

Savings Account Creation User Guide

**Oracle FLEXCUBE Universal Banking**

Release 12.87.02.0.0

**Part No. E71280-01**

February 2016

Savings Account Creation User Guide  
February 2016  
Oracle Financial Services Software Limited

Oracle Park

Off Western Express Highway  
Goregaon (East)  
Mumbai, Maharashtra 400 063  
India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax: +91 22 6718 3001

[www.oracle.com/financialservices/](http://www.oracle.com/financialservices/)

Copyright © 2007, 2016, Oracle and/or its affiliates. All rights reserved.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate failsafe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

This software or hardware and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

---

# Contents

|   |            |
|---|------------|
| <b>1. Preface .....</b>   | <b>1-1</b> |
| 1.1 Introduction.....   | 1-1        |
| 1.2 Audience.....   | 1-1        |
| 1.3 Documentation Accessibility.....                                    | 1-1        |
| 1.4 Abbreviations.....  | 1-1        |
| 1.5 Organization .....  | 1-1        |
| 1.6 Related Documents .....   | 1-2        |
| 1.7 Glossary of Icons.....  | 1-2        |
| <b>2. Creation of Savings Account .....</b>                             | <b>2-1</b> |
| 2.1 Introduction.....   | 2-1        |
| 2.2 Account Creation Process .....                                      | 2-1        |
| 2.3 Processing Lead Requests.....                                       | 2-1        |
| 2.3.1 <i>Main Tab</i> .....   | 2-3        |
| 2.3.2 <i>Details Tab</i> .....  | 2-6        |
| 2.3.3 <i>Financial Tab</i> .....  | 2-8        |
| 2.3.4 <i>Requested Tab</i> .....  | 2-9        |
| 2.3.5 <i>Document Details</i> .....                                     | 2-10       |
| 2.3.6 <i>Processing and Validating Fields in Lead Maintenance</i> ..... | 2-12       |
| 2.3.7 <i>Processing Lead Requests</i> .....                             | 2-15       |
| 2.3.8 <i>Lead Workflow Chart</i> .....                                  | 2-17       |
| 2.4 Processing Requests through STP .....                               | 2-17       |
| 2.4.1 <i>Channel Workflow Chart</i> .....                               | 2-21       |
| 2.5 Stages for Request Received through Branch (BPEL).....              | 2-22       |
| 2.5.1 <i>BPEL Flow Diagram</i> .....                                    | 2-23       |
| <b>3. Function ID Glossary .....</b>                                    | <b>3-1</b> |

## 1.1 Introduction

This manual is designed to explain the Account Creation Process module of Oracle FLEXCUBE. It provides an overview of the workflow and information on creating and maintaining the applicant details with other supported features.

## 1.2 Audience

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

| Role                                 | Function   |
|--------------------------------------|--|
| Corporate Customer Service Executive | Collection of applications   |
| Trade Finance Executive              | Updation of details of contracts                                     |
| Trade Finance Manager                | Verification and authorization of contracts                          |
| Compliance Executive                 | Performance of compliance details of all parties in a contract       |
| Compliance Manager                   | Verification of compliance check carried out by Compliance Executive |

## 1.3 Documentation Accessibility

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

## 1.4 Abbreviations

The following abbreviations are used in this User Manual:

| Abbreviation | Description                         |
|--------------|-------------------------------------|
| BPEL         | Business Process Execution Language |
| SDEs         | System Data Elements                |
| WF           | Workflow                            |

## 1.5 Organization

This manual is organized into the following chapters:

|                  |  |
|------------------|--|
| <b>Chapter 1</b> | <i>About this Manual</i> gives information on the intended audience. It also lists the various chapters covered in this User Manual. |
|------------------|--|





|                  |  |
|------------------|--|
| <b>Chapter 2</b> | <i>Creation of Savings Account</i> explains the process of creating and maintaining the prospective applicant details.                     |
| <b>Chapter 3</b> | <i>Function ID Glossary</i> has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation. |

## 1.6 Related Documents

- Procedures User Manual
- Core Entities User Manual

## 1.7 Glossary of Icons

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

| <b>Icons</b>  | <b>Function</b> |
|---|-----------------|
|  | Exit            |
|  | Add row         |
|  | Delete row      |
|  | Option List     |

---

## 2. Creation of Savings Account

### 2.1 Introduction

Oracle FLEXCUBE facilitates account opening from different sources. This chapter discusses and takes you through the available options, stages involved and account opening workflow. In the first section, the chapter briefs you on the process involved. The next section talks about the steps involved in detail.

### 2.2 Account Creation Process

The process of creating a savings account begins with a bank receiving an account opening application and the related documents from a customer. A bank can receive this application either from a:

- Prospect – On receiving the request, customer is created in 'Customer Maintenance' screen and customer account is created at 'Customer Maintenance' screen. After the successful creation of customer and account, the prospect is informed about it. If the KYC check is not passed, then the application is rejected.
- Existing Customer – While opening an account for an existing customer, the bank checks KYC details, only if there are any changes in the existing KYC information of the customer. If the KYC check is not passed the application is rejected after blocking the existing accounts.

For a customer who passes the KYC check, the customer ID is created/ updated and the customer account is opened in the relevant system and the kit is dispatched

Prospect/customer can contact bank either through

- Channel – A request to open an account can be through any of the following routes.
  - Lead Request → Account opening through BPEL
  - Lead → Account opening through standard account opening process
  - Account opening request through STP
  - Account opening request through BPEL
- Branch – A request to open an account is through BPEL

After receiving a request, the bank verifies whether the details/documents required to process the request are available. If any documents are missing, then the bank will either decide to proceed after obtaining the missing details/documents or to process the request without waiting for the missing details/documents; however, with necessary approvals.

The following sections provide details on the process followed for Lead Maintenance and BPEL workflow..

### 2.3 Processing Lead Requests

Lead requests received from a prospective customers are handled at Lead Maintenance level and the facility is available to external channels as a service. As mentioned earlier, for a lead record, customer and account are created directly through Customer Information and Customer Account Creation screens respectively or through BPEL workflow.

Lead requests from an existing customer are also handled a Lead Maintenance level. However, for a lead record for an existing customer, the requested account is created directly through Customer Account Creation screen or BPEL workflow.

You can maintain the details of a prospective/existing applicant, when the applicant initially approaches the bank to open an account. The system facilitates capturing of lead details through external channels as well.

The following details are captured as part of this maintenance:

- Prospective/existing customer's personal and location details
- Prospective/existing customer's employment details
- Lead life cycle management

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

You can specify the following details in this screen:

### Lead Id

Specify a unique identification for the prospective customer.

### Description

Specify a suitable description for the prospective customer.

### Request ID

The system displays the request identification of the request.

### Channel

The system by default displays 'FLEXCUBE' as the channel. However, you can modify if needed. The adjoining option list displays a list of valid channels. Select the appropriate one.

**Date of Request**

Specify the date when the prospective customer enquired about the account. You can also select the date from the adjoining 'Calendar' icon.

**Application Type**

Select the application type as 'CASA' from the adjoining drop-down list.

**Current Status**

The system displays the current status of the lead.

**New Status**

Select the new status from the adjoining option list. It is mandatory to specify the reason if the current status is 'Closed', 'Rejected' or 'Additional Document Required'.

After authorization, the new status becomes the current status of the lead.

**Conversation ID**

Specify the conversation ID, if conversation is originated before the lead record submission. The adjoining option list displays all valid conversation IDs. Select the appropriate one.

**2.3.1 Main Tab**

You can capture the following personal and geographical details related to a prospective customer:

**Sequence Number**

The system displays the sequence number.Type

Select the type of the customer from the drop-down list provided. The following options are available:

- Primary
- Co-Applicant

**Existing**

Check this box, if the lead applicant is an existing customer.

**Local Branch**

Select the local branch of an existing customer from the adjoining option list.

**Customer No**

Specify the customer, if the Customer is existing. The adjoining option list displays all valid customer numbers. Select the appropriate one. If the Customer is prospect, then the system generates the new customer ID, by default.

**Default**

Click on default button to default the details on existing customer.

**Short Name**

The system defaults the Short name when default button is pressed, if the applicant is an existing customer. However, you can specify the short name, if the applicant is prospect.

**Customer Name**

The system defaults the Customer name when default button is pressed, if the applicant is an existing customer. However, you can specify the customer name, if the applicant is prospect.



**National ID**

Specify the national Id or country code of the customer or select the national Id from the option list provided.

**Responsibility**

Select the responsibility from the adjoining drop down list.

**Liability**

Specify the liability for all parties other than primary applicant.

**City**

Specify the city of the customer. If the lead is received from the channel (FCDB), then the city value is passed by the FCDB to FCUBS and is defaulted here.

**Country**

Specify the country of domicile of the customer or select the country code from the option list provided.

**Nationality**

Specify the country of which the customer is a national or select the country code from the option list provided.

**Language**

Specify the primary language of the customer or select the language from the option list provided.

**Customer Category**

Specify the category to which the customer belongs or select the customer category from the option list that displays all valid customer categories.

**Financial Currency**

Select the financial currency from the adjoining option list.

**Mobile Number**

Specify the mobile phone number of the prospective customer.

**Landline Number**

Specify the land phone number of the prospective customer.

**E-mail**

Specify the e-mail Id of the prospective customer.

**Fax**

Specify the fax number of the prospective customer.

**Preferred Date of Contact**

Specify the preferred date of contact.

**Preferred Time of Contact**

Specify the preferred time of contact.

**First Name**

Specify the first name of the customer.

**Middle Name**

Specify the middle name of the customer.

**Last Name**

Specify the last name of the customer.

**Salutation**

Select the salutation preference of the customer from the drop-down list provided. You can select any of the following options:

- Mr
- Mrs
- Miss
- Dr

**Gender**

Select the gender of the customer from the drop-down list.

**Date of Birth**

Specify the date of birth of the customer or select the date by clicking the 'Calendar' icon provided.

**Mother's Maiden Name**

Specify the customer's mother's maiden name.

**Marital Status**

Select the marital status of the prospective customer from the drop-down list. The following options are available:

- Married
- Divorced
- Remarried
- Separated
- Spouse Expired

**Dependants**

Specify the number of dependants for the customer.

**SSN**

Specify applicant's SSN.

**Passport Number**

Specify the passport number of the prospective customer.

**Passport Issue Date**

Specify the date on which the customer's passport was issued or select the date from by clicking the adjoining 'Calendar' icon.

**Passport Expiry Date**

Specify the date on which the customer's passport expires or select the date from by clicking the adjoining 'Calendar' icon.

**Existing Relationship Details**

You can maintain the following relationship details:

**Relationship Type**

Specify the relationship type of the customer.

### Credit Card Number

Specify the credit card number of the customer

### Customer ID/Account Number

Specify the customer identification or account number of the customer.

---

#### Note

The system defaults the above details for both the prospect and the existing customer, if the application is submitted from external system.

---

## 2.3.2 Details Tab

You can capture the address and employment related details of the prospective customer in 'Details' tab.

The screenshot displays the 'Prospect Details' application window. At the top, there are fields for 'Lead Id', 'Description', 'Request ID', 'Channel' (set to 'FLEXCUBE'), 'Promotion Code', and 'Remarks'. To the right, there are fields for 'Branch' (000), 'Date of Request' (2011-01-04), 'New Account Number', 'Application Type' (Retail), 'Current Status' (NEW), 'New Status', and 'Conversation ID'. Below this is the 'Applicant Details' section with a 'Type' dropdown (Primary) and 'Customer Name' (TOM). The 'Details' tab is selected, showing 'Address Details' and 'Employment Details'. 'Address Details' includes an 'Address Type' dropdown (Permanent) and a 'Current' checkbox, followed by four address lines (Address 1-4), 'Pin Code', 'Contact Number', and 'Country'. 'Employment Details' includes an 'Employer' field, 'Employment Type' (Full Time permanent), 'Occupation', 'Designation', 'Employee Id', 'Address 1-4', 'Country', 'Pin Code', 'Phone Number', 'Extension', 'Contact Phone', 'Contact Name', 'Contact Extension', 'Department', and 'Comments'. The 'Business Details' section at the bottom has fields for 'Type of Business', 'Name of Business', 'Type of Ownership', 'Others', 'Currency', and 'Annual Turnover'. A footer bar contains 'Maker/Checker', 'Date Time', 'Mod No/Record Status/Authorization Status', and a 'Cancel' button.

### Address Details

#### Address Type

Select the address type of the customer from the following options provided in the drop-down list:

- Permanent
- Home
- Correspondence Address

#### Mailing

Check this box to indicate that the address you specify here is the customer's mailing address.

#### Address Line 1 – 4

Specify the address of the customer in four lines starting from Address Line 1 to Address Line 3.

#### Pincode

Specify the zip code associated with the address specified.

**Contact Number**

Specify the contact telephone number of the customer.

**Country**

Specify the country associated with the address specified.

**Employment Details****Employer**

Specify the name of the employer of the prospective customer.

**Employment Type**

Select the customer's employment type from the drop-down provided. The following options are available:

- Part Time
- Full Time
- Contract Based

**Occupation**

Specify the occupation of the prospective customer.

**Designation**

Specify the designation of the prospective customer.

**Employee Id**

Specify the employee Id of the prospective customer.

**Address Line 1 – 4**

Specify the employment address of the customer in four lines starting from Address Line 1 to Address Line 4.

**Country**

Specify the country associated with the employment address specified.

**Pincode**

Specify the zip code associated with the office address specified.

**Phone Number**

Specify the official phone number of the prospective customer.

**Extension**

Specify the telephone extension number, if any, of the prospective customer.

**Contact Phone**

Specify the contact phone number of the customer's contact person.

**Contact Name**

Specify the name of a contact person at the customer's office.

**Contact Extension**

Specify the telephone extension number, if any, associated with contact person.

**Department**

Specify the department to which the customer belongs.

## Comments

Specify comments, if any, related to the customer's employment.

### 2.3.3 Financial Tab

You can capture the details related to the finance in the 'Financial' tab.

The screenshot displays the 'Prospect Details' application window. The 'Financial' tab is selected, showing the 'Income Details' section. The 'Income Details' table has the following columns: 'Income Type \*', 'Frequency', 'Currency \*', and 'Amount \*'. The first row contains the values 'Business', 'Monthly', and an empty 'Amount' field. The 'Add Row' button is visible to the right of the table. The 'Applicant Details' section shows 'Type' as 'Primary' and 'Customer Name' as 'TOM'. The 'Main' tab is also visible, showing 'Lead Id \*', 'Description', 'Request ID', 'Channel' (FLEXCUBE), 'Promotion Code', and 'Remarks'. The 'Application Type' is 'Retail', 'Current Status' is 'NEW', and 'Date of Request \*' is '2011-01-04'. The 'New Account Number' and 'Conversation ID' fields are also present. The bottom of the window shows a status bar with 'Maker', 'Checker', 'Date Time:', 'Mod No', 'Record Status', 'Authorization Status', and a 'Cancel' button.

## Income Details

### Income Type

Select the income type from the adjoining option list.

### Frequency

Select the frequency of the income of the applicant.

### Currency

Select the currency of the income from the adjoining option list.

### Amount

Specify the income amount.

## 2.3.4 Requested Tab

You can capture the details related to the requested CASA in 'Requested' tab.

The screenshot shows the 'Prospect Details' form with the 'Requested' tab selected. The form is divided into several sections:

- Lead Information:** Lead Id, Description, Request ID, Channel (FLEXCUBE), Promotion Code, Branch (000), Date of Request (2011-01-04), New Account Number, Application Type (Retail), Current Status (NEW), New Status, and Conversation ID.
- Requested Loan Details:** Requested Currency, Requested Amount, Rate, Tenor (In Months) (12), Loan Type (Vehicle Loan), and Loan Purpose.
- Vehicle Details:** Vehicle Type (Four Wheeler) and Purchase Type (New).
- Requested CASA Details:** Type of Account (Current Account), Purpose of Account, and an unchecked checkbox for 'Overdraft Limit Required'.

