Oracle® Flexcube Investor Servicing

Depositaries User Guide

Release 14.7.6.0.0

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Oracle Flexcube Investor Servicing Depositaries User Guide, Release 14.7.6.0.0

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Contents

Preface

Oracle FLEXCUBE Investor Servicing is a comprehensive mutual funds automation software from Oracle® Financial Servicing Software Ltd.©.

You can use the system to achieve optimum automation of all your mutual fund investor servicing processes, as it provides guidelines for specific tasks, descriptions of various features and processes, and general information.

This topic contains the following sub-topics:

- Purpose
- Audience
- Documentation Accessibility
- Critical Patches
- Diversity and Inclusion
- Conventions
- Screenshot Disclaimer
- Acronyms and Abbreviations
- Symbols and Icons
- Basic Actions
- Getting Help
- Prerequisite

Purpose

You are intended to become familiar with the **Oracle Flexcube Investor Servicing** application through this guide. This guide offers responses to particular features and procedures that are necessary for the module to operate effectively.

Audience

This user guide is intended for the Fund Administrator users and System operators in the AMC.

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 customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

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. All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by 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.

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.

Acronyms and Abbreviations

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

Table Acronyms and Abbreviations

Abbreviation	Description
CIF	Customer Information File
EOD	End of Day
EPU	Earnings per unit
FCIS	Oracle FLEXCUBE Investor Servicing

Table (Cont.) Acronyms and Abbreviations

Abbreviation	Description
FMG	The Fund Manager component of the system
FPADMIN	Oracle FLEXCUBE Administrator
GTA	Global Transfer Agency
ID	Identification
IHPP	Inflation Hedged Pension Plan
IPO	Initial Public Offering
LEP	Life and Endowment Products
LOI	Letter of Intent
NAV	Net Asset Value
REG	The Registrar component of the system
ROA	Rights of Accumulation
ROI	Return on Investment
SI	Standing Instructions
SMS	Security Management System
URL	Uniform Resource Locator
VAT	Value Added Tax
WAUC	Weighted Average Unit Cost

Symbols and Icons

This guide may refer to all or some of the following symbols and icons:

Table Symbols and Icons

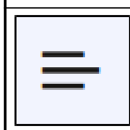
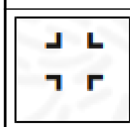
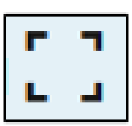
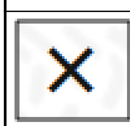
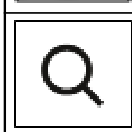
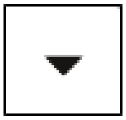
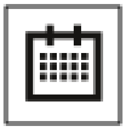
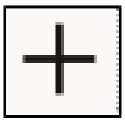
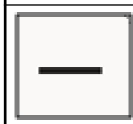
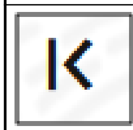
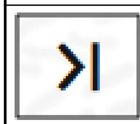
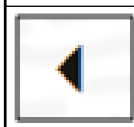
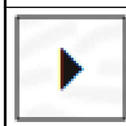
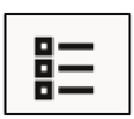
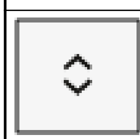
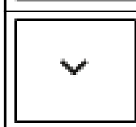
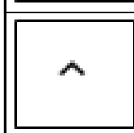
Symbol/Icon	Function
	Lists all records maintained
	Minimize
	Maximize
	Close
	Perform Search

Table (Cont.) Symbols and Icons

Symbol/Icon	Function
	Open a list
	Select a Date
	Add a new row to enter details in a record.
	Delete a row, which is already added.
	Navigate to the first record
	Navigate to the last record
	Navigate to the previous record
	Navigate to the next record
	View a single record
	Sort the values in ascending or descending order
	Sort the values in ascending
	Sort the values in ascending

Basic Actions

Following are the basic actions of the screens that an user may require to perform on new or existing records in a screen.

