Oracle® Banking Branch Servicing Configurations User Guide



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Preface

- Purpose
- Audience
- Documentation Accessibility
- Diversity and Inclusion
- Conventions
- Related Resources
- Acronyms and Abbreviations
- Screenshot Disclaimer
- Basic Actions
- Symbols and Icons

Purpose

This guide provides an overview of how to configure the business product configuration, business process, and related workflows for servicing customer account transactions, term deposit transactions, and loan transactions.

Audience

This guide is intended for back-office and front-end staff who set up and use Oracle Banking Branch.

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Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and



partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Related Resources

For more information, see these Oracle resources:

- Getting Started User Guide
- Teller User Guide

Acronyms and Abbreviations

The list of the acronyms and abbreviations used in this guide are as follows:

Table 1	List of Acronyms and Abbreviations
---------	------------------------------------

Abbreviation	Description
CASA	Current Account Savings Account
GL	General Ledger
TD	Term Deposits
RD	Retail Deposits

Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes.

Basic Actions

Most of the screens contain buttons to perform all or few of the basic actions.



Table 2	Basic Actions and Descriptions
---------	---------------------------------------

Action	Description
Back	In case you missed to specify or need to modify the details in the previous segment, click Back to navigate to the previous segment.
Cancel	Click Cancel to cancel the operation input midway without saving any data. You will be alerted that the input data would be lost before confirming the cancellation.
Next	On completion of input of all parameters, click Next to navigate to the next segment.
Save	On completion of input of all parameters, click Save to save the details.
Save & Close	Click Save & Close to save the data captured. The saved data will be available in View Business Product with <i>In Progress</i> status. You can work on it later by picking it from the View Business Product .

Symbols and Icons

The following are the symbols/icons you are likely to find in this guide:

Table 3	Symbols and Icons	
	-,	

Symbols and Icons	Description
+	Add data segment
×	Close
г 1 L J	Maximize
ы L Э г	Minimize
•	Open a list
iii iii iii iii iii iii iii iii iii ii	Open calendar
Q	Perform search
	View options



1 Overview of Servicing Configurations

The servicing configurations of the Oracle Banking Branch allow the bank to define its workflows.

Oracle Banking Branch is a retail banking application that gives a 360-degree view of the customer's financial and non-financial transactions. It helps to provide better customer-focused services as well as cross-sell and up-sell the other products and services of the bank. This document provides an overview of the configurations that are required for the various Oracle Banking Branch processes.

Oracle Banking Branch is factory-shipped with referenced workflows for the servicing. It is capable of configuring the workflows based on the bank's internal policy and requirements. Configurations such as Business Product and Business Process allow the bank to define its workflows. A summary of the configurations is described as below:

The servicing in Oracle Banking Branch is driven based on the below configurations:

- Business Product
- Business Process
- Prerequisite
 Before you begin performing Servicing Configurations:

1.1 Prerequisite

Before you begin performing Servicing Configurations:

Log in to the application homepage. For information on how to log in, refer to the *Getting Started User Guide*.



2 Business Product Configuration

The Oracle Banking Branch is equipped with business product configuration helping banks to configure various services for retail bank offerings.

This topic contains the following subtopics:

About Business Product Configuration

Business product configuration allows you to configure the various services for retail bank offerings. The details captured in the business product configuration are used for processing the servicing transactions.

- Create Business Product
 You can use this screen to create the business product and map it to the host product.
- View Business Product

Oracle Banking Branch supports viewing the business product created. The **View Business Product** screen allows the user to view all of the authorized, unauthorized and closed business products. The 'Authorize' option is also available for supervisor users for approving the unauthorized business product.

2.1 About Business Product Configuration

Business product configuration allows you to configure the various services for retail bank offerings. The details captured in the business product configuration are used for processing the servicing transactions.

The business product created in Oracle Banking Branch is linked with the host product. There is only one golden source available for product creation or configuration, which is in the host. The business product created in Oracle Banking Branch allows configuring parameters that are more customer-facing and how the products are sold in banks.

The business product is linked to the business process so that the servicing transactions related to the selected business product will flow as per the business process definition. The business product process allows the user to create the business products and view the existing business products.

2.2 Create Business Product

You can use this screen to create the business product and map it to the host product.

The following data segments of the screen allows you to define the various elements for the products:

- Business Product Details
- Host Product Mapping

Perform the following steps to create business product:



1. On the Homepage, from the Servicing Configurations, under Business Product, click Create Business Product. You can also open the screen by specifying Create Business Product in the search icon bar and selecting the screen.

The Create Business Product screen is displayed.

Business Product I	Details			🛆 Errors & Overrides 🚽 🖕 🗙
Business Product Details	Business Product Details			Screen(1/2)
Host Product Mapping	Product Type	Product Sub Type	Business Product Code	Business Product Description
	Customer Account Services	▼ Scheduled Transfer	▼ SCHTRF	Standing Instruction Scheduled Tran
	Channel Allowed	Fintech Allowed		
Audit				Cancel Save & Close Next

Figure 2-1 Create Business Product - Business Product Details

2. On the **Business Product Details** segment, specify the fields. For more information on fields, refer to the field description table.

