1.6 Related Documents	1-2
1.7 Glossary of Icons.....	1-2
2. Creation of Corporate Customer	2-1
2.1 Introduction.....	2-1
2.2 Stages in Customer Creation	2-1
2.2.1 <i>Input Customer Details</i>	2-1
2.2.2 <i>Identify Customer Requirements</i>	2-11
2.2.3 <i>Capture Details For IPCA Checks</i>	2-13
2.2.4 <i>Capture Details for NCDD Checks</i>	2-15
2.2.5 <i>Check Prospect for Credit History</i>	2-17
2.2.6 <i>Retrieve Prospects Credit Report and Analyse</i>	2-19
2.2.7 <i>Balance Sheet Analysis</i>	2-19
2.2.8 <i>Prepare Note for InPrinciple Approval</i>	2-20
2.2.9 <i>IPCA Decision</i>	2-21
2.2.10 <i>Prospect Fit to Be a Customer</i>	2-22
2.2.11 <i>Negotiation</i>	2-23
2.2.12 <i>Obtain Customer Relationship Form</i>	2-24
2.2.13 <i>Input Details For Customer Creation</i>	2-25
2.2.14 <i>Verify Details For Customer Creation</i>	2-26
2.2.15 <i>Customer Channel Button</i>	2-30
3. Function ID Glossary	3-1

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 a software application window titled "New". The form contains the following fields and sections:

- Workflow Reference #**: Text input field.
- Priority**: Dropdown menu set to "Low".
- Application Category***: Text input field.
- Application Branch***: Text input field.
- Application Date***: Text input field.
- Application Number***: Text input field.
- Application Status**: Dropdown menu.
- Application Priority**: Dropdown menu set to "Low".
- Customer Details**: Section header.
- Local Branch***: Text input field.
- Customer Number***: Text input field.
- Short Name**: Text input field.
- Full Name**: Text input field.
- Populate**: Button.
- Type**: Radio button group with options: Individual, Corporate, Bank, Existing Customer, Special Customer No Generation, Sanction Check Required for Transaction.
- SWIFT Code**: Text input field.
- Follow up Date**: Text input field.
- Navigation Bar**: "Main", "Corporate", "Directors", "Bank Details".
- Customer Information**: Section header.
- Contact Person**: Section header.
- Customer Name**: Text input field.
- External Reference**: Text input field.
- Country***: Text input field.
- Nationality***: Text input field.
- Administrative***: Text input field.
- Name**: Text input field.
- Work Phone ISD+**: Text input field.
- Work Phone**: Text input field.
- Home Phone ISD+**: Text input field.
- Home Phone**: Text input field.
- Footer**: "Documents | MIS | Fields | Customer Channel", "Previous Remarks", "Remarks", "Audit", "Outcome", "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.

CRS Customer Type

Select the CRS customer type for which the maintenance is done from the drop-down list. The list displays the following options:

- Individual
- Financial Entity
- Active Non-Financial Entity
- Passive Non-Financial Entity

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 displays a software window titled 'New' with a blue header bar. The main content area is divided into several sections:

- Workflow Reference #**: A text input field.
- Priority**: A dropdown menu set to 'Low'.
- Application Category ***: A text input field.
- Application Branch ***: A text input field.
- Application Date ***: A text input field.
- Application Number ***: A text input field.
- Application Status**: A dropdown menu.
- Application Priority**: A dropdown menu set to 'Low'.

Customer Details section:

- Local Branch ***: A text input field.
- Customer Number ***: A text input field.
- Short Name**: A text input field.
- Full Name**: A text input field.
- Populate**: A button.
- Type**: Radio buttons for Individual, Corporate, Bank, Existing Customer, Special Customer No Generation, and Sanction Check Required for Transaction.
- SWIFT Code**: A text input field.
- Follow up Date**: A text input field.

Navigation tabs: **Main** (selected), **Corporate**, **Directors**, **Bank Details**.

Registration Details and **Incorporation** sections:

- Registration Details**: Name, National Id, Address 1, Address 2, Address 3.
- Incorporation**: Date, Capital, Net Worth, Currency of Amounts, Country.

