

Core Entities User Guide

# **Oracle FLEXCUBE Universal Banking**

Release 14.7.4.0.0

**Part No. F98075-01**

June 2024

Core Entities User Guide  
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# Contents

<b>1. Preface .....</b>	<b>1-1</b>
1.1 Introduction.....	1-1
1.2 Audience.....	1-1
1.3 Documentation Accessibility.....	1-1
1.4 Organization .....	1-1
1.5 Related Documents.....	1-2
1.6 Glossary of Icons.....	1-2
<b>2. Maintaining Customer Information Files .....</b>	<b>2-1</b>
2.1 Customer Maintenance .....	2-1
2.1.1 <i>Invoking Customer Maintenance Screen</i> .....	2-2
2.1.2 <i>Personal Tab</i> .....	2-4
2.1.3 <i>Corporate Tab</i> .....	2-10
2.1.4 <i>Additional Tab</i> .....	2-14
2.1.5 <i>Director Tab</i> .....	2-19
2.1.6 <i>Auxiliary Tab</i> .....	2-21
2.1.7 <i>Checklist Tab</i> .....	2-25
2.1.8 <i>MFI Details Tab</i> .....	2-26
2.1.9 <i>Fields Button</i> .....	2-31
2.1.10 <i>Other Basic Customer Information</i> .....	2-33
2.1.11 <i>Cards Button</i> .....	2-35
2.1.12 <i>KYC Details Button</i> .....	2-36
2.1.13 <i>Joint Venture Button</i> .....	2-43
2.1.14 <i>NSF Blacklist Status Button</i> .....	2-44
2.1.15 <i>Documents Button</i> .....	2-52
2.1.16 <i>Banking Channels Button</i> .....	2-54
2.1.17 <i>Account Details Button</i> .....	2-56
2.1.18 <i>Statement Request Button</i> .....	2-59
2.1.19 <i>Group Button</i> .....	2-60
2.1.20 <i>Linked Entities Button</i> .....	2-62
2.1.21 <i>Viewing Customer Information</i> .....	2-63
2.1.22 <i>CIF Signature / Image Capture Functionality</i> .....	2-64
2.2 Personally Identifiable Information .....	2-65
2.3 Customer Category Maintenance.....	2-67
2.3.1 <i>Defining Customer Category</i> .....	2-67
2.3.2 <i>Invoking Customer Category Screen</i> .....	2-67
2.3.3 <i>Creating Customer Categories</i> .....	2-68
2.4 Customer Group Maintenance .....	2-69
2.4.1 <i>Maintaining Customer Groups</i> .....	2-69
2.4.2 <i>Maintaining Limits for Customer Group</i> .....	2-71
2.5 Customer Segment Maintenance.....	2-72
2.5.1 <i>Maintaining Customer Segment</i> .....	2-73
2.5.2 <i>Viewing Customer Segment Summary Screen</i> .....	2-74
2.5.3 <i>Associating Segment Code to Customer</i> .....	2-75
2.5.4 <i>Viewing Customer Segment Association Summary Screen</i> .....	2-76

2.6	Capturing Customer Prefixes .....	2-77
2.7	Quick Customer Addition.....	2-78
2.7.1	<i>Invoking Quick Customer Addition Screen</i> .....	2-79
2.7.2	<i>Personal Tab</i> .....	2-81
2.7.3	<i>Corporate Tab</i> .....	2-85
2.7.4	<i>Check List Tab</i> .....	2-88
2.7.5	<i>Account Details Button</i> .....	2-89
2.7.6	<i>MIS Button</i> .....	2-90
2.7.7	<i>Fields Button</i> .....	2-90
2.7.8	<i>Change Log Button</i> .....	2-90
2.7.9	<i>Viewing Quick Customer Addition Summary</i> .....	2-91
2.8	Employer Maintenance.....	2-92
2.9	Tax Waiver Maintenance.....	2-92
2.9.1	<i>Pick-up Order for Waiver Rule</i> .....	2-94
2.9.2	<i>Maintaining Tax Allowance Limit for Customers</i> .....	2-94
2.10	Maintaining Risk Category for Customers .....	2-96
2.11	Maintaining Customer Ownership .....	2-97
2.12	Viewing Customer Net Worth Report .....	2-98
2.13	Customer Relationship Maintenance.....	2-98
2.13.1	<i>Maintaining Types of Relationships</i> .....	2-99
2.13.2	<i>Maintaining Relationships between Customers</i> .....	2-99
2.14	Account Address Location Maintenance .....	2-100
2.15	KYC Maintenance.....	2-101
2.15.1	<i>Maintaining KYC Type</i> .....	2-101
2.15.2	<i>Maintaining Customer KYC Details</i> .....	2-106
2.15.3	<i>Corporate Customer Tab</i> .....	2-111
2.15.4	<i>Corporate/Audit HO Details Tab</i> .....	2-115
2.15.5	<i>Financial Customer Button</i> .....	2-116
2.15.6	<i>Fields Button</i> .....	2-118
2.16	Alphabet Equivalent Maintenance .....	2-118
2.16.1	<i>Maintaining Alphabet Equivalents</i> .....	2-118
2.16.2	<i>Viewing Alphabet Equivalent Summary</i> .....	2-120
2.17	Creating a Message Advice Format .....	2-120
2.18	Customer Closure Data from Channels.....	2-121
2.19	Searching for Customers.....	2-124
2.20	Pin Code Maintenance .....	2-125
2.20.1	<i>Viewing Pin Code Details</i> .....	2-125
2.21	Inactive Customer Status Change.....	2-126
2.21.1	<i>Invoking Inactive Customer Status screen</i> .....	2-126
<b>3.</b>	<b>Maintaining Mandatory Information .....</b>	<b>3-1</b>
3.1	NSF Level Maintenance .....	3-1
3.1.1	<i>Maintaining NSF Cheque Level</i> .....	3-1
3.1.2	<i>Action Components in NSF Level</i> .....	3-3
3.1.3	<i>Advice Button</i> .....	3-5
3.1.4	<i>Maintaining NSF Cheque Parameter</i> .....	3-7
3.1.5	<i>Mutual Settlement Transaction</i> .....	3-9
3.2	Maintaining Narratives.....	3-11
3.3	Instruction Maintenance .....	3-12
3.3.1	<i>Maintaining Customer Instruction Details</i> .....	3-12
3.3.2	<i>Viewing Customer / Account Instructions on 'F6' Key-Press</i> .....	3-14



3.3.3	<i>Viewing Customer / Account Instruction Details in Override Screen</i> .....	3-15
3.3.4	<i>Viewing the Instructions Summary</i> .....	3-15
3.4	Lead Details Maintenance .....	3-16
3.4.1	<i>Maintaining Lead Details</i> .....	3-17
3.4.2	<i>Product Code Tab</i> .....	3-18
3.4.3	<i>Offer Details Tab</i> .....	3-19
3.5	Service Request Maintenance.....	3-19
3.5.1	<i>Maintaining Service Request Input Details</i> .....	3-20
3.5.2	<i>Viewing Service Request Details</i> .....	3-23
3.6	Maintaining Location Details.....	3-24
3.7	Capturing Algorithm Details in Oracle FLEXCUBE .....	3-25
3.8	Generating Procedure for Algorithm.....	3-25
<b>4.</b>	<b>Foreign Account Tax Compliance Act .....</b>	<b>4-1</b>
4.1	Maintaining FATCA Product.....	4-1
4.2	Customer Type-wise FATCA Maintenance .....	4-3
4.2.1	<i>Maintaining Customer Type-wise FATCA Parameters</i> .....	4-3
4.2.2	<i>Viewing Customer Type-wise FATCA Parameters</i> .....	4-5
4.3	Entity FATCA Classification.....	4-5
4.3.1	<i>Maintaining Customer FATCA Classification</i> .....	4-6
4.3.2	<i>Viewing Customer FATCA Classification</i> .....	4-12
4.4	Criteria for Applying US Indicia.....	4-14
4.5	Tracking FATCA Customers.....	4-15
4.6	Viewing FATCA Withholding Log .....	4-16
4.7	FATCA Referral Processing .....	4-18
4.7.1	<i>Processing FATCA Referral Transactions</i> .....	4-18
4.7.2	<i>Viewing Referral Processing Summary</i> .....	4-20
4.8	FATCA Rule Maintenance.....	4-22
4.8.1	<i>Maintaining FATCA Withholding Rule</i> .....	4-22
4.8.2	<i>System Data Elements</i> .....	4-23
4.8.3	<i>Expression Builder</i> .....	4-24
4.8.4	<i>Viewing FATCA Rule Summary</i> .....	4-26
4.8.5	<i>Reporting Income Code Maintenance</i> .....	4-27
4.9	Intraday Batch Maintenance.....	4-29
4.9.1	<i>Maintaining Intraday Batches</i> .....	4-29
4.9.2	<i>Processing FATCACOM Batch</i> .....	4-29
4.9.3	<i>Processing FATCAEXT Batch</i> .....	4-29
4.10	Post EOTI Batch Maintenance .....	4-30
4.10.1	<i>Processing FATCAINC Batch</i> .....	4-30
4.11	Data Population into Data Stores .....	4-31
4.11.1	<i>FATCA Classification Data Population into Data Stores</i> .....	4-31
4.11.2	<i>Automatic Population of Check List for Due Diligence</i> .....	4-33
4.12	FATCA Obligation Population and Classification Scenarios .....	4-34
<b>5.</b>	<b>Common Reporting Standard .....</b>	<b>5-1</b>
5.1	CRS Jurisdiction Maintenance .....	5-1
5.1.1	<i>Maintaining CRS Jurisdiction</i> .....	5-1
5.1.2	<i>Viewing CRS Jurisdiction Details</i> .....	5-2
5.2	CRS Bank Parameters .....	5-3
5.2.1	<i>Maintaining CRS Bank Parameters</i> .....	5-3
5.2.2	<i>Viewing CRS Bank Parameters</i> .....	5-5
5.3	CRS Customer Status .....	5-6

5.3.1	Tracking CRS Customer Status .....	5-6
5.3.2	Viewing CRS Customer Status .....	5-7
5.4	Batch Maintenance .....	5-8
5.4.1	Pre-existing Customer Batch .....	5-8
5.4.2	New/Modified Customer Batch .....	5-8
5.4.3	Extract Batch .....	5-9
<b>6.</b>	<b>Provisioning for Customer Accounts .....</b>	<b>6-1</b>
6.1	Status Processing .....	6-1
6.1.1	Specifying Basis for Status Processing .....	6-2
6.1.2	Status Processing at Group/CIF Level .....	6-2
6.1.3	Processing at Individual Contract/Account Level .....	6-2
6.2	Setting up Customer Groups for Provisioning .....	6-2
6.3	Setting up Customer Classifications for Status Processing .....	6-4
6.4	Exposure Category Maintenance .....	6-4
6.4.1	Setting up Exposure Categories .....	6-5
6.4.2	Specifying Status-wise Provisioning Percentages for Each Exposure Category .....	6-5
6.4.3	Specifying Exposure Category for Customer .....	6-9
6.5	Maintaining Rules for Provisioning .....	6-9
6.6	Derivation Rules for Status Change .....	6-10
6.7	Provision Processing for Accounts .....	6-11
6.7.1	The Provisioning Batch .....	6-11
6.7.2	Specifying Frequency at which Provisioning Batch is Executed .....	6-11
6.8	Computation of Provision Amount .....	6-12
6.9	Specifying Rebooking Provision Entries .....	6-15
6.10	Maintaining Accounting Entries for Provisioning .....	6-16
<b>7.</b>	<b>Fast Accounting .....</b>	<b>7-1</b>
7.1	Fast Accounting Hand-off routine .....	7-1
7.2	Accounting Entry Monitor .....	7-2
7.2.1	Re-submitting Failed Jobs .....	7-2
7.3	Intraday Batch Processing .....	7-4
7.4	EOD Batch Processing .....	7-4
7.5	Closure/Redemption/Online Liquidation .....	7-4
7.6	Processing Authorization and Delete Requests .....	7-4
7.7	Handling ECA Request from External Systems .....	7-5
7.7.1	ECA Block Request .....	7-6
7.7.2	ECA Cancellation .....	7-6
7.7.3	ECA Debit .....	7-6
<b>8.</b>	<b>Customer Information Query .....</b>	<b>8-1</b>
8.1	Customer Position Maintenance .....	8-1
8.1.1	Invoking Customer Position Screen .....	8-1
8.1.2	Accounts Tab .....	8-2
8.1.3	Loans Tab .....	8-2
8.1.4	Deposits Tab .....	8-4
8.1.5	FX Tab .....	8-6
8.1.6	Collaterals Button .....	8-7
8.1.7	Assets/Liabilities Button .....	8-8
8.1.8	Limits Button .....	8-9
8.1.9	MIS Button .....	8-9
8.1.10	Projections Button .....	8-9

8.1.11	Accounting Button .....	8-10
8.2	Customer Account Balance Query .....	8-10
8.2.1	Viewing Customer Account Balance .....	8-11
8.2.2	Account Statistics Button .....	8-13
8.2.3	Account Details Button .....	8-14
8.3	Overdrawn Accounts Query .....	8-16
8.4	Uncollected Funds Query .....	8-17
<b>9.</b>	<b>360 Degree Customer View .....</b>	<b>9-1</b>
9.1	Invoking 360Degree Retails Customer View Screen.....	9-1
9.2	Viewing 360 Degree Retail Customer Details .....	9-2
9.2.1	Reports Button.....	9-3
9.2.2	Summary Tab .....	9-4
9.2.3	Profile Tab .....	9-6
9.2.4	Accounts Summary Button .....	9-14
9.2.5	Loans Tab.....	9-21
9.2.6	Events Tab .....	9-23
9.2.7	Schemes Tab .....	9-24
9.2.8	Alerts Tab .....	9-25
9.2.9	Limits Tab .....	9-26
9.2.10	Is-Deposits Tab .....	9-27
9.2.11	Is-Financing Tab.....	9-28
9.2.12	External Products Details .....	9-29
9.2.13	Investor Fund Details Tab .....	9-30
9.3	Viewing 360Degree Corporate Customer Details.....	9-30
9.3.1	Reports Button.....	9-32
9.3.2	Summary Tab .....	9-33
9.3.3	Profile Tab .....	9-33
9.3.4	Image Button .....	9-34
9.3.5	Linked Customers Button .....	9-35
9.3.6	Locker Details Button .....	9-35
9.3.7	Directors Button .....	9-35
9.3.8	Linked Entity Button.....	9-35
9.3.9	KYC Details Button.....	9-36
9.3.10	Fields Button.....	9-36
9.3.11	MIS Button.....	9-37
9.3.12	Deposits Tab .....	9-37
9.3.13	Account Signatory Tab .....	9-37
9.3.14	Standing Instruction Button .....	9-37
9.3.15	Periodic Instructions Button.....	9-37
9.3.16	Transactions Button.....	9-37
9.3.17	Cheques Button.....	9-37
9.3.18	Statement Generation Button.....	9-38
9.3.19	Cards Button.....	9-38
9.3.20	Others Button .....	9-38
9.3.21	Account Signatory Button.....	9-38
9.3.22	Loans Tab.....	9-39
9.3.23	Trade Tab .....	9-40
9.3.24	Treasury Tab .....	9-44
9.3.25	Events Tab .....	9-46
9.3.26	Schemes Tab .....	9-46

9.3.27	<i>Alerts Tab</i>	9-47
9.3.28	<i>Limits Tab</i>	9-47
9.3.29	<i>Is-Deposits Tab</i>	9-49
9.3.30	<i>Is-Financing Tab</i>	9-50
9.3.31	<i>Is-Trade Tab</i>	9-50
9.3.32	<i>Is-Treasury Tab</i>	9-52
9.3.33	<i>External Products Tab</i>	9-54
9.3.34	<i>Investor Fund Details Tab</i>	9-54
<b>10.</b>	<b>Glossary</b>	<b>10-1</b>
10.1	Important Terms	10-1
<b>11.</b>	<b>Function ID Glossary</b>	<b>11-1</b>

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# 1. Preface

## 1.1 Introduction

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

This User Manual is a supplement to the Common Core - Core Entities and Services User Manual and contains only specific functionalities and information related to Oracle FCUBS Core Entities. Hence, this document should be read in conjunction with the Common Core - Core Entities and Services User Manual from the perspective of completeness in flow and understanding.

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

## 1.2 Audience

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

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

## 1.3 Documentation Accessibility

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

## 1.4 Organization

This manual is organized into the following chapters:

Chapter	Description
Chapter 1	<i>About this Manual</i> acquaints you quickly with the organization, audience, glossary of icons and related documents for this user manual.
Chapter 2	<i>Maintaining Customer Information Files</i> explains the maintenance of various personal and business details of the customers of your bank.
Chapter 3	<i>Maintaining Mandatory Information</i> explains how you can classify customer accounts into different groups known as account classes, and how to maintain specifications for account classes.





Chapter 4	<i>Foreign Account Tax Compliance Act</i> describes the various functions needed to support the Foreign Account Tax Compliance regulation.
Chapter 5	<i>Common Reporting Standard</i> explains about the Common Reporting Standard for the automatic exchange of financial information among its member countries.
Chapter 6	<i>Provisioning for Customer Accounts</i> explains the process of provisioning for customer accounts in Oracle FLEXCUBE.
Chapter 7	<i>Fast Accounting</i> explains how the accounting processing time is reduced during transaction window, the transaction customer account withdrawal balance is updated after performing necessary checks/validations and other functions such as posting accounting entries are processed later, out of the transaction window, as part of an asynchronous job/batch.
Chapter 8	<i>Customer Information Query</i> explains how queries to retrieve information on customer accounts can be made.
Chapter 9	<i>360 Degree Customer View</i> explains how you can view and analyse personal and business details of the customers.
Chapter 10	<i>Glossary</i> contains a list of important terms used in the manual.
Chapter 11	<i>Function ID Glossary</i> has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation.

## 1.5 Related Documents

- Procedures User Manual
- Settlements User Manual
- Common Core - Core Entities and Services User Manual

## 1.6 Glossary of Icons

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

Icons	Function
	Exit
	Add row
	Delete row
	Option List

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## 2. Maintaining Customer Information Files

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

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

This chapter includes the following sections:

- [Section 2.1, "Customer Maintenance"](#)
- [Section 2.2, "Personally Identifiable Information"](#)
- [Section 2.3, "Customer Category Maintenance"](#)
- [Section 2.4, "Customer Group Maintenance"](#)
- [Section 2.5, "Customer Segment Maintenance"](#)
- [Section 2.6, "Capturing Customer Prefixes"](#)
- [Section 2.7, "Quick Customer Addition"](#)
- [Section 2.8, "Employer Maintenance"](#)
- [Section 2.9, "Tax Waiver Maintenance"](#)
- [Section 2.10, "Maintaining Risk Category for Customers"](#)
- [Section 2.11, "Maintaining Customer Ownership"](#)
- [Section 2.12, "Viewing Customer Net Worth Report"](#)
- [Section 2.13, "Customer Relationship Maintenance"](#)
- [Section 2.14, "Account Address Location Maintenance"](#)
- [Section 2.15, "KYC Maintenance"](#)
- [Section 2.16, "Alphabet Equivalent Maintenance"](#)
- [Section 2.17, "Creating a Message Advice Format"](#)
- [Section 2.18, "Customer Closure Data from Channels"](#)
- [Section 2.19, "Searching for Customers"](#)
- [Section 2.20, "Pin Code Maintenance"](#)
- [Section 2.21, "Inactive Customer Status Change"](#)

### 2.1 Customer Maintenance

This section contains the following topics:

- [Section 2.1.1, "Invoking Customer Maintenance Screen"](#)
- [Section 2.1.2, "Personal Tab"](#)
- [Section 2.1.3, "Corporate Tab"](#)
- [Section 2.1.4, "Additional Tab"](#)
- [Section 2.1.5, "Director Tab"](#)
- [Section 2.1.6, "Auxiliary Tab"](#)
- [Section 2.1.7, "Checklist Tab"](#)
- [Section 2.1.8, "MFI Details Tab"](#)
- [Section 2.1.9, "Fields Button"](#)
- [Section 2.1.10, "Other Basic Customer Information"](#)

- [Section 2.1.11, "Cards Button"](#)
- [Section 2.1.12, "KYC Details Button"](#)
- [Section 2.1.13, "Joint Venture Button"](#)
- [Section 2.1.14, "NSF Blacklist Status Button"](#)
- [Section 2.1.15, "Documents Button"](#)
- [Section 2.1.16, "Banking Channels Button"](#)
- [Section 2.1.17, "Account Details Button"](#)
- [Section 2.1.18, "Statement Request Button"](#)
- [Section 2.1.19, "Group Button"](#)
- [Section 2.1.20, "Linked Entities Button"](#)
- [Section 2.1.21, "Viewing Customer Information"](#)

## 2.1.1 Invoking Customer Maintenance Screen

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

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

### Type

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

- Individual
- Corporate
- Bank

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

### Special Customer No Generation

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



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**Note**

- If the customer creation is manual, you should enter the desired customer number complying with the mask having the special number in the 'Customer Number' field. On click of 'Populate' button, the system validates whether the special number entered is an unused and a valid number.
  - This field is disabled after generating customer number in the 'Customer Number' field.
  - For normal customers, if the customer number generation is manual, you cannot use the special numbers maintained for customer number generation. If the customer number generation is automatic, the system skips the special numbers maintained for the branch.
  - You cannot generate Special Customer Number from 'Quick Customer Creation' screen. A customer created using 'Quick Customer Creation' screen is treated as normal customer.
- 

You can maintain branch wise CIF and CASA range for specific customers. A range can also be maintained for special number generation. For more information, refer to the section 'Special Range/Number Maintenance' in the chapter 'Customer Accounts' in CASA User Manual.

**Customer No**

Specify a customer code for the customer. Thee customer code is assigned to identify a customer. It is also referred to as the customer CIF Number. This code should be unique across branches. It can be 9-characters long.

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

**Full Name**

Specify the complete name of the customer in this field.

**Short Name**

Specify the customer's unique abbreviated name or a short name. It helps in conducting a quick alpha-search or generating queries regarding the customer. This is an optional field.

While processing a transaction which involves customer identification, this uniquely abbreviated short name of the customer will be available in the option list for selection of the customer.

**Branch Code**

Specify the code of the corresponding branch.

**Customer Category**

Select the category under which a particular customer has to be categorized. Each customer that you maintain can be categorized under any one of the categories that you have maintained in the Customer Category Maintenance screen.

---

**Note**

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

---

## Private Customer

Check this box to indicate that the customer type is private.

The Customer Maintenance screen has the following tabs:

Tab	Remarks
Personal	Maintains the attributes for individual customers
Corporate	Maintains the attributes for all corporate customers
Additional	Contains additional information of the individual, corporate and bank customers.
Director	Contains the director's basic information.
Auxiliary	Contains the information about the auxiliary department.
Check List	Contains the information about documents and its remarks, if any.
MFI Details	Contains information about the MFI.

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

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

---

### Note

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

---

## 2.1.2 Personal Tab

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

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

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

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

**Prefix 1, 2 and 3**

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

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

**First Name**

Specify the First name of the customer.

**Middle Name**

Specify the Middle name of the customer.

**Last Name**

Specify the Last name of the customer.

**Work Phone ISD+**

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

**Work Phone**

Specify the work telephone number of the customer.

**Home Phone ISD+**

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

**Home Phone**

Specify the home telephone number of the customer.

**Mobile ISD Code+**

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

**Mobile Number**

Specify the mobile number of the customer.

**Fax ISD Code+**

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

**Fax Number**

Specify the Fax number of the customer.

**Email Id**

Specify the email address of the customer.

**Gender**

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

- Male
- Female
- Other
- Prefer Not to Disclose

**Communication Mode**

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

- Mobile
- Email ID

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

**National ID**

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

**Birth Place**

Specify the birth place of the customer.

**Birth Country**

Specify the birth country of the customer.

**Date of Birth**

Specify the date of birth of the customer.

**Mother's maiden name**

Specify the maiden name of the customer's mother.

**Language**

Specify the language in which your customer wants the statements and advices to be generated while sending periodic updates. Alternatively, you can also choose the language from the adjoining option list. English is defaulted as the language of correspondence; you have the option to change the default. The list displays all the language codes maintained in the SMS module. You can select the appropriate.

**Address for Correspondence**

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

**Name**

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

---

**Note**

The number of characters that you can specify in this field is determined by the preference that you have specified in the Bank Parameters screen. However, in the advices and state-

ments that are sent to the customer only the first 35 characters of the name will be displayed.

---

### **Address Code**

Select the address code from the adjoining address code value list. On selection, it defaults to below address 1-4 and pincode.

### **Address 1–4**

Specify the mailing address of the customer in the four rows that are provided. In each line, you can enter a maximum of 35 alphanumeric characters. All characters should conform to SWIFT standards.

### **Country**

Specify the country as given in the address of correspondence of the customer. Alternatively, you can also choose the country from the adjoining option list. The list displays all the country codes maintained in the Country Codes screen. You can select the appropriate.

### **Nationality**

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

### **Permanent Address**

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

#### **Same as Correspondence Address**

Select the check box if the 'Address For Correspondence' is same as "Permanent Address". If the permanent is same as the address for correspondence, you need not provide the details of the permanent address. If not, you need to specify the permanent address.

#### **Address Code**

Select the address code from the adjoining address code value list.

#### **Address 1–4**

Specify the permanent address of the customer. Four lines have been provided for this purpose. You can capture a maximum of 35 characters, alphanumeric in each line. Only characters specified in SWIFT standards are permissible.

#### **Pincode**

Specify pincode of the address specified.

#### **Country**

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

#### **Resident Status**

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

- Resident
- Non Resident

### **Permanent US Resident Status**

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

### **Visited US in last 3 years?**

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

### **MFI Info**

#### **MFI Customer**

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

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

### **Passport Details**

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

#### **Passport Number**

Specify the passport number of the customer.

#### **Issue Date**

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

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

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

#### **Expiry Date**

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

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

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

### **Additional Details**

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

**Staff**

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

**KYC Status**

Select the KYC status of the customer.

**KYC Reference**

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

**Guardian**

Specify the customer's guardian's name.

**Minor**

Check this box to indicate that the customer is minor.

**Submit Age Proof**

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

- Not required
- Pending
- Verified

---

**Note**

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

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

**Preferred Date of Contact**

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

The system does not allow Back dated values.

**Preferred Time of Contact**

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

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

## Power of Attorney

### Note

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

### Power of Attorney

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

### Holder Name

The person who has been given the power of attorney.

### Nationality

Specify the nationality of the power of attorney holder.

### Address

Specify the address of the power of attorney holder.

### Country

Specify the country of the power of attorney holder.

### Telephone ISD Code +

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

### Telephone Number

Specify the telephone number of the power of attorney holder.

## 2.1.3 Corporate Tab

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

The screenshot shows the 'Customer Maintenance' interface with the 'Corporate' tab selected. The form is organized into several panels:

- Personal:** Type (radio buttons for Individual, Corporate, Bank), Special Customer No Generation (checkbox), Customer No (text field with 'P' button).
- Corporate:** Full Name, Short Name, Branch Code (text fields); Customer Category (text field with search icon); Private Customer (checkbox).
- Additional:** Address For Correspondence (Name, Address Code, Address 1, Address 2, Address 3).
- Registration Address:** Same as Correspondence Address (checkbox), Name, Address Code, Address 1, Address 2, Address 3.
- Additional Details:** KYC Status, KYC Reference, National Id, Type of Ownership, Preferred Date of Contact, Preferred Time of Contact.

At the bottom, there is a navigation bar with buttons: Group, MIS, Joint, Standing Instructions, Linked Entities, Text, Fields, Image, Limits, Statement Request, Domestic, Professional, Audit, and Exit.

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



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

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

#### Address for Correspondence

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

#### **Name**

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

---

#### **Note**

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

---

#### **Address Code**

Select the address code from the adjoining address code value list.

#### **Address 1–4**

You can specify the mailing address of the customer in the four rows that are provided. In each line, you can enter a maximum of 35 alphanumeric characters. All characters should conform to SWIFT standards.

#### **Pincode**

Specify pincode of the address specified.

#### **Country**

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

#### **Telephone ISD Code**

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

#### **Telephone**

Specify the telephone number of the customer.

#### **Mobile ISD Code +**

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

#### **Mobile Number**

Specify the mobile number of the customer.

#### **Fax ISD Code +**

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

**Fax**

Specify the fax number of the customer.

**Email Id**

Specify the email address of the customer.

**Language**

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

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

**Communication Mode**

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

- Mobile
- Email ID

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

**Registration Address**

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

**Same as Correspondence Address**

Select the check box if the 'Address For Correspondence' is same as "Permanent Address". If the permanent is same as the address for correspondence, you need not provide the details of the permanent address. If not, you need to specify the permanent address.

**Address Code**

Select the address code from the adjoining address code value list.

**Name**

Specify the company name as an Registered address of the organization.

**Address 1–4**

Specify the registration address of the customer. Four lines have been provided for this purpose. You can capture a maximum of 35 characters, alphanumeric in each line. Only characters specified in SWIFT standards are permissible.

**Pincode**

Specify pincode of the address specified.

**Country**

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

**Incorporation**

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

**Date**

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

**Capital**

Specify the initial investment in the company.

**Net Worth**

Specify the net worth of the company.

**Country**

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

**Currency of Amounts**

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

**Additional Details**

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

**KYC Status**

Select the KYC status of the customer.

**KYC Reference**

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

**National ID**

It displays the company details. On selection it defaults National Id, Registration Address details and Incorporation Date and Country.

**Type of Ownership**

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

**Preferred Date of Contact**

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

**Preferred Time of Contact**

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

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

**Joint Venture**

Select the check box if you have a joint venture.

**Description of Business**

Specify the additional details of the business, if any.

## 2.1.4 Additional Tab

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

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

- Type:** Radio buttons for Individual, Corporate, and Bank.
- Special Customer No Generation:** A toggle switch.
- Customer No \*:** A text input field with a 'P' button.
- Full Name, Short Name, Branch Code:** Text input fields.
- Customer Category \*:** A dropdown menu.
- Private Customer:** A toggle switch.
- Domicile Address:** A section with a 'Same as Permanent Address' toggle, an 'Address Code' field, and four 'Address' fields (1-4).
- Status:** A section with toggle switches for 'Frozen', 'Deceased', 'Whereabouts Unknown', 'Eligible for AR-AP Tracking', and 'CRM Customer'.
- Identifier:** A section with 'Unique ID Name' and 'Value' fields, and 'Relationship Manager' fields for 'RM ID' and 'RM Name'.
- Combined Statement Plan:** A section with a dropdown menu.

The bottom navigation bar includes buttons for: Group, MIS, Joint, Standing Instructions, Linked Entities, Text, Fields, Image, Limits, Statement Request, Domestic, Professional, Audit, and Exit.

You need to specify the following details:

### Domicile Address

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

#### **Same as Permanent Address**

Check this if the domicile address is same as the permanent address.

#### **Address Code**

Specify the address code from the adjoining option list.

#### **Address 1–4**

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

#### **Pincode**

Specify pincode of the address specified.

#### **Country**

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

### Misc Details

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

#### **Swift Code**

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

**Group Code**

Specify the group code. Alternatively, you can select the group code from the option list. The list displays all valid group codes maintained in the system. The group code selected here is used only for status change at batch level.

**Access Group**

Specify the access group. Alternatively, you can select the access group from the option list. The list displays all valid access groups allowed to the user based on the maintenance at Access Group Restriction screen.

**Credit Rating**

Specify valid credit rating for a Customer number from the option list. You can modify the credit rating of a customer.

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

**Charge Group**

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

**Clearing Group**

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

**Tax Group**

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

**Customer classification**

Specify the customer classification.

**External Ref No**

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

**Location**

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

**Status**

Status contains the customer's account information.

---

**Note**

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

---

You need to specify the following information:

**Frozen**

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

**Deceased**

Check this box if the customer has deceased.

**Whereabouts Unknown**

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

**Eligible for AR-AP Tracking**

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

**CRM Customer**

Check this box if the customer is a CRM customer.

**Mailers Required**

Check this box if you require mailers for the customer.

**Issuer Customer**

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

**Investment Customer**

Check this box if you wish to classify the customer as an investment customer. This selection indicates that the customer can have unit holder relationship with the FCIS system. When a CIF ID is created or modified in the system, then a notification is sent to the external channel with the CIF details.

**Joint Customer**

Check this box if the customer is a Joint Customer.

**Statement Request**

Check this option to indicate that the customer is eligible to request for MT920 or camt.060 messages.

MT920 or camt.060 - Account Update Request - A request for an up-to-date statement from the bank where the referenced Account is held. The request may be for an Intra Day Update (MT942) or an End of Day Update (MT940) and is subject to the service agreed with that bank.

**Relationship Pricing**

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

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

**Withholding Tax Applicable**

Check this box to apply withholding tax for the customer during the payment and rollover operations of a loan.

**ELCM Customer**

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

---

**Note**

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

---

**ELCM Customer Number**

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

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

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

**CIF Status**

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

**Sanction Check Status**

The system displays the sanction check status. The status can be any of the following:

- Not required
- Pending
- Approved
- Rejected

Click the 'Fetch' button to retrieve the latest status of the sanction check.

By default the 'Sanction Check Status' is updated as 'Not Required'. When the request for sanction check is send, then the status is updated as 'Pending'. If the sanction check status of the record is 'Pending', then the records cannot be reopened, modified or authorized.

Based on the final status received from the external system, the status is updated as 'Approved' or 'Rejected'.

A sanction check request is send if a customer is created/modified/reopened using Customer Maintenance screen (STDCIF), Quick Customer Addition screen (STDCIFAD), Financial Inclusion Customer Account Maintenance screen (STDFIACC), web-services or upload.

*For more information on sanction check maintenance and processing refer 'Sanction Check Maintenance' chapter in Core Service user manual.*

**Segment Details****Identifier**

Each customer is required to provide certain identification details to your bank for establishing the customer's identity. For instance, the passport number or ration card of the customer may

serve as the criteria to establish the customer's identity. In Oracle FLEXCUBE, this is known as Unique Identifier Name.

**Name**

Enter the identifier name in not more than 20 characters.

**Value**

You have to capture the serial number or any number of significance that is to be associated with the document, which can help in identifying the document. You can use a maximum of 30 alphanumeric characters, to capture the identifier value.

**Relationship Manager**

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

**RM Id**

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

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

**RM Name**

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

**Combined Statement Plan****Auto Generated Statement Plan**

Check this box to automatically generate the combined statement plan.

**Frequency**

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

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

**Statement Day**

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

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

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



## **Sanction Check**

### **Sanction Check Required At Transaction Level**

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

## **2.1.5 Director Tab**

Director tab consists of the director's basic information.

The screenshot shows the 'Customer Maintenance' interface with the 'Director' tab selected. The form is divided into several sections: 'Type' (Individual, Corporate, Bank), 'Special Customer No Generation' (toggle), 'Customer No' (input with 'P' button), 'Full Name', 'Short Name', 'Branch Code', 'Customer Category' (dropdown), and 'Private Customer' (toggle). Below these are tabs for 'Personal', 'Corporate', 'Additional', 'Director' (active), 'Auxiliary', 'Check List', and 'MFI Details'. The 'Director Details' section includes 'Director Name', 'Tax Id', 'Country of Issue', 'Work Phone ISD+', 'Work Phone', 'Home Phone ISD+', and 'Home Phone'. The 'Permanent Address' section includes 'Address Code', 'Address 1-4', and 'Pincode'. At the bottom, there are buttons for 'Group', 'MIS', 'Joint', 'Standing Instructions', 'Linked Entities', 'Text', 'Fields', 'Image', 'Limits', 'Statement Request', 'Domestic', 'Professional', 'Audit', and 'Exit'.

You need to specify the following information:

### **Director Details**

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

#### **Director Name**

Specify the corresponding director's name.

#### **Tax Id**

Specify the Tax Id of the corresponding director.

#### **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.

#### **Work Phone ISD+**

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

#### **Work Phone**

Specify the work telephone number of the director.

#### **Home Phone ISD+**

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

#### **Home Phone**

Specify the home telephone number of the director.

**Mobile ISD Code+**

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

**Mobile Number**

Specify the mobile number of the corresponding director.

**Email id**

Specify a valid email address of the corresponding director.

**Mailing Address**

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

**Address Code**

Select the address code from the adjoining address code value list.

**Address 1–4**

Specify the mailing address of the director. Four lines have been provided for this purpose. You can capture a maximum of 35 characters, alphanumeric in each line.

**Pincode**

Specify pincode of the mailing address specified.

**Country**

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

**Permanent Address**

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

**Address Code**

Specify the address code from the adjoining option list.

**Address 1–4**

Specify the permanent address of the director. Three lines have been provided for this purpose. You can capture a maximum of 35 characters, alphanumeric in each line. Only characters specified in SWIFT standards are permissible.

**Pincode**

Specify pincode of the permanent address specified.

**Country**

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

**Other Details****Nationality**

Specify the nationality of the corresponding director.

**Permanent US Resident Status**

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

**Shareholding %**

Specify the shareholding percentage of the director in the company.

### 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.

### Birth Place

Specify the birth place of the director.

### Birth Country

Specify the birth country of director.

### Date of Birth

Specify the date of birth of the director.

### Additional Tax ID Details

#### Tax ID

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

#### Country of Issue

Select the country which has issued the TIN for the customer.

## 2.1.6 Auxiliary Tab

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

The screenshot displays the Oracle Customer Maintenance application interface. At the top, there's a 'Customer Maintenance' header with a search icon and window controls. Below the header, there are several input fields and sections:

- Type:** Radio buttons for Individual, Corporate, and Bank.
- Special Customer No Generation:** A toggle switch.
- Customer No \*:** A text input field with a 'P' button.
- Full Name, Short Name, Branch Code:** Three stacked text input fields.
- Customer Category \*:** A dropdown menu.
- Private Customer:** A toggle switch.

The main area is divided into tabs: Personal, Corporate, Additional, Director, **Auxiliary** (selected), Check List, and MFI Details. The Auxiliary tab contains:

- Tax Identification:** Fields for Tax Identification Number, Country of Issue, Consolidated Certificate Required (toggle), and Individual Certificate Required (toggle).
- CRS Reporting:** A dropdown for CRS Customer Type, currently set to Individual.
- Utility Provider:** A text input field.
- Head Office:** A text input field.

At the bottom, there is a navigation bar with buttons for Group, MIS, Joint, Standing Instructions, Linked Entities, Text, Fields, Image, Limits, Statement Request, Domestic, Professional, Audit, and Exit.

You need to specify the following details:

### Tax Identification

#### Tax Identification Number

Specify the Tax Identification Number (TIN) of the customer.

#### Country of Issue

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

#### Consolidated Certificate Required

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

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

### Generating Consolidated Tax Certificate

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

### Maintaining Elements for Advice Generation

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

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

### Individual Certificate Required

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

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

### **Generating Individual Tax Certificate**

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

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

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

### **Maintaining Tags for Advice Generation**

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

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

### **CRS Reporting**

#### **CRS Customer Type**

Select the type of CRS customer from the drop-down list. The list displays the following values:

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

The system defaults 'Individual' as the CRS Customer Type if the customer type is selected as 'Individual'. If the customer type is Corporate, then the system defaults Active Non-Financial Entity as CRS Customer Type. If Bank is selected as the customer type then 'Financial Entity' is defaulted as the CRS Customer Type.

### **Utility Provider**

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

#### **Utility Provider**

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

#### **Utility Provider Id**

Assign a unique ID to identify the utility provider.

#### **Check Digit Validation Required**

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

#### **Algorithm ID**

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

#### **Utility Provider Type**

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

### **Head Office**

#### **Account Number**

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

#### **Debtor Category**

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

#### **Risk Profile**

Specify the risk profile from the adjoining option list.

### **Additional Fields Labels**

You can specify the additional details, if any.

### **Additional Tax ID Details**

#### **Tax ID**

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

#### **Country of Issue**

Select the country which has issued the TIN for the customer.

## 2.1.7 Checklist Tab

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

The screenshot shows the 'Customer Maintenance' screen with the 'Check List' tab selected. The interface includes a top navigation bar with 'New' and 'Enter Query' buttons. Below this, there are several input fields: 'Type' (radio buttons for Individual, Corporate, Bank), 'Special Customer No Generation' (checkbox), 'Customer No' (text field with a 'P' button), 'Full Name', 'Short Name', 'Branch Code', 'Customer Category' (dropdown with search), and 'Private Customer' (checkbox). A horizontal menu below these fields includes 'Personal', 'Corporate', 'Additional', 'Director', 'Auxiliary', 'Check List' (selected), and 'MFI Details'. The main area displays a 'Document List' table with columns: Document Category, Document Type, Document Name, Document Reference, Date Requested, Expected Date, Actual Date, Expiry Date, and Check. The table is currently empty, showing 'No data to display.' and a pagination control for 'Page 1 (0 of 0 items)'. At the bottom, there is a navigation bar with buttons for 'Group', 'MIS', 'Joint', 'Standing Instructions', 'Linked Entities', 'Text', 'Fields', 'Image', 'Limits', 'Statement Request', 'Domestic', 'Professional', 'Audit', and 'Exit'.

Specify the following details:

### **Document List**

#### **Document Category**

Specify the category of the document.

#### **Document Type**

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

#### **Document Name**

Specify the name of the document. For example, Address Proof, Identity Proof etc. This is an optional field.

#### **Document Reference**

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

#### **Date Requested**

Specify the date on which the document was requested.

#### **Expected Date**

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

---

#### **Note**

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

---

#### **Actual Date**

Specify the date on which the document was actually submitted.

## Expiry Date

Specify the date till which the document is valid.

---

### Note

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

---

## Checked

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

## Remarks

Specify the additional information, if required.

---

### Note

For an investment customer, at least one record needs to be mandatorily maintained.

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Oracle FLEXCUBE facilitates linkage of required documents automatically during due diligence. When a customer is classified for 'PENDING CLASSIFICATION' in the Maintaining Customer Type-wise FATCA Parameters (STDFATCA) screen, the system automatically populates the check list for FATCA due diligence.

For more information on automatic population of check list for due diligence, refer to the section 'Automatic Population of Check List for Due Diligence' in this User Manual.

## 2.1.8 MFI Details Tab

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

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

The screenshot displays the 'Customer Maintenance' interface with the 'MFI Details' tab selected. The interface includes a top navigation bar with 'New' and 'Enter Query' options. The main area is divided into several sections: 'Type' (Individual, Corporate, Bank), 'Special Customer No Generation' (toggle), 'Customer No' (input field with 'P' button), 'Full Name', 'Short Name', 'Branch Code', 'Customer Category' (input field with search icon), and 'Private Customer' (toggle). Below these are tabs for 'Personal', 'Corporate', 'Additional', 'Director', 'Auxiliary', 'Check List', and 'MFI Details'. The 'MFI Info' section contains 'Insurance Number' (input field), 'Customer Type' (Group, Center, Individual), and 'Customer Info' section with 'Account Officer' (input field), 'Blacklisted' (toggle), 'Blacklisted Count' (input field), 'Group Code' (input field), and 'Meeting Code' (input field). At the bottom, there is a 'Customer Info' section with buttons for 'Group', 'MIS', 'Joint', 'Standing Instructions', 'Linked Entities', 'Text', 'Fields', 'Image', 'Limits', 'Statement Request', 'Domestic', 'Professional', 'Audit', and 'Exit'.

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



## **MFI Info**

### **Insurance Number**

Specify the insurance number of the individual customer.

### **Customer Type**

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

- Group
- Centre
- Individual

### **Group Code**

The system displays the group code assigned to the customer.

### **Meeting Code**

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

### **Account Officer**

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

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

### **Blacklisted**

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

### **Number of Times Blacklisted**

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

## **Customer Info**

### **Physically Challenged**

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

### **Poverty Status**

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

### **Literacy of Client**

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

### **Business Activity**

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

### **Business Description**

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

### **Training Code**

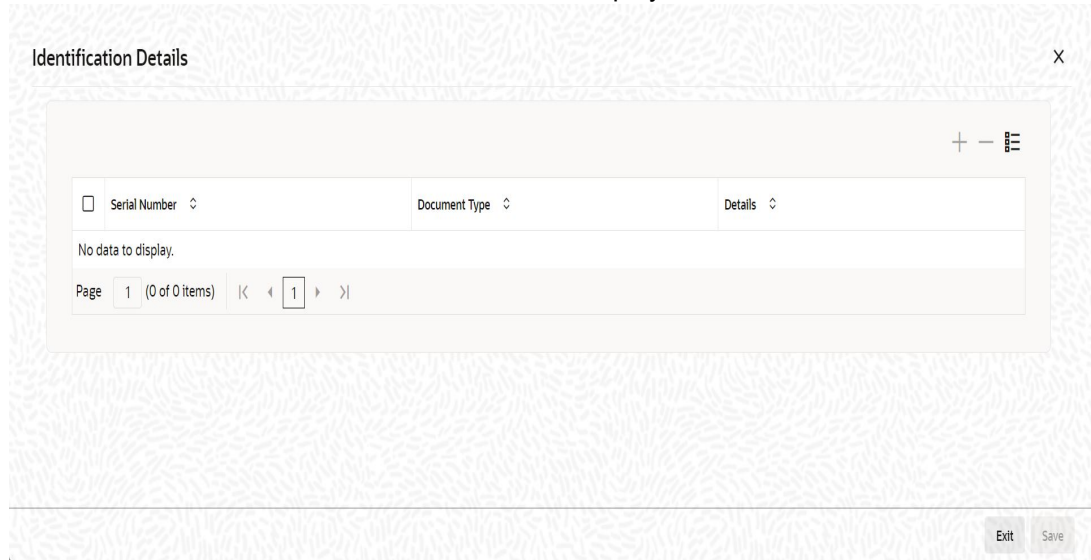
The system displays the assigned training code of the customer.

## Trained On

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

### 2.1.8.1 Identification Details Button

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



You can capture the following details here:

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

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

You can specify the following details here:

#### **Document Type**

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

#### **Name As Per Document**

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

#### **Series**

Specify the series of the document.

#### **Doc Id**

Specify the document ID number.

