

Corporate Customer Creation User Guide
Oracle FLEXCUBE Universal Banking
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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
BPMN	Business Process Modelling Notation
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"](#)
- [Section 2.3, "Process Flow Diagram"](#)

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 STDCC001 in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen appears as shown below:

The screenshot shows the 'Input Details' form in Oracle FLEXCUBE. The form is divided into several sections: Application Details, Customer Details, Customer Information, and Contact Person. The Application Details section includes fields for Application Category, Application Branch (000), Application Date (2018-03-16), Application Number, Application Status, and Application Priority (Low). The Customer Details section includes Local Branch, Customer Number, Short Name, Full Name, and a 'Main' tab with sub-tabs for Corporate, Directors, and Bank Details. The Customer Information section includes Customer Name, External Reference, Country, Nationality, and Language. The Contact Person section includes Name, Work Phone, Home Phone, and Home Phone. The form also has a 'Previous Remarks' section and an 'Outcome' dropdown at the bottom right.

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 Code**

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

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.

Sanction Check Details

Sanction Check Required for Transactions

Check this box if sanction check is required at transaction level for the customer.

Requested Date

The system displays the date when the sanction check request is send.

Response Date

The system displays the date when the response is updated from the external system.

Sanction Check Status

The system displays the sanction check response status.

2.2.1.2 Corporate Tab

Click 'Corporate' tab to maintain corporate details.

The screenshot shows the 'Input Details' window with the following sections:

- Application Details:**
 - Application Category *
 - Application Branch * 000
 - Application Date * 2018-03-16
 - Application Number *
 - Application Status (dropdown)
 - Application Priority (Low)
- Customer Details:**
 - Local Branch *
 - Customer Number *
 - Short Name
 - Full Name
 - Type: Individual, Corporate (selected), Bank, Existing Customer, Special Customer No Generation
- Registration Details:**
 - Name
 - Address Code
 - Address 1
 - Address 2
 - Address 3
- Incorporation:**
 - Date (YYYY-MM-DD)
 - Capital
 - Net Worth
 - Currency of Amounts
 - Country

At the bottom, there are tabs for 'Main', 'Corporate' (selected), 'Directors', and 'Bank Details'. Below these are fields for 'Previous Remarks', 'Remarks', 'Audit', '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 Code

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

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 *

Application Branch *

Application Date *

Appli

App

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 shows a web application interface for maintaining bank details. At the top, there is a blue header bar with the text 'null'. Below it, a light blue bar contains the word 'New'. The main content area is divided into several sections. The first section contains a 'Workflow Reference #' field. Below this are three fields: 'Application Category *', 'Application Branch *', and 'Application Date *', each with a red asterisk indicating a mandatory field. To the right of these fields, there are three labels: 'Appli', 'App', and 'Appl'. Below these fields is a section titled 'Customer Details'. This section contains four fields: 'Local Branch *', 'Customer Number *', 'Short Name', and 'Full Name', each with a red asterisk. Below the 'Full Name' field is a 'Populate' button. At the bottom of the main content area, there is a navigation bar with tabs: 'Main', 'Corporate', 'Directors', and 'Bank Details'. The 'Bank Details' tab is currently selected. Below the navigation bar is a section titled 'Existing Bank Account Details'. This section contains a table with columns: '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 bar 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.

The screenshot displays the Oracle CRM 'Assigned-Task List' interface. The top navigation bar includes 'Home', 'Interactions', 'Customer', 'Workflow', 'Tasks', and 'Preferences'. The 'Tasks' tab is active, showing a list of assigned tasks. The left sidebar contains a search bar and a list of application categories, including 'Origination', 'Dashboard', 'Standard', 'Queue', 'Search', 'Administrative', 'Application Statuses Across Various Parameters', 'Applications', 'Count Across Conventional High', 'Count Across Conventional Low', 'Count Across Conventional Medium', 'Count Across Islamic High', 'Count Across Islamic Low', 'Count Across Islamic Medium', 'High Alert', 'My Islamic Tasks', 'My Loan Tasks', 'My Reminders', 'Pending Tasks', 'Quick View', 'Quick View Detail', 'SLA', 'Standard', 'Acquired(1)', 'Assigned(16)', 'Completed(0)', 'New Assigned(16)', 'Pending(0)', 'Supervisor(0)', 'Supervisor', and 'Today'.

Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date(FromTo)	Priority	Channel	Originated By	Status	Commer
RetailLending6015		Application Input		2013-09-02 15:13:48 IST	Low				
RetailLending6018		Application Input		2013-09-02 15:18:41 IST	Low			NEWAPP	
IslamicistisnaAccount6028		Application Input		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	REC/NV/FY	
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 10:53:26 IST	Low				
RetailLending6089		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 '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.

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

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

Check Requirements

Save Hold

Application Category * Application Number * Application Status Application Priority Low

Application Branch * Application Date * YYYY-MM-DD

Customer Details

Local Branch * Customer Number * Short Name Full Name Type Individual Corporate Bank Existing Customer Special Customer No Generation

Customer Information Contact Person

Customer Name External Reference Country * Nationality * Language * Name Work Phone ISD+ Work Phone Home Phone ISD+ Home Phone

Documents | MIS | Fields | Customer Channel

Previous Remarks Remarks Audit Outcome Exit

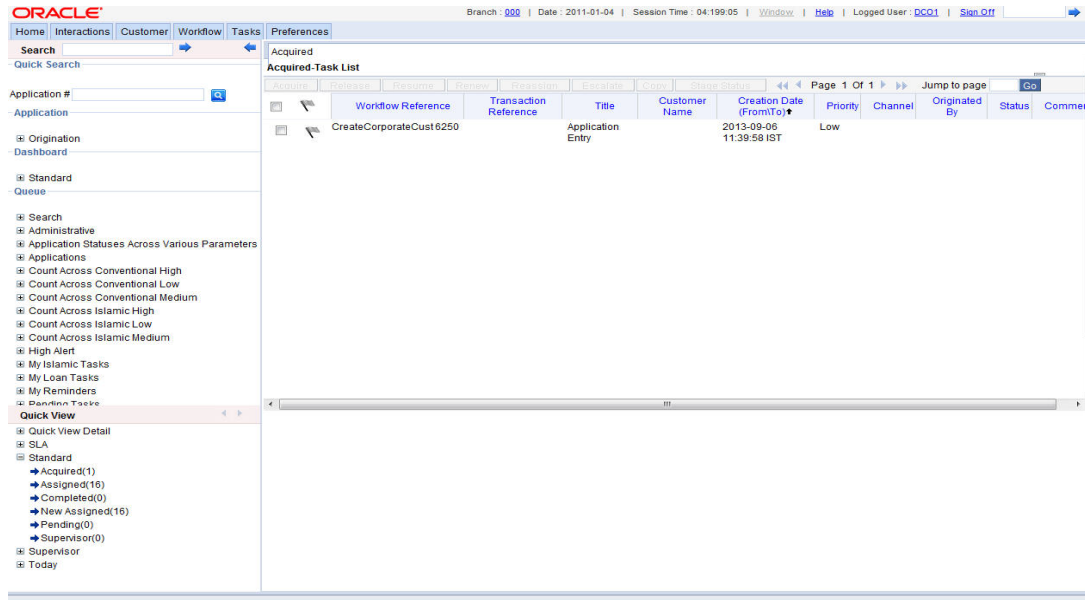
The system displays all information captured in the "Input Details" screen. You can verify the details and also edit them if required. If the customer has requested for credit facility, select the action 'CREDITREQUIRED' in the textbox adjoining the 'Audit' button in this screen and save the record by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

The screenshot shows the Oracle CRM interface. The top navigation bar includes 'Home', 'Interactions', 'Customer', 'Workflow', 'Tasks', and 'Preferences'. The 'Tasks' tab is active. On the left, there is a 'Quick Search' bar and a list of applications and tasks. The main area displays the 'Assigned Task List' with a table containing one task:

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				

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 shows the Oracle CRM interface. The top navigation bar includes 'Home', 'Interactions', 'Customer', 'Workflow', 'Tasks', and 'Preferences'. The 'Tasks' tab is active. On the left, there is a 'Quick Search' bar and a list of applications and tasks. The main area displays the 'Assigned Task List' with a table containing one task:

