Customer Account Creation

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1. About this Manual

1.1 Introduction

This manual is designed to help you quickly get acquainted with the basic features of the workflow layer of microfinance customer account creation.

1.1.1 Audience

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

Role	Function
Corporate Customer Service Executive	Collection of applications
Compliance Executive	Performance of compliance details of all parties in a contract
Compliance Manager	Verification of compliance check carried out by Compliance Executive

1.1.2 Abbreviations

The following abbreviations are used in this User Manual:

Abbreviation	Description
BPEL	Business Process Execution Language
MFi	Micro Finance

1.1.3 Organization

This manual is organized into the following chapters:

Chapter 1	*About this Manual* gives information on the intended audience. It also lists the various chapters covered in this User Manual
Chapter 2	*Microfinance Customer Creation* explains process of creation of microfinance account customer accounts in Oracle FLEXCUBE.

1.1.4 Conventions Used in this Manual

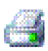
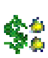
Important information is preceded with the STOP symbol.

1.1.5 Related Documents

Micro Finance User Manuals

1.1.6 Glossary of Icons

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

Icons	Function
	New
	Copy
	Save
	Delete
	Unlock
	Print
	Close
	Re-open
	Reverse
	Template
	Roll-over
	Hold
	Authorize
	Liquidate
	Exit
	Sign-off
	Help
	Add
	Delete

Refer the Procedures User Manual for further details about the icons.

2. Microfinance Customer Account Creation

2.1 Introduction

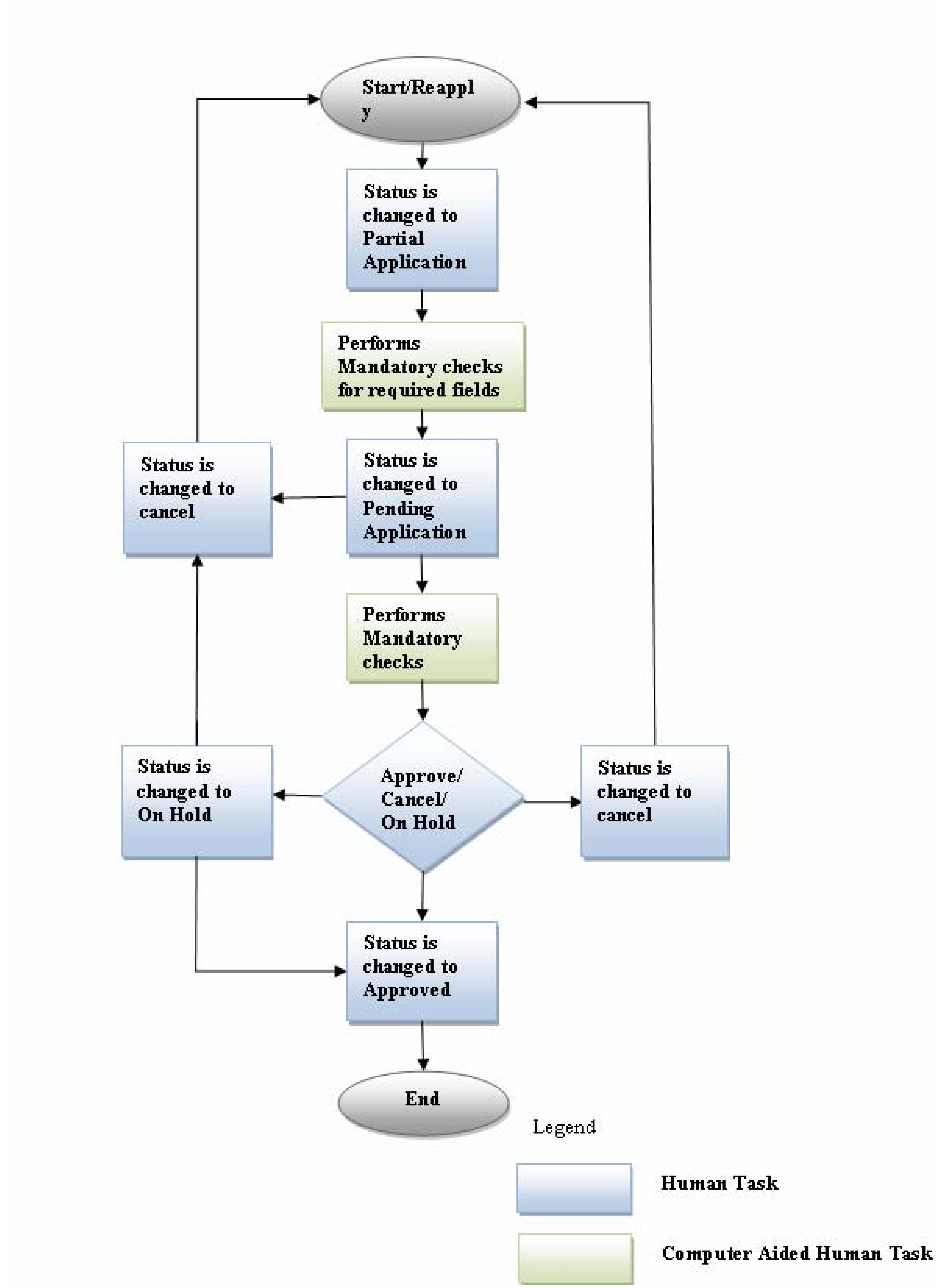
The bank initiates the process of microfinance account creation on request from the customer. This process involves three steps. In the first place, bank captures all mandatory information pertaining to the customer account and forwards the request to pending approval stage. At this stage, the bank verifies the request details against a defined set of approval conditions. From pending approval stage, the customer account creation request can be approved, cancelled or kept on hold. On approval, the system creates a new customer account. This document explains the processes involved in the creation of a new microfinance customer account.