Table 2-1	Business Product Details – Field Description
-----------	---

Field	Description	
Product Type	 Select the product from the drop-down list. The available options are: Customer Account Services Term Deposit Account Services Loan Account Services 	
Product Sub Type	 Select the product sub-type from the drop-down list. Product sub-types supported are based on the Product Type selected. a. Customer Account Services Scheduled Transfer Sweep In to Account Sweep Out from Account Cheque Leaves Default b. Term Deposit Account Services c. Loan Account Services 	

Field	Description	
Business Product Code	Specify the business product code. Note: The maximum length of the business product code should not be more than six characters. Alphanumeric and alphabets should be in the capital.	
Business Product Description	Specify the business product description.	
Channel Allowed	Select the channels that should be allowed for the business product from the drop-down list. For Example – Oracle Banking Digital Experience.	
Fintech Allowed	Select if the business product is supported for servicing transactions from Fintech Companies.	
Fintech Name	Select the Fintech Company name from the drop-down list. The system allows the selection of multiple companies.	
	Note: This field is mandatory if Fintech Allowed is selected.	

Table 2-1 (Cont.) Business Product Details – Field Description

- 3. Click Next.
 - If Scheduled Transfer, Sweep In to Account, Sweep Out from Account, Term Deposit Account Services, or Loan Account Services option is selected from the Product Sub Type field in the Business Product Details segment, then the following Host Product Mapping segment is displayed. In this data segment, the business product is mapped to the host product and parameters for processing servicing transactions are defined.

Figure 2-2 Create Business Product – Host Product Mapping

Business Product Details			🛆 Errors & Overrides 🚽 🖕 🗙		
Business Product Details	Host Product Mapping				Screen(2/2
Host Product Mapping	Business Product Code	Host Product		Host Product Description	
	SCHTRF	SI11	•	SI One to One Payment	
	Get Product Details				
	Product Start Date	Product End Date		Frequency	Product Type
	October 1, 2007	March 30, 2030		1	Payment
Audit					Cancel Back Save & Close



For more information on fields, refer to the field description table.

Field	Description
Business Product Code	Displays the business product code defaulted from the Business Product Code entered in the Business Product Details data segment.
Host Product	Select the host product from the drop-down list.
Host Product Description	Displays the product description once the host product is selected in Select Host Product .
Get Products Details	Click Get Product Details, and the system will default the parameter configured at the host product. When you click this button, the system defaults the values in the following fields: - Product Start Date - Product End Date - Frequency - Product Type - Minimum Sweep Amount
Product Start Date	Displays the product start date defaulted from the host.
Product End Date	Displays the product end date defaulted from the host.
Frequency	Displays the frequency defaulted from the host.
Product Type	Displays the product type defaulted from the host.
Minimum Sweep Amount	Displays the minimum sweep amount defaulted from the host. Note: This field is displayed only if the Product Sub Type in the Business Product Details segment is selected as Sweep Out from Account or Sweep In to Account.

 Table 2-2
 Host Product Mapping - Field Description

• If Cheque Leaves Default option is selected from the Product Sub Type field in the Business Product Details segment, then the following Host Product Mapping segment is displayed.

Business Product I	Details		Errors & Overr	des 🦾 🖌
Business Product Details	Host Product Mapping			Screen(2/2)
Host Product Mapping	Default Cheque Book Size 5, 10, 15			
			+	
	Host Product	Cheque Book Sizes	Action	
	SAVIN - Savings Account_Regular	25, 30, 35	団	
	Page 1 of 1 (1 of 1 items) < ∢ 1 → >			
Audit			Car	cel Back

Figure 2-3 Create Business Product – Host Product Mapping (Cheque Leaves Default)

For more information on fields, refer to the field description table.

Table 2-3Create Business Product – Host Product Mapping (Cheque LeavesDefault) – Field Description

Field	Description	
Default Cheque Book Size	Specify the numeric values for cheque book sizes against those accounts, for which the Account Classes have not been mapper or that have been created newly in the system.	
	Note: A Close icon is displayed next to the value specified as you tab out of the field. To remove the value, click the Close icon.	
Host Product	Select the account classes defined in the system.	
	 Note: This field is enabled if you click the icon displayed above the table. An Account Class cannot belong to more than one group of Host Product. 	



Description	
Specify numeric values for the cheque book sizes for the account classes selected.	
 Note: This field is enabled if you click the icon displayed above the table. You are not allowed to enter duplicate values in this field. 	
Displays the icon to remove the row added.	
Note: This field is enabled if you click the icon displayed above the table.	

Table 2-3(Cont.) Create Business Product – Host Product Mapping (Cheque
Leaves Default) – Field Description

4. Click Save & Close.

2.3 View Business Product

Oracle Banking Branch supports viewing the business product created. The **View Business Product** screen allows the user to view all of the authorized, unauthorized and closed business products. The 'Authorize' option is also available for supervisor users for approving the unauthorized business product.

To view business product:

1. On the Homepage, from the Servicing Configurations, under Business Product, click View Business Product. You can also open the screen by specifying View Business Product in the search icon bar and selecting the screen.