#### **Date of Issue**

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

#### **Date of Expiry**

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

### Issuing Authority

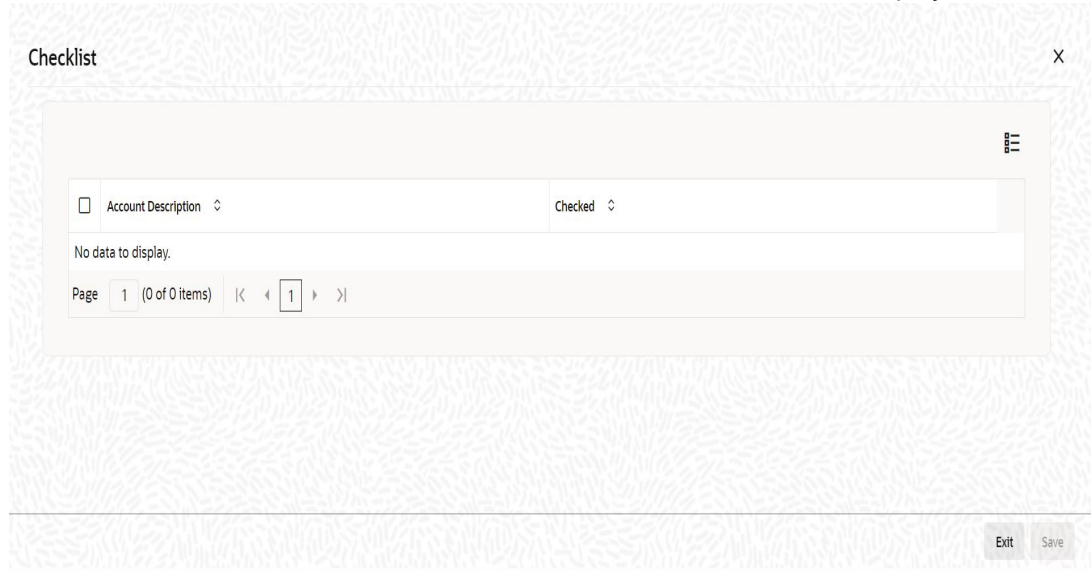
Specify the name of the person or agency that issued the document.

### Place of Issue

Specify the place in which the document was issued.

### 2.1.8.2 Checklist Button

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

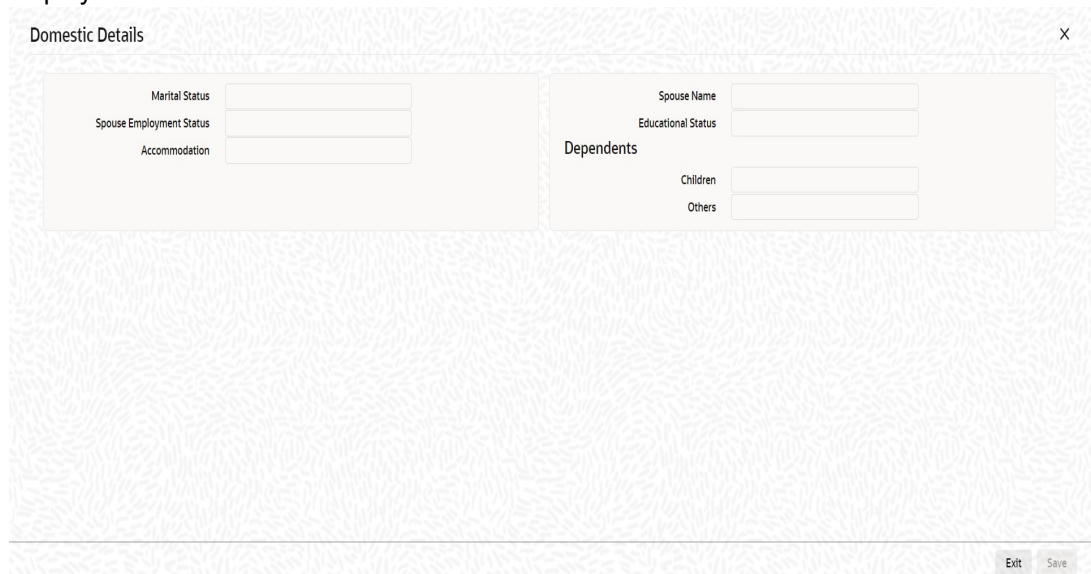


The screenshot shows a window titled "Checklist" with a close button (X) in the top right corner. The main content area contains a table with two columns: "Account Description" and "Checked". Below the table, there is a message "No data to display." and a pagination bar showing "Page 1 (0 of 0 items)" with navigation arrows. At the bottom right of the window, there are "Exit" and "Save" buttons.

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

### 2.1.8.3 Domestic Button

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



The screenshot shows a window titled "Domestic Details" with a close button (X) in the top right corner. The form is divided into two main sections. The left section contains three input fields labeled "Marital Status", "Spouse Employment Status", and "Accommodation". The right section contains three input fields labeled "Spouse Name", "Educational Status", and "Dependents". Under "Dependents", there are two sub-input fields labeled "Children" and "Others". At the bottom right of the window, there are "Exit" and "Save" buttons.

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

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

#### 2.1.8.4 **Professional Button**

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

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

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

#### **Employment Details**

- The employment status of the customer (full time permanent, full time temporary, part-time, self-employed, retired pensioned, retired non-pensioned, unemployed.)
- The number of years the customer has been in his/her current job
- The age at which the customer is due to retire from his/her current job or business
- The designation this customer held in his/her previous job or employment
- The name of the previous employer of this customer
- The designation held by this customer in his present job
- The name, address, country, telephone, telex, fax and E-mail address of the customer's current employer. The name, address and country of the employer should conform to SWIFT standards

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**Note**

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

---

**Income details**

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

**Expenditure Pattern**

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

**The Other Details Include**

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

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

**2.1.9 Fields Button**

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

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

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

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

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

### 2.1.9.1 **Special Customer Grouping UDF**

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

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

The steps involved for including the SPECIAL\_STATUS UDF in customer maintenance are as follows:

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

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

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

Customer Summary Query

Enter Query

Customer Number \*

Header

Special Status

Query

Current Branch

Linked Customer

Linked Customer

Customer Number	Customer Name	Relation
No data to display.		

Page 1 (0 of 0 items) | < 1 >

Account Class

Products

Exit

---

#### Note

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

---

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

## 2.1.10 Other Basic Customer Information

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

Tab	Description
Group	Through this screen you can associate the customer code with a group
MIS	Through this you can define the MIS details of a customer (for future use)
Joint	Through this you can capture details of joint customers.
Standing Instructions	Through this screen, you can view the details of all standing instructions associated with respective the customer code.
Linked Entities	Through this screen, you can link different customers to the specific customer whose details you are capturing and specify the relation shared by the two customers.  For details about linked entities, refer to the section Maintaining Customer Accounts under the heading 'Relationships for Customer' in this user manual.
Text	Through this screen, you can store free format text, scanned images etc about the customer whose details you are capturing.  You can store this information either as text documents or as plain text.
Fields	Through this you can capture user defined fields.
Image	Through this screen, you can capture the photograph of the customer whose details you are maintaining. You will be allowed to access this screen, only if you have the requisite access rights i.e., you may have rights to access the CIF screen but not view the photograph of the customer.
Limits	Through this button you can view/modify/add (define) the liability details of a customer, provided you have been assigned the necessary rights.  This button appears enabled only if 'Track Limits' check box is checked in the Additional tab of Customer Maintenance (STDCIF) screen.
Statement Request	Through this screen, you can specify the statement request preferences.

Tab	Description
Domestic	Through this screen, you can capture domestic details of the customer.
Professional	Through this screen, you can capture professional details of the customer.
Issuer	In case of an issuer customer, you can capture issuer details.
Cards	Through this screen, you can view cards details of the customer.
Linked Account	This button invokes the Linked Account screen where you can view the details of linked accounts.
KYC Details	This button invokes the KYC Details screen where you can view the KYC details of the customer.
Joint Venture	Through this screen, you can maintain the joint venture details.
Account Details	This button invokes 'The Account Details' screen where you can maintain the account details.
NSF Black list status	You can view the NSF rejection details and customer blacklisted details in this screen.
Documents	This button invokes the Document upload screen where you can capture the customer related documents in central content management repository.
Change Log	This button invokes the Change Log screen where you can capture the audit history details for the operations performed on that customer and the account.



## 2.1.11 Cards Button

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

The screenshot shows a web application window titled "Cards Summary Screen" with a close button (X) in the top right corner. Below the title bar, there are three input fields labeled "Branch Code", "Customer No", and "Account Number". Below these fields is a table with the following columns: "Authorization Status", "Record Status", "Branch Code", "Request Reference Number", "Card Number", "Customer No", "Account No", and "Card products". The table is currently empty, displaying "No data to display." Below the table is a pagination bar showing "Page 1 (0 of 0 items)" and navigation arrows. In the bottom right corner of the window, there is an "Exit" button.

Here, you can view the following details.

### **Branch Code**

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

### **Customer No**

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

### **Account No**

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

### **Authorisation Status**

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

- Authorised
- Unauthorised

### **Record Status**

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

- Open
- Closed

### **Branch Code**

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

### **Request Reference Number**

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

### **Card Number**

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

Multiple cards can be issued to a customer.

## 2.1.12 KYC Details Button

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

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

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

- KYC Reference \*
- Full Name of Customer \*
- KYC Customer Type \*
- Risk Level \*
- CRS Customer Type (Individual)

At the bottom of the window, there are tabs for 'Retail Customer', 'Corporate Customer', 'Financial Customer', and 'Fields'. The 'Fields' tab is currently selected. Additionally, there are 'Audit' and 'Exit' buttons at the bottom right.

The system displays the following details:

- KYC reference number
- Full name of the customer
- Type of customer
- Risk level of the customer
- Type of CRS customer (Individual, Financial Entity, Active Non-Financial Entity, and Passive Non-Financial Entity)

The system defaults 'Individual' as the CRS Customer Type if the customer type is selected as 'Individual'. If the customer type is Corporate, then the system defaults Active Non-Financial Entity as CRS Customer Type. If Bank is selected as the customer type then 'Financial Entity' is defaulted as the CRS Customer Type.

## 2.1.12.1 Retail Customer Tab

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

The screenshot displays the 'KYC Retail Profile' form, which is divided into three main sections:

- Beneficial Owner Information:** This section includes fields for 'Declared', 'Resident' (checkbox), 'Politically Exposed Person' (checkbox), 'PEP Remarks', 'Local Address', 'Country', 'Home Country Address', 'Home Country', 'Permanent US Resident Status' (checkbox), 'Visited US in last 3 years?' (checkbox), 'Tax Id', 'Country of Issue', 'Detail Purpose Individual', and 'Occupation'.
- Nationality:** This section includes fields for 'Nationality', 'Birth Place', 'Birth Country', 'Birth Date' (MM/DD/YYYY), 'Office ISD Code +', 'Office Number', 'Residence ISD Code +', 'Residence Tel Number', 'Mobile ISD Code +', 'Mobile Number', 'Fax ISD Code +', 'Fax Number', 'Purpose of Account Opening', and 'Others'.
- Power of Attorney:** This section includes fields for 'Account Type', 'Passport Number', 'Passport Expiry Date' (MM/DD/YYYY), 'Visa Number', 'Visa Expiry Date' (MM/DD/YYYY), 'KYC Amounts Currency', 'Power of Attorney' (checkbox), 'Holder Name', 'Nationality', 'Address', 'Country', 'Telephone ISD Code +', and 'Telephone Number'.

At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

The system displays the following details of the retail customer:

### Beneficial Owner Information

- Whether the beneficial owner is declared as a resident
- Whether the beneficial owner is declared as politically exposed person
- Remarks on the politically exposed person
- Local address of the beneficial owner
- Country code of the beneficial owner
- Home country address of the beneficial owner
- Home country of the beneficial owner
- Whether the beneficial owner has a valid US residence status
- Whether the beneficial owner has visited US in the last three years
- Tax identification number (TIN) of the beneficial owner
- Country which has issued TIN for the beneficial owner
- Nationality of the beneficial owner
- Place of birth of the beneficial owner

- Birth country of the beneficial owner. It is mandatory to maintain birth country if the FATCA is enabled for the bank.
- Birth date of the beneficial owner
- International dialling code for the office telephone number
- Telephone number of the beneficial owner's office
- International dialling code for the residential telephone number
- Residential telephone number of the beneficial owner
- International dialling code for the mobile number
- Mobile phone number of the beneficial owner
- International dialling code for the fax number
- Fax number of the beneficial owner

---

**Note**

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

---

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

**Power of Attorney**

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

---

**Note**

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

---

**Beneficially Owned Company Details**

- Name of the company
- Location of the company
- Percentage of the holding

- Annual income of the company
- Line of business of the company

### Source of Income

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

### 2.1.12.2 Corporate Customer Tab

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

The screen is as shown below:

The system displays the following details:

#### Customer and Sponsors Information

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

#### Reason of Account

- Reason for opening an account
- Other details

#### Specifying Nature of Business

- Nature of business

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

### **Details of Key Person**

- Unique identification for the KYC
- Name of the key person
- Position or title of the key person
- Relation ship of the key person with the corporate customer
- Nationality of the key person
- Address of the key person
- Country of the key person
- International dialling code of the key person
- Telephone number of the key person
- Birth place of the key person
- Birth country of the key person
- Date of birth of the key person
- Ownership type of the key person
- Tax Identification Number (TIN) of the key person
- Country which has issued the TIN for the key person
- Percentage of share for the key person

### **Specifying Company Details**

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

### **Specifying Details of Suppliers**

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

### **Specifying Details of Clients**

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

### **Specifying Transaction Types**

- Type of transaction
- Count of the transaction

- Total amount of the transaction
- Maximum single amount for the transaction
- Purpose of the transaction
- Country of the transaction
- Purpose of fund transfer within a country
- Audit date
- Whether account should be solicited
- Date on which the account is solicited
- Details of the introducer
- Date of compliance clearance
- Date of business approval
- Trade licence number
- Next date of KYC review

### Specifying Comments

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

### 2.1.12.3 Corporate/Audit HO Details Tab

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

The screenshot shows the 'KYC Corporate Profile' window with the 'Compliance / Audit HO Details' tab selected. The 'Main' tab is also visible. The 'Main' section includes input fields for 'CIS Number', 'Name', 'STR Date', and 'STR Reference', along with a 'STR Raised' checkbox. The 'Compliance / Audit HO Details' section includes a 'CB Response' checkbox, a 'CB Response Date' field, 'Activity' and 'Activity Reason' fields, and a 'Dairy Note' text area. 'Exit' and 'Save' buttons are located at the bottom right of the window.

The system displays the following details:

- Number of the corporate customer

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

#### 2.1.12.4 Corporate Customer Tab

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

The system displays the following details:

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

#### Transaction Products

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



## Management Details

- Name of the manager
- Designation

## Share Holders Details

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

### 2.1.12.5 Fields Button

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

Field Name	Value	Value Description
No data to display.		

The system displays the following details:

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

### 2.1.13 Joint Venture Button

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

The screen is as shown below:

Joint Venture Details

Party ID	Party Name	Ratio
No data to display.		

Page 1 (0 of 0 items)

Exit Save

### Party ID

Specify the party ID.

### Party Name

The system displays the party name.

### Ratio

Specify the ratio between the participants on share.

## 2.1.14 NSF Blacklist Status Button

Click Blacklist Status to invoke this screen. Blacklist status of the customer is displayed in this screen.

NSF Enquiry

Customer No  
Customer Name

Blacklist Status  
Description

Internal Bank - NSF Details

NSF Level  
Effective Date  
Expiry Date  
IB Blacklisted Status  
Description  
Effective Date  
Expiry Date

Central Bank - NSF Details

CB Blacklisted Status  
Description  
Effective Date  
Expiry Date

Web Branch - NSF Details

Counter Cheque Status  
Description  
Effective Date  
Expiry Date

NSF Details Exit

## **Internal Bank – NSF Details**

### **NSF Level**

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

### **Effective Date**

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

### **Expiry Date**

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

### **IB Blacklisted Status**

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

### **Description**

Description for the active blacklist status is defaulted here.

### **Effective Date**

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

### **Expiry Date**

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

## **Central Bank – NSF Details**

### **CB Blacklisted Status**

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

### **Description**

Description for the blacklist status is defaulted here.

### **Effective Date**

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

### **Expiry Date**

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

## **Web Branch NSF Details**

### **Counter Cheque Status**

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

### **Description**

Description for the blacklist status is defaulted here.

### Effective Date

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

### Expiry Date

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

#### 2.1.14.1 NSF Enquiry

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

The screenshot shows the 'NSF Enquiry' application window. It contains several input fields for data entry:

- Customer No** and **Customer Name** fields.
- Blacklist Status** and **Description** fields.
- Internal Bank - NSF Details** section with fields for **NSF Level**, **Effective Date**, **Expiry Date**, **IB Blacklisted Status**, **Description**, **Effective Date**, and **Expiry Date**.
- Central Bank - NSF Details** section with fields for **CB Blacklisted Status**, **Description**, **Effective Date**, and **Expiry Date**.
- Web Branch - NSF Details** section with fields for **Counter Cheque Status**, **Description**, **Effective Date**, and **Expiry Date**.

At the bottom left, there is a button labeled 'NSF Details', and at the bottom right, there is an 'Exit' button.

### Customer No

Select the customer number from the adjoining option list.

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

The system defaults the customer number of the blacklisted customer.

### Customer Name

The system displays the name of the blacklisted customer.

### NSF Level

The system displays the NSF blacklist status of the customer.

## 2.1.14.2 NSF Details

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

The screenshot shows the 'NSF Details' window. At the top, there are two input fields labeled 'Customer No' and 'Name'. Below them is a section titled 'NSF IB Details' which contains a table with the following columns: Customer No, NSF level, Effective Date, Expiry Date, Account No, CG Ref No, Cheque No, Cheque Amount, Cheque Date, Transaction Date, and Branch Code. The table is currently empty, displaying 'No data to display.' Below the table is a pagination bar showing 'Page 1 (0 of 0 items)' with navigation arrows.

### **Customer No**

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

### **Name**

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

### **NSF IB Detail**

#### **Customer No**

The system defaults the customer number.

#### **NSF Level**

The system defaults the NSF level while processing the cheque.

#### **Effective date**

Effective date of the NSF level is displayed here.

#### **Expiry Date**

The system displays the expiry date of the NSF level.

#### **Account No**

The system displays the Account number of the returned cheque.

#### **CG Ref No**

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

#### **Cheque No**

The cheque number of the returned cheque is defaulted here.

#### **Cheque Amount**

The system displays the cheque amount of the returned cheque.

### **Cheque Date**

The value date of the cheque is displayed here.

### **Transaction Date**

The transaction date is displayed here.

### **Branch Code**

The system defaults the branch code.

## **2.1.14.3 Central Bank Blacklist Status**

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

Central bank blacklist status

Enter Query

Upload Sequence Number

**Black listed Customer details**

Customer Name

Customer Type

Account No

Account Type

Tax Identification Number

Identity Number

Date of Birth

Blacklist Effective Date

Blacklist Expiry Date

Remarks

National Blacklist Ref No

**Other Bank Details**

Bank Ref No

Bank Code

Bank Name

Address 1

**Our Bank Customer Details**

Customer Name

Customer No

Customer Type

Unique Id Value

Date of Birth

Exit

### **National Blacklist Reference Number**

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

### **Blacklisted Customer details**

#### **Customer Name**

The name of the blacklisted customer is displayed here.

#### **Customer Type**

The system displays the customer type.

#### **Account No**

The system displays the account number of the blacklisted customer.

#### **Account type**

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

#### **Tax Identification Number**

The system displays the tax id of the blacklisted customer.

#### **Identity Number**

Unique identification number of the blacklisted customer is displayed here.

**Date of Birth**

The system defaults date of birth of the blacklisted customer.

**Blacklist Effective Date**

The system displays the blacklist effective date.

**Blacklist Expiry Date**

The system displays the expiry date for the blacklist status

**Remarks**

The system displays the remarks sent from the central bank.

**Other Bank Details****Bank Ref No**

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

**Bank Code**

The bank code in which the customer is marked as blacklisted

**Bank Name**

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

**Address**

The address of the blacklisted customer is displayed here.

**Our Bank Customer Details****Customer Name**

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

**Customer Number**

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

**Customer Type**

Customer type of the blacklisted customer is defaulted here.

**Date of Birth**

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

**Unique ID**

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

## 2.1.14.4 Viewing Central Bank Blacklist Status

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

**Central bank blacklist status - Summary**

Search Advanced Search Reset Clear All Records per page 15

Recommended Fields(Atleast input one field with minimum character(s) as mentioned in bracket)

Customer Name(5)

Optional Fields

Date of Birth Tax Identification Number Bank Code

Upload Sequence Number

Search Results Lock Columns 0

<input type="checkbox"/>	Customer Name	Date of Birth	Tax Identification Number	Bank Ref No	Bank Code	Bank Name	National Blacklist Ref No	Customer Type	Identity Nurr
No data to display.									

Page 1 Of 1

Exit

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

- Customer Name
- Date of Birth
- Tax Identification Number

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

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

- Customer Name
- Date of Birth
- Tax Identification Number
- Bank Ref No
- Bank Code
- Bank Name
- National Blacklist Ref No
- Customer Type
- Identity Number
- Address 1
- Blacklist Expiry Date
- Account No
- Account Type
- Customer No
- Blacklist Effective Date
- Customer Type
- Customer Name



- Unique ID Value
- Date of Birth
- Upload Sequence Number
- Remarks

---

**Note**

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

### **2.1.14.5 Batch Processing for NSF Blacklisted Customers**

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

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

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

### **Processing EOD Batch**

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

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

### **PEOTI Batch**

- In PEOTI, batch system looks only for NSF level expiry date but not the IB details final expiry date.

- System generates advice messages (warning letters) based on the new NSF Level change (NSF blacklist status, Central bank blacklist status changes).

### **PBOD Batch**

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

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

---

### **Note**

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

---

## **2.1.15 Documents Button**

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

Here, you need to specify the following details:

### **Document Category**

Specify the category of the document to be uploaded.

### **Document Type**

Specify the type of document that is to be uploaded.

### **Document Reference**

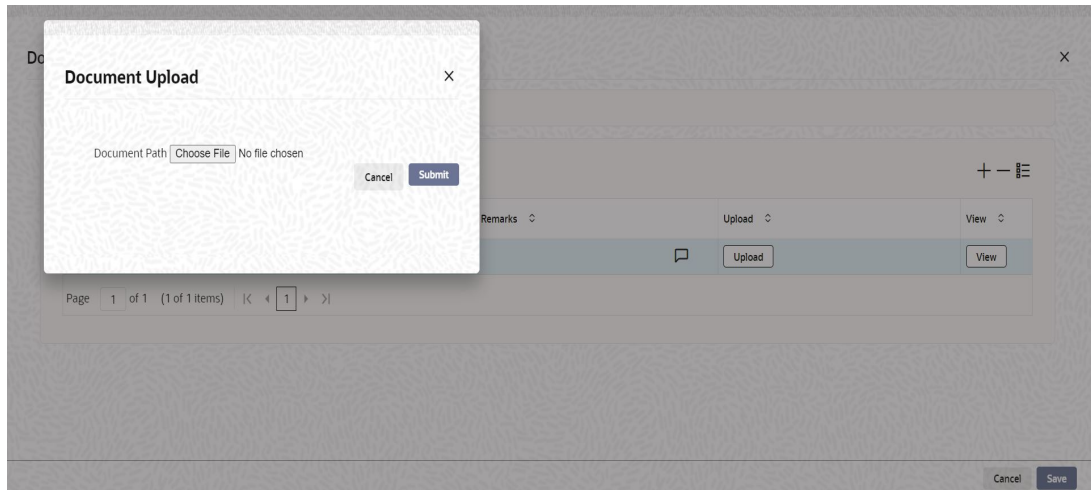
The system generates and displays a unique identifier for the document.

### **Remarks**

Specify the additional information, if any.

### **Upload**

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



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

### View

Click 'View' to view the document uploaded.

## 2.1.15.1 Limits Button

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

### Liability ID

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

### Liability Name

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

**Liability Branch**

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

**Liability Currency**

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

**Overall Limit**

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

**Revision Date**

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

**Liability Category**

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

**User Defined Status**

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

**Liability Clean Risk Limit**

The system displays the liability clean risk limit here

**Secondary Clean Risk Limit**

The system displays the secondary clean risk limit here

**Secondary PSTL Risk Limit**

The system displays the secondary PSTL risk limit here

**Unadvised**

Check this box if the liability is unadvised.

**Netting Required**

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

**Remarks**

You can specify remarks, if any.

---

**Note**

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

---

**2.1.16 Banking Channels Button**

You can capture the information of channels like Internet Banking, Interactive Voice Response, Mobile, ATM, and Credit Card at customer level. These channel details can be maintained in 'Static Type Maintenance' (CODTYPES) screen. Click 'Banking Channels' button to specify the details relating to channels.

Specify the following details:

### **Banking Channels**

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

### **Banking Channel Name**

The system displays the name of the banking channel.

### **Remarks**

Specify remarks for the banking channel subscription.

---

### **Note**

- While populating the channels to the Customer Account screen, the system populates only the channels which are allowed in primary CIF and Account Class. The system defaults the remarks maintained at customer level to the account. You can modify it.
- You can delete the channels which need not be allowed at the customer account level, but you cannot add the channels which are disallowed at the customer or account class level. The system will display only those channels which are available in both CIF and account class levels.
- You can add channels which are mapped at both CIF and Account Class levels. You cannot delete a channel at CIF/Account Class level, which is already mapped to accounts (authorized or unauthorized) belonging to the CIF/Account Class. The system checks only for active accounts. You can delete the channels from customer/account class level only if the account is closed. During reopen of the account, the system validates whether the account is modified after reopening.
- When an account is created automatically from Customer Creation screen, the channels maintained at both Customer and Account Class is defaulted to the account. If no maintenance is performed at CIF/account class levels for channels, the system does not populate any channels at account.

- When account class transfer happens during batch, the system deletes the existing channels attached to the account and repopulates from the new Account Class and Customer.

During authorization of the account, the system does not repopulate the channel details. While authorizing primary party change, the system defaults the existing channels which are attached to the account and repopulates from the new Customer and Account Class. You can modify the channel information from the main screen for Customer Account Creation.

During save, the system defaults the channel details from Customer and Account Class of the account. You can modify the details in the Account Creation screen (STDCUSAC).

## 2.1.17 Account Details Button

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

You can maintain the following parameters here:

### **Account Class**

Only Savings and Current account class are allowed.

### **Multi Currency Account**

The system displays the multi currency account.

### **Auto Cheque Book Request**

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

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

### **Auto Debit Card Request**

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

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

### **Account Facilities**

The system displays the values of following account facilities based on the maintenance in account class screen.

- Cheque Book
- Passbook
- ATM
- Direct Banking
- Alternate Account Number

---

#### **Note**

- By availing direct banking facility you can only view the minimum balance of the account. The system does not allow you to perform any other transactions with this facility.
  - Account will be created during the authorization of the customer, hence all the validations will be at the authorization.
- 

### **2.1.17.1 Cheque Book Request Button**

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

The screenshot shows a web application window titled "Cheque Book Request". The window is split into two panes. The left pane, titled "Cheque Book Details", contains a list of input fields: "Branch", "Account", "Check Leaves", "First Check Number", "Cheque Book Type" (with a search icon), "Order Date", "Order Details", "Language Code" (with a search icon), and "Request Status" (with the value "Requested"). The right pane, titled "Kind Of Cheque", contains a "Cheque Type" label with two radio buttons: "Euro" (unselected) and "Commercial" (selected). At the bottom right of the window, there are "Exit" and "Save" buttons.

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

#### **Branch**

The branch detail gets defaulted from the account branch.



## Account

The system displays the account number.

## First Check Number

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

## Check Leaves

Specify the number of cheque leaves in the cheque book.

## Cheque Book Type

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

## Order Date

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

## Order Details

Specify the order details.

## Language Code

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

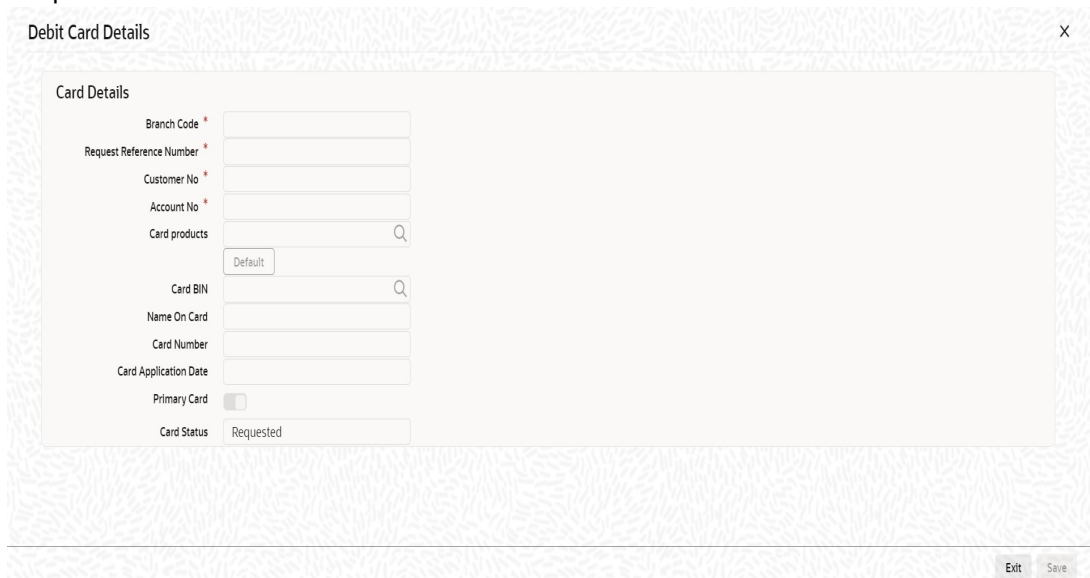
## Request Status

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

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

### 2.1.17.2 Debit Card Request Button

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



The screenshot shows a window titled "Debit Card Details" with a close button (X) in the top right corner. The form is titled "Card Details" and contains the following fields:

- Branch Code \*
- Request Reference Number \*
- Customer No \*
- Account No \*
- Card products (with a search icon and a "Default" button)
- Card BIN (with a search icon)
- Name On Card
- Card Number
- Card Application Date
- Primary Card (checkbox)
- Card Status (pre-filled with "Requested")

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

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

## Branch Code

The branch detail gets defaulted from the account branch.



**Request Reference Number**

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

**Customer No**

The customer number of the account gets defaulted.

**Account No**

The account number gets defaulted from account details.

**Card Products**

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

**Card Bin**

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

**Name on Card**

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

**Card Number**

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

**Card Application Date**

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

**Primary Card**

The primary card check box remains checked by default.

**Card Status**

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

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

**2.1.18 Statement Request Button**

The SWIFT message MT920 or Account Reporting Request(camt.060) is a transaction message requesting latest information available for the particular account. The request will be to transmit account customer statement message (MT940) or Balance report (MT941) or Interim statement (MT942) or a customer summary statement (MT950) or a Bank to customer Account Report(camt.052) or a Bank to customer Statement(camt.053).

Check the Statement Request checkbox only if the customer is eligible for requesting MT920/camt.060 swift messages for transaction details. In the Customer Maintenance screen, you can indicate if a customer is eligible for requesting MT920/camt.060 messages. To do this, you need to click Statement Request button in the 'Customer Information Maintenance' screen and invoke the 'Statement Request' screen.

The screen is shown below:

The screenshot shows a window titled "Statement Request" with a close button (X) in the top right corner. Inside the window is a "BIC Maintenance" form. The form has a title bar with a plus sign, a minus sign, and a list icon. Below the title bar are two input fields: "BIC Code" and "Account". Below the input fields, it says "No data to display." and a pagination bar shows "Page 1 (0 of 0 items)". At the bottom right of the window are "Exit" and "Save" buttons.

Here you can enter the following details:

### **BIC Code**

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

### **Account Number**

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

## **2.1.19 Group Button**

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

The screen is shown below:

Customer Group

Group Details

Group Id	Relation
No data to display.	

Page 1 (0 of 0 items)

Partnership Details

Share Holder Id	Shareholders Name	Holding Percentage
No data to display.		

Page 1 (0 of 0 items)

Cancel Save

### 2.1.19.1 Specifying Group Details

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

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

### 2.1.19.2 Specifying Shareholding Details

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

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

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

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

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

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

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

## 2.1.20 Linked Entities Button

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

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

Linked Entities

Customer No

Relationship Linkage

<input type="checkbox"/>	Customer *	Description	Relations *	Include Relationship	Category	Applicable for Signature
<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>

Page 1 of 1 (1 of 1 Items) |< < 1 > >|

Reverse Relationship Linkage

<input type="checkbox"/>	Reference Number	Description	Relations
No data to display.			

Page 1 (0 of 0 Items) |< < 1 > >|

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

### **Customer**

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

### **Description**

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

### **Relationship**

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

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

### **Include Relationship**

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

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

Reverse Relationship Linkage

The system displays the customer linkage to other primary customer on query.

### Applicable for Signature

Check this box to indicate that the customer is applicable for signature verification.

### Processing

If you check the field 'Applicable for Signature' in 'Linked Entities' sub screen then the system will display the 'Customer Number' in 'Mandatory Signature Customers' in 'Mandatory signature' sub screen of 'Customer Account' screen. And also it will display the signature details in 'Signature details' sub screen of 'Transaction' screens.

Relationship linked to this customer is considered for allowed/disallowed product verification at customer account level.

## 2.1.21 Viewing Customer Information

You can view the customer details maintained in the 'Customer Maintenance' screen using the 'Customer Summary' screen. You can invoke this screen by typing 'STSCIF' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot displays the 'Customer Summary' interface. At the top, there are search options: 'Search', 'Advanced Search', 'Reset', and 'Clear All'. A 'Records per page' dropdown is set to 15. Below this is a 'Search (Case Sensitive)' section with various filters: Authorization Status (dropdown), Record Status (dropdown), Customer No (text with search icon), Type (text with search icon), Customer Name (text with search icon), Short Name (text with search icon), Customer Category (text with search icon), Country (text with search icon), Nationality (text with search icon), Branch Code (text with search icon), Full Name (text with search icon), Email Id (text with search icon), and Mobile Number (text with search icon). Below the filters is a 'Search Results' section with a 'Lock Columns' dropdown set to 0. The results table has columns for Authorization Status, Record Status, Customer No, Type, Customer Name, Short Name, Customer Category, Country, Nationality, and Branch Code. The table is currently empty, displaying 'No data to display.' At the bottom, there is a pagination control showing 'Page 1 Of 1' and navigation arrows. An 'Exit' button is located at the bottom right of the screen.

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

- Authorization Status
- Customer No.
- Name
- Customer Category
- Nationality
- Record Status
- Type
- Short Name
- Country
- Branch Code

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

---

**Note**

You can query or modify the customer details whose accounts are permitted to you for the query/modification in the 'Group Code Restriction' screen.

---

If you are allowed to query customer information, then system displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Customer No.
- Type
- Name
- Short Name
- Customer Category
- Country
- Nationality
- Branch Code
- Language
- Address
- Frozen
- Deceased
- Exposure
- Location
- SSN
- Whereabouts Unknown
- Account Number
- Full Name
- SWIFT Code
- Staff
- Date of Birth
- Mother's Maiden Name
- Incorporation Date
- Tax Identification Number

### **2.1.22 CIF Signature / Image Capture Functionality**

If the transaction is done using the transaction screens, then the system will check whether specific signature maintenance is available at the customer account level of debit account for the underlying product or not.

- For a transaction, if specific maintenance is available at the customer account Level for the underlying product, then the system will display the signature based on the transaction limit, number of signatories and mandatory signatory maintained in the 'Mandatory Signature' screen. Apart from the mandatory signature, the system will also display the signature of all the other relations who are authorized to conduct the transaction in 'Other signature' section of 'Mandatory Signature Customers' sub screen.
- If signature maintenance does not exist and if linked entries are maintained at customer account level, then the system will display the signature of all the relations who are

authorized to conduct the transaction in 'Other signature' section of 'Mandatory Signature Customers' sub screen.

- If signature maintenance does not exist and no linked entities are maintained for the debit account of transaction then the signature maintained for debit account CIF will be displayed in the 'Other signature' section of 'Mandatory Signature Customers' sub screen. Signature from 'Image' sub screen of 'Customer Maintenance' screen of debit account CIF will be displayed.
- If transaction amount is not input in any transaction screen and if the sub screen 'Signature details' is visited, then the system will not display any data in the sub screen.

## 2.2 Personally Identifiable Information

Transaction Limit maintained at 'Customer Account' level for a particular product should be in local currency. If the transaction currency is different from local currency, then the transaction amount will be converted into local currency using standard midrate for comparison with transaction limit.

Oracle FLEXCUBE allows you to mask, forget, restrict access to personally identifiable information (PII) of the customers. Personally Identifiable Information captured in the system are categorized as follows:

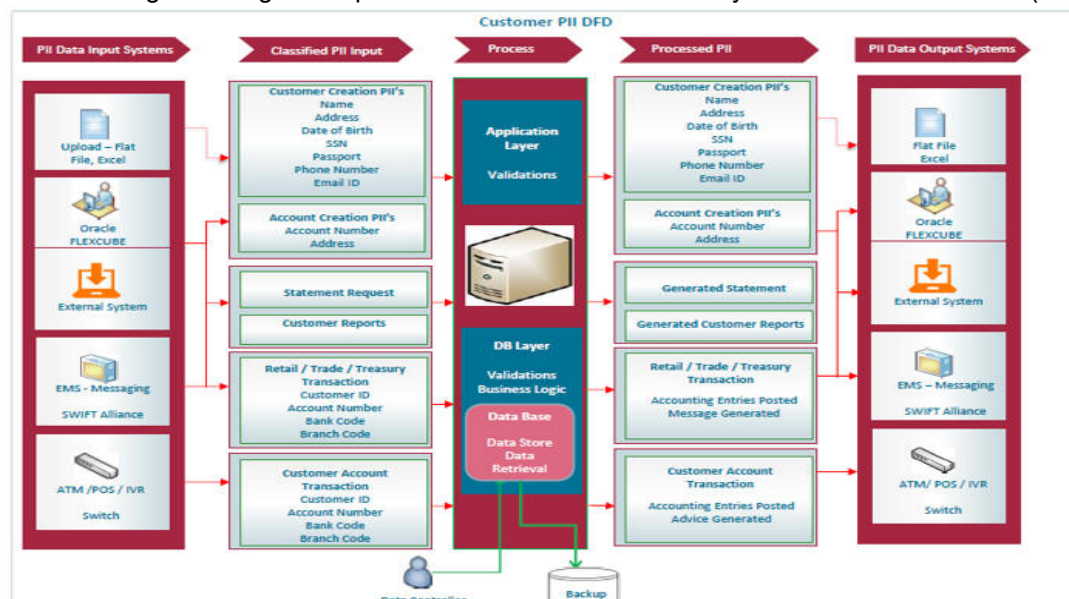
### Customer Personal Information

Personal Information Category	Personal Information Data
Customer Name	First, Middle, Last Name Father Name Spouse Name Guardian Name Mothers Maiden Name Joint Holder Name
Customer Contact Information	E-mail ID Postal/Zip Code Work Phone Number International Dialling Code Home Phone Number Mobile Number Fax Number Mailing Address Correspondence Address Permanent Address Domicile Address

Personal Information Category	Personal Information Data
Demography Information	Gender Birth Place Birth Country Date of Birth City State Country Nationality Language Location
Financial Information	Bank Name Branch Name Account Name Credit Card number Name on Card
Unique Identifiers	Social Security Identifier Passport Details National ID Tax Identification Number Visa Details
Other Information	KYC reference Power Of Attorney Details Nominee details Guardian Details



The following flow diagram explains the data flow of Personally Identifiable Information (PII):



For more details on Personally Identifiable Information refer 'Common Core - Security Management System user manual.

## 2.3 Customer Category Maintenance

This section contains the following topics:

- [Section 2.3.1, "Defining Customer Category"](#)
- [Section 2.3.2, "Invoking Customer Category Screen"](#)
- [Section 2.3.3, "Creating Customer Categories"](#)

### 2.3.1 Defining Customer Category

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

The classification of customers into categories can be used for retrieving financial information by customer category; for generating reports on queries; and restricting access of a customer to a product in the front - end modules, for instance, Data Entry, etc. You may also retrieve financial information by customer category.

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

### 2.3.2 Invoking Customer Category Screen

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

The screen is shown below:

The screenshot shows a web application window titled "Customer Category Maintenance". At the top left, there are two buttons: "New" (with a plus icon) and "Enter Query" (with a magnifying glass icon). Below these are two input fields: "Customer Category \*" (with a red asterisk) and "Description". Below the "Description" field is a "Maintain Customer Log" checkbox, which is currently unchecked. At the bottom left of the window is a "Fields" button, and at the bottom right are "Audit" and "Exit" buttons.

In this screen, you maintain the following:

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

### 2.3.3 Creating Customer Categories

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

#### **Customer Category**

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

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

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

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

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

### **Description**

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

### **Maintain Customer Log**

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

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

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

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

## **2.4 Customer Group Maintenance**

This section contains the following topics:

- [Section 2.4.1, "Maintaining Customer Groups"](#)
- [Section 2.4.2, "Maintaining Limits for Customer Group"](#)

### **2.4.1 Maintaining Customer Groups**

You can maintain customer groups for any of the following reasons:

- Tracking Exposure for loans as well as outstanding overdrafts in accounts of customers involving the group; in which case, it would comprise of either Corporate or Retail customers.
- Defining Group specific rules – in which case it would either be a Clearing or a Charge Group. Clearing Groups are built in order to derive the Value Date of outward clearing check transactions. Charge Groups are created in order to levy specific charges on customers belonging to the group.

You can set up such groups through the 'Group Code Maintenance' screen. Invoke this screen by typing 'STDGRPCD' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

### Group Code Maintenance

New Enter Query

Group Code *	<input type="text"/>
Description	<input type="text"/>
Exposure Category	<input type="text"/>
Group Status	<input type="text"/>
Since	<input type="text"/>

#### Group Type

You could use this section to indicate whether the customer group you are defining is:

- Corporate
- Retail
- Charge
- Clearing
- Tax

You can select the appropriate option.

#### Creating Customer Groups for Tracking Exposure

You may wish to track exposure due to loans issued to a group of customers as a whole, and assign the status of all loans issued to the group as the status of the loan with the worst status, among those issued to the group.

You may similarly wish to include the exposure due to outstanding overdraft in respect of a group of customer accounts as a whole, and assign the status of all customer accounts belonging to the group as the status of the customer account with the worst status among the accounts and loans belonging to the group.

When you set up a group for tracking exposure due to loans and customer accounts, you will need to specify the applicable exposure category.

The exposure category for a group is either derived from the logic maintained in the Exposure Type Category Linkage maintenance for the group type, or explicitly specified. If it is derived, it is displayed in this screen, by the End of Day batch program. The type of the group indicates the type of customers that belong to the group – retail or corporate. If no logic has been maintained in the Exposure Type Category Linkage for the group type, you can indicate the applicable exposure category for the group.

## Group Status

All loans and overdraft accounts issued to customers in the group will be assigned the same status, which will be the status of the loan / overdraft account with the worst status among those issued to customers in the group. The Group/CIF and the loan contracts and overdraft accounts are all updated with this worst status if they have been marked for automatic status processing. The individual status for the accounts and loan contracts (apart from assigning the worst status) is also captured and displayed. In the 'Group Code Maintenance' screen and the 'CIF Maintenance' screen, the status for the group is displayed, as well as the date since which the status came into effect.

*For details about loan status processing and provisioning, consult the Loans user manual.*

## Customer Group

When you maintain CIF details for customers, in the 'Customer Information Maintenance' screen, you can specify the customer group to which the customer belongs, for:

- Provisioning and status processing (Group Code). You must specify a group code defined for a group type that is the same as the customer type, for instance, if the customer is a retail customer, you must specify a group defined for retail customers
- Classifying the customer as a Clearing customer
- Categorizing the customer for levying charges at a customer group level
- Classifying the customer as a taxpayer. If you select this option, the Exposure Category field will be disabled

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

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

### 2.4.2 Maintaining Limits for Customer Group

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

Customer Group Maintenance

New Enter Query

Group Id *	<input type="text"/>
Group Name *	<input type="text"/>
Limit Currency *	USD
Limit Amount *	0

Fields Audit Exit

## Group ID

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

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

---

### Note

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

---

## Limit Amount and Limit Currency

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

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

## 2.5 Customer Segment Maintenance

This section contains the following topics:

- [Section 2.5.1, "Maintaining Customer Segment"](#)
- [Section 2.5.2, "Viewing Customer Segment Summary Screen"](#)
- [Section 2.5.3, "Associating Segment Code to Customer"](#)
- [Section 2.5.4, "Viewing Customer Segment Association Summary Screen"](#)

Oracle FLEXCUBE calculates the relationship tag value or net worth range. The Relationship Manager (RM) categorizes the customers under segments based on the customer's net worth range or relationship tag value. The RM either will take a decision on association of segment and status; or can amend the segment and status.



## 2.5.1 Maintaining Customer Segment

You can maintain the segment code details in the 'Customer Segment Maintenance' screen. You can invoke this screen by typing 'STDSEGMT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Customer Segment Maintenance' application window. The title bar reads 'Customer Segment Maintenance'. The interface includes a toolbar with 'New' and 'Enter Query' buttons. The main form area contains the following fields:

- Segment Code \* (text input)
- Segment Description (text input with a speech bubble icon)
- Segment Currency (text input with a magnifying glass icon)
- Minimum Segment Amount (text input)
- Maximum Segment Amount (text input)

At the bottom of the window, there are buttons for 'Fields', 'Audit', and 'Exit'.

You need to specify the following information:

### Segment Code

Specify the segment code.

### Segment Description

Specify a short description on segment code.

### Segment Currency

Specify the currency of the corresponding segment amounts.

---

### Note

If the customer has multiple accounts in different currencies, then the relationship tag value or net worth range is calculated in accordance with the bank local currency.

---

### Minimum Segment Amount

Specify the minimum segment amount.

### Maximum Segment Amount

Specify the maximum segment amount

## 2.5.2 Viewing Customer Segment Summary Screen

You can view the segment code details in the 'Customer Segment Summary' screen. You can invoke this screen by typing 'STSSEGMT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

**Customer Segment Code Summary**

Search Advanced Search Reset Clear All Records per page 15

Search (Case Sensitive)

Authorization Status Record Status Segment Code  
Minimum Segment Amount Maximum Segment Amount Segment Currency

Search Results Lock Columns 0

Authorization Status	Record Status	Segment Code	Minimum Segment Amount	Maximum Segment Amount	Segment Currency
No data to display.					

Page 1 Of 1 |< < 1 > >|

Exit

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

- Authorization Status
- Record Status
- Segment Code
- Minimum Segment Amount
- Maximum Segment Amount
- Segment Currency

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

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Segment Code
- Minimum Segment Amount
- Maximum Segment Amount
- Segment Currency



## 2.5.3 Associating Segment Code to Customer

Customers can be associated to segment code by mapping customers in 'Customer Segment Association' screen. You can invoke this screen by typing 'STDSEGAS' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Customer Segment Association' application window. It features a title bar with window controls and a toolbar with 'New' and 'Enter Query' buttons. The main workspace contains a form with the following fields:

- Customer No \* (with search icon)
- Customer Currency \* (with search icon)
- Segment Code (with search icon)
- Segmentation Status (dropdown menu, currently showing 'Upgraded')
- Net Worth Currency
- Net Worth
- Customer Name
- Segment Description (with a 'Default' button below it)

At the bottom of the window, there are buttons for 'Fields', 'Audit', and 'Exit'.

