

Current Account Creation User Guide

**Oracle FLEXCUBE Universal Banking**

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# 1. Creation of Current Account

## 1.1 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.

## 1.2 Account Creation Process

The process of creating a current 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
- 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..

## 1.3 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.

**1.3.1 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.

---

## 1.3.2 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 main area is divided into three tabs: 'Main', 'Details', and 'Financial', with 'Details' selected. Under 'Details', there are three sub-sections: 'Address Details', 'Employment Details', and 'Business Details'. 'Address Details' includes 'Address Type' (Permanent), 'Current' checkbox, and four address lines (Address 1-4), 'Pin Code', 'Contact Number', and 'Country'. 'Employment Details' includes 'Employer', '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'. 'Business Details' includes 'Type of Business', 'Name of Business', 'Type of Ownership', 'Others', 'Currency', and 'Annual Turnover'. At the bottom, there is a 'Documents | Conversation' section and a footer with '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.

### 1.3.3 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' section contains a table with the following columns: 'Income Type \*', 'Frequency', 'Currency \*', and 'Amount \*'. The first row in the table has 'Business' selected for 'Income Type \*' and 'Monthly' for 'Frequency'. The 'Amount \*' field is empty. The 'Currency \*' field has a dropdown arrow. The table has a '1 Of 1' indicator and an 'Add Row' button. The 'Applicant Details' section shows 'Type' as 'Primary' and 'Customer Name' as 'TOM'. The 'Main' tab is selected, and the 'Financial' sub-tab is active. The bottom of the window shows a status bar with fields for 'Maker', 'Checker', 'Date Time:', 'Mod No', 'Record Status', and 'Authorization Status', along with 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.

### 1.3.4 Requested Tab

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

The screenshot shows a software interface titled "Prospect Details" with a blue header and a white body. At the top left, there are buttons for "New" and "Enter Query". Below these are four input fields: "Lead Id \*", "Description", "Reason", and "Date of Enquiry". A horizontal tab bar contains three tabs: "Customer", "Details", and "Requested" (which is highlighted in red). Below the tabs, the "Requested" section contains several input fields: "Financing Requested" (with a line), "Currency", "Requested Amount \*", "EMI Amount", "Tenor(In Months)", "Rate", "Hamish Jiddayah %", and "Hamish Jiddayah Amount". At the bottom of the form, there are three columns of text: "Maker" and "Checker" on the left, "Date Time:" on the middle, and "Mod No", "Record Status", and "Authorization Status" on the right. An "Exit" button is located in the bottom right corner.

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**

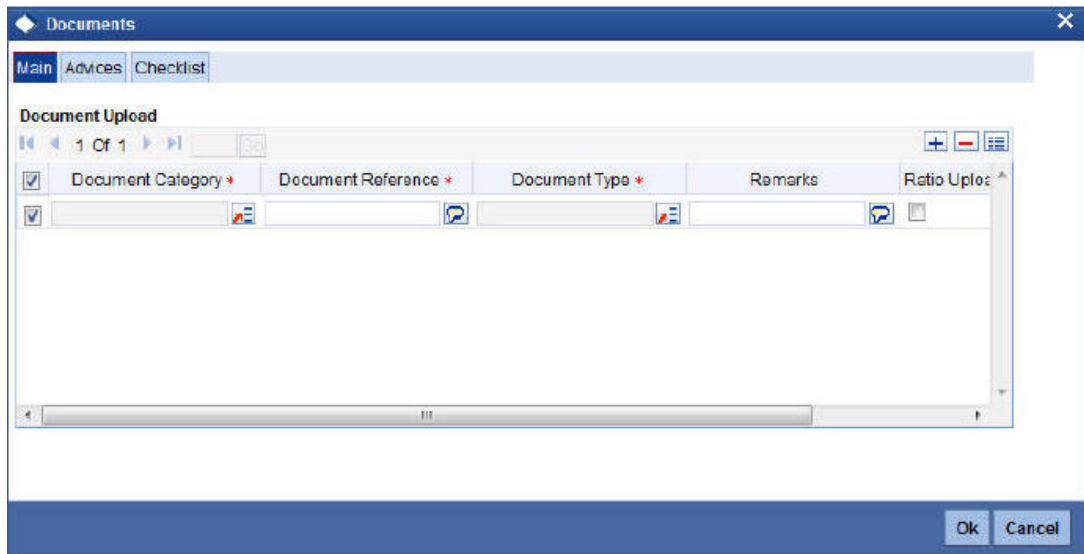
The system displays the purpose of the account.

##### **Overdraft Limit Required**

Check this box if overdraft limit is required.

### 1.3.5 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'. It has a navigation bar with 'Main', 'Advices', and 'Checklist' tabs. The main content area is titled 'Document Upload' and contains a table with the following columns: 'Document Category \*', 'Document Reference \*', 'Document Type \*', 'Remarks', and 'Ratio Upload'. The table has one row with empty input fields. There are 'Ok' and 'Cancel' buttons at the bottom right of the window.

#### **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 Rejected	Follow Up Rejected
		Follow Up	Under Process Rejected	Under Process Rejected
		Under Process	Additional Doc Required Account Opening in Progress Rejected	Additional Doc Required
				Account Opening in Progress Rejected
		Additional Doc Required	Under Process Rejected	Under Process Rejected
		Account Opening in Progress (Further process is done manually)	Converted Rejected	Converted Rejected
		Account Opening in Progress (Further process is done through origination)	-	Origination in Progress (Automatic)  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 display 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'.

### 1.3.6 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 'Current Account'.

### **1.3.7 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 [1.4 Stages for Request Received through Branch \(BPEL\)](#)
- Opening an account through normal process

#### 1.3.7.1 Opening an Account through Normal Process

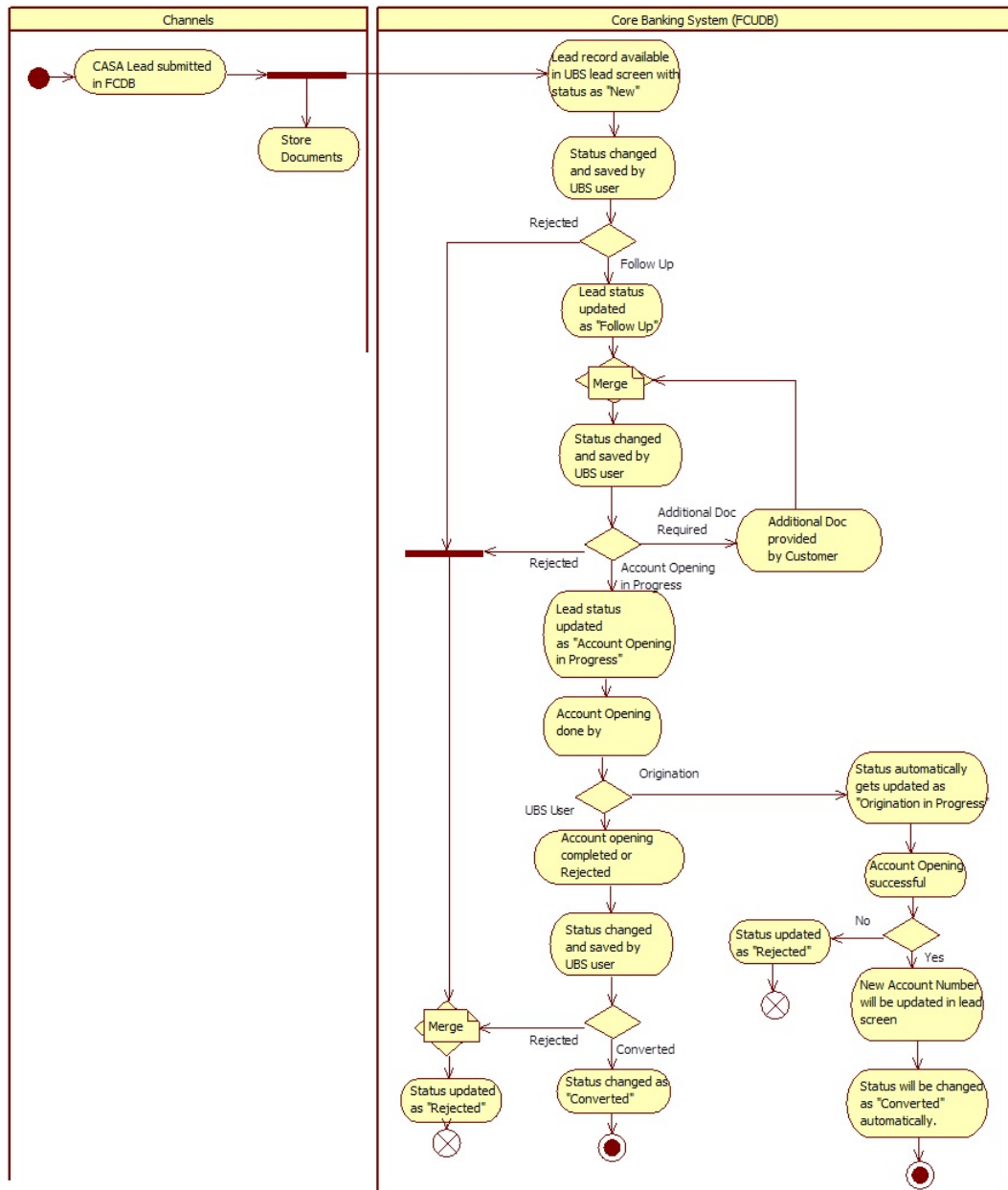
The account opening through normal process comprises of the following stages