Footer: Documents | MIS | Fields | Customer Channel. A blue bar at the bottom contains 'Previous Remarks', 'Remarks', an 'Add!' button, 'Outcome' dropdown, and an 'Exit' button.

You can maintain corporate details here:

Registration Details

You can specify the registration details here:

Name

Specify the registration name of the organization.

National ID

Specify the national ID of the organization.

Address 1-4

Specify the registration address of the organization.

Pin code

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

Country

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

Incorporation

You can maintain the incorporation details here:

Date

Specify the date of incorporation from the adjoining Calendar icon.

Capital

Specify the capital amount of incorporation.

Net Worth

Specify the net worth of the organization.

Currency of Amounts

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

Country

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

Additional Details

Maintain the additional details here:

Type of Ownership

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

Description of Business

Provide description for the business, if any.

2.2.1.3 Directors Tab

Click 'Directors' tab to maintain directors details.

Workflow Reference #

Application Category * Appl

Application Branch * App

Application Date * App

Customer Details

Local Branch *

Customer Number *

Short Name

Full Name

Populate

Main | Corporate | **Directors** | Bank Details

Director Details

1 Of 1

Director Name *

Tax Id

Country of Issue

Documents | MIS | Fields | Customer Channel

Previous Remarks	Remarks
------------------	---------

You can maintain the director details here:

Director Details

Director Name

Specify the name of the director.

Tax ID

Specify the tax identification number (TIN) of the director.

Country of Issue

Specify the country which has issued the tax ID for the customer. Alternatively, you can select the country from the option list.

Additional Tax ID Details

The system displays the following tax details:

- Tax ID
- Country of Issue

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.

Date of Birth

Specify the date of birth of the director.

Birth Place

Specify the birth place of the director.

Birth Country

Specify the birth country of director.

Type of Ownership

Specify the type of ownership. Alternatively, you can select the ownership type from the option list. The list displays all valid options.

This field is mandatory if CRS customer type is Passive Non-Financial Entity.

2.2.1.4 Bank Details Tab

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

The screenshot displays the Oracle Bank Details tab. At the top, there is a blue header with the text 'null' and a 'New' button. Below the header, the form is organized into sections. The first section contains 'Workflow Reference #' and three required fields: 'Application Category *', 'Application Branch *', and 'Application Date *'. To the right of these fields are three dropdown menus, each labeled 'Appli'. The second section is titled 'Customer Details' and includes 'Local Branch *', 'Customer Number *', 'Short Name', and 'Full Name' fields, along with a 'Populate' button. Below the form is a breadcrumb trail: 'Main | Corporate | Directors | Bank Details'. The third section is titled 'Existing Bank Account Details' and features a table with columns for 'Bank Code *', 'Branch Code *', 'Account Type', 'Account Number *', and 'Visit Frequency'. The table has a 'Go' button and a '1 Of 1' indicator. At the bottom of the page, there is a footer with the text 'Documents | MIS | Fields | Customer Channel'.

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.

