Oracle® Banking Branch

Servicing Configurations User Guide

14.8.0.0.0
G30333-01
April 2025

Oracle Banking Branch Servicing Configurations User Guide, 14.8.0.0.0

G30333-01

Contents

Preface

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.

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.

Access to Oracle Support

Oracle customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at Critical Patches, Security Alerts and Bulletins Critical Patches, Security Alerts and Bulletins. All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by Oracle Software Security Assurance Oracle Software Security Assurance.

Diversity and Inclusion

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.

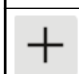
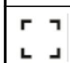
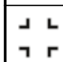
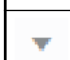
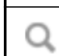
Table 2 Basic Actions and Descriptions

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 *In Progress* 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
	Maximize
	Minimize
	Open a list
	Open calendar
	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 Branch Date Configurations

For branch servicing operations, the system allows you to configure the branch date as either the Common Core Branch Date or the Teller Branch Date. By default, the system uses the Common Core Branch Date for these operations. If you prefer to use the Teller Branch Date, then you can change the default setting by updating the **tellerIntegrationEnabled** parameter in the `obbrn-cmn-process-driver-serve` to **Y**.

- When **tellerIntegrationEnabled** = **Y**, the system uses the Teller Branch Date for branch servicing transactions.
- When **tellerIntegrationEnabled** = **N**, the system uses the Common Core Branch Date for branch servicing transactions.

3
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.

3.1 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.

3.2 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:

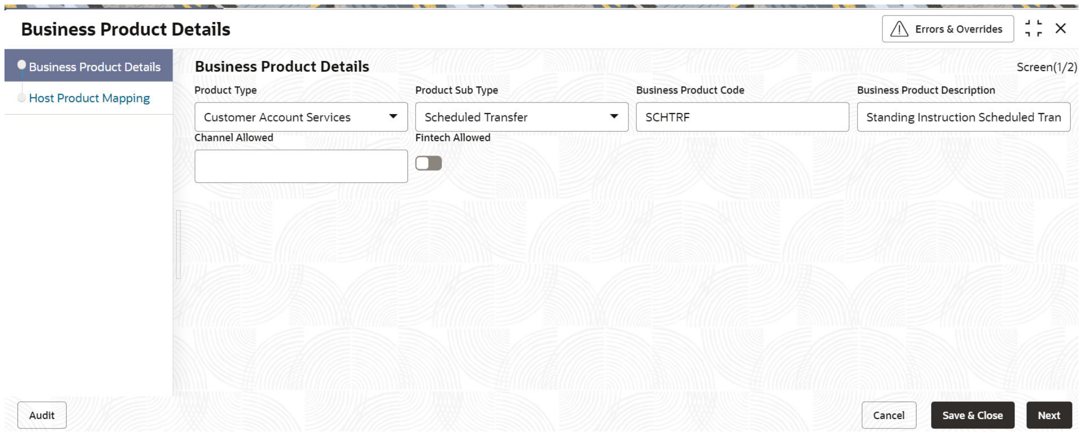
- Business Product Details
- Host Product Mapping

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.

Figure 3-1 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 3-1 Business Product Details – Field Description

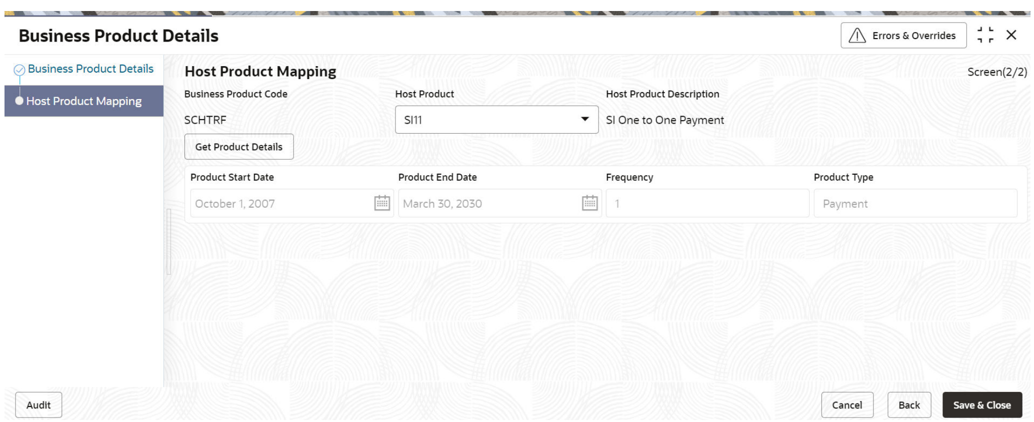
Field	Description
Product Type	Select the product from the drop-down list. The available options are: • **Customer Account Services** • **Term Deposit Account Services** • **Loan Account Services**
Product Sub Type	Select the product sub-type from the drop-down list. Product sub-types supported are based 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**
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.

Table 3-1 (Cont.) Business Product Details – Field Description

Field	Description
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.

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 3-2 Create Business Product – Host Product Mapping



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

Table 3-2 Host Product Mapping - Field Description

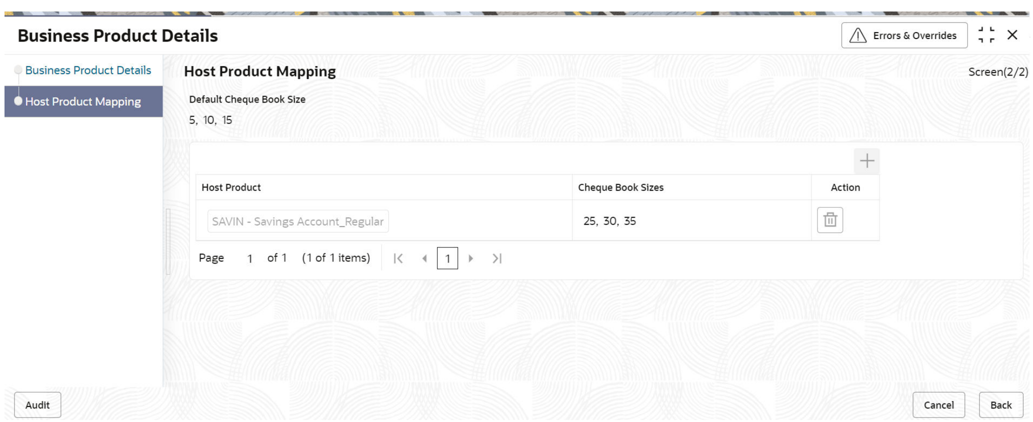
Field	Description
Business Product Code	Displays the business product code defaulted from the **Business Product Code** entered in the Business Product Details data segment.
Host Product	Select the host product from the drop-down list.
Host Product Description	Displays the product description once the host product is selected in **Select Host Product**.

Table 3-2 (Cont.) Host Product Mapping - Field Description

Field	Description
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**.

- 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.

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



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

Table 3-3 Create Business Product – Host Product Mapping (Cheque Leaves Default) – 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 mapped 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.
Cheque Book Sizes	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.
Action	Displays the icon to remove the row added. **Note:** This field is enabled if you click the icon displayed above the table.

4. Click **Save & Close**.

3.3 View Business Product

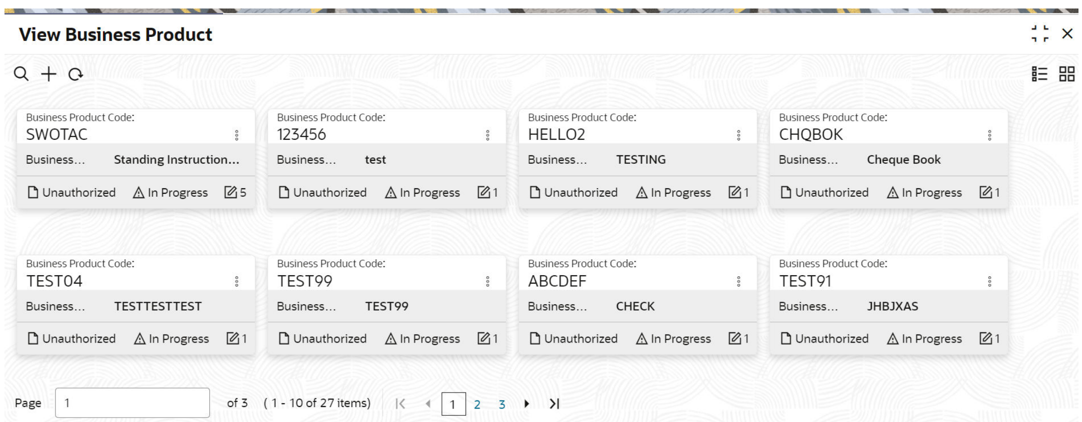
Oracle Banking Branch supports viewing the business product created. The **View Business Product** screen allows the user to view all of the authorized, unauthorized and closed business products. The 'Authorize' option is also available for supervisor users for approving the unauthorized business product.