The 'Customer Segment Association' screen provides the following fields:

### **Customer No**

Specify the Customer Number..You can select the customer number from the adjoining option list. The customer CIF Number should be unique across all branches.

---

### **Note**

The option list doesn't include the customer numbers which are created under the BROKER and BANK customer category,

---

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

### **Customer Currency**

Specify the customer currency. The system will use this as the default currency of the customer in the transactions.

### **Segment Code**

Specify the segment code. While amending the segment code, if the customer's relationship tag value or net worth range doesn't match with the minimum and maximum net worth amounts maintained at the segment code level; then system will display the override message: as "Segment Code Specified doesn't match with the Min and Max Range maintained at segment level."

### Segmentation Status

Select the segment status of the account from the following options:

- Upgraded-Select this option if you are associating the segment code to a customer for the first time .It is available only for the first time association.
- Downgraded- Select this option if net worth range or relationship tag value is less than the minimum amount of segment code attached to the customer.
- Re-upgraded-Select this option if networth of the customer is more than the maximum amount specified.

### Customer Name

The system displays the customer’s name.

### Segment Description

The system displays the segment’s description.

Click the ‘Default’ button to view the value of currency of the corresponding Net Worth.

### Net Worth Currency

The system displays the currency of the segment’s net worth.

### Net Worth

The system displays the net worth value of the customer considering the available balance of the accounts.

## 2.5.4 Viewing Customer Segment Association Summary Screen

You can view the details of the customer’s segment association in the ‘Customer Segment Association Summary’ screen. You can invoke this screen by typing ‘STSSEGAS’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

**Customer Segment Association Summary**

Search Advanced Search Reset Clear All Records per page 15

Search (Case Sensitive)

Authorization Status Record Status Customer No  
Segment Code Segmentation Status Net Worth  
Net Worth Currency Customer Currency

Search Results Lock Columns 0

Authorization Status	Record Status	Customer No	Segment Code	Segmentation Status	Net Worth	Net Worth Currency	Customer Currency
No data to display.							

Page 1 Of 1

Exit

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

- Authorization Status
- Record Status
- Customer No
- Segment Code
- Segmentation Status
- Net Worth
- Net Worth Currency

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

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Customer No
- Segment Code
- Segmentation Status
- Net Worth
- Net Worth Currency

## **2.6 Capturing Customer Prefixes**

While maintaining the CIF details, of an Individual customer you can capture the academic titles (like Prof., Dr., etc) of the customer along with the salutations (like Consulate, Senator, Chancellor, etc.)

Therefore, you must maintain the list of possible options for each of these academic titles and salutations referred to as 'prefixes' through the 'Customer Prefix Maintenance' screen.

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

The screen is as shown below:

The screenshot shows a web application window titled "Customer Prefix Maintenance". At the top left, there are buttons for "New" and "Enter Query". Below these is a search bar labeled "Branch Code \*". The main content area features three dropdown menus for "Prefix1", "Prefix2", and "Prefix3". Below the dropdowns, it says "No data to display." and shows a pagination control for "Page 1 (0 of 0 items)". At the bottom of the window, there are buttons for "Fields", "Audit", and "Exit".

The following details need to be captured:

- Branch code - This is the code of the branch for which the list of prefixes will be made available. The description associated with the branch is displayed in the adjacent field
- Prefix1 - This is the first prefix to appear in the Customer Name
- Prefix2 - This is the second prefix to appear in the Customer Name
- Prefix3 - This is the third prefix to appear in the Customer Name

While specifying the prefix in the customer in the CIF screen, a list of all the values maintained in this screen is displayed. You will also be allowed to key-in a prefix of your choice.

These details will be printed along with the receiver name in all messages sent to the customer. If the global tags for prefixes have been maintained in the advice, the System substitutes the tags with the respective prefixes maintained in the customer personal details of the receiver.

---

#### Note

This feature is applicable only for individual customers where the media type is Mail.

---

## 2.7 Quick Customer Addition

This section contains the following topics:

- [Section 2.7.1, "Invoking Quick Customer Addition Screen"](#)
- [Section 2.7.2, "Personal Tab"](#)
- [Section 2.7.3, "Corporate Tab"](#)
- [Section 2.7.4, "Check List Tab"](#)
- [Section 2.7.5, "Account Details Button"](#)
- [Section 2.7.6, "MIS Button"](#)
- [Section 2.7.7, "Fields Button"](#)
- [Section 2.7.8, "Change Log Button"](#)

- [Section 2.7.9, "Viewing Quick Customer Addition Summary"](#)

## 2.7.1 Invoking Quick Customer Addition Screen

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

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

### Note

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

You need to specify the following details:

### Type

Select the customer type from the following options:

- Individual
- Corporate

### Special Customer No Generation

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

### Note

- If the customer creation is manual/automatic, you should enter the desired customer number complying with the mask having the special number in the 'Customer Number' field. On click of 'Populate' button, the system validates whether the special number entered is an unused and a valid number.

- This field is disabled after generating customer number in the 'Customer Number' field.
  - For normal customers, if the customer number generation is manual, you cannot use the special numbers maintained for customer number generation. If the customer number generation is automatic, the system skips the special numbers maintained for the branch.
  - You cannot generate Special Customer Number from 'Quick Customer Creation' screen. A customer created using 'Quick Customer Creation' screen is treated as normal customer.
- 

You can maintain branch wise CIF and CASA range for specific customers. A range can also be maintained for special number generation. For more information, refer to the section 'Special Range/Number Maintenance' in the chapter 'Customer Accounts' in CASA User Manual.

### **Customer No**

Specify the customer number. The option list displays valid customer numbers. Choose the appropriate one.

---

#### **Note**

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

---

### **Multi Currency Account**

The system generates multi currency account number and customer account number when account class is enabled for multi currency account else it generates only customer account number.

This will be a user input field if it is not auto generated. On save the system validates against the mask maintained at Branch level.

Bank level mask is referred when branch level mask is not available.

- The first account opened under MCA account class is considered as primary account of the customer.
- The system displays an error when another account is opened for the customer in the same account class through this screen.
- A separate screen is available to open the accounts in other currencies under MCA.

### **Full Name**

Specify the complete name of the customer.

### **Short Name**

Specify the customer's unique abbreviated name or a short name. It helps in conducting a quick alpha-search or generating queries regarding the customer. This is an optional field.

While processing a transaction which involves customer identification, this uniquely abbreviated short name of the customer will be available in the option list for selection of the customer.

### **Branch Code**

The system displays the local branch code.

### **Customer Category**

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

*Refer to section 2.2.6 for more information on Customer Category.*

### **Private Customer**

Check the box if the customer is a private customer.

### **Auto Account Creation**

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

### **Auto Created Account**

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

## **2.7.2 Personal Tab**

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

### **Basic Details**

#### **Prefix**

Specify the prefix of the customer.

#### **First**

Specify the first name of the customer. If 'Investment Customer' is selected in the 'Additional Tab' and if the type of customer selected is 'Individual', then this field will be a mandatory field.

#### **Middle**

Specify the middle name of the customer.

#### **Last**

Specify the last name of the customer.

#### **Work Phone**

Specify the work telephone number of the customer for correspondence.

#### **Home Phone**

Specify the home telephone number of the customer for correspondence.

#### **Fax**

Specify the fax number of the customer for correspondence.

#### **Email Id**

Specify the email address of the customer for correspondence.

#### **Mobile Number**

Specify the mobile number of the customer for correspondence.

#### **Communication Mode**

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

- Mobile
- Email

**Gender**

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

- Male
- Female
- Other
- Prefer Not to Disclose

**National Id**

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

**Date of Birth**

Specify the date of birth of the customer.

**Resident Status**

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

- Resident
- Non Resident

**Language**

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

**Address For Correspondence**

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

**Name**

Specify the name of the customer.

---

**Note**

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

---

**Address Code**

Specify the address code from the adjoining option list.

**Address 1–4**

Specify the mailing address of the customer. In each line, all characters should conform to SWIFT standards.

**Pincode**

Specify pincode of the address specified.

**Country**

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

**Nationality**

Select the nationality of the customer from the adjoining option list



## **Permanent Address**

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

### **Same as Correspondence Address**

Check the box if the 'Address For Correspondence' is same as "Permanent Address". If the permanent address is not same as the address for correspondence, you need to provide the details of the permanent address.

### **Address Code**

Specify the address code from the adjoining option list.

### **Address 1–4**

Specify the permanent address of the customer.

### **Pincode**

Specify pincode of the permanent address specified.

### **Country**

Specify the country of permanent residence of the customer.

## **Additional Details**

### **Staff**

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

### **KYC Status**

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

### **KYC Reference**

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

### **Guardian**

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

### **Minor**

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

### **Submit Age Proof**

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

- Not required
- Pending
- Verified

---

### **Note**

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

- Once the documents are submitted, the user has to manually set 'Submit Age Proof' as 'Verified'.
- 

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

### **Sanction Check Status**

The system displays the sanction check status. The status can be any of the following:

- Not required
- Pending
- Approved
- Rejected

By default the 'Sanction Check Status' is updated as 'Not Required'. When the request for sanction check is send, then the status is updated as 'Pending'. If the sanction check status of the record is 'Pending', then the records cannot be reopened, modified or authorized.

Based on the final status received from the external system, the status is updated as 'Approved' or 'Rejected'.

*For more information on sanction check maintenance and processing refer 'Sanction Check Maintenance' chapter in Core Service user manual.*

### **Identifier**

#### **Name**

Enter the identifier name in not more than 20 characters.

#### **Value**

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

#### **SSN**

Specify the SSN available in the identifier.

## 2.7.3 Corporate Tab

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

The screenshot shows the 'Quick Customer Addition' form with the 'Corporate' tab selected. The form is organized into several panels:

- Personal:** Type (Individual selected, Corporate), Customer No \* (with a 'P' button).
- Corporate:** Full Name, Short Name, Branch Code.
- Additional:** Customer Category \*, Private Customer (checkbox), Auto Account Creation (checkbox), Auto Created Account.
- Address For Correspondence:** Name, Address Code, Address 1 \*, Address 2, Address 3, Address 4, Pincode, Country \*, Nationality, Telephone ISD Code +.
- Registration Address:** Same as Correspondence (checkbox), Name, Address Code, Address 1, Address 2, Address 3, Address 4, Pincode, Country.
- Additional Details:** KYC Status (Yet To Verify), KYC Reference, National Id, Joint Venture (checkbox), Sanction Check Status (Not Required), Fetch Status button, Joint Venture Details (Party ID \*, Party Name).

Navigation buttons at the bottom include: Account Details, MIS, Fields, Change Log, Audit, and Exit.

### Address For Correspondence

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

#### **Name**

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

---

#### **Note**

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

---

#### **Address Code**

Specify the address code from the adjoining option list.

#### **Address 1–4**

Specify the mailing address of the customer.

#### **Pincode**

Specify pincode of the mailing address specified.

#### **Country**

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

**Nationality**

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

**Telephone**

Specify the telephone number of the customer.

**Fax**

Specify the fax number of the customer for correspondence.

**Email Id**

Specify the email address of the customer for correspondence.

**Mobile Number**

Specify the mobile number of the customer.

**Language**

Specify the language for customer communication.

**Communication Mode**

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

- Mobile
- Email

**Registration Address****Same as Correspondence Address**

Check box if the registration address is same as the correspondence address.

**Name**

Specify the customer's company code from adjoining option list.

**Address Code**

Specify the address code from the adjoining option list.

**Address 1-4**

Specify the registration address of the customer.

**Pincode**

Specify pincode of the mailing address specified.

**County**

Specify the country's name as per the registration address.

**Incorporation**

You need to specify the details about the company.

**Date**

Specify the date on which the company was started.

**Currency of Amounts**

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

**Capital**

Specify the initial investment in the company.

**Net Worth**

Specify the net worth of the company.

**Country**

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

**Description of Business**

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

**Additional Details****KYC Status**

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

**KYC Reference**

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

**National Id**

Select the corporate National Identification Number of this customer., in other words the registration number of your customer organization. Select the appropriate from the adjoining list.

**Joint Venture**

Select the check box if you have a joint venture.

**Joint Venture Details****Party ID**

Specify the party ID of your joint venture.

**Party Name**

The system displays the party name.

**Ratio**

Specify the ratio between the participants on share.

**Identifier****Name**

Enter the identifier name..

**Value**

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

## 2.7.4 Check List Tab

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

**Quick Customer Addition**

New Enter Query

Type  Individual  Corporate

Customer No \*  P

Full Name   
Short Name   
Branch Code

Customer Category \*

Private Customer

Auto Account Creation

Auto Created Account

Personal Corporate Additional **Check List**

**Document List**

<input type="checkbox"/>	Document Category *	Document Type *	Checked	Remarks
No data to display.				

Page 1 (0 of 0 items) | < 1 >

Account Details MIS Fields Change Log Audit Exit

### Document List

#### **Document Type**

Specify the document type. The option list displays the document types that are maintained in the system. You can select the appropriate one. If 'Investment Customer' has been selected in the 'Additional Tab' then at least one record needs to be provided mandatorily.

#### **Checked**

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

### Remarks

#### **Remarks**

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

## 2.7.5 Account Details Button

You can capture the details to open a customer's account quickly using the 'Quick Customer Account Opening' screen. To invoke this screen, click 'Add Account' button in the 'Customer Accounts Maintenance' screen.

---

### Note

After specifying the basic details, you can create a new account in addition to creating a customer.

Limits enabled account class cannot be used to create an account from Quick customer creation screen.

---

You need to specify the following details:

### Location

Each customer code should be associated with a location code. The location is indicative of the place of residence of your customer.

The option list positioned next to this field contains a list of all the location codes maintained in the Location Details maintenance screen. You can select the appropriate code to identify the place of residence of your customer.

Given below is an illustration of how a location code is associated with the CIF record of a customer. For example, you would like to maintain the CIF details of your customer Silas Marner. Although Silas Marner is Irish, he is a resident of London and lives in the northern part of London. Your entries in the respective fields of the CIF Maintenance screen should be as follows:

Fields in Oracle FLEXCUBE	Your entry
Customer Code	SILAS01
Nationality	IRS (Ireland)
Location Code	NL1 (North London)

## **Options**

### **Spend Analysis**

The system displays the status of spend analysis from the 'Account Class Maintenance' screen.

### **Contribute to PDM**

This box is checked by default while creating an account, to indicate that the account balance should be considered for contribution to the profit distribution pool. However, you can uncheck it.

### **Exclude from Distribution**

If this box is checked, the system will not consider the account for profit distribution. Leave the box unchecked to include the account in profit distribution. Note that you can uncheck this box only if you check the box 'Contribute to PDM'.

'Contribute to PDM' and 'Exclude from Distribution' can be checked only for Islamic account classes. If 'Contribute to PDM' and 'Exclude from Distribution' are selected for conventional account classes the system displays an error message.

*For more details on the 'Quick Customer Account Opening' screen, refer to the section, 'Quick Account Opening' in the chapter, 'Customer Accounts' of the Oracle FLEXCUBE, 'Current and Savings Account' User Manual.*

---

#### **Note**

Account will be created during the authorization of the customer, hence all the validations will be at the authorization.

---

## **2.7.6 MIS Button**

You can capture Management Information System details for the account, using the 'Management Information System' screen. To invoke this screen, click 'MIS' button in the 'Customer Accounts Maintenance' screen.

*For more details on the 'Management Information System' screen, refer to the section '3.2.19' in the chapter, 'Maintaining Customer Accounts' of the Oracle FLEXCUBE, 'Current and Savings Account' User Manual.*

## **2.7.7 Fields Button**

You can capture User Defined Fields for the account, using the 'User Defined Fields' screen. To invoke this screen, click 'Fields' button in the 'Customer Accounts Maintenance' screen.

*For more details on the 'User Defined Fields' screen, refer to the section '3.2.26' in the chapter, 'Maintaining Customer Accounts' of the Oracle FLEXCUBE, 'Current and Savings Account' User Manual.*

## **2.7.8 Change Log Button**

You can capture the audit history details for the operations performed on that customer and the account using the 'Change Log' screen. To invoke this screen, click 'Change Log' button in the 'Customer Accounts Maintenance' screen.



For more details on the 'Change Log' screen, refer to the section '3.2.34.1' in the chapter, 'Maintaining Customer Accounts' of the Oracle FLEXCUBE, 'Current and Savings Account' User Manual.

## 2.7.9 Viewing Quick Customer Addition Summary

You can view the details of the quick customer addition in the 'Quick Customer Addition Summary' screen. You can invoke this screen by typing 'STSCIFAD' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

**Quick Customer Addition Summary**

Search Advanced Search Reset Clear All Records per page 15

Search (Case Sensitive)

Authorization Status Type Customer Category Branch Code Record Status Name Country Customer No Short Name Nationality

Search Results Lock Columns 0

Authorization Status	Record Status	Customer No	Type	Name	Short Name	Customer Category	Country	Nationality	Branch Code
No data to display.									

Page 1 Of 1 |< < 1 > >| Exit

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

- Authorization Status
- Record Status
- Customer No
- Type
- Name
- Short Name
- Customer Category
- Country
- Nationality
- Branch Code

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

- Authorization Status
- Record Status
- Customer No
- Type
- Name
- Short Name
- Customer Category

- Country
- Nationality
- Branch Code
- Address
- Full Name
- SSN

## 2.8 Employer Maintenance

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

The screen is as shown below:

You can maintain the following details here:

### **Employer Code**

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

### **Employer Description**

Enter a small description for the employer code entered.

## 2.9 Tax Waiver Maintenance

This section contains the following topics:

- [Section 2.9.1, "Pick-up Order for Waiver Rule"](#)
- [Section 2.9.2, "Maintaining Tax Allowance Limit for Customers "](#)

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

The screen is as shown below:

The screenshot shows the 'Tax Waiver Maintenance' application window. At the top, there are window control buttons (minimize, maximize, close) and a title bar. Below the title bar, there are two buttons: 'New' and 'Enter Query'. The main content area is a form with the following fields:

- Customer Group \* (with a search icon)
- Description
- Customer No \* (with a search icon)
- Description
- Tax Category \* (with a search icon)
- Description
- Tax Currency \* (with a search icon)
- Description
- Product Or Account Class \* (with a search icon)
- Description
- From Date \*
- To Date
- Waiver Percentage \*

At the bottom of the window, there is a 'UDF' button on the left and 'Audit' and 'Exit' buttons on the right.

### Customer Group

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

### Customer Number

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

### Tax Category

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

### Tax Currency

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

### Product Or Account Class

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

### From Date and To Date

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

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

When a backdated transaction comes in, the waiver maintenance will be picked up based on from date and to date.

### Waiver %

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

### 2.9.1 Pick-up Order for Waiver Rule

The following table gives the waiver rule pick up order:

Customer Group	Customer No	Tax Category	Currency	Product/Account Class
Specific	Specific	Specific	Specific	Specific
Specific	Specific	Specific	Specific	ALL
Specific	Specific	Specific	*.*	Specific
Specific	Specific	Specific	*.*	ALL
Specific	ALL	Specific	Specific	Specific
Specific	ALL	Specific	Specific	ALL
Specific	ALL	Specific	*.*	Specific
Specific	ALL	Specific	*.*	ALL

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

### 2.9.2 Maintaining Tax Allowance Limit for Customers

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

The screen is as shown below:

Customer Tax Allowance Maintenance

New Enter Query

Customer Tax Group \* [Search]

Description

Customer Number \* [Search]

Customer Name [Speech]

Tax Category \* [Search]

Description [Speech]

From Date \*

To Date

Limit Currency \* [Search]

Limit Amount \* [Search]

Remarks [Speech]

Fields Audit Exit

### Customer Group

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

### Customer Number

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

### Tax Category

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

### From and To Date

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

### Limit Currency

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

### Limit Amount

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

### Remarks

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

### 2.9.2.1 Deriving Tax Free Allowance Limit

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

Customer Tax Group	Tax Category	Customer No
Specific	Specific	Specific
Specific	Specific	ALL

## 2.10 Maintaining Risk Category for Customers

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

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

The screenshot shows the 'Risk Category Maintenance' application window. The title bar includes the text 'Risk Category Maintenance' and standard window control icons. Below the title bar, there is a toolbar with 'New' and 'Enter Query' buttons. The main content area features two input fields: 'Risk Category \*' and 'Description'. At the bottom of the window, there are three buttons: 'Fields', 'Audit', and 'Exit'.

Specify the following details in this screen:

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

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

---

#### Note

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

---

## 2.11 Maintaining Customer Ownership

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

The screenshot shows a software application window titled "Customer Ownership Maintenance". The window has a standard Windows-style title bar with maximize, minimize, and close buttons. Below the title bar is a toolbar containing a "New" button (with a document icon) and an "Enter Query" button (with a magnifying glass icon). The main area of the window is a form with two input fields. The first field is labeled "Customer Ownership \*" and has a red asterisk next to it, indicating it is a required field. The second field is labeled "Description" and has a small icon to its right. At the bottom right of the window, there are two buttons: "Audit" and "Exit".

You can maintain the following details:

### **Customer Ownership**

Specify the type of customer ownership you need to maintain.

### **Description**

Specify the description for the customer ownership type specified.

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



## 2.12 Viewing Customer Net Worth Report

To generate the report of the customer's net worth, type 'STRCUSEG' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a web application window titled "Customer Networth Report". At the top right, there are window control icons (minimize, maximize, close) and a search icon. Below the title bar, there are three input fields for "Customer ID", "Branch Code", and "Relationship Manager ID", each with a search icon. Below these fields, there are two rows of controls: "Report Format" (set to PDF) and "Report Output" (set to View) on the left; and "Printer At" (set to Client) and "Printer" (with a search icon) on the right. The main content area is a large, empty white space. At the bottom right, there are "Exit" and "Save" buttons.

The system displays the following details:

- Customer Number
- Customer Name
- Local Branch
- RM Id
- Net Worth

## 2.13 Customer Relationship Maintenance

This section contains the following topics:

- [Section 2.13.1, "Maintaining Types of Relationships"](#)
- [Section 2.13.2, "Maintaining Relationships between Customers"](#)

The credit facility granted to any customer is tracked against the Liability Number of the customer. You can also track the liability of a customer (child) against a different customer (parent). Thus, the liability number emphasizes only one kind of relationship, that of the parent with the child.

However, a customer of your bank can have relationships with other customers of your bank i.e. there is a possibility of one to many relationships between customers.

Oracle FLEXCUBE allows you to define different types of relationships that can exist between two customers. For eg: Business, Husband, Wife, and Partners etc. You can link two customers by specifying the relationship that exists between them. The advantage being that, when you generate the exposure report for a customer, it will display the total exposure of the bank to every customer linked to the liability in question as well as the exposure of every customer who is related to any customer within the liability. The example given at the end of this section will further illustrate this concept.



## 2.13.1 Maintaining Types of Relationships

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

The screenshot shows a web application window titled "Relation Maintenance". At the top left, there are two buttons: "New" and "Enter Query". Below these is a large text input area with two rows. The first row is labeled "Relation \*" and the second row is labeled "Description". The "Relation \*" field has a red asterisk. To the right of the "Description" field is a small icon. At the bottom of the window, there are three buttons: "Fields", "Audit", and "Exit".

Specify the following details in this screen:

- Relation – Define the type of relationship in this field. You can use a maximum of 20 alphanumeric characters to define a relationship
- Description – Provide a brief description of the relationship being maintained. This will further help you in identifying the relationship

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

## 2.13.2 Maintaining Relationships between Customers

The 'Customer Linkage Maintenance' screen is used to maintain relationships between customers. In this screen, you can link two customers and specify the relationship that exists between them. You can invoke this screen by typing 'STDCULMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

The screenshot shows a web application window titled "Customer Linkage Maintenance". At the top left, there are two buttons: "New" and "Enter Query". The main content area is divided into two columns. The left column contains three input fields, each with a search icon: "Customer1 \*", "Customer2 \*", and "Relation \*". The right column contains two input fields, both labeled "Customer Name", each with a search icon. At the bottom left, there is a "Fields" button, and at the bottom right, there are "Audit" and "Exit" buttons.

### **Customer 1 and 2**

You can select the names of the customers between whom a relationship is to be established. All authorized customers of your bank will be available in the option-lists provided.

### **Relation**

Specify the type of relationship that exists between the selected customers (1 & 2). All authorized relation types maintained through the 'Relation Maintenance' screen will be available in the option list provided. You can select the appropriate name from this list.

This linkage of customers will be used for taking exposure report for the customer. If you maintain a linkage between Customer1 and Customer2, the system will automatically establish a linkage of Customer2 with Customer1. After you maintain a linkage between two customers, you are not allowed to change the customers involved in the linkage. However, you can alter the relationship that exists between them. Only one type of relationship can exist between any two customers. The following example will illustrate the manner in which you can maintain relationship details between customers and the need for the same.

## **2.14 Account Address Location Maintenance**

In Oracle FLEXCUBE, you have a provision wherein you can maintain location codes. You do this through the 'Account Address Location Maintenance' screen. Invoke this screen by typing

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



### **Location**

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

### **Description**

A short description to the location code

### **Default**

If the location code is to be maintained as a default location code, the same could be specified here by checking against this option. Only one location can be marked as a default location.

The following points are noteworthy:

- Once you save the above maintenance, Oracle FLEXCUBE checks for duplicate location codes. To recall, existing location codes are maintained through the 'Location Codes Maintenance' screen. If a match is found, system throws up an error.
- This maintenance is applicable only for account level address maintenances and not for address maintenances done at the customer level

## **2.15 KYC Maintenance**

This section contains the following topics:

- [Section 2.15.1, "Maintaining KYC Type"](#)
- [Section 2.15.2, "Maintaining Customer KYC Details"](#)
- [Section 2.15.3, "Corporate Customer Tab"](#)
- [Section 2.15.4, "Corporate/Audit HO Details Tab"](#)
- [Section 2.15.5, "Financial Customer Button "](#)
- [Section 2.15.6, "Fields Button"](#)

### **2.15.1 Maintaining KYC Type**

Oracle FLEXCUBE maintains KYC details for all customers. For Individuals / Salaried employees, the KYC is fairly simple and straight forward. However, for Small and Medium Enterprises (SME) and corporate customers or Banks, the KYC for the company and its Directors should be done. The KYC for any share holder having the percentage of stock equal to or more than the defined percentage should be done. These share holders may not be the banks customers. The System maintains KYC for NON-CIF customers also.

Oracle FLEXCUBE tracks all the sources of funds/income of any person/company/banks undergoing KYC. The system also tracks approximate number of transactions they are expected to perform in their accounts.

You can specify the details of KYC type in the 'KYC Type Maintenance' screen. You can also invoke this screen by typing 'STDKYCTP' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

**KYC Type Maintenance**

Enter Query

KYC Type

KYC Type Description

**KYC Value Details**

KYC Type Value	KYC Type Value Description
No data to display.	

Page 1 (0 of 0 items) | < 1 >

Fields Audit Exit

Here you can specify the following details:

### **KYC Type**

Specify the type of KYC that should be maintained.

### **KYC Type Description**

Specify the description that should be maintained for the specified KYC type.

### **Specifying KYC Value Details**

You can specify the following KYC value details:

### **KYC Type Value**

Specify the value of the KYC type.

### **KYC Type Value Description**

Specify the description for the KYC type value.

The table below illustrates the KYC types and the possible values for each KYC types.

<b>KYC Type</b>	<b>Possible Values</b>
KYC_DECLARED	Ownership Shareholding
KYC_SRC_INCOME	Salary Rental Investment Business Concerns Professional Business Overseas Property Others
KYC_TYP_COMP	Sole Proprietor Partnership LLC PSC PJSC Free Zone Enterprise Government Entity Charity Orgn FZ Co. Offshore Company FZ LLC Others
KYC_PURPOSE	Commercial Individual
KYC_DET_PURPOSE_COMM	Commercial Banking Trade Services Private Banking Investments Loans Retail Banking Null (Provide Details)
KYC_DET_PURPOSE_IND	Salary Transfer Savings Investment Loan Repayment Transactional

<b>KYC Type</b>	<b>Possible Values</b>
KYC_SAL_TYPE	Cash Direct Deposit Company Cheque TT/SWIFT/CB Null (Provide Details)
KYC_SETTL_PAY	Cash Cheque Wire Transfer LC/Documentary Collection
KYC_TXN_DET	Monthly Withdrawals Deposits Remittances By Cash Remittances BY Cheque Local Remittance (Inward) Local Remittance (Outward) Foreign Remittance (Inward) Foreign Remittance (Outward) For Salaried Individuals, this is required only for Risk level 2 & 3 customers
KYC_TYPE_ACC	Sole/Joint
KYC_OCCUPATION	Own Business Employed
KYC_FI_STATUS	Ho Branch Central Office Subsidiary Rep Office Others
KYC_FI_TYPE	Commercial Bank Investment Bank Offshore Bank Leasing Company Exchange Company Others

KYC Type	Possible Values
KYC_AREA_OF_BUSINESS	Retail Corporate Investment Transfers Islamic Banking Trade Treasury Others
KYC_OWNERSHIP	Government Private Owned Public Held Partly Owned By Gov and part by private or public Investors/Partly Traded in Stock Exchange Shares Traded In Stock Exchange & Partly Held By Private And Public Investors Others
KYC_PRODUCTS	Incoming Transfer – MT103 Incoming Transfer – MT202 Outgoing Transfer – MT103 Outgoing Transfer – MT202 Clearing and Collections (Cheques and Drafts) LC Advising LC Reimbursements LC Confirmation LG Advising Bill Discounting Bankers Acceptances Risk Participation (Funded and Non-funded) per annum
KYC_BANK_STRUCTURE	Board of Directors Executive Committees
KYC_RATING	Satisfactory Unsatisfactory Fair

KYC Type	Possible Values
KYC SHARE HOLDER TYPE	Legal Entity Individual

## 2.15.2 Maintaining Customer KYC Details

You can maintain the KYC details of the customer in the 'KYC Details' screen. You can invoke this screen by typing 'STDKYCMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Here you can specify the following details:

### KYC Reference Number

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

### Full Name of Customer

Specify the full name of the customer.

### KYC Customer Type

Specify the type of KYC customer from the adjoining drop-down list. The list displays the following values:

- Retail Customer
- Corporate Customer
- Financial Customer

### Risk Level

Select the risk level from the drop-down list. The list displays the following values:

- Level1
- Level2



- Level3

## **Retail Customer Tab**

You can specify the KYC profile details for retail customer in the 'KYC Retail Profile' screen. Click 'Retail Customer' tab to invoke this screen.

You can capture the following details on this screen:

### **Beneficial Owner Information**

You can specify the following details pertaining to the beneficial owner:

#### **Resident**

Check this box to indicate that the beneficial owner is a resident. If you do not check this option, the system will not consider the owner as a resident.

#### **Politically Exposed Person**

Check this box to indicate that the beneficial owner is a politically exposed person.

#### **PEP Remarks**

Specify the remarks about the declaration of the beneficial owner as politically exposed person.

#### **Local Address**

Specify the local address of the beneficial owner.

#### **Home Country Address**

Specify the home country address of the beneficial owner.

**Home Country**

Specify the home country of the beneficial owner

**Permanent US Resident Status**

Check this box to indicate that the beneficial owner has a valid US residence status.

**Visited US in last 3 years?**

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

**Nationality**

Specify the nationality of the beneficial owner.

**Birth Place**

Specify the place of birth of the beneficial owner.

**Birth Country**

Specify the birth country of the beneficial owner.

**Birth Date**

Specify the birth date of the beneficial owner.

**Office ISD Code +**

Specify the international dialling code for the office telephone number.

**Office Tel Number**

Specify the telephone number of the beneficial owner's office.

**Residence ISD Code +**

Specify the international dialling code for the home telephone number.

**Residence Tel No**

Specify the residential telephone number of the beneficial owner.

**Mobile ISD Code +**

Specify the international dialling code for the mobile number.

**Mobile Tel Number**

Specify the mobile telephone number of the beneficial owner.

**Fax ISD Code +**

Specify the international dialling code for the fax number.

**Fax**

Specify the Fax number of the beneficial owner.

**Purpose of Account Opening**

Specify the purpose of opening the account.

**Others**

If you wish to provide any additional information about the beneficial owner, use this field.

**Account Type**

Specify the type of the account.

**Power of Attorney**

Check this box to indicate that the beneficial owner holds a power of attorney.

**Passport Number**

Specify the passport number of beneficial owner.

**Passport Expiry Date**

Specify the expiry date of the passport.

**Visa Number**

Specify the visa number of the beneficial owner.

**Visa Expiry Date**

Specify the expiry date of visa.

**KYC Amounts Ccy**

Specify the currency in which KYC amount is maintained.

**Power of Attorney**

---

**Note**

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

---

**Power of Attorney**

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

**Holder Name**

Specify the person who gave the power of attorney.

**Nationality**

Specify the nationality of the power of attorney holder.

**Address**

Specify the address of the power of attorney holder.

**Country**

Specify the country of the power of attorney holder.

**Telephone ISD Code +**

Specify the international dialling code for the telephone number.

**Telephone Number**

Specify the telephone number of the power of attorney holder.

**Beneficially Owned Company Details**

You can specify the details of the beneficially owned company in the following fields:

**Company Name**

Specify the name of the company.

**Location**

Specify the location of the company.

**% Holding**

Specify the percentage of holding.

**Annual Income**

Specify the annual income of the company.

**Line of Business**

Specify the line of business of the company.

**Source of Income**

You can specify various sources of income in the following fields:

**Salary**

Check this box to indicate that salary is a source of income.

**Rental**

Check this box to indicate that rent is a source of income.

**Investment**

Check this box to indicate that investment is a source of income.

**Business concern**

Check this box to indicate that the business concern is a source of income.

**Professional Business**

Check this box to indicate that the professional business is a source of income.

## 2.15.3 Corporate Customer Tab

You can specify the KYC profile details for corporate customer in the 'KYC Corporate Profile' screen. You can invoke this screen by clicking 'Corporate Customer' tab in the 'KYC Maintenance' screen.

The screenshot displays the 'KYC Corporate Profile' interface. At the top, there is a title bar with 'KYC Corporate Profile' on the left and a close button 'X' on the right. Below the title bar, there are two tabs: 'Main' (selected) and 'Compliance / Audit HO Details'. The main content area is divided into three columns:

- Customer and Sponsor(s) Information:** Contains fields for 'Groups Name', 'Parent Company Country of Incorporation' (set to 'IN'), 'Type of Company' (set to 'Others'), 'Others', and 'KYC Amounts Currency' (set to 'INR').
- Reason of Account:** Contains 'Purpose of Account Opening' (set to 'SMB') and 'Others'.
- Nature of Business:** Contains 'Nature of Business', 'Product Traded' (set to 'NA'), 'Main Source of Funds' (set to 'NA'), 'Is a Borrowing Account/Group' (checkbox), 'Annual Turnover', 'Detail Purpose Commercial', and 'Ownership Details'.

Below these columns is a section titled 'Details of Key Person' with a table header and a search icon. The table header includes columns for 'KYC Id', 'Name', 'Position Or Title', 'Relationship', 'Nationality', 'Address', 'Country', 'ISD Code +', 'Telephone Number', 'Birth Place', 'Birth Country', and 'Date'. The table body is empty, displaying 'No data to display.' Below the table is a pagination control showing 'Page 1 (0 of 0 items)' and navigation arrows.

At the bottom right of the screen, there are 'Exit' and 'Save' buttons.

Here you can specify the following details:

### **Customer and Sponsors Information**

You can specify the information of customers and sponsors in the following fields:

#### **Groups Name**

Specify the name of the group.

#### **Parent Company's Country of Inc**

Specify the country of Parents Company. The adjoining option list displays all valid countries maintained in the system.

**Type of Company**

Specify the type of the company. The adjoining option list displays all valid company types maintained in the system. You can choose the appropriate one.

**Others**

If you wish to provide additional information on customer and sponsors, use this field.

**KYC Amounts Ccy**

Specify the currency in which KYC amount is maintained.

**Reason of Account**

You can specify the reasons for opening the account in the following fields:

**Purpose of Account Opening**

Specify the reason for opening an account. The adjoining option list maintains all valid reasons maintained in the system. You can choose the appropriate one.

**Others**

If you wish to provide additional information and reasons, use this field.

**Nature of Business**

You can specify the nature of business in the following fields:

**Nature of Business**

Specify the nature of business. The adjoining option list displays all valid businesses maintained in the system. You can choose the appropriate one.

**Product Traded**

Specify the name and details of the product traded during the course of the business.

**Main Source of Funds**

Specify the main source of funds.

**Borrowing Account Group**

Specify the borrowing account group.

**Annual Turnover**

Specify the annual turnover of the company.

**Details of Key Person**

You can specify the details of the key person in the following fields:

**KYC ID**

Specify a unique identification for the KYC details of the key person.

**Name**

Specify the name of the key person.

**Position or Title**

Specify the position or title of the key person.

**Relationship**

Specify the relationship between the key person and the corporate customer. The adjoining option list displays all valid relationships maintained in the system. You can choose the appropriate one.

**Nationality**

Specify the nationality of the key person. The adjoining option list displays all valid nationalities maintained in the system. You can choose the appropriate one.

**Address**

Specify the address of the key person.

**Country**

Specify the country of the key person

**ISD Code**

Specify the international dialling code for the telephone number.

**Telephone Number**

Specify the telephone number of the key person.

**Tax Id Number**

Specify the tax identification number of the key person.

**Share Percentage**

Specify the percentage of share for the key person.

**Company Details**

You can specify the details of the company in the following fields:

**Details of Company Branches**

Specify the details of the company branches.

**Number of Person Employed**

Specify the number of person employed in the company.

**Mode for Salary**

Specify the mode of salary payment in the company. The adjoining option list displays all valid modes maintained in the system. You can choose the appropriate one.

**Others**

If you wish to provide additional information on the company, use this field.

**Details of Suppliers**

You can specify the details of suppliers in the following fields:

**Supplier Name**

Specify the name of the supplier.

**Country**

Specify the country to which the supplier belongs.

**Settlement Mode**

Specify the mode of settlement. The adjoining option list displays all valid modes maintained in the system. You can choose the appropriate one.

## **Details of Clients**

You can specify the client's details in the following fields:

### **Client Name**

Specify the name of the client.

### **Country**

Specify the name of the country of the client.

### **Payment Mode**

Specify the mode of payment. The adjoining option list displays all valid modes maintained in the system. You can choose the appropriate one.

## **Transaction Types**

You can specify the details of the transaction types in the following fields:

### **Transaction Type**

Specify the type of transaction.

### **Count**

Specify the count of the transaction.

### **Total Amount**

Specify the total amount of the transaction.

### **Max Single Amount**

Specify the maximum single amount allowed for the transaction.

### **Purpose**

Specify the purpose of the transaction,

### **Country**

Specify the country in which the transaction takes place.

### **Fund Transfer Purpose within Country**

Specify the purpose of funds transfer within the country.

### **Audit Date**

Specify the audit date. Use the date button to choose a date from the calendar.

### **Account Solicited**

Check this box to indicate that the account should be solicited.

### **Account Solicited Date**

Specify the date on which the account should be solicited using adjoining calendar button.

### **Introducer Details**

Specify the details of the introducer.

### **Compliance Clearance**

Specify the date of compliance clearance using adjoining calendar.

### **Business Approval**

Specify the date of business approval using adjoining calendar.



### **Trade Licence No**

Specify the trade licence number. The adjoining option list displays all valid licence numbers maintained in the system. You can choose the appropriate one.

### **KYC Next Review Date**

Specify the next date of KYC review.

### **Comments**

#### **KYC**

Specify the comments on the KYC details of the corporate customer.

#### **Sales and Service Officer**

Specify the comments of sales and service officer on the corporate customer.

#### **Approvers**

Specify the name and comments of the approvers of the corporate customers.

## **2.15.4 Corporate/Audit HO Details Tab**

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

The screenshot displays the 'KYC Corporate Profile' window with the 'Compliance / Audit HO Details' tab selected. The window is divided into two panes: 'Main' and 'Compliance / Audit HO Details'. The 'Main' pane contains fields for 'CIS Number', 'Name', 'STR Raised' (with a toggle switch), 'STR Date', and 'STR Reference'. The 'Compliance / Audit HO Details' pane contains a 'CB Response' toggle switch, 'CB Response Date', 'Activity', 'Activity Reason', and 'Dairy Note'. At the bottom right of the window, there are 'Exit' and 'Save' buttons.

Here you can specify the following details:

#### **CIS Number**

Specify the CID number of the corporate customer.

#### **Name**

Specify the name of the corporate customer.

#### **STR Raised**

Check this box to indicate that the STR should be raised.

#### **STR Date**

Specify the date of STR using adjoining calendar button.

#### **STR Reference Number**

Specify the reference number of the STR.

#### **CB Response**

Check this box to indicate that the CB should be responded.

### **CB Response Date**

Specify the date of CB Response using the adjoining calendar button.

### **Activity**

Specify the details of the activity.

### **Activity Reason**

Specify the reason for the activity.

### **Dairy Note**

Specify the dairy note.

## **2.15.5 Financial Customer Button**

You can specify the KYC details of financial customers using the 'KYC Financial Profile' screen. You can invoke this screen by clicking 'Financial Customer' button in the 'KYC Maintenance' screen.

The screen is as shown below:

Account Financial Details X

Bank Address

Country

KYC Amounts Currency

Area of Business

Bank Structure

Financial Institution Status

Financial Institution Type

Transaction Products + - ☰

Management Details + - ☰

Exit Save

Here you can specify the following details:

### **Bank Address**

Specify the address of the bank.

### **Country**

Specify the country of the financial customer.

### **KYC Amounts CCY**

Specify the currency of the KYC amounts.

## **Specifying Transaction Products**

Specify the following details:

### **Transaction Products**

Specify the name of the transaction product.

### **Rating**

Specify the rating of the product.

### **Monthly No of Transactions**

Specify the number of monthly transactions.

### **Monthly Amount**

Specify the monthly amount.

## **Specifying Management Details**

Specify the following details:

### **Name**

Specify the name of the manager.

### **Designation**

Specify the designation of the manager.

## **Specifying Share Holders Details**

Specify the following details:

### **Name**

Specify the name of the share holder.

### **Holding**

Specify the holdings of the share holder.

### **Address**

Specify the address of the share holder.

### **City**

Specify the city of the share holder.

### **Country**

Specify the country of the share holder.

## 2.15.6 Fields Button

You can create user defined fields using the 'User Defined Fields' screen. To invoke this screen, click 'Fields' tab in the 'KYC Maintenance' screen.

Field Name	Value	Value Description
No data to display.		

Here you can specify the following details:

### **Field Name**

Specify the name of the field.

### **Value**

Specify the value of the field.

## 2.16 Alphabet Equivalent Maintenance

This section contains the following topics:

- [Section 2.16.1, "Maintaining Alphabet Equivalents"](#)
- [Section 2.16.2, "Viewing Alphabet Equivalent Summary"](#)

### 2.16.1 Maintaining Alphabet Equivalents

You can maintain alternative letters for a given alphabet or a combination of alphabets using 'Alphabet Equivalent Mapping Maintenance' screen. During a customer name search, the system will search for the equivalent or matching names based on this maintenance.

To invoke this screen, type 'STDALPMT' in the field at the top right corner of the Application Toolbar and click the adjoining arrow button.

The screenshot shows a web application window titled "Alphabet Equivalent Mapping Maintenance". At the top right of the window, there are window control icons (minimize, maximize, close). Below the title bar, there is a toolbar with two buttons: "New" and "Enter Query". The main content area contains two input fields. The first field is labeled "Alphabet" and the second field is labeled "Alphabet Equivalent \*". The asterisk indicates a required field. At the bottom right of the window, there are two buttons: "Audit" and "Exit".

Specify the following details:

### **Alphabet**

Specify the alphabet or a combination of alphabets for which you wish to maintain an equivalent alphabet or combination. You can have a combination that is a maximum of three characters long.

### **Alphabet Equivalent**

Specify the equivalent alphabet or combination for the selected alphabet. You can have a combination that is a maximum of 3 characters long.

For example, if you select the alphabet 'U' and maintain 'OE' as its equivalent, then, during a customer query, the system will search for all names that match the given name and its equivalent spelling alternatives. In the above case, if the name contains the alphabet 'U', the system will replace it with 'OE' and display the results that match both instances. Similarly, if the given name contains the string 'OE', the system will replace it with 'U' and display the results for both the instances.

The system will search for the alphabet equivalents during a customer name query from of the following screens:

- STSACSTA - Customer Accounts Summary
- STSKYCMN – Customer KYC Summary
- STSCUSSH – Customer Search
- STSCIF – Customer Information Summary
- Customer – Branch Screen

### **Example**

Suppose that you have maintained the following equivalent.

Alphabet – U  
Alphabet Equivalent - OE

Further, when you perform a search for the name 'Sukarni', the system will display the results for the following names:

- Sukarni
- Soekarni
- SUKARNI
- SOEKARNI

## 2.16.2 Viewing Alphabet Equivalent Summary

You can view a summary of alphabet equivalents maintained in the system using 'Alphabet Equivalent Summary' screen. To invoke the screen, type 'STSALPMT' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

Alphabet Equivalent Mapping View

Search Advanced Search Reset Clear All Records per page 15

Search (Case Sensitive)

Authorization Status Record Status Alphabet Equivalent

Alphabet

Search Results Lock Columns 0

Authorization Status	Record Status	Alphabet Equivalent	Alphabet
No data to display.			

Page 1 Of 1 | K < > |

Exit

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

- Authorization Status
- Record Status
- Alphabet Equivalent
- Alphabet

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

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Alphabet Equivalent
- Alphabet

## 2.17 Creating a Message Advice Format

You need to create a message advice format through the 'Advice Format Maintenance' screen with the format named 'CUS\_MIMJADV'. A batch function 'CASABAT' will perform status change from Minor to Major during EOD.

During EOD, batch (CASABAT) which would check for the current age of each minor customer, if the customer's current age is on or above the minor age limit maintained at branch parameters then you to do the following mentioned settings:

- The option 'Minor' at customer personal details will be unchecked in customer maintenance screen.
- The select 'Submit Age Proof' as 'Pending' in customer maintenance screen.

---

**Note**

- In case of holiday the Minor to Major conversion would be done after the holiday.
  - The Debit would be still allowed for the system initiated transactions (During EOD/ BOD) even though the documents have not been submitted.
- 

**Customer Advice Generation:**

During EOD, batch (CASABAT) will generate the advice for the customers who are going to attain the Major status based on the number of days mentioned at Branch Parameters level for advice generation.

The customer will receive an advice in the following sample format:

#RH

< Customer Minor Major Advice >

-----  
Date : \_BRANCHDATE\_  
Bank Name : \_BANK-NAME\_  
Branch Address : \_BRANCH-ADDR\_  
Customer Name : \_CUST-NAME1\_  
Customer ID : \_CUSTOMER\_

You are attaining the Major status on \_DATE\_ .Hence please submit the necessary documents on or before \_DATE\_.