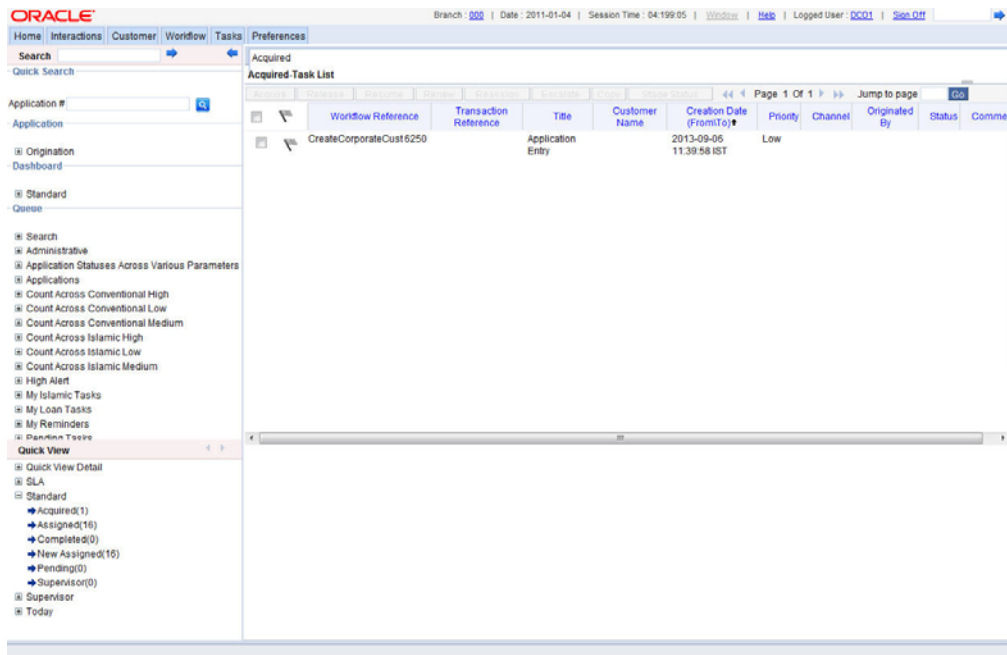
Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date(FromTo)	Priority	Channel	Originated By	Status	Comment
Retail_ending6015		Application Input		2013-09-02 15:13:48 IST	Low				
Retail_ending6018		Application Input		2013-09-02 15:18:41 IST	Low			NEWAPP	
Islamicids/IsmaAccount6028		Application Entry		2013-09-02 16:21:47 IST	Low				
Retail_ending6035		Application Input		2013-09-02 17:13:00 IST	Low				
Retail_ending6036		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	RECVNIFY	
Retail_ending6076		Application Input		2013-09-03 09:31:25 IST	Low				
Retail_ending6077		Application Verification	DAVID BOON	2013-09-03 09:35:38 IST	Low			NEWAPP	
Retail_ending6088		Application Input		2013-09-03 10:53:26 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 your '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 screenshot shows the 'Check Requirements' form. It has a title bar with 'Check Requirements' and window controls. Below the title bar are 'New' and 'Enter Query' buttons. The form is divided into several sections:

- Workflow Reference #**: Text input field.
- Priority**: Dropdown menu with 'Low' selected.
- Application Category ***: Text input field.
- Application Branch ***: Text input field.
- Application Date ***: Text input field.
- Application Number ***: Text input field.
- Application Status**: Dropdown menu.
- Application Priority**: Dropdown menu with 'Low' selected.

Customer Details section:

- Local Branch ***: Text input field.
- Customer Number ***: Text input field.
- Short Name ***: Text input field.
- Type**: Radio buttons for 'Corporate' (selected), 'Bank', and 'Existing Customer'.
- SWIFT Code**: Text input field.

Main | Corporate | Directors | Bank Details

Customer Information section:

- Customer Name**: Text input field.
- External Reference**: Text input field.
- Country ***: Text input field.
- Nationality ***: Text input field.
- Language ***: Text input field.
- Customer Category ***: Text input field.

Contact Person section:

- Name**: Text input field.
- Telephone**: Text input field.
- Email**: Text input field.

Contact Address section:

- Address 1 ***: Text input field.
- Address 2**: Text input field.
- Address 3**: Text input field.
- Zip**: Text input field.
- Country**: Text input field.

Statuses section:

- Private Customer
- Eligible for AR-AP Tracking

Relationship Manager section:

- ID**: Text input field.
- Name**: Text input field.

At the bottom, there is a 'Documents | MIS | Fields' section and a 'Remarks' section with 'Prev Remarks' and 'Remarks' labels. There is also an 'Outcome' dropdown menu and an 'Exit' button.