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.

   Figure 3-4 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 3-4 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.

4 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.

4.1 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 Oracle Banking Microservices Architecture/Conductor to:

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

The Oracle Banking Microservices Architecture/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:

Table 4-1 Prerequisites for Configuration - Field Description

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.

4.2 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:

Table 4-2 Elements of Business Process

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.
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 4-1 Create Business Process

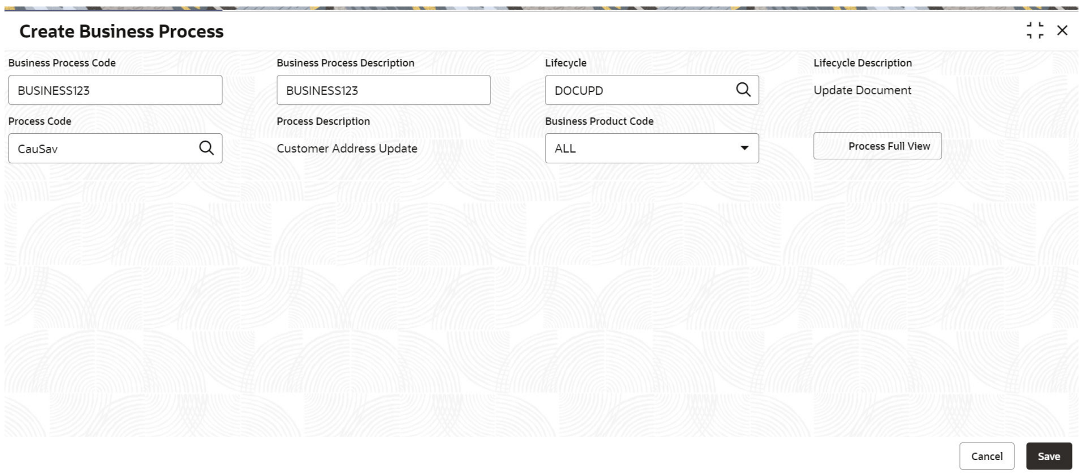
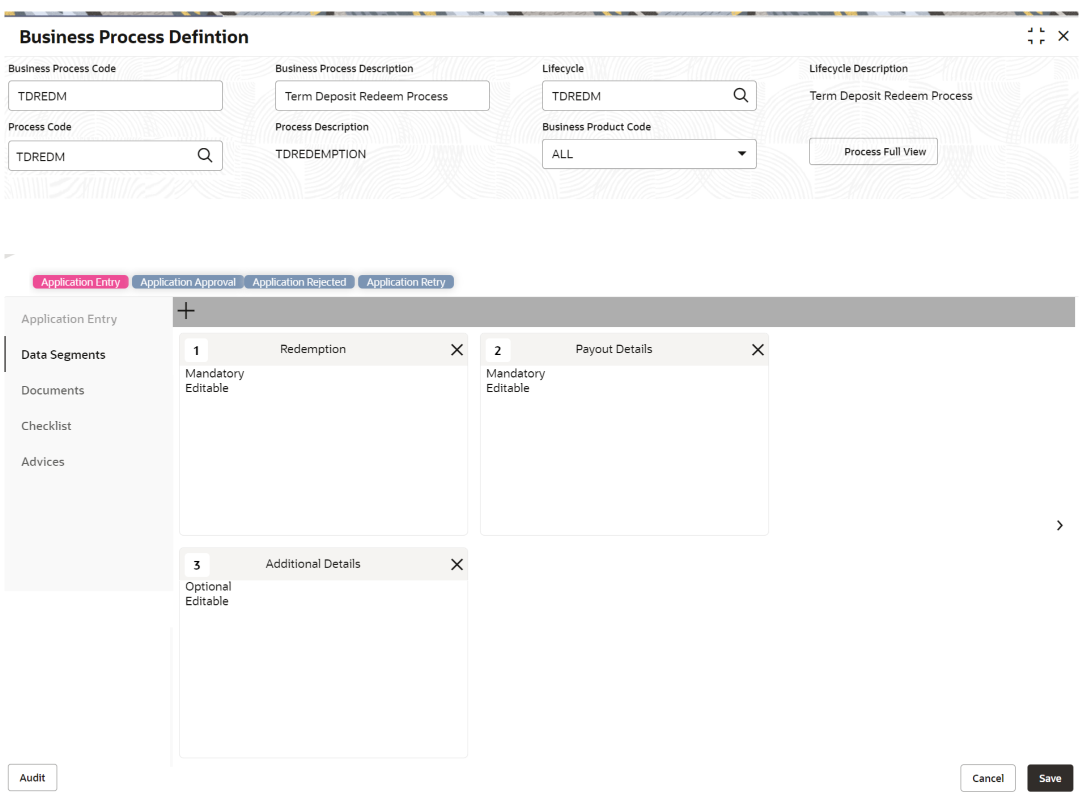


Figure 4-2 Create Business Process - Stages



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

Table 4-3 Create Business Process - Field Description

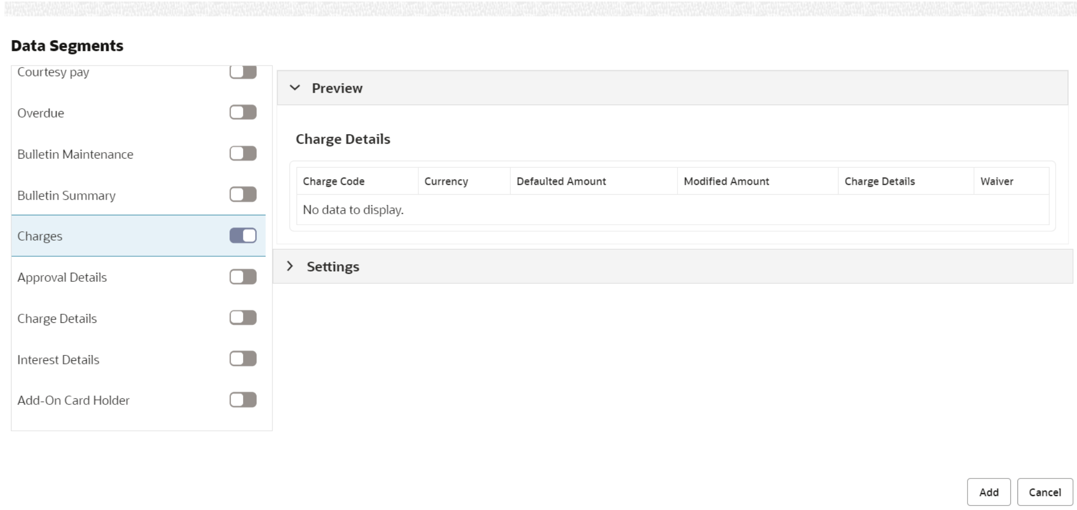
Field	Description
Business Process Code	Specify an alphanumeric business process code. **Note:** The maximum length allowed is 16.
Business Process Description	Specify the description of the business process code. **Note:** The maximum length allowed is 60 alphanumeric characters.
Lifecycle	Search and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

> **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.

Figure 4-3 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.

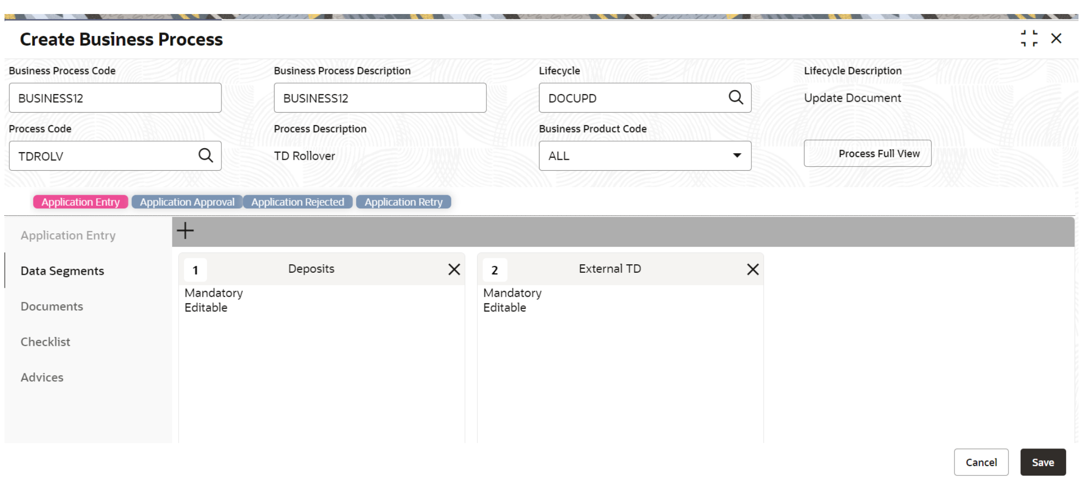
Table 4-4 Data Segments - Field Description

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.