At the bottom, there is a 'Documents | Conversation' section with fields for Maker, Checker, Date Time, Mod No, Record Status, and Authorization Status, along with a 'Cancel' button.

You can capture the following details here:

### Requested CASA Details

---

#### Note

This section is applicable only for CASA Lead origination.

---

#### Type of Account

The system displays the type of account.

#### Purpose of Account

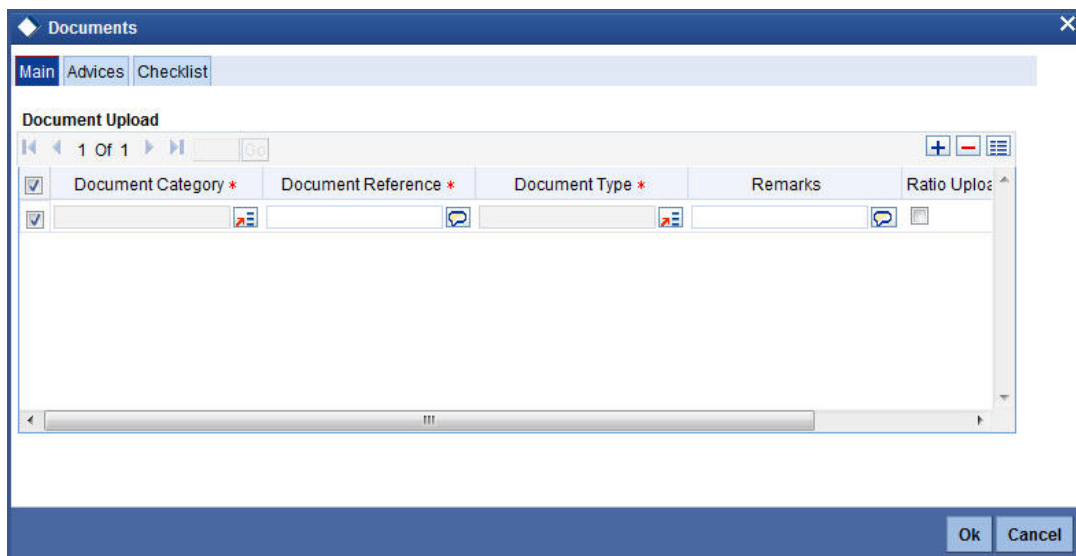
The system displays the purpose of the account.

#### Overdraft Limit Required

Check this box if overdraft limit is required.

## 2.3.5 Document Details

Click on 'Documents' link to invoke the Documents screen. You can upload the required documents from the external system.



The screenshot shows a web application window titled 'Documents'. At the top, there are tabs for 'Main', 'Advices', and 'Checklist'. Below the tabs is a 'Document Upload' section. It features a table with the following columns: 'Document Category \*', 'Document Reference \*', 'Document Type \*', 'Remarks', and 'Ratio Upload'. The first row of the table has a checked checkbox in the first column and empty input fields for the other columns. Below the table is a large text area for 'Remarks'. At the bottom right of the window, there are 'Ok' and 'Cancel' buttons.

### Document Category

Select the document category from the adjoining option list.

### Document Reference

Specify the document reference.

### Document Type

Select the type of document from the adjoining option list.

### Remarks

Specify remarks, if any.

### Ratio Upload

Check this box to enable ratio upload.

### Upload

Click on 'Upload' button to upload the document.

### View

Click on 'View' button to view the uploaded document.

The document upload from the external system is allowed only when:

- the customer submits the account opening request from the external system
- the status in the Prospect Details screen is 'Additional Documents Required'.

---

### Note

The documents uploaded by the customer through the external system is stored in the Document Management System with a document reference number.

---

## Status Related Process and Validation

The details of conditional listing of statuses required based on 'Application Type' and 'Current Status' combination in 'Lead Maintenance' screen are listed in the below table:

| Application Type | Process Code | Current Status  | New Status Available   | New Status Selected   |
|------------------|--------------|---|--|---|
| CASA             | LEAD         | New (Default Status for a new record)                                     | Follow Up<br>Rejected  | Follow Up<br>Rejected   |
|                  |              | Follow Up   | Under Process<br>Rejected  | Under Process<br>Rejected   |
|                  |              | Under Process   | Additional Doc Required<br>Account Opening in Progress<br>Rejected | Additional Doc Required   |
|                  |              |   |  | Account Opening in Progress<br>Rejected   |
|                  |              | Additional Doc Required   | Under Process<br>Rejected  | Under Process<br>Rejected   |
|                  |              | Account Opening in Progress (Further process is done manually)            | Converted<br>Rejected  | Converted<br>Rejected   |
|                  |              | Account Opening in Progress (Further process is done through origination) | -  | Origination in Progress (Automatic)<br><br>This status gets updated automatically once the lead ID is linked with Origination reference number. |
|                  |              | Origination in Progress   | -  | Converted (Automatic) Once the account is successfully opened in origination this status gets updated automatically                             |



| Application Type | Process Code | Current Status | New Status Available | New Status Selected |
|------------------|--------------|----------------|----------------------|---------------------|
|                  |              | Converted      | -                    | -                   |
|                  |              | Rejected       | -                    | -                   |

- The default 'Current Status' for a new lead record will be 'New'. In the 'New Status' field, the system lists the status based on the 'Application type', 'Process Code' selected and 'Current Status' of the record. The system enables you to proceed only when the new status you selected is applicable with respect to the current status. Else, the system displays the error message as "The status XXXXX cannot be chosen when the current status is XXXXX".
- The system communicates the status along with the reason code to respective channels for each status change. When the status is updated as 'Rejected' or 'Converted', you cannot amend the lead record.
- The status 'Converted' and the field 'New Account Number' are updated in lead record as listed below:
  - If the account is created through origination flow (BPEL flow). then the system updates the lead record status as 'Origination in Progress'. Then the lead ID is linked with the origination application reference number. On further flow when the account is created The system updates the 'New Account Number' in the Lead Maintenance screen with the newly created account number and changes the status as 'Converted'.
  - Alternatively, you can manually update the status as 'Converted'. While updating the status as 'Converted' you must update the newly created account number also. Else, the system will displays an error message as "New Account Number to be entered".
- If the process flow is terminated for any reason, then the system updates the lead status as 'Rejected'.
- You can link the lead ID with origination only when the current status of the lead record is 'Account Opening in Progress'. The 'Lead ID' field in the origination screen will display a list of lead records which has the status as 'Account Opening in Progress'.

### 2.3.6 Processing and Validating Fields in Lead Maintenance

The following are the steps involved to create an account using 'Lead Maintenance screen. This section also briefs you on the validations related to few fields.

1. Documents uploaded in external channels are stored in Document Management System and a reference number is created in system using which you can view the uploaded documents.
2. Once the field level requirements are maintained the status definition needs to be maintained for lead management. The following features available in the system facilitate the status definition maintenance for lead management:
  - A process code 'LEAD' maintained is maintained in the 'Process Code Maintenance' screen.
  - Status definition is maintained based on the 'Application Type' and 'Process Code' combination, maintained in Customer Maintenance and Lead Maintenance screens respectively. The system displays the following values for selection:
    - New
    - Follow up
    - Under Process

- Additional Doc Required
- Account Opening in Progress
- Converted
- Rejected
- Origination in Progress

You can link different reason codes to status definition in the 'Status Maintenance Screen'. Reason codes are linked based on the 'Application Type', 'Process Code' and 'Status Definition' combination. You can invoke this screen by typing 'ORDSTRMT' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.

You can maintain the following details:

### Branch

The system the current branch code here.

### Application Type

Select the application type you need to link to the status definition, from the adjoining drop-down list. The list displays the following values:

- CASA
- Retail

When the Application Type is 'CASA' and Process Code is 'LEAD', then the 'Status Definition' field displays the status values maintained in the system; however you can specify the values additional to the ones displayed. These values are stored in the database.

## **Process Stages**

### **Process Code**

Specify a valid process code you need to link to the status definition. The adjoining option list displays all valid process codes for the application type selected. Select the appropriate one.

### **Description**

System displays the description of the selected process code.

## **Status Definition**

### **Status Definition**

Specify a valid status definition you need to link. Also, the adjoining option list displays all valid status definition for the process codes selected. You can select the appropriate one.

### **Enable**

Check this box to enable status usage for the application type or process code.

## **Reason Codes**

### **Reason Code**

Specify a valid reason code you need to link. The adjoining option list displays all valid error codes maintained as 'I' at 'Error Message Maintenance' level are displayed here. Select the appropriate one.

You can link multiple reason codes to a status definition in this screen. However, it is mandatory to link at least a single reason code. This linking is extended to origination process codes also

### **Description**

System displays the description of the selected reason code.

### **Enable**

Check this box to enable status usage for the application type or process code.

## **Interaction**

- Interaction between branch user and channel user is established using the interaction module in 'Lead Maintenance' screen and the Conversation ID is referred to as Interaction ID. Interaction ID for a prospect is branch walk-in customer ID. If a branch walk-in customer is not available, then the system displays an error message as "Walk-in Customer not Available for the Branch".

The 'Reason Code' and 'Remarks' details are sent to the channel, along with the status communication for a particular stage.

- Before submitting the lead request, you can initiate the interaction from channels. In such scenario interaction will be assigned to 'Help Desk' initially and then at later stage when customer chooses the branch, the system automatically changes the assignee to 'All Roles' for the customer chosen branch. The system defaults the User/Role field of the interaction as 'Role'.

---

### **Note**

Channel will send the Conversation ID along with the Request ID/Lead ID to the system, if interaction was initiated before the lead request is submitted.

- 
- If the interaction is not started in channels even after the lead request is submitted, the branch user can initiate the interaction at any stage using the 'Conversation' button. The

generated Conversation ID along with the Request ID/Lead ID is sent to respective channels for further conversation. However, the 'Conversation ID' once updated cannot be amended.

### **Validating Lead Maintenance Fields**

The system validates if;

1. For the application type CASA, the default current status for a new record is 'New'.
2. Based on the application type and current status are the 'New Status' values listed.
3. Based on the new status value selected, are the reason codes linked to that status displayed in reason code field.
4. If employment type is 'Self Employed' or 'Other', then are the fields under 'Business Details' header enabled. For all the other options, fields under 'Business Details' must be disabled.
5. For 'Part time', 'Full time' and 'Contract Based' employment type, are the following fields enabled. For any other employment type they are disabled.
  - Occupation
  - Designation
  - Employee id
6. The fields under 'Requested CASA Details' must be enabled only when 'Application Type' is CASA.
7. Overdraft Limit Required field must be enabled only when 'Type of Account' is selected as 'Savings Account'.

### **2.3.7 Processing Lead Requests**

You can receive the lead request from customer or prospects. The possible scenarios and the behavior of CIF ID for each scenario are explained below.

#### **Scenario 1:**

A prospect not holding any relationship with the bank raises a request from channels.

- In Applicant Details section of Lead Maintenance screen, 'Existing' check box will be unchecked.
- A new CIF ID is allocated to the prospect and is displayed in Customer Number field of Applicant Details section in Lead Maintenance screen.
- Once the lead is converted and if the new account is opened through BPEL route then the allocated CIF ID can be used.
- Once the lead is converted and if the new account is opened through manual CIF creation, then while opening an account opening, the allocated CIF ID needs to be released once the status of the lead is updated as converted.

#### **Scenario 2:**

An existing customer with FCDB login credentials can apply for a new account by logging into net banking.

- In Applicant Details section of Lead Maintenance screen, 'Existing' check box will be checked by default.
- Customer ID provided by the customer in channels is validated in channels and is displayed in Customer Number field of Applicant Details section in Lead Maintenance screen.

### Scenario 3:

An existing customer without FCDB login credentials can apply for a new account by providing the existing relationship details and FCPB does not validate existing data.

- In Applicant Details section of Lead Maintenance screen, 'Existing' check box will be checked by default.
- Walk in Customer ID is computed by default in Customer Number field of Applicant Details section in Lead Maintenance screen.
- When the branch employee amends the lead record of walk-in customer ID, the system will display an error as "Invalid CIF, cannot amend a lead record as existing customer and customer ID is walk in ID".

### Scenario 4:

An existing customer applies for an account as a prospect from FCDB without providing any existing relationship details. This procedure is similar to scenario 1.

---

#### Note

When the current status of the lead record changes to 'Rejected', then the CIF IDs blocked for the Scenarios 1 and 4 are released automatically by the system, so that the blocked CIF IDs can be re used.

---

Once the Lead request is approved and converted. customer account is created through any of these;

- BPEL - Refer [2.5 Stages for Request Received through Branch \(BPEL\)](#)
- Opening an account through normal process

#### 2.3.7.1 Opening an Account through Normal Process

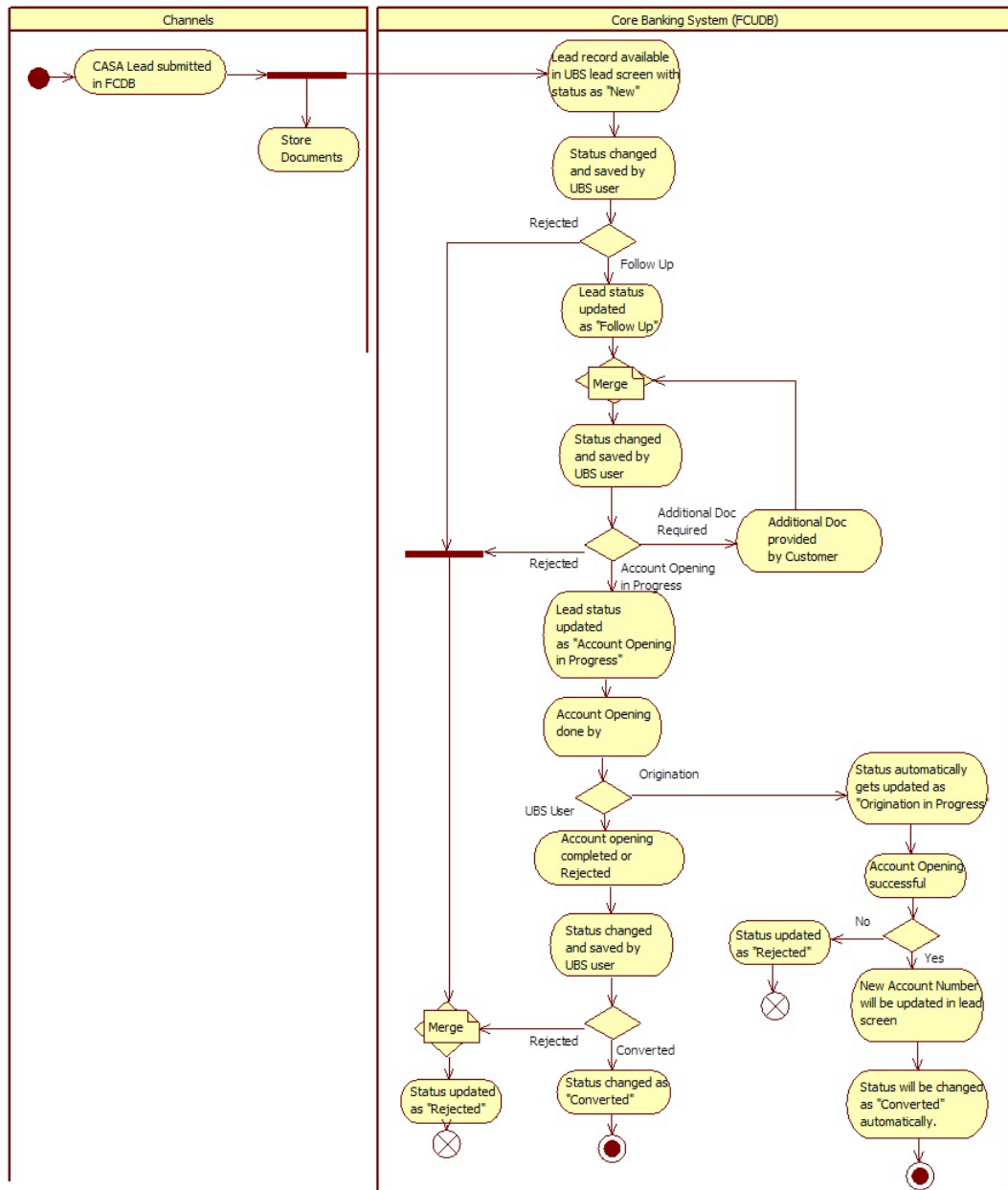
The account opening through normal process comprises of the following stages