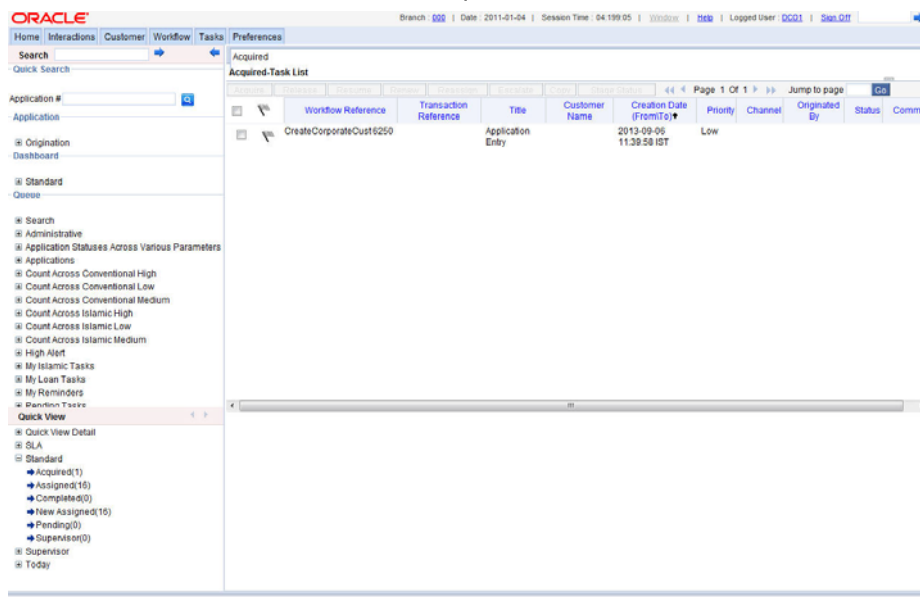
The system displays all information captured in the "Input Details" screen. You can verify the details and also edit them if required. If the customer has requested for credit facility, select the action 'CREDITREQUIRED' in the textbox adjoining the 'Audit' button in this screen and save the record by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

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

2.2.3 Capture Details For IPCA Checks

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

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



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

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

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

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

2.2.4 Capture Details for NCDD Checks

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

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

The screenshot displays the Oracle 'Assigned Task List' interface. The top navigation bar includes 'Home', 'Interactions', 'Customer', 'Workflow', 'Tasks', and 'Preferences'. The main content area shows a table with the following data:

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

The left sidebar contains a 'Quick View' section with the following items:

- Quick View Detail
- SLA
- Standard
 - Acquired(1)
 - Assigned(16)
 - Completed(0)
 - New Assigned(16)
 - Pending(0)
 - Supervisor(0)
- Supervisor
- Today

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

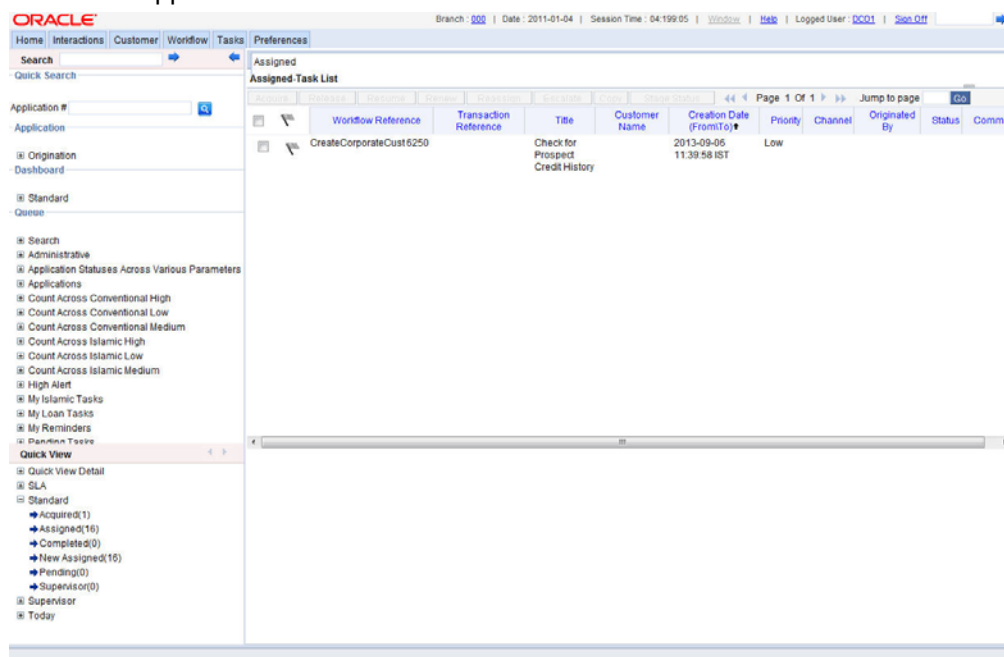
The screen appears as shown below:

The screenshot shows a software application window titled "Capture Details For NCDD Check". The interface includes a top navigation bar with "New" and "Enter Query" buttons. The main form is organized into several sections: "Workflow Reference #" and "Priority" (Low); "Application Category *", "Application Branch *", "Application Date *", "Application Number *", "Application Status", and "Application Priority" (Low); "Customer Details" section with "Local Branch *", "Customer Number *", "Short Name *", "Type" (Corporate, Bank, Existing Customer), and "SWIFT Code"; a tabbed interface with "Main", "Corporate", "Directors", and "Bank Details" tabs; "Customer Information" section with "Customer Name", "External Reference", "Country *", "Nationality *", "Language *", and "Customer Category *"; "Contact Person" section with "Name", "Telephone", and "Email"; "Contact Address" section with "Address 1 *", "Address 2", "Address 3", "Zip", and "Country"; "Statuses" section with "Private Customer" and "Eligible for AR-AP Tracking" checkboxes; and "Relationship Manager" section with "ID" and "Name" fields. At the bottom, there is a "Documents | MIS | Fields" menu, a "Prev Remarks" field, a "Remarks" field, an "Audit" button, an "Outcome" dropdown, and an "Exit" button.

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

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

The screen appears as shown below:



2.2.4.1 **Sub Process – Know your Customer Check**

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

2.2.4.2 **Sub Process – In Principle Credit Checks**

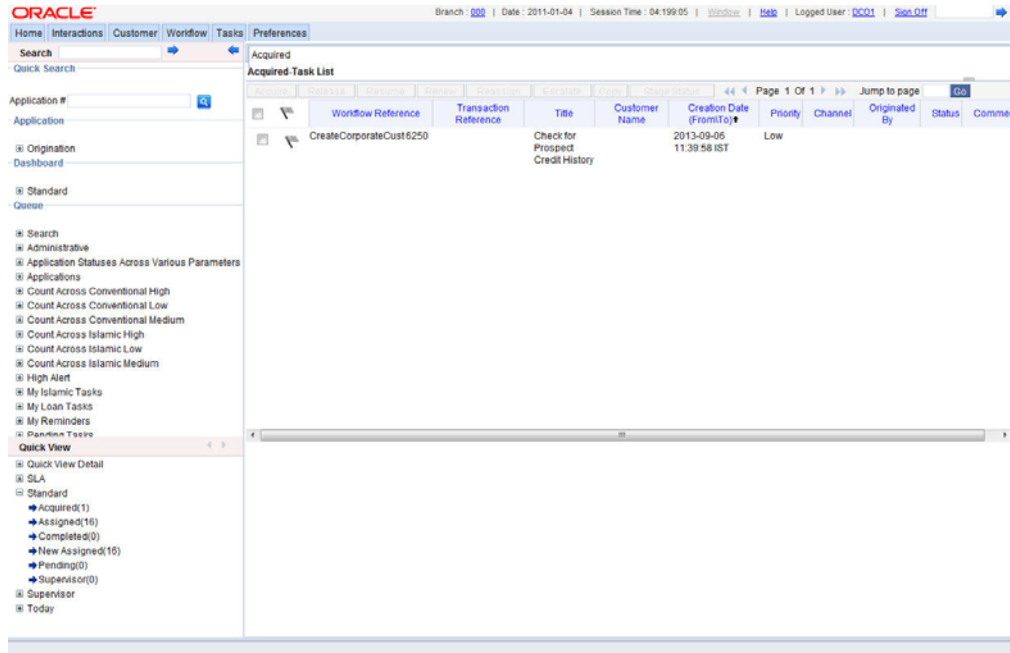
This process involves assessing the prospect on basis of character, capacity, capital, industry and business risks. If the prospect is found to be credit-worthy, you can take a decision to grant in-principle approval for credit facilities.