5. On the **Data Segments** screen, click **Add**.

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

Figure 4-4 Create Business Process - Added Data Segments

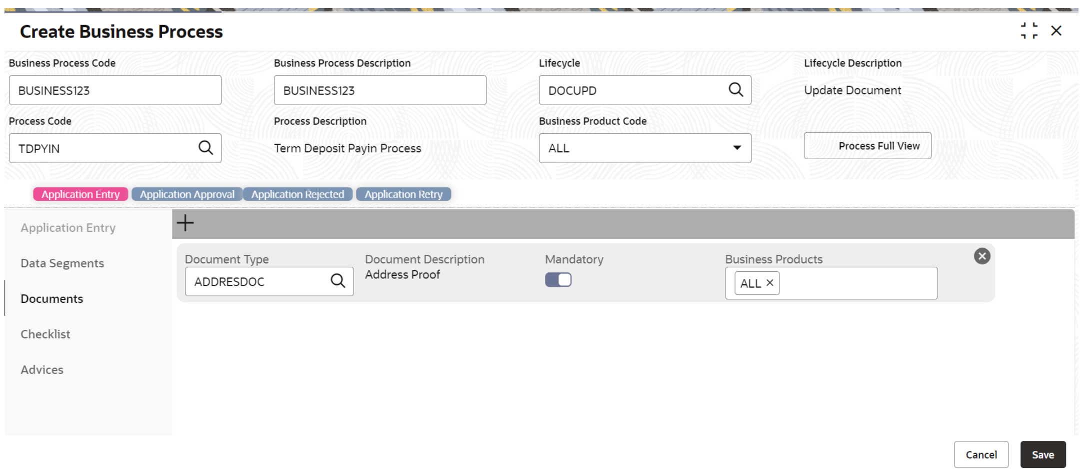


> **Note:**
>
> The system allows to re-sequence the data segment by dragging and dropping over the specific data segment.

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.

Figure 4-5 Create Business Process – Documents



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

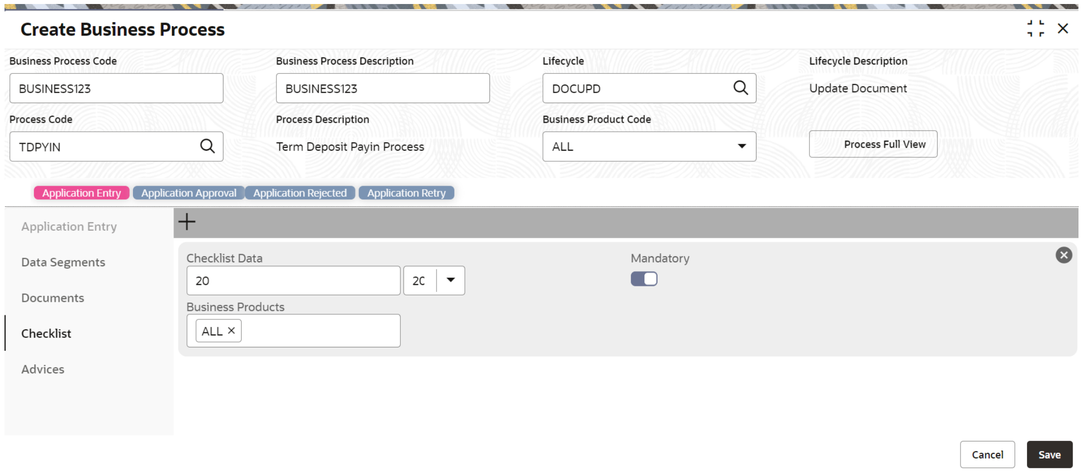
Table 4-5 Documents - Field Description

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.

Figure 4-6 Create Business Process – Checklist



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

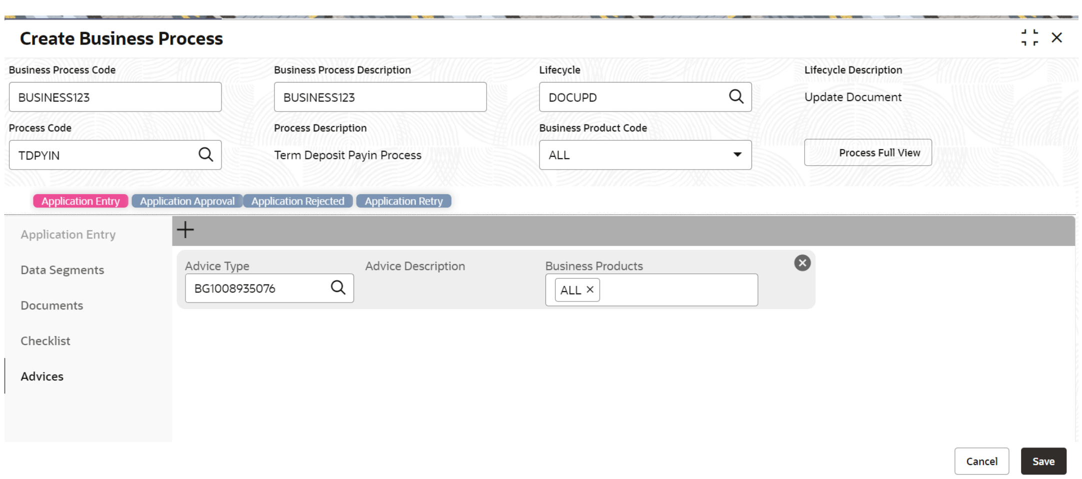
Table 4-6 Checklist - Field Description

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**

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

The **Advices** segment is displayed.

Figure 4-7 Create Business Process – Advices



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

Table 4-7 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.

4.3 View Business Process

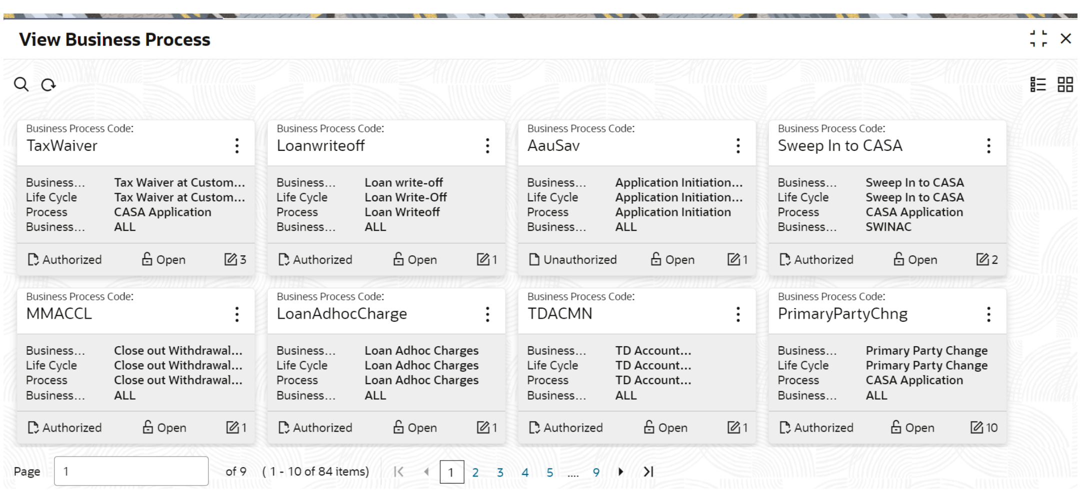
Oracle Banking Branch supports viewing the business process created. The **View Business Process** screen allows the user to view all of the authorized, unauthorized, and closed business processes. Authorize option is also available for supervisor users for approving unauthorized business processes.

Perform the following steps to view business process:

1. 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.