1. CASA lead request submitted from channels
2. Receive and verify account opening form and other documents
3. Store documents
4. Seek approval for missing documents / details
5. Modify and resubmit the application
6. Input details of savings account
7. Verify prospect / customer details
8. Modify details of savings account
9. Know Your Customer checks
10. Block customer in the system on negative Status of KYC check
11. Notify prospect / customer on negative status of KYC checks
12. Create / Modify customer details in the system
13. Create Customer and Customer Account, if the request is from prospect and Create Customer Account, if the request is from existing customer
14. Check available balance
15. Generate cheque book in the system
16. Issue Debit Card

17. Generate welcome / thanks letter in the system
18. Notify the customer/prospect about the successful account opening with details
19. Deliver account kit to customer
20. Store documents

### 2.3.8 Lead Workflow Chart

The below flow chart provides graphical flow of the process followed for lead requests:



## 2.4 Processing Requests through STP

When a prospect or customer requests to open account through STP, the system processes the request online. While opening an account through STP, the system processes the following:

1. 'FCUBSCustomerService' is consumed by channels for opening customer number and account number for a prospects and 'FCUBSACCSERVICE' will be consumed by channels for opening customer account for existing customers
2. Required Customer/Customer Account details are captured for prospect and required Customer Account details are captured for existing customer
3. If a request is raised for cheque book, then the respective check box is checked and the requested number of leaves are provided.
4. If a request is raised for debit card, then the respective check box is checked and the details of name on card are collected.
5. If a request is raised for joint account, then the respective check box is checked and the details of the joint holder are collected.
6. After successful creation of customer and account for prospects and account for customers, the system commutes the respective details to channels.

### **Processing Requests for Cheque Book**

If Cheque Book check box is checked by customer in channels, then the system;

1. Stores the check book details in 'Main' → 'Account Facilities' → 'Cheque Book' check box of 'Customer Account Maintenance' screen
2. Stores the 'Number of Leaves' details in 'Cheque Book Request' → 'Cheque Leaves' field of 'Customer Account Maintenance' screen

You can identify these accounts for which cheque book is requested on a particular date using advance search facility in the account maintenance summary level.

3. Processes cheque issuance manually

### **Processing Requests for Debit Card**

If Debit Card check box is checked by customer in channels, then the system;

1. Stores the debit card details in 'Main' → 'Account Facilities' → 'ATM' check box of 'Customer Account Maintenance' screen
2. Stores the 'Name on Card' details in 'Debit Card Request' → 'Name on Card' field of 'Customer Account Maintenance' screen

You can identify these accounts for which Debit Card is requested on a particular date using advance search facility under 'ATM Card' field at the Account Maintenance Summary level.

3. Processes Debit Card issuance manually

### **Processing Requests for Joint Account Opening**

The system also facilitates opening an account for joint owners. The below combinations are supported:

- Prospect (Primary) + Prospect (Secondary)
- Existing Customer (Primary) + Existing Customer (Secondary)
- Existing Customer (Primary) + Prospect (Secondary)

Apart from adding joint holders in the account, the system handles the other processes similar to online account opening process.

If there are any failures in account creation process through, then the system notifies the channels and rolls back the entire process. The channels will then send new requests for further processing. For prospects, if the customer creation is successful and there are any failures in account creation, then the system rolls the entire process. However, you cannot rollback the process, if the customer account is created.

For opening an account through STP, the channels take care of the following activities:

- KYC validation
- Penny Credit Validation
- Initial Funding

After successful completion of the process, the system communicates 'Customer Number' and 'Account Number' to channels.

### **Handling Penny Credit Requests from Prospects.**

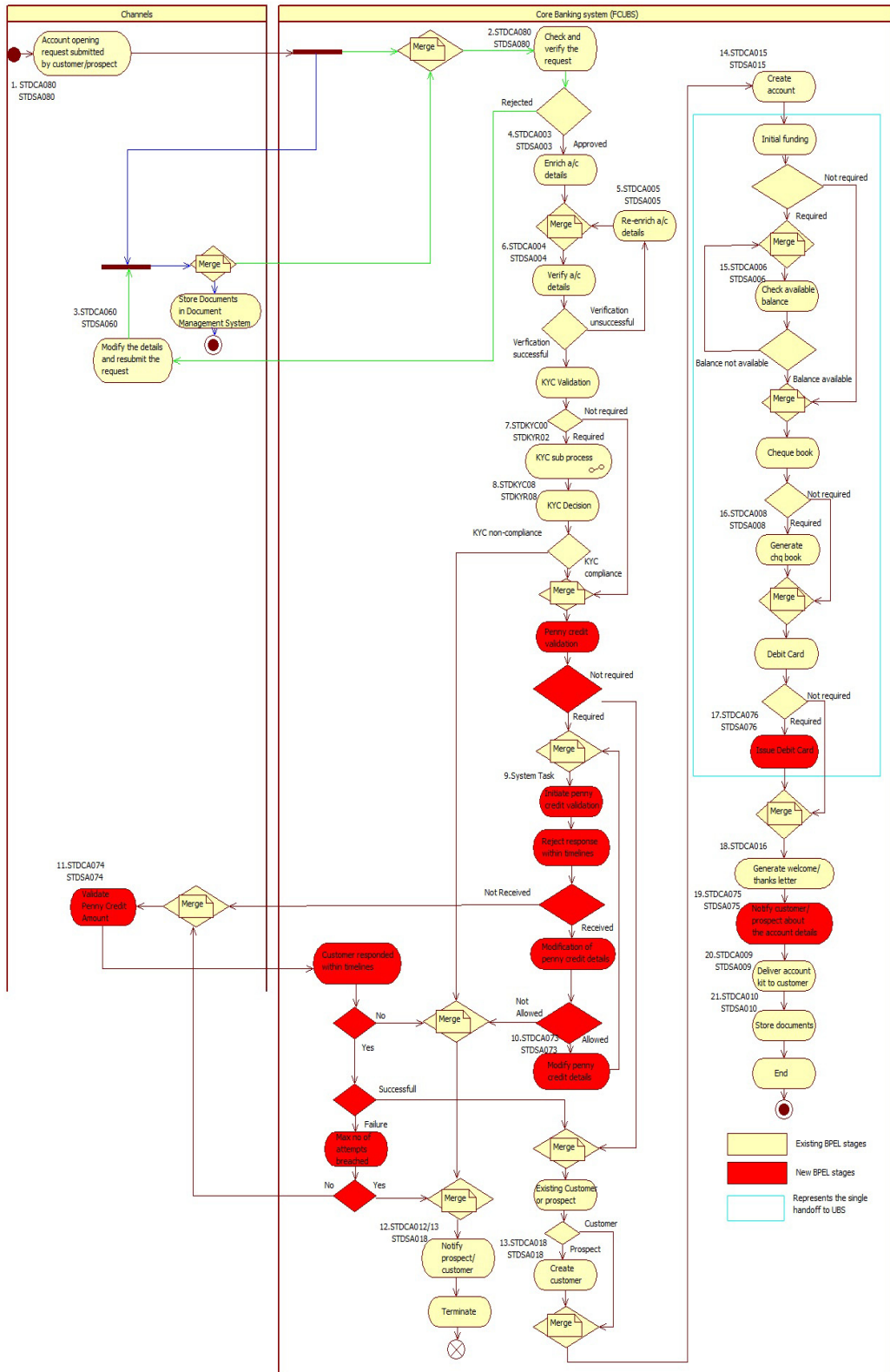
1. For prospects, walk in customer ID is used to create a PC contract.
2. While the PC contract is created for a prospect branch walk-in, customer ID will be chosen automatically in PC screen. The prospect name will be displayed in customer name field instead of branch walk-in customer name in PC screen.
3. In the PC contract remarks application, reference number of the origination and the customer name must be captured.
4. Required internal system parameters can be set up to identify the response of penny credit validation. i.e., Parameter like 'Maximum number of days' for rejection of payment can be set up internally to track the response. For example: if the maximum number of days is set as '3'. If a rejection is not received within these three days, then the transaction can be considered as successful. If there is any rejection received within 3 days, then the transaction will be considered as failure.
5. When there is a rejection of penny credit transaction, the 'Contract Status' of PC contract gets updated as 'Rejected' and the 'Reject Details' will get updated with data; like 'Name', 'Bank' and 'Reference Number'. Using this information BPEL will track the rejection status of a PC contract accordingly. A notification 'Penny Credit Transaction Rejected' will be sent to channels.
6. If a transaction is rejected due to any reasons, then the bank can decide whether the penny credit transaction can be re-initiated or not. If bank allows re-initiation, then the details provided by the customer can be re confirmed and transaction will be initiated again.
7. On failure of penny credit transaction, if bank decides to terminate the request, then the origination process will be moved to bank user manual rejection task.
8. When there is no rejection received for a penny credit transaction within the stipulated time, then the transaction will be considered as successful. Once the transaction is successful then a message "Penny Credit Transaction is Successful" will be sent to channels. BPEL will then move to next stage.
9. In the next stage (STDCA074) bank will request the customer to key in the penny credit amount that has been credited in external bank account. The amount entered by the customer will be cross verified with the original amount sent to the account. Upon receiving the notification on penny credit successfully, channel will consume a web service to get the penny credit amount input from the customer.
10. Upon successful validation of the penny credit amount, account origination will automatically move to next stage.
11. In the next stage, if the penny credit amount entered by the customer is wrong, then the additional attempts can be allowed to re-enter the amount. Maximum number of attempts need to be pre-defined.
12. If the customer has not responded to the penny credit amount validation stage for a particular period of time then the stage will be automatically moved to 'Notify Prospect/ Customer' stage. The maximum number of days that the system will remain in 'Penny Credit Validation Stage' for the customer response can be pre-defined using internal system parameters.



13. The penny amount debit will be parked into a bank GL, maintained at the PC product category level. On successful account opening, the penny amount needs to be deducted manually from the initial funding of the new account and credits to the bank GL.
14. If the penny credit amount is not validated by the customer correctly due to which the process is terminated, then the penny credit amount needs to be recovered manually from customer.
15. If initial funding option is not selected but still bank wants to perform the penny credit validation then the penny credit amount needs to be recovered from the customer manually.
16. The system enables initiation of origination cancellation by customer. However, the available data is stored in the system for future reference. The system provides a service which can be utilized by channels to send the request for termination. When termination request is received through the service, the system will automatically terminate the origination workflow. Termination of workflow will be possible only before the following stages.
  - For prospects, customer initiated cancellation will be supported before customer creation stage. Once customer is created, the system disables cancellation of origination.
  - For customers, customer initiated cancellation will be supported before account creation stage. Once the account is created, the system disables termination of the workflow.
17. It will be possible to generate a report on account opening requests that are raised through specific channels along with its latest status.

## 2.4.1 Channel Workflow Chart

The below flow chart provides graphical flow of the process followed for channel requests



## 2.5 Stages for Request Received through Branch (BPEL)

In Oracle FLEXCUBE, the process for opening a savings account is governed by several user roles created to perform different tasks. These tasks are categorized to different stages. Stages for opening a savings account are almost similar, with few exceptions. At every stage, the users (with requisite rights) need to fetch 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.

The account opening process comprises the following stages:

- Receive and verify account opening form and other documents
- Seek approval for missing documents / details
- Approve Account Opening (The combination of above two stages. If the request is submitted directly to BPEL by external channel, then the system begins the process this stage skipping the above.)

---

### Note

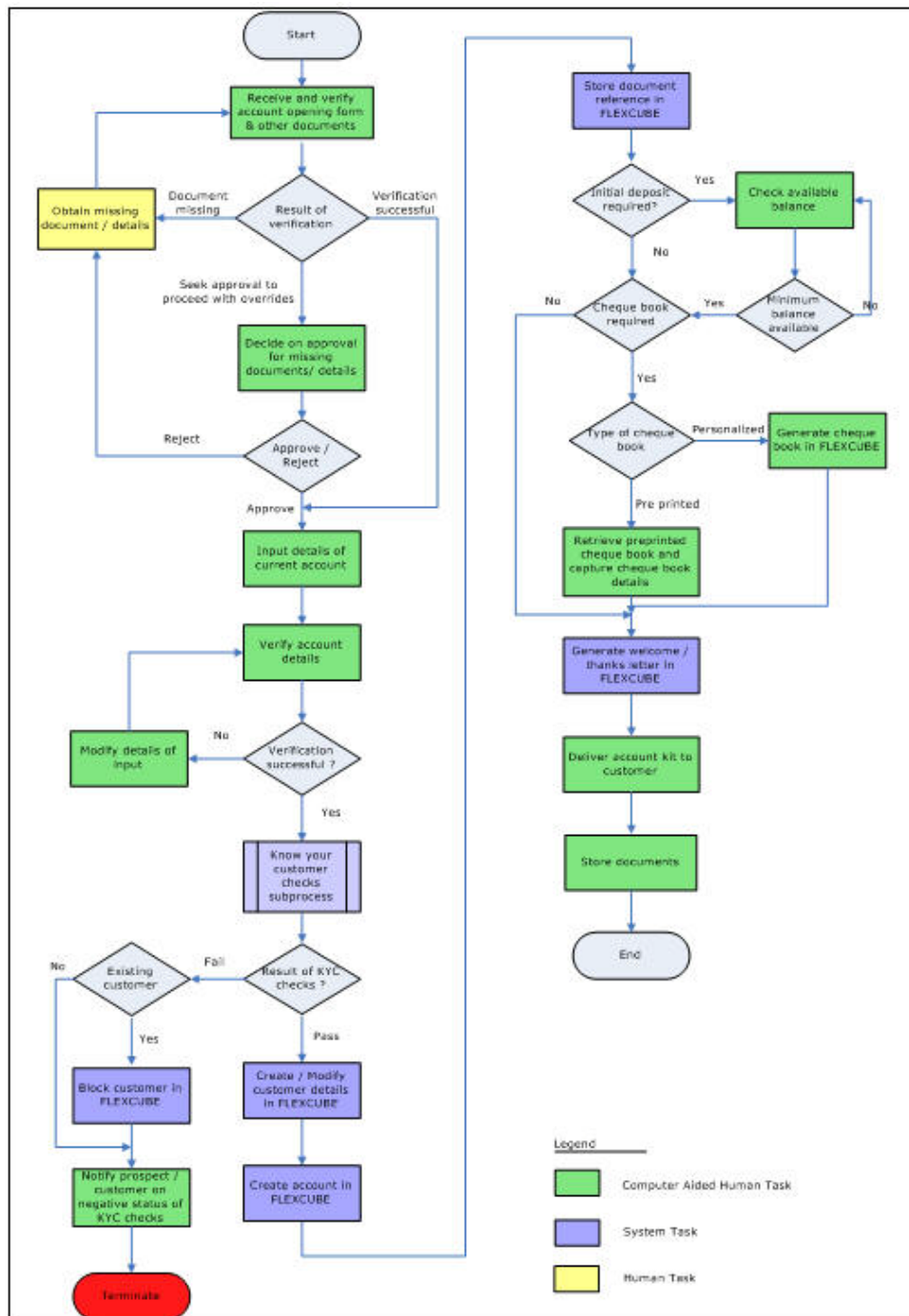
If the Application is from Lead the process begins from the first stage and the stage 'Approve Account opening' is not used.