#EH

#B

#SC

AUTHORIZED SIGNATORY.

#EC

#EB

## **2.18 Customer Closure Data from Channels**

This screen displays the data store provided by the external channels. You can invoke the screen by typing 'STSCUSCL' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

Specify the following details in this screen:

### Authorization Status

Select the authorization status from the drop down list. The options available in the drop down list are as follows:

- Authorized
- Unauthorized
- Rejected

### Record Status

Select the record status from the drop down list. The options available are as follows:

- Open
- Closed

### Entity Type

Select the type of entity for which the record is created from the drop down list. The entity types can be Customer, Account as so on.

### Entity ID

Select a valid entity ID of the entity type selected, from the adjoining option list. For example: if the entity type is selected is Customer, then valid customer ids will be listed in this field

### Source Code

Select the source code from which the data has been created. The source code can be FCIS, FCPB, and so on. The source code maintained in the 'External System Maintenance (GWDEXSYS)' screen, is displayed here.

### Closure Allowed

Select 'Yes' or 'No' from the drop down list to indicate whether closure of the entity ID is allowed or not.

On specifying details in these fields, the following columns are populated in this screen:

- Entity Type
- Entity ID



- Source Code
- Closure Allowed
- Processing Date

The Entity Type, Entity ID, Source Code, Closure Allowed, and Processing Date values are received from external channels through the FCUBSCustomerservice messaging service.

For more information on this service, refer to the chapter 'Annexure- List of Messages' in the Gateway Services Module.

Multiple web service requests are made by these external channel to the FCUBS system. At EOD, the external system sent a reconciliation file with the list of records created during that particular day using web service. The FCUBS system validates these records and if any record is missing, then the system will create a new record.

---

**Note**

If a record is created for an entity id by a source code and there is a modification to the same record from the same source code, then the existing record is overwritten with the new modified data.

---

If the 'Investment Customer' flag is checked in the 'Customer Maintenance (STDCIF)' screen, then the following validations are performed by the system on closure of an entity ID:

- If no record is available for that particular entity ID in the STSCUSCL screen, then the system displays an error message which states 'Customer Can be Closed Only When Closure Allowed Flag is received as Yes'.
- If a record for that particular entity ID is available in the STSCUSCL screen, however if the 'Closure Allowed' field in this screen is updated as 'No', then an error message is displayed which states 'Customer Cannot be Closed When Closure Allowed Flag is No'.

Therefore, records will be closed only if a record is available for the particular entity ID in the STSCUSCL screen and the 'Closure Allowed' field is updated as 'Yes'.

## 2.19 Searching for Customers

You can search the details of individual or corporate CRM customer or prospect customer in the 'Customer Party Summer' screen. To invoke this screen, type 'STSCUSSH' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

**Customer Party Summary** ⌵ ⌴ ✕

Search Advanced Search Reset Clear All Records per page 15

▼ Recommended Fields(Atleast input one field with minimum character(s) as mentioned in bracket)

Customer No(3)  First Name(3)

▼ Optional Fields

Last Name <input type="text"/>	Customer Type <input type="text"/>	Telephone <input type="text"/>
Email <input type="text"/>	Unique Id Name <input type="text"/>	Corporate Name <input type="text"/>
Country <input type="text"/>	SSN <input type="text"/>	Short Name <input type="text"/>
Unique Id Value <input type="text"/>		

**Search Results** Lock Columns 0

<input type="checkbox"/>	Customer No	First Name	Last Name	Customer Type	Telephone	Email	Unique Id Name	Corporate Name	Country
No data to display.									

Page 1 Of 1 ⏪ ⏩

Exit

You can search for records based on any one or all of the following criteria:

- Customer No
- First Name
- Last Name
- Customer Type
- Telephone
- Email
- Corporate Name
- Country
- SSN
- Fax
- Customer Category
- Short Name
- Unique Name
- Unique Value

---

### Note

- Using this screen, you can search the details of individual/corporate CRM customers or prospects only.
  - It is mandatory to specify the Customer Type as a search criteria.
- 

Click 'Search' button. The system identifies all records satisfying the specified criteria and displays the following details for each one of them:

- Customer No
- First Name
- Last Name
- Address Line 1
- Address Line 2
- Address Line 3
- Telephone
- SSN
- Fax
- Customer Category
- Short Name
- Unique Name
- Unique Value

## 2.20 Pin Code Maintenance

This section contains the following topics:

- [Section 2.20.1, "Viewing Pin Code Details"](#)

### 2.20.1 Viewing Pin Code Details

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

The screenshot shows a web-based application window titled "Pin Code Maintenance". At the top left, there are two buttons: "New" and "Enter Query". Below these is a form with four input fields: "Pincode \*", "City", "State", and "Country \*". The "City" and "State" fields have small square icons with arrows next to them, indicating they are dropdown menus. At the bottom right of the window, there are two buttons: "Audit" and "Exit".

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

#### **Pincode**

Specify the pincode.

#### **City**

Specify the city in which the customer resides.

#### **State**

Specify the state in which the customer resides.

## Country

Specify the country in which the customer resides

## Entity ID

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

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

Customers are created and its unique id name and value are captured in customer creation screen (STDCIF)

The unique id names could be National Id UT, Passport, Ration Card which ever the bank chooses to use as the unique identifier type. The customers unique id value for the chosen unique id name is captured and saved.

## 2.21 Inactive Customer Status Change

This section contains the following topic:

- [Section 2.21.1, "Invoking Inactive Customer Status screen"](#)

### 2.21.1 Invoking Inactive Customer Status screen

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

The screenshot shows the 'Inactive Customer Status Change' application window. At the top, the title bar reads 'Inactive Customer Status Change' with a search icon and a close button. Below the title bar is a search bar labeled 'Enter Query'. The main area contains two columns of input fields. The left column has 'Customer No \*' with a search icon, an 'Inactive' checkbox, and 'Reason \*'. The right column has 'Customer Name' and 'Branch'. At the bottom right, there are buttons for 'Audit', 'Exit', and 'Save'.

You need to query the customer, then unlock and activate the customer. You can query the details by specifying the customer no.

### Customer No

Select the customer no. from the list. The option list displays all the customer nos maintained in the system. Choose the appropriate one.

**Customer Name**

The system displays the customer name based on the customer no. you select.

**Branch**

The system displays the branch details based on the customer no. you select.

**Reason**

You should specify the reason for activating the inactive customer. The system will allow only activating the inactive customers, active customers cannot be changed to Inactive.

**Inactive**

Uncheck the inactive box to activate the customer to active status.

---

## 3. Maintaining Mandatory Information

As part of capturing customer related information in Oracle FLEXCUBE you need to maintain Customer Information Files (CIF records) for each entity who is a customer of your bank. Apart from creating CIF records for each entity you need to maintain certain mandatory information. These details have been discussed in the preceding sections.

This chapter contains the following sections:

- [Section 3.1, "NSF Level Maintenance"](#)
- [Section 3.2, "Maintaining Narratives"](#)
- [Section 3.3, "Instruction Maintenance"](#)
- [Section 3.4, "Lead Details Maintenance"](#)
- [Section 3.5, "Service Request Maintenance"](#)
- [Section 3.6, "Maintaining Location Details"](#)
- [Section 3.7, "Capturing Algorithm Details in Oracle FLEXCUBE"](#)
- [Section 3.8, "Generating Procedure for Algorithm"](#)

### 3.1 NSF Level Maintenance

This section contains the following topics:

- [Section 3.1.1, "Maintaining NSF Cheque Level"](#)
- [Section 3.1.2, "Action Components in NSF Level"](#)
- [Section 3.1.3, "Advice Button"](#)
- [Section 3.1.4, "Maintaining NSF Cheque Parameter"](#)
- [Section 3.1.5, "Mutual Settlement Transaction"](#)

#### 3.1.1 Maintaining NSF Cheque Level

Oracle FLEXCUBE supports cheque processing through web branch screen and generic interface upload routine facility. You can maintain customised Non Sufficient Fund Cheque level and the components associated with NSF level in 'NSF Level Maintenance' screen.

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

**NSF Level Maintenance**

New Enter Query

NSF level \*  
Description  
Order \*  
Expiry period NSF (Months) \*

Expression \* Rule

**Actions**

Action Component	Description	Order *
No data to display.		

Page 1 (0 of 0 items) | < < 1 > > |

Advices Audit Exit

You can specify the following in this screen:

### **NSF Level**

Select the NSF level code to which the configuration is maintained from the adjoining option list.

### **Description**

The system defaults a brief description about NSF Level.

### **Order**

Specify the internal order of the NSF levels.

### **Expiry Period NSF (Months)**

Specify the Expiry period for the NSF level from the first NSF return.

### **Expression**

Specify the formula expression to identify the NSF level of the customer.

### **Actions Details**

#### **Action Component**

Specify the action component. It is executed when the customer status is changed to the level that is maintained in NSF level.

#### **Description**

The system defaults a brief description on the action component.

#### **Action Order**

Specify the order in which selected action code has to be triggered.

---

**Note**

NSF level is defined in the status code definition screen STDSTSCD and system allows the user to select the code in NSF level maintenance screen.

---

---

**Note**

- The Expiry period for the high NSF level is always greater than the lower NSF level. System raises an alert message if the expiry period is lesser than the previous order expiry date.
  - Once the formula expression is changed it is applicable for all NSF transactions (to arrive at NSF level) from the changed date. NSF levels arrived by the previous formula will remain unchanged.
- 

The following SDEs are provided for construction the formula and is used to arrive NSF level changes:

S.No	SDE Name	Remarks
1	CHEQUE_AMOUNT	Amount of the cheque which has been rejected for NSF
2	NSF_COUNT	Number of NSF returned cheques for the validation period
3	CUSTOMER_TYPE	Type of the customer who has presented the NSF cheque
4	CB_BK_STATUS	The active Central bank blacklist status of the customer. SDE will return "Y", if the customer is blacklisted in central bank, "N", if the customer is not a black-listed in central bank.

### 3.1.2 Action Components in NSF Level

As part of NSF validation functionality predefined NSF action components are provided. System triggers the mapped NSF action components whenever the customer status is changed to the new status.



Action Code	Description
MARK_BLACK-LIST_CUST	<p>Mark the customer as blacklisted customer.</p> <p>Cheque return in clearing/counter due to NSF , Mark the customer as blacklisted customer (0 – Blocked Data) , effective date will be the date on which the customer is marked as blacklisted, the expiry date will be the application date + expiry period of the active NSF level.</p> <p>Suppose, action component is assigned to SP3 level and the expiry period is set as 12Months, and the customer is blacklisted on 10-Jan-2010, then the expiry period would be 10-Jan-2011</p> <p>In case the customer is already blacklisted customer, then the effective date will be recomputed. if the newly arrived expiry date is greater than the existing expiry date, then the new expiry date will be updated as the expiry date for that customer.</p> <p>Cheque return in clearing/counter due to NSF for the customer who is already blacklisted in Central bank, then customer will be marked as blacklisted customer (1 – Extended Data)</p> <p>Customer is part of the Central bank blacklisted customer (2 - Blocked data by Central bank)</p>
UNMARK_BLACK-LIST_CUST	<p>Mark the customer as non-blacklisted customer, only if the customer blacklist status got expired. Otherwise system will keep the customer as blacklisted customer.</p> <p>In case the customer is part of the Central bank blacklisted customer (2 - Blocked data by Central bank)</p>
BLACK-LIST_CUST_ACC	<p>Mark all customer accounts as blacklisted accounts</p> <p>Based on the bank level parameter “Account consideration for action”, system will mark current accounts / savings accounts / all current &amp; savings accounts as blacklisted accounts.</p> <p>In case “Current account” is selected, then system will mark all current accounts as blacklisted account</p> <p>In case “Savings account” is selected, then system will mark all Savings accounts as blacklisted account</p> <p>In case “Both” is selected, then system will mark all current accounts and savings accounts as blacklisted account</p> <p>For joint accounts, in case any one of the joint customer is marked as blacklisted customer, then the joint account will be blacklisted.</p>
UNBLACK-LIST_CUST_ACC	<p>Unlock all customer accounts, only if the customer is not a blacklist customer</p>
REVOKE_CHK_ISSUE_FSLTY	<p>Revoke the cheque Issue facility from customer accounts (based on the bank level parameter “Account consideration for action”)</p>

GRANT_CHQ_ISSUE_FSLTY	Grant the cheque issue facility to all customer accounts (based on the bank level parameter “Account consideration for action”) only if the account is not a blacklisted account. If the account is blacklisted account, then system will not grant the cheque issue facility  System will grant the cheque issue facility only if the issue facility is revoked by the system. Manually revoked check issue facility will not be granted.
MARK_NSFF_OVER_COUNTER	Mark the Customer – Web branch NSF cheque status as “3”. (This status will be marked as NULL after the hand off)

**Note**

System grants cheque issue facility only if the cheque issue facility is revoked through the NSF process. If the cheque issue facility is revoked manually, then system does not grant the cheque issue facility.

**3.1.3 Advice Button**

Click on the Advice button in the NSF level maintenance screen to invoke NSF Advice screen.

**NSF Level**

The system defaults the NSF Level code to which advice is configured.

**Description**

The system defaults the description for the NSF level.

**From Level**

Select the source of your NSF level which has been moved to target level (SP1 level).

**Description**

The system defaults the description of the from level

**Message Type**

Select the Message type from the adjoining option list.

**Description**

The system displays the description for the advice message.

**Suppress**

Check this box to suppress the message.

**Format**

Select the advice format from the adjoining option list.

---

**Note**

- After the NSF Level change, system generates advices which are configured for that specific NSF Level.
  - Maintaining advice messages for the same Levels (From NSF level and To NSF level are same) are restricted.
  - By default 'NSF\_ADV\_CCR' advice format is generated for sending the advice message to the customers whose cheque has been returned over the counter due to NSF. The EOD process will generate and post the above advice message.
  - Advice message types and advice message formats are required to maintain (in ST module) prior to associate the advice messages to a NSF Level.
-

### 3.1.4 Maintaining NSF Cheque Parameter

You can capture the NSF validation related parameters in the NSF Cheque parameters screen. You can invoke this screen by typing 'STDNSFPR' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

NSF Cheque Parameters Screen

Unlock Print Authorize Enter Query

NSF Cheque Validation - Parameters

NSF validation period (Months) 6

Expiry Date Holiday Rule Next Working Day

NSF Rejection code 05

Account for Consideration Both

Treatment of Same Cheque NSF Return

Rejection Status Treatment Different

Action for NSF Blacklisted Customers

Accounts consideration for Action Both

NSF Cheque Clearance

Clearance Allowed

Clearance with in (Days) 7

Audit Exit

#### **NSF Cheque Validation – Parameters**

##### **NSF validation period (months)**

Specify the period during which the NSF validation is considered for cheque return.

##### **Expiry Date Holiday Rule**

Select the Expiry Date Holiday Rule from the drop down list.

The options are:

- Next Working Day - If the expiry date falls on a holiday, then the expiry date will be set to the next working day of the application.
- Previous Working Day - If the expiry date falls on a holiday, then the expiry date will be set to the previous working day of the application.

##### **NSF Rejection Code**

Select the reason for NSF rejection from the adjoining option list.

##### **Account for Consideration**

Select the type of accounts to be considered for NSF return from the drop down list.

The options are:

- Current Account - If 'Current account' is selected, then the system will consider the NSF of current accounts cheques for the NSF blacklisting process.
- Savings Account - If 'Savings Account' is selected, then the system will consider the NSF of savings account cheques for the NSF blacklisting process.
- Both - If 'Both' is selected, then the system will consider both current accounts and savings accounts cheques for the NSF blacklisting process.

---

**Note**

- If the customer is blacklisted inside the bank or central bank, the cheque book issue should be blocked for all his/her accounts till the expiry date of the NSF level. On the expiry date, the restriction should be removed for the customer automatically.
  - If customer A who is blacklisted, has personal account and also has a joint account with customer B, then customer A cannot request for cheque book in his personal account and joint account. However, Customer B can still get cheque book in his personal account but not in the joint account.
  - If the customer who is blacklisted is an authorized signatory in a corporate account, the corporate account will not be blacklisted.
  - If a corporate customer is blacklisted due to cheque returns, the authorized signatories will not be blacklisted and their individual accounts will not be blacklisted.
- 

- System should mark the customer status as per the below criteria:
  - If a customer cheque is returned over the counter or uploads clearance due to NSF, the customer status should be set as '0' and it should be reported to CB during the Interface hand off.
  - If a customer cheque is returned over the counter or upload clearance due to NSF and the customer is already marked as Central bank blacklisted customer, then the customer status should be set as '1' and it should be reported to CB during the Interface hand off
  - If the customer is blacklisted in central bank and updated through the interface, the customer status should be set as '2' and it should be reported to CB during the interface hand off.
  - If a customer cheque is returned over the counter due to NSF, the customer status (returned over the counter) should be set as '3' and it should be reported to CB during the Interface hand off. Here, the customer will be reported in two interface hand off (status as '1' and status as '3')

**Treatment of Same Cheque NSF Return****Rejection Status Treatment**

Select the rejection status treatment from the drop down list.

The options are:

- Same - If the rejection status is same then the multiple rejection of the same cheque is considered as single rejection and NSF level is moved only once.
- Different - If the rejection status is different then each rejection of the same cheque will be considered as different rejection and is changed to next level.

<b>Clearing Flag</b>	<b>Clearing Days</b>	<b>Rejection Treat</b>	<b>Cheque Processes</b>	<b>Status Movement</b>
Yes	Less than 7 days	Same	Cleared	(SP1 to NORM)
Yes	Less than 7 days	Same	Reject	No Change
Yes	Less than 7 days	Different	Cleared	(SP1 to NORM)
Yes	Less than 7 days	Different	Reject	(SP1 to SP2)

The system displays the error message on processing of cheque after clearing days: as “Cheque No XXX1 of account XXXXXXXX01 cannot be used again as the clearing days have exceeded.”

### **Action for NSF Blacklisted Customers**

#### **Accounts consideration for Action.**

Select the accounts considered for blacklisting actions from the drop down list.

The options are:

- Current Account
- Savings Account
- Both

---

#### **Note**

- If ‘Current account’ is selected, then the system will consider current accounts for executing the actions.
  - If ‘Savings Account’ is selected, then the system will consider all savings accounts for executing the actions.
  - If ‘Both’ is selected, then the system will consider both all current accounts and savings accounts for executing the actions.
- 

### **NSF Cheque Clearance**

#### **Clearance allowed**

Check this box to indicate if the cheque is Cleared within the clearance period.

#### **Clearance with in (days)**

Specify the time span for clearance of NSF returned cheque.

---

#### **Note**

- If the cheque is rejected due to NSF in joint account then the entire joint account holder’s NSF level will be changed from level1 to level 2.
  - If you are blacklisted and you are an authorized signatory in a corporate account then the account will not be frozen.
  - If the parameter is set, then, suppose a cheque is returned and represented for clearance. If the cheque is cleared within the specified time, then the system will consider the cheque as cleared cheque and up-grade the NSF level of the customer ( SP2 to SP1)
  - If the parameter is not set, then, suppose a cheque is returned and represented for clearance. If the cheque is cleared, even then system will consider the cheque as a returned cheque and keep the down graded status without any change.
- 

### **3.1.5 Mutual Settlement Transaction**

You can settle the NSF rejected cheque transaction through offline settlement in “Mutual Settlement Transaction’ screen. You can invoke this screen by typing ‘STDNSFMS’ in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

If the settlement transaction status is settled then the system executes the NSF formula for all the NSF cheque transactions except NSF transaction.

Mutual Settlement Transactions

New Enter Query

Reference Number

Customer Details

Customer No

Customer Name

Manual Settlement

Settlement Transaction Status Settled

Remarks

Cheque Details

Cheque Number

CG Ref No

Branch Code

Cheque Date

Transaction Date

Cheque Amount

Cheque Process Status

Audit Exit

Specify the following here:

### **Reference No**

System defaults the unique reference number to identify the manual settlement transaction.

### **Customer Details**

#### **Customer No**

Select the customer number from the adjoining option list.

#### **Customer Name**

Specify the name of the customer.

### **Manual Settlement**

#### **Settlement Transaction Status**

Select the settlement transaction status from the drop down list.

The options available are:

- Settled
- Not Settled

#### **Remarks**

Specify the remarks for the manual clearance.

### **Cheque Details**

#### **Cheque No**

Select the cheque number from the adjoining option list.

### CG Ref No

System defaults the clearing reference number based on the cheque number.

### Branch Code

System defaults the bank code to which the cheque has been cleared.

### Cheque Date

System displays the value date of the cheque transaction.

### Transaction Date

System displays the date of transaction for the cheque.

### Cheque Amount

System displays the cheque amount.

### Cheque Process Status

System defaults the current cheque processing status.

## 3.2 Maintaining Narratives

The 'Narrative Maintenance' screen allows you to define the format of a Detailed Account Statement.

Invoke the 'Narrative Maintenance' screen, by typing 'CSDSTNRT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

If you are defining the details of a new record, choose new from the Actions Menu, or click new icon from the toolbar. The 'Narrative Maintenance' screen is displayed without any details.

The screenshot shows the 'Statement Narratives Maintenance' application window. The window title is 'Statement Narratives Maintenance'. The toolbar includes 'New' and 'Enter Query' buttons. Below the toolbar are input fields for 'Module', 'Module Description', and 'Narrative Type' (with 'Narrative' entered). The main area is divided into two panes: 'Narrative Details' and 'Language Details'. Both panes show a table with 'No data to display.' and a pagination control showing 'Page 1 (0 of 0 items)'. At the bottom, there are 'Fields', 'Audit', and 'Exit' buttons.

After you have entered all the details of a record, save the record using one of the following methods:

- Click Save icon in the toolbar
- Select Save from the Actions Menu



While maintaining narratives, if you choose the narrative type for a module the prompt codes maintained for this module are displayed. You can choose the relevant prompt code from the option list.

For the FT module, the prompt codes can be the following:

- FT-EVENTDESC
- FT-USERREFNO

For the above prompt codes you have to enter the descriptions in the desired language. For instance the description for FT-EVENTDESC can be maintained as EVENT DESCRIPTION in the English language.

The Account statement for the above maintenance will look like EVENT DESCRIPTION – REVERSAL, where reversal is the actual event happening. The word REVERSAL itself is picked up from the same screen for Event type of narratives.

---

**Note**

The same logic applies to the other type of narratives

---

## **3.3 Instruction Maintenance**

This section contains the following topics:

- [Section 3.3.1, "Maintaining Customer Instruction Details"](#)
- [Section 3.3.2, "Viewing Customer / Account Instructions on 'F6' Key-Press"](#)
- [Section 3.3.3, "Viewing Customer / Account Instruction Details in Override Screen"](#)
- [Section 3.3.4, "Viewing the Instructions Summary"](#)

### **3.3.1 Maintaining Customer Instruction Details**

'Instructions Maintenance' screen allows you to maintain instructions for customers / Accounts with the current branch as the local branch. You can capture the instructions for each customer or account. You can describe the instruction in 'instruction Description' field. Instruction pops-up when you press the hot-key 'F6'.

Invoke this screen, by typing 'CSDINSTR' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Click the new button on the Application toolbar.

The screenshot shows the 'Instructions Maintenance' application window. At the top, there is a toolbar with 'New' and 'Enter Query' buttons. Below the toolbar is a form with the following fields: 'Memo ID', 'Category' (with a dropdown menu showing 'Account'), 'Customer / Account No' (with a search icon), 'Description' (with a text area and a 'New' button), and 'Branch Code'. Below the form is a table titled 'Instructions Details' with columns: 'Instruction ID', 'Display Type', 'User Message', 'Instruction Date', 'Instruction Expiry Date', 'Module Code', 'Show to Customer', 'Customer Message', and 'Language'. The table is currently empty, showing 'No data to display.' and a pagination bar indicating 'Page 1 (0 of 0 items)'. At the bottom right of the window, there are 'Audit' and 'Exit' buttons.

You need to specify the following details.

### **Memo ID**

System displays a unique, system generated memo ID which is associated with customer or account.

### **Branch Code**

System displays the branch code of the customer.

### **Category**

Select 'Customer' to maintain the memo for the customer. Select 'Account' to maintain the memo for the account

### **Customer / Account Number**

Specify the required Customer / Account Number from the list of values maintained.

### **Customer / Account Name**

System displays the customer ID or account name in this field.

### **Instruction Id**

Unique ID for the instruction is displayed here.

### **Display Type**

Select appropriate display type from the drop-down list.

- If you select 'Override', then system displays all the memos with override category in override screen while saving and authorizing the transaction.
- If you select 'informational', then system displays the memo when you press the hotkey 'F6'.
- If you select 'Both', then system displays the memo both in the override screen and on the key press.

### **Instruction Description**

Describe the actual instruction here. You can describe the instructions in detail as there is no restriction over the number of lines. Described instruction pops-up when you press the hotkey 'F6'.

### **Instruction Date**

Specify the date on which the instruction is added. You can select the date from the adjoining calendar. System displays the application date here; however, you can modify the date to the future date.

---

#### **Note**

Instruction date cannot be a past date.

---

### **Instruction Expiry Date**

Specify the date on which the instruction will expire. You can select the date from the adjoining calendar. The instruction will not be displayed if the expiry date is greater than the application date.

---

#### **Note**

You can query, modify and amend other branch transactions only through the summary screen

---

### **Counterparty Name**

The system displays the name of the specified counterparty based on the details maintained at 'Customer Maintenance' level.

### **Module Code**

Specify the module code for which memo instructions are maintained for a customer. Alternatively, you can select the module code from the option list. The list displays all valid module code maintained in the system.

You can maintain memo instruction for a customer either for a particular module or for all modules. To maintain memo instruction for all modules, select '\*\*' from the option list.

## **3.3.2 Viewing Customer / Account Instructions on 'F6' Key-Press**

All the instructions maintained in the 'Instructions Maintenance' screen can be viewed in the 'Customer Instructions View' screen. To invoke this screen, press the hot-key 'F6' on customer Id / account number.

If you have selected 'Display Type' as 'Informative' or 'Both' in 'Instruction Maintenance' screen, then the instruction will be displayed in the following 'Customer Instruction View' screen by pressing the hot key 'F6' at the time of saving the input stage and authorizing the transaction.

In the 'Instruction Maintenance' screen, If you press 'F6' in the 'Customer ID' field, the system fetches all the instructions of the selected customer and module specified. If you press F6 in the 'Account Number' field, the system fetches all the instructions of the contract.

The 'Customer Instruction View' screen will be launched with all the instructions maintained for the customer / account

The following Details can be viewed in this screen:

- Customer / Account Number
- Customer / Account Name
- Category
- Instruction Number
- Instruction Description
- Effective Date
- Instruction Expiry Date

### **3.3.3 Viewing Customer / Account Instruction Details in Override Screen**

If you have selected 'Display Type' as 'Override' or 'Both' in 'Instruction Maintenance' screen, then the instruction will be displayed in the following 'Override' screen at the time of saving the input stage and authorizing the transaction.

Select the message and click 'Post' to over ride the message.

### **3.3.4 Viewing the Instructions Summary**

You can view the summary of instructions in the 'Instructions Summary' screen. It displays the status of the records maintained, whether it is authorized, unauthorized or rejected.

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

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

- Authorization Status
- Record Status
- Memo ID
- Customer/Account Number
- Category
- Branch Code

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

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Memo ID
- Customer/Account Number
- Category
- Branch Code

---

**Note**

You can query, modify and amend other branch transactions through the summary screen only.

---

## 3.4 Lead Details Maintenance

This section contains the following topics:

- [Section 3.4.1, "Maintaining Lead Details"](#)
- [Section 3.4.2, "Product Code Tab"](#)

- [Section 3.4.3, "Offer Details Tab"](#)

### 3.4.1 Maintaining Lead Details

You can capture details of products and offers that are rendered to a customer and the response of the customer to the same in the 'Lead Input' screen. To invoke this screen, type 'STDLEDMT', in the field at the top right corner of the Application toolbar and click the adjoining arrow button.

Specify the following details:

#### **Lead Id**

The system displays the lead identification number.

#### **Customer No**

Specify the customer identification number whose request is being maintained. The adjoining option displays all the customer numbers that are maintained in the system. You can choose the appropriate one.

#### **E-mail**

The system will display the customer's email address based on the customer number selected.

#### **Telephone**

The system will display the customer's contact number based on the customer number selected.

#### **First Name**

The system will display the customer's first name based on the customer number selected.

**Last Name**

The system will display the customer's last name based on the customer number selected.

**Address 1, 2, 3, and 4**

Specify the address line 1, 2, 3, and 4.

**Areas of Interest**

Specify the area in which the customer is having interest.

**Remarks**

Specify any additional information, if any.

**3.4.2 Product Code Tab**

Specify the product details:

**Product Code**

Specify the product code which is to be associated to the customer. The adjoining option list displays all the product code that are maintained in the system. You can select the appropriate one.

**Product Description**

The system displays a brief description of the product.

**Interested Flag**

Check this box to indicate that the product that is selected should be included in the lead creation.

### 3.4.3 Offer Details Tab

Lead Maintenance

New Enter Query

Lead Id

Customer No Search

Email Telephone First Name Last Name

Address 1 Address 2 Address 3 Address 4 Area of Interest Remarks

Product Code Offer Details

Offer Code	Offer Description	Response
No data to display.		

Page 1 (0 of 0 items) Query

Audit Exit

Specify the offer details:

#### Offer Code

Specify the offer code that is rendered to the customer. The adjoining option list displays all the offer code that are maintained in the system. You can select the appropriate one.

#### Offer Description

The system displays a brief description of the offers that are offered to the customer.

#### Response

Choose the offer response from the drop-down. The options available are:

- Accepted
- Rejected
- Interested
- Not interested
- Tell a friend

## 3.5 Service Request Maintenance

This section contains the following topics:

- [Section 3.5.1, "Maintaining Service Request Input Details"](#)
- [Section 3.5.2, "Viewing Service Request Details"](#)



### 3.5.1 Maintaining Service Request Input Details

You can maintain the customer and non-customer's request/complaints in the 'Service Request Input' screen. To invoke this screen, type 'STDSRQST' in the field at the top right corner of the Application tool bar and click the adjoining arrow button.

**Service Request Input**

New Enter Query

**Customer Details**

Requester Type Customer

Customer No

Short Name

Full Name

Telephone

Mobile Number

Email

Subject

Description

**Service Details**

Service Request Type Activities

Service No

Branch Code

Account No

Priority High

Status Open

Nature

Criteria

Contact date

Target Date

Activation Date

Lead Audit Exit

You need to maintain the following details:

#### **Customer Details**

Specify the following details:

##### **Requestor Type**

Select the type of requestor from the adjoining drop-down list. This list displays the following values:

- Customer
- Non- Customer

##### **Customer No**

Specify the customer identification number whose request is being maintained. The adjoining option displays all the customer numbers that are maintained in the system. You can choose the appropriate one. This field will be enabled only if the requestor type is selected as 'Customer'.

##### **Short Name**

The system will display the customer's short name based on the customer number selected.

##### **Full Name**

The system will display the customer's full name based on the customer number selected.

##### **Telephone**

The system will display the customer's contact number based on the customer number selected.

**Mobile Number**

The system will display the customer's mobile number based on the customer number selected.

**E-mail**

The system will display the customer's email address based on the customer number selected.

**Subject**

Specify the subject matter of the request\complaint.

**Description**

Specify the brief description of the request\complaint.

**Service Details**

Specify the following details:

**Service Request Type**

Select the service request type from the adjoining drop-down list. This list displays the following values:

- Transactional
- Non Transactional
- Complaint

**Service No**

The system generates the service request number.

**Branch Code**

The system displays the branch

**Account No**

The system will display the customer's account number based on the customer number selected.

**Priority**

Select the priority of the request\complaint from the drop-down list. This list displays the following values:

- High
- Medium
- Low

**Status**

Select the status of the request\complaint from the drop-down list. This list displays the following values:

- Open
- Pending
- Closed
- Escalated

**Nature**

Select the nature of the request\complaint from the drop-down list. This list displays the following values:

- Service
- Sales

### Criteria

Select the criteria of the request/complaint from the drop-down list. This list displays the following values:

- Enquiry
- Channel
- Product
- Application
- Maintenance

### Contact Date

Specify the date on when the request or complaint is made.

### Target date

Specify the date on when the request or complaint is to be closed.

### Activation Date

Specify the date on when the request or complaint is activated.

## 3.5.1.1 Lead Button

You can maintain both the customers and non –customer details in the ‘Lead Input’ screen by clicking ‘Lead’ button in the ‘Service Request Input’ screen. The following screen will be displayed.

The screenshot shows the 'Lead Maintenance' application window. At the top, there are 'New' and 'Enter Query' buttons. Below them is a 'Lead Id' input field. The main content area is split into two panels: 'Product Code' on the left and 'Offer Details' on the right. The 'Product Code' panel includes a 'Customer No' field with a search icon and a 'Search' button, followed by 'Email', 'Telephone', 'First Name', and 'Last Name' fields. The 'Offer Details' panel includes 'Address 1' through 'Address 4', 'Area of Interest', and 'Remarks' fields, each with a small icon to its right. Below these panels is a table with three columns: 'Product Code', 'Product Description', and 'Interested Flag'. The table is currently empty, displaying 'No data to display.' and a pagination control showing 'Page 1 (0 of 0 items)'. At the bottom right of the window, there are 'Audit' and 'Exit' buttons.

For more details on the Lead Input screen, refer the ‘Maintaining Lead Details’ section of this user manual.

### 3.5.2 Viewing Service Request Details

You can view the summary of service request details in the 'Service Request' screen. To invoke this screen, type 'STSSRQST' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

The screen is as shown below:

**Service Request Fetch**

Search Advanced Search Reset Clear All Records per page 15

Search (Case Sensitive)

Authorization Status Record Status Service No  
Service Request Type Branch Code Requester Type  
Customer No Account No Status  
Contact date MM/DD/YYYY Target Date MM/DD/YYYY

Search Results Lock Columns 0

Authorization Status	Record Status	Service No	Service Request Type	Branch Code	Requester Type	Customer No	Account No	Subject	Price
No data to display.									

Page 1 Of 1 |< < > >|

Exit

You can query on records based on any one or all of the following criteria:

- Authorization Status
- Record Status
- Service No
- Service Request Type
- Customer No
- Account No
- Branch Code
- Requestor Type
- Status
- Contact date
- Target Date
- Telephone

Click 'Search' button. The system identifies all records satisfying the specified criteria and displays the following details for each one of them:

- Authorization Status
- Record Status
- Service No
- Service Request Type
- Customer No
- Account No

- Branch Code
- Requestor Type
- Status
- Contact date
- Target Date
- Telephone

## 3.6 Maintaining Location Details

While maintaining Customer Information details through the CIF Maintenance screen, in addition to indicating the name of the country in which your customer resides you can also choose to specify the name of the region or locality where your customer stays. For instance, Silas Marnar, a customer of your bank is a Londoner, Great Britain is his country of residence. He lives in the northern part of London; therefore North London becomes the location where he resides.

Location codes, along with a brief description of the locality can be maintained through the 'Location Details' maintenance screen.

Invoke the 'Location Maintenance' screen, by typing 'STDCULOE' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

### Location Code

You can capture a unique three-character code to identify the locality where the customer resides.

---

#### Note

While maintaining customer information details and associating a location code with a Customer and Country Code combination, a list of all the valid location codes you have maintained in this screen will be available in the option list for the Location Code field. You can select the appropriate code.

---

### Description

You can also associate a brief description with the location code. This description is for information purposes only and will not be printed on any customer correspondence.

---

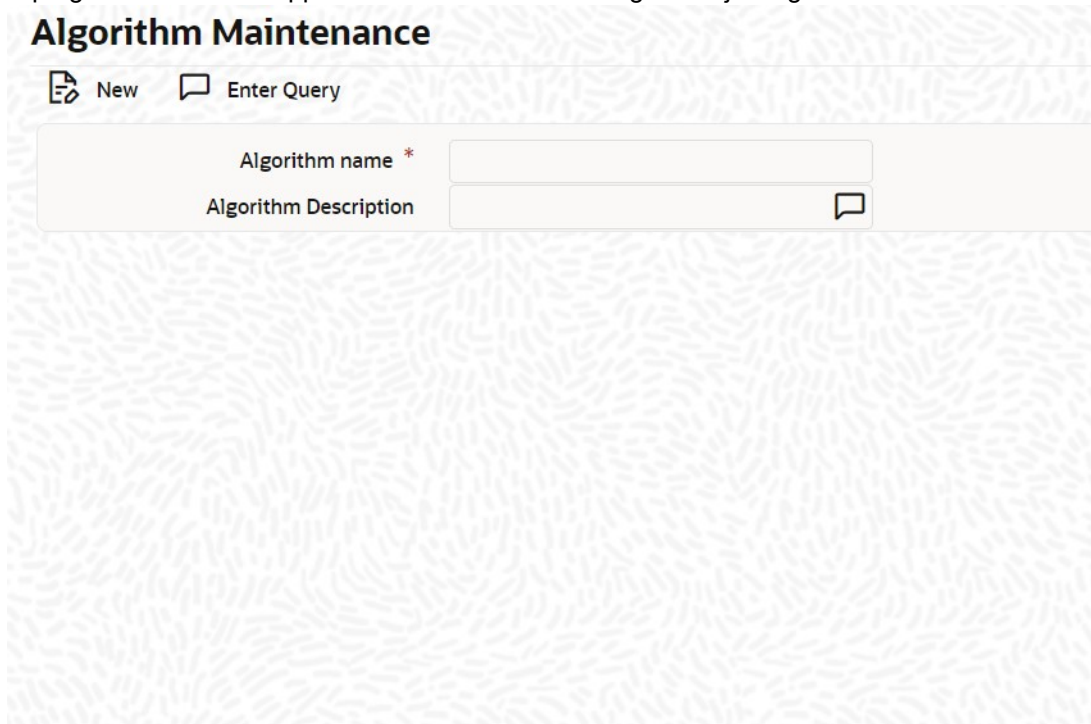
**Note**

While maintaining the Customer Short Name in the 'CIF Details' screen the system automatically appends the Location code to the customer short name when you associate the appropriate Location Code with the Customer Code.

---

### 3.7 Capturing Algorithm Details in Oracle FLEXCUBE

In Oracle FLEXCUBE, you can choose to generate check-digits for Customer Accounts based on the algorithm of your choice. You can define algorithms of your choice through the 'Algorithm Maintenance' screen. Invoke this screen by typing 'CSDALGMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



In this screen, you should specify the following details:

- The Name of the Algorithm. This will uniquely identify the algorithm in Oracle FLEXCUBE
- A brief description of the algorithm

---

**Note**

After you capture the details of a new algorithm you must 'write' the algorithm through the 'Algorithm Procedure Generation' screen

---

### 3.8 Generating Procedure for Algorithm

For every algorithm that you define through the 'Algorithm Maintenance' screen must write the algorithm generation rule through the 'Algorithm Generation Input' screen.

Invoke this screen by typing 'CSDALGEN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

The screenshot shows a web application window titled "Algorithm Generation Input". At the top left, there is a search bar labeled "Enter Query". Below this, the form contains the following elements:

- Alg Name \***: A text input field with a magnifying glass icon.
- Algorithm Description**: A text input field.
- Function Type \***: A dropdown menu currently displaying "Validation".
- Algorithm Rule**: A large text area for entering code.
- Execute**: A button to compile the code.
- Errors**: A button to view error messages.
- Clear**: A button to reset the form.
- Errors**: A text area for displaying error messages.

At the bottom of the window, there are three buttons: "Fields" on the left, and "Audit" and "Exit" on the right.

Since the access to this screen is restricted to only a few authorized users at your branch level, you will be allowed to invoke the screen only if you have the requisite rights.

In this screen, you can specify:

- The name of the algorithm for which you are writing the algorithm generation rule. A list of all the algorithms you have maintained through the 'Algorithm Maintenance' screen is displayed. You can select the appropriate
- The Function Type, which specifies the type of the function using the algorithm. The options available are:
  - Validation - indicates that the function is using the algorithm to validate the 'input' string. For all such functions, the input string is validated as being True or False depending upon whether the validation was a success or a failure
  - Check Digit Generation - indicates that the function is used for the generation of check digit using the algorithm. Such functions will take the input string without the check digit and return the check digit

You must enter the algorithm rule in the form of PL/SQL code. After writing the PL/SQL code, click 'Execute' button to compile the code. The algorithm rule is validated by the system and the success or failure message is shown in the Error editor. Click 'Errors' button to view the errors.

If any checks fail, you must alter the statement so that the validation can be made successfully. The algorithm is generated on Authorization of the rule.

Click the 'Clear' button, the Algorithm Rule editor and the Error editor will be cleared for you to enter a new rule in the field.

---

**Note**

The System provides two pre-defined key elements both for Check Digit Generation and Validation type of algorithms. They are:

---

- I\_branch\_code
- I\_customer\_no

You will not be allowed to enter the following keywords in an Algorithm Rule:

- ROLLBACK
- COMMIT
- DECLARE
- DELETE
- UPDATE
- INSERT

Once defined, you will not be allowed to unlock and amend the following fields:

- Algorithm Rule
- Algorithm Description
- Function Type

*You can refer the Clearing user manual for more information.*



---

## 4. Foreign Account Tax Compliance Act

FATCA is the acronym for Foreign Account Tax Compliance Act enacted by the US Government as part of the Hiring Incentives to Restore Employment (HIRE) Act, in 2010. The purpose of FATCA is to help Internal Revenue Service (IRS) to identify and collect tax from US Persons (USP) holding financial assets outside US.

This chapter deals with Foreign Account Tax Compliance regulation. It includes the description about functions that would help Oracle FLEXCUBE to support FATCA.

This chapter contains the following sections:

- [Section 4.1, "Maintaining FATCA Product"](#)
- [Section 4.2, "Customer Type-wise FATCA Maintenance"](#)
- [Section 4.3, "Entity FATCA Classification"](#)
- [Section 4.4, "Criteria for Applying US Indicia"](#)
- [Section 4.5, "Tracking FATCA Customers"](#)
- [Section 4.6, "Viewing FATCA Withholding Log"](#)
- [Section 4.7, "FATCA Referral Processing"](#)
- [Section 4.8, "FATCA Rule Maintenance"](#)
- [Section 4.9, "Intraday Batch Maintenance"](#)
- [Section 4.10, "Post EOTI Batch Maintenance"](#)
- [Section 4.11, "Data Population into Data Stores"](#)
- [Section 4.12, "FATCA Obligation Population and Classification Scenarios"](#)

### 4.1 Maintaining FATCA Product

You can maintain products, account class and instruments that is applicable for FATCA withholding. The system will mark all the contracts, accounts and deals created using any of the listed values in the maintenance as US sourced obligation. The maintenance will also indicate whether the obligation created should be considered at the time of computing FATCA balance for the customer and whether grandfathering is applicable for the obligation.

You can store a list of products, account classes or instruments at a bank level using 'FATCA - Product, Account Classes and Instruments' screen, invoked from the Application Browser.

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

The screenshot shows the 'FATCA-Products and Account Classes' application window. The window title is 'FATCA-Products and Account Classes'. The interface includes a toolbar with 'New' and 'Enter Query' buttons. The main area contains several input fields: 'Module Code \*' with a search icon, 'Product Code \*' with a search icon, 'Product Type \*' with a dropdown menu showing 'Account Class', 'Balance Inclusion \*' with an unchecked checkbox, and 'Allow Grandfathering \*' with an unchecked checkbox. A 'Product Description' field is also present. At the bottom right, there are 'Audit' and 'Exit' buttons.

You can specify the following details:

#### **Module Code**

Specify the module code for the product or account class. You can also select the valid module code from the adjoining option list.

#### **Product Code**

Specify the product, account class or instrument code. You can also select the valid product code from the adjoining option list.

#### **Product Description**

The system displays the description for the selected product code.

#### **Type**

Select the type of the product from the drop-down list. Following are the options available in the drop-down list:

- Product
- Account Class
- Instrument

#### **Incl. Bal.**

Check this box if the balance of the contract account should be included for FATCA.

#### **Allow Grandfathering**

Check this box if the grandfathering of contracts booked using the product/account class/instrument is allowed.

Grandfathered obligations needs to be checked based on the 'Allow Grandfathering' field at the 'FATCA - Product, Account Classes and Instruments' screen. The obligation is

grandfathered if Account Opening Date is less than Grandfathered cutoff date and there are no changes in tenor, amount or rate of interest after grandfathered cutoff date.

While authorizing, if customer is a reportable FATCA status or is recalcitrant, the system will identify all accounts, contracts and deals for the customer booked using products, account classes or instruments. For each of the customer the total FATCA balance should be updated in the threshold currency maintained for that type of customer. The FATCA balance of the customer will be the sum total of all balances of the customer obligations.

If the maintenance is being modified, then at the time of authorization of the maintenance, the system will perform the following:

- If a product, account class or instrument is being removed from the list then all accounts, contracts or deals booked using the product, account class or instrument should be removed from the tracking table
- The customer balance should be updated accordingly.

If a new product, account class or instrument is being added to the list, then at the time of authorization of the maintenance, the system should scan for all contracts, accounts or deals booked using the newly added product, account class or instrument with 'Incl. Bal.' field checked. If the counterparty of such a contract, account or deal has a reportable FATCA status, a row should be inserted into the FATCA tracking table.

## 4.2 Customer Type-wise FATCA Maintenance

This section contains the following topics:

- [Section 4.2.1, "Maintaining Customer Type-wise FATCA Parameters"](#)
- [Section 4.2.2, "Viewing Customer Type-wise FATCA Parameters"](#)

### 4.2.1 Maintaining Customer Type-wise FATCA Parameters

You can maintain the FATCA parameters for different customer types in 'Customer Type-wise FATCA Parameters' screen. To invoke this screen type 'STDFATCA' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

You can capture the following in this screen:

### **Customer Type**

Select the type for customer from the adjoining drop-down list. The options available are:

- Individual
- Bank
- Corporate

### **Threshold Currency**

Select the threshold currency from the adjoining option list.

### **Threshold Amount**

Specify the threshold amount.

### **Escrow Days**

Specify the number of days for which a transaction for the type of customer can be held in Escrow account.

### **Escrow Warning Before Days**

Specify the number of days before the expiry of Escrow period, when an alert should be raised.

## **Classification Details**

### **FATCA Classification**

Specify the FATCA classification for the given customer type.

### **Numeric Eqv.**

Specify a numeric equivalent for FATCA classification. The numeric value should be unique for the given customer type and you cannot repeat a numeric for the given customer type.

### **Reportable**

Check this box to indicate that the FATCA Classification mentioned is Reportable to IRS.

### **US Withholding Agent**

Check this box to indicate if the status defined is a US withholding agent or not.

The check box for US withholding agent must be enabled only if the customer type is Bank. This check box should be unchecked for all other customer types. If the customer is a bank type of customer, then this check box should be enabled. A single status should be mandatorily defined as US withholding agent.