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

2.2.5 **Check Prospect for Credit History**

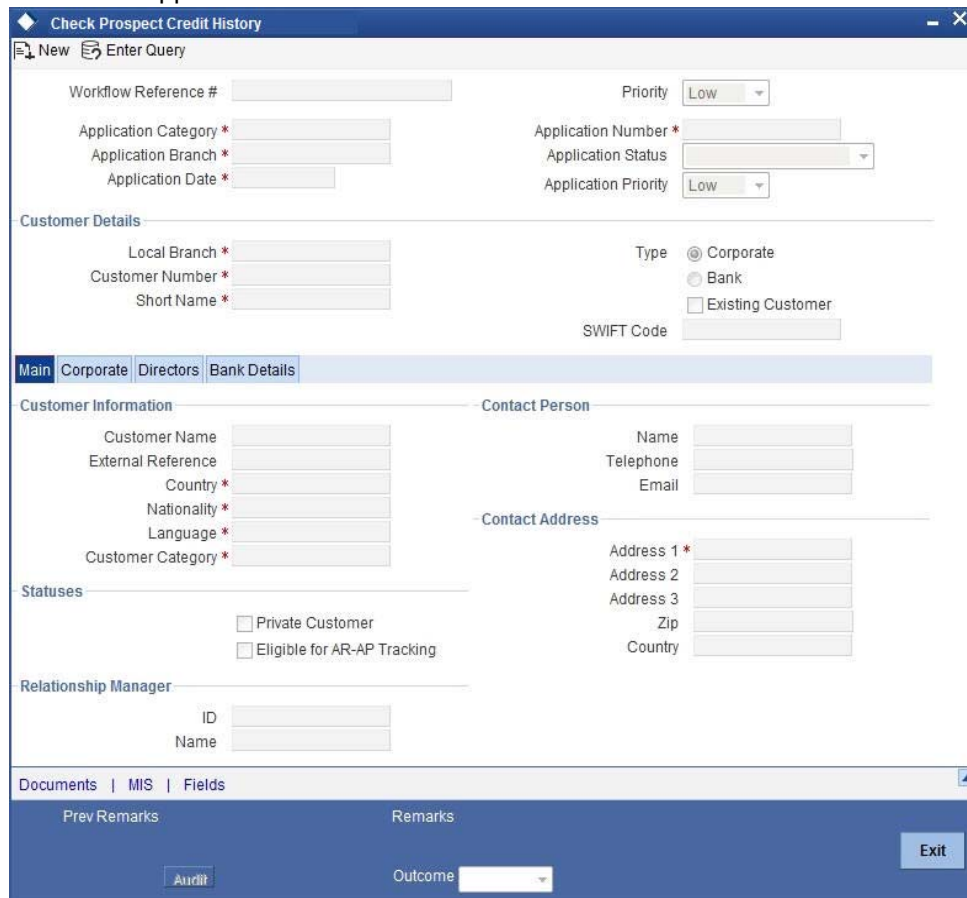
Users belonging to the user role CAEROLE (Credit Appraisal Executive) can perform this activity. Go to you 'Assigned' task list and acquire the task by clicking the corresponding 'Acquire' button. The system displays the information message as "ST-ACQR-001 Acquire Successful"

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



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:

Application Category * Application Number *
Application Branch * Application Status
Application Date * Application Priority Low

Account Details
Account Branch Account Number

Customer Details
Local Branch * Type Individual
Customer Number * Corporate
Full Name Bank
Short Name * Existing Customer
Populate SWIFT Code
Follow up Date

Main | Personal | Corporate | Directors | Bank Details | Credit Report

Credit Summary
Public records Installment
Past Negative Trades Inquiries
Past Negative Occurrences Negative Trade
Open Trade Revolving
Collections Mortgage
No of Trades Credit Rating