The View Business Product screen is displayed.



/iew Business Product			
a + o			≣≡ E
Business Product Code: SWOTAC 8	Business Product Code: 123456 :	Business Product Code: HELLO2	Business Product Code: CHQBOK :
Business Standing Instruction	Business test	Business TESTING	Business Cheque Book
🗅 Unauthorized 🛕 In Progress 🖄 5	🗋 Unauthorized 🛕 In Progress 🔯 1	🗋 Unauthorized 🛕 In Progress 🖾 1	🗅 Unauthorized 🛕 In Progress 🖾 1
Business Product Code: TEST04 :	Business Product Code: TEST99	Business Product Code: ABCDEF	Business Product Code: TEST91
Business TESTTESTTEST	Business TEST99	Business CHECK	Business JHBJXAS
		Unauthorized A In Progress	Unauthorized 🛆 In Progress 🖄 1

Figure 2-4 View Business Product

- 2. On the View Business Product screen, you can perform the following actions:
 - Search for a particular business product.
 - Add preference for a business product.
 - Refresh the page to view the lastest updates.
 - Change view to grid or tile.
- 3. On the **View Business Product** screen, view the business product set for the required services. For more information on the options, refer to the table below.

Table 2-4 View Business Product – Field Description

Field	Description
Business Product Code	Displays the business product set for the service.
Business Product Description	Displays the description for the business product.

- 4. Each tile also displays the following information:
 - Authorized or Unauthorized
 - For Authorized status: The icon provides the options to Unlock, Close, Copy, and View.
 - For Unauthorized status: The icon provides the options to Unlock, Authorize, Delete, Copy, and View.
 - Open, In Progress, or Closed
 - Number of edits performed on the business product.



3

Business Process Configuration

The Oracle Banking Branch is installed with business process configuration helping banks to build the desired workflow for servicing transactions.

This topic contains the following subtopics:

About Business Process Configuration

The business process configuration defines the stages, respective data segments, checklists, documents required, and advice generation for the stages.

Create Business Process

The **Create Business Process** screen helps to configure the workflow for servicing transactions. This process will allow defining the data segments, checklists, documents, and advices for the stages defined in the process code selected for the lifecycle code and business product combination.

View Business Process

Oracle Banking Branch supports viewing the business process created. The **View Business Process** screen allows the user to view all of the authorized, unauthorized, and closed business processes. Authorize option is also available for supervisor users for approving unauthorized business processes.

3.1 About Business Process Configuration

The business process configuration defines the stages, respective data segments, checklists, documents required, and advice generation for the stages.

A business process can be defined as a set of activities and tasks that, once completed, will accomplish the distinct servicing processes. The business process must involve clearly defined inputs and a single output.

The business process definition will determine the different stages required for a given combination of the process code, life cycle, and business product code. The workflow management of these stages and the relevant stage movements are defined in Plato/ Conductor to:

- Orchestrate the microservices-based process flow
- Ensure a seamless transition of servicing process across various stages in that given order.

The Plato/Conductor process will drive the workflow from one stage to another based on the process outcomes at the respective stages and subject to fulfilling the mandatory data capture, confirmation on the mandatory checklist items, and submission of mandatory documents at the respective stages. The stages defined in the business process can be dynamically assigned to different user profiles or roles.

While performing the servicing transactions, the system picks the business process run-time and initiates the workflow based on the configuration. The prerequisites for configuring the business process are enumerated below:



Prerequisites	Description	
Lifecycle	Lifecycle represents the lifecycle of the process for which the business process is created. These are factory-shipped codes and currently support servicing transactions such as customer account transactions, term deposit transactions, and loan account transactions.	
Process Code	Process code defines the various stages relevant for servicing transactions. Process code configuration allows you to define the business process flow that needs to be mapped for the business product and lifecycle code combination in the business process configuration.	
	A set of default process codes are factory-shipped for the reference workflow. User can also create process codes in CMC_TM_PROCESS_CODE and CMC_TM_PROCESS_STAGE tables.	
Business Product	Business product maintenance allows configuring the various business products by the product offerings that the bank deals with. Each business product has a unique business process defined for a specific lifecycle code selected.	

Table 3-1 Prerequisites for Configuration - Field Description

3.2 Create Business Process

The **Create Business Process** screen helps to configure the workflow for servicing transactions. This process will allow defining the data segments, checklists, documents, and advices for the stages defined in the process code selected for the lifecycle code and business product combination.

This screen allows configuring the elements for each of the stages of the servicing transactions. For information on the elements, refer to the table below:

Element	Description	
Data Segment	A data segment, as the name suggests is an individual block of data. Bringing in data segments allows to break down a huge process into smaller units, which will be easier to update, maintain, and process. The business process consists of several data segments that make up the stage.	
	 Business process definition enables the user to perform the following: Add 'n' number of data segments to each stage. Set the data segment as mandatory or non-mandatory. Set the data segment as editable or non-editable. Control the sequence order of the data segments. Select the stage. 	
Document	The documents are required to be submitted by the customer for the servicing transactions.	
Checklist	Checklists are distinct, and a list of mandatory checkpoints for the servicing transactions to be configured by the bank.	