Table Basic Actions

Action	Description
New	Used to add a new record. When the user click **New**, the system displays a new record enabling to specify the required data. **Note**: The fields, which are marked with an asterisk, are mandatory.
Copy	Used to copy the details of a record.
Close	Used to close a record. This action is available only when a record is created.
Unlock	Used to update the details of an existing record. System displays an existing record in editable mode.
Print	Used to print a record. This action is available only when a record is created.
Enter Query	Used to give details of a saved record in a detail screen. When the user click **Enter Query**, the system displays a saved record enabling to specify only the required or primary data.
Execute Query	User need to perform this after entering query. Click **Execute Query** after specifying the details of the record to be fetched, the system retrieves all the information of that particular record.
Audit	Used to view the maker details, checker details and report status.
Cancel	Used to cancel the performed action.
Save	Used to save the details entered or selected in the screen.
Refresh	Used to refresh the details selected in the screen.
Reset	Used to reset the fields to enter a new criteria.
Clear All	Used to clear all the data entered for search criteria.
Details	Used to navigate to Detail screen.
Search	Used to search either the details of a particular record or a list of records by querying particular field.
Advanced Search	Used to search details more precisely.
Approve	Used to approve the initiated report. This button is displayed, once the user click **Authorize**.
Authorize	Used to authorize the report created. A maker of the screen is not allowed to authorize the report. Only a checker can authorize a report, created by a maker.
Confirm	Used to confirm the performed action.
OK	Used to confirm the details in the screen.
Reject	Used to reject the report created. A maker of the screen is not allowed to authorize the report. Only a checker can reject a report, created by a maker.

Table (Cont.) Basic Actions

Action	Description
View	Used to view the report details in a particular modification stage. This button is displayed, once the user click **Authorize**.

Getting Help

Online help is available for all tasks. You can get help for any function or fields by clicking the help icon provided or by pressing **F1**.

Prerequisite

Specify **User ID** and **Password**, and log in to **Home Screen**.

1

Interface with Depositary Systems

This topic gives the systematic instructions to provide interface with depositary systems.

Oracle Flexcube Investor Servicing (FCIS) provides the facility to interface with external depositary systems. A depositary system is an agency that maintains the holdings of investors in an electronic form. An AMC could also function as a depositary. Investors who hold investment units in a depositary system are known as beneficiaries.

Depositary systems may have registrar systems, which maintain records of the balances (known as **positions**) held by each beneficiary, and also process and disburse dividend payments for the beneficiaries. In some cases, depositaries could also interface with external systems that will provide registrar services for the depositary.

Another function served by a registrar is the conversion of the physical shares to electronic format, and vice versa.

- When a physical share is converted to an electronic form, it is said to be **de-materialized**.
- When the reverse occurs, it is said to be **rematerialized**.

Oracle Flexcube Investor Servicing (FCIS) provides the facility of functioning as a registrar system to an external depositary. In such a scenario, **FCIS** receives details of positions held by beneficiaries in the depositary and updates these positions whenever a dividend is disbursed. **FCIS** also processes requests for de-materialization and re-materialization of shares held by the beneficiaries.

To configure the **FCIS** system to act as a registrar to an external depositary, you must ensure that the following processes and maintenances are in place:

- Maintain the depositary as a unit holder in the system.
- Associate a fund with the **ISIN Code**.
- Maintain interfaces for importing beneficiary positions.

This topic contains the following sub-topics:

- Depositary Maintenance as Unit Holder
  This topic provides instructions to maintain depositary as unit holder account details.
- Process Fund-ISIN Mapping Detail
  This topic provides the systematic instructions to maintain the association of each fund with the ISIN Code.
- Fund-ISIN Mapping Summary
  This topic provides the systematic instructions to perform the basic operations on the selected records.
- Dividend Processing for Beneficiaries
  This topic provides information on dividend processing for beneficiaries details.
- Requests for De-materialization Processing
  This topic provides information on requests for de-materialization processing details.
- Requests for Re-materialization Processing
  This topic provides information on requests for re-materialization processing details.

1.1 Depositary Maintenance as Unit Holder

This topic provides instructions to maintain depositary as unit holder account details.

Each depositary for which **FCIS** provides registrar services must be maintained as a unit holder entity in **FCIS**. The total balance held by all beneficiaries in the depositary can then maintained as the depositary unit holder balance in **FCIS**.

A unit holder account that is created for a depositary is identified by the Dealing Type **D**, indicating **Depositary**.