Figure 4-8 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 4-8 View Business Process – Field Description

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

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.

5 Maintenance

Under the **Maintenance** menu, you can maintain the details of an account.

This topic contains the following subtopics:

- Bulletin Board Maintenance
  This topic helps you to create, view, modify or delete the bulletin messages.
- Memo Maintenance
  This topic describes the systematic instruction to maintain the Memo instructions against the Current and Savings Account or Deposit Account.

5.1 Bulletin Board Maintenance

This topic helps you to create, view, modify or delete the bulletin messages.

This topic contains the following subtopics:

- Create Bulletin
  This topics helps you to create, view, modify or delete the bulletin messages.
- View Bulletin
  This topic describes the systematic instructions to View or Modify the Bulletin Message.

5.1.1 Create Bulletin

This topics helps you to create, view, modify or delete the bulletin messages.

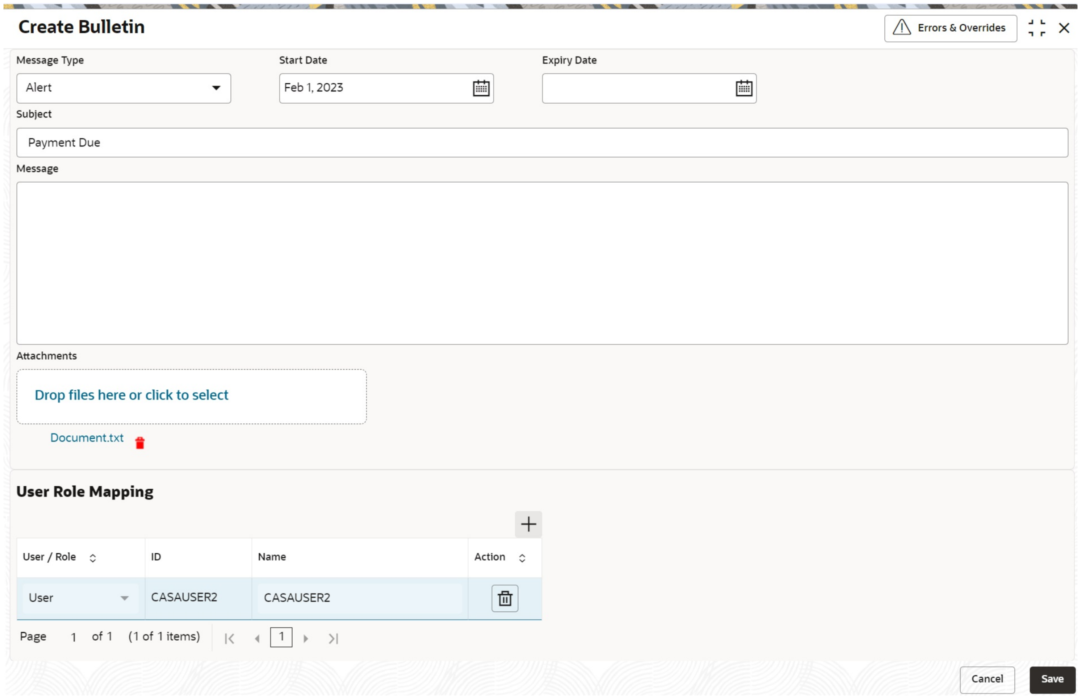
However, Joint account holders share equal responsibility for charges or any other liability arising from holding such accounts.
To create bulletin:

> **Note:**
>
> The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Interaction Services**, under **Maintenance**, **Bulletin**, click **Create Bulletin**, or specify the **Create Bulletin** in the Search icon bar.

   Create Bulletin screen is displayed.

Figure 5-1 Create Bulletin



2. On the **Create Bulletin** screen, specify the fields.

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

Table 5-1 Create Bulletin - Field Description

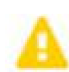
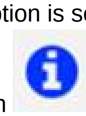
Field	Description
Message Type	Select the message type from the drop-down list. The available options are: • **Alert** - Select this option if the message requires immediate attention from the users. When this option is selected, the Bulletin message is represented with  icon on the widget. • **Information** - Select this option if the bulletin is for information purposes only. When this option is selected, the Bulletin message is represented with  icon on the widget.
Start Date	Select the date from which the bulletin message displays on the widget. **Note:** This date cannot be lesser than the current business date.
End Date	Users can specify the expiry date of the bulletin message. Once the bulletin message reaches the expiry date, the message gets removed from the bulletin board widget.

Table 5-1 (Cont.) Create Bulletin - Field Description

Field	Description
Subject	Enter a brief description of the bulletin message.
Message	Enter a detailed description of the message.
Attachments	You can attach relevant documents using this option. You can either drag and drop files into the space provided or select documents from your local drive. You can preview or delete an attachment before submitting the transaction for authorization.

3. To preview an attached document, click the document link.

   The **Document Uploaded** pop up window is displayed.

   > **Note:**
   >
   > The document preview is available only to those document types that support the preview feature by default. Where the preview feature is not supported, click on **Download** button to download the attached document before viewing.

4. Click ✕ icon to close the **Document Uploaded** pop up window.
5. You can target bulletin messages towards user groups or specific users. Using the **User Role Mapping** table, you can configure User Roles or Users to a particular bulletin.
6. Click + icon to specify User Role or User mapping to the bulletin message.

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

Table 5-2 User Role Mapping - Field Description

Field	Description
User/Role	Select User/Role from the drop-down list.
ID	When **User** is selected, click the search icon to view the **User Mapping** pop-up window. By default, this window lists all the Users present in the system. You can search for a specific User by providing User, or Username and click **Fetch**. When **Role** is selected, click the search icon to view the **Role Mapping** pop-up window. By default, this window lists all the Roles present in the system. You can search for a specific Role by providing Role, or Role Name and click **Fetch**.
Name	User or Role name is displayed based on the user id or role id selected.
Actions	Displays the 🗑 icon, to remove the respective user or role.

7. After the message is created, the status of the message is updated as **Active** or **Awaited**.

   System updates the status of the Bulletin message as **Active** if the start date is equal to the current business date.

> **Note:**
>
> If the Start Date is future dated, then the status of Bulletin message is updated as **Awaited** until the date is reached. The system automatically updates the status to **Active** once the start date is reached

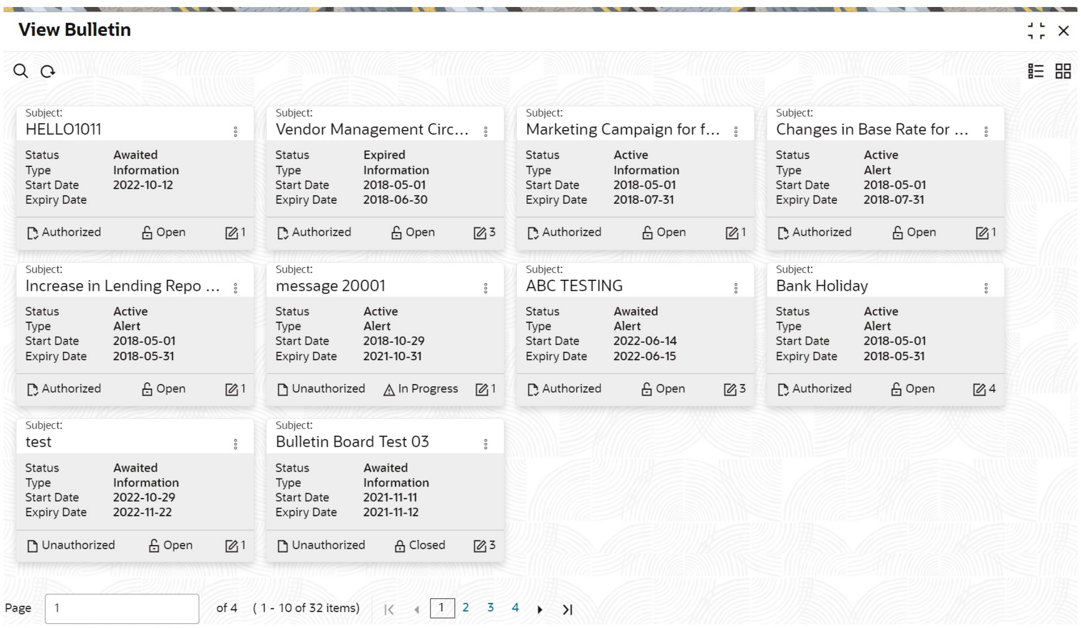
5.1.2 View Bulletin

This topic describes the systematic instructions to View or Modify the Bulletin Message.