 Table 3-2
 Elements of Business Process



Element	Description
Advices	Advices are an official letter of notices detailing an action taken or to be taken on a stated date by the bank. This is the final configuration for the Business Process creation.

Perform the following steps to create business process:

1. On the Homepage, from the Servicing Configurations, under Business Process, click Create Business Process. You can also open the screen by specifying Create Business Process in the search icon bar and selecting the screen.

The Create Business Process screen is displayed.

.

Figure 3-1	Create Business Process	

Create Business Process				::×
Business Process Code	Business Process Description	Lifecycle	Lifecycle Description	
BUSINESS123	BUSINESS123	DOCUPD Q	Update Document	
Process Code	Process Description	Business Product Code		
CauSav Q	Customer Address Update	ALL	Process Full View	
			c	ancel Save

Busilless Process D	efintion							
Business Process Code		Business Process Description		Ľ	fecycle		Lifecycle Description	
TDREDM		Term Deposit Redeem Proc	ess:		TDREDM	Q	Term Deposit Redeem Process	
Process Code		Process Description		В	usiness Product Code			
TDREDM	Q	TDREDEMPTION			ALL	•	Process Full View	
	Inn Approval	Application Rejected Application Re	×	2 Mandatory Editable	Payout Details	×		
Advices								
AUVICES	3 Optional Editable	Additional Details	×					

Figure 3-2 Create Business Process - Stages

2. On the **Create Business Process** screen, specify the fields. For more information on fields, refer to the field description table.

Table 3-3 Create Business Process - Field Description

Field	Description
Business Process Code	Specify an alphanumeric business process code.
	Note: The maximum length allowed is 16.
Business Process Description	Specify the description of the business process code.
	Note: The maximum length allowed is 60 alphanumeric characters.
Lifecycle	Search and select the lifecycle code.
Lifecycle Description	Displays the description of the lifecycle selected.



Field	Description
Process Code	Search and select the process code of the business process flow that needs to be mapped for the lifecycle code and business process code combination.
	Note: Once you select the process code, the elements and stages are displayed on the screen.
Process Description	Displays the description of the selected process code.
Business Product Code	Specify the business product code for which the business process is being created. Alternatively, the system allows selecting 'All', in which case the business process will apply to all the business products that are associated with the lifecycle and process code.

Table 3-3 (Cont.) Create Business Process - Field Description

Note:

The system allows you to configure only one business process for a combination of **Lifecycle** and **Business Product Code**.

3. On the **Create Business Process** screen, click **Data Segments** tab and then click icon on the header panel.

The **Data Segments** screen is displayed.

ata Segments						
Courtesy pay	✓ Preview					
Overdue						
Bulletin Maintenance	Charge Details					
Bulletin Summary	Charge Code	Currency	Defaulted Amount	Modified Amount	Charge Details	Waiver
Suictin Summary	No data to display	y.				
harges						
Approval Details	> Settings					
harge Details						
nterest Details						
dd-On Card Holder						

Figure 3-3 Data Segments

4. On the **Data Segments** screen, select the required data segment or data segments for the selected stage, and specify the fields. For more information on fields, refer to the field description table.



Add Cancel

Field	Description
Preview	Click on this tab to view the data segment.
Settings	Specify the settings.
Mandatory	Select if the data segment is mandatory.
Editable	Select if the data segment is editable.
Select Products	Select the products for which the data segment is relevant.

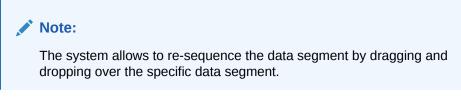
 Table 3-4
 Data Segments - Field Description

5. On the Data Segments screen, click Add.

The **Create Business Process** screen is displayed with the data added segment.

Figure 3-4 Create Business Process - Added Data Segments

	Business Process Description	n	Lifecycle		Lifecycle Description	
BUSINESS12	BUSINESS12		DOCUPD	Q	Update Document	
rocess Code	Process Description		Business Product Code			
TDROLV C	TD Rollover		ALL	•	Process Full View	
Application Entry Application Ap	roval 🚺 Application Rejected 🚺 Applicatio	on Retry				
Application Entry						
Data Segments 1	Deposits	× 2	External TD	×		
Documents Man Edit	latory ble	Man Edita	datory ble			
Checklist						
Checklist Advices						



6. On the **Create Business Process** screen, select the desired stage, and click **Document** tab to define the specific documentation requirement.

The **Documents** segment is displayed.



Create Business	Process							::>
Business Process Code		Business Proce	ess Description	Lifecycle		Lifecycle Description		
BUSINESS123 BUS		BUSINESS1	23	DOCUPD	Q	Update Document		
Process Code TDPYIN Q		Process Description Term Deposit Payin Process		Business Product Code				
				ALL	•	Process Full View		
Application Entry Data Segments Documents	+ Document ADDRESE		Document Description Address Proof	Mandatory	Business ALL ×	Products	8	
Checklist								
Advices								
							Cancel	Save

Figure 3-5 Create Business Process – Documents

7. On the **Documents** segment, specify the fields. For more information on fields, refer to the field description table.