When the account is created in the system in the **Unit Holder New Account** screen, you must specify **Depositary** in the **Dealing Type** field.

Before a dividend is processed,

- The external depositary system exports a file (called BENPOS file) containing the positions of all beneficiaries.
- When this file is uploaded into **FCIS**, the system validates that the sum of these positions in the BENPOS file must be equal to the balances in the depositary unit holder account. Based on this information, dividend is processed and disbursed for each beneficiary.
- The updated positions are maintained in the **FCIS** database, and can be exported back to the depositary system when required.

Dividend processing, therefore, is done for the beneficiaries and not for the depositary unit holder account.

When dividend is processed, the income distribution option maintained for the fund-ISIN association, for each fund in which the beneficiaries hold balances, is applied. Dividends are apportioned to each beneficiary as applicable, and a report is sent back to the depositary, with the updated positions.

1.2 Process Fund-ISIN Mapping Detail

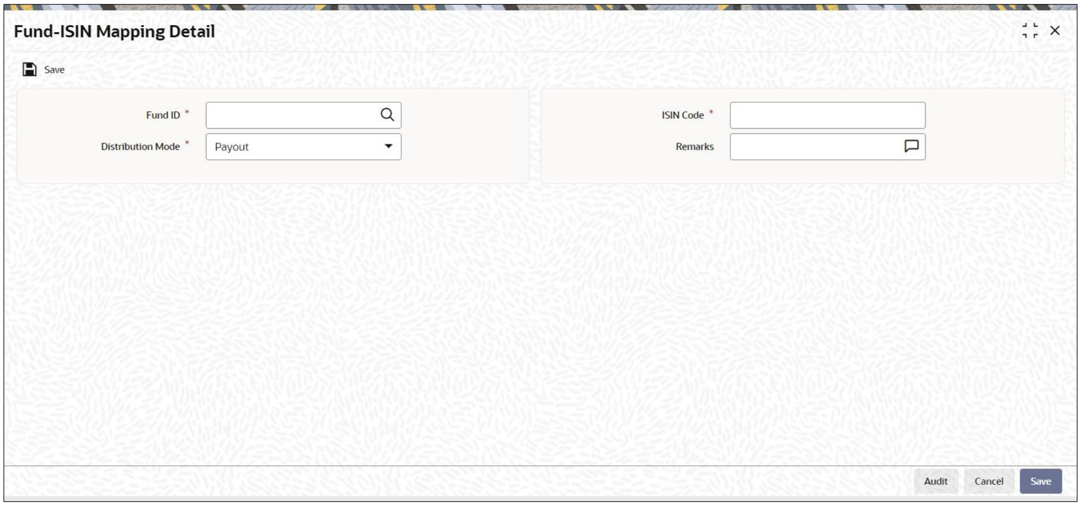
This topic provides the systematic instructions to maintain the association of each fund with the ISIN Code.

Each fund of the AMC which is traded through a depositary must be associated with an identification called the **ISIN Code**. The **ISIN Code** will be the common identifier for the fund both in the external **depositary** and **FCIS**, so that the balances of the depositary unit holder in the fund can be maintained and also apportioned to each beneficiary. The income distribution option for each Fund-ISIN association can be maintained, and used during dividend processing and distribution, to achieve apportionment to each beneficiary.

1. On **Home** screen, type **UTDFNDIS** in the text box, and click **Next**.

   The **Fund-ISIN Mapping Detail** screen is displayed.

Figure 1-1 Fund-ISIN Mapping Detail



2. Indicate the income distribution modes for each association.

   The system displays the following distribution modes:

   - **Payout**
   - **Reinvestment**

   For instance, for a Fund-ISIN association, if the **distribution mode** maintained is **Reinvestment**, then during dividend processing, for the depositary unit holders whose beneficiaries have holdings in the fund mapped to the ISIN code, the dividend will be reinvested. The income distribution option for a fund-ISIN association must be unique. That is, each Fund-ISIN association can only be associated with one income distribution option. The Fund-ISIN association is an optional attribute for a fund, and can be maintained for any authorized fund as and when necessary.