## **Document Details**

### **Category**

Select the category of documents from the adjoining option list.

### **Type**

Specify the type of document.

### **Verification Limit in Days**

Specify the number of days allowed to submit the documents for FATCA verification.

---

**Note**

If the check box 'FATCA Applicable' in the 'Bank Parameters' screen is not checked, then saving a record in Customer Type Wise FATCA parameters is not allowed.

---

## 4.2.2 Viewing Customer Type-wise FATCA Parameters

You can view the customer type details maintained in the 'Customer Type-wise FATCA Parameters' screen using the 'Customer Type-Wise FATCA Parameters Summary' screen. You can invoke this screen by typing 'STSFATCA' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

**Customer Type-Wise FATCA Parameters Summary**

Search Advanced Search Reset Clear All Records per page 15

Search (Case Sensitive)

Authorization Status Record Status Customer Type

Search Results Lock Columns 0

Authorization Status	Record Status	Customer Type	Threshold Currency	Threshold Amount
No data to display.				

Page 1 Of 1 |< >| Exit

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

- Authorization Status
- Record Status
- Customer Type
- Threshold Currency
- Threshold Amount

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

- Authorization Status
- Record Status
- Customer Type
- Threshold Currency
- Threshold Amount

## 4.3 Entity FATCA Classification

This section contains the following topics:

- [Section 4.3.1, "Maintaining Customer FATCA Classification"](#)

- [Section 4.3.2, "Viewing Customer FATCA Classification"](#)

### 4.3.1 Maintaining Customer FATCA Classification

You can maintain the FATCA classification details of a customer in the 'Entity FATCA Classification' screen if the US Indicia conditions are satisfied or changed. To invoke this screen type 'STDCFCLF' in the field at the top right corner of the Application tool bar and click /on the adjoining arrow button..

#### **Entity ID**

Select the entity ID from the adjoining option list.

#### **Entity Name**

The system displays the full name of the entity.

#### **Entity Location**

This indicates the origination of the classification record.

#### **Entity Type**

Based on the entity ID selected, the system displays the entity type.

#### **Local Branch Code**

The system displays the local branch code.

### **Entity FATCA Classification**

#### **US Indicia Present**

The check box US Indicia Present is checked based on the FATCA classification batch or the authorization of a customer record. However you can check or uncheck the box after performing due diligence.

If this box is checked and the 'FATCA Classification' status is 'PENDING CLASSIFICATION', then

- Tracking required will be checked.
- Tracking Closed Date will be blank

If the customer has US indicia, the batch will extract the customer account and obligations based on FATCA product, account class and instruments maintenance. The batch will add up the balances based on 'Inc Bal.' field of the FATCA product, account class and instrument maintenance.

The FATCA classification batch will check address fields in all the CASA accounts for the customer and in the message address fields maintained for the customer along with the customer information (CIF) record for US indicia details. If US indicia is found either in the customer information (CIF) data or in any of the customer account data or in the customer message address, the 'US Indicia' field at the customer FATCA classification level will be selected the bank will do further due diligence.

### **Recalcitrant**

The check box Recalcitrant is checked based on the FATCA classification batch or the authorization of a customer record.

You can check this box if:

- The check box US Indicia Present is checked.
- FATCA classification is reportable.

### **FATCA Classification**

The system displays the value maintained for the field 'FATCA Classification' at 'Customer Type Wise FATCA Parameters' maintenance screen. However, you can modify by selecting the FATCA Classification from the adjoining option list. The system displays the value for this as 'PENDING CLASSIFICATION' initially (during the Batch run/ Customer Authorization).

### **Remarks**

Specify remarks, if any.

### **Entity FATCA Details**

#### **Tax identification Number (TIN)**

Specify the tax identification number of the customer.

#### **TIN Expiry Date**

Specify the expiry date of the tax identification number. If TIN Expiry Date is blank, it indicates that the tax identification number does not expire.

#### **Balance Currency**

The system displays the total balance of the customer.

#### **FATCA Balance**

Specify the total balance of all accounts/contracts for the customer, that are included for FATCA reporting set.

If the customer's FATCA balance is greater than or equal to the threshold amount maintained for the customer type, and:

- If the current 'US Indicia Present' status is Yes and the customer has a reportable FATCA classification, then no further processing is required.



- If the current 'US Indicia Present' is No, you need to set the 'US Indicia Present' and 'Tracking Required' to Yes and the 'FATCA Classification' to PENDING CLASSIFICATION.
- If the current 'US Indicia Present' is Yes, but the customer does not have a reportable FATCA classification, then you need to set the classification to PENDING CLASSIFICATION and 'Tracking Required' to YES.

If the customer's FATCA balance is less than the threshold amount maintained for customer type then:

- If the current 'US Indicia Present' status is Yes, then set the FATCA classification to LOW VALUE EXEMPT.
- If the current 'US Indicia Present' status is NO, then set the customer's 'US Indicia Present' to YES and insert the obligations in the obligations tracking table. Update the customer's FATCA classification to LOW VALUE EXEMPT.

### **For Corporates and Banks**

#### **Responsible Officer Name**

Specify the name of the officer responsible for FATCA compliance.

#### **Responsible Officer Designation**

Specify the designation of officer responsible for FATCA compliance.

#### **Responsible Officer Address Line 1**

Specify the address of the officer responsible for FATCA compliance.

#### **Responsible Officer Address Line 2**

Specify the address of the officer responsible for FATCA compliance.

#### **Responsible Officer Address Line 3**

Specify the address of the officer responsible for FATCA compliance.

#### **Responsible Officer Address Line 4**

Specify the address of the officer responsible for FATCA compliance.

#### **Responsible Officer Telephone**

Specify the telephone number of the officer responsible for FATCA compliance.

#### **Responsible Officer Email ID**

Specify the e-mail ID of the officer responsible for FATCA compliance.

#### **GIIN Verified**

Check this box to indicate whether the GIIN number has been validated against the list of GIIN received from IRS.

#### **Withhold for this Financial Institution**

Check this box to to indicate that the customer requires withholding on their behalf. The bank will withhold the FATCA classification for that particular financial year.

This field is applicable only if the bank is a USWA and the customer is a bank type of customer.

### **Corporate and Banks**

#### **Employer Identification No. (EIN)**

Specify the employer identification number.



**EIN Issue Date**

Specify the date when the employer identification number is issued.

**EIN Expiry Date**

Specify the date when the employer identification number has to be revalidated or renewed. If EIN Expiry Date is blank, it indicates that EIN does not expire.

**Global Intermediary Identification Number (GIIN)**

Specify the Global Intermediary Identification Number issued to the bank by IRS.

**GIIN Issue Date**

Specify the date on which GIIN was issued.

**GIIN Expiry Date**

Specify the date on which GIIN will be expiring.

**Tracking Required**

Check this box to indicate that the customer should be tracked for FATCA classification or re-classification.

If this box is unchecked, then it is mandatory to maintain 'Tracking Closed Date'.

**Tracking Closed Date**

Specify the tracking closed date. Tracking closed date cannot be a future date.

**IGA Status**

Select the Inter-Governmental Agreement type from the drop-down list. The list displays the following values:

- Not Applicable - The Domicile status is not applicable for the entity. This value is allowed for the individual type of entities.
- Model -1 A - The financial institution belongs to a domicile that has signed the Model 1 – A agreement.
- Model -1 B - The financial institution belongs to a domicile that has signed the Model 1 – B agreement.
- Model - 2 - The financial institution does not belong to any Inter-Governmental Agreement domicile and has signed an independent agreement with IRS.

---

**Note**

This field is enabled only if the entity type is Bank (B).

---

**Entity FATCA Audit Log**

The system records any change to customer classification whether automatically or manually here.

**Entity FATCA Classification**

New Enter Query

Entity ID *	<input type="text"/>	Entity Type	Individual
Entity Name	<input type="text"/>	Local Branch Code	<input type="text"/>
Entity Location	Customer information file		

<b>Entity FATCA Classification</b>		<b>Entity FATCA Details</b>	
US Indicia Present	<input type="checkbox"/>	Tax Identification Number.(TIN)	<input type="text"/>
Recalcitrant	<input type="checkbox"/>	TIN Expiry Date	<input type="text"/>
FATCA Classification	<input type="text"/>	Balance Currency	<input type="text"/>
Remarks	<input type="text"/>	FATCA Balance	<input type="text"/>

<b>Corporate and Banks</b>		<b>Corporate and Banks</b>	
Responsible Officer Name	<input type="text"/>	Employer Identification No.(EIN)	<input type="text"/>
Responsible Officer Designation	<input type="text"/>	EIN Issue Date	<input type="text"/>
Responsible Officer Address Line 1	<input type="text"/>	EIN Expiry Date	<input type="text"/>
Responsible Officer Address Line 2	<input type="text"/>	Global Intermediary Identification Number	<input type="text"/>
Responsible Officer Address Line 3	<input type="text"/>	GIIN Issue Date	<input type="text"/>
Responsible Officer Address Line 4	<input type="text"/>	GIIN Expiry Date	<input type="text"/>

Withholding Audit Log View Fields Audit Exit Save

### Date Logged

The system displays the application date.

### Reason for Logging

The system displays the details about the user making the changes.

### Logging Remarks

Specify logging remarks, if any.

### US Indicia Updated

The system displays if the 'US Indicia' is updated by the system or not.

### Recalcitrant Updated

The system displays if the 'Recalcitrant' is updated by the system or not.

### Source Code

The system displays the source code.

## Entity Account and Balances

Click 'Entity Account and Balances' tab to specify the entity account and balances details.

**Entity FATCA Classification**

New Enter Query

Responsible Officer Designation		Employer Identification Number	
Responsible Officer Address Line 1		EIN Issue Date	
Responsible Officer Address Line 2		EIN Expiry Date	
Responsible Officer Address Line 3		Global Intermediary Identification Number	
Responsible Officer Address Line 4		GIN Issue Date	
Responsible Officer Telephone		GIN Expiry Date	
Responsible Officer Email ID		Tracking Required	<input type="radio"/> Yes <input type="radio"/> No
GIN Verified <input type="checkbox"/>		Tracking Closed Date	
Withhold for this Financial Institution <input type="checkbox"/>		IGA Status	Not Applicable

Entity FATCA Audit Log Entity Account and Balances

Obligation ID	Obligation Type	Prd/ AcCIs/ Security	Source	Type	Issue Date	Expiry Date	CCY	Balance	US
No data to display.									

Page 1 (0 of 0 items) < >

Withholding Audit Log View Fields Audit Exit Save

### Obligation ID

Specify the obligation ID.

### Obligation Type

Select the type of obligation from the drop-down list. Following are the options available in the drop-down list:

- Account
- Contract
- Portfolio

### Prd/AcCIs/Security

Specify the security details.

### Source

Specify the source details.

### Type

Select the type from the drop-down list. Following are the options available in the drop-down list:

- Internal
- External

### Issue Date

Specify the issue date.

### Expiry Date

Specify the expiry date.

**CCY**

Select the currency from the option list.

**Balance**

Specify the balance.

**US Sourced**

Check this box to enable US sourced.

**Include Bal**

Check this box to include the balance.

**Grandfathered**

Check this box to enable grandfathered.

**Last Updated Date**

The system displays the last updated date.

**Remarks**

Specify remarks, if any.

**Maker ID**

The system displays the maker ID.

Click 'Withholding Audit Log View' button to view the FATCA withholding log in the 'FATCA Withholding Audit Log View' screen. You can view the withholding log as a drill down from the FATCA obligation record and also independently. The withholding log provides a means to track FATCA withholding.

For more information on viewing FATCA Withholding Audit Log, refer to the section 'Viewing FATCA Withholding Log' in this User Manual.

Click 'Fields' to capture additional FATCA details.

#### **4.3.2 Viewing Customer FATCA Classification**

You can view the FATCA Classification details of the customers maintained in the 'Customer FATCA Classification' screen using the 'Customer FATCA Classification Summary' screen.

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

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

- Authorization Status
- Record Status
- Customer No
- US Indicia Present
- Recalcitrant
- FATCA Classification
- Employer Identification No. (EIN)
- GIIN

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

If you are allowed to query customer information, then system displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Customer No
- US Indicia Present
- FATCA Classification
- Recalcitrant
- Employer Identification No. (EIN)

- EIN Issue Date
- EIN Expiry Date
- GIIN
- Tax Identification Number (TIN)
- TIN Expiry Date
- Tracking Required
- Tracking Closed Date
- Remarks

## 4.4 Criteria for Applying US Indicia

The system evaluates the US Indicia of the customer based on the following criteria maintained in 'Customer Maintenance' screen. The system will apply the criteria on creating a new customer record / on Modification of new customer record:

- If the customer is an individual, then the customer record satisfies US Indicia if any one or more of the following conditions are met:
  - If the nationality of the customer is US
  - If the country in the correspondence address or permanent address is US or its territories
  - If the international dialing code for telephone number is that of US
  - If the international dialing code for mobile number is that of US
  - If the international dialing code for FAX number is that of US
  - If the country of birth is US or its territories.
  - If the country in address of Power of Attorney holder is US or its territories
  - If the nationality of power of attorney holder is US
  - If the international dialing code for telephone number of power of attorney holder is US
  - If the permanent US residence status flag is Yes
  - If the 'Visited US in last 3 years' flag is Yes
  - If the country in domicile address is US or its territories
- If the customer is a corporate, then the customer record satisfies US indicia if any one or more of the following conditions are met:
  - If country in correspondence address is US or its territories
  - If the nationality is US
  - If the international dialing code for telephone number is that of US
  - If the international dialing code for mobile number is that of US
  - If the international dialing code for FAX number is that of US
  - If the country in registered address is US or its territories
  - If the Country of Incorporation is US or its territories
  - If the international dialing code for mobile number is that of US for at least one of the directors.
  - If the international dialing code for telephone number is that of US for at least one of the directors
  - If the country in mailing address is US or its territories for at least one of the directors.
  - If the country in permanent address is US for at least one of the directors.

- If the US permanent residence Status is Yes for at least one of the directors.
- If the nationality is US or its territories for at least one of the directors.
- If the customer is a financial institution, then the US Indicia should be 'Y'.

---

**Note**

US Territories Included for FATCA assessment are:

- American Samoa (AS)
- Guam (GU)
- Marianas Islands (MP)
- Puerto Rico (PR)
- US Virgin Islands (VI)

All residents born in the above listed US commonwealth territories are automatically granted US citizenship and hence qualify for FATCA evaluation. The ISD Codes of these territories are also +1 as that of US

---

## 4.5 Tracking FATCA Customers

You can track the customers whose FATCA classification or re-classification is pending or needs due diligence. You can monitor such records using the 'Customer FATCA Tracking' query screen. To invoke this screen type 'STSFCTRK' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

**Customer FATCA Tracking**

Search Advanced Search Reset Clear All Records per page 15

Recommended Fields(Atleast input one field with minimum character(s) as mentioned in bracket)

Local Branch(2) Customer No(3)

Optional Fields

FATCA Classification Recalcitrant Date Logged MM/DD/YYYY

Tracking Flag

Search Results Lock Columns 0

Local Branch	Customer No	Customer Name	FATCA Classification	Recalcitrant	Date Logged	Reason for Logging
No data to display.						

Page 1 Of 1

Exit

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

- Local Branch

- Customer No
- FATCA Classification
- Recalcitrant
- Date Logged
- Tracking Flag

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

If you are allowed to query customer information, then system displays the following details pertaining to the fetched records:

- Local Branch
- Customer No
- Customer Name
- FATCA Classification
- Recalcitrant
- Date Logged
- Reason for Logging
- Criteria Matched
- Tracking Flag

## **4.6 Viewing FATCA Withholding Log**

You can view FATCA withholding log. You can view the withholding log as a drill down from the FATCA obligation record and also independently in the 'FATCA Withholding Audit Log View' screen. The withholding log provides a means to track FATCA withholding.



You can invoke the 'FATCA Withholding Audit Log View' screen by typing 'TADFWHLG' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can view the FATCA Withholding Audit Log based on the following parameter:

### Entity ID

Specify a unique identification ID for the entity. Alternatively, you can select the entity ID from the option list. The list displays all the entity ID maintained in the system.

Click 'Execute Query' button, the system displays the following details pertaining to the FATCA Withholding Audit Log based on the entity ID selected.

- Entity Name
- Current FATCA Classification
- Entity Location
- Entity Type
- Current US Indicia Status
- Current Recalcitrant Status
- Obligation ID
- Type
- Source
- Product Code
- Start Date
- End Date
- CCY
- Obligation Amount
- Date
- Beneficiary Name

- Amount Tag
- CCY
- Basis Amount
- Tax Currency
- Tax Amount
- Withholding Classification
- Withholding Recalcitrant

## **4.7 FATCA Referral Processing**

This section contains the following topics:

- [Section 4.7.1, "Processing FATCA Referral Transactions"](#)
- [Section 4.7.2, "Viewing Referral Processing Summary"](#)

### **4.7.1 Processing FATCA Referral Transactions**

You can process referred transactions manually in the 'Referral Processing' screen. You can fetch a FATCA referral record, which is in E – ESCROW and P – PENDING status to decide whether to perform withholding or not.

While saving the FATCA referral record, the referral status gets updated to the status 'C' – CLOSED and the authorization status of the referral record gets updated to 'U' – Unauthorized.

You can perform the following actions in the 'Referral Processing' screen:

- Delete an unauthorized referral record
- Authorization of unauthorized referral record by another user
- Unlock and Cancel an authorized referral record that has decision status as 'WITHHOLD/NO WITHHOLD' and the referral status as 'CLOSED'.

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

**Referral Processing** ⌵ ⌵ X

Enter Query

Processing Branch Code	<input type="text"/>	Referral Number *	<input type="text"/>
Beneficiary Customer ID	<input type="text"/>	Referral Date	<input type="text"/>
Beneficiary A/C Branch	<input type="text"/>	Closure Date	<input type="text"/>
Beneficiary Account	<input type="text"/>	Referral Status	Pending
Module Code	<input type="text"/>	Escrow GL	<input type="text"/>
Obligation Reference	<input type="text"/>	Tax Payable GL	<input type="text"/>
Event	<input type="text"/>	Tax Amount Tag	<input type="text"/>
Basis Amount Tag	<input type="text"/>	Tax Currency	<input type="text"/>
Basis Amount Txn Code	<input type="text"/>	Tax Amount	<input type="text"/>
Basis Amount Currency	<input type="text"/>	Transfer Reference	<input type="text"/>
Basis Amount	<input type="text"/>		
Decision	ESCROW		

Justification

Audit Exit

You can specify the following details:

**Referral Number**

Specify the referral number of the FATCA referral record.

The system displays the following details:

- Processing Branch Code
- Beneficiary Customer ID
- Beneficiary A/C Branch
- Beneficiary Account
- Module Code
- Obligation Reference
- Event
- Basis Amount Tag
- Basis Amount Txn Code
- Basis Amount Currency
- Basis Amount
- Referral Date
- Closure Date
- Referral Status
- Pending Closed

- Escrow GL
- Tax Payable GL
- Tax Amount Tag
- Tax Currency
- Tax Amount
- Transfer Reference

To process referred transaction manually, click 'Execute Query' button. You can specify the following details:

**Decision**

Select the decision from the drop-down list. The list displays the following values:

- ESCROW
- WITHHOLD
- NO WITHHOLD
- CANCELLED

**Justification**

Specify the justification for the decision taken.

Click the 'Save' button to save the transaction. The system saves the record and updates the status to 'C-Closed'.

#### **4.7.2 Viewing Referral Processing Summary**

You can view the summary of referral processing in the 'Referral Processing Summary' screen. It displays the status of the records maintained, whether it is authorized, unauthorized or rejected.

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

## Referral Processing Summary ⌵ ⌵ X

Search
 Advanced Search
 Reset
 Clear All

Records per page 15

▼ Search (Case Sensitive)

Referral Number <input type="text"/>	Referral Status <input type="text"/>	Decision <input type="text"/>
Obligation Reference <input type="text"/>	Processing Branch Code <input type="text"/>	Beneficiary Customer ID <input type="text"/>
Beneficiary Account <input type="text"/>	Module Code <input type="text"/>	Transfer Reference <input type="text"/>
Authorization Status <input type="text"/>		

**Search Results** Lock Columns 0

<input type="checkbox"/>	Referral Number	Referral Status	Decision	Obligation Reference	Processing Branch Code	Beneficiary Customer ID	Beneficiary Account	Module Code
--------------------------	-----------------	-----------------	----------	----------------------	------------------------	-------------------------	---------------------	-------------

No data to display.

Page 1 Of 1 ⏪ ⏩

Exit

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

- Referral Number
- Decision
- Processing Branch Code
- Beneficiary Account
- Transfer Reference
- Referral Status
- Obligation Reference
- Beneficiary Customer ID
- Module Code
- Authorization Status

Click 'Search' button. The system identifies all records satisfying the specified criteria and displays the following details for each one of them:

- Referral Number
- Referral Status
- Decision
- Obligation Reference
- Processing Branch Code
- Beneficiary Customer ID

- Beneficiary Account
- Module Code
- Referral Date
- Closure Date
- Beneficiary A/C Branch
- Event
- Basis Amount Tag
- Basis Amount Txn Code
- Basis Amount Currency
- Basis Amount
- Escrow GL
- Tax Payable GL
- Tax Amount Tag
- Tax Currency
- Tax Amount
- Transfer Reference
- Maker
- Date Time
- Checker
- Date Time
- Authorization Status

## **4.8 FATCA Rule Maintenance**

This section contains the following topics:

- [Section 4.8.1, "Maintaining FATCA Withholding Rule"](#)
- [Section 4.8.2, "System Data Elements"](#)
- [Section 4.8.3, "Expression Builder"](#)
- [Section 4.8.4, "Viewing FATCA Rule Summary"](#)
- [Section 4.8.5, "Reporting Income Code Maintenance"](#)

### **4.8.1 Maintaining FATCA Withholding Rule**

You can maintain FATCA withholding rules in the 'FATCA Rule Maintenance' screen. In this screen, you can describe a set of conditions and return the resultant decision. The FATCA Withholding Rule Maintenance helps to create a rule that determines whether FATCA withholding is required or not. While defining tax rule, a flag indicates whether the tax rule is a FATCA based rule or not. If case the tax rule is a FATCA based rule, then a FATCA withholding rule has to be linked to the tax rule.

During evaluation of the tax rule, the FATCA withholding rule is evaluated first and based on the outcome of the FATCA withholding rule, the tax rule computes the withholding tax.

The conditions you can describe are as follows:

- The beneficiary customer's recalcitrant status
- The obligations US sourced status and grandfathered status
- The expression evaluating the amount tag, currency, transaction code, module, and the customers status (internal or external)

The resultant decision are as follows:

- Withhold
- Do not withhold
- Refer for Manual Processing

The tax computation for the resultant decision are as follows:

- If the outcome is 'Withhold', the tax is computed and liquidated.
- If the outcome is 'Do not withhold', the tax will not be computed.
- If the outcome is 'Refer for Manual Processing, the tax will be computed and held in Escrow account. The record will be sent for manual decision.

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

**FATCA Rule Maintenance**

New Enter Query

Withholding Rule Code

Withholding Rule Description

System Data Elements

Default REFER

Expression Builder

System Data Elements

No data to display.

Page 1 (0 of 0 items) |< 1 >|

Audit Exit

You can specify the following details:

#### **Withholding Rule Code**

Specify a unique rule ID for the FATCA rule

#### **Withholding Rule Description**

Specify the description of the FATCA Rule.

#### **Default**

Select the default option from the drop-down list. The list displays the following values:

- REFER
- NO WITHHOLFD
- WITHHOLD

### **4.8.2 System Data Elements**

All the SDEs that are allowed for the rule are provided in this tab. You can select one or more than one SDEs to be used in the rule. Each system data element appears only once in the list. To specify SDE, click 'System Data Elements' tab.

### System Data Elements

Specify the SDEs allowed for user in expression.

You can use the following SDE's as part of the formula FATCA Tax rule Maintenance:

- CUST\_FATCA\_CLASSFN – If you use this SDE in FATCA Tax Rule Maintenance (TADFATTX) screen, it will return the actual FATCA classification of the customer. If you use this SDE in IC Rule Maintenance (ICDRUMNT) screen, it will return the numeric equivalent value of the customer's FATCA classification. This SDE returns the numeric equivalent value of the customer's FATCA classification.
- GA\_DOMICILE – This SDE returns the IGA Domicile status of the customer from Entity FATCA classification record. The value can be 0, 10, 11 or 20.

There would be no change in the way IC or FATCA tax rules are maintained

For more information on SDEs, refer to the section 'System Data Elements Maintenance' in the chapter 'Maintaining System Data Elements' in Interest and Charges User Manual.

### 4.8.3 Expression Builder

You can build the expression by picking up elements and associated operators in the expression. To build expression, click 'Expression Builder' tab.



### Expression Number

Specify the expression number.

### Condition

Specify the condition of the expression.

### Return Value

Select the return value from the drop down list. The list displays the following values:

- REFER
- NO WITHHOLFD
- WITHHOLD

### System Data Element

Select the SDEs to help build the expression for operator. The list displays the following values:

- FATCA\_CUST\_TYPE - The customer type for beneficiary customer. This SDE returns values I (Individual), C (Corporate) or B (Bank).
- FATCA\_RECALCITRANT - The recalcitrant status of the beneficiary customer. The value is returned from the Customer FATCA classification record.
- FATCA\_US\_SOURCED - This would be the US Sourced status of the obligation. This value would be returned from the FATCA Obligation record for the obligation number (contract reference number or portfolio ID).
- FATCA\_GRANDFATHERED - The grandfathered status of the obligation. The value is returned from the FATCA Obligation record for the obligation number (Contract Reference Number or Portfolio ID).
- FATCA\_MODULE\_CODE - The module from where the tax is being evaluated.
- FATCA\_AMOUNT\_TAG - The basis amount's amount tag. Basically the amount tag which appears as the basis amount when the tax rule is linked in the product.
- FATCA\_TXN\_CODE - The transaction code of the basis amount tag transaction.
- FATCA\_CCY\_CODE - The currency in which the transaction is being posted.

- FATCA\_EXT\_CUST - The beneficiary customer account is held by a financial institution that has asked to be withheld against.

### Operators

Select the operators from the drop-down list. The list displays the following values:

- >
- <
- =
- <>
- <=
- >=
- AND
- OR

## 4.8.4 Viewing FATCA Rule Summary

You can view the summary of FATCA Rule in the 'FATCA Rule Summary' screen. It displays the status of the records maintained, whether it is authorized, unauthorized or rejected.

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

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

- Authorization Status

- Withholding Rule Code
- Record Status
- Withholding Rule Description

Click 'Search' button. The system identifies all records satisfying the specified criteria and displays the following details for each one of them:

- Authorization Status
- Record Status
- Withholding Rule Code
- Withholding Rule Description

#### 4.8.5 Reporting Income Code Maintenance

Income codes are codes used by FATCA reports for withheld transactions. You can define these income codes for an amount tag and transaction code combination in the 'Reporting Income Code Maintenance' screen.

---

#### Note

For a given income code, the combination of transaction code and amount tag will be unique.

---

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

In this screen, you can define multiple transaction code and amount tag combinations for an income code.

#### Income Code

Specify a unique identifier for income.

#### Income Code Description

Specify the description of the income code.

## Module ID

Specify the module ID for the amount tag to be picked up. Alternatively, you can select the module ID from the option list. The list displays the module IDs maintained in the system.

## Amount Tag

Specify the amount tag that would part define the income code. Alternatively, you can select the amount tag from the option list. The list displays the amount tags maintained in the system.

## Transaction Code

Specify the transaction code. Alternatively, you can select the transaction code from the option list. The list displays the transaction codes maintained in the system.

### 4.8.5.1 Viewing Reporting Income Code Summary

You can view the summary of reporting income code summary in the 'Reporting Income Code Summary' screen. It displays the status of the records maintained, whether it is authorized, unauthorized or rejected.

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

**Reporting Income Codes Summary**

Search Advanced Search Reset Clear All Records per page 15

Search (Case Sensitive)

Authorization Status Record Status Income Code

Search Results Lock Columns 0

Authorization Status	Record Status	Income Code
No data to display.		

Page 1 Of 1 |< >|

Exit

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

- Authorization Status
- Income Code
- Record Status

Click 'Search' button. The system identifies all records satisfying the specified criteria and displays the following details for each one of them:

- Authorization Status
- Record Status
- Income Code

## 4.9 Intraday Batch Maintenance

This section contains the following topics:

- [Section 4.9.1, "Maintaining Intraday Batches"](#)
- [Section 4.9.2, "Processing FATCACOM Batch"](#)
- [Section 4.9.3, "Processing FATCAEXT Batch"](#)

### 4.9.1 Maintaining Intraday Batches

You can define the following intraday batches to identify the customers based on FATCA classification:

- FATCACOM
- FATCAEXT

### 4.9.2 Processing FATCACOM Batch

FATCACOM batch scans all the customer records to check whether the customers qualify for FATCA. The batch identifies the FATCA classified customer records and marks them in FATCA classification data stores.

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#### Note

The FATCACOM batch should be run at least once so that the existing customer records can be scanned to check if they are eligible for FATCA.

---

*The processing logic of the batch is available under the section 'FATCA Classification Data Population into Data Stores'.*

#### 4.9.2.1 Maintenance

In order to enable this batch, you need to maintain the following details in 'Batch EOD Function Input' screen.

##### Function ID

Specify the function ID as FATCACOM.

##### End of Cycle Group

Select the end of cycle group 'Transaction Input'.

##### Report Orientation

Select 'Not Applicable'.

For further details regarding 'Batch EOD Function Input' screen, refer to the chapter 'Automated End of Cycle Operations' in the Automated End of Day user manual.

### 4.9.3 Processing FATCAEXT Batch

FATCAEXT batch extracts data for FATCA reporting. The data for FATCA reporting is extracted usually at the end of a financial year. However, at the bank's discretion, the report can be extracted on any date. An ad-hoc (intra-day) batch facilitates extraction of data for FATCA reporting.

The parameters and details of FATCAEXT batch are as follows:

- The batch extracts data as of a date. This date is termed as the extraction date. The extraction date is stamped on every extraction record.
- A start date or the date from which the records are to be extracted is provided as a 'function input' for the intra-day batch. All records starting from this start date and including the extraction date is extracted and stored. If the start date is not provided, it is assumed that the first date of the financial year is the start date. The extraction date is the end date and it need not be input.
- Only one set of record is stored for a given extraction date. If the batch is re-run on any given date, then old records extracted for that date is first be deleted and the new set of records are stored.

*The processing logic of the batch is available under the section 'FATCA Classification Data Population into Data Stores'.*

#### **4.9.3.1 Maintenance**

In order to enable this batch, you need to maintain the following details in 'Batch EOD Function Input' screen.

##### **Function ID**

Specify the function ID as FATCAEXT.

##### **End of Cycle Group**

Select the end of cycle group 'Transaction Input'.

##### **Report Orientation**

Select 'Not Applicable'.

*For further details regarding 'Batch EOD Function Input' screen, refer to the chapter 'Automated End of Cycle Operations' in the Automated End of Day user manual.*

## **4.10 Post EOTI Batch Maintenance**

This section contains the following topics:

- [Section 4.10.1, "Processing FATCAINC Batch"](#)

### **4.10.1 Processing FATCAINC Batch**

FATCAINC batch checks whether a change in the customer records affects the existing FATCA classification of a customer. This batch identifies such customer records and marks them in FATCA classification Data-stores.

The data in the FATCA data store is picked up by the FATCAINC batch to determine any change in their US Indicia or recalcitrant status based on the following conditions:

- The expected submission date of the documents is less than the current application date and the actual submission date is null.
- The expiry date of the documents is less than the application date.
- The US Indicia status is 'Y', but the FATCA classification is not reportable.
- The US Indicia status is 'N', but the FATCA classification is reportable.

*The processing logic of the batch is available under the section 'FATCA Classification Data Population into Data Stores'.*

### 4.10.1.1 **Maintenance**

In order to enable this batch, you need to maintain the following details in 'Batch EOD Function Input' screen.

#### **Function ID**

Specify the function ID as FATCAINC.

#### **End of Cycle Group**

Select the end of cycle group 'Transaction Input'.

#### **Report Orientation**

Select 'Not Applicable'.

*For further details regarding 'Batch EOD Function Input' screen, refer to the chapter 'Automated End of Cycle Operations' in the Automated End of Day user manual.*

## 4.11 **Data Population into Data Stores**

This section contains the following topics:

- [Section 4.11.1, "FATCA Classification Data Population into Data Stores"](#)
- [Section 4.11.2, "Automatic Population of Check List for Due Diligence"](#)

### 4.11.1 **FATCA Classification Data Population into Data Stores**

The system populates the data related to FATCA classification into the FATCA classification data stores as per the logic provided below.

This logic is applicable only if 'FATCA Applicable' flag is set to 'Y' in the 'Bank Parameters Maintenance' screen.

**Case 1: The customer is an Individual or Corporate customer and satisfies US indicia conditions, then the process is as follows:**

4. The system checks whether the customer record exist in the FATCA classification data store. If the record does not exists, then the system will insert a record into FATCA CLASSIFICATION data store with the following parameters:
  - 'US Indicia Present' flag set to 'Y'
  - 'FATCA Classification' set to 'PENDING CLASSIFICATION'
  - 'Tracking Required' flag set to 'Y'
5. The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'NEW – US Indicia Present'. The system also sets the US Indicia match criteria to the appropriate matching criteria and US Indicia Updated flag to 'Y'.
6. If the system finds that the customer record already exists in the FATCA classification data store, there can be the following situations:
  - 'US Indicia' flag is set to 'N'. In this case, the system updates the customer record in the FATCA CLASSIFICATION data store with the following details:
    - 'US Indicia Present' flag updated to 'Y'
    - 'FATCA Classification' set to 'PENDING CLASSIFICATION'
    - 'Tracking Required' flag updated to 'Y'
7. The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'CHANGE-US Indicia Present'. The system also sets the US Indicia match criteria to the appropriate matching criteria and US Indicia Updated flag to 'Y'.



- 'US Indicia' flag is set to 'Y' and the customer's FATCA classification is maintained as 'Reportable' in 'FATCA Parameters Maintenance'. In this case, the system checks document status for 'Recalcitrant' flag.
  - If the expected submission date is prior to the current date and actual submission date in document checklist is null, the 'Recalcitrant' flag will be updated to 'Y'.
  - The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'CHANGE-Document not submitted' and 'Recalcitrant Updated' flag will be set to 'Y'.
  - If the document expiry date is prior to the current date in document check list, the 'Recalcitrant' flag will be updated to 'Y'.
  - The system inserts a record into data store with the reason for logging as 'CHANGE- Document expired' and 'Recalcitrant Updated' flag will be set t 'Y'.

If a customer record is marked by the system as 'Recalcitrant' with Recalcitrant flag set as 'Y', the system will not reset it to back to 'N', even if the conditions no longer applies on that customer at a later stage. You need to manually deal with such situations by applying due-diligence. You can set the 'Recalcitrant' flag manually as deemed fit.

**Case 2: If the customer is an Individual or Corporate and does not satisfy US indicia conditions, then the process is as follows:**

8. The system checks whether the customer record exist in the FATCA classification data store. If the record does not exist, then no processing is required.
9. If the record already exists and the 'US Indicia' flag is set to 'Y' then, the system updates the customer record in FATCA CLASSIFICATION data store with the following parameters:
  - 'US Indicia Present' flag updated to 'N'.
  - 'FATCA classification' as 'PENDING CLASSIFICATION'
  - 'Tracking Required' flag updated to 'Y'
10. The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'CHANGE-US Indicia Not Present' and 'US Indicia Updated' flag set to 'Y'.

**Case 3: The customer is a Bank.**

11. The system check whether the customer record exist in the FATCA classification data store. If the record does not exist, then a record is inserted into FATCA Classification data store with the following parameters.
  - 'US Indicia Present' flag set to 'Y'
  - 'FATCA classification' set as 'PENDING CLASSIFICATION'
  - 'Tracking Required' flag set to 'Y'
12. The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'Financial Institution – Due Diligence' and 'US Indicia Updated' flag will be set to 'Y'.
13. If the record is already present and the FATCA classification is maintained as 'Reportable' in 'FATCA Parameters Maintenance' then, the system checks the document status for 'Recalcitrant' Flag.
  - If the expected submission date is prior to the current date and actual submission date in document checklist is null, the 'Recalcitrant' flag will be updated to 'Y'.
  - The system inserts a record into FATCA CLASSIFICATION LOG data store with the reason for logging as 'CHANGE-Document not submitted' and 'Recalcitrant Updated' flag will be set to 'Y'.



- If the document expiry date is prior to the current date in document check list, the 'Recalcitrant' flag will be updated to 'Y'.
- The system inserts a record into data store with the reason for logging as 'CHANGE– Document expired' and 'Recalcitrant Updated' flag will be set to 'Y'.

---

**Note**

You can maintain the default classification - 'PENDING CLASSIFICATION' for each type of the customers if they wish to register for FATCA classification.

---

#### **4.11.2 Automatic Population of Check List for Due Diligence**

Oracle FLEXCUBE facilitates linkage of required documents automatically during due diligence. When a customer is classified for 'PENDING CLASSIFICATION' in the Maintaining Customer Type-wise FATCA Parameters (STDFATCA) screen, the system automatically populates the check list for FATCA due diligence.

The system populates the check list automatically for a customer in the following scenarios:

- Saving a new customer from Customer Maintenance and the due diligence check as part of saving results in 'PENDING CLASSIFICATION' FATCA status.
- Modifying an existing customer from Customer Maintenance and the due diligence check as part of saving results in 'PENDING CLASSIFICATION' FATCA status.
- Modifying a customer's FATCA classification manually from Entity FATCA classification screen to 'PENDING CLASSIFICATION'.
- Due diligence batch run on existing customer record returns 'PENDING CLASSIFICATION' for a given customer.

## 4.12 FATCA Obligation Population and Classification Scenarios

SCENARIO	Obligation Data Populated	Grandfather Check	FATCA Balance Update	FATCA Classification	US Indicia Impact?	Recalcitrant Check
BATCH : FATCA COMPLETE (configured at Intraday Only)	Yes -- if Static US Indicia is Y	Yes	Yes	<p>1. If FATCA Balance &gt;=Threshold Amount System defaults with <b>PENDING CLASSIFICATION</b> (Reportable Flag for this has to be maintained as 'Y')</p> <p>2. If FATCA Balance &lt;Threshold Amount <b>LOW VALUE EXEMPT</b> (This will be factory shipped and to be configured with reportable flag as 'N')</p>	Yes - Based on Static Criteria only	Defaulted 'N'

BATCH : FATCA INCRE- MENTAL (config- ured at Intraday and End of Day)	No	Yes	No	No	No	Yes
CUS- TOMER CREA- TION (From STDCIF)	No	No	No	If Static US Indi- cia is Y, then PEND- ING CLASSI- FICA- TION	Yes- Based on Static Cri- terions	Defaulted to 'N'

# 5. Common Reporting Standard

Common Reporting Standard (CRS) is a global reporting standard developed by Organization of Economic Co-operation and Development (OECD) for the automatic exchange of financial information among its member countries. The purpose of CRS is to allow tax authorities to get details on financial assets held abroad by the residents of a member country.

CRS is organized based on tax jurisdictions. Reporting financial institutions review their financial accounts to identify reportable accounts by applying due diligence rules and then report the relevant information. A Reportable Jurisdiction is a jurisdiction with which an agreement is in place for automatic exchange of information under the reporting standard.

This chapter contains the following sections:

- [Section 5.1, "CRS Jurisdiction Maintenance"](#)
- [Section 5.2, "CRS Bank Parameters"](#)
- [Section 5.3, "CRS Customer Status"](#)
- [Section 5.4, "Batch Maintenance"](#)

## 5.1 CRS Jurisdiction Maintenance

This section contains the following topics:

- [Section 5.1.1, "Maintaining CRS Jurisdiction"](#)
- [Section 5.1.2, "Viewing CRS Jurisdiction Details"](#)

### 5.1.1 Maintaining CRS Jurisdiction

You can define jurisdictions and their participating countries using CRS Jurisdiction Maintenance screen. You can invoke this screen by typing 'STDJSMNT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

CRS Jurisdiction Maintenance

New Enter Query

Jurisdiction Code \*  
Jurisdiction Description

CRS Participant

Participating Countries

Country Code	Country Description
No data to display.	

Page 1 (0 of 0 items) |< 1 >|

Audit Exit

You can specify the following details in this screen:

#### **Jurisdiction Code**

Specify the jurisdiction code.

#### **Jurisdiction Description**

Give a brief description for the jurisdiction code.

## CRS Participant

Check this box to indicate that the jurisdiction is a CRS participant.

## Participating Countries

### Country Code

Specify the country code that is part of the jurisdiction. Alternatively, you can select the country code from the option list. The list displays all valid options.

### Country Description

The system displays the country code description.

## 5.1.2 Viewing CRS Jurisdiction Details

You can view the CRS Jurisdiction details maintained in the 'CRS Jurisdiction Maintenance' screen using the 'CRS Jurisdiction Maintenance Summary' screen. You can invoke this screen by typing 'STSJSMNT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

CRS Jurisdiction Maintenance Summary

Search Advanced Search Reset Clear All Records per page 15

Search (Case Sensitive)

Authorization Status Record Status Jurisdiction Code Jurisdiction Description

Search Results Lock Columns 0

Authorization Status	Record Status	Jurisdiction Code	Jurisdiction Description	CRS Participant
No data to display.				

Page 1 Of 1

Exit

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

- Authorization Status
- Record Status
- Jurisdiction Code
- Jurisdiction Description
- CRS Participant

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

- Authorization Status
- Record Status
- Jurisdiction Code
- Jurisdiction Description
- CRS Participant

## 5.2 CRS Bank Parameters

This section contains the following topics:

- [Section 5.2.1, "Maintaining CRS Bank Parameters"](#)
- [Section 5.2.2, "Viewing CRS Bank Parameters"](#)

### 5.2.1 Maintaining CRS Bank Parameters

All CRS common parameters for a jurisdiction can be maintained in CRS Bank Parameters screen. This is a jurisdiction wise maintenance. If the bank belongs to one Jurisdiction, then maintenance is done for that jurisdiction. If a bank has branches that belongs to more than one jurisdiction then you should maintain CRS Bank Parameter multiple times depending on the number of jurisdictions of a bank.

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

You can specify the following in this screen:

#### **Bank Code**

The system displays the bank code.

#### **Home Jurisdiction**

Specify the home jurisdiction. Alternatively, you can select the home jurisdiction from the option list. The list displays all valid values.

#### **Home Jurisdiction Description**

The system displays the home jurisdiction description.

#### **CRS Participant**

Check this box to indicate that the bank is a CRS participant.

#### **Reportable Confirmation Required**

Check this box to indicate that confirmation is required to change the status to reportable.

## **Responsible Officer Details**

### **Employer Identification Number**

Specify the employer identification number of the bank.

### **Responsible Officer Name**

Specify the responsible bank officer's name.

### **Responsible Officer Telephone**

Specify the responsible officer's telephone number.

### **Responsible Officer Email ID**

Specify responsible officer's e-mail ID.

## **5.2.1.1 CRS Customer Type Parameters**

### **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

### **Existing Customer**

Check this box to indicate that the customer is an existing customer.

## **Threshold Details**

Threshold is maintained for CRS customer type. During customer due diligence, if customer's balance is less than or equal to the threshold amount, the customer is considered to be in Low-Value Exempt and is not reported in the CRS.

### **Threshold Currency**

Specify the currency in which threshold amount is defined. Alternatively you can select the threshold currency from the option list. The list displays all valid options.

### **Threshold Amount**

Specify the threshold amount.

## **Documents Required**

You can maintain the list of mandatory documents required under OECD-CRS:

### **Category**

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

### **Type**

Specify the type of the document.

### **Verification Limit in Days**

Specify the number of days before which the document should be submitted once requested.

## 5.2.1.2 Excluded Account Classes

### Account Class

Specify the account class which has to be excluded for CRS income calculation. Alternatively, you can select the account class from the option list. The list displays all valid account classes.

### Account Class Description

The system displays account class description.

## 5.2.2 Viewing CRS Bank Parameters

You can view the CRS Bank Parameters maintained in the 'CRS Bank Parameter' screen using the 'CRS Bank Parameters Summary' screen. You can invoke this screen by typing 'STSCRSPM' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

CRS Bank Parameters

Search Advanced Search Reset Clear All Records per page 15

Search (Case Sensitive)

Authorization Status Record Status Bank Code Home Jurisdiction

Search Results Lock Columns 0

Authorization Status	Record Status	Bank Code	Home Jurisdiction	CRS Participant	Reportable Confirmation Required
No data to display.					

Page 1 Of 1

Exit

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

- Authorization Status
- Record Status
- Bank Code
- Home Jurisdiction

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

- Authorization Status
- Record Status
- Bank Code
- Home Jurisdiction
- CRS Participant
- Reportable Confirmation Required



## 5.3 CRS Customer Status

This section contains the following topics:

- [Section 5.3.1, "Tracking CRS Customer Status"](#)
- [Section 5.3.2, "Viewing CRS Customer Status"](#)

### 5.3.1 Tracking CRS Customer Status

You can track the CRS status of customers, whose due diligence is already done by the system, along with the customer's reportable jurisdiction in the 'CRS Customer Status' screen. If due diligence of a customer is done more than once because of any modification on customer, it will list the reportable jurisdictions by reportable date.

You can invoke this screen by typing 'STDCRSST' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button. The reportable jurisdictions displayed cannot be added or removed manually.

Jurisdiction	Reported By	Reason for Reporting	Reported Date	TIN EIN	TIN EIN Country
No data to display.					

You can specify the following in this screen:

#### **Customer No**

Specify the customer number.

#### **CRS Customer Type**

The system displays the CRS customer type. CRS customer type can be Individual, Financial Entity, Active Non-Financial Entity, and Passive Non-Financial Entity.

#### **CRS Status**

Specify the CRS status. Alternatively, you can select the CRS status from the option list. The list displays all valid statuses available. The list of valid statuses are:

- Undocumented: Document not submitted
- Low Value Exempt: Low Value Exempt
- Non Reportable: Non Reportable for CRS
- Unclassified: Pending Classification
- Pending Confirmation: Pending Confirmation By User
- Reportable: Reportable for CRS

#### **Reportable Jurisdictions**

##### **Jurisdiction**

The system displays the jurisdiction code to which the customer is reportable.

### Reported By

The system displays the person because of whom the customer has become reportable. The values can be the following:

- Customer
- Power of Attorney
- Controlling Person

### Reported Reason

The system displays the reason why this customer became reportable for the Jurisdiction. The values can be:

- TIN - Tax Country
- ADDRESS - Country of address
- PHONE - ISD Code

### Reported Date

The system displays the date on which due diligence was done on the customer.