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 current account
7. Verify prospect / customer details
8. Modify details of current 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

### 1.3.8 Lead Workflow Chart

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



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

In Oracle FLEXCUBE, the process for opening a current account is governed by several user roles created to perform different tasks. These tasks are categorized to different stages. Stages for opening a current 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.

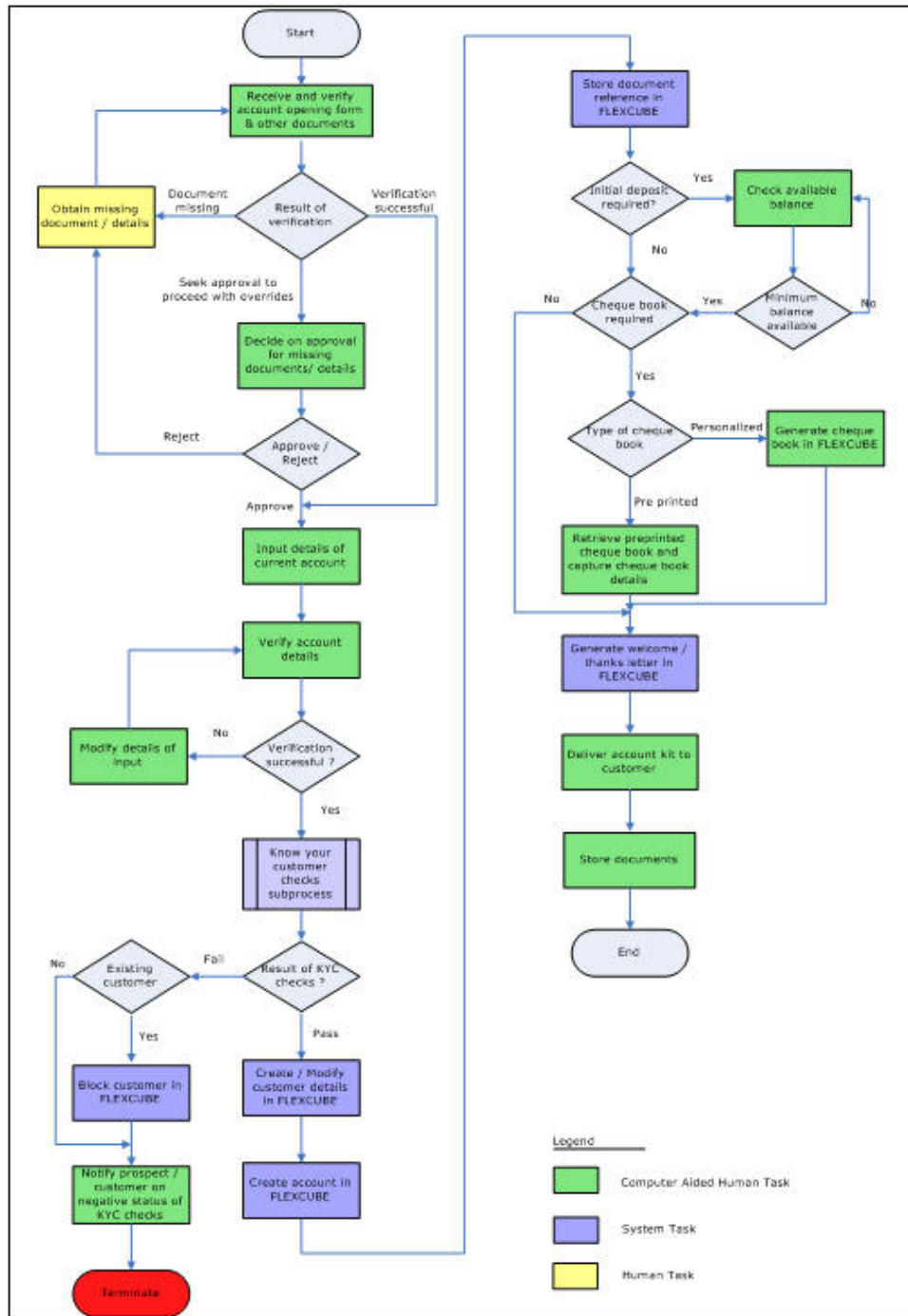
The account opening process through BPEL comprises of the following stages:

- Receive and verify account opening form and other documents
- Seek approval for missing documents / details
- Store documents
- Input details of current account
- Verify prospect / customer details
- Sub process – Know Your Customer checks
- Block customer in the system on negative Status of KYC check
- Notify prospect / customer on negative status of KYC checks
- Create / Modify customer details in the system
- Create account in the system
- Store document reference in the system
- Check available balance
- Generate cheque book in the system
- Issue Debit Card
- Retrieve pre-printed cheque book and capture cheque book details
- Generate welcome / thanks letter in the system
- Notify the customer/prospect about the successful account opening with details
- Deliver account kit to customer
- Store documents

You can open a current account even without opting for the ATM facility. Current account opening process will support for capturing the branch and account details of the applicant.

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

## 1.4.1 BPEL Flow Diagram



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

Users belonging to the user role 'CCSEROLE' (Corporate Customer Service Executive) can perform these activities.

The bank receives the required documents from the customer for opening a current account. If you have the required access rights, you can capture basic account details, customer details for each of the applicant and attach multiple supporting documents using 'Receive and Verify' screen. To invoke this screen, type 'STDCA001' in the field at the top right corner of

the Application tool bar and clicking the adjoining arrow button. The screen is displayed below:

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.

### Workflow Reference

The workflow reference number is generated in this stage of the account opening and this number remains unique till the last stage.

### Priority

Select the priority for the creating the current account from the adjoining drop-down list. This list displays the following options:

- Low
- Medium
- High

The priority selected here is displayed in the Task List screens for all the further stages of the account creation. You can set the preference to list the task according to the priority. For

instance, if you prefer to list the tasks in the order of High to Low priority, click the 'Priority' column in the Task List screen. Second attempt of the same would list in the vice-versa order.

## **Account Details**

Capture the basic account details of the customer here:

### **Branch**

The current logged in branch is displayed here.

### **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 current account classes which are maintained in the system..

### **Existing Customer**

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

### **Customer No**

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.

### **OverDraft**

System checks this box if the selected account class has an overdraft facility.

### **Local Branch**

Specify the applicant's home branch from the adjoining option list.

### **Customer Number**

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.

---

### **Note**

If customer is not an existing customer, on pressing 'Populate' button system will create a new customer number.