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				

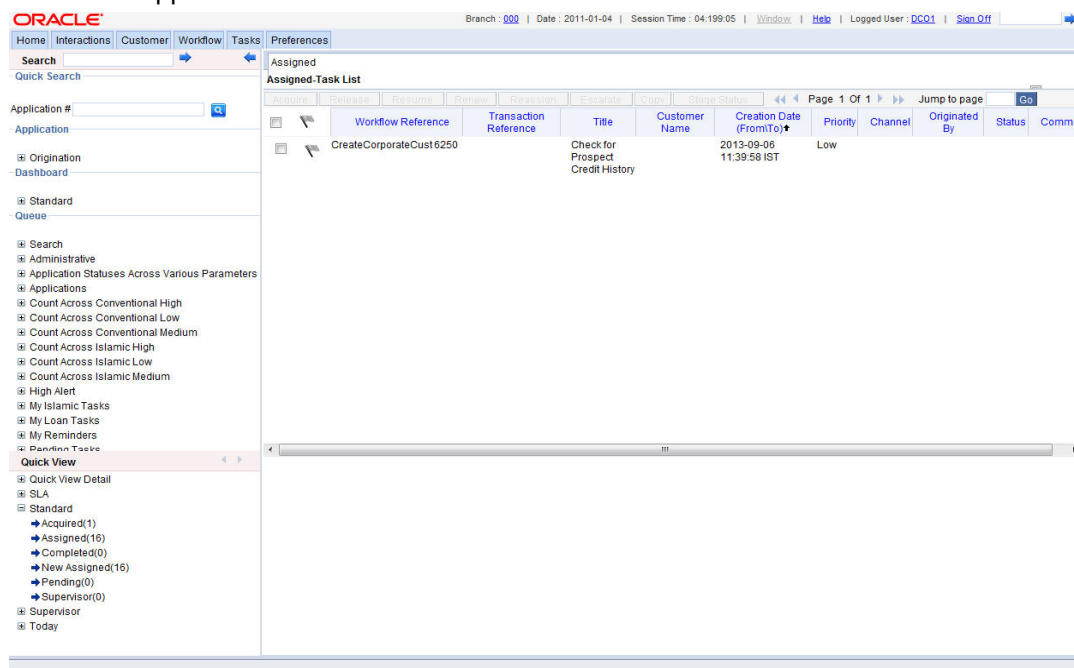
Go to the 'Acquired' task list and double click on the record to invoke the following screen.

The screen appears as shown below:

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

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

The screen appears as shown below:



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

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

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

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

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

2.2.5 **Check Prospect for Credit History**

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

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

The screenshot shows the Oracle CRM interface. The top navigation bar includes 'Home', 'Interactions', 'Customer', 'Workflow', 'Tasks', and 'Preferences'. The 'Tasks' tab is active, displaying the 'Acquired-Task List'. The list contains one task with the following details:

Workflow Reference	Transaction Reference	Title	Customer Name	Creation Date (From/To)	Priority	Channel	Originated By	Status	Comments
CreateCorporateCust6250		Check for Prospect Credit History		2013-09-06 11:39:58 IST	Low				

The left sidebar shows a 'Quick View' section with various filters and a 'Quick View Detail' section. The 'Quick View Detail' section shows a list of tasks with counts: Acquired(1), Assigned(16), Completed(0), New Assigned(16), Pending(0), Supervisor(0), and 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 the 'Check Prospect Credit History' form. The form is divided into several sections:

- Workflow Reference #**: A text field.
- Priority**: A dropdown menu set to 'Low'.
- Application Category ***: A text field.
- Application Number ***: A text field.
- Application Branch ***: A text field.
- Application Status**: A dropdown menu.
- Application Date ***: A text field.
- Application Priority**: A dropdown menu set to 'Low'.
- Customer Details**:
 - Local Branch ***: A text field.
 - Customer Number ***: A text field.
 - Short Name ***: A text field.
 - Type**: Radio buttons for 'Corporate' (selected), 'Bank', and 'Existing Customer'.
 - SWIFT Code**: A text field.
- Main**: A tabbed interface with 'Main', 'Corporate', 'Directors', and 'Bank Details' tabs. The 'Main' tab is active.
- Customer Information**:
 - Customer Name**: A text field.
 - External Reference**: A text field.
 - Country ***: A text field.
 - Nationality ***: A text field.
 - Language ***: A text field.
 - Customer Category ***: A text field.
- Contact Person**:
 - Name**: A text field.
 - Telephone**: A text field.
 - Email**: A text field.
- Contact Address**:
 - Address 1 ***: A text field.
 - Address 2**: A text field.
 - Address 3**: A text field.
 - Zip**: A text field.
 - Country**: A text field.
- Statuses**:
 - ☐ Private Customer
 - ☐ Eligible for AR-AP Tracking
- Relationship Manager**:
 - ID**: A text field.
 - Name**: A text field.
- Documents | MIS | Fields**: A section at the bottom with a search bar and a list of documents.
- Prev Remarks**: A text field.
- Remarks**: A text field.
- Outcome**: A dropdown menu.
- Exit**: A button.

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

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

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

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

2.2.6 Retrieve Prospects Credit Report and Analyze

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

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

2.2.7 Balance Sheet Analysis

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

The screen appears as shown below:

The screenshot displays the Oracle Corporate Customer Creation interface. At the top, there's a navigation bar with 'Home', 'Interactions', 'Customer', 'Workflow', and 'Preferences'. Below this, the 'Corporate Customer Creation' window is open, showing a form with several sections: 'Application Details' (Application Category, Application Branch, Application Date, Application Number, Application Status, Application Priority), 'Account Details' (Account Branch, Account Number), 'Customer Details' (Local Branch, Customer Number, Short Name, Full Name, Type, SWIFT Code, Follow up Date), and 'Customer Information' (Customer Name, External Reference, Country, Nationality, Language, Customer Category, Communication Mode, Contact Person). The 'Customer Information' section is further divided into 'Customer Information' and 'Contact Person' sub-sections. At the bottom, there's a 'Previous Remarks' section and an 'Outcome' dropdown menu. The form is designed for creating a new corporate customer, with various fields for personal and contact information.

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:

Note for Principle Approval

Enter Query

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

Account Details

Account Branch Account Number

Customer Details

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

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

Credit Summary

Public records <input type="text"/>	Installment <input type="text"/>
Past Negative Trades <input type="text"/>	Inquiries <input type="text"/>
Past Negative Occurrences <input type="text"/>	Negative Trade <input type="text"/>
Open Trade <input type="text"/>	Revolving <input type="text"/>
Collections <input type="text"/>	Mortgage <input type="text"/>
No of Trades <input type="text"/>	Credit Rating <input type="text"/>

In Principle Note

Documents | MIS | Fields

Previous Remarks Remarks Outcome

You can enter the following information:

In-Principle Note

Specify the approval note for the customer

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

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

2.2.9 IPCA Decision

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

The screen appears as shown below:

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

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

2.2.10 Prospect Fit to Be a Customer

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

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

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 'Input Details'. At the top, there is a toolbar with 'Save' and 'Hold' buttons. The form is divided into several sections:

- Application Details:** Includes fields for 'Application Category *', 'Application Branch *' (with value '000'), 'Application Date *' (with value '2018-03-16'), 'Application Number *', 'Application Status' (dropdown), and 'Application Priority' (dropdown with value 'Low').
- Customer Details:** Includes 'Local Branch *', 'Customer Number *', 'Short Name', 'Full Name', and a 'Type' section with radio buttons for 'Individual', 'Corporate' (selected), 'Bank', 'Existing Customer', and 'Special Customer No Generation'.
- Customer Information:** Includes 'Customer Name', 'External Reference', 'Country *', 'Nationality *', and 'Language *', each with a search icon.
- Contact Person:** Includes 'Name', 'Work Phone ISD+', 'Work Phone', 'Home Phone ISD+', and 'Home Phone', each with a search icon.