1. On the **Homepage**, from **Interaction Services**, under **Maintenance**, **Bulletin**, click **View Bulletin**, or specify the **View Bulletin** in the Search icon bar.

   View Bulletinscreen is displayed.

   Figure 5-2 View Bulletin

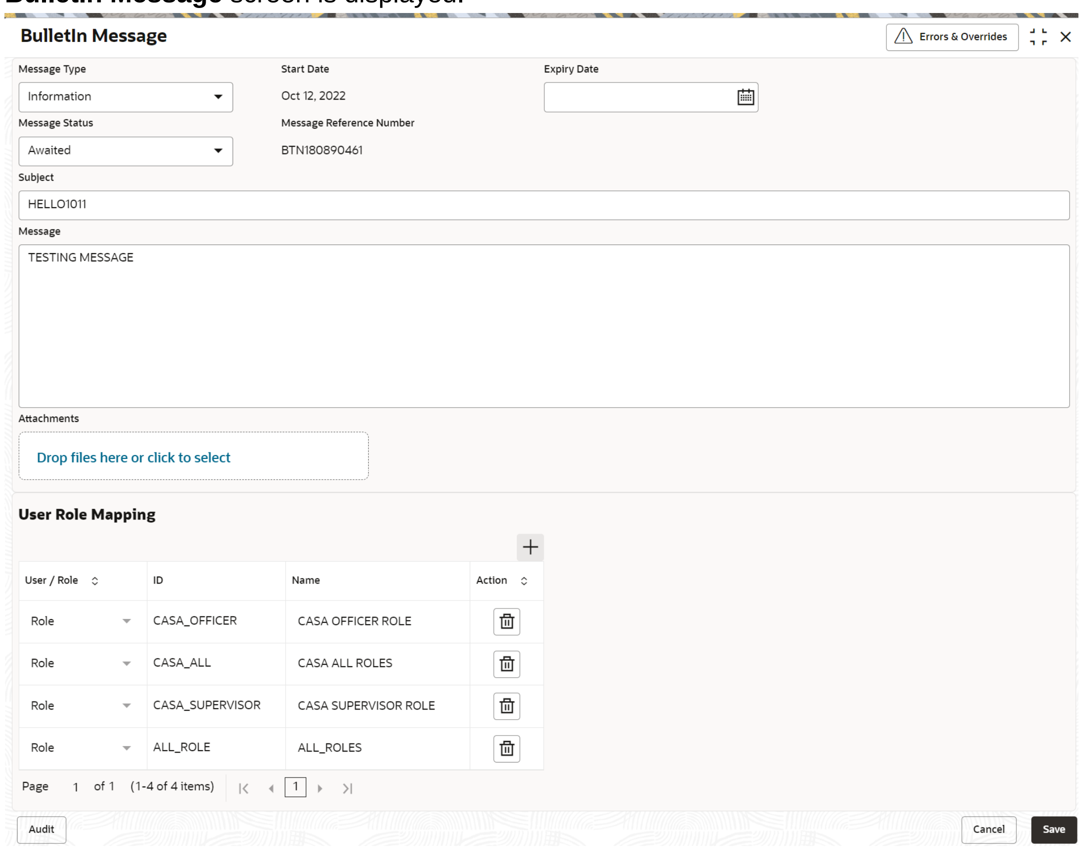
   

2. On **View Bulletin** screen, the system displays all the bulletin messages with status:
   a. Awaited
   b. Active
   c. Paused
   d. Expired

3. On the **View Bulletin** screen, you can search for specific bulletin using the icon. You can use any of the following options to search:
   a. Message Type
   b. Message Status
   c. Message Reference Number
   d. Subject

   e. Start Date
   f. Expiry Date
   g. Authorization Status
   h. Record Status
4. After the input of any options mentioned above, click the **Search** button.
5. Click icon to display the following options:
   a. Unlock
   b. Authorize
   c. Delete
   d. Close
   e. Copy
   f. View
6. To modify an existing bulletin message, click the **Unlock** option from icon.

   BulletIn Message screen is displayed.

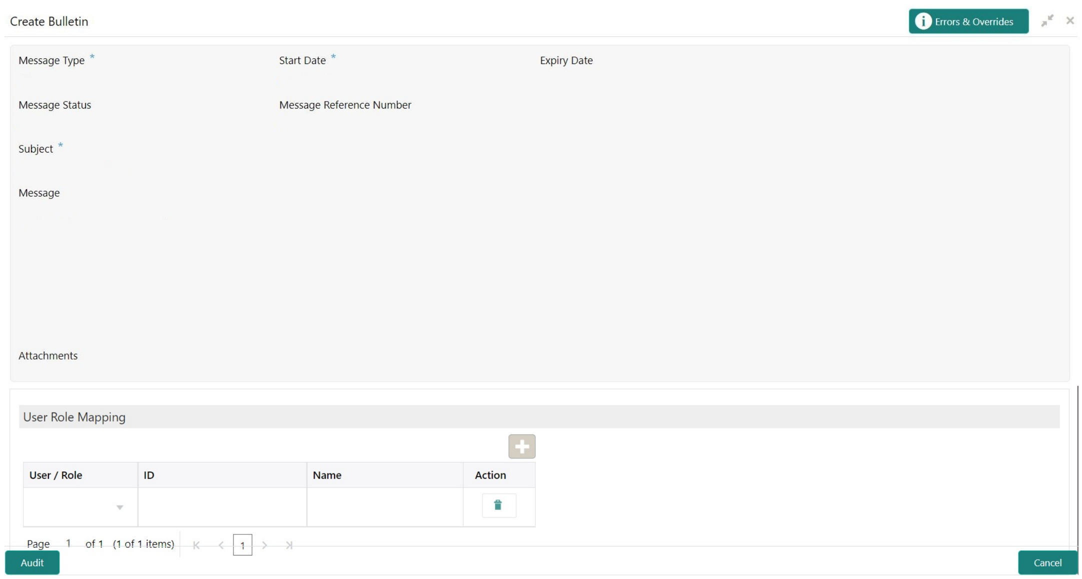


7. To view the bulletin message, click the **View** option from icon.

   Create Bulletin screen is displayed.

> **Note:**
>
> On the create bulletin screen, all the fields are non-editable.

Figure 5-3 Create Bulletin



8. To replicate an existing bulletin, click the **Copy** option from ⋮ icon.
9. To permanently delete the existing bulletin, click the **Delete** option from ⋮ icon.
10. On **View Bulletin** screen, the system displays all the bulletin messages with status:

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

Table 5-3 Tax Deducted at Source Inquiry - Field Description

Field	Description
Customer ID	Enter the **Customer ID** or click the search icon to view the **Customer ID** pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing **Customer Number** or **Customer Name** and click on the **Fetch** button.
Customer Name	**Customer Name** is displayed based on the Customer ID selected.
Account Number	You can enter a specific account number of the customer and search Tax Deducted at Source details or click the drop-down list to select the available account numbers listed for the customer id to search the Tax Deducted at Source details. This is an optional field.
Financial Year	By default, the current financial year is displayed in this field. You can select the previous financial years from the drop-down. The system displays the Tax Deducted at Source details financial year-wise.
Branch	The system displays the Branch Code based on the account number.
Account Number	The system displays the Account Number.
Account Name	The system displays the Account Name.

Table 5-3 (Cont.) Tax Deducted at Source Inquiry - Field Description

Field	Description
Interest Amount	The system displays the Credit interest on the account.
Taxation Date	The system displays the date of the tax application on the account.
Tax Amount	The system displays the Tax amount calculated on the credit interest.

5.2 Memo Maintenance

This topic describes the systematic instruction to maintain the Memo instructions against the Current and Savings Account or Deposit Account.