---

### **Existing Customer**

System checks this box if the provided customer number is an existing customer.

System displays 'Local Branch' and 'Customer Number' when you click on the 'Populate' button.



## 1.1 Capturing Customer Details

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

The screenshot shows a software window titled "Customer Details". At the top left, there are "Save" and "Hold" icons. The main area is divided into several sections:

- Application Details:** Application Category, Application Branch (001), Application Date (2012-11-07), Application Number (OpenCurrentAccount51), Application Status (Input Details), and Application Priority (Low).
- Customer Details:** Local Branch, Customer Number, Short Name, Type (Corporate selected), Existing Customer checkbox, and SWIFT Code.
- Customer Information:** Customer Name, External Reference, Country, Nationality, Language, and Customer Category.
- Contact Person:** Name, Telephone, and Email.
- Contact Address:** Address, Zip, and Country.
- Statuses:** Private Customer and Eligible for AR-AP Tracking checkboxes.
- Relationship Manager:** ID and Name fields.

At the bottom, there are "MIS" and "Fields" tabs, and "Ok" and "Exit" buttons.

Here you can maintain the following details:

System displays the following details:

- Application Category
- Application Number
- Application Branch
- Application Status
- Application Date
- Application Priority

### **Customer Details**

#### **Local Branch**

System displays the applicant's home branch.

**Customer Number**

System displays the customer number here.

**Full Name**

Specify the full name of the customer.

**Short Name**

Specify the short name of the customer.

**Type**

Select the customer type as one of the following:

- Individual
- Corporate
- Bank

**Existing Customer**

If this box is checked in the 'Receive and Verify' screen, then the same is displayed here.

**SWIFT Code**

System displays the swift code in case the customer is a bank.

**1.1.1 Main Tab**

You can maintain the following details here:

**Customer Information**

In this section, maintain the following basic customer details:

**Customer Name**

Specify the full name of the customer.

**External Reference**

System displays the external reference number if the customers data is maintained in the another system,

**Country**

Specify the country in which the customer resides.

**Nationality**

Specify the nationality of the customer.

**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. The option list positioned next to the language field contains all the language codes maintained in the SMS module. Select the appropriate language.

**Customer Category**

Specify the category in which the customer belongs to. Each customer that you maintain can be categorized under any one of the categories that you have maintained in the system. Select from the option list and indicate the category under which the particular customer is to be categorized.

### **Communication Mode**

Select the mode of communication you need from the options. The following options are available for selection.

- Mobile – Select if you need mobile as the communication mode.
- Email – Select if you need Email as the communication mode.

### **Contact Person Details**

In this section, indicate the contact person's details of the current account being created. Specify the following details:

#### **Name**

Specify the name of the contact person.

#### **Work Phone ISD+**

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

#### **Work Phone**

Specify the work telephone number of the customer.

#### **Home Phone ISD+**

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

#### **Home Phone**

Specify the home telephone number of the customer.

#### **Mobile ISD Code+**

Specify the international dialling code for the mobile number of the customer. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

#### **Mobile Number**

Specify the mobile number of the corresponding customer.

#### **E-mail**

Specify the e-mail id of the contact person.

#### **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.

## **Contact Address**

### **Address**

Specify the address of the contact person.

### **Zip**

Specify the Zip code of the contact person's address.

### **Country**

Specify the country name of the contact person.

## **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 account receivable and payable process is to be enabled for the corresponding 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.

## **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.

## Address of Correspondence

### Address 1-4

Specify the address for correspondence.

### Pin Code

Specify the pin code for the address of correspondence.

### Country

Specify the country for the address of correspondence

### Send Correspondence through Email

The system defaults the value maintained for 'Send by Email' check box at 'Customer Address Maintenance' level.

The customer address data is created along with customer opening.

## 1.4.2 Personal Tab

Click 'Personal' tab to maintain personal details.:

The screenshot shows the 'Customer Details' application window. The 'Personal' tab is selected, and the 'Permanent Address' section is active. The form includes the following fields and options:

- Application Details:** Application Category, Application Branch (310), Application Date (2013-08-24), Application Number (OpenCurrentAccount577), Application Status (Customer Details), Application Priority (Low).
- Customer Details:** Local Branch, Customer Number, Full Name, Short Name, Type (Individual, Corporate, Bank, Existing Customer), SWIFT Code.
- Personal:** Prefix 1, 2, 3; First Name, Middle Name, Last Name; Work Phone ISD+, Work Phone; Home Phone ISD+, Home Phone; Mobile ISD Code +, Mobile Number; Fax ISD Code +, Fax Number; Email; Gender (Male, Female, Other, Prefer Not to Disclose).
- Permanent Address:** Same as Correspondence Address, Address 1, 2, 3, 4; Pin Code; Country.
- Passport Details:** Passport Number, Issue Date, Expiry Date.
- Legal Guardian:** Birth Place, Birth Country, Date of Birth, Nominee Minor, Guardian.

The bottom of the window features a 'MIS | Fields' label and 'Ok' and 'Exit' buttons.

You can maintain personal details here:

**Prefix1-3**

Specify prefix for the customer name

**First**

Specify first name of the customer.

**Middle**

Specify middle name of the customer.

**Last**

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.

## 1.1.2 **Corporate Tab**

Click 'Corporate' tab to maintain corporate details.

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

- Application Information:** Application Category, Application Branch, Application Date, Application Number, Application Status, and Application Priority (set to Low).
- Customer Details:** Local Branch, Customer Number, Short Name, Type (radio buttons for Corporate, Bank, Existing Customer), and SWIFT Code.
- Navigation Tabs:** Main, Corporate (selected), Directors, Bank Details.
- Registration Details:** Name, National Id, Address, Country.
- Incorporation:** Date, Capital, Net Worth, Currency of Amounts, Country.
- Description of Business:** A large text area for describing the business.

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

You can maintain corporate details here:

## **Registration Details**

You can specify the registration details here:

### **Name**

Specify the registration name of the organization.

### **National ID**

Specify the national ID of the organization.

### **Address 1-4**

Specify the registration address of the organization.

### **Pin code**

Specify the pin code of the registration address of the organization.

### **Country**

Specify the country code of the registration address of the organization. The adjoining option list displays all valid country codes. select the appropriate one.

## **Incorporation**

You can maintain the incorporation details here:

### **Date**

Specify the date of incorporation from the adjoining Calendar icon.

### **Capital**

Specify the capital amount of incorporation.

### **Net Worth**

Specify the net worth of the organization.

### **Currency of Amounts**

Specify the currency code of the amounts. The adjoining option list displays all valid currency codes. select the appropriate one.

### **Country**

Specify the country code of incorporation. The adjoining option list displays all valid country codes. Select the appropriate one.

## **Additional Details**

Maintain the additional details here:

### **Type of Ownership**

Specify a valid type of ownership of the customer for the specified organization.

## **Description of Business**

Provide description for the business, if any.



### 1.1.3 Directors Tab

Click 'Directors' tab to maintain directors details.

The screenshot shows the 'Customer Details' application window. The 'Directors' tab is selected and highlighted in red. The window contains several sections of data entry fields:

- Application Details:** Application Category (CURRENT ACCOUNT), Application Branch (007), Application Date (2012-05-15), Application Number (OpenCurrentAccount20), Application Status (dropdown), and Application Priority (Low).
- Account Details:** Account Branch (007) and Account Number (0111111208).
- Customer Details:** Local Branch (007), Customer Number (007005612), Short Name (WF\_CUST\_1), Type (Corporate selected), Existing Customer (checked), and SWIFT Code.
- Director Details:** Director Name, Tax Id, Telephone, Mobile Number, and Email.
- Permanent Address and Address For Correspondence:** Each section has fields for Address and Country.

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

You can maintain the director details here:

#### **Director Details**

##### **Director Name**

Specify the name of the director.

##### **Tax ID**

Specify the tax ID of the director

##### **Work Phone ISD+**

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

##### **Work Phone**

Specify the work telephone number of the director.