---

- Store documents
- Modify and resubmit the application
- Input details of savings account
- Verify details of savings account
- Verify Prospect / Customer
- Sub process – Know your customer checks
- Block customer in Oracle FLEXCUBE
- Initiate Penny Credit Validation
- Modify Penny Credit Details
- Validate Penny Credit Amount
- Notify prospect / customer on negative status of KYC checks
- Create / Modify customer details in Oracle FLEXCUBE
- Create account in Oracle FLEXCUBE
- Store document reference in Oracle FLEXCUBE
- Check available balance
- Generate cheque book in Oracle FLEXCUBE
- Issue Debit Card
- Retrieve pre-printed cheque book and capture cheque book details
- Generate welcome / thanks letter in Oracle FLEXCUBE
- Notify the customer/prospect about the successful account opening with details
- Deliver account kit to customer
- Store documents

Only users who have procured the relevant access rights can perform activities under a stage.

## 2.5.1 BPEL Flow Diagram

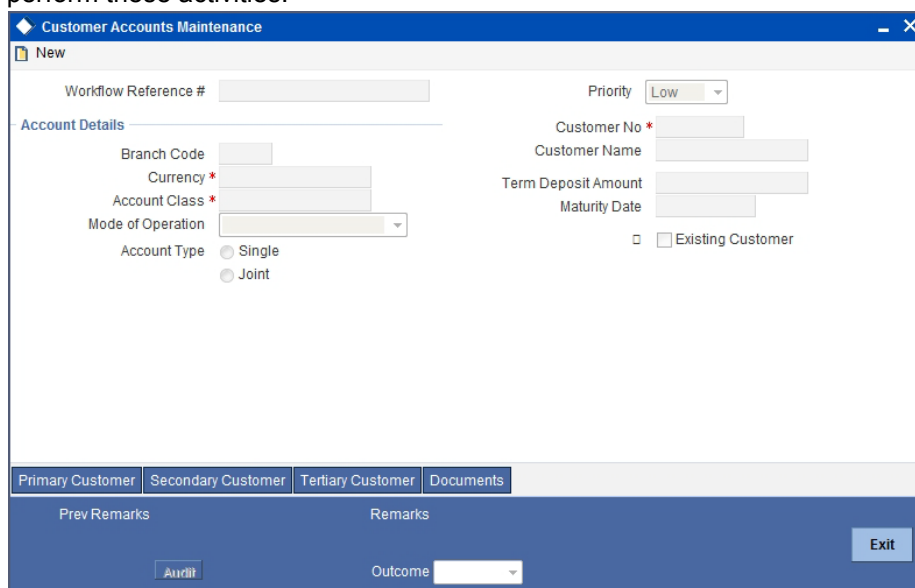


### Step 1. Receive and Verify Account Opening Form and Documents

In this stage, the bank receives the required documents from the customer for opening savings account, they are checked for completeness. If any documents are missing, the bank will get the documents from the prospect / customer before proceeding further or the bank will seek an approval from the appropriate internal authority for processing the account opening request without the complete set of documents / details as an exception. The basic details like customer information, customer contact information, details of account to be opened and the list of documents obtained from the customer are captured and the account opening form and all other documents received from the prospect / customer are uploaded as part of this activity.

The basic details like customer information, customer contact information and the details of account to be opened and the list of documents obtained from the customer are captured.

Users belonging to the user role RCSEROLE (Retail Customer Service Executive) can perform these activities.



Specify the following basic details in this screen:

### **Application Category**

Specify the application category from the adjoining option list.

### **Application Number**

System generates the application number at the account opening stage. This number remains unique till the last stage.

### **Lead ID**

Specify a valid Lead ID for which you need to create the account. The adjoining option list displays a list of valid lead ID. Select the appropriate one.

### **Branch Code**

System displays the logged in branch code.

### **Status**

System displays the status of the application.

### **Date**

System displays the application date.

### **Priority**

Select the priority for the creation of the savings account for a customer from the adjoining drop-down list. This list displays:

- Low
- Medium
- High

The option selected in this field is displayed in tasks search screen on following stages of account creation. The system supports the feature to list the records in the desired order. E.g. If the user prefers to list instance records in the order of 'High' priority to appear first the same

will be feasible by clicking the column priority in task search screen and second attempt of the same will list in the vice-versa order as shown in the below given screen:

| Workflow Reference | Transaction Reference | Title             | Assignee Group                      | Assignee Users | Customer Name | Amount | Creation Date(From/To)  | Priority |
|--------------------|-----------------------|-------------------|-------------------------------------|----------------|---------------|--------|-------------------------|----------|
| Retail.lending4856 |                       | Underwriting      | ALLROLES-000.ROLESOM-000            |                | PAVIT address |        | 2012-08-02 19:23:14 IST | Low      |
| Retail.lending5156 |                       | Application Entry | ALLROLES-007.CEROLE-007.ROLESCE-007 |                |               |        | 2012-08-06 12:50:46 IST |          |

## **Account Details**

Capture the basic account details of the customer here:

### **Account Branch**

The current logged in branch is displayed here.

### **Account Currency**

Specify the currency of the customer account. You can also select the appropriate currency from the adjoining option list. The list displays all the valid currencies maintained in the system.

### **Account Class**

Specify the account class to be used by the account. You can also select the appropriate account class from the adjoining option list. The list displays all the valid account classes maintained in the system. You can choose the appropriate one.

### **Mode of Operation**

Select mode of operation from the drop-down list. The options available are:

- Single
- Jointly
- Either – Any one or Survivor
- Former or Survivor
- Mandate Holder

### **Account Type**

Select the account type from the drop-down list. The options available are:

- Single

- Joint

## **Customer Details**

### **Local Branch**

Specify the local branch code.

### **Customer Number**

This field is enabled only if the customer is an existing customer. Specify a valid customer number. You can also select the appropriate customer number from the adjoining option list. The list displays all valid customers maintained in the system.

### **Customer Name**

The name of the selected customer is displayed here.

### **Existing Customer**

Check this option if the selected customer is an existing customer.

## **1.1 Capturing Primary Customer Details**

Click 'Primary Customer' button to capture customer details. The following screen is displayed:

Here you can maintain the following details:

## **Contact Information**

### **Address**

Specify the address of the customer.

**Zip Code**

Specify the zip code for the customer address.

**Country**

Specify the country in which the customer resides from the option list.

**Mailers Required**

Check this if the customer has chose to receive mailers.

**Statuses****Private Customer**

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

**Eligible for AR-AP Tracking**

Check this box to indicate that the account receivable and account payable process is to be enabled for this customer.

**Permanent US Resident Status**

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

**Visited US in last 3 years?**

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

**Geographic****Resident Status**

Indicate the customer's resident status. The options are as given below:

- Resident
- Non Resident

**National Id**

Specify the national Id of the customer.

**Nationality**

Specify the nationality of the customer. You can also select the nationality of the customer from the adjacent option list. The list displays a list of countries maintained in the system.

**Language**

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

Indicate the language in which your customer wants the statements and advices to be generated.

**Power of Attorney**

---

**Note**

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

---

**Power of Attorney**

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



**Holder Name**

The person who has been given the power of attorney.

**Address**

Specify the address of the power of attorney holder.

**Country**

Specify the country of the power of attorney holder.

**Nationality**

Specify the nationality of the power of attorney holder.

**Telephone ISD Code +**

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

**Telephone Number**

Specify the telephone number of the power of attorney holder.

**Additional Details****Preferred Date of Contact**

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

**Preferred Time of Contact**

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

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

**Existing Bank Account Details**

If the customer is an existing customer you need to specify the following details:

**Bank**

Specify the name of the bank in which the customer is holding an account.

**Branch**

Specify the branch where the customer holds an account.

**Account Type**

Specify the type of account to be created.

**Account Number**

Specify the existing account number.

**Visit Frequency**

Specify the number of times the customer visits or transacts with the existing bank.

### 1.1.1 Specifying MIS Details

Click 'MIS' button to specify the MIS details. The 'Customer MIS' screen is displayed:

The screenshot shows the 'Customer MIS' window with the following elements:

- Application Number \* (text field)
- MIS Group (text field)
- Customer No \* (text field)
- Local Branch \* (text field)
- Link to Group (checkbox)
- Default From MIS Group (button)
- Customer MIS | Composite MIS (tab bar)
- Customer MIS Classes (table with columns MIS Class and MIS Code)
- Change Log | Transfer Log (links)
- Ok | Cancel (buttons)

### 1.1.2 Specifying User Defined Fields

Click 'UDF' button to upload the documents. The 'User Defined Fields' screen is displayed:

The screenshot shows the 'User Defined Fields' window with the following elements:

- Application Number \* OpenSavingsAccount31 (text field)
- Customer Account (tab bar)
- Account Branch (text field)
- Account Number (text field)
- Character Fields (table with columns Field Name \* and Value)
- Number Fields (table with columns Field Name \* and Value)
- Date Fields (table with columns Field Name \* and Value)
- Ok | Cancel (buttons)

### 1.1.3 Capturing Personal Details

Click 'Personal' tab to capture personal details. The following screen is displayed:

The screenshot shows the 'Primary Customer Details' window with the 'Personal' tab selected. The form is divided into several sections:

- Application Information:** Application Category (SAVING), Application Branch (000), Date (2011-01-04), Application Number (OpenSavingsAccount3), Application Status (Customer Details), and Priority (Low).
- Customer Details:** Local Branch (000), Customer Number (000006150), External Reference, Short Name (CHIDU2), Customer Name (CHIDU2), Customer Category (INDIVIDUAL), and an 'Existing Customer' checkbox.
- Navigation:** Main | Personal | Domestic | Professional
- Personal Section:** Prefix 1 (Mr), Prefix 2, Prefix 3, First Name (JAYSUBRA), Middle Name, Last Name, Home Phone, Work Phone, Mobile, and Fax numbers with ISD+ codes, Email, and Communication Mode (Email, Mobile, Gender: Female, Male, Other, Prefer Not to Disclose).
- Permanent Address:** Address 1, 2, 3, 4, Pin Code, and Country.
- Passport Details:** Passport Number, Issue Date, and Expiry Date.
- Legal Guardian:** Birth Place, Birth Country (GB), Date of Birth (1981-05-18), and Guardian.

At the bottom, there are links for 'Image', 'MIS', 'Fields', and 'NSF Details', and 'Ok' and 'Exit' buttons.

#### **Personal**

##### **Prefix1-3**

Specify prefix for the customer name

##### **First Name**

Specify first name of the customer.

##### **Middle Name**

Specify middle name of the customer.

##### **Last Name**

Specify last name of the customer.

##### **Work Phone**

Specify a valid office phone number of the customer.

##### **Home Phone**

Specify a valid home phone number of the customer.

##### **Email**

Specify a valid e-mail ID of the customer for correspondence.

**Mobile Number**

Specify a valid mobile number of the customer.

**Gender**

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

- Male
- Female
- Other
- Prefer Not to Disclose

**Permanent address**

You can specify the permanent address details here:

**Address1-4**

Specify the permanent address of the customer.

**Pincode**

Specify the pin code of the permanent address.

**Passport Details**

You can specify the passport details here:

**Passport Number**

Specify a valid passport number of the customer.

**Issue Date**

Specify the date on which the specified passport was issued from the adjoining Calendar icon.

**Expiry Date**

Specify the expiry date of the specified passport from the adjoining Calendar icon.

**Legal Guardian**

You can specify the legal guardian details here:

**Date of Birth**

Specify date of birth of the legal Guardian

**Minor**

Check the box if the customer is a Minor.

**Guardian**

Specify the details of the legal guardian.

## 1.1.4 Capturing Domestic Details

Click 'Domestic' tab to capture domestic details. The following screen is displayed:

The screenshot displays the 'Primary Customer Details' form with the 'Domestic' tab selected. The form is divided into several sections:

- Application Information:** Application Category (SAVING), Application Branch (000), Date (2011-01-04), Application Number (OpenSavingsAccount36), Application Status (Customer Details), and Priority (Low).
- Customer Details:** Local Branch (000), Customer Number (000006150), External Reference, Short Name (CHIDU2), Customer Name (CHIDU2), Customer Category (INDIVIDUAL), and an 'Existing Customer' checkbox.
- Domestic Section:** Educational Status (Post Graduate), Marital Status (Single), and Accommodation (Other).
- Dependant Details:** Spouse Name, Spouse Employment Status (Other), Mother's Maiden Name, Dependant Children, and Other Dependents.

At the bottom of the form, there are links for 'Image', 'MIS', 'Fields', and 'NSF Details', and 'Ok' and 'Exit' buttons.

### **Domestic**

#### **Educational Status**

Select the educational status from the adjoining drop-down list. Available options are:

- Non Student
- Under Graduate
- Graduate
- Post Graduate

#### **Marital Status**

Select the marital status from the adjoining drop-down list. Available options are:

- Single
- Married
- Divorced
- Remarried
- Separated
- Spouse Expired

#### **Accommodation**

Select the accommodation type from the adjoining drop-down list. Available options are:

- Self Owned
- Company Provided
- Other

### **Dependant Details**

#### **Spouse Name**

Specify the spouse name of the customer.

#### **Spouse Employment Status**

Select the spouse employment status from the adjoining drop-down list. Available options are:

- Full Time Permanent
- Full Time Temporary
- Self Employed
- Unemployed
- Retired Pensioned
- Part Time
- Retired Non Pensioned
- Other

#### **Dependent Children**

Specify the number of dependent children.

#### **Other Dependants**

Specify the number of other dependants, if any.

## 1.1.5 Capturing Professional Details

Click 'Professional' button to capture professional details. The following screen is displayed:

The screenshot shows the 'Primary Customer Details' window with the 'Professional' tab selected. The form is divided into several sections:

- Application Information:** Application Category (SAVING), Application Branch (000), Date (2011-01-04), Application Number (OpenSavingsAccount3), Application Status (Customer Details), and Priority (Low).
- Customer Details:** Local Branch (000), Customer Number (000006150), External Reference, Short Name (CHIDU2), Customer Name (CHIDU2), Customer Category (INDIVIDUAL), and an 'Existing Customer' checkbox.
- Professional Tab:** Includes 'Employment Type' (Full Time permanent), 'Official Address' (Address 1-4, Pin Code, Country), 'Contact' (Telephone, Telex, Fax, Email), 'Income' (Income Currency, Salary, Other Income), and 'Expense' (Rent, Insurance, Loan Payments, Other Expense, House Value, No of Credit Cards).

At the bottom, there are 'Ok' and 'Exit' buttons, and a footer with 'Image | MIS | Fields | NSF Details'.

### **Professional**

#### **Employment Type**

System displays the employment type here.

#### **Official Address**

##### **Address**

Specify the office address of the customer.

##### **Zip Code**

Specify the zip code of the customer's office address.

##### **Country**

Specify the country name for the customer's office address.

#### **Employment Details**

##### **Tenure**

Specify the tenure of the employment.

##### **Retirement Age**

Specify the age of retirement for the customer.

**Previous Designation**

Specify the previous designation of the customer.

**Previous Employer**

Specify the name of the previous employer.

**Current Designation**

Specify the current designation of the customer.

**Current Employer**

Specify the name of the current employer.

**Income****Income Currency**

Specify the currency in which the customer is paid.

**Salary**

Specify customer's salary.

**Other Income**

Specify customer's other income, if any.