### TIN EIN

The system displays the tax identification number (TIN).

### TIN EIN Country

The system displays the country that issued the TIN.

## 5.3.2 Viewing CRS Customer Status

You can view the CRS Customer Status maintained in the 'CRS Customer Status' screen using the 'CRS Customer Status Summary' screen. You can invoke this screen by typing 'STSCRSST' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

CRS Customer Status

Search Search (Case Sensitive) Advanced Search Reset Clear All Records per page 15

Authorization Status Record Status Customer No

CRS Customer Type CRS Status

Search Results Lock Columns 0

Authorization Status	Record Status	Customer No	CRS Customer Type	CRS Status
No data to display.				

Page 1 Of 1 |< >|

Exit

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

- Authorization Status
- Record Status

- Customer No
- CRS Status

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

- Authorization Status
- Record Status
- Customer No
- CRS Customer Type
- CRS Status

## 5.4 **Batch Maintenance**

This section contains the following topics:

- [Section 5.4.1, "Pre-existing Customer Batch"](#)
- [Section 5.4.2, "New/Modified Customer Batch"](#)
- [Section 5.4.3, "Extract Batch"](#)

### 5.4.1 **Pre-existing Customer Batch**

You can maintain intra day batch called pre-existing customer batch (STBCO CRS) to run due diligence on already existing customers of a branch.

#### 5.4.1.1 **Processing Pre-existing Customer Batch**

The pre-existing customer batch performs the following:

- Extracts the customer's jurisdiction from the country maintained in the address of correspondence, TIN issued country, and ISD codes.
- If the customer's jurisdiction is same as the local branch's jurisdiction, then there will be no action. If the jurisdiction is different from local branch's jurisdiction, the aggregated account balance is taken (sum of the balances of all CASA/TD accounts except the ones in excluded list).
- If the balance is more than threshold limit maintained in CRS Bank Parameters screen, then customer CRS status is updated to 'UNCLASSIFIED'. If the balance is less than threshold limit, then the customer CRS status will be updated to 'LOW VALUE EXEMPT'.
- The system defaults required document details to Checklist tab of 'Customer Maintenance' (STDCIF) screen with expected date of submission as current date plus verification limit in days based on the maintenance in CRS Bank Parameter screen.
- If CRS customer type is 'Null' for a:
  - corporate customer, it is considered as Active Non Financial Entity.
  - Bank customer, it is considered as Financial Entity.
  - Individual customer, it is considered as Individual.

### 5.4.2 **New/Modified Customer Batch**

You can maintain an end of day batch called New/Modified Customers batch (STBIN CRS) to run due diligence on all new and modified customers of the branch.

### **5.4.2.1 Processing New/Modified Customer Batch**

The new/modified customer batch performs the following:

- Checks if the submission date has reached. If not, the CRS status will be UNCLASSIFIED.
- If submission date has reached, then all customers that are UNCLASSIFIED are picked up to check if the documents are submitted. If the documents are not submitted the CRS status will be changed to UNDOCUMENTED.
- If the documents are submitted the batch checks whether any pending confirmation is required. Post confirmation the CRS status is updated as REPORTABLE.
- Only REPORTABLE and UNDOCUMENTED customers are extracted by extract batch.
- The LOW\_VALUE\_EXEMPT accounts are monitored during this batch and status is changed to UNCLASSIFIED if income crosses the threshold limit. Once an account crosses LOW\_VALUE\_EXEMPT, it will not have the same status again.

### **5.4.3 Extract Batch**

You can maintain Extract batch (STBEXCRS) to extract the details of all customers who are reportable under CRS. This is an intraday batch and can be run for a Branch. This batch has a two inputs Report From Date and Report To Date. The From and To date can be given from screen Batch EOD Function Inputs (BADEODFE). If From and To Date is not given the reporting period from and to will be fetched from start and end date of Financial Cycle based on the current financial year of the extraction date. Closed customers are not reported as a part of extract batch.

Extraction batch extracts the following data:

- Header data
- Base Customer data
- Individual Customer data
- Corporate Customer data
- Account Data

#### **5.4.3.1 Processing Extract Batch**

Extract batch performs the following:

- Extracts the CRS data based on the Report From Date and Report To Date
- All customer categorized as UNDOCUMENTED and REPORTABLE will be taken as input for this batch
- The income of respective CASA and TD accounts are added based on the interest liquidated for the accounts till date. The income and balance will be reported in both account currency and local currency.
- All closed and dormant accounts are also reported as part of this extraction.

---

## 6. Provisioning for Customer Accounts

Your bank may wish to set up certain guidelines according to which provision must be made for outstanding overdrafts on customer accounts.

For instance, it may be necessary to set the provisioning amount for an account in respect of which there is an outstanding overdraft, based on the status of the account, as well as the financial standing of the customers.

You might also wish to include exposure due to loans issued to a customer, as well as total outstanding overdraft in all accounts of a customer, or a group of customers as a whole, and assign the status of all loans issued to the group as well as all accounts under a group, as the worst status among all loans and accounts, belonging to the group.

This chapter explains how you can use the system to perform the processes related to provisioning for customer accounts.

In order to maintain provisioning guidelines, you must

- Specify whether you wish to track the status of customer accounts and loan contracts at a customer group/CIF level, or at the level of individual contracts or accounts, for your branch.
- Set up the categories under which you wish track exposure and specify the provisioning percentages for each exposure category type
- Maintain the logic according to which the exposure category would be arrived at, based on the customer type, and the amount limits applicable for each customer type.
- Set up classifications for considering the financial standing of customers, for the purpose of status processing
- Set up the customer groups for which you wish to track exposure as a whole
- Set up rules for deriving the status of accounts for a group or CIF
- Set up rules for deriving the provisioning amount, for accounts using an account class
- Set up the frequency at which the provisioning batch would be executed, if the status processing is done at group/CIF level

This chapter contains the following sections:

- [Section 6.1, "Status Processing"](#)
- [Section 6.2, "Setting up Customer Groups for Provisioning"](#)
- [Section 6.3, "Setting up Customer Classifications for Status Processing"](#)
- [Section 6.4, "Exposure Category Maintenance"](#)
- [Section 6.5, "Maintaining Rules for Provisioning"](#)
- [Section 6.6, "Derivation Rules for Status Change"](#)
- [Section 6.7, "Provision Processing for Accounts"](#)
- [Section 6.8, "Computation of Provision Amount"](#)
- [Section 6.9, "Specifying Rebooking Provision Entries"](#)
- [Section 6.10, "Maintaining Accounting Entries for Provisioning"](#)

### 6.1 Status Processing

This section contains the following topics:

- [Section 6.1.1, "Specifying Basis for Status Processing"](#)

- [Section 6.1.2, "Status Processing at Group/CIF Level"](#)
- [Section 6.1.3, "Processing at Individual Contract/Account Level"](#)

### **6.1.1 Specifying Basis for Status Processing**

In the Branch Parameters, you can indicate the basis upon which status processing must be done at the branch, for customer accounts as well as loan contracts.

Status processing can be done at two levels:

- at individual contracts and accounts
- at a customer group or CIF level

### **6.1.2 Status Processing at Group/CIF Level**

If you opt for group or CIF-level processing, it is done in two stages:

- The worst status among all loan contracts and accounts under a specific customer group or CIF is arrived at
- All accounts and contracts involving the customer group or CIF are then moved to the worst status that was arrived at. The individual status of the account and contract, apart from the worst status being assigned, is also captured and displayed in the respective account and contract screens.

### **6.1.3 Processing at Individual Contract/Account Level**

If you opt for status processing at individual contract/account level, the status of each contract or account would be assigned according to the status processing parameters that are operative for the contract or account.

*For details about the Branch Parameters screen, refer the Core Services user manual.*

## **6.2 Setting up Customer Groups for Provisioning**

You may wish to track exposure due to loans issued to a group of customers as a whole, and assign the status of all loans issued to the group as the status of the loan with the worst status, among those issued to the group.

You may similarly wish to include the exposure due to outstanding overdraft in respect of a group of customer accounts as a whole, and assign the status of all customer accounts belonging to the group as the status of the customer account with the worst status among the accounts and loans belonging to the group.

You can set up such customer groups, for tracking exposure due to loans as well as overdraft customer accounts, in the 'Group Code Maintenance' screen. Invoke this screen by typing

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

The screenshot shows the 'Group Code Maintenance' application window. At the top, there is a toolbar with 'New' and 'Enter Query' buttons. The main content area is split into two columns. The left column has five input fields: 'Group Code \*', 'Description', 'Exposure Category', 'Group Status', and 'Since'. The right column has a 'Group Type' section with radio buttons for 'Corporate', 'Retail', 'Charge', 'Clearing', and 'Tax'. At the bottom of the window, there are three buttons: 'Fields', 'Audit', and 'Exit'.

Each group code that you define is associated with an appropriate exposure category that must be used to track exposure due to loans issued to customers in the group, as well as customer accounts with outstanding overdrafts.

The exposure category for a group is either derived from the logic maintained in the Exposure Type Category Linkage maintenance for the group type, or explicitly specified. If it is derived, it is displayed in this screen, by the End of Day batch program. The type of the group indicates the type of customers that belong to the group – retail, corporate, Charge Clearing or Tax. If no logic has been maintained in the Exposure Type Category Linkage for the group type, you can indicate the applicable exposure category for the group.

### Group Code

When you maintain CIF details for customers, in the Customer Information Maintenance screen, you can specify the customer group to which the customer belongs, for provisioning and status processing. You must specify a group code defined for a group type that is the same as the customer type, for instance, if the customer is a retail customer, you must specify a group defined for retail customers.

### Group Status

All loans and overdraft accounts issued to customers in the group will be assigned the same status, which will be the status of the loan/overdraft account with the worst status among those issued to customers in the group. The Group/CIF and the loan contracts and overdraft accounts are all updated with this worst status if they have been marked for automatic status processing. The individual status for the accounts and loan contracts (apart from assigning the worst status) is also captured and displayed. In the Group Code Maintenance screen and the CIF Maintenance screen, the status for the group is displayed, as well as the date since which the current status came into effect.

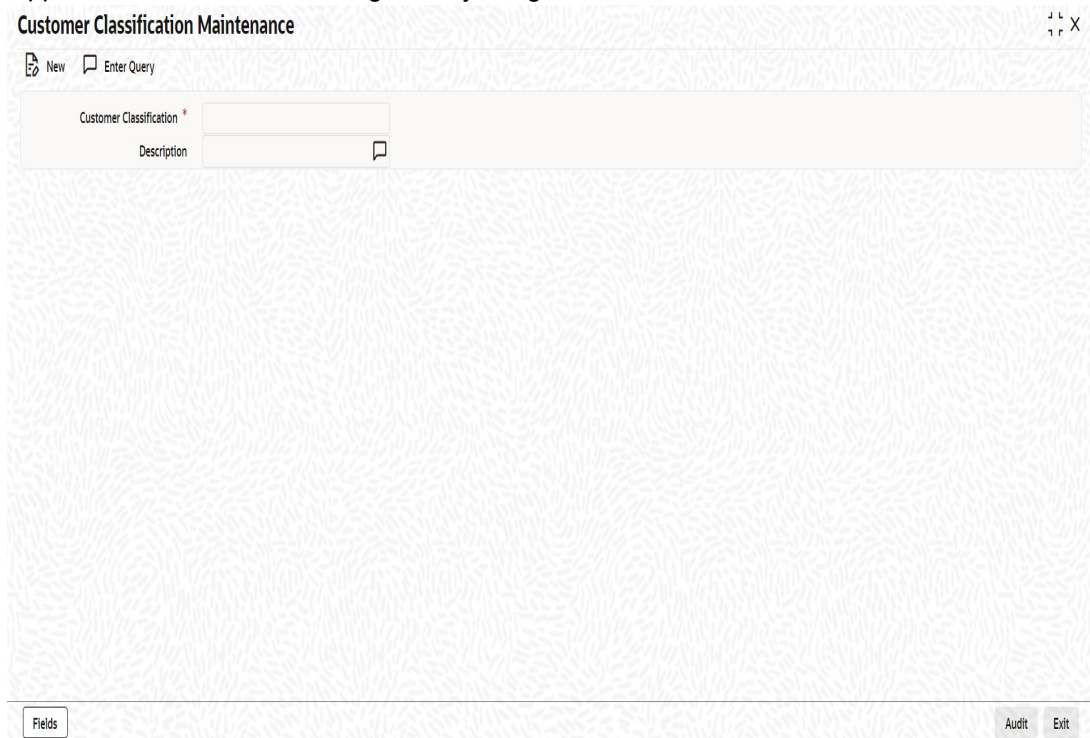
*For details about loan status processing and provisioning, consult the Loans user manual.*



## 6.3 Setting up Customer Classifications for Status Processing

You can set up the different classifications under which the financial standing of the customer would be considered, for status processing. You can set up these classifications in the 'Customer Classification Details' screen. You must specify an appropriate classification code and description.

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



For instance, you could set up the following classifications:

- Good – for customers with no bad loans and no accounts with outstanding overdrafts
- Unstable – for customers with a few bad loans and accounts with outstanding overdrafts
- Not Good – for customers with many bad loans and accounts with outstanding overdrafts
- Deteriorate – for customers with mostly bad loans and accounts with outstanding overdrafts
- Bad – for customers with only bad loans and accounts with outstanding overdrafts

### **Customer Classification**

When you specify CIF details for a customer in the Customer Information Maintenance screen, you can also specify the appropriate classification for the customer.

### **Description**

Enter a description for the classification.

## 6.4 Exposure Category Maintenance

This section contains the following topics:

- [Section 6.4.1, "Setting up Exposure Categories"](#)



- [Section 6.4.2, "Specifying Status-wise Provisioning Percentages for Each Exposure Category"](#)
- [Section 6.4.3, "Specifying Exposure Category for Customer"](#)

### 6.4.1 Setting up Exposure Categories

You can maintain the different categories under which you wish to track total exposure due to loans issued to customers in customer groups or CIF's, as well as due to total overdraft in accounts belonging to customer groups or CIFs, for the purpose of ascertaining the amount of provisioning required.

You can maintain such exposure categories in the 'Exposure Category Maintenance' screen, by specifying the name of the exposure category, and a short description.

Invoke this screen by typing 'LDDECMNT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can view the summary of the exposure categories in the 'Exposure Category Maintenance Summary' screen.

### 6.4.2 Specifying Status-wise Provisioning Percentages for Each Exposure Category

After you have maintained exposure categories, you must maintain the appropriate provisioning percentages to apply to each exposure category, for contracts as well as accounts in each of the statuses. You must also maintain the applicable discount percentages. You can do this in the 'Exposure Category Provisioning Percent Maintenance' screen, where you can specify the applicable provisioning percentage and discount percentage for each status.

Invoke this screen by typing 'LDDPRVMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

**Provisioning Percentage Maintenance** J L X

New Enter Query

Exposure Category \*

**Exposure Provisioning Percentage** + - ≡

<input type="checkbox"/> Status *	Description	Provisioning Percentage *	Discount Percentage *
No data to display.			

Page 1 (0 of 0 items) | < < 1 > >

Fields Audit Exit

You can view the summary of the provisioning details in the 'Exposure Category Provisioning Percent Maintenance' Summary screen.

Invoke this screen by typing 'LDSPRVMN' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

**Provisioning Percentage Summary** J L X

Search Advanced Search Reset Records per page 15

Search (Case Sensitive)

Authorization Status  Record Status  Exposure Category

**Search Results** Lock Columns 0

<input type="checkbox"/> Authorization Status	Record Status	Exposure Category
No data to display.		

Page 1 Of 1 | < < 1 > >

Exit

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

- Authorization Status
- Record Status

- Exposure Category

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

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Exposure Category

For contracts and accounts involving a customer whose exposure is being tracked under the exposure category, the applicable provisioning percentage (as well as the discount percentage) is picked up from this maintenance, if not specified at contract input (or in the case of accounts, in the Customer Account Maintenance).

#### **6.4.2.1 Specifying Logic for Deriving Exposure Category**

After you have maintained exposure categories, you must also specify how the system would derive the exposure category under which contracts and accounts must be tracked. The exposure category can be derived from the following parameters:

##### **Category Type**

You may wish to track the exposure in respect of customers from different categories such as retail or corporate, under different exposure categories.

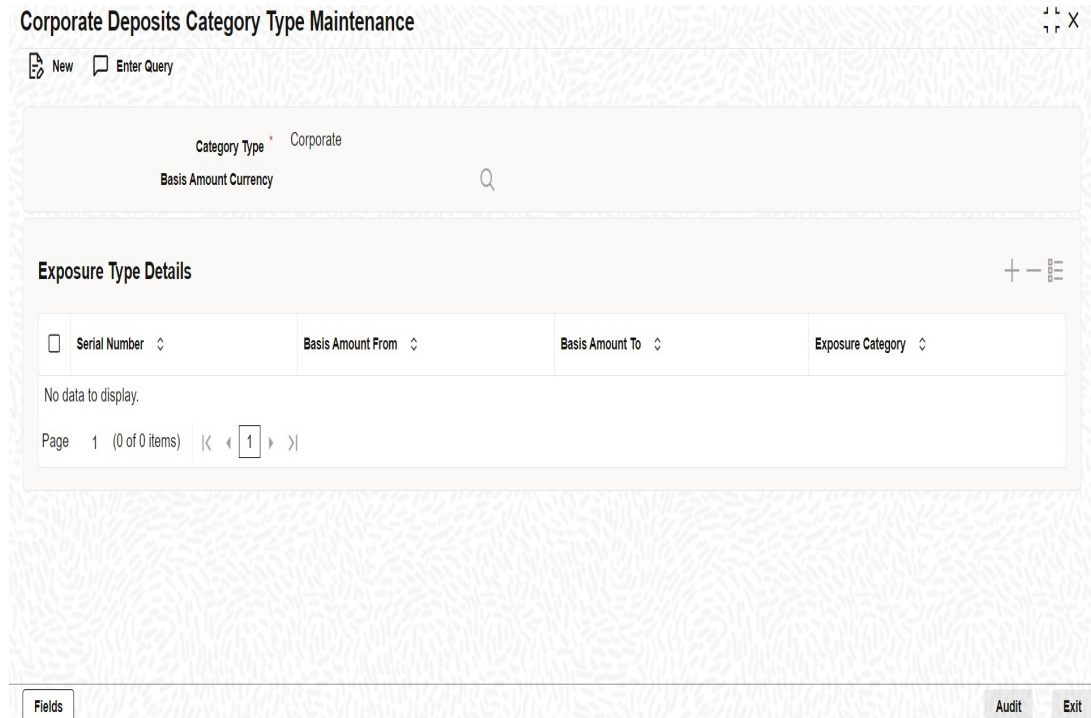
##### **Amount Limits**

You may wish to specify an amount range within which the total exposure would be tracked, for the customer or group.

In the 'Exposure Category - Category Type Linkage' screen, you can link the exposure category to be used for tracking different customer category types and total exposure in respect of a customer group.

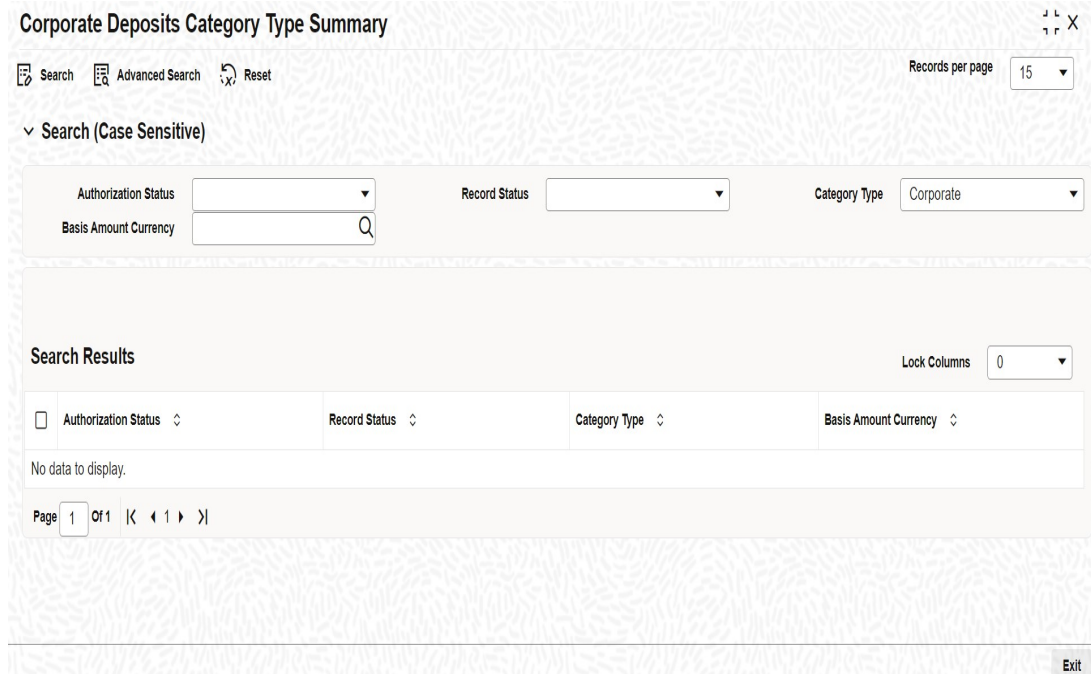
Invoke this screen by typing 'LDDETMNT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:



You can view the summary of the exposure category linkages in the 'Exposure Category - Category Type Linkage Summary' screen.

Invoke this screen by typing 'LDSETMNT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



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

- Authorization Status
- Record Status
- Category Type

- Basis Amount Currency

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

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Category Type
- Basis Amount Currency

---

**Note**

When the exposure category for a CIF or customer group is derived according to the logic maintained in the Exposure Category Type Linkage screen, the outstanding overdraft in all accounts belonging to the group/CIF, as well as the exposure due to loans issued to the group / CIF is summed, to compute the total exposure.

---

### 6.4.3 Specifying Exposure Category for Customer

When you maintain CIF details for customers, in the Customer Information Maintenance screen, you can specify the exposure category under which exposure due to loans issued to the CIF will be tracked. The exposure category is derived by the End of Day batch program and displayed, if the applicable logic has been maintained for the specified customer provisioning group, in the Exposure Type Category Linkage maintenance. If no logic has been maintained for the group, you can specify the applicable exposure category.

## 6.5 Maintaining Rules for Provisioning

For each account class for which you have defined account provisioning to be applicable, you can define the rules according to which the provisioning amount would be computed, when applied to an account using the class. You can define the provision rules in the Account Class Provisioning Rule Maintenance screen.

Invoke this screen by typing 'LDDPRULE' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

To define rules, you can use the following elements, for the account for which provision is being made:

- **Outstanding Balance ACY** – This is the book-dated debit balance, in account currency, in the account for which provision is being made
- **Outstanding Balance LCY** – This is the book-dated debit balance, in local currency, in the account for which provision is being made
- **Receivable Interest** – This is the interest receivable on the account for which provision is being made
- **Accrued Interest** – This is the interest that has been accrued but not liquidated as yet in the account for which provision is being made; typically, the interest that has accrued during the current liquidation cycle
- **Receivable Interest LCY** – This is the interest receivable, in local currency, on the account for which provision is being made
- **Accrued Interest LCY** – This is the interest that has been accrued but not liquidated as yet, in local currency, on the account for which provision is being made
- **Account Status** – This is the user-defined status for the account for which provision is being made
- **Exposure Category** – This is the exposure category of the account for which provision is being made. It is picked up from the account details; if it has not been specified in the account details, it is picked up from the maintenance for the CIF or customer group to which the account belongs.
- **Risk-Free Exposure Amount** – This indicates the risk-free amount (collateral) specified in the details of the account for which provisioning is being made.
- **Provisioning Percentage** – The provisioning percentage is generally picked up from the account details. If not specified in the account details, it is picked up from the Exposure Category Provisioning Percentage maintenance, for the exposure category of the customer of the account and the account status.
- **Discount Percentage** – The discount or loss percentage is used to compute the recoverable value of the account for which provision is being made. It is picked up from the account (if specified in the account details) or from the Exposure Category Provisioning Percentage maintenance, for the exposure category and status of the account for which provision is being made.
- **Status Seq** – This indicates the sequence number that represents the status, as defined in the Status Definition. It can be used with arithmetic operators for ease of status rule definition.

## 6.6 Derivation Rules for Status Change

For accounts, the basis for processing of status changes is governed by an attribute that you set in the Branch Parameters. You could opt for status processing at a group or CIF level, or at contract-level.

If processing is done at a customer group or CIF level, it is done in two stages:

- The worst status among all accounts and loan contracts belonging to the customer group or CIF is arrived at
- All accounts and contracts belonging to the customer group or CIF are then moved to the worst status that was arrived at

In the Status Rule Derivation screen, in the Derivation Rule field, you can define the conditions according to which the status of all accounts using an account class (the aging analysis) could be tracked. For each account class, you can maintain a derivation rule, which would be used during status processing to arrive at the status of each account (if status



processing is at a contract level) or the worst status among all accounts and loans belonging to groups or CIF level (if status processing is at a Group/CIF level)

To define the derivation rule, you could use a combination of multiple elements, and arithmetic and logical operators. The following elements may be used:

- Frozen
- Dormant
- Nodebits
- Nocredits
- Stoppayment
- Current Status
- Customer Classification

In addition, the following elements will also be available for processing:

- OD (overdraft) Days
- Inactive Days
- Overline Days
- TOD (Temporary Overdraft) Days
- Debit Interest OD Days
- OD Limit Breach Days
- OD Expiry Days
- No Credit days

*For details regarding the maintenance of other status control parameters in the Status Rule Definition screen, refer the chapter Maintaining Mandatory Information in this user manual.*

## **6.7 Provision Processing for Accounts**

This section contains the following topics:

- [Section 6.7.1, "The Provisioning Batch"](#)
- [Section 6.7.2, "Specifying Frequency at which Provisioning Batch is Executed"](#)

### **6.7.1 The Provisioning Batch**

Provision processing for customer accounts is only done if indicated in the account details. Provision processing depends upon the status processing for accounts.

For accounts for which provisioning has been indicated, a batch process is run subsequent to the following processes, to perform provisioning:

- Status processing for accounts
- Interest and Charges (IC) batch process
- The Automatic Daily Contract Update process in the Loans module

To trigger the provisioning batch, you can use the Provisioning Batch screen. When the batch is triggered, the provisioning events SPRO (provision) and SPWB (write back) are executed.

### **6.7.2 Specifying Frequency at which Provisioning Batch is Executed**

To recall, provision processing depends upon status processing for accounts and contracts. The provisioning batch executes after the status processing batch, as explained in the

previous section. If status processing is indicated to be processed at group/CIF level, you can indicate the frequency at which the provisioning batch is to be executed for your branch.

You can specify the provisioning frequency in the Branch Parameters Preferences screen. The frequency options available are daily and monthly.

*To view the Branch Parameters Preferences screen, refer the Core Services user manual.*

### **The Provisioning Process**

If status processing for your branch is done at customer group/CIF level, (as specified in the Branch Parameters), the provisioning process executes according to the frequency defined in the Branch Parameters. The process executes as described below:

1. The exposure categories for the customer group or CIF are first derived, either from the specification for the same in the contract and account details, or depending upon the total exposure of the group or CIF, according to the logic maintained for deriving the exposure category, in the Exposure Type – Category Linkage maintenance

---

#### **Note**

When the exposure category for a CIF or customer group is derived according to the logic maintained in the Exposure Category Type Linkage screen, the outstanding overdraft in all accounts belonging to the group/CIF, as well as the exposure due to loans issued to the group/CIF is summed, to compute the total exposure

---

2. The provisioning percentage applicable is then derived, either from the contract and account details, or using the exposure category of the CIF and the status of all accounts and contracts involving the CIF, according to the linkage maintained in the Exposure Category Provisioning Percentage maintenance
3. Having obtained the provisioning percentage applicable, the system then computes the provision amount, based on the rule defined in the Loans Provisioning Rule maintenance (for loans) and the Account Provisioning Rule Maintenance (for accounts).
4. The computed provision amount would then be stored for the accounts and contracts, and appropriate accounting entries passed. The computed provision amount is stored and displayed in the Amount Tab in the Customer Account Maintenance. The current status and exposure category of the account is also stored along with the balances.

---

#### **Note**

In case of contracts, the provision amount is not re-computed when a contract amendment, value-dated amendment, or automatic or manual payment is done, but only as part of the provisioning batch. On maturity of the contract, the provision amount is reversed. Similarly in the case of accounts, the provision amount is written back when the account is closed.

---

## **6.8 Computation of Provision Amount**

When status processing is done at a group or CIF level,

- The worst status among all contracts and accounts under a specific customer group or CIF is arrived at
- All accounts and contracts with automatic status processing involving the customer group or CIF are then moved to the worst status that was arrived at.
- The total exposure of customers in a group or CIF is considered as the sum of all outstanding overdrafts in respect of accounts belonging to the group/ CIF, as well as the



loans issued to the group or CIF. This total exposure is considered for deriving the provision percentage, and computation of the provision amount.

- The computed provision amount is stored and displayed in the Amount Tab in the Customer Account Maintenance. The current status and exposure category of the account is also stored along with the balances.

The provision amount is computed for each account using the provision rule defined for the account class that the account uses. Typically, the computation could be done according to the following guidelines:

### Status of the Accounts

For instance, let us suppose the statuses for accounts belonging to a CIF are derived according to the following guidelines:

	Delay Period				
Debtor Financial Standing	Up to 30 days	Between 31 and 60 days	Between 61 and 90 days	Between 91 and 180 days	Beyond 180 days
Good	Regular	Watch	Substandard	Doubtful	Loss
Unstable	Watch	Substandard	Doubtful	Loss	Loss
Not Good	Substandard	Doubtful	Loss	Loss	Loss
Deteriorate	Doubtful	Loss	Loss	Loss	Loss
Bad	Loss	Loss	Loss	Loss	Loss

### Provision for General Credit Risk

General Credit Risk includes all contracts and accounts in 'Regular' status. The provision amount computation could be done as follows, according to the following categories:

### Exposure to Corporate Customers

The expression used for this category could be:

$$PA = (OD - RFC) \times PP, \text{ where,}$$

PA = Provisioning Amount,

OD = Outstanding Overdraft Amount = Principal + Overdue Interest,

RFC = Risk-free Collateral,

PP = Provisioning Percentage

The provisioning percentage could be computed as shown:

Loan Type	Categorization	Provision
Corporate Small – (CS)	Exposure <= BGN 50,000	1.5%

Corporate Intermediate – (CI)	Exposure > BGN 50,000 and <= BGN 500,000	2.0%
Corporate Large – (CL)	Exposure > BGN 500,000 and < L-Sig	3.0%
Corporate Big – (CB)	Exposure >= L-Sig	0.0%

Here, L-Sig could correspond to one percent of bank’s capital base rounded to nearest lower amount divisible by 50,000. Typically, the bank sets this figure.

---

**Note**

In arriving at the total exposure figure (as shown in the table above), the outstanding overdraft in the account as well as the outstanding amounts on all loans issued to the group/ CIF that the account belongs to, are summed.

---

For example,

Customer	Exposure	Amount (BGN)	Type
Account 1	Loan 1	20,000	CI
	Loan 2	15,000	CI
	Account Overdraft	12,000	CI
Account 2	Loan 3	5,000	CI
	Loan 4	5,000	CI
	Account 1 Overdraft	26,000	CI
	Account 2 Overdraft	15,000	CI
	Sum of total exposure amounts	98,000	

**Exposure to Retail Customers**

The expression used for this category could be:

$$PA = (OD - RFC) \times PP, \text{ where}$$

PA = Provisioning Amount

OD = Outstanding Overdraft Amount = Principal + Overdue Interest

RFC = Risk-free Collateral

PP = Provisioning Percentage

The provisioning percentage could be computed as shown:

Loan Type	Categorization	Percentage
Retail OD – (RO)	Retail Overdrafts	1.5%

Retail Mortgages – (RM)	Retail Loans that has mortgages as collateral	2.0%
Retail Consumer (RC)	Other than the above	1.5%

**Provisioning for Impairment Losses**

Impairment losses include loans that are not in the ‘Regular’ status. The provision amount computation could be done as follows, according to the following categories:

All Corporate customers regardless of exposure and Retail customers with exposure exceeding BGN 5000

The expression used for this category could be:

$$PA = (BVE - RV - RFC) \times PP$$

Where

PA = Provisioning Amount

BVE = Balance Value of Risk Exposure = Outstanding Overdraft amount (which is, Principal + Balance Overdue Interest)

RFC = Risk-free Collateral

RV = Recoverable Value

PP = Provisioning Percentage

The recoverable value could be computed by applying the discount percentage to the balance expected cash flow, as shown:

Status	Minimum Limit	Accepted discount
Watch	10%	25%
Substandard	30%	50%
Doubtful	50%	75%
Loss	100%	100%

The resultant amount could be discounted using the overdraft interest rate. For loans in status ‘LOSS’, the recoverable value is zero.

**6.9 Specifying Rebooking Provision Entries**

In the Status Details function, you can indicate whether provisioning entries for an account must be rebooked when provisioning is done after an automatic status change for the account. Rebooking essentially means that fresh provisioning is done, after reversing the previous provisioning amount.

The provisioning batch process, when executed, not only computes the provisioning amount; it also records the current status of the account and checks whether the current status is different from the status that was prevalent when the process was previously executed. If so, the old provisioning amount is written back into the write back GL of the old status (if the

Rebook Provision option has been set in the Status Details), and the entries for the new provisioning amount are booked into the provisioning GLs maintained for the current status in the Status Details.

If the Rebook Provision has not been set, there is no reversal of the old provisioning amount, and the differential provisioning entries are passed, as usual, into the GLs maintained for the current status. When there is a status change between two provisioning cycles, the Rebook Provision option is set for the status with the higher sequence number. For instance, while moving from status NORM (Normal) to PDO1 (Past Due Obligation), the Rebook Provision option is set for the status PDO1 and while moving from PDO1 to NORM, the Rebook Provision option is set for the status PDO1 again.

---

**Note**

If manual provisioning has been done, the entries for the differential amount are passed or written back into the GLs associated with the NORM (normal) status.

---

## 6.10 Maintaining Accounting Entries for Provisioning

The computed provision amount is stored and displayed in the Amount Tab in the Customer Account Maintenance. The current status and exposure category of the account is also stored along with the balances.

For account provisioning, accounting entries are passed for the following:

- Changes in provisioning amount without status change
- Reversal of provisioning amount as a result of status change

### **Accounting Entries for Changes in Provision Amount without Change in Status**

The entries passed for new provisions or increase of provision amount:

Dr/Cr	GL
Dr:	Expense GL
Cr:	Provisioning GL
Entries for decrease in provision amount:	
Dr:	Provisioning GL
Cr:	Reintegration GL

Accounting entries for change in status with/without changes in provision Amount and with the Rebook Provision option applicable

In this case, the existing entries are reversed into a reintegration GL and new provisioning entries are booked, provided the 'Rebook Provision on Status Change' option has been set for the new status of the account. In this case, the following entries would be passed

*For reversal of provision amount*

<b>Dr/Cr</b>	<b>GL</b>
Dr:	Provisioning GL
Cr:	Reintegration GL
<i>For booking of new provision amount</i>	
Dr:	Expense GL
Cr:	Provisioning GL

---

## 7. Fast Accounting

To reduce the accounting processing time during transaction window, the transaction customer account withdrawal balance is updated after performing necessary checks/validations and other functions such as posting accounting entries are processed later, out of the transaction window, as part of an asynchronous job/batch. This is achieved through the Fast Accounting Hand-off routine.

- Fast accounting service is based on the module preference.
- Only the customer balance is updated first and the actual entries are processed later in asynchronous mode.
- Customer entries are processed online but the accounting entry and the related IB/ Position/Revaluation/ FGL hand-off/ Balancing entries get posted on the scheduled Job processing or Batch processing. Similarly GL Entries are logged into an intermediary centralized processing data store and are processed offline through the same scheduled Job / batch process.

This chapter contains the following sections:

- [Section 7.1, "Fast Accounting Hand-off routine"](#)
- [Section 7.2, "Accounting Entry Monitor"](#)
- [Section 7.3, "Intraday Batch Processing"](#)
- [Section 7.4, "EOD Batch Processing"](#)
- [Section 7.5, "Closure/Redemption/Online Liquidation"](#)
- [Section 7.6, "Processing Authorization and Delete Requests"](#)
- [Section 7.7, "Handling ECA Request from External Systems"](#)

### 7.1 Fast Accounting Hand-off routine

The fast accounting service is enabled based on the module preference, and the Module ID is referred from the accounting hand-off. Fast accounting can be opted separately for Online and batch process operations.

Customer Entries are processed online but the accounting entry and the related IB/ Position/ Revaluation/ FGL hand-off/ Balancing entries get posted on the scheduled Job processing or Batch processing. Similarly GL Entries get logged into an intermediary centralized processing data store and is processed offline through the same scheduled Job / batch process.

System does the basic accounting validations and all the customer account validations in case of Customer Entry. On successful completion of validations, customer withdrawal balance is updated. In case of multiple entries to the same account, the balance is updated after consolidation. If netting or balancing is enabled, system does the netting or balancing or both and then does the fast accounting process.

---

**Note:**

- The ACBCUTOF batch is used to set the Cut Off to tank the subsequent postings. This batch is run before ICEOD Post EOTI batch.
- Marking the branch availability to 'No' is done in ACBCUTOFF batch, which has to be configured prior to ICEOD batch.
- Batches ACBCUTOF, ICEOD, DABHOFF to be maintained in the same sequence as mentioned.

- Accrual entries posted during ICEOD batch are processed to accounting tables, in DABHOFF batch, This batch processes all Unprocessed entries till this stage.
  - DABHOFF batch to be maintained as first batch at PBOD stage, to perform untanking of entries
- 

Dormancy status and Instrument status gets updated immediately after updating the Customer Withdrawal Balance in case of customer entries posted with Instrument number.

---

**Note**

- Account available balance, Uncollected balance, Withdrawable Uncollected balance, Receivable, Blocked amts are referred from Fast accounting tables.
  - Entries posted through Fast accounting routine can be identified with Group reference no. in accounting tables.
  - Posting of Suspense Entries, Accounting fin balance mismatch checks happens at EOFI stage, since all hand-off will be completed only after PEOTI stage in DABHOFF stage.
- 

## **7.2 Accounting Entry Monitor**

This section contains the following topics:

- [Section 7.2.1, "Re-submitting Failed Jobs"](#)

### **7.2.1 Re-submitting Failed Jobs**

The failed posting due to some reason) entries can be retried/re-submitted after manual corrections using the 'Accounting Entry Monitor' screen. Re-submitted entries get picked up by the same Asynchronous/Intraday Job and are processed. "Process Online" posts the entries in synchronous mode.

The query criteria should be Group Reference Number, Transaction Reference Number, Account Number, Account Branch.

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

**Accounting Entries Monitor** ⌵ ⌴ X

Enter Query

Account Branch	<input type="text"/>	Transaction Reference Number	<input type="text"/>
Account	<input type="text"/>	Group Reference Number	<input type="text"/>
Transaction Branch	<input type="text"/>		

**Transaction Details** + -

<input type="checkbox"/>	Group Reference Number	Transaction Reference Number	Account No\GL Code	Account	Account Branch	Currency	Related Account	Action	Event Code	Event Serial N
No data to display.										
Page 1 (0 of 0 items)   < < 1 > >										

**Error Details** + -

<input type="checkbox"/>	Error Code	Error Message
No data to display.		
Page 1 (0 of 0 items)   < < 1 > >		

You can specify the following query criteria in this screen:

- Account Branch
- Account
- Transaction Branch
- Transaction Reference Number
- Group Reference Number

Enter any or all of the above query criteria and click "Execute Query". The following details of matching records will be displayed:

- Group Reference Number
- Transaction Reference Number
- Account No\GL Code
- Account
- Account Branch
- Currency
- Related Account
- Action

---

**Note**

If the accounting entry process fails due to Insufficient IB maintenance, for example, then the same will be listed in ACDENTRY screen and you can make the required corrections and can Re-submit / Process Online. The retry count in the screen is updated based on the no. of times the process gets submitted for hand-off processing.

---



## 7.3 Intraday Batch Processing

The intraday batch process AC\_DAHOFF runs at regular intervals to post the un-processed entries. This batch will not do the Withdrawal Balance update as it was already updated prior to this.

Once the branch availability status becomes 'No', the intraday batch processes only the tanked entries. The job can be started or stopped using the Jobs Browser (CSSJOBBER) - [Jobs Browser]. On successful completion of entries processing, the status is changed to "P" from "U". On failure it gets updated as "E" with Failure reason.

The batch picks up and process the Save or Authorize/Delete requests alternatively based on the commit frequency and job intervals maintained at the accounting parameterization. When processing the authorization/delete request, system verifies whether all the entries related to that transaction are processed or not. If it is not processed, system will post it first before Authorization/Deletion.

## 7.4 EOD Batch Processing

The batch program ACBCUTOF changes the branch availability as "No" and processes all the pending transactions. This batch is a predecessor for ICEOD Post EOTI batch. Any subsequent postings done by module would be tanked.

If the IC is enabled for Fast Accounting, the batch DABHOFF should be configured as last batch in Post EOTI (after ICEOD batch) to process all the entries posted by IC. Once the branch cut-off is marked by ACBCUTOF, the scheduled Job excludes this particular branch for processing [except the tanked entries]. The EOD batch processes all the pending entries if any.

---

### Note

It's recommended to maintain ICEOD & PROVBATCH after ACBCUTOFF, since accruals are to be posted only after hand-off of all balances.

---

## 7.5 Closure/Redemption/Online Liquidation

On account closure or TD redemption or IC online Liquidation system posts online and proceeds with any un-processed entries for that Account.

On Period Closure or GL closure, system throws an error if there are any un-processed entries for that Period/GL.

## 7.6 Processing Authorization and Delete Requests

When system receives an authorization or delete request, below listed operations happen immediately and remaining operations happen as part of deferred centralized job process.

- Basic validations
- Legacy module operations like CL down payment, Salary block, Receivable Blocking for CL guarantor, Group Netting process, CL Accounting process and reconciliation process in case of Delete request
- Update for uncollected fund in case of Delete request
- Instrument update
- Updating account balance

- AML process
- US regulation process
- DD component tracking - IC Owing amount
- Project Accounting entry
- Escrow processing
- Release Tracking if any

---

**Note**

- The deferred job process would have action code as either A - for Authorization request / D - for Delete request.
  - FA Enabled and FA batch enabled to Be set as L. It should be Y only for Corporate lending modules.
  - For ICEOD batch, FA batch enabled has to be set as N.
- 

Once the accounting is processed, then accounting under Process is cleared and moved to accounting entries block of CSDACENT screen.

You can view the accounting entries maintained for an event in the 'Accounting Entries' screen by selecting an event and clicking on 'Accounting Entries' button in the 'Events' screen.

Till the time accounting is in Unprocessed state, accounting entries under process can be viewed in 'Accounting Under process' block under 'CSDACENT' subsystem (Events -> Accounting Entries subsystem). This block is common for all screens which has the Accounting Entries (CSDACENT) subsystem.

To invoke the screen type 'CSDACENT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

## 7.7 Handling ECA Request from External Systems

ECA requests from external systems are handled in accounting in the following two stages:

- ECA request for Accounts
- Debit on Accounts for the transactions against ECA

This section contains the following topics:

- [Section 7.7.1, "ECA Block Request"](#)
- [Section 7.7.2, "ECA Cancellation"](#)
- [Section 7.7.3, "ECA Debit"](#)

### 7.7.1 **ECA Block Request**

On request, balance check and account related validation are done for upcoming debit. The amount for the debit requested is blocked from the account, and the response is send to the external system.

The blocked amount is used for ECA Debit. The block would be active till the approved amount is debited or ECA is cancelled on request. The amount block type "Account" is used for the same.

---

#### **Note**

- No Branch operations are allowed on the Block type - Account.
  - Block will have open ended expiry date.
- 

ELCM is utilized in case the account does not have enough balance for the ECA approval. Once the amount block is created successfully the amount block reference number is provided in response.

An open ECA Request which is approved can be cancelled. System would process the ECA cancel request and release the amount block created on ECA approval.

### 7.7.2 **ECA Cancellation**

Undo ECA is allowed only if there is an open ECA amount block available. On cancellation of ECA approval, system releases the block amount. Amount block which was created on approval would be marked as 'Closed' on ECA Undo.

- If any sweep transaction has been done on ECA approval same would be reversed.
- If any ELCM utilization has been done during ECA approval same would be un-utilized, if the line is revolving.
- Any Debit request on closed ECA request is rejected.
- Partial cancellation of ECA request cannot be done with Undo ECA option
- Once the cancel ECA is successful the confirmation is provided in response.
- ECA debit is a debit transaction which is done against the ECA approval. On ECA debit request system would release the amount block and debit amount from the account. Once the amount is used block would be marked as closed.

### 7.7.3 **ECA Debit**

- ECA Debit would be done against a valid ECA ref no and amount block no.
- ECA Block is closed on full ECA release request.
- Once the ECA block is closed system does not allow any additional debit on the ECA approval.
- No account related validations are performed during normal ECA debit.
- Once ECA debit is done system does not allow an ECA undo, and same needs to released.
- In case an ECA Debit is reversed, the same would follow the normal debit reversal flow.

- Once debit is performed, though it is reversed a new ECA approval has to be taken in case the debit is re-done post reversal.
- Overrides during ECA Block creation would be logged
- In case multiple ECA Debit requests are received, same are processed in the order its received
- If the “Amount Block Number” provided is not pertaining to the corresponding debit account number the debit would be rejected

---

## 8. Customer Information Query

This chapter contains the following sections:

- [Section 8.1, "Customer Position Maintenance"](#)
- [Section 8.2, "Customer Account Balance Query"](#)
- [Section 8.3, "Overdrawn Accounts Query"](#)
- [Section 8.4, "Uncollected Funds Query"](#)

### 8.1 Customer Position Maintenance

This section contains the following topics:

- [Section 8.1.1, "Invoking Customer Position Screen"](#)
- [Section 8.1.2, "Accounts Tab"](#)
- [Section 8.1.3, "Loans Tab"](#)
- [Section 8.1.4, "Deposits Tab"](#)
- [Section 8.1.5, "FX Tab"](#)
- [Section 8.1.6, "Collaterals Button"](#)
- [Section 8.1.7, "Assets/Liabilities Button "](#)
- [Section 8.1.8, "Limits Button "](#)
- [Section 8.1.9, "MIS Button"](#)
- [Section 8.1.10, "Projections Button"](#)
- [Section 8.1.11, "Accounting Button"](#)

#### 8.1.1 Invoking Customer Position Screen

You can access the following information through the Customer Position screen:

- Customer Limits, specifically relating to Overdraft Limits on Current Accounts and Foreign Exchange Exposure Limits
- Details relating to a Customer Account
- Facility to query for Account statement
- Facility to view future settlement balance/contracts
- Facility to view Asset and Liability Balances of the customer
- Facility to view summary of Collaterals and Account Details

Invoke the 'Customer Position' screen, by typing 'ACDSCPQR' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

### Customer Information Query

### 8.1.2 Accounts Tab

The screen displays all the accounts linked to the selected customer for the specified date range, and grouped by Branch, Customer Account, and Currency.