3. On **Fund-ISIN Mapping Detail**, click **New** to enter the details.

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

Table 1-1 Fund-ISIN Mapping Detail - Field Description

Field	Description
Fund ID	*Alphanumeric; 6 Characters; Mandatory* Specify the ID of the fund that you are associating with an ISIN code and distribution mode in this screen.
ISIN Code	*Alphanumeric; 12 Characters; Mandatory* Specify the ISIN code to be associated with the fund that you have selected, for the selected distribution mode.
Distribution Mode	*Mandatory* Select the income distribution mode applicable for the selected fund and ISIN code from the drop-down list. For a fund-ISIN association, you can only associate one income distribution mode. The options available in the drop-down list are as follows: • **Payout** • **Reinvestment**
Remarks	*Alphanumeric; 255 Characters; Optional* Specify any applicable remarks for the fund-ISIN-distribution mode association.

1.3 Fund-ISIN Mapping Summary

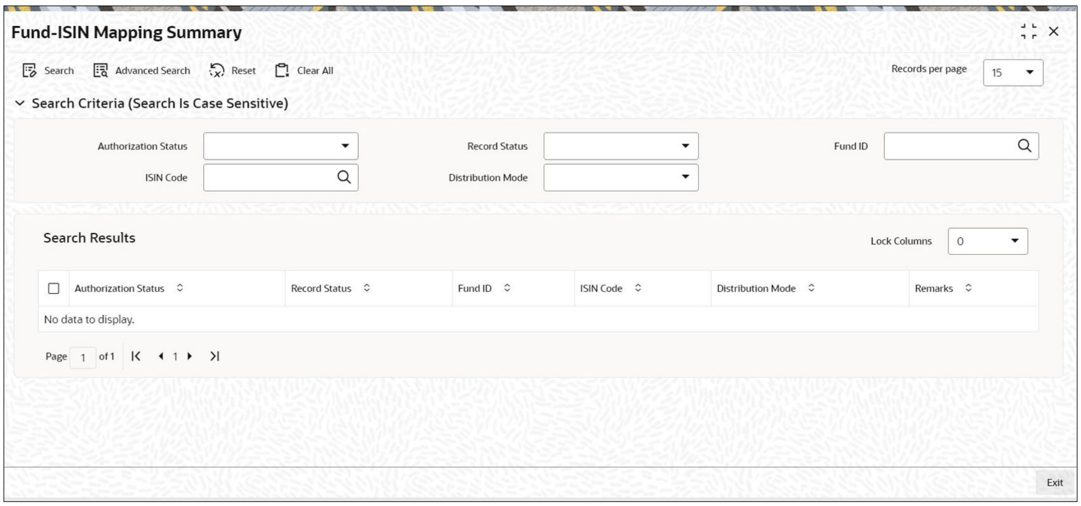
This topic provides the systematic instructions to perform the basic operations on the selected records.

Retrieve Fund ISIN Mapping Record

1. On **Home** screen, type **UTSFNDIS** in the text box, and click **Next**.

   The **Fund-ISIN Mapping Summary** screen is displayed.

   Figure 1-2 Fund-ISIN Mapping Summary

2. On **Fund-ISIN Mapping Summary** screen, specify any or all of the following details in the corresponding fields:
   - **Authorization Status -** If you choose the status, then the records matching the specified status are retrieved. If you do not choose any option, then all the records are retrieved.
   - **Record Status**
   - **Fund ID**
   - **ISIN Code**
   - **Distribution Mode**
   - **Remarks**
3. Click **Search** button to view the records.

   All the records with the specified details are retrieved and displayed in the screen.

> **Note:**
>
> You can also retrieve the individual record detail from the detail screen by querying in the following manner:
>
> - Press F7
> - Input the **ISIN Code**
> - Press F8

4. Perform **Edit**, **Delete**, **Amend** and **Authorize** operations by selecting the desired operation from the Action list. You can also search a record by using a combination of % and alphanumeric value.

   You can search the record for ISIN Code by using the combination of % and alphanumeric value as follows:

   - Search by A%:- System will fetch all the records whose ISIN Code starts from Alphabet 'A'. For example: AFUND1, AFUND2, AFUND10 etc.
   - Search by %7 - System will fetch all the records whose ISIN Code ends by numeric value' 7' .For example: AFUND7, AFUND17 etc.
   - Search by %17%:- System will fetch all the records whose ISIN Code contains the numeric value 17. For example: AFUND17, DUMMY17. etc.