**Home Phone ISD+**

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

**Home Phone**

Specify the home telephone number of the director.

**Mobile Number**

Specify the mobile number of the director.

**Email**

Specify the E-mail of the director

**Address For Correspondence****Address 1-4**

Specify the address of correspondence of the director.

**Pin Code**

Specify the pin code of correspondence of the director.

**Country**

Specify the country code of the correspondence address. The adjoining option list displays all valid country codes. Select the appropriate one.

**Permanent Address****Address 1-4**

Specify the permanent address of the director.

**Pin Code**

Specify the pin code of the specified permanent address.

**Country**

Specify the country code of the specified permanent address. The adjoining option list displays all valid country codes. Select the appropriate one.

**Other Details****Nationality**

Specify the nationality of the director.

**Permanent US Resident Status**

Check this box if the director is a permanent resident of US.

**Share Percentage**

Specify the percentage of shares the director holds.

## 1.1.4 Bank Details Tab

To maintain the bank details, click 'Bank Details' tab. The following screen is displayed:

The screenshot shows the 'Customer Details' application window. The 'Bank Details' tab is selected, highlighted in red. The window contains several sections:

- Application Details:** Application Category \* CURRENT ACCOUNT, Application Branch \* 007, Application Date \* 2012-05-15, Application Number \* OpenCurrentAccount20, Application Status (dropdown), Application Priority (Low dropdown).
- Account Details:** Account Branch 007, Account Number 0111111208.
- Customer Details:** Local Branch \* 007, Customer Number \* 007005612, Short Name \* WF\_CUST\_1, Type (radio buttons for Corporate, Bank), Existing Customer (checked checkbox), SWIFT Code (text field).
- Navigation:** Main, Corporate, Directors, Bank Details (selected).
- Existing Bank Account Details:** A table with columns: Bank Code \*, Branch Code \*, Account Type (Nostro dropdown), Account Number \*, Visit Frequency. The first row is checked.
- Footer:** MIS, Fields, NSF Details, OK, Exit buttons.

You can specify the existing bank account details here.

### Bank Code

Specify the existing bank code.

### Branch Code

Specify the existing branch code.

### Account Type

Specify the account type from the adjoining drop-down list. Available options are:

- Nostro
- Misc Dr
- Misc Cr
- Savings Current
- Deposit
- Line

## Account Number

Specify the existing account number

## Visit Frequency

Specify how frequently the customer visits the bank.

### 1.1.5 Domestic Tab

Click 'Domestic' tab to maintain domestic details.

The screenshot shows a web application window titled "Customer Details". At the top, there are fields for "Application Category", "Application Branch" (value: 310), "Application Date" (value: 2013-08-24), "Application Number" (value: OpenCurrentAccount577), "Application Status" (value: Customer Details), and "Application Priority" (value: Low). Below these are "Customer Details" fields: "Local Branch", "Customer Number", "Full Name", "Short Name", "Type" (radio buttons for Individual, Corporate, Bank, Existing Customer), and "SWIFT Code". A navigation bar contains tabs: "Main", "Personal", "Corporate", "Directors", "Bank Details", "Domestic" (selected), and "Professional". Under the "Domestic" tab, there are two sections: "Domestic" and "Dependant Details". The "Domestic" section has dropdowns for "Educational Status" (value: Post Graduate), "Marital Status" (value: Single), and "Accommodation" (value: Other). The "Dependant Details" section has text boxes for "Spouse Name", "Spouse Employment Status" (value: Other), "Mother's Maiden Name", "Dependant Children", and "Other Dependants". At the bottom, there is a footer with "MIS | Fields" and "Ok Exit" buttons.

You maintain the domestic details of the customer here:

## Domestic

### Educational Status

Select a valid educational status of the customer from the adjoining drop-down list. The list displays the following values:

- Non Student
- Under Graduate

- Graduate
- Post Graduate

**Marital Status**

Select a valid marital status of the customer from the adjoining drop-down list. The list displays the following values:

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

**Accommodation**

Select a valid type of accommodation of the customer from the adjoining drop-down list. The list displays the following values:

- Self Owned
- Company Provided
- Other

**Dependent Details****Spouse Name**

Specify the spouse's name of the customer.

**Spouse Employment Status**

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

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

**Mother's Maiden Name**

Specify the maiden name of customer's mother.

**Dependent Children**

Specify the number of dependant children, if any.

**Other Dependants**

Specify the number of other dependants, if any.

## 1.1.6 Professional Tab

Click 'Professional' tab to maintain professional details

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

- Application Information:** Application Category, Application Branch (310), Application Date (2013-08-24), Application Number (OpenCurrentAccount577), Application Status (Customer Details), and Application Priority (Low).
- Customer Details:** Local Branch, Customer Number, Full Name, Short Name, Type (Individual, Corporate, Bank, Existing Customer), and SWIFT Code.
- Professional Tab:** Employment Type (Full Time permanent), Employment Details (Tenure, Retirement Age, Previous Employer, Previous Designation, Current Employer, Current Designation), Income (Income Currency, Salary, Other Income), Official Address (Address 1-4, Pin Code, Country), Contact (Telephone, Telex, Fax, Email), and Expense (Rent, Insurance, Loan Payments, Other Expense, House Value, No of Credit Cards).

At the bottom, there is a 'MIS | Fields' section and 'Ok' and 'Exit' buttons.

You can maintain the professional details here:

### **Professional**

#### **Employment Type**

Select the employment type of the customer.

#### **Official Address**

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

Specify the official address of the customer.

##### **Pin Code**

Specify the pin code of the official address.

**Country**

Specify the country code of the specified official address. The adjoining option list displays all valid country codes. Select the appropriate one.

**Employment Details****Tenure**

Specify the tenure of the employment.

**Retirement Age**

Specify the retirement age.

**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.

**Contact****Telephone**

Specify the professional telephone number of the customer.

**Telex**

Specify the professional telex number.

**Fax**

Specify the professional fax number.

**Email**

Specify the professional Mail ID of the customer.

**Income****Income Currency**

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

**Salary**

Specify the salary of the customer.

**Other Income**

Specify other income of the customer, if any.

**Expense**

You can specify the expenses of the customer here:

**Rent**

Specify the rent paid by the customer, if any.

## Insurance

Specify the insurance paid by the customer, if any.

## Loan Payments

Specify the loan payments paid by the customer, if any.

## Other Expense

Specify the other expense paid by the customer, if any.

## House Value

Specify the house value owned by the customer, if any.

## No of Credit Cards

Specify the number of credit cards held by the customer, if any.

### 1.1.7 Specifying MIS Details

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

The screenshot shows the 'Customer Account MIS' window with the following details:

- Application Number: OpenCurrentAccount40
- Customer: 000000982
- Branch Code: 000
- Account: 0000001011011
- Account Class: ACCL3
- Currency: GBP
- Calc Method: Actual/Actual
- Rate Code: [Field]
- Rate Type: Fixed
- Reference Rate: [Field]
- Spread: [Field]
- Pool Code: POOL
- Account Level: [Field]
- Link to Group: [Field]
- MIS Group: MIS\_GRP1
- Default MIS Group: [Field]

Transaction MIS		Composite MIS		Cost MIS	
Transaction MIS 1	101	Composite MIS 1	CHRIS	Cost MIS 1	[Field]
Transaction MIS 2	[Field]	Composite MIS 2	[Field]	Cost MIS 2	[Field]
Transaction MIS 3	[Field]	Composite MIS 3	[Field]	Cost MIS 3	[Field]
Transaction MIS 4	[Field]	Composite MIS 4	[Field]	Cost MIS 4	[Field]
Transaction MIS 5	[Field]	Composite MIS 5	[Field]	Cost MIS 5	[Field]
Transaction MIS 6	[Field]	Composite MIS 6	[Field]		
Transaction MIS 7	[Field]	Composite MIS 7	[Field]		
Transaction MIS 8	[Field]	Composite MIS 8	[Field]		

Buttons: Change Log, Transfer Log, Ok, Cancel



## 1.1.8 Specifying User Defined Fields

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

Field Name *	Value
<input type="checkbox"/> PRIORITY	1
<input type="checkbox"/> TESTUDF2	
<input type="checkbox"/> DATE OF CREATION	
<input type="checkbox"/> PANCARD	
<input type="checkbox"/> EMP ID	
<input checked="" type="checkbox"/> OCCUPATION	Manager

## 1.2 Capturing Document Details

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

Document Category *	Document Reference *	Document Type *	Remarks	Upload
<input checked="" type="checkbox"/>	10f1			Upload

Here, you need to specify the following details:

### Document Category

Specify the category of the document to be uploaded.