If you check the 'Linked Customer' check box and provide the Customer Number and click 'Enter Query' and 'Execute Query' buttons, all linked customers of the customer number entered will be displayed. To query on any linked customer displayed, select the customer and click 'Fetch' button. A query operation is performed on the selected customer and the details are displayed. The displayed values are based on the query parameters provided.

You can use the Balance Enquiry screen to view the account balance details of any particular account of the selected customer.

### 8.1.3 Loans Tab

You can view details of all loan contracts for the selected customer through the Customer Position screen. Click the Loans tab. The loan amount that appears is the consolidated amount grouped by Branch, Product, and Currency.

The screen appears as shown below:

### Customer Information Query

Execute Query

Customer Information

Customer \*

Address

Current Branch Only

Relationship

Linked Customer

Query

---

#### Customer Relation

Customer Id	Name
No data to display.	

Page 1 (0 of 0 items) | < 1 >

Fetch

---

Accounts
Loans
Deposits
FX

#### Contract Details

Branch	Product	Description	Currency	Balance	Debit/Credit Indicator
No data to display.					

Page 1 (0 of 0 items) | < 1 >

---

Collateral

Asset/Liability

MIS

Limits

Projection

Accounting

---

From Date

To Date

Transaction Date

Value Date

Exit

Double clicking a record displays the Loan Contracts Summary screen comprising a summary of transactions contributing to the balance displayed in the Customer Position screen. The balance displayed is the outstanding principal amount for the Loan product. This screen also displays MM contracts, that is, MM borrowings are displayed under the Deposits tab and MM Placements are displayed under Loans. Double clicking a record in the Loans Contract Summary screen displays the corresponding Loan Contract screen comprising transaction details.

---

**Note**

The summary screen will not be shown for contracts that do not belong to the current branch.

---

**Corporate Deposits Contract Input Simulation**

New

Product Code \*

Product Description

Source

Sanction Check Status

Version Number

Contract Reference Number \*

User Reference

External Reference

Contract Schedules Rollover Preferences

Customer Number \*

Customer Name

Currency \*

Amount \*

Local Currency Equivalent

Cluster Identification

Cluster Size

Outstanding Amount

Interest Period Basis

Payment Method

Schedule Type

Tax Scheme

Remarks

Settlement Details Dates and Maturity

Debit Branch

Booking Date

Events Effective Rate Change Log Settlement Advices Interest Charges Tax MIS Fields Audit Exit

*For more details on the LD Contract Online screen, please refer the Loans User Manual*


### 8.1.4 **Deposits Tab**

You can view details of all Deposit contracts for the selected customer through the Customer Position screen. Click the Deposits tab. The deposit amount that appears is the consolidated amount grouped by Branch, Product and Currency.



The screen appears as shown below:

# Customer Information Query

 **Execute Query**

Customer Information

**Customer** \*

**Address**

Double clicking a record displays the Deposits Contracts Summary screen comprising a summary of transactions contributing to the balance displayed in the Customer Position screen (MM borrowings + Deposits). The Balance is the principal balance for the selected Deposit product. Double clicking a record in the Loans and Deposits Contract Summary screen displays the corresponding Deposit Contract screen comprising transaction details.

---

**Note**

The summary screen will not be displayed if the deposit does not belong to the current branch.

---

**Corporate Deposits Contract Input Simulation**

New

Product Code \* [ ] [Q] [P]  
Product Description [ ]  
Source [ ] [Q]  
Sanction Check Status [ ]

Version Number [ ] [0] [f] [ ] [ ]  
Contract Reference Number \* [ ]  
User Reference [ ]  
External Reference [ ]

Contract Schedules Rollover Preferences

Customer Number \* [ ] [Q]  
Customer Name [ ] [ ]  
Currency \* [ ] [Q]  
Amount \* [ ]  
Local Currency Equivalent [ ]  
Cluster Identification [ ] [Q]  
Cluster Size [ ]

Outstanding Amount [ ]  
Interest Period Basis [ Include From Date ]  
Payment Method [ ]  
Schedule Type [ Normal ]  
Tax Scheme [ ]  
Remarks [ ] [ ]  
[ Create Active Contract ]  
[ View/Print Advice ]

Settlement Details Dates and Maturity  
Debit Branch [ ] [Q] Booking Date [ ]

Events Effective Rate Change Log Settlement Advices Interest Charges Tax MIS Fields Audit Exit

*For more details on the Contract Online screen, please refer the user manual for Deposits.*

### 8.1.5 **FX Tab**

You can view details of all FX contracts for the selected customer through the Customer Position screen. The entries are the consolidated amounts for contracts grouped by product, branch and currency. Double clicking a record displays the summary screen for that record and double clicking further, displays the contract details screen for that record. Click the FX tab.

The screen appears as shown below:

Here, the FX bought amount is displayed as Debit Balance and the FX sold amount is displayed as Credit Account.

Double clicking a record in the Customer Position screen displays the corresponding FX Contract Summary screen. Double clicking a record in the FX Contract Summary screen displays the corresponding FX Contract Detail screen comprising the transaction details.

### 8.1.6 Collaterals Button

You can view the collateral details for the selected customer through the Customer Position screen. Click the 'Collateral' button. The Collateral Summary View screen appears for all collaterals linked to the customer liability.

Double clicking a record in the Collaterals Summary screen displays the details of the selected collateral.

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

- Authorization Status
- Record Status
- Liability ID
- Collateral Code

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

System displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Liability ID
- Collateral Code
- Collateral Value
- Offset Margin %
- Collateral Contribution Start Date

### 8.1.7 Assets/Liabilities Button

You can view the total asset and total liability for the selected customer through the Customer Position screen. Click the 'Asset/Liab' button. The Assets/Liabilities Summary screen appears. All Assets and Liabilities transactions are displayed in Asset and Liabilities transaction blocks along with the local currency equivalent for each transaction. The total for Assets and the total for Liabilities are also displayed at the end of each block.

---

#### Note

Asset = Sum of Current balance of All the account having –ve balance + Sum of all the Loans outstanding balance Linked to a given customer + Sum of all MM placements of the customers

---

Liability = Sum of Current balance of all the account having +ve balance + Sum of all the Deposits Linked to a given customer + Sum of all MM borrowings of the customer.

Invoke the 'Customer Asset & Liability Query screen, by typing 'ACDCUALQ ' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

**Customer Asset and Liability Query** ⌵ ⌵ X

Enter Query

**Customer Details**

Customer \*

Customer Name

Linked Customer

Query

**Customer Relation** + - ≡

Customer Id \*  Customer Name

No data to display.

Page 1 (0 of 0 items) | < 1 >

**Customer Assets** + - ≡

Authorized Status  Contract Status  Branch  Reference Number  Customer

No data to display.

**Customer Liability** + - ≡

Authorized Status  Contract Status  Status Dormant  No Debit  No Credit

No data to display.

Fetch

Exit

In the above screen, you can provide customer number to view the following details:

## Customer Liability

- Authorized Status
- Contract Status
- Branch
- Reference Number
- Customer
- Currency
- Debit/Credit
- Amount
- Local Currency Amount
- Value Date

The following account status details are displayed based on the query parameters provided:

- Status Dormant
- No Debit
- No Credit
- Frozen

### 8.1.8 Limits Button

Check Linked Customer and provide Customer Number and click Query button to view all linked customers in Linked Customer Details. To query on any linked customer displayed, select the customer and click 'Fetch' button. A query operation is performed on the selected customer and the details are displayed. The displayed values are based on the query parameters provided.

You can view details of limits maintained for the selected customer through the Customer Position screen. Click the 'Limits' button. The Liability Summary screen appears. Double clicking on a record displays the Limits Line Summary screen which provides a summary view of all the lines linked to the liability of the customer. Double clicking on a record in the Limits Line Summary screen, displays the utilization summary screen.

### 8.1.9 MIS Button

You can view MIS information about the selected customer through the Customer Position screen. Click MIS tab.

*For more details on the MIS screen, refer the MIS User Manual*

### 8.1.10 Projections Button

You can view future settlement balances and outstanding FX contracts for the selected customer account through the Customer Position screen. Click 'Projection' button.

Invoke the 'Customer Projections Query' screen, by typing 'ACDCUPRQ' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

To view the settlement balance for the selected customer for a particular future date, enter a date in the date field and click the 'Q' button. The system displays details of all the unsettled transactions, which have occurred until the date indicated in the "Date" field. "Total" indicates the sum total of all unsettled transactions in local currency for the selected customer number.

Check Linked Customer and provide Customer Number and click Query button to view all linked customers in Linked Customer Details. To query on any linked customer displayed, select the customer and click 'Fetch' button. A query operation is performed on the selected customer and the details are displayed. The displayed values are based on the query parameters provided.

Double clicking a record in this screen invokes the contract summary screen for the selected contract. The current balance of the selected customer is displayed at the bottom of this screen. The current balance denotes the sum total of balances in all the accounts of the selected customer.

### 8.1.11 Accounting Button

You can view all the accounting entries passed for a selected Customer Account in the Accounting Entry Retrieval screen. To invoke this screen, select a customer account and a date range in the Customer Position screen and then click 'Accounting' button.

The Accounting Entry Retrieval screen is displayed with all the accounting entries passed for the selected customer account and date range:

Double clicking on an accounting entry in this screen displays the corresponding contract input screen.

Click 'Query' button if you wish to query for any particular accounting entry.

## 8.2 Customer Account Balance Query

This section contains the following topics:

- [Section 8.2.1, "Viewing Customer Account Balance"](#)

- [Section 8.2.2, "Account Statistics Button"](#)
- [Section 8.2.3, "Account Details Button"](#)

## 8.2.1 Viewing Customer Account Balance

You can view the deposit account balances of a customer using 'Customer Account Balance Query' screen. To invoke this screen, type 'ACDABLQY' in the field at the top right corner of the application toolbar and click the adjoining arrow button.

You can query for the account balances based on one or more of the following parameters:

- Customer number
- Account number
- Currency
- Account class

To view the joint holder's details of an account and the mode of operation maintained at the account level, place the cursor on the Account Number field and press Ctrl+J. The system displays the 'Joint Holder' screen.

*For more information on the 'Joint Holder' screen refer to the section 'Joint Holder Maintenance' in this User Manual.*

### CASA

Check this box to include the CASA accounts in the results.

### Deposits

Check this box to include the deposit accounts in the results.

### **Linked Customer**

Check this box to include the account details of the customers linked to the selected customer number. If you have checked this box, on selecting a customer number and clicking 'Execute Query' button, the system will display the account details of the selected customer and the linked customers.

### **Linked Account**

Check this box to include the account details of the accounts linked to the selected account number. If you have checked this box, on selecting a account number and clicking 'Execute Query' button, the system will display the account details of the selected account and the linked accounts.

### **Last N number of transactions**

Specify the last N number of transactions and click on 'Account Details' button to view the last N number of transactions of the selected account number.

---

#### **Note**

- You can query for a specific number of previous records by entering the value in 'Last N Number of Transactions'. By default, it is set as 100.
  - When you click 'Query' button, the system validates whether Last N.number of transactions is greater than the menu level MAX\_RES\_ROWS of the function ID 'ACDTRNQY'. If it is found greater than that, then the system displays a configurable message 'Last N number of transactions is greater than the allowed maximum transactions to be retrieved'.
  - If you do not enter the last N number of transaction and click the 'Query' button, and the number of transactions to be retrieved is greater than the menu level MAX\_RES\_ROWS for the function ID 'ACDTRNQY', then the system will retrieve only the first MAX\_RES\_ROWS number of transaction and display an information message 'Displaying only first[MAX\_RES\_ROWS] transactions'.
  - The starting balance and running balance fields of the Customer Account Transaction Query (ACDTRNQY) are not be applicable if you try to retrieve the Last N transaction.
- 

Once you have specified the search parameters, click 'Execute Query' button. The system displays the following details pertaining to the accounts in the results.

- CASA Accounts
  - Account Number
  - Account Description
  - Account Class
  - Currency
  - Current Balance
  - Net Balance
  - Available Balance
  - Unutilized Line Amount
  - Temporary Overdraft Limit
  - Total Available
  - Passbook Balance
  - Uncollected Funds
  - Amount Blocked
  - Sublimit



- Uncollected Funds Limit
- Accrued Interest Debit
- Accrued Interest Credit
- Status Dormant
- No Debits
- No Credits
- Frozen
- Sweep in Enabled
- Account Type
- Joint Holder Type
- TD Accounts
  - Account Number
  - Account Description
  - Account Class
  - Currency
  - Account Branch
  - Account Open Date
  - Initial Deposit
  - Principal Balance
  - Current Balance
  - Deposit Status
  - Account Type
  - Maturity Date
  - Joint Holder Type
  - Sweep in Enabled

---

**Note**

The system calculates the net balance using the following formula:

- Net balance = (Available Limit from Credit Line + Available Balance + TOD Limit + Day light limit + Utilized Line Amount of the Account + Withdraw able Uncollected funds) - (Minimum Balance)

Minimum Balance will be considered only if it is lesser than the available balance. If the available balance is greater than zero and less than the minimum balance, then the system considers available balance as zero.

As the unauthorized debits and amount block are already considered for calculating the available balance, the unauthorized debits and amount block are not included in the formula for new net balance.

The net balance will be in the account currency.

Net balance is not applicable and will be empty if a valid non revolving line is linked to the customer account.

---

## 8.2.2 Account Statistics Button

For a selected CASA account in the Customer Account Balance Query' screen, you can view the account statistics by clicking the 'Account Statistics' button. You can also invoke this

screen by typing 'ACDASTQY' in the top right corner of the application toolbar and clicking the adjoining arrow button.

For further details on this screen, refer to the CASA user manual.

### 8.2.3 Account Details Button

For a selected CASA account in the 'Customer Account Balance Query' screen, you can view the account details by clicking the 'Account Details' button. You can also invoke this screen by typing 'ACDTRNQY' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button.

From this screen, you can query the details of the transactions in which the customer account was involved.

To view the joint holder's details of an account and the mode of operation maintained at the account level, place the cursor on the Account Number field and press Ctrl+J. The system displays the 'Joint Holder' screen.

For more information on the 'Joint Holder' screen refer to the section 'Joint Holder Maintenance' in this User Manual.

### 8.2.3.1 TD Details Button

For a selected TD account in the 'Customer Account Balance Query' screen, you can view the details of the term deposit account by clicking the 'TD Details' button.

The screenshot shows a window titled "TD Details View" with a close button (X) in the top right corner. The window is divided into two main sections: "Account Details" on the left and "Maturity Details" on the right. Below "Account Details" is a "Deposit Tenor" section. The "Account Details" section contains the following fields: Account Number, Account Description (with a comment icon), Account Class, Account Currency, Account Branch, Account Open Date, Initial Deposit Amount, Principal Balance, Current Balance, Deposit Status, Account Type, and Joint Holder Type. The "Deposit Tenor" section contains fields for Years, Months, and Days. The "Maturity Details" section contains fields for Maturity Amount and Maturity Date. Below this are three sub-sections: "Interest Rate Details" with a toggle for "Interest Rate Based on Cumulative Amount" and an "Interest Rate" field; "Interest Accrual Details" with fields for "Last Interest Accrued Date", "Interest Accrued Till Date", and "Next Accrual Date"; and "Interest Liquidation Details" with fields for "Last Interest Liquidated Date", "Interest Booking Account", "Interest Liquidated Till Date", and "Next Liquidation Date". At the bottom right of the window is an "Exit" button.

This screen displays the details of the term deposit account.

### 8.2.3.2 Block Details Button

For a selected TD account in the 'Customer Account Balance Query' screen, you can view the details of the amount blocks by clicking the 'Block Details' button.

The screenshot shows a window titled "TD Account Block Details" with a close button (X) in the top right corner. At the top, there are two search fields: "Account Number" and "Account Description". Below these is a toolbar with a plus sign, a minus sign, and a list icon. A table with the following columns is displayed: Amount Block Number, Amount, Effective Date, Expiry Date, Amount Block Type, Hold Code, Hold Description, Remarks, and Reference Number. The table is currently empty, with the text "No data to display." below it. At the bottom of the table area, there is a pagination control showing "Page 1 (0 of 0 items)" and navigation arrows. At the bottom right of the window is an "Exit" button.

This screen displays the details of the amount blocks placed on the TD account.

## 8.3 Overdrawn Accounts Query

Invoke the 'Overdrawn Accounts Query' screen, by typing 'ACDCODQY' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

The screen is as shown below:

The screenshot shows the 'Overdrawn Accounts Query' interface. At the top, there is a search bar with the text 'ACDCODQY' and a magnifying glass icon. Below this is a form with the following fields and controls:

- Customer Number (text input with search icon)
- Customer Account Number (text input with search icon)
- Currency (text input with search icon)
- Limit Identifier (text input with search icon)
- Liability Number (text input with search icon)
- Linked Customer (toggle switch)
- Linked Account (toggle switch)
- Query (button)

Below the form is a table titled 'Overdrawn Accounts Detail'. The table has the following columns: Customer Number, Branch Code, Customer Account Number, Currency, Liability Number, Limit Identifier, Linkage Type, Payable Balance, Uncollected Funds, and Uncollected. The table is currently empty, displaying 'No data to display.' Below the table is a pagination bar showing 'Page 1 (0 of 0 items)' and navigation arrows. An 'Exit' button is located at the bottom right of the screen.

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

- Customer Number
- Customer Account Number
- Currency
- Facility Identifier
- Liability Number

To view the joint holder's details of an account and the mode of operation maintained at the account level, place the cursor on the Customer Account Number field and press Ctrl+J. The system displays the 'Joint Holder' screen.

*For more information on the 'Joint Holder' screen refer to the section 'Joint Holder Maintenance' in this User Manual.*

### **Linked Customer**

Check Linked Customer and provide Customer Number and click Query button to view all the Overdrawn Account Numbers of the customer and its linked customers.

### **Linked Account**

Check Linked Account and provide Account Number and click Query to view all Overdrawn Account Numbers of the customer of the account. The displayed values are based on the query fields provided.

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

System displays the following details pertaining to the fetched records:

- Customer Number
- Branch Code
- Customer Account Number
- Currency
- Facility Identifier
- Liability Number
- Payable Balance

## 8.4 Uncollected Funds Query

Invoke the 'Uncollected Funds Query' screen, by typing 'ACDUNFDQ' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

Uncollected Funds Query

Enter Query

Account Description

Account \*

From Date

Total Uncollected Funds

To Date

Linked Account

Uncollected Funds

Available Date	Transaction Reference	Amount	Bank Code	Account	Account Description
No data to display.					

Page 1 (0 of 0 items)

Exit

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

- Account Description
- Account
- From Date
- Total Uncollected Funds
- To Date

To view the joint holder's details of an account and the mode of operation maintained at the account level, place the cursor on the Account field and press Ctrl+J. The system displays the 'Joint Holder' screen.

*For more information on the 'Joint Holder' screen refer to the section 'Joint Holder Maintenance' in this User Manual.*

### **Linked Account**

Check Linked Account and provide Account Number and click Query to view all Uncollected Fund Account Numbers of the customer and its linked customers. When Linked Account is not checked the existing query operation takes place. The displayed values are based on the query fields provided.

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

System displays the following details pertaining to the fetched records: Available Date

- Available Date
- Transfer Reference Number
- Amount
- Bank Code
- Amount Number
- Account Description

## 9. 360 Degree Customer View

Oracle FLEXCUBE allows you to view and analyze personal and business details of the customers. You can query customer limits, account statements, view settlement balances contracts, view assets and liability balances of the customer. You can also view summary of collateral and account details. The 360 degree customer view facilitates easy and total view of the customer details and reduces customer service complexities.

This chapter contains the following sections:

- [Section 9.1, "Invoking 360Degree Retails Customer View Screen"](#)
- [Section 9.2, "Viewing 360 Degree Retail Customer Details"](#)
- [Section 9.3, "Viewing 360Degree Corporate Customer Details"](#)

### 9.1 Invoking 360Degree Retails Customer View Screen

Invoke the '360Degree Customer View Entry Point' screen, by typing 'STSCUSVW' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

**360Degree Customer View Entry Point**

Search Advanced Search Reset Clear All Records per page 15

Search (Case Sensitive)

Customer Number	External Reference	Short Name
Full Name	Unique Identifier Name	Unique Identifier Value
Mobile Number	National ID	Date of Birth

Search Results Lock Columns 0

Customer Number	External Reference	Short Name	Full Name	Unique Identifier Name	Unique Identifier Value	Passport Number	Telephone	Mobile
No data to display.								

Page 1 Of 1

Exit

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

- Customer Number
- External Reference
- Short Name
- Full Name
- Unique identifier Name
- Unique Identifier value
- Mobile Number
- National ID
- Date of Birth

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

System displays the following details pertaining to the fetched records:

- Customer Number
- External Reference
- Short Name
- Full name
- Unique Identifier Name
- Unique Identifier Value
- Passport Number
- Telephone
- Mobile Number
- National ID
- Date of Birth

When you double click on the customer record, the system will launch either Retail view screen or corporate view screen depending on the type of customer.

---

**Note**

You can query or modify the customer details whose accounts are permitted to you for the query/modification in the 'Group Code Restriction' screen.

---

## **9.2 Viewing 360 Degree Retail Customer Details**

This section contains the following topics:

- [Section 9.2.1, "Reports Button"](#)
- [Section 9.2.2, "Summary Tab"](#)
- [Section 9.2.3, "Profile Tab"](#)
- [Section 9.2.4, "Accounts Summary Button"](#)
- [Section 9.2.5, "Loans Tab"](#)
- [Section 9.2.6, "Events Tab"](#)
- [Section 9.2.7, "Schemes Tab"](#)
- [Section 9.2.8, "Alerts Tab"](#)
- [Section 9.2.9, "Limits Tab"](#)
- [Section 9.2.10, "Is-Deposits Tab"](#)
- [Section 9.2.11, "Is-Financing Tab"](#)
- [Section 9.2.12, "External Products Details"](#)
- [Section 9.2.13, "Investor Fund Details Tab"](#)

You can invoke '360 Degree Retail Customer View' screen if the customer is Retail by double clicking on the customer record in the '360Degree Customer View Entry Point' screen or by



typing 'STDRETVW' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The system displays the following details:

- Customer Number
- Short Name
- Reporting Currency
- Branch
- Full Name

### 9.2.1 Reports Button

Click the 'Reports' button to view the '360 Degree Customer Report' screen.

The details that can be viewed in the '360 Degree Retail Customer View' screen is classified into 12 broad heads.

Field	Description
Summary	You can view the address, status. Balance sheet asset and liabilities and off balance sheet asset and liabilities under the summary tab.

Profile	You can view the details of the customer's profile.
Account Summary	You can view the details of the customer's deposits.
Loans	You can view the details of the customer's loan.
Events	You can view the details of the upcoming events.
Schemes	You can to view the details of the relationship schemes.
Alerts	You can view the alerts for overdue loans, matured deposits but not renewed or liquidated, Locker Charges Overdue Details, Cheques Returned, Amount Block Details and Stop Payment Details.
Limits	You can view the limits and collaterals of the customer.
Is-Deposits	You can view details about active CASA account and Term Deposit.
Is-Financing	You can view details about Islamic Account and Islamic Term Deposit..
External Products	You can view external details about products like credit cards, insurance, and mutual fund.
Investor Fund Details	You can view the mutual fund details in this screen.

### 9.2.2 **Summary Tab**

You can view the address, status. Balance sheet asset and liabilities and off balance sheet asset and liabilities under the summary tab. The following details are displayed here:

#### **Address For Correspondence**

Here you can view the following details:

- Name
- Address
- Telephone
- Fax
- E-mail

#### **Status**

Here you can view the following details:

- Frozen
- Deceased
- Whereabouts Unknown

- Joint Accounts: If unchecked, the system displays only primary accounts of the customer. where as if checked, then the system displays the non primary accounts of the customer as well.
- KYC Status
- CIF Status
- Since
- Credit Rating
- Customer Category
- Charge Group
- Tax Group

### **Balance Sheet Asset and Liabilities**

Here you can view the following details:

- Asset
- Ccy
- Value
- Liability
- Ccy
- Value

### **Off Balance Sheet Asset and Liabilities**

Here you can view the following details:

- Asset
- Ccy
- Value
- Liability
- Ccy
- Value

## 9.2.3 Profile Tab

Click 'Profile' tab in the '360 Degree Retail Customer View' screen to view the details of the customer's profile.

The screenshot shows the '360 Degree Retail Customer View' interface with the 'Profile' tab selected. The form contains the following fields and options:

- Name:** First, Middle, Last (text input fields)
- Unique Identifier:** Unique ID Name, Value (text input fields)
- Geographic:** Country, Nationality, Language, National Id (text input fields)
- Sex:** Male, Female (radio buttons)
- Resident Status:** Resident, Non Resident (radio buttons)
- Joint Customer:** (checkbox)
- Passport Details:** Passport Number, Issue Date, Expiry Date (text input fields)
- Legal Guardian:** Date of Birth (calendar icon), Nominee Minor (checkbox), Guardian (text input field), Submit Age Proof (Not Required)
- Domicile Address:** Address 1, Address 2, Address 3 (text input fields)
- Permanent Address:** Address 1, Address 3 (text input fields)

Here you can view the following details:

- Name
  - First
  - Middle
  - Last
- Sex
  - Male
  - Female
- Resident Status
  - Resident
  - Non Resident
  - Joint Customer
- Domicile address
  - Line 1 to 3
  - Country
  - Mobile Number
- Unique Identifier
  - Name
  - Value
- Passport Details
  - Passport Number
  - Issue Date

- Expiry date
- Permanent Address
  - Line 1 to 3
  - Country
- Geographic
  - Country
  - Nationality
  - Language
  - National Id
- Legal Guardian
  - Date of Birth
  - Guardian
  - Submit age Proof

### 9.2.3.1 **Image Button**

Click on the 'Image' button to invoke 'Customer Signatory Details' screen. Here you can view the signature image and photograph of the customer.

Here you can view the following details:

- Customer No
- Branch
- Full Name
- Signature Id
- Signature Title
- Signature/Image

Click 'All Signatures/Images' button to view 'Customer Signature/Image Consolidated View' screen.

The system displays the following details:

- Account Number
- Account Branch
- Account Description
- Account Currency
- Customer Number
- Signature Id
- Signature Name

The '**Signature/Image**' tab displays nine signatures/Images for a signature id in a single pane with three signatures/Images in a row.

If there is more than one signature id linked to a customer account, then they would be displayed in different pages.

Each image is provided with the following buttons:

- Zoom In
- Zoom Out

- Rotate Clockwise
- Rotate Anticlockwise
- Flip Horizontal
- Flip Vertical

### 9.2.3.2 **Linked Customers Button**

Click on the 'Linked Customers' button to invoke 'Linked Entities' screen. Here you can view other related customer details.

Here you can view the following details:

#### **Relationship Linkage:**

- Customer
- Description
- Relations
- Include Relationship

#### **Applicable for Signature**

Check this box to indicate that the customer is applicable for signature verification.

#### **Processing**

If you check the field 'Applicable for Signature' in 'Linked Entities' sub screen then the system will display the 'Customer Number' in 'Mandatory Signature Customers' in Mandatory signature' sub screen of 'Customer Account' screen. And also it will display the signature details in 'Signature details' sub screen of 'Transaction' screens. Relationship linked to this customer is considered for allowed/disallowed product verification at customer account level.

#### **Reverse Relationship Linkage:**

- Reference Number
- Description
- Relation

### **9.2.3.3 Locker Details Button**

Click on the 'Locker Details' button to invoke 'Safe Deposit Locker Details' screen. Here you can view the locker details of the customer.

The screen is as shown below:

Here, you can view the following details:

- Contract Reference
- SD Vault Code
- SD Box Code
- Box Type
- Box Dimension
- Box Description
- Contract Currency
- Deposit Amount
- Tenor
- Issue Date
- Closure date
- Expiry Date

### **9.2.3.4 Professional Button**

Click on the 'Professional' button to invoke 'Customer Professional Details' screen. Here you can view the professional details of the customer.

### **9.2.3.5 Domestic Button**

Click on the 'Domestic' button to invoke 'Customer Domestic Details' screen. Here you can view the domestic details of the customer.

Here you can view the following details:

- Marital status
- Spouse Employment Status
- Accommodation
- Spouse Name
- Dependents
- Children
- Others

### **9.2.3.6 Joint Button**

Click on the 'Joint' button to invoke 'Customer Information Maintenance' screen. Here you can view information about the customer.

Here you can view the following details:

- Customer No
- Sex
  - Male
  - Female

- Prefix
- First name
- Last Name
- Middle
- Address line 1 to 3
- Passport Details
- Passport Number
- Issue Date
- Expiry Date
- Date of Birth
- Resident status
  - Resident
  - Non Resident
- Deceased
  - Deceased
  - Non Deceased
- Telephone
- E-mail
- SSN

### **9.2.3.7 Linked Entity Button**

Click on the 'Linked Entity' button to invoke 'Linked Entity' screen. Here you can view details about customers who are linked to this customer, accounts for which this customer is linked, reverse relationship of the queried customer and loans which are guaranteed by this customer.

#### **CASA Details of Linked Customers**

Here you can view the following details:

- Branch Code
- Account No
- Account Description
- Current Balance
- Available Balance
- Blocked
- Uncollected
- Debit Interest Accrued Amount
- Credit Interest Accrued Amount
- Limit Currency
- Temp. OD limit
- Temp. OD Start
- Temp. OD End
- Account Status
- Since
- Related Customer



- Account Class

### **Retail Deposits of linked Customers**

Here you can view the following details:

- Branch Code
- Account No
- Account Description
- term Deposit amount
- Maturity Date
- Interest Start Date
- tenor in Days
- Interest Rate
- Last Interest Effective Date
- Interest Accrued
- Account Status
- Since
- account Class
- Recurring Deposit

### **Corporate Deposits of Linked Customers**

Here you can view the following details:

- Branch
- Contract Reference
- Product Description
- Currency
- Booking Date
- Value Date
- maturity date
- Interest Rate
- Contract Status
- Product
- No of Times Rollover
- Related Customer

### **Loan Details of linked Customers**

Here you can view the following details:

- Branch Code
- Account Number
- Product description
- currency
- Amount financed
- Amount Disbursed
- outstanding Amount

- Booking Dated
- Value Date
- Maturity Date

### 9.2.3.8 **KYC Details Button**

Click on the 'KYC Details' button to invoke 'KYC Maintenance' screen. Here you can view KYC details of the customer.

KYC Maintenance

New Enter Query

KYC Reference \*  
Full Name of Customer \*  
KYC Customer Type \*  
Risk Level \*  
CRS Customer Type Individual

Retail Customer Corporate Customer Financial Customer Fields Audit Exit

*Refer Core Entities for more information about the 'KYC Maintenance' screen.*

### 9.2.3.9 **Fields Button**

Click on the 'Fields' button to invoke 'User Defined Fields' screen. Here you can view the UDF details of the customer.

### 9.2.3.10 MIS Button

Click on the 'MIS' button to invoke 'MIS' screen. Here you can view the MIS details of the customer.

The screenshot shows the 'MIS' application window. It features a search area with fields for 'Customer \*', 'MIS Group', and 'Branch Code', along with a 'Link to Group' toggle and a 'Default From MIS Group' button. Below this, there are two main sections: 'Customer MIS' and 'Composite MIS'. The 'Customer MIS' section contains a table titled 'Customer MIS Classes' with columns for 'MIS Class' and 'MIS Code'. The first row is selected, and there are 'Change Log' and 'Transfer Log' buttons at the bottom left, and an 'Exit' button at the bottom right.

### 9.2.3.11 Interactions Button

Click on 'Interactions' button to invoke 'Interactions' screen. You can view customer's interaction details here.

The screenshot shows the 'Interactions' application window. It displays a table with the following columns: Service No, Request Type, Branch Code, Account No, Status, Nature, Criteria, Contact date, Target Date, and Service Details. The table is currently empty, showing 'No data to display.' Below the table is a pagination control showing 'Page 1 (0 of 0 items)' and navigation arrows. An 'Exit' button is located at the bottom right of the window.

You can view the following details related to interactions:

- Service No
- Request Type
- Branch Code
- Account No
- Status
- Nature
- Criteria

- Contact Date
- Target Date
- Service Details

## 9.2.4 Accounts Summary Button

Click 'Accounts Summary' tab in the '360 Degree Retail Customer View' screen to view the details of the customer deposits.

The screen is as shown below:

**360 Degree Retail Customer View**

Enter Query

Summary Profile **Accounts Summary** Limits Loans Events Schemes Alerts Is-Deposits Is-Financing External Products Investor Fund Details Retail Bills

**Deposits**

Details	Branch	Account	Account Description	Account Open Date	Currency	Current Balance	Current Balance(LCY)	Available Balance	Uncollected Amount
No data to display.									

Page 1 (0 of 0 items) | < < 1 > >

**Summary of Deposit**

Total Credit Amount

Total Debit Amount

**To enter Period**

From Date

To Date

**Last N Number of Transactions**

Last N number of transactions

Exit

## CASA Deposits

Here, you can view the following details for an active CASA account:

- Branch code
- Account
- Description
- Account Class
- Related Customer
- Account Status
- Status Since
- Currency
- Current Balance
- Available Balance
- Uncollected amount
- Blocked amount
- Debit Interest Accrued Amount
- Credit Interest Accrued Amount

- Limit Currency
- TOD Limit
- TOD Limit Start Date
- TOD Limit End Date
- Account Type(Single or Joint)

---

**Note**

Closed accounts will not be displayed.

---

### **Last N Number of Transactions Details**

#### **Last N Number of Transactions**

Specify the last N number of transactions and click on 'Query' button to view the last N number of transactions of the selected account number. Otherwise, you can query based on the start date and end date.

---

**Note**

- You can query for a specific number of previous records by entering the value in 'Last N Number of Transactions'. By default, it is set as 100.
  - When you click 'Query' button, the system validates whether Last N.number of transactions is greater than the menu level MAX\_RES\_ROWS of the function ID 'ACDTRNQY'. If it is found greater than that, then the system displays a configurable message 'Last N number of transactions is greater than the allowed maximum transactions to be retrieved'.
  - If you do not enter the last N number of transaction and click the 'Query' button, and the number of transactions to be retrieved is greater than the menu level MAX\_RES\_ROWS for the function ID 'ACDTRNQY', then the system will retrieve only the first MAX\_RES\_ROWS number of transaction and display an information message 'Displaying only first[MAX\_RES\_ROWS] transactions'.
  - The starting balance and running balance fields of the Customer Account Transaction Query (ACDTRNQY) are not be applicable if you try to retrieve the Last N transaction.
- 

### **Retail Deposit Details**

You can view the following details about the retail deposit:

- Account Number
- Branch Code
- Description
- Account Class
- Related Customer
- Status
- Since
- Currency
- Term Deposit Amount
- Blocked Amount – the system displays the TD lien amount (blocked amount) for TD accounts
- Maturity date

- Interest Start Date
- Account type (Joint or single)
- Joint Holder Type – System displays the customer's relation with the account.
  - For account type 'Single': Sole Owner
  - For account type 'Joint': the joint holder can be any of the following:
    - Customer Contact Person
    - Custodian
    - Developer
    - Guarantor
    - Guardian
    - Joint And First
    - Joint And Other
    - Joint Or First
    - Joint Or Other
    - Nominee
    - Related For Enquiry
    - Solicitor
    - Sole Owner
    - Third Party
    - Trustee
    - Valuer
    - Power Of Attorney
- Tenor – Tenor will be displayed in days
- Interest rate – Interest Rate of a deposit. System will pick up the current interest rate of a deposit during query.
- Latest Interest Effective Date – System will pick up latest interest effective date of a deposit during query.
- Interest Accrued – Interest accrued till date for an account. This will be derived by the system during query.
- Recurring Deposit- This check box will be checked if it is Recurring Deposit

### **Corporate Deposit Details**

You can view the following Corporate Deposit details:

- Contract Reference Number
- Customer No
- Product
- Product Description
- Currency
- Amount
- Maturity Date
- Booking Date
- Value Date
- Contract Status

- No of times Rollover – the system displays the number of times roll over has been done for deposit. This is arrived during query.
- Interest Rate – the system displays the current interest rate of a deposit. This is arrived during query.

#### **9.2.4.1 Account Signatory Button**

Click 'Account Signatory' button to view the 'Signatory Details' screen. In this screen, you can view the signatory details of the selected account.

You can view consolidated customer signature in the 'Customer Signature/Image Consolidated View' screen. To view this screen, click 'All Signatures/Images' button.

*Refer the section 'Specifying Account Signatory Details' under the 'Current and Savings Account' module for more information.*

#### **9.2.4.2 Standing Instruction Button**

Click 'Standing Instruction' button to view the 'Standing Instruction Details' screen. In this screen you can view the standing instructions which have debit account as account selected from multiple block.

Here you can view the following details:

- Instruction Number
- SI Type
- First Execution date
- Next Execution Date
- SI Expiry Date
- Processing Time
- Credit Account
- Credit Account Branch
- SI Amount Currency
- SI Amount
- Product Code

#### **9.2.4.3 Periodic Instructions Button**

Click 'Periodic Instructions' button to view the 'Periodic Instructions' screen. In this screen, you can view the period instructions which have debit account as account selected from multiple block.

Here you can view the following details:

- Instruction Reference Number
- Product Code
- Product Category
- Customer account Branch
- Counter Party Account Number
- Counter Party Name
- Transaction Currency
- Transaction Amount
- Next Generation date

- Execution days
- Execution Months
- Execution Years
- End date

#### **9.2.4.4 Transactions Button**

Click 'Transactions' button to view the 'Customer Account Transaction Query' screen. In this screen, you can query the transactions of an account during a given period.

##### **Account Description**

The system displays the description of the specified account number based on the details maintained at 'Customer Account Maintenance' level.

*Refer the section 'Querying Accounting Entries' under 'Core Services' module for more information.*

#### **9.2.4.5 Cheques Button**

Click 'Cheques' button to view the 'Cheque Details' screen. In this screen, you can view the details of the cheques which are issued for a given period.

Here you can view the following details:

- Cheque Book Number
- Cheque Number
- Status
- Presentation Date

#### **9.2.4.6 Uncleared Cheques Button**

Click on 'Uncleared Cheques' button to invoke 'Uncleared Cheques' screen. You can view customer's cheques details which are uncleared in this screen.

You can view the following details related to uncleared cheques:

- Deposit Data
- Cheque Number
- Amount
- Value Date

#### **9.2.4.7 Statement Generation Button**

Click 'Statement Generation' button to view the 'Account Statement Report' screen. In this screen, you can generate adhoc statement for an account.

The screen is as shown below:

*Refer the section 'Account Statement Report' under 'Current and Savings Account' module for more information.*

#### **9.2.4.8 Cards Button**

Click 'Cards' button to view the 'Debit Card Details' screen. In this screen, you can view details about active debit cards which are issued during given period for an account.



Here, you can view the following details:

- Branch Code
- Card Number
- Primary card
- Name On Card
- Card Expiry Date
- Dispatch Status
- Pin Mailed Status
- Card Status
- ATM Limit Unit
- ATM Count Unit
- ATM Amount Limit
- POS Limit unit
- POS Count Limit
- POS Amount Limit

#### **9.2.4.9 Others Button**

Click 'Others' button to view the 'Other Details Of Account' screen. In this screen, you can view additional details about interest, limit, statement, account and nominees.

Here, you can view the following details:

- Credit Interest Accrued Amount – the system displays the credit interest accrued. This value is arrived during query.
- Debit Interest Accrued Amount – the system displays the debit interest accrued till date for an account. This value is arrived during query.
- TOD Limit Start Date.
- TOD Limit End Date.
- Limit Currency
- TOD Limit
- Lind Id
- Last Statement Date
- Last Statement Balance
- Last Statement Number
- No Debit
- No Credit
- Stop Payment
- Dormant
- Frozen
- Nominees

#### **9.2.4.10 Joint Holders Button**

Click 'Joint Holders' button to view the 'Joint Holders' screen. In this screen, you can view the joint holders details.

Here you can view the following details:

- Joint Holder Code
- Description
- Joint Holder Type
- Start Date
- End Date

#### **9.2.4.11 Recurring Deposits Details Button**

Click 'Recurring Deposits Details' button to view the 'RD Details' screen. In this screen, you can view recurring deposits if the deposit is recurring.

Here you can view the following details:

- Frequency Days
- Frequency Months
- Frequency Years
- Installment amount
- Payment Branch
- Payment Currency
- Payment Date

#### **9.2.4.12 Redemption Details Button**

Click 'Redemption Details' button to view the 'Redemption Details' screen. In this screen, you can view redemption deposits of a deposit account.

Here you can view the following details:

- Redemption Date
- Redemption Amount
- Principal Amount
- Interest Amount
- Penal Interest Amount

#### **9.2.4.13 Rollover History Button**

Click on 'Rollover History' button to view Rollover History screen.

You can view the following details here:

- Sequence No.
- Rollover Date
- Rollover Type
- Principal
- Interest
- Rollover Amount
- Old Maturity Date
- New Maturity Date

#### **9.2.4.14 Joint Holders Button**

Click 'Joint Holders' button to view the 'Joint Holders' screen. In this screen, you can view the joint holders details.

- Here you can view the following:
- Joint Holder Code
- Description
- Joint Holder Type
- Start Date
- End Date

#### **9.2.4.15 Schedules Button**

Click 'Schedules' button to view the 'Schedule Details' screen. In this screen, you can view the schedule details of all components attached to the corporate deposit contract.

Here you can view the following details:

- Component
- Component Description
- Schedule Type
- Frequency
- Unit
- No of schedules
- Start date
- Amount

#### **9.2.5 Loans Tab**

Click 'Loans' tab in the '360 Degree Retail Customer View' screen to view the details of the customer's loan.

The screen is as shown below:

The screenshot displays the '360 Degree Retail Customer View' interface. At the top, there is a navigation bar with the title '360 Degree Retail Customer View' and a search icon. Below the navigation bar, there is a menu with options: Summary, Profile, Accounts Summary, Limits, Loans (highlighted), Events, Schemes, Alerts, Is-Deposits, Is-Financing, External Products, Investor Fund Details, and Retail Bills. The main content area is divided into two sections: 'Summary of Loans' and 'Loan Details'. The 'Summary of Loans' section contains five input fields for: Total Commitment Amount, Total Ordinary Loan, Total Mortgage Amount, Total Syndicated Loan, and Total Leasing Amount. The 'Loan Details' section features a table with columns: Details, Branch Code, Product Code, Account Number, Description, Amount Financed, Amount Disbursed, Outstanding Amount, Book Date, and Value Date. Below the table, it states 'No data to display.' and shows a pagination control for 'Page 1 (0 of 0 items)'. At the bottom of the interface, there are two buttons: 'Component Details' and 'Collection Details', and an 'Exit' button in the bottom right corner.

The loans details are classified as follows:

- Commitment Details
- Loan Details
- Mortgage
- Leasing
- Syndicate Loans details

Under each of the loan details, the system displays the following:

- Branch Code
- Account Number
- Description
- Currency
- Amount Financed
- Amount Disbursed
- Outstanding Amount
- Book Date
- Value date
- Maturity Date
- Product Code
- Account Status
- User Defined Status

### 9.2.5.1 **Component Details Button**

You can view details about the components linked to an account in the 'Component Details' screen. You can invoke this screen by clicking the 'Component Details' button in the '360 Degree Retail Customer View' screen.

You can view the following component details:

- Component Name
- Component Currency
- Expected – the system displays the amount which is not due for the present date. This amount is arrived during querying.
- Overdue – the system displays the amount which is not overdue for the present date. This amount is arrived during querying
- Outstanding – the system displays the amount which is due for the present date. This amount is arrived during querying.
- Advance – the system displays the amount pre paid for a component as on the present date. This amount is arrived during querying.
- Latest Interest rate – the system display the current interest rate only for main interest component.
- Number of Days Overdue.

### **Component Schedule details**

Here you can view the following:

- Component Name
- Schedule Due Date
- Due amount
- Settled Amount
- EMI Amount
- Accrued Amount

### 9.2.5.2 **Collection Details Button**

You can view the collection details of a loan in the 'Collection Details of Default Loan' screen. You can invoke this screen by clicking the 'Collection Details' button in the '360 Degree Retail Customer View' screen.

Here, you can view the following details:

- Collection reference Number
- Asset Reference Number
- Collection Agent
- Collection Creation Date
- Queue ID
- State
- Product

### 9.2.6 **Events Tab**

Click 'Events' tab in the '360 Degree Retail Customer View' screen to view the details of the upcoming events.

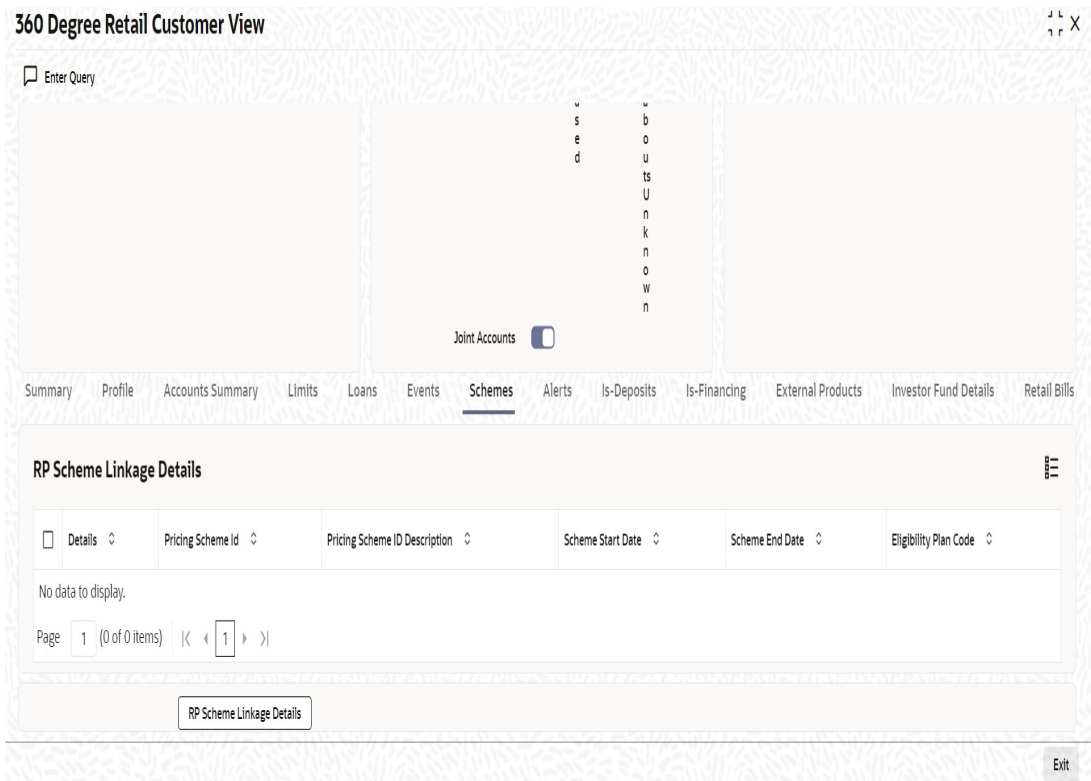
Here you can view the following details:

- Event
- Branch
- Reference Number
- Currency
- Amount
- Event date

## 9.2.7 Schemes Tab

Click 'Schemes' tab in the '360 Degree Retail Customer View' screen to view the details of the relationship schemes.