- Edit Fund ISIN Mapping Record
  This topic provides the systematic instructions to edit Fund ISIN Mapping record.
- View Fund ISIN Mapping Record
  This topic provides the systematic instructions to view Fund ISIN Mapping record.
- Delete Fund ISIN Mapping Record
  This topic provides the systematic instructions to delete Fund ISIN Mapping record.
- Authorize Fund ISIN Mapping Record
  This topic provides the systematic instructions to authorize Fund ISIN Mapping record.
- Amend Fund ISIN Mapping Record
  This topic provides the systematic instructions to amend Fund ISIN Mapping record.
- Authorize Amended Fund ISIN Mapping Record
  This topic provides the systematic instructions to authorize amended Fund ISIN Mapping record.
- Maintain Interfaces for Uploading Beneficiary Positions
  This topic provides the systematic instructions to maintain interfaces for uploading beneficiary positions.

1.3.1 Edit Fund ISIN Mapping Record

This topic provides the systematic instructions to edit Fund ISIN Mapping record.

Modify the details of Fund ISIN Mapping that you have already entered into the system, provided it has not subsequently authorized. Perform this operation as follows:

1. Start the **Fund-ISIN Mapping Summary** screen from the Browser.
2. Select the status of the record that you want to retrieve for modification in the **Authorization Status** field.

You can only modify records that are unauthorized. Accordingly, choose the **Unauthorized** option.

3. Specify any or all of the details in the corresponding fields to retrieve the record that is to be modified.
4. Click **Search** button.

   All unauthorized records with the specified details are retrieved and displayed in the screen.
5. Double-click the record that you want to modify in the list of displayed records.

   The **Fund-ISIN Mapping Detail** screen is displayed.
6. Select **Unlock** operation from the Action list to modify the record. Modify the necessary information.
7. Click **Save** to save your changes.

   The **Fund-ISIN Mapping Detail** screen is closed and the changes made are reflected in the **Fund-ISIN Mapping Summary** screen.

1.3.2 View Fund ISIN Mapping Record

This topic provides the systematic instructions to view Fund ISIN Mapping record.

View a record that you have previously input by retrieving the same in the **Fund-ISIN Mapping Summary** screen. Perform this operation as follows:

1. Start the **Fund-ISIN Mapping Summary** screen from the Browser.
2. Select the status of the record that you want to retrieve for viewing in the **Authorization Status** field.
3. Specify any or all of the details of the record in the corresponding fields on the screen and click **Search** button.

   All records with the specified fields are retrieved and displayed in the screen.
4. Double-click the record that you want to view in the list of displayed records.

   The **Fund-ISIN Mapping Detail** screen is displayed.

1.3.3 Delete Fund ISIN Mapping Record

This topic provides the systematic instructions to delete Fund ISIN Mapping record.

Delete a record that you have previously entered. You can delete only unauthorized records in the system as follows:

1. Start the **Fund-ISIN Mapping Summary** screen from the Browser.
2. Select the status of the record that you want to retrieve for deletion.
3. Specify any or all of the details and click **Search** button.

   All records with the specified fields are retrieved and displayed in the screen.
4. Double-click the record that you want to delete in the list of displayed records.

   The **Fund-ISIN Mapping Detail** screen is displayed.
5. Select **Delete** operation from the Action list.

   The system prompts you to confirm the deletion and the record is physically deleted from the system database.

1.3.4 Authorize Fund ISIN Mapping Record

This topic provides the systematic instructions to authorize Fund ISIN Mapping record.

Authorize an unauthorized Fund ISIN Mapping in the system for it to be processed as follows:

1. Start the **Fund-ISIN Mapping Summary** screen from the Browser.
2. Select the status of the record that you want to retrieve for authorization. Typically, choose the **Unauthorized** option.
3. Specify any or all of the details and click **Search** button.

   All records with the specified details that are pending authorization are retrieved and displayed in the screen.
4. Double-click the record that you wish to authorize.