### Document Reference

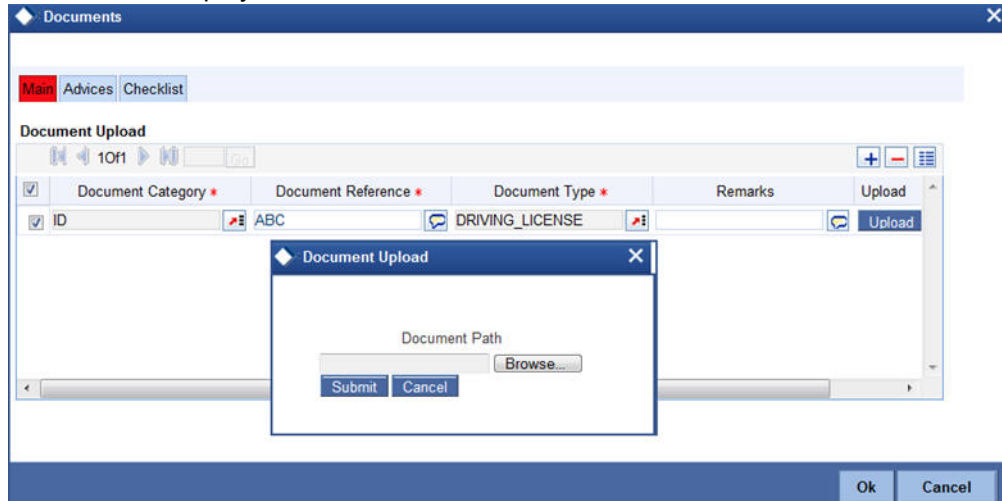
The system generates and displays a unique identifier for the document.

### 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.

When the origination is initiated from channels and the existing customer check box is checked, then there will not be any modifications allowed to customer details in channel except the fields 'Preferred Date of Contact' and 'Preferred Time of Contact'.

You can validate origination from channels using the workflow reference number. During the validation the updated application will be visible to the customer in the submitted format.

In 'Current 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	Doc Callform Exists	Upload (Available/Not Available)	View (Available/Not Available)
Receive and verify account opening form and other documents	STDCA001	Available	Available	Available
Seek approval for missing documents / details	STDCA002	Available	Available	Available
Input details of Current account	STDCA003	Available	Not Available	Available
Verify details of Current account	STDCA004	Available	Not Available	Available

<b>Stage Title</b>	<b>Function Id</b>	<b>Doc Callform Exists</b>	<b>Upload (Available/Not Available)</b>	<b>View (Available/Not Available)</b>
Modify details of Current account	STDCA005	Available	Not Available	Available
Verify prospect /customer details	STDKYC01	Available	Not Available	Available
Ascertain if KYC checks are required	STDKYC00	Available	Not Available	Available
SDN check	Subprocess			
Verify SDN Match	STDKYC02	Available	Not Available	Available
Inform Regulatory / Internal authorities on KYC checks failure	STDKYC06	Available	Not Available	Available
Internal blacklist check	STDKYC03	Available	Not Available	Available
Verify customer / prospect contact details	STDKYC05	Available	Not Available	Available
Other KYC Checks	STDKYC07	Available	Not Available	Available
KYC Decision	STDKYC08	Available	Not Available	Available
Sub process – Know your customer checks				
Block customer in FLEXCUBE	STDCA014/ STDCA019	Available	Not Available	Available
Notify prospect / customer on negative status of KYC checks	STDCA012/ STDCA013	Available	Not Available	Available
Create / Modify customer details in FLEXCUBE	STDCA018	Available	Not Available	Available
Create account in FLEXCUBE	STDCA015	Available	Not Available	Available
Store document reference in FLEX-CUBE	STDCA010	Available	Not Available	Available
Check available balance	STDCA006	Available	Not Available	Available

Stage Title	Function Id	Doc Callform Exists	Upload (Available/Not Available)	View (Available/Not Available)
Generate cheque book in FLEXCUBE	STDCA008	Not Available		
Retrieve preprinted cheque book and capture cheque book details	STDCA007	Not Available		
Generate welcome / thanks letter in FLEXCUBE	STDCA016	Available	Not Available	Available
Deliver account kit to customer	STDCA009	Not Available		
Store documents	STDCA010	Available	Not Available	Available

*Refer the Procedures User Manual for details about task list.*

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

In case the documents/details received by the bank from the customer are incomplete, the bank may decide to approve processing the account opening request as an exception and simultaneously arranges to follow up with the customer for submission of the pending details / documents.

Users belonging to the user role 'CCSMROLE' (Corporate 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 "The task was successfully Acquired!"

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 screenshot shows a web-based form titled "Approve Account Opening". The form is organized into several sections:

- Application Details:** Includes fields for Application Category, Branch Code, Date, Application Number, Status, and Priority (set to Low).
- Account Details:** Includes fields for Account Branch, Account Currency, Account Class, and an Overdraft checkbox.
- Customer Details:** Includes fields for Local Branch, Customer Number, Customer Name, and an Existing Customer checkbox, along with a "Populate" button.

At the bottom of the form, there are tabs for "Customer" and "Documents". Below these is a "Remarks" section with "Prev Remarks" and "Remarks" fields, an "Audit" button, and an "Exit" button.

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.

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 information message as "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 Current Account**

Users belonging to the user role 'COEROLE' (Corporate 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 "The task was successfully Acquired!".

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

Here you can specify the following details:

### **Account Details**

The following details from the first stage are displayed on clicking the 'P' button next to the 'Account Class' field:

- Customer No
- Customer Name
- Existing Customer
- Account Class

Specify the following account details in this section:

### **Currency**

Specify the currency to be used for the account. You can also select the account currency from the adjacent option list. The list displays all the currencies maintained in the system.

## 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.

•

## Account Balance

Specify the account balance details in this section.

### Current Balance

Specify the current balance of the account holder.

### Available Balance

Specify the available balance of the account holder.

---

## Note

The initial deposit details are captured here only for the sake of information. These details are not used for processing.

---

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

- Application Details:** Application Category, Branch Code, Date, Application Number, Status, Priority (Low).
- Account Details:** Account Branch, Account Currency, Account Class, Overdraft checkbox.
- Customer Details:** Local Branch, Customer Number, Customer Name, Existing Customer checkbox.
- Account Balance:** Current Balance, Available Balance.
- Escrow Transfer Details:** Escrow Transfer Applicable checkbox, Branch Code, Escrow Account, Escrow Percentage.
- Intermediary Details:** Intermediary Required checkbox, Intermediary table with columns: Intermediary Code, Intermediary Name, Intermediary Ratio.

At the bottom, there are tabs for Customer, Documents, Account Signatory, Interest, MIS, and Fields. A 'Remarks' section is visible with 'Prev Remarks' and 'Remarks' labels, and an 'Exit' button.



## **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.

---

### **Note**

In case of one intermediary, the ratio will be 100%.

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## 4.1 Capturing Interest Details

Enter interest details by invoking the 'Interest Screen'. Click 'Interest' button to invoke this screen.