2.2 Creation of Customer Accounts

Creation of microfinance customer account involve three stages. At every stage of customer account creation, the users (with requisite rights) need to acquire the relevant transactions from their task lists and act upon them. Similarly, at different times, the system will make calls to certain web services to process the transaction.

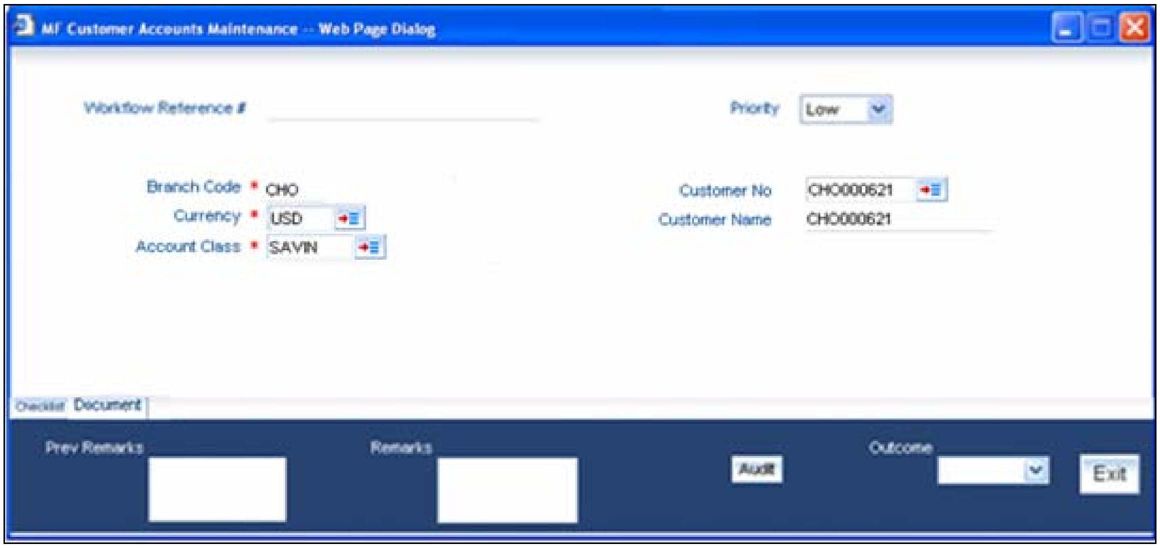
2.2.1 Process Flow Diagram

The following diagram shows the flow and the stages for creating a customer:


Start/Reappl
y
Status is changed to Partial Application
Performs Mandatory checks for required fields
Status is changed to cancel
Status is changed to Pending Application
Performs Mandatory checks
Status is changed to On Hold
Approve/ Cancel/ On Hold
Status is changed to cancel
Status is changed to Approved
End
Legend
Human Task
Computer Aided Human Task

Step 1. Input Basic Details of Microfinance Customer Account

The process of customer account creation begins with partial application stage. At this stage, you have to maintain the minimum information required for the creation of a microfinance customer account. You can capture specific details pertaining to the customer account using ‘MF Customer Accounts Maintenance Stage’ screen. To invoke the screen, type ‘MFDCAC01’ in the field at the top right corner of the Application tool bar and click the adjoining arrow button.