Table 3-5 Documents - Field Description

Field	Description
Document Type	Search and select the document type.
Document Description	Displays the corresponding description of the document.
Mandatory	Select if it is mandatory to submit the document for the stage.
Business Products	Select the required option for the document submission requirement. Available options are: Single Product List of Products All

8. On the **Create Business Process** screen, select the desired stage, and click **Checklist** tab.

The **Checklist** segment is displayed.



Business Process Code		Business Process Description	Lifecycle		Lifecycle Description	
BUSINESS123		BUSINESS123	DOCUPD Q		Update Document	
Process Code		Process Description	Business Product Code			
TDPYIN Q		Term Deposit Payin Process	ALL 👻		Process Full View	
Data Segments	Checklist D		Mandatory			
Application Entry	+ Checklist D	lata	Mandatory	_		
Documents	20	20 🔻				
	Business P	roducts				
Checklist	ALL ×					
Advices						



9. On the **Checklist** segment, specify the fields. For more information on fields, refer to the field description table.

Field	Description
Checklist Data	It is a free-text field that allows to user to enter the checklists that must be validated as part of the selected stage.
Mandatory	Select if it is mandatory to submit the checklist for the stage.
Business Products	Select the required option to restrict the checklist. Available options are: Single Product List of Products All

 Table 3-6
 Checklist - Field Description

10. On the **Create Business Process** screen, select the desired stage, and click **Advices** tab.

The **Advices** segment is displayed.

Figure 3-7 Create Business Process – Advices

Create Business Process				:: ×
Business Process Code	Business Process Description	Lifecycle	Lifecycle Description	
BUSINESS123	BUSINESS123	DOCUPD Q	Update Document	
Process Code	Process Description	Business Product Code		
TDPYIN Q	Term Deposit Payin Process	ALL 🗸	Process Full View	
	Application Rejected Application Retry			
Application Entry				
Data Segments Advice Ty		Business Products	\otimes	
BG1008	1935076 Q	ALL ×		
Checklist				
Advices				
				Cancel Save

11. On the **Advices** segment, specify the fields. For more information on fields, refer to the field description table.

Table 3-7 Advices - Field Description

Field	Description
Advice Type	Search and select the required advice type from the displayed list of all the valid advices maintained, and that must be mapped to this stage.
Advice Description	Displays the corresponding description of the advice.
Business Products	Select the required option to restrict the advices. Available options are: Single Product List of Products All



12. Click Save to create the business process.

At this point, the status of the business process is unauthorized. A user with supervisor access has to approve the business process. Once approved, the status of the business process changes from unauthorized to authorized, and is activated for usage in the servicing transactions.

3.3 View Business Process

Oracle Banking Branch supports viewing the business process created. The **View Business Process** screen allows the user to view all of the authorized, unauthorized, and closed business processes. Authorize option is also available for supervisor users for approving unauthorized business processes.

Perform the following steps to view business process:

 On the Homepage, from the Servicing Configurations, under Business Process, click View Business Process. You can also open the screen by specifying View Business Process in the search icon bar and selecting the screen.

The View Business Process screen is displayed.

View Business Process			
20			
Business Process Code: TaxWaiver	Business Process Code:	Business Process Code:	Business Process Code: Sweep In to CASA
Business Tax Waiver at Custom Life Cycle Tax Waiver at Custom Process CASA Application Business ALL	Business Loan write-off Life Cycle Loan Write-Off Process Loan Writeoff Business ALL	Business Application Initiation Life Cycle Application Initiation Process Application Initiation Business ALL	Business Sweep In to CASA Life Cycle Sweep In to CASA Process CASA Application Business SWINAC
🕻 Authorized 🔓 Open 🖾 3	🗋 Authorized 🔒 Open 🖾 1	🗋 Unauthorized 🔓 Open 🖾 1	🕻 Authorized 🔓 Open 🖾 2
Business Process Code: MMACCL	Business Process Code: LoanAdhocCharge	Business Process Code: TDACMN :	Business Process Code: PrimaryPartyChng
Business Close out Withdrawal Life Cycle Close out Withdrawal Process Close out Withdrawal Business ALL	Business Loan Adhoc Charges Life Cycle Loan Adhoc Charges Process Loan Adhoc Charges Business ALL	Business TD Account Life Cycle TD Account Process TD Account Business ALL	Business Primary Party Change Life Cycle Primary Party Change Process CASA Application Business ALL
🕻 Authorized 🔓 Open 🖄 1	🗅 Authorized 🔓 Open 🗹 1	🕃 Authorized 🔓 Open 🗹 1	🗅 Authorized 🔓 Open 🖄 10

Figure 3-8 View Business Process

- 2. On the View Business Process screen, you can perform the following actions:
 - Search for a particular business process.
 - Add preference for a business process.
 - Refresh the page to view the lastest updates.
 - Change view to grid or tile.
- 3. On the **View Business Process** screen, view the business product set for the required services. For more information on the options, refer to the table below.