The screenshot shows the 'IC Special Conditions Maintenance' window with the 'Interest' tab selected. The form is divided into several sections: 'Account Details' with fields for Branch Code and Account; 'Interest' section with fields for Principal Liquidation Branch, Interest Start Date, Maturity Date, Principal Liquidation Account, Next Maturity Date, Deposit Tenor, Rollover Type (radio buttons for Principal, Principal + Interest, Special Amount), Rollover Amount, Account, Term Deposit Amount, Term Deposit Pay In Option, and Offset Branch; 'Recurring Deposit' section with checkboxes for Auto Payment Takedown, Move Maturities to Unclaimed, Recurring Deposit Account, and fields for Payment Branch, Payment Accounts, Redemption Amount, Payment Date, and Payment Currency; and 'Installment Frequency' section with a checkbox for Move funds on Overdraft and fields for Days, Months, and Years. 'Ok' and 'Exit' buttons are located at the bottom right.

Refer the 'Applying Interest Product on Account' chapter in the 'Interest and Charges' User Manual for details about applying interest to an account.

### 4.1.1 Capturing MIS Details

Click 'MIS' button to invoke MIS screen. The screen is displayed below:

The screenshot shows the 'Customer Account MIS' window. At the top, it displays application and account details: Application Number (OpenCurrentAccount40), Customer (00000982), Branch Code (000), Account (0000001011011), Account Class (ACCL3), and Currency (GBP). Below this are configuration options: Calc Method (Actual/Actual), Rate Code, Rate Type (Fixed), Reference Rate, Spread, Pool Code (POOL), Link to Group, and MIS Group (MIS\_GRP1). The main area is divided into three columns: 'Transaction MIS' (fields 1-8), 'Composite MIS' (fields 1-8, with 'CHRIS' in field 1), and 'Cost MIS' (fields 1-5). At the bottom, there are 'Change Log' and 'Transfer Log' buttons, and 'Ok' and 'Cancel' buttons.

Refer the Management Information System User Manual for further details.

## 4.1.2 Capturing Customer Details

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

The screenshot shows the 'Customer Details' application window. The window title is 'Customer Details'. It contains several sections: 'Workflow Reference #', 'Application Category \*', 'Branch \*', 'Date \*', 'Channel', 'Request ID', 'Priority' (Low), 'Application Number \*', 'Conversation ID', 'Lead Id', 'Status' (Receive and Verify), 'Priority' (Low), and a 'Conversations' button. Below these are 'Account Details' (Account Number, Customer Account Branch \*, Currency \*, LBL\_PURPOSE\_OF\_ACCNT) and 'Customer Details' (Local Branch \*, Customer Number \*, Customer Name). The 'Account Facilities' section includes 'Cheque Leaves From', 'No of Cheque Leaves', 'Cheque Book Type', 'Order Date', 'Order Details', and 'Request Status' (Generated). The 'Debit Card Details' section includes 'Name On Card', 'Request Reference Number', 'LBL\_CARD\_PRODS' (Default), 'Card BIN', 'Card Number', 'Card Application Date', and 'Card Status' (LBL\_CARD\_ISSUED). At the bottom, there are 'Prev Remarks', 'Remarks', 'Audit', 'Outcome' (dropdown), and 'Exit' buttons.

In this screen maintain the following customer details:

### Customer Information

In this section, specify the basic information of the customer.

#### **Customer Number**

Specify the customer number for whom the current account is being created. You can also select the appropriate customer from the adjacent option list. The list displays all the valid and authorized customers maintained in the system.

#### **Full name**

The full name of the selected customer is displayed.

#### **Short Name**

Along with the Customer Code you have to capture the customer's abbreviated name. The description that you capture is unique for each customer. It helps in conducting a quick alpha-search or generating queries regarding the customer.

#### **Existing Customer**

If the customer is the existing customer, then this field is checked and you cannot edit the same.

**Country**

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

**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.

**Customer Category**

Specify the category in which the customer belongs. You can also select the appropriate customer category from the adjacent option list and indicate the category under which the particular customer is categorized. Each customer that you maintain can be categorized under any one of the categories that you have maintained in the system.

Click 'Main' tab to input the following contact details of the customer:

- Name
- Telephone Number
- Email ID
- Address

**Existing Bank Account Details**

If the customer is an existing bank customer, then specify the following details:

**Bank Name**

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

**Branch**

Indicate the name of the bank's branch in which the customer is holding an account.

**Account Type**

Specify the type of account the customer is holding.

- Corporate
- Bank

**Contact Person**

In this section, indicate the contact person's details of the current account being created. Specify the following details:

**Name**

Specify the name of the contact person.

**Work Phone ISD+**

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

**Work Phone**

Specify the work telephone number of the customer.

**Home Phone ISD+**

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

**Home Phone**

Specify the home telephone number of the customer.

**Mobile ISD Code+**

Specify the international dialling code for the mobile number of the customer. The adjoining option list displays valid ISD codes maintained in the system. Select the appropriate one.

**Mobile Number**

Specify the mobile number of the corresponding customer.

**E-mail**

Specify the e-mail id of the contact person.

**Contact Address****Address**

Specify the address of the contact person.

**Zip**

Specify the Zip code of the contact person's address.

**Country**

Specify the country name of the contact person.

**Statuses****Private Customer**

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

**Eligible for AR -AP Tracking**

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

## **Power of Attorney**

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### **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.

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### **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.

### 1.4.3 Specifying Corporate Details.

The screenshot shows the 'Customer Details' application window. The window title is 'Customer Details'. It features a 'Save' button and a 'Hold' button. The main content area is organized into several sections:

- Application Details:** Fields for Application Category, Application Branch, Application Date, Application Number, Application Status, and Application Priority (set to Low).
- Customer Details:** Fields for Local Branch, Customer Number, Short Name, Type (radio buttons for Corporate, Bank, Existing Customer), and SWIFT Code.
- Navigation:** A set of tabs including 'Main', 'Corporate' (selected), 'Directors', and 'Bank Details'.
- Registration Details:** Fields for Name, National Id, Address, Country, Date, Capital, Net Worth, Currency of Amounts, and Country.
- Description of Business:** A large text area for entering business details.

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

Here, specify the following details of the corporate:

#### **Registration Address**

Specify the registration address details of the corporate.

#### **Country**

Specify the country where the corporate is registered. You can also select the appropriate country from the adjacent option list. The list displays all the valid countries maintained in the system.

#### **Name**

Specify the full name of the main office of the Corporate/Bank customer.

#### **National ID**

Specify the corporate National Identification Number of this customer, in other words the registration number of your customer organization.

## Address

Specify the address of the customer.

## Description of Business

Specify the nature of the business and the business activities carried out by the customer organization.

## Incorporation

Specify the following incorporation details of the corporate:

### Date

Specify the date on which the customer's company was registered as an organization.

### Capital

Specify the capital of the corporate.

### Net Worth

Specify the net worth of the corporate.

### Currency of Amounts

Specify the currency in which you specify the particular customer's various financial details like the Net worth of the customer organization, the total Paid Up capital etc.

### Country

Specify the country in which the corporate is incorporated.

If the customer is a corporate, then maintain the director details. Click 'Directors' tab. The following screen is displayed:

The screenshot displays the 'Customer Details' application window. The 'Directors' tab is selected, showing fields for Director Name, Tax Id, Telephone, Mobile Number, and Email. Below this, there are sections for 'Permanent Address' and 'Address For Correspondence', each with fields for Address and Country. The window also shows application details like Application Category (CURRENT ACCOUNT), Application Number (OpenCurrentAccount20), and Application Date (2012-05-15). The 'Directors' tab is highlighted in red.

Here, you can maintain the following details of the directors:



## **Directors Details**

### **Director's Name**

Specify the directors' name.

### **Telephone Number**

Specify the directors' telephone number.

### **Tax ID**

Specify the tax id of the director.

### **Mobile Number**

Specify the directors' mobile number.

### **E-mail**

Specify the directors' email id.

### **Permanent Address Details**

Specify the director's permanent address.

### **Correspondence Address Details**

Specify the director's corresponding address.