   The **Fund-ISIN Mapping Detail** screen is displayed.
5. Select **Authorize** operation from the Action List.

1.3.5 Amend Fund ISIN Mapping Record

This topic provides the systematic instructions to amend Fund ISIN Mapping record.

Modify the details of an authorized record using the **Unlock** operation from the Action List. To make changes to a record after authorization:

1. Start the **Fund-ISIN Mapping Summary** screen from the Browser.
2. Select the status of the record that you want to retrieve for authorization.

   You can only amend authorized records.
3. Specify any or all of the details and click **Search** button.

   All records with the specified details that are pending authorization are retrieved and displayed in the screen.
4. Double click the record that you wish to amend.

   The **Fund-ISIN Mapping Detail** screen is displayed.
5. Select **Unlock** operation from the Action List to amend the record.
6. Amend the necessary information and click **Save** to save the changes.

1.3.6 Authorize Amended Fund ISIN Mapping Record

This topic provides the systematic instructions to authorize amended Fund ISIN Mapping record.

Authorize an amended Fund ISIN Mapping maintenance for the amendment to be made effective in the system. The authorization of amended records can be done only from Fund Manager Module and Agency Branch module.

The process of subsequent authorization is the same as that for normal transactions.

1.3.7 Maintain Interfaces for Uploading Beneficiary Positions

This topic provides the systematic instructions to maintain interfaces for uploading beneficiary positions.

1. Obtain the positions for each beneficiary from the depositary prior to each dividend declaration and store in the **FCIS** database, so that the dividend declared and processed can be apportioned to each beneficiary based on the beneficiary position.
2. Maintain an interface through the **Interface Definition** facility to upload the beneficiary position before each dividend declaration.

   The beneficiary positions are exported from the external depositary as a file known as the **BENPOS** file.

1.4 Dividend Processing for Beneficiaries

This topic provides information on dividend processing for beneficiaries details.

When an authorized dividend is processed in **FCIS**, the first step is the identification of holdings eligible for dividend, also called the **freeze holdings** process. This process is first executed for non-depository unit holder accounts.

After this, the freeze holdings process is executed for the beneficiaries in each depositary unit holder account, for each fund in which the beneficiaries are eligible for dividend. The positions information contained in the **BENPOS** file is used for identifying the freeze held units for the beneficiaries.

After the freeze holding units are identified, the dividend is computed and the positions are updated accordingly. The income distribution option specified for the fund-ISIN association, for each fund in which the beneficiaries receive dividends, is used to determine whether the dividend is to be paid out or reinvested.

1.5 Requests for De-materialization Processing

This topic provides information on requests for de-materialization processing details.

FCIS also processes requests by unit holders for **de-materialization** of shares i.e., conversion from physical to electronic form, which can be kept in a depositary. A unit holder could therefore be a beneficiary in the depositary.

FCIS maintains the balances of unit holders in any fund of the AMC. **FCIS** also maintains the balances of depositary unit holders. Therefore, when a unit holder who has purchased the shares from the AMC requests for **de-materialization**, you can enter a transfer transaction for the unit holder, through which the physical holdings (i.e., the shares that need to be converted) can be transferred to the depositary unit holder balance in electronic form. The beneficiary balance of the unit holder, in the depositary unit holder account, will be updated with the transferred shares.

Example

Mr. X, a unit holder of your AMC, holds 100 shares that he has purchased from your AMC, by subscribing to the Carey Bugle Growth Fund. He wishes to convert these shares to electronic form.

Mr. X is also a beneficiary in the NGDL Depositary, which has a depository unit holder account in your AMC.

To process the **de-materialization** request, you enter a transfer transaction with Mr. X as the transferor, in Units mode, and specify the certificate details of the 100 shares that must be dematerialized. The transferee for this transaction would be the depositary unit holder account held by NGDL, in which Mr. X is a beneficiary. The beneficiary position of Mr. X in the Carey Bugle Fund will be updated with the units transferred due to the de-materialization of the 100 shares.

1.6 Requests for Re-materialization Processing

This topic provides information on requests for re-materialization processing details.

FCIS provides the facility of processing requests from unit holders for conversion of units in electronic form (which could be with a depositary), to physical shares. This is called **re-materialization**.

Index

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