**Contact****Telephone**

Specify the telephone number of customer's office.

**Telex**

Specify the telex number of customer's office.

**Fax**

Specify the fax number of customer's office.

**Email**

Specify the email id of customer's office.

**Expense****Rent**

Specify the rent amount if the customer is staying in the rented house.

**Insurance**

Specify the insurance policies the customer possesses.

**Loan Payment**

Specify the loan amount if the customer is paying any loan.

**Other Expense**

Specify other expenses, if any.

**House Value**

Specify the value of the house customer resides.

**Number of Credit Cards**

Specify the number of credit cards the customer holds.



## 1.2 Capturing Secondary Customer Details

Click 'Secondary Customer' button to capture customer details. The following screen is displayed:

The screenshot shows the 'Secondary Customer Details' application window. The window title is 'Secondary Customer Details'. At the top, there are 'Save' and 'Hold' buttons. The form is divided into several sections:

- Application Details:** Application Category, Application Branch, Date, Application Number, Application Status (set to 'Customer Details'), and Priority (set to 'Low').
- Customer Details:** Local Branch, Customer Number, External Reference, Short Name, Customer Name, and Customer Category. There is a 'Populate' button and an 'Existing Customer' checkbox.
- Navigation:** A tabbed interface with 'Main', 'Personal', 'Domestic', and 'Professional' tabs. 'Professional' is currently selected.
- Address For Correspondence:** Address 1, Address 2, Address 3, Address 4, Pin Code, and Country. There are checkboxes for 'Mailers Required' and 'Send Correspondence through Email'.
- Power of Attorney:** A checkbox for 'Power of Attorney' and fields for Holder Name, Address, Country, Nationality, Telephone ISD Code, and Telephone Number.
- Geographic:** Resident Status (radio buttons for 'Non Resident' and 'Resident'), National Id, Nationality, and Language.
- Relationship Manager:** ID and Name fields.
- Additional Details:** Preferred Time of Contact (set to 'Any Time') and Preferred Date of Contact.
- Existing Bank Account Details:** A table with columns for Bank, Branch, Account Type, Account Number, and Visit Frequency. The table shows 1 of 1 records.

At the bottom of the window, there are 'Image', 'MIS', 'Fields', and 'NSF Details' links, and 'Ok' and 'Exit' buttons.

### 1.3 Capturing Tertiary Customer Details

Click 'Tertiary Customer' button to capture customer details. The following screen is displayed:

For further details on the fields displayed on this screen, refer to the section 'Primary Customer Details' in this chapter.

### 1.4 Uploading Documents

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

Here, you need to specify the following details:

**Document Category**

Specify the category of the document to be uploaded.

**Document Reference**

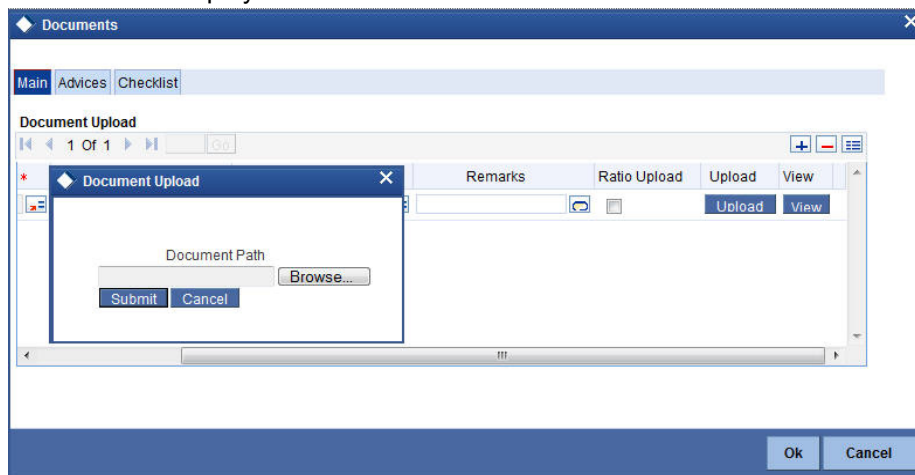
The system generates and displays a unique identifier for the document.

**Document Type**

Specify the type of document that is to be uploaded.

**Upload**

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



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

**View**

Click 'View' to view the document uploaded.

In 'Savings Account Creation' process, 'Document Upload' feature is not available in all the stages. Its availability in this process is given below:

| Stage Title   | Function Id          | Callform exists | Upload(Available/Not available) | View(Available/Not available) |
|---|----------------------|-----------------|---------------------------------|-------------------------------|
| Receive and verify account opening form and other documents | STDSA001             | Available       | Available                       | Available                     |
| Seek approval for missing documents / details               | STDSA002<br>STDSA080 | Available       | Available                       | Available                     |
| Input details of savings account                            | STDSA003             | Available       | Not Available                   | Available                     |
| Verify details of savings account                           | STDSA004             | Available       | Not Available                   | Available                     |

| <b>Stage Title</b>  | <b>Function Id</b>    | <b>Callform exists</b> | <b>Upload(Available/Not available)</b> | <b>View(Available/Not available)</b> |
|---|-----------------------|------------------------|--|--------------------------------------|
| Modify details of savings account                               | STDSA005              | Available              | Not Available                          | Available                            |
| Verify prospect /customer details                               | STDKYR01              | Available              | Available                              | Available                            |
| Ascertain if KYC checks are required                            | STDKYR02              | Available              | Available                              | Available                            |
| SDN check   |                       |                        |  |                                      |
| Verify SDN Match  | STDKYR03              | Available              | Not Available                          | Available                            |
| Inform Regulatory / Internal authorities on KYC checks failure  | STDKYR06              | Available              | Not Available                          | Available                            |
| Internal blacklist check  | STDKYR04              | Available              | Not Available                          | Available                            |
| Verify customer / prospect contact details                      | STDKYR05              | Available              | Not Available                          | Available                            |
| Other KYC Checks  | STDKYR07              | Available              | Not Available                          | Available                            |
| KYC Decision  | STDKYR08              | Available              | Not Available                          | Available                            |
| Sub process – Know your customer checks                         |                       |                        |  |                                      |
| Block customer in FLEXCUBE                                      |                       |                        |  |                                      |
| Notify prospect / customer on negative status of KYC checks     | STDSA018              | Not Available          | Not Available                          | Available                            |
| Create / Modify customer details in FLEX-CUBE                   | STDSA020/<br>STDSA021 | Available              | Available                              | Available                            |
| Create account in FLEXCUBE                                      | STDSA015              | Available              | Not Available                          | Available                            |
| Store document reference in FLEXCUBE                            | STDSA010              | Available              | Not Available                          | Available                            |
| Check available balance   | STDSA006              | Available              | Not Available                          | Available                            |
| Generate cheque book in FLEXCUBE                                | STDSA008              | Not Available          |  |                                      |
| Retrieve preprinted cheque book and capture cheque book details | STDSA007              | Not Available          |  |                                      |

| Stage Title                                   | Function Id | Callform exists | Upload(Available/Not available) | View(Available/Not available) |
|---|-------------|-----------------|---------------------------------|-------------------------------|
| Generate welcome / thanks letter in FLEX-CUBE |             |                 |                                 |                               |
| Deliver account kit to customer               | STDSA009    | Not Available   |                                 |                               |
| Store documents                               | STDSA010    | Available       | Not Available                   | Available                     |

Refer the Procedures User Manual for details about task list.

## Step 2. Seek Approval for Missing Documents / Details

In this stage, the bank will decide whether to approve processing the account opening request as an exception, if the account opening with incomplete details / documents as an exception is approved. The bank proceeds with processing the request and simultaneously arranges to follow up with the customer for submission of the pending details / documents. In case the overrides cannot be approved, the bank obtains the incomplete details / documents from the customer before proceeding further. The decision / remarks of the approver are captured.

Users belonging to the user role RCMROLE (Retail Customer Service Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Approve Account Opening' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list. You can invoke any of the following screens, based on the origination of initiation:

### 2.1 Origination Initiated by Oracle FLEXCUBE Branch:

The following details from the first stage are displayed on clicking the 'Populate' button:

**Header Section**

- Application Category
- Branch
- Date
- Channel
- Request ID
- Application Number
- Conversation ID
- Lead ID
- Status

**Account Details**

- Account Branch
- Account Currency
- Account Class
- Purpose of Account
- Overdraft

**Customer Details**

- Local Branch
- Customer Number

You can specify the following details:

**Priority**

Select the priority you need to assign to the application from the adjoining drop-down list. This list displays the following values:

- Medium
- Low
- High

**Purpose of Account**

Specify the purpose for maintaining the account.

## 2.2 Origination Initiated by External Channels

You can invoke 'Approve Account Opening' for savings screen by typing 'STDSA080' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button

You can maintain the following details:

### **Account Details**

#### **Account Number**

Specify the account number.

#### **Account Description**

System displays the account description based on the account number specified.

#### **Media**

Specify the media i.e the mode of communication to be used. It can either be through SWIFT, mail, fax etc. You can also select the media from the option list provided. The list displays all the media maintained in the system. Select and click the appropriate media.

**Purpose Of Account**

Specify the purpose for opening an account.

**Penny Credit Required**

Check this box if you need penny credit validation. Based on the penny credit validation check box and the details obtained for penny credit validation, the system will initiate the penny credit transaction.

Penny Credit is supported only for the Savings Account.

**Overdraft Limit Required**

Check this box if you require Overdraft Limit.

**Customer Details****KYC Validation Required**

Check this box if you require KYC validation for the prospect/customer.

The following scenarios are handled based on the value of check box.

- For opening an offline account opening through BPEL flow, the KYC must always be checked and sent by channels.
- During the 'Ascertain KYC checks required' stage, Bank user will take the decision on KYC by considering this check box

**Account Facilities:****Cheque Book**

Check this box if the customer requires the check book facility.

**CRS Statement Required**

Check this box to indicate that the CRS statement is required.

**Debit Card**

Check this box if the customer needs a debit card.

**Cheque Book Name<sup>1,2</sup>**

Specify the name customer prefers on the check book.

**No of Cheque Leaves**

Specify the number of check leaves customer needs.

**Name on Card**

Specify the name customer prefers on the debit card. If you have checked the 'Debit Card' check box, then it is mandatory to provide these details.

**Statement Type**

Select a valid statement type from the options. The following options are available for selection:

- None
- Summary
- Detailed

**Statement Cycle**

Select a valid cycle statement from the adjoining drop-down list. This list displays the following options:



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

**On**

Specify the Month, Date or Day for the statement generation.

**Initial Funding Details**

In this section, specify the initial funding details of the customer.

**Initial Deposit**

Check this box to indicate that initial deposit is required.

**Currency**

Specify the currency in which the initial amount is deposited. You can also select the appreciate currency from the adjacent option list. The list consists of all the currencies maintained in the system.

**Amount**

Specify the initial deposit amount.

**Payment Mode**

Select the mode of initial payment. The options available are:

- GL
- Cash
- Transfer
- Cheque
- Account

**Account Number**

Specify the account number of the customer from which the initial deposit is made.

**Cheque Number**

Specify the cheque number if the initial deposit is made through cheque.

**Date**

Specify the date of the cheque.

**Drawn On**

Specify the bank on which the cheque is drawn.

**Branch**

Specify the branch on which the cheque is drawn. The adjoining option list displays all valid branch codes. Select the appropriate one.

**External Bank Code**

Specify the bank code of the external channel. The adjoining option list displays all valid branch codes. Select the appropriate one.

## 2.2.1 Auxiliary Tab

Click on 'Auxiliary' tab to specify the following details:

The screenshot shows the 'Approve Account Opening' application window. The 'Auxiliary' tab is selected, and the 'Intermediary' table is visible. The table has the following columns: Intermediary Code, Intermediary Name, and Intermediary I. The table is currently empty.

| Intermediary Code | Intermediary Name | Intermediary I |
|-------------------|-------------------|----------------|
|-------------------|-------------------|----------------|

### **Account Balance**

#### **Current Balance**

System displays the current balance of the account.

#### **Available Balance**

System displays the available balance of the account.

### **Intermediary Details**

#### **Intermediary Required**

Check this box to indicate that the intermediary details have to be provided for the customer.

### **Escrow Transfer Details**

#### **Escrow Transfer Applicable**

Check this box to indicate that the escrow transfer is applicable for this account.

**Branch Code**

Specify the escrow branch code.

**Escrow Account**

Specify the escrow account number.

**Escrow Percentage**

Specify the escrow percentage for the account.

**Intermediary****Intermediary Code**

Specify the intermediary code from the adjoining option list.

**Intermediary Name**

System displays the intermediary name .

**Intermediary Ratio**

Specify the intermediary ratio to be divided among intermediaries in case of more than one intermediary.

## 2.2.2 Nominee Tab

Click nominee tab to maintain nominee details:

The screenshot displays the 'Approve Account Opening' application window. The window title is 'Approve Account Opening'. At the top, there are 'Save' and 'Hold' buttons. The form is divided into several sections:

- Application Details:** Application Category, Branch, Date, Channel, Request ID, Originated By, Application Number, Conversation ID, Lead ID, Status (Receive and Verify), Priority (Low), and a 'Conversation' button.
- Account Details:** Account Branch, Account Currency, Account Class, Account Type (Joint/Single), and Mode of Operation (Single).
- Customer Details:** Local Branch, Customer Number, Customer Name, Existing Customer checkbox, and KYC Validation Required checkbox.
- Navigation:** Main, Auxiliary, and Nominee tabs. The 'Nominee' tab is selected.
- Nominee Details:** Name, Date of Birth, Relationship, Address 1, Address 2, Address 3, Address 4, and a Minor checkbox.
- Guardian Details:** Name, Relationship, Address 1, Address 2, Address 3, Address 4. A '1 Of 1' indicator is present.
- Footer:** Primary Customer, Secondary Customer, Tertiary Customer, Account Signatory, Interest, Document, MIS, Fields, Previous Remarks, Remarks, Outcome dropdown, Audit button, and Exit button.

### Nominee Details

#### **Name**

Specify the name of nominee.

#### **Date of Birth**

Specify the date of birth of nominee.

#### **Relation ship**

Specify the relationship of the nominee with the customer

#### **Address 1-4**

Specify the address of the nominee.

#### **Minor**

Check this box if the nominee is a minor.

## **Guardian Details**

If the nominee is a minor then it is mandatory to maintain the following details

### **Name**

Specify the name of guardian.

### **Relation ship**

Specify the relationship of the nominee with the guardian.

### **Address 1-4**

Specify the address of the guardian.

## **2.2.3 Specifying Penny Credit Details**

Click 'Penny Credit' link to maintain penny credit details.

The screenshot shows a 'Penny Credit Details' dialog box with the following fields:

- Product Category (dropdown)
- Contract Reference (text)
- Product Code (dropdown)
- Debit Account (dropdown)
- Beneficiary Details**
  - Bank Code (dropdown)
  - Bank Name (text)
  - City (text)
  - Customer Account (dropdown)
  - Customer Name (text)
- Transaction Details**
  - Currency (dropdown)
  - Transaction Amount (text)
  - Remarks (text)
  - Confirmed Amount (text)

Buttons: Ok, Cancel

If the 'Penny Credit Required' check box is checked, then it is mandatory to provide the details for the mandatory fields in this screen.

### **Product Category**

Specify the Product category in which the PC contract will be created. The adjoining option list displays all valid product categories. Select the appropriate one.

### **Product Code**

Specify the Product code associated with the product category selected. The adjoining option list displays all valid product codes based on the product category selected. Select the appropriate one

### **Contract Reference**

The system displays the reference number of the PC contract.

### **Debit Account**

Specify the account number from which penny credit amount needs to be debited. The adjoining option list displays all valid account numbers. Select the appropriate one.