You can capture the following details on this screen:

Workflow Reference

The system displays the workflow reference number.

Priority

Set the priority of the customer creation request. The dropdown list displays the following values:

- Low
- Medium
- High

Choose the appropriate one.

Branch Code

Specify the branch code. The option list displays all valid branch codes maintained in the system. Choose the appropriate one.

Customer No

Specify the customer number. The option list displays all valid customer numbers maintained in the system. Choose the appropriate one.

Currency

Specify the currency. The option list displays all valid currencies maintained in the system. Choose the appropriate one.

Customer Name

Specify the customer name.

Account Class

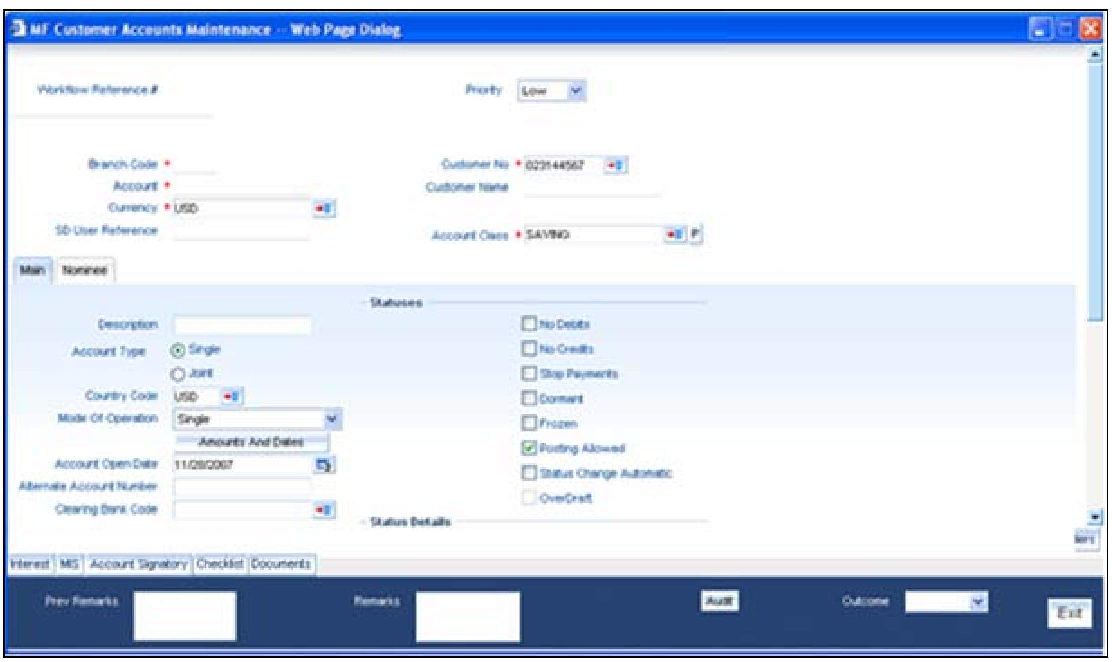
Specify the account class. The option list displays all valid account classes maintained in the system. Choose the appropriate one.

At this stage, you need to choose 'Partial Application' as the status. This will be updated in the later stages.

One you have captured the details, save the maintenance. The partial application will be moved to pending approval stage, where another user will review the information provided and add further details of the customer account.

Step 2. Capturing Other Details of Microfinance Customer

On saving the information entered on 'MF Customer Accounts Maintenance Stage' screen, the process will be moved to pending approval stage. You can move onto the second stage using 'MFDCAC02' function. This screen contains all user input fields.



At pending approval stage, the user needs to either move it to the approval stage or cancel the process.

Step 3. Customer Account Creation Approval

Once the user input data has been saved at pending approval stage, the process continues to the approval stage. This is the final stage of microfinance customer account creation. Following actions can be taken at this stage:

- Approval: If the saved information has been approved, then the customer account is will be Active.
- Cancel: If Approver cancels the record then record will go to stage1 where user can modify and save data as partial application.
- On hold: The approver may keep the record on hold for verification. After verification, the records can either be approved or cancelled.

All approved customer account will be listed in the screen ‘STDCUSAC’ with status as ‘Authorized’. You can query the records and perform various operations from this screen.

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