The screen is as shown below:



Here, you can view the relationship schemes which are not linked to the customer. The following fields are displayed:

- Pricing scheme Id
- Pricing scheme Id description
- Scheme Start Date
- Scheme End Date
- Eligibility Plan code

### 9.2.7.1 RP Scheme Linkage Details Button

Click 'RP Scheme Linkage Details' to view relationship pricing schemes linked to the customer.

*Refer 'Relationship Pricing' module for more information about this screen.*

## 9.2.8 Alerts Tab

Click 'Alerts' tab in the '360 Degree Retail Customer View' screen to view the alerts for overdue loans, matured deposits and so on.

*Following alerts can be viewed in this screen:*

### Overdue Loans

Here you can view the Loan accounts which have overdue component as on today. The following details can be viewed here:

- Branch Code
- Account number
- Due Date
- Currency
- Overdue Amount

### Deposits Matured but not renewed or liquidated

Here you can view the deposit accounts or contracts which are matured but not yet liquidated or renewed. The following details can be viewed here:

- Branch code
- Deposit reference number
- Currency
- Amount
- Maturity Date

### Locker Charges Overdue Details

Here you can view the Locker charge components of the customer which fall on overdue. The following details can be viewed here:

- Contract Reference Number
- Component
- Description
- Currency
- Amount
- Due date

### Cheques Returned

Here you can view the cheques returned to the customer. The following details can be viewed here:

- Branch
- Account
- Cheque Book Number
- Cheque Number
- Presentation Date

## **Amount Block Details**

Here you can view all active amount blocks related to a customer. The following details can be viewed here

- Branch
- Account
- Amount Block Number
- Amount
- Effective Date
- Expiry date
- Block Type

### **9.2.9 Limits Tab**

Click 'Limits' tab in the '360 Degree Retail Customer View' screen to view the limits and collaterals of the customer.

#### **Limits Details**

Here the system displays the following limits details:

- Customer/Group ID
- Limit Currency
- Limit Amount
- Utilization Amount
- Available
- Revision Date

#### **Line Details**

Here the system displays the following line details:

- Line Identification
- Main Line
- Limit Currency
- Limit Amount
- Available Amount
- Revolving Line
- Line Start Date
- Line Expiry Date

#### **Collateral Details**

Here the system displays the following collateral details:

- Collateral Code
- Collateral Description
- Collateral Category Type
- Collateral Currency
- Collateral Value
- Lendable Margin



- Limit Contribution
- Start Date
- End date

### **Obligation Details**

Here the system displays the following obligation details:

- Borrower Id
- Borrower Name
- Collateral Code
- Collateral Category
- Currency
- Gurantee Amount

### **9.2.10 Is-Deposits Tab**

Click 'Is-Deposits' tab in the '360 Degree Retail Customer View' screen to view details about active CASA account and Term deposit.

### **Islamic Accounts**

Here, you can view the following details for an active CASA account:

- Branch code
- Account
- Description
- Account Class
- Related Customer
- Account Status
- Status Since
- Currency
- Current Balance
- Available Balance
- Uncollected amount
- Blocked amount
- Debit Interest Accrued Amount
- Credit Interest Accrued Amount
- Limit Currency
- TOD Limit
- TOD Limit Start Date
- TOD Limit End Date
- Account Type(Single or Joint)

---

#### **Note**

Closed accounts will not be displayed.

---

## **Islamic Term Deposit**

The following details about Islamic term deposit will be displayed:

- Account Number
- Branch Code
- Description
- Account Class
- Related Customer
- Status
- Since
- Currency
- Term Deposit Amount
- Blocked Amount – the system displays the Islamic TD lien amount (blocked amount) for Islamic TD accounts
- Maturity date
- Interest Start Date
- Account type (Joint or single)
- Tenor – Tenor will be displayed in terms of days.
- Profit rate – the system displays the Profit Rate of a deposit. System will pick up the latest profit rate of a deposit during query.
- Latest Profit Effective Date – the system will pick up latest profit effective date of a deposit during query.
- Profit Accrued – Interest accrued till date for an account. This will be derived by the system during query.
- Recurring Deposit- this check box will be checked if it is Recurring Deposit.

### **9.2.11 Is-Financing Tab**

Click 'Is-Financing' tab in the '360 Degree Retail Customer View' screen to view details about Islamic Finance.

Here you can view the following details:

- Branch code
- Account Number
- Customer ID
- Product Code
- Product Type
- Description
- Currency
- Amount financed
- Amount Disbursed
- Amount outstanding
- Book Date
- Value date
- Maturity Date
- Account Status

- User defined Status

### **9.2.11.1 Component Details Button**

You can view details about the components linked to an account in the 'Component Details' screen. You can invoke this screen by clicking the 'Component Details' button in the '360 Degree Retail Customer View' screen.

*Refer the section titled 'Viewing Components Details' under 'Loans Tab' for further details.*

### **9.2.12 External Products Details**

Click 'External products' tab in the '360 Degree Retail Customer View' screen to view external details about products like credit cards, insurance, and mutual fund.

#### **Credit Card**

Here you can view the following credit card details:

- Card Number
- Card Type
- Credit Limit
- Billed Amount
- Min Amount Due
- Available Limit
- Due Date
- Delinquent(Y/N)
- Processing Date

#### **Insurance**

Here you can view the following insurance details:

- Product name
- Policy Number
- Number of units
- NAV
- Insured Amount
- Premium Amount
- Purchase date
- Term
- Maturity date
- Next Premium Date
- Processing Date

#### **Mutual Fund**

Here you can view the following mutual fund details:

- Name of Fund
- Number of units
- Purchase NAV

- Billed Amount
- Min amount Due
- Processing Date

### **9.2.13 Investor Fund Details Tab**

Click 'Investor Fund Details' tab in the '360 Degree Retail Customer View' screen to view the mutual fund details. The following details relating to Mutual Fund can be viewed:

- Unit Holder ID
- Fund ID
- Name of Fund
- Fund Base Currency
- Number of Units
- Average Cost
- Current Value

## **9.3 Viewing 360Degree Corporate Customer Details**

This section contains the following topics:

- [Section 9.3.1, "Reports Button"](#)
- [Section 9.3.2, "Summary Tab"](#)
- [Section 9.3.3, "Profile Tab"](#)
- [Section 9.3.4, "Image Button"](#)
- [Section 9.3.5, "Linked Customers Button"](#)
- [Section 9.3.6, "Locker Details Button"](#)
- [Section 9.3.7, "Directors Button"](#)
- [Section 9.3.8, "Linked Entity Button"](#)
- [Section 9.3.9, "KYC Details Button"](#)
- [Section 9.3.10, "Fields Button"](#)
- [Section 9.3.11, "MIS Button"](#)
- [Section 9.3.12, "Deposits Tab"](#)
- [Section 9.3.13, "Account Signatory Tab"](#)
- [Section 9.3.14, "Standing Instruction Button"](#)
- [Section 9.3.15, "Periodic Instructions Button"](#)
- [Section 9.3.16, "Transactions Button"](#)
- [Section 9.3.17, "Cheques Button"](#)
- [Section 9.3.18, "Statement Generation Button"](#)
- [Section 9.3.19, "Cards Button"](#)
- [Section 9.3.20, "Others Button"](#)
- [Section 9.3.21, "Account Signatory Button"](#)
- [Section 9.3.22, "Loans Tab"](#)
- [Section 9.3.23, "Trade Tab "](#)
- [Section 9.3.24, "Treasury Tab"](#)
- [Section 9.3.25, "Events Tab"](#)
- [Section 9.3.26, "Schemes Tab"](#)

- [Section 9.3.27, "Alerts Tab"](#)
- [Section 9.3.28, "Limits Tab"](#)
- [Section 9.3.29, "Is-Deposits Tab"](#)
- [Section 9.3.30, "Is-Financing Tab"](#)
- [Section 9.3.31, "Is-Trade Tab"](#)
- [Section 9.3.32, "Is-Treasury Tab"](#)
- [Section 9.3.33, "External Products Tab"](#)
- [Section 9.3.34, "Investor Fund Details Tab"](#)

You can invoke '360 Degree Corporate Customer View' screen if the customer is Corporate by double clicking on the customer record in the '360Degree Customer View Entry Point' screen or by typing 'STDCUSVW' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screen is as shown below: The system displays the following details:

- Customer Number
- Short Name
- Reporting Currency
- Branch
- Full Name

### 9.3.1 Reports Button

Click the 'Reports' button to view the '360 Degree Customer Report' screen.

The details that can be viewed in the '360 Degree Corporate Customer View' screen is classified into 16 broad heads.

Field	Description
Summary	You can view the address, status. Balance sheet asset and liabilities and off balance sheet asset and liabilities under the summary tab.
Profile	You can view the details of the customer's profile.
Accounts Summary	You can view the details of the customer's deposits.
Loans	You can view the details of the customer's loan.
Trade	You can view trade details
Treasury	You can view the details of Treasury.
Events	You can view the details of the upcoming events.
Schemes	You can to view the details of the relationship schemes.
Alerts	You can view the alerts for overdue loans, matured deposits but not renewed or liquidated, Locker Charges Overdue Details, cheques returned, amount block details and stop payment details.
Limits	You can view the limits and collaterals of the customer.

Is-Deposits	You can view details about active CASA Account and Islamic Term Deposit.
Is-Financing	You can view details about Islamic Finance.
Is-Trade	You can view Islamic trade details.
Is-Treasury	You can the details of Islamic Treasury.
External Products	You can view external details about products like credit cards, insurance, and mutual fund.
Investor Fund Details	You can view the mutual fund details in this screen

### 9.3.2 Summary Tab

You can view the address, status. Balance sheet asset and liabilities and off balance sheet asset and liabilities under the summary tab.

*Refer the section titled 'Viewing Summary Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### 9.3.3 Profile Tab

Click 'Profile' tab in the '360 Degree Corporate Customer View' screen to view the details of the customer's profile.

### Registration Address

Here you can view the following details:

- Name
- Country
- National Id
- Address Line 1 to 3
- First Name
- Middle Name
- Last name

## **Geographic**

Here you can view the following details:

- Country
- Language
- Exposure
- Location
- SWIFT Code

## **Incorporation**

Here you can view the following details:

- Date
- Capital
- Net Worth
- Country
- Currency of Amount

## **Head Office**

Here you can view the following details:

- Account Number
- Debtor Category
- Risk profile
- Description of Business

### **9.3.4 Image Button**

Click on the 'Image' button to invoke 'Customer Signatory Details' screen. Here you can view the signature image and photograph of the customer.

Customer Signatory Details

Signature

Customer No \*

Full Name

Branch

Customer Signatory Details

Signature Id *	Signature Title	Signature/Image
No data to display.		

Page 1 (0 of 0 items) |< < 1 > >|

Cancel

Refer the section titled 'Viewing Signature Image and Photograph of the customer' under 'Viewing 360 Degree Retail Customer Details' for further details.



### 9.3.5 Linked Customers Button

Click on the 'Linked Customers' button to invoke 'Linked Entities' screen. Here you can view other related customer details.

Linked Entities

Customer No

Relationship Linkage

<input type="checkbox"/>	Customer	Description	Relations	Include Relationship	Category	Applicable for Signature
<input checked="" type="checkbox"/>				<input type="checkbox"/>		<input type="checkbox"/>

Page 1 of 1 (1 of 1 items)

Reverse Relationship Linkage

<input type="checkbox"/>	Reference Number	Description	Relations
No data to display.			

Page 1 (0 of 0 items)

Exit

*Refer the section titled 'Viewing Related Customer Details' under 'Viewing 360 Degree Retail Customer Details' for further details*

### 9.3.6 Locker Details Button

Click on the 'Locker Details' button to invoke 'Safe Deposit Locker Details' screen. Here you can view the locker details of the customer.

*Refer the section titled 'Viewing Locker Details' under 'Viewing 360 Degree Retail Customer Details' for further details*

### 9.3.7 Directors Button

Click on the 'Directors' button to invoke 'Directors' screen. Here you can view the director details of the customer.

Here you can view the following details:

- Director Name
- Customer No
- Tax ID
- Mobile Number
- E-mail
- Mailing Address 1 to 4
- Permanent Address 1 to 3

### 9.3.8 Linked Entity Button

Click the 'Linked Entity' button to invoke 'Linked Entity' screen. Here you can view details about customers who are linked to this customer, accounts for which this customer is linked, reverse relationship of the queried customer and loans which are guaranteed by this customer.

Refer the section titled 'Viewing Customer Entities' under 'Viewing 360 Degree Retail Customer Details' for further details

### 9.3.9 **KYC Details Button**

Click the 'KYC Details' button to invoke 'KYC Maintenance' screen. Here you can view KYC details of the customer.

The screen is as shown below:

KYC Maintenance

New Enter Query

KYC Reference \*

Full Name of Customer \*

KYC Customer Type \*

Risk Level \*

CRS Customer Type Individual

Retail Customer Corporate Customer Financial Customer Fields Audit Exit

Refer Core Entities for more information about the 'KYC Maintenance' screen.

### 9.3.10 **Fields Button**

Click on the 'Fields' button to invoke 'User Defined Fields' screen. Here you can view the UDF details of the customer.

User Defined Fields

Details

Field Name	Value	Value Description
No data to display.		

Page 1 (0 of 0 items)

Ok Exit

*Refer the section titled 'Viewing User Defined Fields' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### **9.3.11 MIS Button**

Click on the 'MIS' button to invoke 'MIS' screen. Here you can view the MIS details of the customer.

*Refer the section titled 'Viewing MIS Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### **9.3.12 Deposits Tab**

Click 'Deposits' tab in the '360 Degree Corporate Customer View' screen to view the detail of the customer deposits.

*Refer the section titled 'Viewing Deposit Details' under 'Viewing 360 Degree Retail Customer Details' for further details*

### **9.3.13 Account Signatory Tab**

Click 'Account Signatory' button to view the 'Signatory Details' screen. In this screen, you can view the signatory details of the selected account.

*Refer the section 'Specifying Account Signatory Details' under the 'Current and Savings Account' module for more information.*

### **9.3.14 Standing Instruction Button**

Click 'Standing Instruction' button to view the 'Standing Instruction Details' screen. In this screen you can view the standing instructions.

*Refer the section titled 'Viewing Standing Instruction ' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### **9.3.15 Periodic Instructions Button**

Click 'Periodic Instructions' button to view the 'Periodic Instructions' screen. In this screen, you can view the period instructions.

*Refer the section titled 'Viewing Periodic Instructions' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### **9.3.16 Transactions Button**

Click 'Transactions' button to view the 'Customer Account Transaction Query' screen. In this screen, you can query the transactions of an account during a given period.

*Refer the section 'Querying Accounting Entries' under 'Core Services' module for more information.*

### **9.3.17 Cheques Button**

Click 'Cheques' button to view the 'Cheque Details' screen. In this screen, you can view the details of the cheques which are issued for a given period.

*Refer the section titled 'Viewing Cheques' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### **9.3.18 Statement Generation Button**

Click 'Statement Generation' button to view the 'Account Statement Report' screen. In this screen, you can generate adhoc statement for an account.

*Refer the section 'Account Statement Report' under 'Current and Savings Account' module for more information.*

### **9.3.19 Cards Button**

Click 'Cards' button to view the 'Debit Card Details' screen. In this screen, you can view details about active debit cards which are issued during given period for an account.

*Refer the section titled 'Viewing Card Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### **9.3.20 Others Button**

Click 'Others' button to view the 'Other Details Of Account' screen. In this screen, you can view additional details about interest, limit, statement, account and nominees.

*Refer the section titled 'Viewing Other Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### **9.3.21 Account Signatory Button**

Click 'Account Signatory' button to view the 'Customer Signatory Details' screen. In this screen, you can view the signature image and photograph of the customer.

#### **9.3.21.1 Recurring Deposits Details Button**

Click 'Recurring Deposits Details' button to view the 'RD Details' screen. In this screen, you can view recurring deposits if the deposit is recurring.

*Refer the section titled 'Viewing Recurring Deposits Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

#### **9.3.21.2 Redemption Details Button**

Click 'Redemption Details' button to view the 'Redemption Details' screen. In this screen, you can view redemption deposits of a deposit account.

*Refer the section titled 'Viewing Redemption Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

#### **9.3.21.3 Rollover History Button**

Click on 'Rollover History' button to view Rollover History screen.

You can view the following details here:

- Sequence No.
- Rollover Date
- Rollover Type

- Principal
- Interest
- Rollover Amount
- Old Maturity Date
- New Maturity Date

#### 9.3.21.4 **Schedules Button**

Click 'Schedules' button to view the 'Schedule Details' screen. In this screen, you can view the schedule details of all components attached to the corporate deposit contract.

*Refer the section titled 'Viewing Schedule Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

#### 9.3.22 **Loans Tab**

Click 'Loans' tab in the '360 Degree Corporate Customer View' screen to view the details of the customer's loan.

The screenshot displays the '360 Degree Corporate Customer View' interface. At the top, there is a search bar labeled 'Enter Query'. Below it, several filter fields are visible: 'Customer Number \*' with a search icon, 'Branch', 'Short Name', and 'Full Name'. A 'Reports' button is located to the right of the 'Full Name' field. A horizontal navigation menu below the filters includes tabs for 'Profile', 'Summary', 'Accounts Summary', 'Limits', 'Retail Bills', 'Loans' (which is selected and underlined), 'Trade', 'Treasury', 'Events', 'Schemes', 'Alerts', 'Is-Deposits', 'Is-Financing', 'Is-Trade', and 'Is-Treasury'. The main content area is titled 'Summary of Loans' and contains five rows of input fields: 'Total Commitment Amount', 'Total Ordinary Loan', 'Total Mortgage Amount', 'Total Syndicated Loan', and 'Total Leasing Amount'. Below this is the 'Loan Details' section, which features a table with columns: 'Details', 'Branch Code', 'Product Code', 'Account Number', 'Description', 'Currency', 'Amount Financed', 'Amount Disbursed', 'Outstanding Amount', 'Book Date', and 'Value'. The table is currently empty, showing 'No data to display.' and a pagination bar at the bottom indicating 'Page 1 (0 of 0 items)'. An 'Exit' button is located in the bottom right corner of the screen.

*Refer the section titled 'Viewing Loans Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

#### 9.3.22.1 **Component Details Button**

You can view details about the components linked to an account in the 'Component Details' screen. You can invoke this screen by clicking the 'Component Details' button in the '360 Degree Corporate Customer View' screen.

*Refer the section titled 'Viewing Component Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### 9.3.22.2 Collections Details Button

You can view the collection details of a loan in the 'Collection Details of Default Loan' screen. You can invoke this screen by clicking the 'Collection Details' button in the '360 Degree Corporate Customer View' screen.

*Refer the section titled 'Viewing Collection Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### 9.3.23 Trade Tab

Click 'Trade' tab in the '360 Degree Corporate Customer View' screen to view the details of trade.

**360 Degree Corporate Customer View**

Enter Query

Customer Number \*

Branch

Short Name

Full Name

Reporting Currency  Reports

Profile Summary Accounts Summary Limits Retail Bills Loans **Trade** Treasury Events Schemes Alerts Is-Deposits Is-Financing Is-Trade Is-Treasury >

**Bills Detail**

Details  Branch Code  Product  Product Description  Contract Reference  Counter Party  Bill Currency  Bill Amount  Maturity Date  Outstanding Amount  Our Le

No data to display.

Page 1 (0 of 0 items) |< < 1 > >|

**LC Details**

Details  Branch Code  Product Code  Product Description  Contract Reference Number  Currency  Contract Amount with Tolerance  Current Available Amount  Liability  B

No data to display.

Exit

#### **Bills Detail**

Here you can view the following bills details:

- Branch Code
- Contract Reference Number
- Counter party
- Product
- Product Type
- Product Description
- Beneficiary
- Bill Currency
- Bill Amount
- Maturity date
- Outstanding Amount
- Discrepancy Flag – System will derive this flag based on the availability of discrepancies of bill.

- Exception Flag – System will derive this flag based on exception data.
- LC Reference Number
- Contract Status

### **LC Details**

Here you can view the following details relating to Letters of credits:

- Branch Code
- Contract reference number
- Product Code
- Product Type
- Product description
- Currency
- Contract Amount
- Customer
- Beneficiary
- Current Available Amount
- Liability
- Contract Status
- Expiry date

### **Guarantee Details**

Here you can view the following details relating to guarantees:

- Branch Code
- Contract reference number
- Product Code
- Product Type
- Product description
- Currency
- Contract Amount
- Customer
- Beneficiary
- Current Available Amount
- Liability
- Contract Status
- Expiry date
- Guarantee Type

#### **9.3.23.1 Other Bills Details Button**

You can view additional details about the bill from the 'Bills Other Details' screen. You can invoke this screen by clicking on 'Other Bill Details' button.

Here you can view the following details:

- Base date
- Value Date

- Liquidation Date
- Tenor
- Operation
- Reimbursement Days
- Loan Linkage Flag – System will derive this flag based on the loan details of a bill.
- Interest Rate – Current Interest Rate of a bill. System picks up during query.
- Interest Accrued – Interest accrued till date. System will derive this value during query.

### **Discrepancy Details**

Here you can view the following details:

- Discrepancy Description
- Resolved

### **Loan Details**

The loans which are related to Bills will be displayed here. The following fields will be displayed:

- Account
- Currency
- Amount
- Down Payment

### **9.3.23.2 LC Others Details Button**

You can view additional details about LC in the 'LC Additional Details' screen. You can invoke this screen by clicking on 'LC Other Details' button.

Here you can view the following details:

- Operation Code
- Issue date
- Closing Date
- Effective date

### **Commission Details**

Here you can view the following details:

- Component
- Currency
- Amount
- Good Until Date
- Event Sequence Number

### **Bill Linkage details**

Here you can view the following details:

- BC Reference Number
- Currency
- Amount



### **Loan Details**

Here you can view the Loans details which are related to LC. The following fields are displayed:

- Account
- Currency
- Amount
- Down Payment

### **9.3.23.3 Guarantee Other Details Button**

You can view additional details about guarantee in the 'Guarantee Additional Details' screen. You can invoke this screen by clicking on 'Guarantee Other Details' button.

Here you can view the following details:

- Operation Code
- Issue date
- Closing Date
- Effective date
- Guarantee Type

### **Commission Details**

Here you can view the following details:

- Component
- Component Description
- Currency
- Amount
- Good Until Date
- Event Sequence Number

### **Loan Details**

Here you can view the Loans details which are related to guarantee. The following fields are displayed:

- Account
- Currency
- Amount
- Down Payment

## 9.3.24 Treasury Tab

Click 'Treasury' tab in the '360 Degree Corporate Customer View' screen to view the details of Treasury.

The screenshot shows the '360 Degree Corporate Customer View' interface. At the top, there are search fields for 'Customer Number \*', 'Branch', 'Short Name', and 'Full Name', along with a 'Reporting Currency' field and a 'Reports' button. Below this is a navigation menu with tabs for 'Retail Bills', 'Loans', 'Trade', 'Treasury' (selected), 'Events', 'Schemes', 'Alerts', 'Is-Deposits', 'Is-Financing', 'Is-Trade', 'Is-Treasury', 'External Products', and 'Investor Fund Details'. The main content area is divided into two sections: 'Foreign Exchange Details' and 'Money Market Details'. Both sections show a table with columns for various details and a message 'No data to display.' with a pagination control showing 'Page 1 (0 of 0 items)'. An 'Exit' button is located at the bottom right of the interface.

### Foreign Exchange Details

Here you can view the following details:

- Contract Reference
- Buy/sell
- Book Date
- Bought Currency
- Bought Amount
- Bought Value date
- Sold Currency
- Sold Amount
- Sold Value date
- Deal Rate

### Money Markets Details

Here you can view the following details:

- Branch Code
- Contract Reference Number
- Related Customer
- Currency
- Amount
- Tenor
- Book Date

- Value Date
- Maturity Date
- Type (Borrowing or Placement)

### **Security Portfolio**

Here you can view the following details:

- Portfolio reference
- Portfolio Description
- Currency
- Auto Liquidate for corporate Actions
- Corpus Account
- Short Position Allowed
- Accrue Withholding Tax for Coupons
- Bankers Acceptance

### **Derivatives**

Here you can view the following details:

- Contract Reference number
- Buy or Sell
- In Leg Currency
- Out Leg Currency
- In Principal Amount
- Out Principal Amount
- Book Date
- Value Date
- Maturity Date
- Type

### **OTC Options**

Here you can view the following details:

- Contract Reference Number
- Related Customer
- Currency
- Contract Amount
- Strike Price
- Premium Currency
- Option Premium
- Premium Pay date
- Buy or sell
- Tenor
- Book Date
- Value date
- Maturity date

- Type

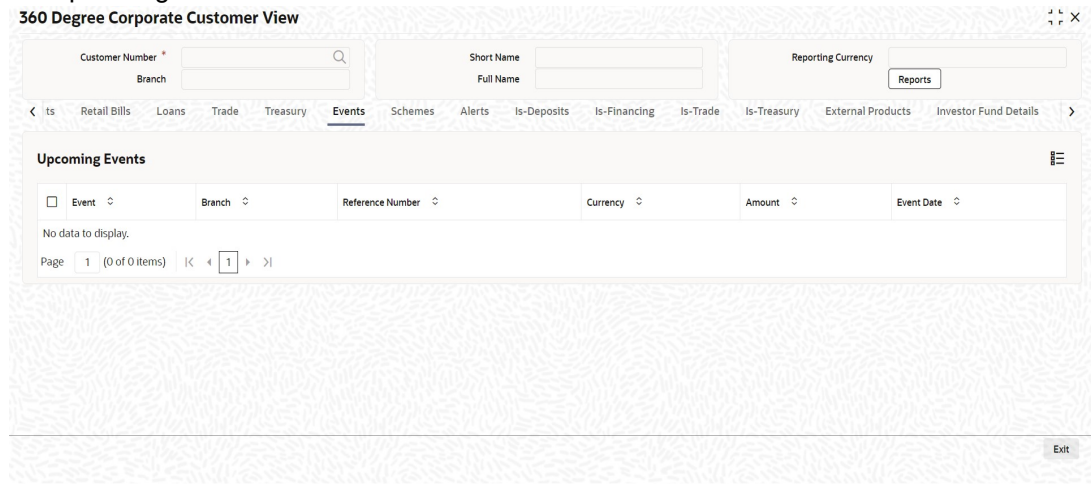
### **ETD Portfolio Details**

Here you can view the following details:

- Portfolio Reference Number
- Portfolio Description
- Fund Id

### **9.3.25 Events Tab**

Click 'Events' tab in the '360 Degree Corporate Customer View' screen to view the details of the upcoming events.

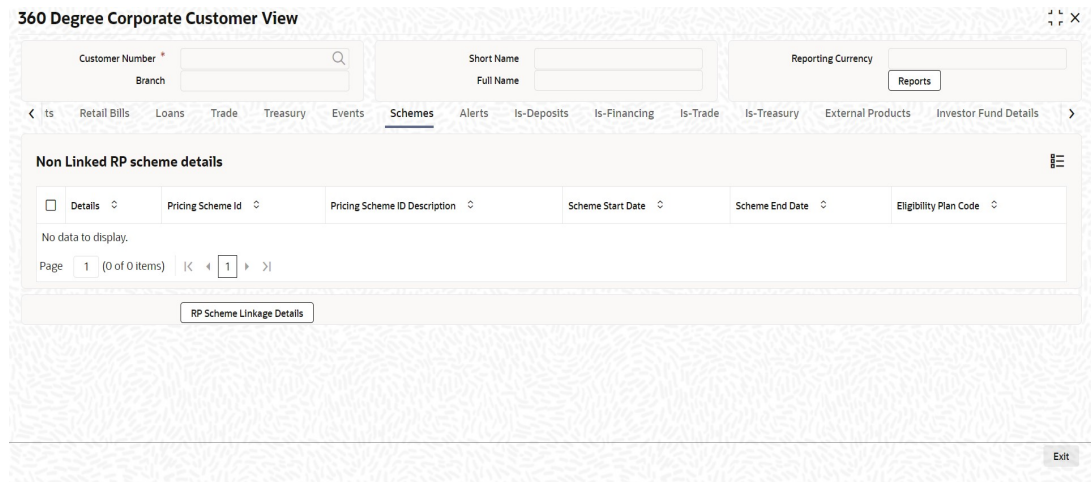


*Refer the section titled 'Viewing Events Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### **9.3.26 Schemes Tab**

Click 'Schemes' tab in the '360 Degree Corporate Customer View' screen to view the details of the relationship schemes.

The screen is as shown below:



*Refer the section titled 'Viewing Schemes Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### 9.3.26.1 RP Schemes Linkage Details Button

Click 'RP Scheme Linkage Details' to view relationship pricing schemes linked to the customer.

*Refer 'Relationship Pricing' module for more information about this screen.*

### 9.3.27 Alerts Tab

Click 'Alerts' tab in the '360 Degree Corporate Customer View' screen to view the alerts for overdue loans, matured deposits and so on.

**360 Degree Corporate Customer View**

Customer Number \*   Short Name   
Branch  Full Name  Reporting Currency

< ts Retail Bills Loans Trade Treasury Events Schemes **Alerts** Is-Deposits Is-Financing Is-Trade Is-Treasury External Products Investor Fund Details >

**Overdue Loans**

<input type="checkbox"/> Details	Branch Code	Account Number	Due Date	Currency	Overdue Amount
No data to display.					

Page 1 (0 of 0 items) |< < 1 > >|

**Deposits Matured but not renewed or liquidated**

<input type="checkbox"/> Details	Branch Code	Deposit Reference Number	Currency	Term Deposit Amount	Maturity Date
No data to display.					

Page 1 (0 of 0 items) |< < 1 > >|

*Refer the section titled 'Viewing Alerts Details' under 'Viewing 360 Degree Retail Customer Details' for further details.*

### 9.3.28 Limits Tab

Click 'Limits' tab in the '360 Degree Corporate Customer View' screen to view the limits and collaterals of the customer.

The screen is as shown below:

### 360 Degree Corporate Customer View

Enter Query

Customer Number \*    
Branch

Short Name   
Full Name

Reporting Currency

Profile Summary Accounts Summary **Limits** Retail Bills Loans Trade Treasury Events Schemes Alerts Is-Deposits Is-Financing Is-Trade Is-Treasury >

#### Limit Details

Customer/Group Id   
Limit Currency   
Limit Amount   
Liability Number

#### Line Details

<input type="checkbox"/> Details	Line Identification	Serial No	Main Line	Line Type	Limit Currency	Limit Amount	Available Amount	Revolving Line	Line Start Date	Line Expiry Date
No data to display.										

Page 1 (0 of 0 items) |< < 1 > >|

Refer the section titled 'Viewing Limits Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

## 9.3.29 Is-Deposits Tab

Click 'Is-Deposits' tab in the '360 Degree Corporate Customer View' screen to view details about active CASA account and term deposit.

360 Degree Corporate Customer View

Enter Query

Customer Number \* [ ] [Q] Branch [ ] Short Name [ ] Full Name [ ] Reporting Currency [ ] Reports

Profile Summary Accounts Summary Limits Retail Bills Loans Trade Treasury Events Schemes Alerts **Is-Deposits** Is-Financing Is-Trade Is-Treasury >

### Islamic Accounts

<input type="checkbox"/> Details	Branch	Account	Account Description	Currency	Current Balance	Available	Uncollected	Blocked	Limit Currency	Temporary Overdraft Limit	Te
No data to display.											

Page 1 (0 of 0 items) | < 1 >

#### Summary of Islamic Accounts

Total Credit Balance [ ] Total Debit Balance [ ]

#### To enter Period

From Date MM/DD/YYYY [ ] To Date MM/DD/YYYY [ ]

Account Signatory Standing Instruction Periodic Instructions Transactions Cheques Uncleared Cheques Statement Generation Cards Others

Exit

### 9.3.29.1 Other Bill Details Button

You can view additional details about the bill from the 'Bills Other Details' screen. You can invoke this screen by clicking on 'Other Bill Details' button.

*Refer the section titled 'Viewing Additional Bill Details' under 'Viewing 360 Degree Corporate Customer Details' for further details.*

### 9.3.29.2 LC Other Details Button

You can view additional details about LC in the 'LC Additional Details' screen. You can invoke this screen by clicking on 'LC Other Details' button.

*Refer the section titled 'Viewing Additional LC Details' under 'Viewing 360 Degree Corporate Customer Details' for further details.*

### 9.3.29.3 Guarantee Other Details Button

You can view additional details about guarantee in the 'Guarantee Additional Details' screen. You can invoke this screen by clicking on 'Guarantee Other Details' button.

*Refer the section titled 'Viewing Additional Islamic Bank Guarantee' under 'Viewing 360 Degree Corporate Customer Details' for further details.*

### 9.3.30 Is-Financing Tab

Click 'Is-Financing' tab in the '360 Degree Corporate Customer View' screen to view details of Islamic finance.

360 Degree Corporate Customer View

Enter Query

Customer Number \*  Short Name   
Branch  Full Name  Reporting Currency  Reports

Profile Summary Accounts Summary Limits Retail Bills Loans Trade Treasury Events Schemes Alerts Is-Deposits **Is-Financing** Is-Trade Is-Treasury >

Details ▾ Branch Code ▾ Product Code ▾ Product Description ▾ Account Number ▾ Currency ▾ Amount Financed ▾ Amount Disbursed ▾ Outstanding Amount ▾ Book Date ▾

No data to display.

Page 1 (0 of 0 items) |< < 1 > >|

Islamic Financing Total  Component Details

Exit

Refer the section titled 'Viewing Islamic Financing Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

#### 9.3.30.1 Component Details Button

You can view details about the components linked to an account in the 'Component Details' screen. You can invoke this screen by clicking the 'Component Details' button in the '360 Degree Corporate Customer View' screen.

Refer the section titled 'Viewing Components Details' under 'Viewing Loan Details' for further details.

### 9.3.31 Is-Trade Tab

Click 'Is-Trade' tab in the '360 Degree Corporate Customer View' screen to view details of Islamic trade.



The screen is as shown below:

**360 Degree Corporate Customer View**

Customer Number \*   Short Name  Reporting Currency   
 Branch  Full Name  Reports

< ts Retail Bills Loans Trade Treasury Events Schemes Alerts Is-Deposits Is-Financing **Is-Trade** Is-Treasury External Products Investor Fund Details >

**Islamic Bills**

<input type="checkbox"/> Details	Branch Code	Product	Product Description	Contract Reference	Bill Currency	Bill Amount	Maturity Date	Outstanding Amount	Our Letter of Credit Reference
No data to display.									

Page 1 (0 of 0 items) | < 1 >

**Islamic Letter of Credits**

<input type="checkbox"/> Details	Branch Code	Product Code	Product Description	Contract Reference Number	Currency	Contract Amount	Current Available Amount	Liability	Beneficiary
No data to display.									

Exit

### **Islamic Bills Detail**

Here you can view the following bills details:

- Branch Code
- Contract Reference Number
- Counter party
- Product
- Product Type
- Product Description
- Beneficiary
- Bill Currency
- Bill Amount
- Maturity date
- Outstanding Amount
- Discrepancy Flag – System will derive this flag based on the availability of discrepancies of bill.
- Exception Flag – System will derive this flag based on exception data.
- Our LC Reference Number
- Contract Status

### **Islamic Letter of Credit Details**

Here you can view the following details relating to Letters of credits:

- Branch Code
- Contract reference number
- Product Code
- Product Type
- Product description

- Currency
- Contract Amount
- Customer
- Beneficiary
- Current Available Amount
- Liability
- Contract Status
- Expiry date

### **Islamic Bank Guarantee Details**

Here you can view the following details relating to guarantees:

- Branch Code
- Contract reference number
- Product Code
- Product Type
- Product description
- Currency
- Contract Amount
- Customer
- Beneficiary
- Current Available Amount
- Liability
- Contract Status
- Expiry date
- Guarantee Type

### **9.3.32 Is-Treasury Tab**

Click 'Is-Treasury' tab in the '360 Degree Corporate Customer View' screen to view the details of Islamic Treasury.

The screen is as shown below:

The screenshot displays the '360 Degree Corporate Customer View' interface. At the top, there is a search bar labeled 'Enter Query'. Below it, there are input fields for 'Customer Number \*', 'Branch', 'Short Name', and 'Full Name'. A 'Reporting Currency' field is also present with a 'Reports' button. A navigation menu includes 'Profile', 'Summary', 'Accounts Summary', 'Limits', 'Retail Bills', 'Loans', 'Trade', 'Treasury', 'Events', 'Schemes', 'Alerts', 'Is-Deposits', 'Is-Financing', 'Is-Trade', and 'Is-Treasury'. The main content area is divided into two sections: 'Islamic Money Market Details' and 'Islamic Derivatives'. Both sections show a table with columns for various details and a message 'No data to display.' with pagination controls. The 'Islamic Money Market Details' table has columns: Details, Branch, Contract Reference, Currency, Amount, Book Date, Maturity Date, Value Date, Tenor, and Product Description. The 'Islamic Derivatives' table has columns: Details, Contract Reference, Buy, In Leg Currency, In Principal Amount, Out Leg Currency, Out Principal Amount, Book Date, Value date, and Maturity. An 'Exit' button is located at the bottom right of the interface.

### **Islamic Money Market Details**

Here you can view the following details:

- Branch Code
- Contract Reference
- Currency
- Amount
- Book Date
- Maturity Date
- Value Date
- Tenor
- Type

### **Islamic Derivatives**

Here you can view the following details:

- Contract Reference
- Buy
- In Leg Currency
- In Principal Amount
- Out Leg Currency
- Out Principal Amount
- Book Date
- Value date
- Maturity
- Type

### 9.3.33 External Products Tab

Click 'External products' tab in the '360 Degree Corporate Customer View' screen to view external details about products like credit cards, insurance, and mutual fund.

**360 Degree Corporate Customer View**

Customer Number \*   Short Name   
Branch  Full Name  Reporting Currency

< ts Retail Bills Loans Trade Treasury Events Schemes Alerts Is-Deposits Is-Financing Is-Trade Is-Treasury **External Products** Investor Fund Details >

**Credit Card**

<input type="checkbox"/>	Card Number	Card Type	Credit Limit	Billed Amount	Min Amount Due	Available Limit	Due date	Delinquent	Processing Date
No data to display.									

Page 1 (0 of 0 items) |< < 1 > >|

**Insurance**

<input type="checkbox"/>	Product Name	Policy number	Number of units	NAV	Insured amount	Premium amount	Purchase Date	Term	Maturity Date	Next Premium date	Processin
No data to display.											

Page 1 (0 of 0 items) |< < 1 > >|

Refer the section titled 'Viewing External Details' under 'Viewing 360 Degree Retail Customer Details' for further details.

### 9.3.34 Investor Fund Details Tab

Click 'Investor Fund Details' tab in the '360 Degree Corporate Customer View' screen to view details of the mutual fund.

The following details on a mutual fund can be viewed in this screen:

**360 Degree Corporate Customer View**

Enter Query

Customer Number \*   Short Name   
Branch  Full Name  Reporting Currency

< ts Retail Bills Loans Trade Treasury Events Schemes Alerts Is-Deposits Is-Financing Is-Trade Is-Treasury External Products **Investor Fund Details** >

**Fund Balances Detail**

<input type="checkbox"/>	Unit Holder ID	Fund Id	Name of Fund	Fund Base Currency	Number of Units	Average Cost	Current Value
No data to display.							

Page 1 (0 of 0 items) |< < 1 > >|

- Unit Holder ID
- Fund ID
- Name of Fund
- Fund Base Currency

- Number of Units
- Average Cost
- Current Value

---

## 10. Glossary

This chapter contains the following topic:

- [Section 10.1, "Important Terms"](#)

### 10.1 Important Terms

**Account Class**

A group of customer accounts with similar characteristics and attributes

**Account Statement Cycle**

The periodicity for the generation of account statements

**Account Statement Type**

An indicator of the kind of account statement required to be generated periodically; this could be either a summary statement or a detailed one.

**Alternate Account Number**

An unique identifier for a customer account, other than the main Account Number. This provision is made to enable tracking of accounts existing in the bank before the installation of Oracle FLEXCUBE. For such accounts, you can capture the old account numbers as the Alternate Account Numbers.

**Available**

The amount available in a customer's account, which can be drawn

**Blocked**

The amount that is blocked for other transactions, which the customer has entered into and not executed. At any point of time, the account balance cannot be less than the blocked amount.

**Corporate Parameters**

Information captured under customized parameters for corporate customers

**Customer Category**

A group of customers with logically similar features or attributes

**Dormancy Days**

The period following which customer accounts under a class are made inactive

**Exposure Country**

This is the country of exposure of a customer. This information is maintained for Central Liability tracking

**Identifier Name**

The name of the identification document furnished by the customer to the bank as proof of identity

**Identifier Value**

The serial number, document number or any identification number by which the identifier name document can be uniquely identified.

**Joint Holder Code**

The account identifier codes given to joint holders of any customer account

**Legal Guardian**

If the account holder is a minor, this is the legal guardian of the customer

**Liability Number**

A code used to keep track of the credit limit facility granted to a customer

**Limit Check**

A validation maintained for all accounts in an account class to see if there are adequate funds in the account.

**Loan Repayment**

The amount paid towards loan repayment

**MTD (Month to Date)**

Indicates the turnover on an account for the current month and up to the current date. It is specified for both Credit and Debit turnovers

**Narratives**

Specifications that help achieve a desired format for account statements

**Natural GL**

The code of the GL to which the turnovers of all accounts in the account class will be reported.

**Regulation D**

This is a regulation of the U.S. Securities and Exchange Commission. Regulation D, also known as "Reg D," exempts certain offerings of equity from many of the regulatory requirements that impose costs upon standard public offerings. A Reg D offering is intended to make access to the capital markets possible for small companies that could not otherwise bear those costs.

**Reporting Lines**

The general ledger codes to which balances (debit or credit) of all accounts in an account class will be reported.

**Sub-limit**

The maximum credit amount that can be used by a customer account without requiring an override. The sub-limit is specified for accounts for which the credit amount is limited to a part of the available line amount.

**Temporary OD End**

The date on which the temporary overdraft limit ceases to be effective

**Temporary OD Limit**

The maximum overdraft allowed on an account, for a specified period of time

**Temporary OD Start**

The date on and following which the temporary overdraft limit comes into effect

**Tenure**

The duration for which a customer has been in professional employment. This information is captured as part of the professional details for a customer.

**Uncollected Funds Limit**

On any given business day, the credit transaction amounts that have not been collected.

**Unposted Credits**

In a multi-branch or online activity (such as tele-banking or Internet banking) transactions that are posted into an account when the system is either not available or during End of Day run,

are stored, to be posted into the system when the system is available. Credit transactions of this nature are classified as unposted credits.

### **Unposted Debits**

In a multi-branch or online activity (such as tele-banking or Internet banking) transactions that are posted into an account when the system is either not available or during End of Day run, are stored, to be posted into the system when the system is available. Debit transactions of this nature are classified as unposted debits.

### **W-8BEN Form**

The W-8BEN form (entitled Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding) is used in the United States taxation system by foreign persons (including corporations) to certify their non-American status. The form, issued by the Internal Revenue Service, establishes that one is a foreign, non-resident alien or foreign national performing work outside the United States, in order to claim tax treaty benefits such as a lower amount of tax withholding from dividends paid by U.S. corporations.



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## 11. Function ID Glossary

### A

ACDABLQY .....	8-11
ACDASTQY .....	8-14
ACDCBIR .....	2-32
ACDCODQY .....	8-16
ACDCUALQ .....	8-8
ACDCUPRQ .....	8-10
ACDENTRY .....	7-3
ACDSCPQR .....	8-2
ACDTRNQY .....	8-14
ACDUNFDQ .....	8-17

### C

CSDACENT .....	7-5
CSDALGEN .....	3-25
CSDALGMN .....	3-25
CSDINSTR .....	3-12
CSDSTNRT .....	3-11
CSSINSTR .....	3-16

### L

LDDECMNT .....	6-5
LDDETMNT .....	6-7
LDDPRULE .....	6-9
LDDPRVMN .....	6-6
LDSETMNT .....	6-8
LDSPRVMN .....	6-6

### S

SMDEMPMT .....	2-92
STDACCLO .....	2-101
STDALPMT .....	2-119
STDCCMNE .....	6-4
STDCFCLF .....	4-6
STDCIF .....	2-2
STDCIFAD .....	2-79
STDCRSMP .....	5-3
STDCRSST .....	5-6
STDCSCAG .....	2-67
STDCULMN .....	2-99
STDCULMT .....	2-94
STDCULOE .....	3-24
STDCUPRT .....	2-77
STDCUSTC .....	2-126
STDCUSVW .....	9-31
STDFATCA .....	4-3

STDFATPR .....	4-2
STDGRPCD .....	2-70, 6-3
STDGRPMT .....	2-71
STDJSMNT .....	5-1
STDKYCMN .....	2-36, 2-106
STDKYCTP .....	2-102
STDLEDMT .....	3-17
STDNCBQY .....	2-48
STDNSFMS .....	3-9
STDNSFPR .....	3-7
STDNSFQY .....	2-46
STDNSMNT .....	3-2
STDOWMNT .....	2-97
STDPINCD .....	2-125
STDRELMN .....	2-99
STDRETVW .....	9-3
STDRSKMT .....	2-96
STDSEGAS .....	2-75
STDSEGMT .....	2-73
STDSRQST .....	3-20
STDTAXWV .....	2-93
STRCUSEG .....	2-98
STSALPMT .....	2-120
STSCFCLF .....	4-13
STSCIF .....	2-63
STSCIFAD .....	2-91
STSCRSPM .....	5-5, 5-7
STSCUSCL .....	2-121
STSCUSSH .....	2-124
STSCUSVW .....	9-1
STSFATCA .....	4-5
STSFCTRK .....	4-15
STSJSMNT .....	5-2
STSNCBQY .....	2-50
STSSEGAS .....	2-76
STSSEGMT .....	2-74
STSSRQST .....	3-23

### T

TADFATRF .....	4-18
TADFATTX .....	4-23
TADFWHLG .....	4-17
TADINCCD .....	4-27
TASFATRF .....	4-20
TASFATTX .....	4-26
TASINCCD .....	4-28