In Principle Note

Documents | MIS | Fields
Previous Remarks Remarks Outcome Audit Exit

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 an 'Enter Query' section with fields for Application Category, Application Branch, Application Date, Application Number, Application Status, and Application Priority. Below this is the 'Account Details' section with fields for Account Branch and Account Number. The 'Customer Details' section includes fields for Local Branch, Customer Number, Full Name, Short Name, and a 'Populate' button. There are also radio buttons for 'Type' (Individual, Corporate, Bank) and a checkbox for 'Existing Customer'. Other fields include SWIFT Code and Follow up Date. A navigation bar at the bottom of the form area contains tabs: Main, Personal, Corporate, Directors, Bank Details, and Credit Report. The 'Credit Report' tab is selected, displaying a 'Credit Summary' table with columns for Public records, Past Negative Trades, Past Negative Occurrences, Open Trade, Collections, No of Trades, Installment, Inquiries, Negative Trade, Revolving, Mortgage, and Credit Rating. Below the table is an 'In Principle Note' field. At the very bottom of the window, there is a status bar with 'Documents | MIS | Fields', 'Previous Remarks', 'Remarks', an 'Audit' button, an 'Outcome' dropdown menu, and an 'Exit' button.

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 a web-based form titled "Prospect Fit to be Customer". The form is organized into several sections:

- Workflow Reference #**: A text input field.
- Priority**: A dropdown menu set to "Low".
- Application Category ***, **Application Branch ***, and **Application Date ***: Text input fields.
- Application Number ***, **Application Status**, and **Application Priority** (Low): A text input field, a dropdown menu, and a dropdown menu set to "Low".
- Customer Details**:
 - Local Branch ***, **Customer Number ***, and **Short Name ***: Text input fields.
 - Type**: Radio buttons for "Corporate" (selected), "Bank", and "Existing Customer".
 - SWIFT Code**: A text input field.
- Main Corporate Directors Bank Details**: A horizontal navigation bar.
- Customer Information**:
 - Customer Name**, **External Reference**, **Country ***, **Nationality ***, **Language ***, and **Customer Category ***: Text input fields.
- Contact Person**:
 - Name**, **Telephone**, and **Email**: Text input fields.
- Contact Address**:
 - Address 1 ***, **Address 2**, **Address 3**, **Zip**, and **Country**: Text input fields.
- Statuses**:
 - Private Customer**
 - Eligible for AR-AP Tracking**
- Relationship Manager**:
 - ID** and **Name**: Text input fields.
- Documents | MIS | Fields**: A horizontal navigation bar.
- Prev Remarks** and **Remarks**: Text input fields.
- Outcome**: A dropdown menu.
- Audit** and **Exit**: Buttons.

2.2.11 Negotiation

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

The following screen will be displayed.

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

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

2.2.12 Obtain Customer Relationship Form

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

The screen appears as shown below

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

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

2.2.13 Input Details For Customer Creation

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

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

The screenshot shows a web application window titled 'New' with a blue header. The form contains the following fields and controls:

- Workflow Reference # (text input)
- Priority (dropdown menu, set to 'Low')
- Application Category* (text input)
- Application Branch* (text input)
- Application Date* (text input)
- Application Number* (text input)
- Application Status (dropdown menu)
- Application Priority (dropdown menu, set to 'Low')
- Customer Details** section:
 - Local Branch* (text input)
 - Customer Number* (text input)
 - Short Name (text input)
 - Full Name (text input)
 - Populate (button)
 - Type (radio buttons: Individual, Corporate, Bank)
 - Existing Customer (checkbox)
 - Special Customer No Generation (checkbox)
 - Sanction Check Required for Transaction (checkbox)
 - SWIFT Code (text input)
 - Follow up Date (text input)
- Navigation bar: Main | Corporate | Directors | Bank Details
- Customer Information** and **Contact Person** sections:
 - Customer Name (text input)
 - External Reference (text input)
 - Country* (text input)
 - Nationality* (text input)
 - Language* (text input)
 - Name (text input)
 - Work Phone ISD+ (text input)
 - Work Phone (text input)
 - Home Phone ISD+ (text input)
 - Home Phone (text input)
- Bottom bar: Documents | MIS | Fields | Customer Channel
- Bottom right: Previous Remarks, Remarks, Audit (button), Outcome (dropdown), Exit (button)

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

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

2.2.14 Verify Details For Customer Creation

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

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

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

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

2.2.14.1 Capturing Document Details

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

Here, you need to specify the following details:

Document Category

Specify the category of the document to be uploaded.