At the bottom, there is a navigation bar with 'Documents', 'MIS', 'Fields', and 'Customer Channel'. Below this is a 'Previous Remarks' section with a 'Remarks' text area, an 'Audit' button, an 'Outcome' dropdown, 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.

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
Inform Regulatory / Internal authorities on KYC checks failure	STDKYC06	Available	Not Available	Available
Internal black-list check	STDKYC03	Available	Not Available	Available

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

Customer MIS

Application Number *
MIS Group
Default From MIS Group

Customer No *
Local Branch *
Link to Group

Customer MIS Composite MIS

Customer MIS Classes

1 Of 1

Go

MIS Class	MIS Code
-----------	----------

Change Log | Transfer Log

Ok Exit

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.

User Defined Fields

Application Number * OpenCurrentAccount41

Customer

Customer Branch Customer No

Character Fields

1 Of 1

Go

Field Name *	Value
PRIORITY	
TELLERTELLERTELLER	
LOVTEST	SAMPLE

Number Fields

1 Of 1

Go

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

Date Fields

1 Of 1

Go

Field Name *	Value
CUSTDATE	

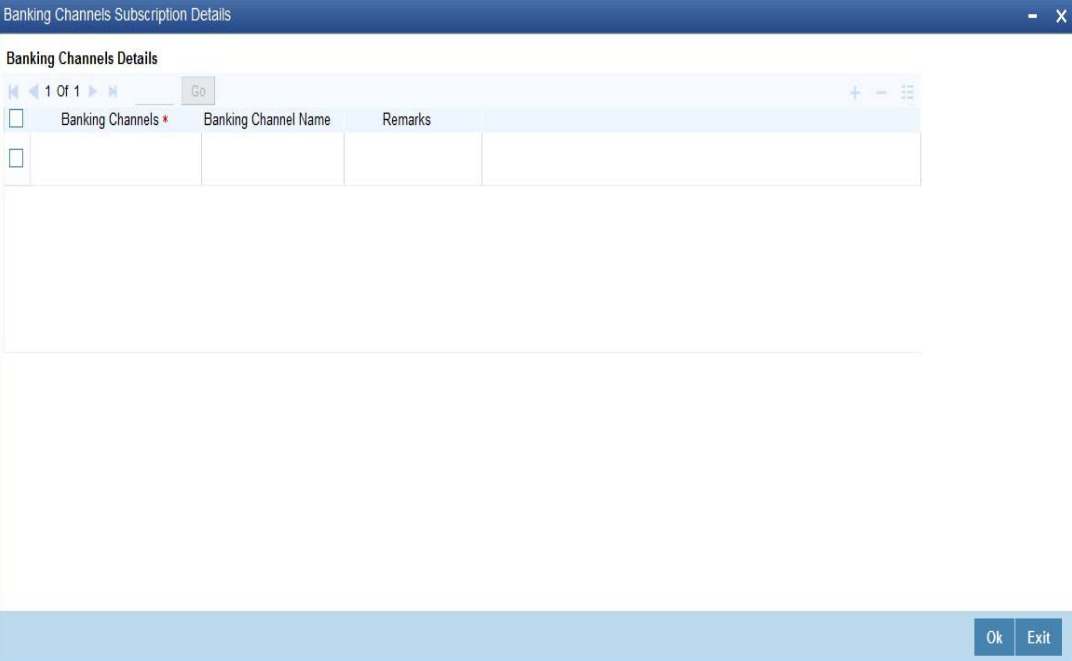
Ok Cancel

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

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

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.



The screenshot shows a software window titled "Banking Channels Subscription Details". Inside, there is a section labeled "Banking Channels Details". Below this label is a table with the following structure:

	Banking Channels *	Banking Channel Name	Remarks
<input type="checkbox"/>			

Below the table is a large empty text area for remarks. At the bottom right of the window are "Ok" and "Exit" buttons. Above the table, there is a navigation bar with "1 Of 1" and a "Go" button.

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.

2.3 Process Flow Diagram

Refer [Corporate Customer Creation](#) for the process flow diagram.

3. Function ID Glossary

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STDCC0012-1, 2-18