Table 3-8 View Business Process – Field Description

Field	Description
Business Process Code	Displays the business process set for the service.



Field	Description
Business Process Description	Displays the description for the business process.
Life Cycle	Displays the life cyle set for the business process.
Process	Displays the process.
Business Product	Displays the business code.

Table 3-8 (Cont.) View Business Process – Field Description

- 4. Each tile also displays the following information:
 - Authorized or Unauthorized
 - For Authorized status: The icon provides the options to Unlock, Close, Copy, and View.
 - For Unauthorized status: The icon provides the options to Unlock, Authorize, Delete, Copy, and View.
 - Open, In Progress, or Closed
 - Number of edits performed on the business process.



Servicing Configuration

The Oracle Banking Branch is installed with servicing configuration helping banks to build the desired workflow for servicing transactions.

This topic contains the following subtopics:

Create Service Preferences

You can create service preferences for Transaction Code for Debit, Transaction Code for Credit, Exchange Rate Code, and Exchange Rate Type servicing screens using the Create Service Preferences screen.

View Service Preferences

You can view all of the authorized, unauthorized, and closed service preferences using the View Service Preferences screen. Authorize option is also available for supervisor users for approving unauthorized business processes.

4.1 Create Service Preferences

You can create service preferences for Transaction Code for Debit, Transaction Code for Credit, Exchange Rate Code, and Exchange Rate Type servicing screens using the Create Service Preferences screen.

To create service preferences:

On the **Homepage**, from the **Servicing Configurations**, under **Servicing** 1. Configurations, click Create Service Preferences. You can also open the screen by specifying Create Service Preferences in the search icon bar and selecting the screen.

The Create Service Preferences screen is displayed.

Create Service P	references					Errors & Overrie
Lifecycle Code		Description				
DOCUPD	Q	Update Document				
ransaction Parameters						
ransaction Code For Debit		Transaction Code For Credit		Offset GL		
000	Q	000	Q	111100002	Q	
xchange Rate Details						
ate Code		Rate Type				
STANDARD	Q	Mid	•			

2. On the **Create Service Preferences** screen, select or specify the required details. For more information on fields, refer to the field description table.



Save

:: ×

Field	Description
Lifecycle Code	Select the lifecycle code for the servicing screens.
Description	Displays the description based on the lifecycle code selected.
Transaction Parameters	This section displays the fields to select the parameters for the transactions.
Transaction Code For Debit	Select the code for the debit transaction.
Transaction Code For Credit	Select the code for the credit transaction.
Offset GL	Select the offset GL for the transaction.
Exchange Rate Details	This section displays the fields to create the rate preferences.
Rate Code	Select the code for the exchange rate.
Rate Type	Select the type for the exchange rate. The options are: Mid Buy/Sell

Table 4-1 Create Service Preferences – Field Description

3. Click Save.

4.2 View Service Preferences

You can view all of the authorized, unauthorized, and closed service preferences using the **View Service Preferences** screen. Authorize option is also available for supervisor users for approving unauthorized business processes.

To view the service preferences:

 On the Homepage, from the Servicing Configurations, under Servicing Configurations, click View Service Preferences. You can also open the screen by specifying View Service Preferences in the search icon bar and selecting the screen.

The View Service Preferences screen is displayed.

Figure 4-2 View Service Preferences

/iew Service	Preference	s										::×
x + 0												8≡ 8
Lifecycle Code: MEMSAV			Lifecycle Code: TCPURC			Lifecycle Code: DOCUPD			Lifecycle Code: TCSALE			
Description Mer	no Maintenance		Description T	ravelers Cheque		Description	Update Documen	t	Description 1	ravelers Chequ	e Sale	
C Authorized	🔓 Open	[2]1	C Authorized	🔓 Open	[2]1	C Authorized	🔓 Open	[2]1	C Authorized	🔓 Open	☑ 4	
				_								
ige 1		of 1	(1 - 4 of 4 items)	K ∢ 1	>>							

- 2. On the View Service Preferences screen, you can perform the following actions:
 - Search for a particular service preference.
 - Add preference for a service.
 - Refresh the page to view the lastest updates.



- Change view to grid or tile.
- 3. On the **View Service Preferences** screen, view the preferences set for the required services. For more information on the options, refer to the table below.

Table 4-2 View Service Preferences – Field Description

Field	Description
Lifecycle Code	Displays the lifecycle code set for the service.
Description	Displays the description for the lifecycle code.

- 4. Each tile also displays the following information:
 - Authorized or Unauthorized
 - For Authorized status: The icon provides the options to Unlock, Close, Copy, and View.
 - For Unauthorized status: The icon provides the options to Unlock, Authorize, Delete, Copy, and View.
 - Open, In Progress, or Closed
 - Number of edits performed on the set preferences.



A Error Codes and Messages

The error codes for the *Servicing Configurations* module and their respective error messages are provided below.