## **Beneficiary Details**

### **Bank Code**

Specify the Bank code in which prospect maintains the account. The adjoining option list displays all valid bank codes. Select the appropriate one.

### Bank Name

The system displays the bank name based on the bank code selected.

### City

The system displays the City name based on the bank code selected.

### Customer Account

Specify the account number of the customer in the external bank. The adjoining option list displays all valid account number. Select the appropriate one.

### Customer Name

Specify the name of the customer as exists in the other bank account number.

## Transaction Details

### Currency

Specify the currency of the external account. The adjoining option list displays all valid currency codes. Select the appropriate one.

### Transaction Amount

Specify the amount which the bank will send to the external bank account for penny credit validation.

### Transaction Remarks

Specify the details of workflow reference number and the prospect name, if any.

## 2.2.4

## Conversation Tab

Click 'Conversation' button to maintain conversation details.

**Conversation Input**

Save

**Customer Details**

Customer ID \*  Customer Name

**Conversation Details**

Conversation ID \* 000000821 Priority Low Conversation Category Call Report  
Conversation Date 2011-01-04 Conversation Status \* Open Venue Branch  
Conversation Time 15:04 Target Closure Date  Conversation Mode N/A  
Last Changed On 2011-01-04 15:04:00

**Department Details**

Department  Other Department  Senior Management Involved N/A  
User/Role Role Assigned To  Other Offices Involved

**Channel Details**

Direct Access Channel No External System User ID  Channel User ID

**Message Details**

Original Request   
Subject   
Detail   
  
Documents Presented   
Reply to Customer No  
Closure Remarks

**Documents**

Maker Date Time: Mod No  
Checker Date Time: Record Status  
Authorization Status

Cancel

You can maintain the conversation details here:

### **Customer Details**

#### **Customer ID**

The system displays the actual customer ID, if the request is submitted for existing customer. If the customer is prospect, then the system displays the Walk in customer ID.

#### **Customer Name**

The system displays the actual customer name, if the application is submitted for existing customer. If the application is for prospect, then the field is blank.

### **Conversation Details**

#### **Conversation ID**

The system displays the conversation ID

#### **Priority**

Select the priority of the conversation from the adjoining drop-down list. The list displays the following values:

- Low
- Medium
- High

#### **Conversation Category**

Select the conversation category from the adjoining drop-down list. The list displays the following values:

- Call Report
- Courtesy Meeting
- Cust Interaction
- Service Request
- Complaints
- Lead
- N/A
- IVR

#### **Conversation Date**

Specify the date of conversation from the adjoining calendar icon.

#### **Conversation Status**

Select the status of conversation from the adjoining drop-down list. The list displays the following values:

- Open
- WIP
- Close
- Pending with Customer
- Re-open

#### **Venue**

Select the venue of conversation from the adjoining drop-down list. The list displays the following values:

- Branch

- Face to Face
- Client Office
- Client Residence
- Public Place
- N/A

**Conversation Time**

Specify the conversation time.

**Target Closure Date**

Specify the date of target closure from the adjoining calendar icon.

**Conversation Mode**

Select the mode of conversation from the adjoining drop-down list. The list displays the following values:

- N/A
- Meeting
- Telephone
- Email
- Other
- Face to Face

**Last Changed On****Department Details****Department**

Specify the department of the bank to which the conversation is sent. The adjoining option list displays all valid departments. Select the appropriate one.

**Other Department**

Specify other departments, if different from the once listed in 'Department' field.

**Senior Management Involved**

Select the senior management involved in the conversation, if any, from the adjoining drop-down list. The list displays the following values:

- N/A
- COO
- Region Head
- Senior RM
- CEO

**User/Role**

Select 'User' or 'Role' to which the conversation is assigned.

**Assigned To**

Specify the User/Role to which the conversation is assigned. The adjoining option list displays all valid User and Role types maintained in the system. Select the appropriate one.

**Other Offices Involved**

Specify the other offices, if any are involved.



## **Channel Details**

The system defaults the following channel details:

- Direct Access Channel
- External System User ID
- Channel User ID

## **Message Details**

### **Original Request**

Specify the details of the original request.

### **Subject**

Specify the subject of the message.

### **Detail**

Specify the details of the message.

### **Documents Presented**

Specify the documents presented.

### **Reply to the Customer**

Select 'yes' or 'No' to indicate the system to send a reply to the customer.

### **Closure Remarks**

Specify the closure remarks, if any

Below table depicts the different use cases for interaction:

| Use Cases   | Customer /Prospect | Conversati on ID field in main screen   | Conversati on ID in call button                         | Custom er ID                              | Assign ed To                          | Remarks   |
|---|--------------------|---|---|---|---------------------------------------|---|
| <p>1. Con- versation has begun before the origi- nation is started.</p> <p>2. Con- versation is begun during origina- tion.</p>     | Prospect           | <p>1. Conver- sation ID sent by channel gets updated here.</p> <p>2. The updated conversa- tion ID can- not be amended.</p> | 1. Conver- sation ID sent by channel gets updated here. | Defaults to Branch walk in cus- tomer ID. | Default to Help Desk                  | <p>1. Once the cus- tomer id is created for the pros- pect branch walk in id will be replaced with the newly cre- ated cus- tomer id.</p> <p>2. Once the branch is chosen by the prospect the con- versation will be assigned to the "All Roles" for that branch.</p> |
| <p>3. Con- versation is not started in the chan- nel; it has been started by the branch user during any stage in origina- tion.</p> | Prospect           | <p>1. Auto generated conversa- tion ID gets updated here.</p> <p>2. The updated conversa- tion ID can- not be amended.</p>  | 1. Conversa- tion ID will be auto gen- erated.          | Defaults to Branch walk in cus- tomer ID. | "All roles" for the branch selected . | <p>1. Once the cus- tomer id is created for the pros- pect branch walk in id will be replaced with the newly cre- ated cus- tomer id.</p>   |

| Use Cases  | Customer /Prospect | Conversati on ID field in main screen  | Conversati on ID in call button                                     | Custom er ID                               | Assign ed To                          | Remarks  |
|--|--------------------|--|---|--|---------------------------------------|--|
| 4. Con- versa- tion is created out of the origina- tion flow and attached to origina- tion                                       | Prospect           | 1. Conver- sation ID will be selected from LOV.<br>2. The updated conversa- tion ID cannot be amended.         | 1. Conversa- tion ID attached in the main page gets defaulted here. | Defaults to Branch walk in cus- tomer ID.  | “All roles” for the branch selected . | 1. Once the cus- tomer id is created for the pros- pect branch walk in id will be replaced with the newly cre- ated cus- tomer id. |
| 5. Con- versa- tion has begun before the origina- tion is started.<br>6. Con- versa- tion is begun during origina- tion.         | Customer           | 1. Conver- sation ID sent by channel gets updated here.<br>2. The updated conversa- tion ID cannot be amended. | 1. Conversa- tion ID sent by channel gets updated here.             | Existing Cus- tomer Id will be defaulted . | Default to Help Desk                  | 1. Once the branch is chosen by the prospect the conversa- tion will be assigned to the “All Roles” for that branch.               |
| 7. Con- versa- tion is not started in the chan- nel; it has been started by the branch user dur- ing any stage in origina- tion. | Customer           | 1. Auto generated conversa- tion ID gets updated here.<br>2. The updated conversa- tion ID cannot be amended.  | 1. Conversa- tion ID will be auto gen- erated.                      | Existing Cus- tomer Id will be defaulted . | “All roles” for the branch selected . | -  |

| Use Cases  | Customer /Prospect | Conversati on ID field in main screen  | Conversati on ID in call button                                    | Custom er ID                            | Assign ed To                        | Remarks |
|--|--------------------|--|--|---|-------------------------------------|---------|
| 8. Con-versa-tion is created out of the origina-tion flow and attached to origi-nation | Customer           | 1. Conver-sation ID will be selected from LOV.<br>2. The updated conversa-tion ID cannot be amended. | 1. Conversa-tion ID attached in the main page gets defaulted here. | Existing Cus-tomer Id will be defaulted | “All roles” for the branch selected | -       |

*For further details on the remaining fields refer 2.1 Origination Initiated by Oracle FLEXCUBE Branch: section in this chapter.*

After viewing the details, if you want to obtain the missing documents before approval, then select the action ‘Obtain Missing Documents’ in the text box adjoining the ‘Audit’ button. You will be taken back to ‘Receive and Verify’ screen. However, if you want to proceed with the process of account creation, select the action ‘APPROVE’ in the text box adjoining the ‘Audit’ button. You will be taken to ‘Input Details’ task. Click save icon in the tool bar. The system displays the message ‘The task is completed successfully’.

Click ‘OK’ button in this screen. You will be taken back to the ‘Approve Account Opening’ screen. Click ‘Exit’ button to exit the screen. The task is then moved to the next activity.

You can publish the standard list of documentation for origination workflow process using ‘Document Verify Maintenance’ screen. The system facilitates retrieval of the document checklist defined for a process code that can be utilized by channels for originations.

You can also upload the required documents from channels at the time of application submission. Further document upload will be possible only when the outcome is selected as ‘Rejected’ in this and the application is redirected to application filling stage.

If the submitted application is rejected by the authorizer, then the request is redirected to the application filling stage.

The system stores the documents uploaded by the customer/prospect through the channel in the document management system. When the request is raised from the branch the documents uploaded will be stored in the document management system.

### **Step 3. Modifying and Resubmit the Application**

In this stage the Customer/Prospect can modify and resubmit the application if the Bank user rejects the application due to any reasons.

### **Step 4. Input Details of Savings Account**

In this stage the bank captures the complete details of the account opening form such as customer information (all applicants in case of joint accounts), contact details, accounts / services sought for, nominee details, guardian details (in case of minor accounts / nominees),

details of initial deposit of the prospect / customer. The bank also uploads signature and photographs of the prospect / customer.

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Input Details' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot shows the 'Input Details' window with the following sections and fields:

- Application Details:** Application Category, Branch, Date, Channel, Request ID, Originated By, Application Number, Conversation ID, Lead Id, Status (Receive and Verify), Priority (Low), and a Conversation button.
- Account Details:** Account Branch, Account Currency, Account Class, Account Type (Joint/Single), and Mode of Operation (Single).
- Customer Details:** Local Branch, Customer Number, Customer Name, Existing Customer checkbox, and KYC Validation Required checkbox.
- Account Information:** Account Number (with a Populate button), Purpose of Account, Account Description, and Media.
- Account Facilities:** Checkboxes for Debit Card, Passbook, Cheque Book, Salary Account, and CRS Statement Required. Includes fields for Cheque Book Name 1, Cheque Book Name 2, No of Cheque Leaves, and Name On Card.
- Initial Funding Details:** Initial Deposit checkbox, Currency, Amount, Payment Mode, Account Number, Cheque Number, Date, Drawn On, Branch Code, and External Bank Code.

At the bottom, there are tabs for Primary Customer, Secondary Customer, Tertiary Customer, Account Signatory, Interest, Document, MIS, and Fields. A Remarks section with an Audit button and an Exit button is also visible.

#### 4.1 Capturing Main Details

For further details on the fields displayed on this screen, refer to the section '2.2 Origination Initiated by External Channels' in this chapter.

## 4.2 Capturing Auxiliary Details

Click on 'Auxiliary' tab to specify the following details:

The screenshot displays the 'Input Details' application window with the following sections and fields:

- Application Details:** Application Category \* SAVING, Branch \* 000, Date \* 2011-01-04, Channel FLEXCUBE, Request ID, Originated By JEEV001.
- Conversation Details:** Application Number \* OpenSavingsAccount36, Conversation ID, Lead Id, Status (Receive and Verify), Priority (Low), and a Conversation button.
- Account Details:** Account Branch \* 000, Account Currency \* GBP, Account Class \* SASAL, Account Type (Joint/Single), Mode of Operation (Single), Purpose of Account, Penny Credit Required, and Overdraft Limit Required.
- Customer Details:** Local Branch \* 000, Customer Number \* 000006152, Customer Name CHIDU4, Existing Customer (checked), and KYC Validation Required.
- Navigation:** Main | Auxiliary | Nominee tabs.
- Account Balance:** Current Balance, Available Balance, and Intermediary Required checkbox.
- Escrow Transfer Details:** Escrow Transfer Applicable checkbox, Branch Code, Escrow Account, and Escrow Percentage.
- Intermediary Table:** A table with columns for Intermediary Code, Intermediary Name, and Intermediary ID. It shows 1 of 1 records.
- Footer:** Primary Customer | Secondary Customer | Tertiary Customer | Account Signatory | Interest | Document | MIS | Fields | Penny Credit, Previous Remarks, Remarks, Outcome dropdown, and an Exit button.

For further details on the fields displayed on this screen, refer to the section '2.2.1 Auxiliary Tab' in this chapter.

## 4.3 Capturing Nominee Details

Click on 'Nominee' tab to specify the following details:

The screenshot displays the 'Input Details' form with the following sections and fields:

- Application Details:** Application Category (SAVING), Branch (000), Date (2011-01-04), Channel (FLEXCUBE), Request ID, Originated By (JEEV001), Application Number (OpenSavingsAccount3), Conversation ID, Lead Id, Status (Receive and Verify), Priority (Low).
- Account Details:** Account Branch (000), Account Currency (GBP), Account Class (SASAL), Account Type (Single), Mode of Operation (Single), Purpose of Account, Penny Credit Required, Overdraft Limit Required.
- Customer Details:** Local Branch (000), Customer Number (000006152), Customer Name (CHIDU4), Existing Customer (checked), KYC Validation Required.
- Nominee Details:** Name, Date of Birth, Relationship, Address 1-4, Minor (checkbox).
- Guardian Details:** Name, Relationship, Address 1-4.
- Navigation:** Main | Auxiliary | **Nominee** | Penny Credit
- Footer:** Previous Remarks, Remarks, Outcome, Audit, Exit.

For further details on the fields displayed on this screen, refer to the section '2.2.2 Nominee Tab' in this chapter.

## 4.4 Capturing Primary Customer Details

Click the 'Primary Customer' button to invoke the 'Primary Customer Details' screen. The screen is displayed below:

The screenshot displays the 'Primary Customer Details' form. Key sections include:

- Application Information:** Application Category (SAVING), Application Branch (000), Date (2011-01-04), Application Number (OpenSavingsAccount3), Application Status (Customer Details), and Priority (Low).
- Customer Details:** Local Branch (000), Customer Number (000006150), External Reference, Short Name (CHIDU2), Customer Name (CHIDU2), Customer Category (INDIVIDUAL), and a checked 'Existing Customer' checkbox.
- Address For Correspondence:** Address 1 (GB), Address 2, Address 3, Address 4, Pin Code, and Country (GB). Includes checkboxes for 'Mailables Required' and 'Send Correspondence through Email'.
- Power of Attorney:** A checkbox for 'Power of Attorney' and fields for Holder Name, Address, Country, Nationality, Telephone ISD Code, and Telephone Number.
- Statuses:** Checkboxes for 'Private Customer', 'Eligible for AR-AP Tracking', 'Permanent US Resident Status', and 'Visited US in last 3 years?'.
- Geographic:** Resident Status (Resident selected), National Id, Nationality (GB), and Language (ENG).
- Relationship Manager:** Fields for ID and Name.
- Additional Details:** Preferred Time of Contact (12am - 01am) and Preferred Date of Contact.
- Existing Bank Account Details:** A table with columns: Bank, Branch, Account Type, Account Number, Visit Frequency. It shows 1 of 1 items.

For further details on the fields displayed on this screen, refer to the section 'Primary Customer Details' in this chapter.