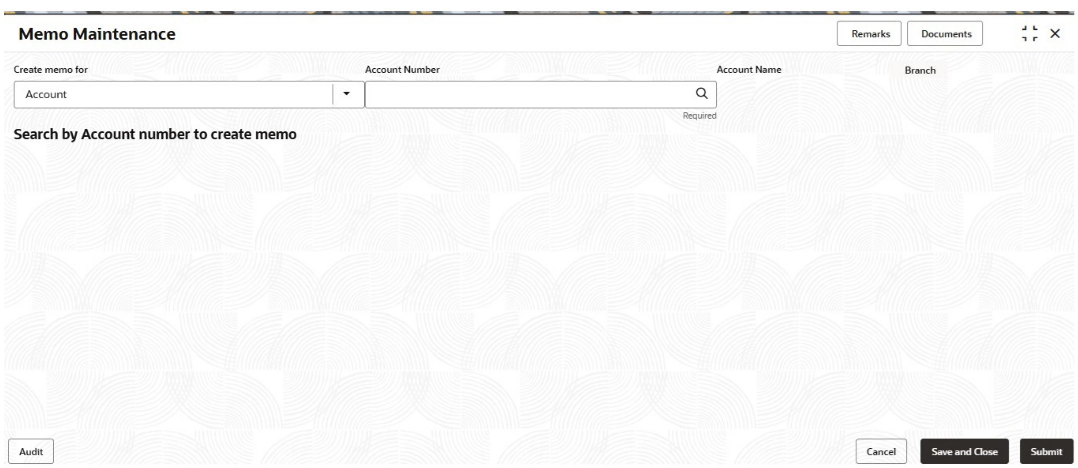
The memo maintenance screen helps you to maintain the information or important actions that take place when the account holder visits the branch or user performs any transactions on the account. This memo details are displayed to the bank user or the account holder performs any channel transactions.
To maintain memo:

> **Note:**
>
> The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Interaction Services**, under **Maintenance**, click **Memo Maintenance**, or specify the **Memo Maintenance** in the Search icon bar.

   Memo Maintenance screen is displayed.

   Figure 5-4 Memo Maintenance

2. On **Memo Maintenance** screen, perform the required option.

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

Table 5-4 Memo Maintenance - Field Description

Field	Description
Create memo for	The user can select the following categories from the drop-down list. The drop-down lists the below values: • **Account** • **Deposit** • **Customer ID** When the user selects the **Account** option, the system displays the **Account Number**, **Account Name**, and **Branch** fields. When the user selects the **Deposit** option, the system displays the **Deposit Account Number**, **Account Name**, and **Branch** fields. When the user selects the **Customer ID** option, the system displays the **Customer ID**, **Customer Name**, and **Branch** fields.
Account Number	Specify the **Account Number** or click the search icon to view the **Account Number** pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing **Customer ID**, **Account Number**, or **Account Name** and clicking on the **Fetch** button. **Note:** This field is displayed, if you select **Account** option from the **Create memo for** field.
Deposit Account Number	Enter the **Deposit Account Number** or click the search icon to view the **Deposit Account Number** pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Deposit Account Number by providing **Customer ID**, **Deposit Account Number**, or **Account Name** and clicking on the **Fetch** button. **Note:** This field is displayed, if you select **Deposit** option from the **Create memo for** field.
Customer ID	Enter the **Customer ID** or click the search icon to view the **Customer ID** pop-up window. By default, this window lists all the customer IDs present in the system. You can search for a specific customer ID by providing **Customer ID** or **Customer Name** and clicking on the **Fetch** button. **Note:** This field is displayed, if you select **Customer ID** option from the **Create memo for** field.
Account Name	The **Account Name** is displayed based on the account or deposit number selected.

Table 5-4 (Cont.) Memo Maintenance - Field Description

Field	Description
Branch	Displays the branch code for the selected account or deposit number.

3. When users input the **Current and Savings Account Number** or **Deposit Account Number**, the system displays the existing memo instructions if any or the system displays a message as **Active Memo instruction details are not available**.

   Memo Details screen is displayed.

Figure 5-5 Memo Details

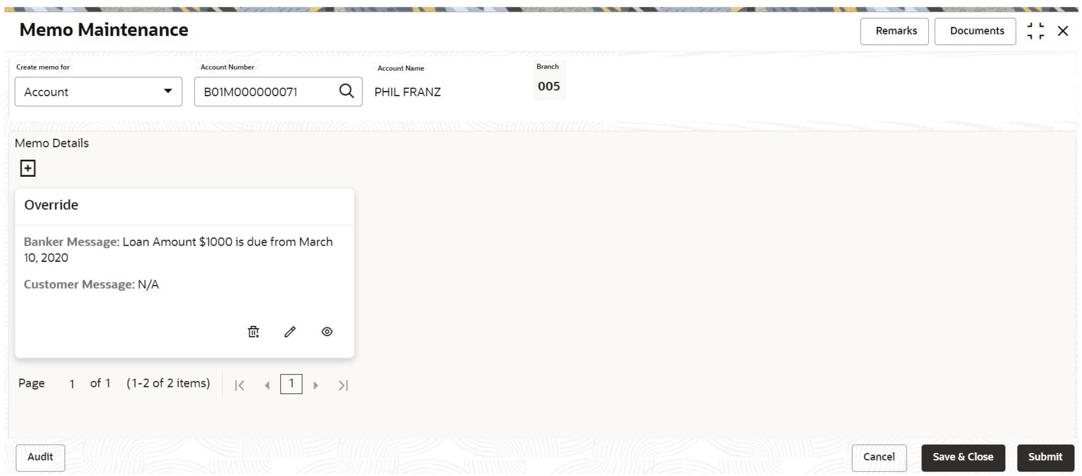
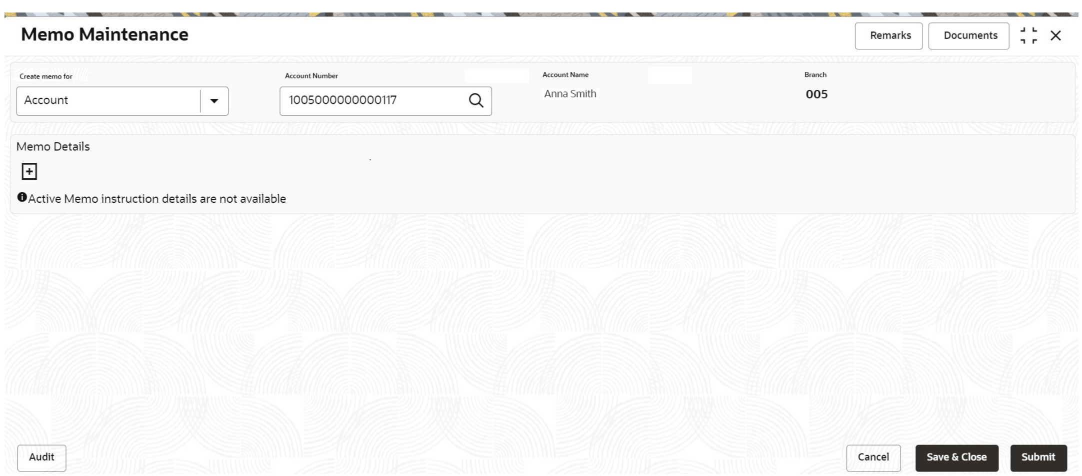


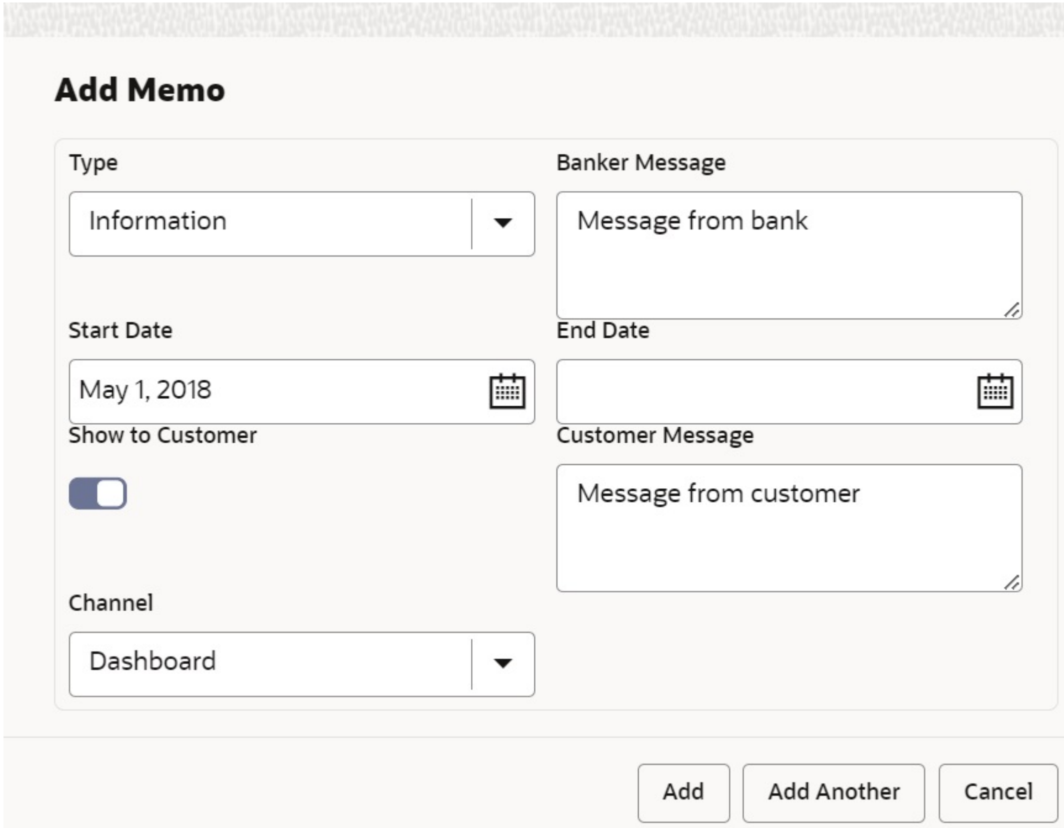
Figure 5-6 No Active memo instructions



4. To create a new memo instructions, click  icon.

   Add Memo pop up screen is displayed.