Error Code	Message
GCS-AUTH-01	Record Successfully Authorized
GCS-AUTH-02	Valid modifications for approval were not sent. Failed to match
GCS-AUTH-03	Maker cannot authorize
GCS-AUTH-04	No Valid unauthroized modifications found for approval.
GCS-CLOS-01	Record Already Closed
GCS-CLOS-02	Record Successfully Closed
GCS-CLOS-03	Unauthorized record cannot be closed, it can be deleted before first authorization
GCS-COM-001	Record does not exist
GCS-COM-002	Invalid version sent, operation can be performed only on latest version
GCS-COM-003	Please Send Proper Modification Number
GCS-COM-004	Please send maker Id in the request
GCS-COM-005	Request is Null. Please Resend with Proper Values
GCS-COM-007	Request Successfully Processed
GCS-COM-008	Modifications should be consecutive.
GCS-COM-009	Resource ID cannot be blank or "null".
GCS-COM-010	You have successfully cancelled \$1.
GCS-DEL-001	Record deleted successfully
GCS-DEL-002	Record(s) deleted successfully
GCS-DEL-003	Modifications didnt match valid unauthorized modifications that can be deleted for this record
GCS-DEL-004	Send all unauthorized modifications to be deleted for record that is not authorized even once.
GCS-DEL-005	Only Maker of first version of record can delete modifications of record that is not once authorized.
GCS-DEL-006	No valid unauthroized modifications found for deleting
GCS-DEL-007	Failed to delete. Only maker of the modification(s) can delete.
GCS-MOD-001	Closed Record cannot be modified
GCS-MOD-002	Record Successfully Modified
GCS-MOD-003	Record marked for close, cannot modify.
GCS-MOD-004	Only maker of the record can modify before once auth

Table A-1 Error Codes and Messages



Error Code	Message	
GCS-MOD-005	Not amendable field, cannot modify	
GCS-MOD-006	Natural Key cannot be modified	
GCS-MOD-007	Only the maker can modify the pending records.	
GCS-REOP-003	Successfully Reopened	
GCS-REOP-01	Unauthorized Record cannot be Reopened	
GCS-REOP-02	Failed to Reopen the Record, cannot reopen Open records	
GCS-REOP-03	Successfully Reopened	
GCS-REOP-04	Unauthorized record cannot be reopened, record should be closed and authorized	
GCS-SAV-001	Record already exists	
GCS-SAV-002	Record Saved Successfully.	
GCS-SAV-003	Congratulations!! The record is saved and validated successfully.	
GCS-VAL-001	Congratulations!! Your record is successfully validated.	
SRV_BP_001	Source stage value should be either Y/N not valid	
SRV-BP-002	Cannot have more than one source stage	
SRV-BP-003	Datasegment Code not valid	
SRV-BP-004	DocumentType Code not valid	
SRV-BP-005	LIFECYCLE not valid	
SRV-BP-006	Unable to \$1 Business Process as \$2 datasegment has the following dependencies \$3 in lifecycle \$4 ,which have not been mapped prior to it!	
SRV-BP-007	Unable to \$1 Business Process as the mandatory data segments \$2 for the \$3 lifecycle have not been mapped!	
SRV-BP-008	In \$1 stage of \$2 Business Process,duplicate datasegements - \$3 are not allowed	
SRV-BP-009	Record already exist with same Lifecycle and Business Product	
SRV-BP-010	At \$1 in \$2 stage of \$3 Business Process, duplicate record for - \$4 exist	
SRV-BP-011	At \$1 in \$2 stage of \$3 Business Process, Business Product List is invalid.	
SRV-BP-012	Business Product Code is Invalid	
SRV-BP-013	Stage \$1 should have atleast one datasegment attached	
SRV-CMN-001	Exception Occurred while Executing Query	
SRV-CMN-002	Number format exception	
SRV-CMN-003	Server Error Occurred during API call	
SRV-CMN-004	Illegal State Exception	
SRV-CMN-006	Exception Occurred while creating Bean	
SRV-CMN-007	Internal server error occurred	

Table A-1 (Cont.) Error Codes and Messages
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B Lifecycle Codes

The lifecycle codes for various configurations and their descriptions are provided below.

Lifecycle Code	Lifecycle Description	
CREATEINSTRUCTION	Create Standing Instruction	
TRANSFERACCOUNT	Account Branch Transfer	
SWEEPINNEW	Sweep In to CASA	
SWEEPOUTNEW	Sweep Out to CASA	
UPDNOM	Nominee Details Update	
UPDJH	Joint Holder Create	
UPDCRD	Update Card Status	
TODCSR	Temporary Overdraft Limit Create	
STOPCHEQUE	Stop Cheque Request	
REQUESTACCOUNTSTMT	Account Statement Request	
MODSI	Modify Si	
CREATEAUTOTD	Auto Term Deposit	
ASFSAV	Account Statement Frequency	
AMTBLK	Amount Block	
AdaSav9	Activate Dormant account	
ACADRR	Update Account Address	
AscSav	Account Status Change Create	

Table B-1 Lifecycle Codes



C Process Codes

The process codes for various configurations and their respective stage codes and descriptions are provided below.