## 4.5 Capturing Secondary Customer Details

Click the 'Secondary Customer' button to invoke the 'Secondary Customer Details' screen. The screen is displayed below:

The screenshot shows the 'Secondary Customer Details' window with the following sections and fields:

- Application Information:** Application Category, Application Branch, Date, Application Number, Application Status (Customer Details), Priority (Low).
- Customer Details:** Local Branch, Customer Number, External Reference, Short Name, Customer Name, Customer Category, Existing Customer checkbox.
- Navigation:** Main | Personal | Domestic | Professional
- Address For Correspondence:** Address 1, Address 2, Address 3, Address 4, Pin Code, Country, Mailers Required, Send Correspondence through Email.
- Power of Attorney:** Power of Attorney checkbox, Holder Name, Address, Country, Nationality, Telephone ISD Code, Telephone Number.
- Statuses:** Private Customer, Eligible for AR-AP Tracking, Permanent US Resident Status, Visited US in last 3 years?.
- Geographic:** Resident Status (Non Resident, Resident), National Id, Nationality, Language.
- Relationship Manager:** ID, Name.
- Additional Details:** Preferred Time of Contact (Any Time), Preferred Date of Contact.
- Existing Bank Account Details:** Table with columns: Bank, Branch, Account Type, Account Number, Visit Frequency.

At the bottom of the window, there are 'Image', 'MIS', 'Fields', and 'NSF Details' links, and 'Ok' and 'Exit' buttons.

## 4.6 Capturing Tertiary Customer Details

Click the 'Tertiary Customer' button to invoke the 'Tertiary Customer Details' screen. The screen is displayed below:

The screenshot shows the 'Tertiary Customer Details' form. It includes sections for Application Details, Customer Details, Address For Correspondence, Power of Attorney, Statuses, Geographic information, Relationship Manager, Additional Details, and Existing Bank Account Details. The form contains various input fields, checkboxes, and dropdown menus. At the bottom, there are 'Ok' and 'Exit' buttons.

For further details on the fields displayed on this screen, refer to the section 'Primary Customer Details' in this chapter.

Click the 'Document' button to invoke the 'View Documents' screen. The screen is displayed below:

The screenshot shows the 'Documents' form. It includes a 'Document Upload' section with a table showing 1 of 1 records. The table has columns for Document Category, Document Reference, Document Type, Remarks, Ratio Upload, Upload, and View. At the bottom, there are 'Ok' and 'Cancel' buttons.

In 'Document Reference' screen, you can maintain the document check list details which are defaulted from the main screen.

In this screen you can view the following document details:

- Document Category
- Document Type
- Mandatory

## Step 5. Verify Details of Savings Account

At this stage, you need to verify details for opening the account. Only users belonging to role 'ROMROLE' (Retail Operations Manager) will be able to perform this task. If you have the requisite rights, you can input details of a customer account using the 'Input savings account details' screen. To invoke this screen, you need to acquire the task from your 'Pending' task list.

In this stage the bank verifies all the details entered to ensure correctness of information captured. In case the details captured are incorrect, the bank needs to make the necessary modifications. If the verification is successful, the bank proceeds to conduct KYC checks.

The fields in the screen will be disabled and the verifier will be able to navigate to all the tabs and verify data entered / corrected. Also the verifier is allowed to enter comments.

To invoke this screen, you need to acquire the task from your 'Pending' task list.

| Workflow Reference      | Transaction Reference | Title                        | Assignee Group    | Assignee Users | Customer Name | Amount | Creation Date (From/To) | Priority |
|-------------------------|-----------------------|------------------------------|-------------------|----------------|---------------|--------|-------------------------|----------|
| IslamicjarahAccount1362 |                       | Application Entry            | ALLROLES          |                |               |        | 2012-04-20 11:14:27 IST |          |
| IslamicjarahAccount1574 |                       | Application Entry            | ALLROLES          |                |               |        | 2012-05-10 15:19:48 IST |          |
| IslamicjarahAccount1575 |                       | Application Entry            | ALLROLES          |                |               |        | 2012-05-10 15:40:50 IST |          |
| ImportLCProcessFlow1587 |                       | Receive and Verify LC Import | ALLROLES.CCSEROLE |                |               |        | 2012-05-11 12:11:04 IST |          |
| ImportLCProcessFlow1587 |                       | Receive and Verify LC Import | ALLROLES.CCSEROLE |                |               |        | 2012-05-16 19:55:53 IST |          |

Select the desired record and click the adjoining 'Acquire' button. The system displays the message 'The task is completed successfully'.

The task will then be moved to your 'Assigned' task list. Double click on the record in your 'Assigned' task list. The following screen will be displayed.

Here you can view the details captured. If the required documents have been verified, select the action 'PROCEED' in the text box adjoining the 'Audit' button. The process will move to 'KYC\_R' task. If the verification has failed for some reason, then you will be taken 'Modify Details' task. Click save icon in the tool bar to save the record.

The system displays the message 'Enter new customer details through Customer Information tab'.

Click the 'OK' button in this screen. You will be taken back to the 'Verifying Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

## Step 6. Modify Details of Savings Account

In this stage In case verification is not successful, the bank modifies the details captured.

Users belonging to the user role ROEROLE (Retail Operations Executive) can perform these activities.

In case verification is not successful, then you may need to modify few details. Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the required task to acquire it. The system displays the information message as "..xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

In this screen you can modify the editable fields. After modifying the required details, click save icon in the tool bar. You will be taken back to 'Verify Details' task. Click save icon in the tool bar to save the record.

The system displays the message 'The task is completed successfully'.

Click the 'OK' button in this screen. You will be taken back to the 'Modify Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity

## Step 7. KYC\_R Review Info

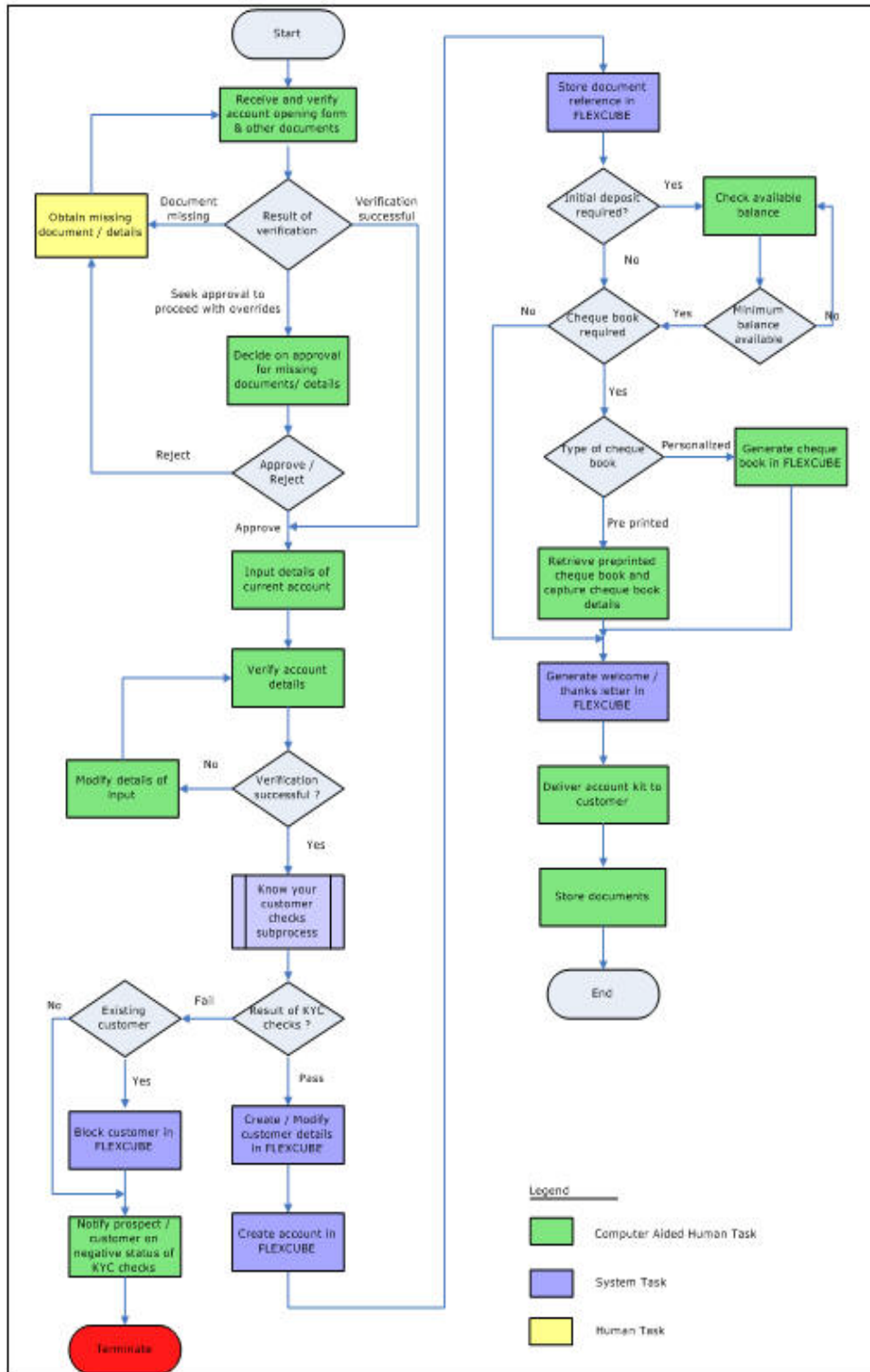
This process includes checks like SDN check, internal blacklist check, contact details verification, etc. The account is opened only when the customer passes all these checks. In case of non-clearance of any of the checks, the account opening process is terminated. The bank verifies all the details/documents to ensure that the information / documents required to carry out KYC checks are obtained. In case the details captured are incorrect, the bank makes the necessary modifications. If the verification is successful, the bank proceeds to conduct KYC checks. Once KYC checks are carried out, the result is passed on to the parent process.

If any of the checks fail, the relevant regulatory /internal authorities are informed. Once KYC checks are carried out, the result is passed on to the parent process.

Here you perform the Know Your Customer check on the customer. The KYC check depends upon the regulatory environment within which your bank operates and its internal KYC policies.

Bank initiates the process of KYC-R review for a customer as a part of parent process with all the relevant information in the system. This process comprises the following stages:

- Verify prospect /customer details
- Ascertain if KYC checks are required
- SDN checks
- Verify SDN Match
- Inform Regulatory / Internal authorities on KYC checks failure
- Internal Black List check
- External KYC Check
- Retry KYC Check
- Verify customer / prospect contact details
- Other KYC Checks
- KYC Decision



## 7.1 Verify Prospect /Customer Details

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Sub-process KYC Review' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

Click 'Document' button to invoke 'Document Upload' screen. The verifier will be able to update only remarks and upload documents that he might obtain in this stage.

You can view the customer details in this screen. If the customer information is complete, then select the outcome as 'COMPLETE' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'Ok' button. You will be taken back to the 'Verify Prospect Customer Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

## 7.2 Ascertain if KYC Checks are Required

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.



In case of an existing customer, the bank checks if there are any changes to the existing KYC information already available with the bank. The KYC check for an existing customer is performed only if there are changes in the customer information (including details of nominee and mandate holder). In all other cases of new and existing customers, KYC checks are mandatory.

You can view the customer details in this screen. If the customer information is complete, then select the outcome as 'REQUIRED' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'Ok' button. You will be taken back to the 'Ascertain KYC Check Required' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

### 7.3 SDN check

In this stage, the bank checks the applicant's name for terrorism-related black-listing against the SDN database maintained by the Office of Foreign Assets Control (OFAC). In case of a no match, the process proceeds. In case of a match (positive/partial), you can verify the match again using the OFAC guidelines.

A system Task is created which invokes the external service to do the SDN check for all new applicants and any existing customers whose information is modified. All nominee details are also sent for SDN check.

### 7.4 Verify SDN Match

The bank checks the applicant's name for terrorism-related black-listing against the SDN database maintained by the Office of Foreign Assets Control (OFAC). In case of a no match, the process proceeds. In case of a match (positive/partial), you can verify the match again using the OFAC guidelines.

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Verify SDN Match' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot shows a web application window titled "Verify Partial Match". The window has a standard Windows-style title bar with minimize, maximize, and close buttons. Below the title bar is a toolbar with "Save" and "Hold" icons. The main content area is divided into several sections. At the top, there are input fields for "Application Category", "Application Branch", and "Date". To the right of these are "Application Number\*" (with a refresh icon), "Application Status" (a dropdown menu set to "Prospect Verification"), and "Priority" (a dropdown menu set to "Low"). Below this is a section titled "Account Details" with fields for "Account Number", "Account Description" (with a refresh icon), "Account Type" (radio buttons for "Single" and "Joint"), "Account Branch", "Account Currency", and "Account Class". A "Main" tab is selected, showing "Nominee" details. Below this is a table with columns "Customer Number", "Name", "SDN Result", and "Details". The table is currently empty. At the bottom, there is a "Document" section with "Previous Remarks" and "Remarks" fields, an "Outcome" dropdown, an "Audit" button, and an "Exit" button.

In this screen, you can view the applicant's details. In case of a positive SDN match, the bank informs the regulatory agency (OFAC or any other similar agency) about the SDN match of the prospect/customer. However, if the match is cleared, you can continue with the subsequent KYC checks. Select the outcome as 'NO MATCH' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'OK' button. You will be taken back to the 'Verify Partial Match' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

## 7.5 Inform Regulatory / Internal Authorities on KYC Checks Failure

In case of a positive SDN match, the bank informs the regulatory agency (OFAC or any other similar agency) about the SDN match of the prospect/customer. The bank may also inform its internal authorities in case of positive SDN match and/or if the prospect/customer is blacklisted internally.

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Inform Regulatory Authorities' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot displays a software application window with the following sections:

- Application Details:** Application Category, Application Branch, Date, Application Number, Application Status (Prospect Verification), Priority (Low).
- Account Details:** Account Number, Account Branch, Account Description, Account Currency, Account Class, Account Type (Single, Joint).
- Customer - KYC Details:** A table with columns: Customer Number, Name, SDN Result, Internal Blacklist Check, Contact Verification Remarks, KYC Passed, De.
- Information to Regulatory Authority:** Name, SDN Failure Report Date, SDN Failure Report Mode, Internal Reporting, Blacklist Failure Report Date, Blacklist Failure Report Mode.
- Document:** Previous Remarks, Remarks, Audit, Exit.

In this screen, you can view all the details of the applicant. Even the KYC check details are also displayed here.

Select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'Ok' button. You will be taken back to the 'Inform Regulatory Authorities' screen. Click 'Exit' button to exit the screen.

## 7.6 Internal Blacklist Check

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Internal Blacklist Check' task to acquire it. The system displays the information message as ".xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

Click 'Int. BlackList Check' button to invoke 'Blacklist Check' screen. The verifier will be able to update only remarks and upload documents that he might obtain in this stage.

In this screen, you can view the applicant's details. If the applicant's name is listed in the bank's internal list of global blacklisted customers, you can report it to the internal authorities of the bank. You can continue with the process of creating account only when the customer passes these checks. Select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'Ok' button. You will be taken back to the 'Internal Blacklist Checks' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

## 7.7 Verify Customer / Prospect Contact Details

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Internal Blacklist Check' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot shows a web-based application interface for verifying customer details. It includes a top toolbar with 'Save' and 'Hold' buttons. The main form area contains several sections: 'Application Details' with fields for Application Category, Application Branch, Date, Application Number, Application Status (set to 'Prospect Verification'), and Priority (set to 'Low'); 'Account Details' with fields for Account Number, Account Description, Account Branch, Account Currency, Account Class, and Account Type (radio buttons for 'Single' and 'Joint'); 'Main Nominee' section with a 'Customer - KYC Details' table; and 'External KYC Remarks' section with a table for Name and Value. At the bottom, there is a 'Document' section with 'Previous Remarks' and 'Remarks' fields, an 'Audit' button, and an 'Exit' button.