Figure 5-7 Add Memo



5. On **Add Memo** pop up screen, specify the fields.

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

Table 5-5 Add Memo - Field Description

Field	Description
Type	Select the Type from the drop-down list. The drop-down lists the below values: • Information • Override
Banker Message	Specify the memo instruction message which displays to the bank user.
Start Date	The system defaults the start date as the current branch date, and the user can modify the start date to any future date using the adjoining **Calendar** button. **Note:** The **Start Date** cannot be backdated.
End Date	Click on the adjoining calendar icon to specify the end date of the memo instruction.

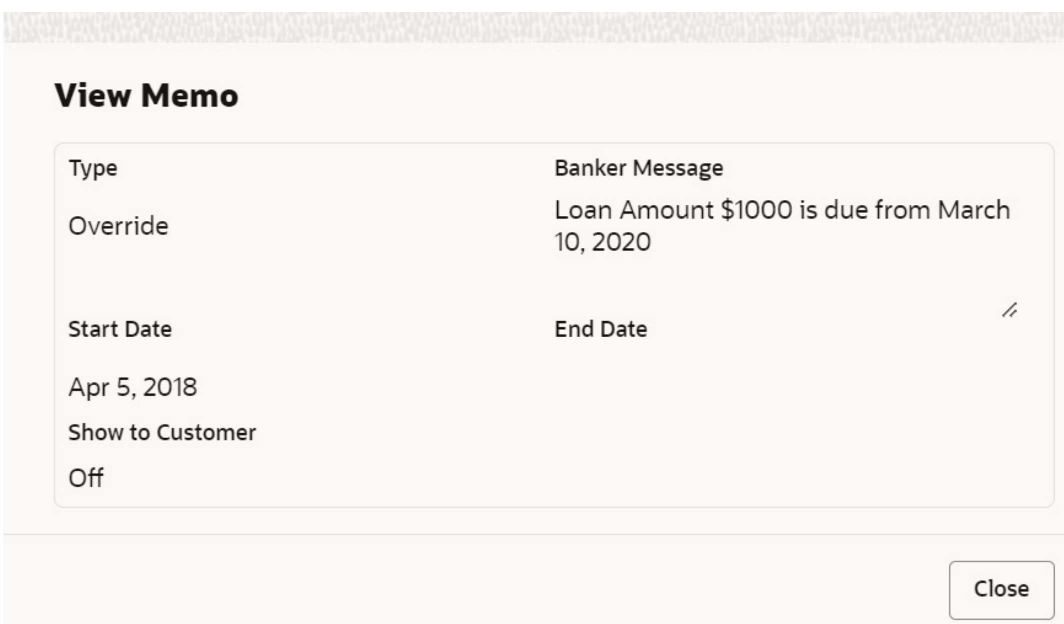
Table 5-5 (Cont.) Add Memo - Field Description

Field	Description
Show to Customer	Users can click on the **Show to Customer** toggle button to capture memo instruction, which displays to the account holder. **Note:** The **Customer Message** and **Channel** fields are available if the user enables the **Show to Customer** toggle button.
Customer Message	Specify the memo instruction message, which displays to the Account holder.
Channel	Select the channel to display the memo to the account holder from the drop-down list. The drop-down lists the below values: • Dashboard • E-Mail • SMS

6. On click of **Add Another** button, the **Add Memo** screen refreshes to capture another instruction detail and a new memo tile displays under the Memo Details.
7. Click the **Add** button to add new memo details. After the click on **Add** button, the **Add Memo** pop-up window is closed.
8. On **Memo Maintenance** screen, under **Memo Details**, click on the tile to view the memo instruction.

   View Memo pop up screen is displayed.

Figure 5-8 View Memo



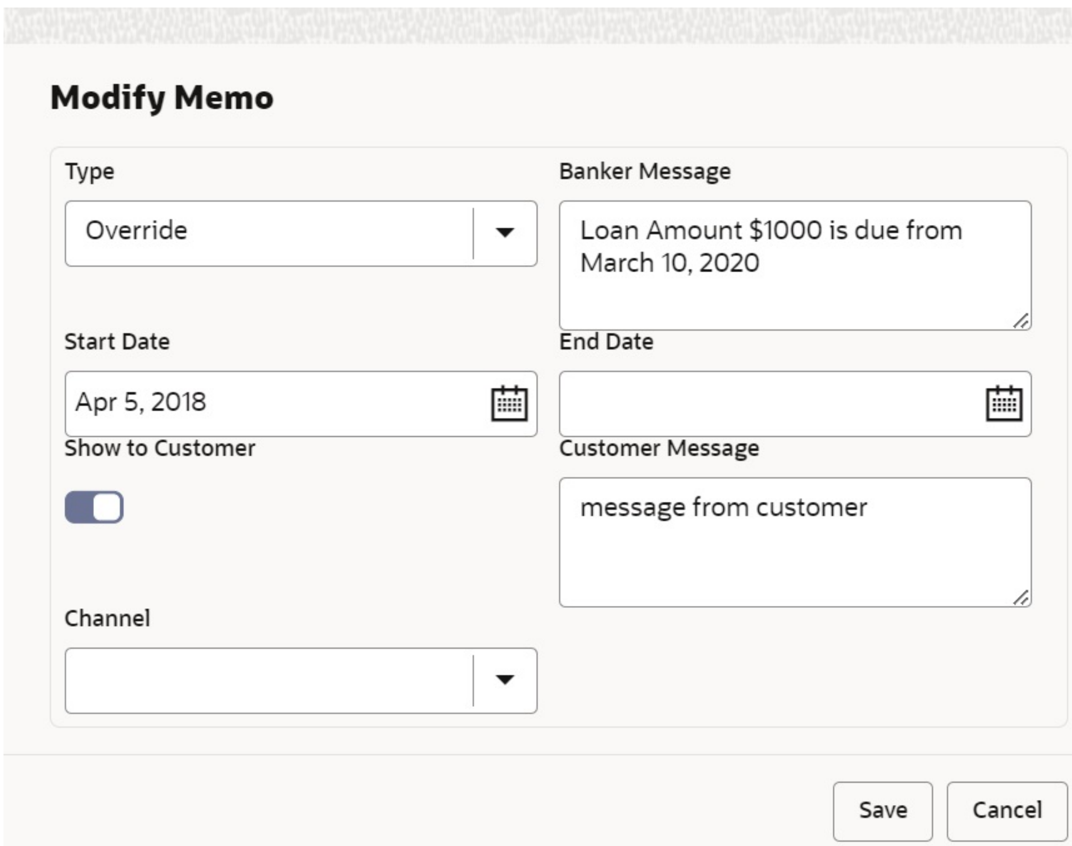
9. On the **View Memo** screen, users can view the following details:

a. Type
b. Banker Message
c. Start Date
d. End Date
e. Show to Customer
f. Customer Message
g. Channel

10. On **Memo Maintenance** screen, under **Memo Details**, click on the tile to modify the memo instructions.

    Modify Memo pop up screen is displayed.