To maintain the bank details, click 'Bank Details' tab. The following screen is displayed:

The screenshot shows the 'Customer Details' application window. The 'Bank Details' tab is selected. The form contains the following fields and sections:

- Application Details:** Application Category (CURRENT ACCOUNT), Application Branch (007), Application Date (2012-05-15), Application Number (OpenCurrentAccount20), Application Status (dropdown), Application Priority (Low).
- Account Details:** Account Branch (007), Account Number (0111111208).
- Customer Details:** Local Branch (007), Customer Number (007005612), Short Name (WF\_CUST\_1), Type (Corporate, Bank), Existing Customer (checked), SWIFT Code.
- Existing Bank Account Details:** A table with columns: Bank Code, Branch Code, Account Type (Nostro), Account Number, Visit Frequency.

Navigation tabs at the bottom include: Main, Corporate, Directors, Bank Details (selected), MIS, Fields, NSF Details. Buttons for OK and Exit are at the bottom right.

You can specify the existing bank account details here.

### **Bank Code**

Specify the existing bank code.

### Branch Code

Specify the existing branch code.

### Account Type

Specify the account type from the adjoining drop-down list. Available options are:

- Nostro
- Misc Dr
- Misc Cr
- Savings Current
- Deposit
- Line

### Account Number

Specify the existing account number

### Visit Frequency

Specify how frequently the customer visits the bank.

## 4.1.3 Capturing Signatory Details

Click 'Account Signatory' button to invoke the 'Signatory Details' screen.

Signature Id	Signatory Message	Signatory Type	Approval Limit	Solo Sufficient	€

*Refer the 'Signature Verify' User Manual for further details.*

After entering the details, select the action 'PROCEED' in the text box adjoining the 'Audit' button and save the record by clicking save icon in the tool bar. The system displays the information message as "The task is completed successfully"

Click 'OK' button in this screen. You will be taken back to 'Input Details' screen. Click 'Exit' button to exit the screen. The task is then moved to the next activity i.e verifying details of the current account.

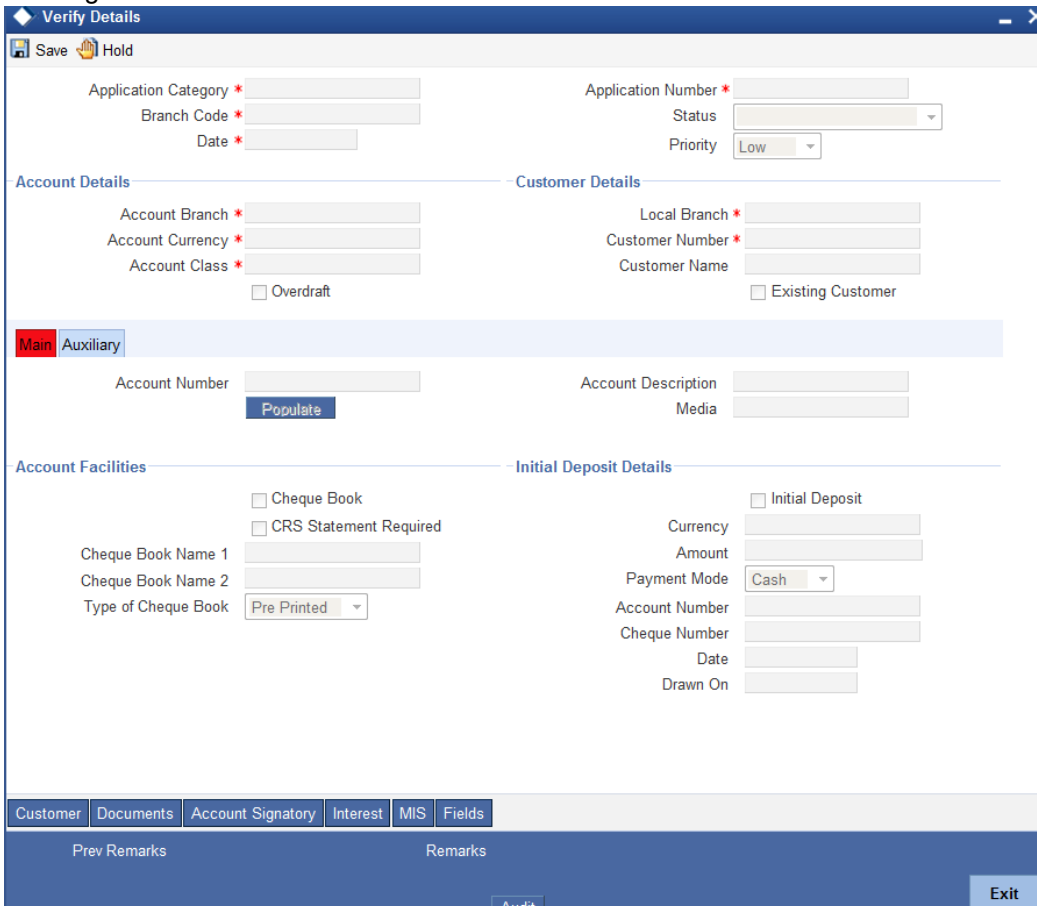
*For further details on the remaining fields refer Step 2. Seek Approval for Missing Documents / Details section in this chapter.*

## Step 5. Verify Details of Current Account

Users belonging to the user role 'COMROLE' (Corporate Operations 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 Details' task to acquire it. The system displays the information message as "The task is completed successfully"

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



Here you can view the details captured. If the required documents have been verified, select the action 'SUCCESS' 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 information message as "The task is completed successfully"

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 Current Account

Users belonging to the user role 'COEROLE' (Corporate 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 “The task is completed successfully”

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 modify 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 information message as “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\_C Review Info

KYC checks are mandatory and it is performed on both existing and new customers. In case of an existing customer the KYC check is done only if there are changes in the customer information (including all directors, mandate holders etc). The KYC check depends upon the regulatory environment within which your bank operates and its internal KYC policies.

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.

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

- SDN checks
- Internal Black List check
- Customer Identity Verification
- External KYC Check

- Retry KYC Check
- 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 "The task is completed successfully"

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

The screenshot shows the 'Verify Prospect Customer Details' application window. The interface includes the following sections:

- Workflow Reference #**: Input field.
- Priority**: Dropdown menu (Low).
- Application Category \***: Input field.
- Application Number \***: Input field.
- Application Branch \***: Input field.
- Application Status**: Dropdown menu.
- Application Date \***: Input field.
- Application Priority**: Dropdown menu (Low).
- Account Details**:
  - Customer Account Branch**: Input field.
  - Account Number**: Input field.
- Customer Details**:
  - Local Branch \***: Input field.
  - Customer Number \***: Input field.
  - Full Name**: Input field.
  - Short Name \***: Input field.
  - Type**: Radio buttons for Individual, Corporate (selected), Bank, Existing Customer.
  - SWIFT Code**: Input field.
- Navigation Bar**: Main | Corporate | Directors | Bank Details | KYC Details.
- Customer Information**:
  - Customer Name**: Input field.
  - External Reference**: Input field.
  - Country \***: Input field.
  - Nationality \***: Input field.
  - Language \***: Input field.
  - Customer Category \***: Input field.
  - Communication Mode**: Radio buttons for Mobile, Email.
- Contact Person**:
  - Name**: Input field.
  - LBL\_WORK\_PHONE\_ISD**: Input field.
  - Telephone**: Input field.
  - LBL\_HOME\_PHONE\_ISD**: Input field.
  - LBL\_MOB\_ISD**: Input field.
  - Mobile Number**: Input field.
  - Email**: Input field.
  - LBL\_PRE\_DATE\_OF\_CONTACT**: Input field.
  - LBL\_PREF\_TIME\_OF\_CONT**: Dropdown menu (LBL\_PREF\_TIME1).
- Statuses**:
  - Private Customer
  - Eligible for AR-AP Tracking
- Relationship Manager**:
  - ID**: Input field.
  - Name**: Input field.
- Address For Correspondence**:
  - Address 1 \***: Input field.
  - Address 2**: Input field.
  - Address 3**: Input field.
  - Address 4**: Input field.
  - Pin Code**: Input field.
  - Country**: Input field.
  - LBL\_CORR\_EMAIL
- Documents | MIS | Fields**: Navigation tabs.
- Bottom Section**:
  - Prev Remarks**: Input field.
  - Remarks**: Input field.
  - Outcome**: Dropdown menu.
  - Buttons**: Audit, Exit.