In this screen, you can view the applicant's details. As per the bank's mandated policy, you will have to perform the customer identification check. This involves verification of customer address, phone number etc. You can enter the outcome of various stages in the Audit block for the verifier to make a decision. After verification, select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'Ok' button. You will be taken back to the 'Verify Prospect Contact Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

## 7.8 Other KYC Checks

As per the bank's mandated policy, you will have to other details like verification of the employer information, verification of the income information, sources and uses of funds etc.

Users belonging to the user role 'KYCEROLE' (KYC Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'OtherKYCChecks' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot shows the 'Other KYC checks' application window. The window title is 'Other KYC checks'. It contains several sections: 'Application Details' with fields for Application Category, Application Branch, Date, Application Number, Application Status (Prospect Verification), and Priority (Low); 'Account Details' with fields for Account Number, Account Description, Account Branch, Account Currency, and Account Class, and radio buttons for Account Type (Single, Joint); 'Customer - KYC Details' with a table showing columns for Customer Number, Name, SDN Result, Internal Blacklist Check, Contact Verification Remarks, and Other KYC Remarks; and 'External KYC Remarks' with a table showing columns for Name and Value. At the bottom, there is a 'Document' section with 'Previous Remarks' and 'Remarks' tabs, an 'Outcome' field, an 'Audit' button, and an 'Exit' button.

In this screen, you can view and verify the applicant's details. After verifying the details, select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'OK' button. You will be taken back to the 'Other KYC Checks' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

## 7.9 KYC Decision

After verifying and evaluating the KYC information, bank decides whether it should enter into a relationship with the prospect/continue relationship (in case of an existing relationship) or not.

Users belonging to the user role 'KYCMROLE' (KYC Manager) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'KYCDecision' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot shows the 'KYC Decision' application window. It features a toolbar with 'Save' and 'Hold' icons. The main area is divided into sections: 'Application Details' with fields for 'Application Category', 'Application Branch', 'Date', 'Application Number', 'Application Status' (set to 'Prospect Verification'), and 'Priority' (set to 'Low'); 'Account Details' with fields for 'Account Number', 'Account Description', 'Account Branch', 'Account Currency', and 'Account Class', and radio buttons for 'Account Type' (Single and Joint); 'Main' and 'Nominee' tabs; 'Customer - KYC Details' with a table showing columns for 'Customer Number', 'Name', 'SDN Result', 'Internal Blacklist Check', 'Contact Verification Remarks', and 'Other KYC Remarks'; 'External KYC Remarks' with a table for 'Name' and 'Value'; and a 'Document' section at the bottom with 'Previous Remarks' and 'Remarks' fields, an 'Audit' button, and an 'Exit' button.

In this screen, you can view the complete information of the applicant. The outcome of various stages of KYC-R sub process is displayed in the Audit block. Based on these information, you can inform the customer if you enter into a relationship with the prospect/continue relationship (in case of an existing relationship) or not as part of the parent process.

Based on the decision, select the outcome as 'FAILED' or 'PASSED' and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'Ok' button. You will be taken back to the 'KYC Decision' screen. Click 'Exit' button to exit the screen. The task is then moved to the Main process.

## Step 8. Block Customer in the System

For an existing customer if the KYC check fails, then the system will block all the existing accounts for the customer as per the bank's internal guidelines. The failed customers will be added into the internal blacklist database.



## Step 9. Notify Customer on Negative Status of KYC Checks

Users belonging to the user role 'ROEROLE' (Retail Operations Executive) can perform these activities.

In case, a customer does not clear KYC checks, then you can terminate the account opening process after notifying the customer. If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot shows the 'Notify Customer For Rejection' window. It features a top navigation bar with 'Save' and 'Hold' buttons. The main area is organized into several sections:

- Application Details:** Fields for Application Category, Branch, Date, Channel, Request ID, and Originated By.
- Application Number:** Fields for Application Number, Conversation ID, Lead Id, Status (set to 'Receive and Verify'), and Priority (set to 'Low'). A 'Conversation' button is located below.
- Account Details:** Fields for Account Branch, Account Currency, Account Class, Account Type (radio buttons for Joint and Single), Mode of Operation (set to 'Single'), and Purpose of Account. Checkboxes for Penny Credit Required and Overdraft Limit Required are also present.
- Customer Details:** Fields for Local Branch, Customer Number, and Customer Name. Checkboxes for Existing Customer and KYC Validation Required are also present.
- Account Facilities:** Checkboxes for Debit Card, Passbook, Cheque Book, Salary Account, and CRS Statement Required. Fields for Cheque Book Name 1, Cheque Book Name 2, No of Cheque Leaves, and Name On Card are also present.
- Initial Funding Details:** Checkboxes for Initial Deposit, Currency, Amount, Payment Mode, Account Number, Cheque Number, Date, Drawn On, Branch Code, and External Bank Code.

At the bottom, there are tabs for 'Main', 'Auxiliary', and 'Nominee'. Below these are fields for Account Number (with a 'Populate' button) and Account Description. A bottom navigation bar includes links for Primary Customer, Secondary Customer, Tertiary Customer, Account Signatory, Interest, Document, MIS, and Fields. The footer contains 'Previous Remarks', 'Remarks', an 'Audit' button, and an 'Exit' button.

In this screen you can view the account and the customer details. After intimating the customer about the failed KYC checks, you can terminate the account creation process.

## Step 10. Modify Penny Credit Details

In this stage, if there is a rejection of penny credit transaction, then on need basis Bank will allow modification of penny credit details to re-initiate the transaction.

## Step 11. Validate Penny Credit Details

In this stage, the penny credit amount sent by the bank will be cross verified with the prospect based on the amount credited in prospect's external bank account. If the Customer fails to enter the penny credit time for specified time period or if the customer fails to wrong penny credit amount, then the account creation will fail.

## Step 12. Create / Modify Customer Details in Oracle FLEXCUBE

If the applicant is a new customer, then a new customer record is created in the system. In case of an existing customer, the customer's KYC information is updated. Similarly, if a joint



account is opened where multiple customer IDs need to be created/updated, then the same is done in the system as part of this activity.

### Step 13.Create Account

The system creates a customer account at this stage. In case of a joint account, the entire applicable customers IDs are linked to the account.

### Step 14.Store document reference in Oracle FLEXCUBE

The customer and account details captured are stored in the system for further reference.

### Step 15.Check Available Balance

Users belonging to the role 'ROEROLE' (Retail Operations Executive) will be able to perform this task.

If initial deposit is required, then you have to check the available balance. For this, go to the pending list and Click 'Acquire' button adjoining the 'Check if Balance Available' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen

The screenshot shows the 'Check if Minimum Balance Available' form. The form is divided into several sections: Application Details, Account Details, Customer Details, Account Facilities, and Initial Funding Details. The Application Details section includes fields for Application Category (SAVING), Branch (000), Date (2011-01-04), Channel (FLEXCUBE), Request ID, and Originated By (LN352673). The Account Details section includes Account Branch (000), Account Currency (GBP), Account Class (SASAL), Account Type (Single), Mode of Operation (Single), and Purpose of Account. The Customer Details section includes Local Branch (000), Customer Number (000006150), Customer Name (CHIDU2), and checkboxes for Existing Customer and KYC Validation Required. The Account Facilities section includes checkboxes for Debit Card, Passbook, Cheque Book, Salary Account, and CRS Statement Required. The Initial Funding Details section includes Initial Deposit, Currency (GBP), Amount (100,000.00), Payment Mode (GL), Account Number (261300005), Cheque Number, Date, Drawn On, Branch Code (000), and External Bank Code. The form also has a 'Main' tab selected, and a 'Populate' button next to the Account Number field. At the bottom, there are buttons for 'Audit', 'Outcome', and 'Exit'.

You can view the available balance in this screen. If the balance is sufficient, select the action 'PROCEED' from the drop-down list adjoining the 'Audit' button. Click 'Save' icon in the tool bar to save the record.

The system displays the message 'The task is completed successfully'.

Click the 'OK' button in this screen. You will be taken back to the 'Check Available Balance' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity.

## Step 16. Generate Cheque Book

Users belonging to the user role 'ROEROLE' (Retail Operations Executive) can perform these activities.

If the customer has opted for personalized cheque book, then go to the pending list and Click 'Acquire' button adjoining the 'Generate Cheque Book' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The following details are displayed in this screen:

- Workflow reference number
- Priority
- Customer name
- Account number

### Cheque Leaves From

Enter the starting cheque leaf number.

### No. of Check Leaves

Enter the number of leaves to be generated.

Select the action 'PROCEED' in the text box adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click the 'OK' button in this screen. You will be taken back to the 'Generate Cheque Book' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e. delivery account kit to the customer.

## Step 17.Retrieve Pre-printed Cheque Book

Users belonging to the user role 'RBOEROLE' (Retail Branch Operations Executive) can perform these activities.

If initial deposit is not required and if the customer has opted for pre-printed cheque book, then go to the pending list and click 'Acquire' button adjoining the 'Retrieve Pre-printed Cheque Book' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The screenshot shows a software interface titled "Retrieve Pre-Printed ChequeBook". It features a top toolbar with "Save", "Hold", and "Exit" icons. The main area is divided into several sections: "Workflow Reference #", "Application Category", "Branch", "Date", "Channel", "Request ID", "Originated By", "Priority", "Application Number", "Conversation ID", "Lead Id", "Status", "Priority", "Conversation", "Account Details", "Customer Details", "Account Facilities", "Debit Card Details", "Previous Remarks", "Remarks", "Outcome", "Audit", and "Exit" buttons.

In this screen, the following details are displayed:

- Workflow reference number
- Priority
- Customer Name
- Account Number

### Account Facilities

Enter the following details in this section:

#### **Cheque Leaves From**

Enter the starting cheque leaf number of the cheque book which you want to retrieve.

#### **No. of Check Leaves**

Enter the number of leaves to be retrieved.

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click the 'OK' button in this screen. You will be taken back to the 'Retrieve Pre-printed Cheque Book' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e. delivery account kit to the customer.

## Step 18. Issue Debit Card

In this stage, if the customer has opted for debit card, the required details are maintained and debit card will be issued to customer.

Details entered here are handed off to Debit card request tab in Customer Account Maintenance screen and debit card request is processed automatically.

The screenshot shows the 'Issue Debit Card' form with the following fields:

- Application Details:** Application Category \*, Branch \*, Date \*, Channel, Request ID, Originated By, Application Number \*, Conversation ID, Lead Id, Status (Receive and Verify), Priority (Low), and a Conversation button.
- Account Details:** Account Number, Account Branch \*, Account Currency \*, Purpose of Account.
- Customer Details:** Local Branch \*, Customer Number \*, Customer Name.
- Debit Card Details:** Name On Card, Request Reference Number, Card Products (with a Default button), Card BIN, Card Number, Card Application Date, and Card Status (Requested).

At the bottom, there are sections for 'Previous Remarks' and 'Remarks', an 'Audit' button, and an 'Exit' button.

You need to maintain the following details:

### **Debit Card Details**

#### **Name On Card**

Specify the name the customer prefers to be displayed on the card.

#### **Card BIN**

Specify the card BIN. The adjoining option list displays all valid card BIN available in the system. Select the appropriate one.

#### **Request Reference Number**

Specify the reference number of the request.

#### **Card Number**

Specify the card number.

### Card Products

Specify a valid card product provided to the customer. The adjoining option list displays all valid card products available in the system. Select the appropriate one.

### Card Application Date

Specify the date on which the application requesting for card was received, from the adjoining calendar icon.

### Card Status

The system displays the status of the card.

## Step 19. Generate Welcome / Thank You Letter

As part the account opening kit, you should generate welcome/thank you letter. You can generate the letter from the system. The system generates the letter in a pre-defined format by picking up the name and other details of the customer maintained in the system.

## Step 20. Notify the customer/prospect about the successful account opening with details

In this stage, Customer/Prospect will be notified about the successful account opening with account number and details.

## Step 21. Deliver Account Kit to the Customer

Users belonging to the user role 'ROEROLE' (Retail Operations Executive) can perform these activities.

Go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Deliver Customer Kit' task to acquire it. The system displays the information message as "...xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen:

The account kit includes product features, welcome/thanks letter, cheque book (if applicable).

The following details are displayed in this screen:

- Workflow number

- Customer Name
- Account Name
- Priority

### **Account Facilities**

The following details of the delivery kit can be captured here:

#### **Cheque Leaves From**

Specify the starting cheque leaf number.

#### **No. of Cheque Leaves**

Specify the number of cheque leaves provided to the customer.

#### **Cheque Book Delivered**

Check this field to indicate that the cheque book is delivered to the customer.

#### **Delivery Ref. No.**

Capture the delivery reference number.

#### **Mode of Delivery**

Indicate the mode of delivery of the account opening kit.

#### **Date of Delivery**

Mention the date on which the account opening kit was delivered.

Select the action 'PROCEED' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click the 'OK' button in this screen. You will be taken back to the 'Delivery Customer Kit' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e storing documents.

## **Step 22.Store Documents**

You can store the savings account opening form and other supporting documents are stored in a safe and accessible location. This storage information can be recorded using 'Store Documents' screen. You can capture the storage details in this stage.

Users belonging to the role 'RBOEROLE' (Retail Branch Operations Executive) will be able to perform this task.

Click 'Acquire' button adjoining the 'Store Documents' task to acquire it. The system displays the information message as "..xxx Acquire Successful"

If you have requisite rights, double click on the task in your 'Assigned' task list and invoke the following screen.

In this screen the following information can be stored:

### **Priority**

Select the priority for maintaining the documents.

### **Customer Information**

The following customer information is displayed:

- Customer Name
- Customer Number

### **Account Details**

The account number of the customer is displayed.

### **Storage Details**

Capture the following storage details in this section:

#### **Date Of Storage**

Capture the date of storing the documents.

#### **Time Of Storage**

Specify the time of storing the documents of the savings account.

#### **Place Of Storage**

Mention the place where the document is stored.

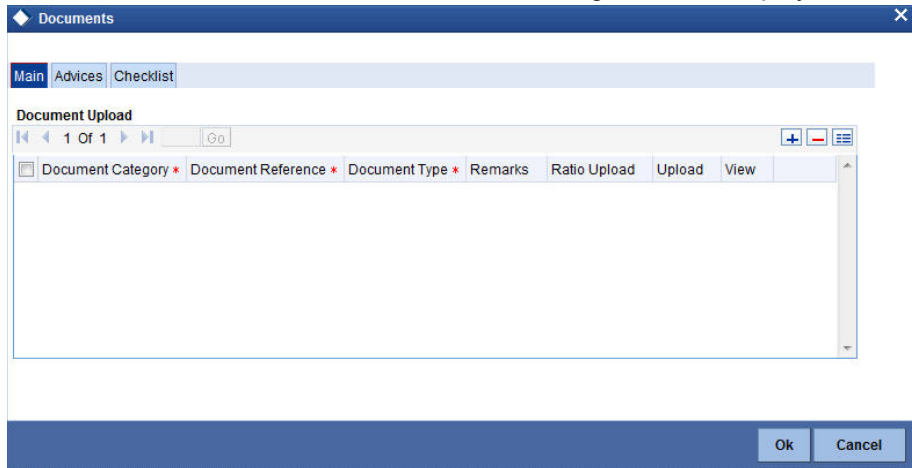
#### **Storage Ref. Number**

Specify the storage reference number.

Select the action 'Document Stored' in the textbox adjoining the 'Audit' button in this screen and save the record by clicking the save icon in the tool bar.

The system displays the message 'The task is completed successfully'.

Click 'Ok' button. You will be taken back to the 'Store Documents' screen. Click 'Documents' button to view the documents stored. The following screen is displayed:





---

## 3. Function ID Glossary

### O

ORDLEADM .....2-2