Figure 5-9 Modify Memo



11. On the **Modify Memo** screen, users can modify the following fields:

a. Type
b. Banker Message
c. Start Date
d. End Date
e. Show to Customer
f. Customer Message

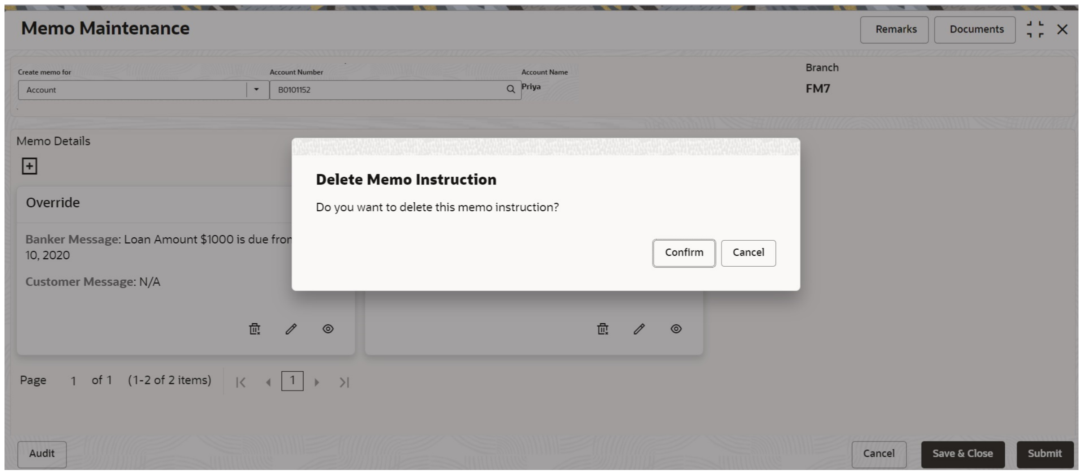
g. Channel

12. Click the **Save** button to update the memo details and the updated instruction details displayed in the tile.

13. On **Memo Maintenance** screen, under **Memo Details**, click  on the tile to delete the memo instruction.

    Delete Memo Instruction pop up window is displayed.

Figure 5-10 Delete Memo Instruction



14. Click the **Cancel** button to cancel the Delete Memo Instruction operation.
15. Delete the Memo instruction by clicking on the **Confirm** button.

6 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.

6.1 Create Service Preferences

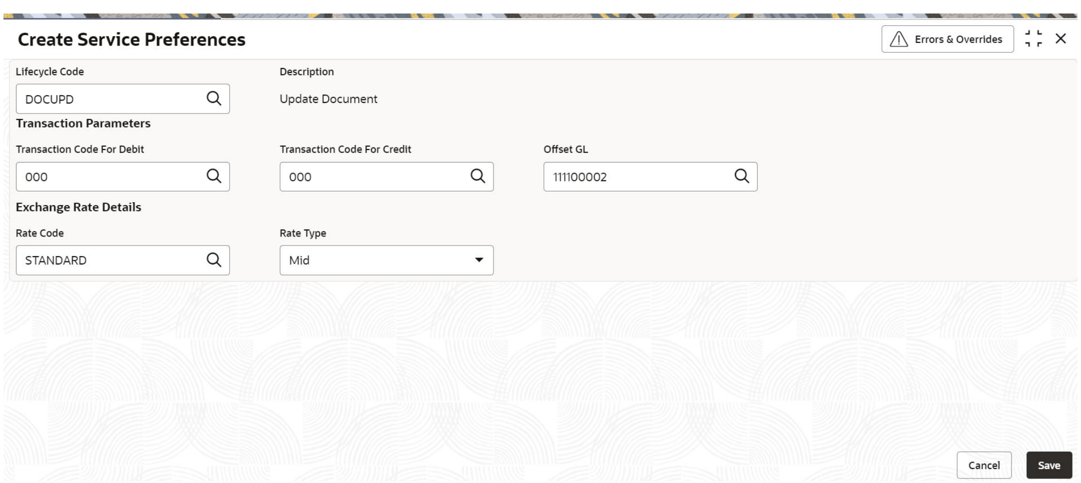
You can create service preferences for Transaction Code for Debit, Transaction Code for Credit, Exchange Rate Code, and Exchange Rate Type servicing screens using the **Create Service Preferences** screen.

To create service preferences:

1. On the **Homepage**, from the **Servicing Configurations**, under **Servicing 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.

   Figure 6-1 Create Service Preferences

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

Table 6-1 Create Service Preferences – Field Description

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**

3. Click **Save**.

6.2 View Service Preferences

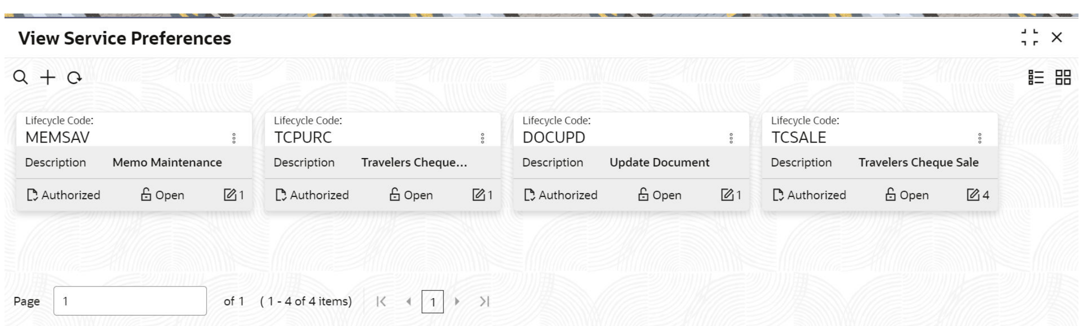
You can view all of the authorized, unauthorized, and closed service preferences using the **View Service Preferences** screen. Authorize option is also available for supervisor users for approving unauthorized business processes.

To view the service preferences:

1. 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 6-2 View Service Preferences



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 6-2 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.

Table A-1 Error Codes and Messages

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
GCS-MOD-005	Not amendable field, cannot modify

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

Error Code	Message
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

B

Lifecycle Codes

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

Table B-1 Lifecycle Codes

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

C

Process Codes

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

Table C-1 Process Codes

Sequence	Process Code	Process Code Description	Stage Code	Stage Code Description
1	CASAPC	CASA Application	CASAPC_INITIATION	CASA Application Entry
2	CASAPC	CASA Application	CASAPC_APPROVAL	CASA Application Approval
3	CASAPC	CASA Application	CASAPC_HANDOFF_RETRY	CASA HandOff Retry

D

Data Segment List

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

Table D-1 Data Segment List

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

E

Functional Activity Codes

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

Table E-1 Functional Activity Codes

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_BUSINESSPRODDETAILS_NEW	Create	Create the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_SUBMIT	Create	Create the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_RMLOCK	Create	Create the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_VALID	Create	Perform the validations during create.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_AMEND	Modify	Modify the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_DELETE	Delete	Delete the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_CLOSE	Close	Close the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_REOPEN	Reopen	Reopen the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_GET_RESAGG	Inquiry	Fetch the business product details.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_HIST	Inquiry	Fetch the modification history.

Table E-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_GETPROD	Inquiry	Fetch the host product details.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_AUTHORIZE	Authorize	Authorize the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDETAILS_UNAUTH	Authorize	Authorize the business product.
View Business Product	OBBRN_FA_BUSINESSPRODDETAILS_REVERT	Cancel	Revert the changes.
View Business Product	OBBRN_FA_BUSINESSPRODDETAILS_ACTION	View	Display all actions in summary screen.
View Business Product	OBBRN_FA_BUSINESSPRODDETAILS_VIEW	View	View the business product details.
Create Service Preferences	OBBRN_FA_PREFERENCE_CREATE_RESOURCE	Create	Create the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_SUBMIT_RESOURCE	Create	create the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_UPDATE_RESOURCE	Modify	Modify the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_CLOSE_RESOURCE	Close	Close the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_REOPEN_RESOURCE	Reopen	Reopen the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_VALIDATE_RESOURCE	Validate	Validate the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_GET_UNAUTHRESOURCE	Authorize	Authorize the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_AUHTORIZE_RESOURCE	Authorize	Authorize the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_REMOVE_RESOURCELOCK	Authorize	Authorize the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_GET_PERMACT_ONRES	Authorize	Authorize the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_AUHTORIZE_RESOURCE	Authorize	Authorize the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_GETBY_RESOURCEID	View	View the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_GET_RESOURCEHIST	View	View the Service Preferences.
Create Service Preferences	OBBRN_FA_PREFERENCE_GET_RESOURCEAGGR	View	View the Service Preferences.
View Service Preferences	OBBRN_FA_PREFERENCE_GET_SUMMARY	View	View the summary screen details.

Index