Sequence	Process Code	Process Code Description	Stage Code	Stage Code Description
1	CASAPC	CASA Application	CASAPC_INITIAT ION	CASA Application Entry
2	CASAPC	CASA Application	CASAPC_APPROVA L	CASA Application Approval
3	CASAPC	CASA Application	CASAPC_HANDOFF _RETRY	CASA HandOff Retry

Table C-1 Process Codes



D Data Segment List

The data segment codes for various configurations and their names are provided below.

Data Segment Code	Data Segment Name
fsgbu-ob-remo-casa-ds-tmp-overdraft- mnt	Temporary Overdraft Limit
fsgbu-ob-remo-casa-ds-stand-inst	Scheduled Transfer
fsgbu-ob-remo-casa-ds-sweep-in	Sweep In to CASA
fsgbu-ob-remo-casa-ds-sweep-out	Sweep Out to CASA
fsgbu-ob-remo-casa-ds-accbrn-trn	Account Branch Transfer
fsgbu-ob-remo-casa-ds-card-status- change	Card Status Change
fsgbu-ob-remo-casa-ds-amount-block	Amount Block
fsgbu-ob-remo-casa-ds-accaddr-update	Account Address Update
fsgbu-ob-remo-casa-ds-modify-stand- inst	Modify SI
fsgbu-ob-remo-casa-ds-nominee-details	Nominee Details
fsgbu-ob-remo-casa-ds-view-stand-inst	Modify SI View
fsgbu-ob-remo-casa-ds-accsttreq	Account Statement Request
fsgbu-ob-remo-casa-ds-jnthlderdtls- update	Joint Holder Details Update
fsgbu-ob-remo-casa-ds-accstmtfreq- update	Account Statement Frequency
fsgbu-ob-remo-casa-ds-stopcheque	Stop Cheque Request
fsgbu-ob-remo-casa-ds-autotd	Auto TD Instruction
fsgbu-ob-remo-casa-ds-acct-status- change	Account Status Change
fsgbu-ob-remo-casa-ds-actdac	Activate Dormant Account

Table D-1 Data Segment List



E Functional Activity Codes

The functional codes for various configurations and their descriptions are provided below.

Screen Name/API Name	Functional Activity Code	Action	Description
Create Business Process	SRV_FA_BUSINESSPROCESS_ NEW	Create	Create the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_ PUT	Modify	Modify the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_ DELETE	Delete	Delete the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_ CLOSE	Close	Close the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_ REOPEN	Reopen	Reopen the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_ AUTHORIZE	Approve	Approve the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_ AUTHQUERY	Query	Authorize the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_ VIEW	View	View the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_ REJECT	Reject	Reject the business product.
View Business Process	SRV_FA_BUSINESSPROCESS_ VIEW	View	View the business process details.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_NEW	Create	Create the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_SUBMIT	Create	Create the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_RMLOCK	Create	Create the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_VALID	Create	Perform the validations during create.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_AMEND	Modify	Modify the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_DELETE	Delete	Delete the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_CLOSE	Close	Close the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_REOPEN	Reopen	Reopen the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_GET_RESAGG	Inquiry	Fetch the business product details.

Table E-1 Functional Activity Codes



Screen Name/API Name	Functional Activity Code	Action	Description
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_HIST	Inquiry	Fetch the modification history.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_GETPROD	Inquiry	Fetch the host product details.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_AUTHORIZE	Authorize	Authorize the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_UNAUTH	Authorize	Authorize the business product.
View Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_REVERT	Cancel	Revert the changes.
View Business	OBBRN_FA_BUSINESSPRODDE	View	Display all actions in
Product	TAILS_ACTION		summary screen.
View Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_VIEW	View	View the business product details.
Create Service	OBBRN_FA_PREFERENCE_CRE	Create	Create the Service
Preferences	ATE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_SUB	Create	create the Service
Preferences	MIT_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_UPD	Modify	Modify the Service
Preferences	ATE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_CLO	Close	Close the Service
Preferences	SE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_REO	Reopen	Reopen the Service
Preferences	PEN_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_VALI	Validate	Validate the Service
Preferences	DATE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_GET	Authorize	Authorize the Service
Preferences	_UNAUTHRESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_AUH	Authorize	Authorize the Service
Preferences	TORIZE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_RE	Authorize	Authorize the Service
Preferences	MOVE_RESOURCELOCK		Preferences.
Create Service	OBBRN_FA_PREFERENCE_GET	Authorize	Authorize the Service
Preferences	_PERMACT_ONRES		Preferences.
Create Service	OBBRN_FA_PREFERENCE_AUH	Authorize	Authorize the Service
Preferences	TORIZE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_GET	View	View the Service
Preferences	BY_RESOURCEID		Preferences.
Create Service	OBBRN_FA_PREFERENCE_GET	View	View the Service
Preferences	_RESOURCEHIST		Preferences.
Create Service	OBBRN_FA_PREFERENCE_GET	View	View the Service
Preferences	_RESOURCEAGGR		Preferences.
View Service Preferences	OBBRN_FA_PREFERENCE_GET _SUMMARY	View	View the summary screen details.

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 (Cont.) Functional Activity Codes



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