Document Reference

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

Document Type

Specify the type of document that is to be uploaded.

Upload

Click 'Upload' button to open the 'Document Upload' sub-screen.

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.

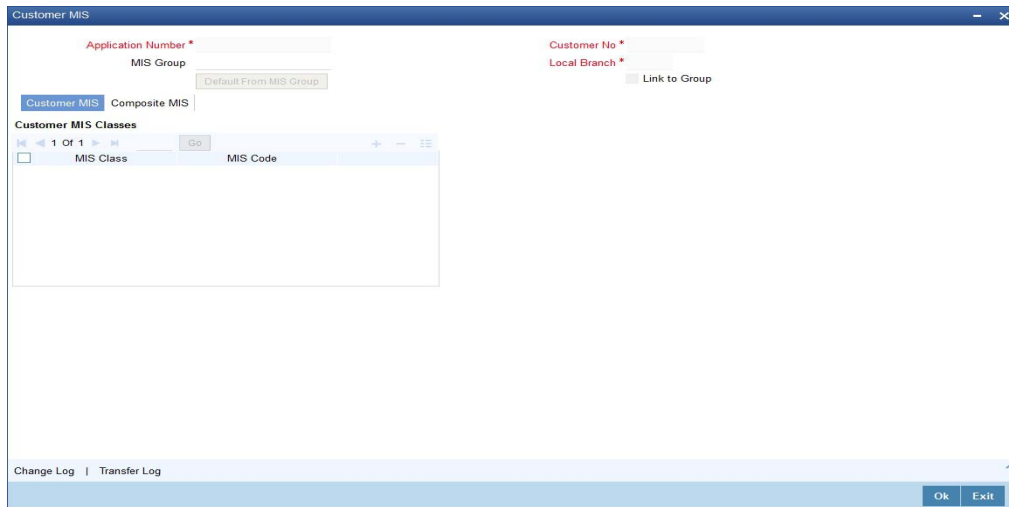
In 'Corporate Customer Creation' process, 'Document Upload' feature is not available in all the stages. The 'Document Upload' feature's availability in this process is given below:

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
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

Stage Title	Function Id	Doc Callform Exists	Upload(Available/ Not Available)	View(Available/ Not 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
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.

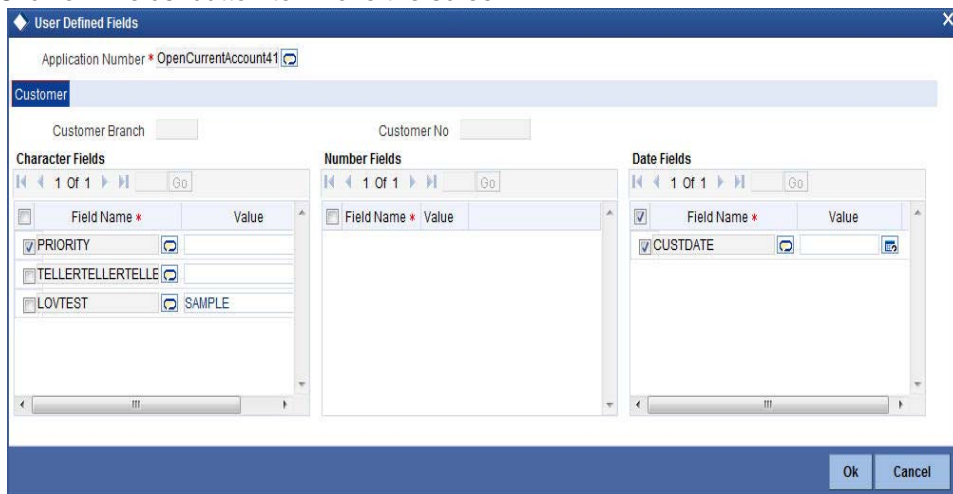


You can capture the customer MIS details on this screen. The system defaults the MIS details on clicking 'Default from MIS Group' button.

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.

Banking Channels Subscription Details

Banking Channels Details

1 Of 1 Go

Banking Channels *	Banking Channel Name	Remarks

Ok Exit

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

S

STDCC0502-1