You can view the customer details in this screen. Click 'KYC Details' tab to capture the Director name.

### Director Name

Specify the name of the director.

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 information message as "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.

## 7.3 SDN Check

System checks the prospects/ customer's name for the terrorism related black listing in the SDN database maintained by United States (US) Office of Foreign Asset Control (OFAC). If

the customer clears this match, system continues with the KYC check else the bank informs the regulatory/internal authorities about the SDN match of the prospect/ customer.

## 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 "The task is completed successfully"

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 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 information message as "The task is completed successfully"

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

## 7.5 Inform Regulatory Authorities

In case of a positive SDN match or the applicant is internally blacklisted, you should inform the regulatory agency (OFAC or any other similar agency) and the internal authorities on the match of the applicant.

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 "The task is completed successfully"

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 form titled "Inform Regulatory Authorities". The form is divided into several sections:

- Application Details:** Includes fields for Application Category, Application Branch, Application Date, Application Number, Application Status, and Application Priority (set to Low).
- Customer Details:** Includes fields for Local Branch, Customer Number, Short Name, Type (radio buttons for Corporate, Bank, Existing Customer), and SWIFT Code.
- Customer Information:** Includes fields for Customer Name, External Reference, Country, Nationality, Language, and Customer Category.
- Contact Person:** Includes fields for Name, Telephone, and Email.
- Contact Address:** Includes fields for Address, Zip, and Country.
- Statuses:** Includes checkboxes for Private Customer and Eligible for AR-AP Tracking.
- Relationship Manager:** Includes fields for ID and Name.

At the bottom of the form, there are tabs for Documents, MIS, and Fields. Below the tabs are fields for Prev Remarks, Remarks, Audit, and Outcome. An Exit button is located in the bottom right corner.

In this screen, you can view all the details of the applicant. Even the KYC check details are also displayed here. You can report about the positive match to the regulatory authorities by specifying the following details:

### Name

Specify the name of the applicant whose name was shortlisted in the SDN or internal blacklist check.

### Dt. of Reporting SDN Failure

Specify the date of reporting the SDN failure.

### Mode of Reporting SDN Failure

Specify the mode of reporting the SDN failure.



## Dt. of Reporting Blacklist Fail

Specify the date of reporting the blacklist failure.

## Mode of Reporting Blacklist Fail

Specify the mode of reporting the blacklist failure.

Select the outcome as 'PROCEED' and save the record by clicking the save icon in the tool bar. The system displays the information message as "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 "The task is completed successfully"

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

The screenshot shows the 'Internal Blacklist Checks' application window. The window title is 'Internal Blacklist Checks'. It contains various input fields and sections for data entry. The sections include: Workflow Reference #, Application Category, Application Branch, Application Date, Application Number, Application Status, Application Priority, Account Details (Customer Account Branch, Account Number), Customer Details (Local Branch, Customer Number, Full Name, Short Name, Type: Individual, Corporate, Bank, Existing Customer, SWIFT Code), Customer Information (Customer Name, External Reference, Country, Nationality, Language, Customer Category, Communication Mode: Mobile, Email), Contact Person (Name, LBL\_WORK\_PHONE\_ISD, Telephone, LBL\_HOME\_PHONE\_ISD, LBL\_MOB\_ISD, Mobile Number, Email, LBL\_PRE\_DATE\_OF\_CONTACT, LBL\_PREF\_TIME\_OF\_CONTACT), Statuses (Private Customer, Eligible for AR-AP Tracking), Relationship Manager (ID, Name), Address For Correspondence (Address 1-4, Pin Code, Country, LBL\_CORR\_EMAIL). The bottom of the window has a navigation bar with 'Documents | MIS | Fields | Internal Blacklist Check', 'Prev Remarks', 'Remarks', 'Audit', 'Outcome' dropdown, and 'Exit' button.

In this screen, you can view the applicant's details. Click 'Int.Blacklist Check' button to invoke 'Blacklist Checks for Corporate Details' screen.

Name	Date of Birth	Country	Remarks	Sequence Number

The system validates the name of the applicant against the bank's internal list of global blacklisted customers. If any match is found, you can report it to the internal authorities of the bank. If no match is found, the system displays the information message as "The task is completed successfully"

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 information message as "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 External KYC Check

Based on the external KYC check property set, the KYC-C sub process invokes the external KYC check sub process which sends data to Mantas KYC solution and retrieves the abbreviated risk score and risk category of the customer.

## 7.8 Retrying to Get Customer / Nominee Details

If the bank receives negative or no acknowledgement from the external system about the customer, then you can opt for a retry of external KYC check.

Users belonging to the user role 'KYCROLE' (KYC Manager) can perform these activities. To invoke the 'Retry of External KYC Check' screen, go to the pending list in the system. The system displays all the pending activities. Click 'Acquire' button adjoining the 'Retry of External KYC Check' task to acquire it. The system displays the information message as "The task is completed successfully"

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 "Retry of External KYC check". The interface includes a toolbar with "New" and "Enter Query" buttons. The main form is divided into several sections:
 

- Application Details:** Fields for Workflow Reference #, Priority (Low), Application Category, Application Branch, Application Date, Application Number, Application Status, and Application Priority (Low).
- Account Details:** Fields for Customer Account Branch and Account Number.
- Customer Details:** Fields for Local Branch, Customer Number, Full Name, Short Name, Type (Individual, Corporate, Bank, Existing Customer), and SWIFT Code.
- Customer Information:** Fields for Customer Name, External Reference, Country, Nationality, Language, Customer Category, and Communication Mode (Mobile, Email).
- Contact Person:** Fields for Name, LBL\_WORK\_PHONE\_ISD, Telephone, LBL\_HOME\_PHONE\_ISD, LBL\_MOB\_ISD, Mobile Number, Email, LBL\_PRE\_DATE\_OF\_CON, and LBL\_PREF\_TIME\_OF\_CON.
- Statuses:** Checkboxes for Private Customer and Eligible for AR-AP Tracking.
- Address For Correspondence:** Fields for Address 1 through Address 4, Pin Code, and Country, with a checkbox for LBL\_CORR\_EMAIL.
- Relationship Manager:** Fields for ID and Name.

 At the bottom, there is a "Documents | MIS | Fields" section, a "Prev Remarks" and "Remarks" area, an "Outcome" dropdown menu, and an "Exit" button.

Here, you can specify the following details:

### Retry External KYC

Check this box to specify that retry of external KYC check should be required for a particular customer.

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 'Retry' and save the record by clicking the save icon in the tool bar. The system displays the information message as "The task is completed successfully"

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

## 7.9 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 "The task is completed successfully"

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 Customer Contact Details". The window has a blue header bar with a "New" icon and standard window controls. Below the header, there are several form sections. The first section contains "Workflow Reference #" and "Priority" (set to "Low"). The "Customer Information" section includes "Customer No \*", "Full Name", an "Existing Customer" checkbox, and "Type" (radio buttons for "Corporate" and "Bank"). Below this is a navigation bar with "Main", "Customer" (highlighted in red), "Corporate", and "Directors" tabs. The "Contact Information" section has "Address \*" and "Telephone" fields. The "Contact Person" section has "Name", "Telephone", and "Email" fields. At the bottom, there is a "Documents" section and a blue bar containing "Prev Remarks", "Remarks", an "Audit" button, an "Outcome" dropdown, 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 information message as "The task is completed successfully"

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

## 7.10 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 "The task is completed successfully"

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 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 information message as "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.

## 7.11 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 "The task is completed successfully"

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 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 information message as "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

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

Users belonging to the user role 'COEROLE' (Corporate 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:

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. 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 11. 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 12. Store Document Reference in FLEXCUBE

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

## Step 13. Check Available Balance

Users belonging to the role 'COEROLE' (Corporate 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 "The task is completed successfully"

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

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 information message as "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.

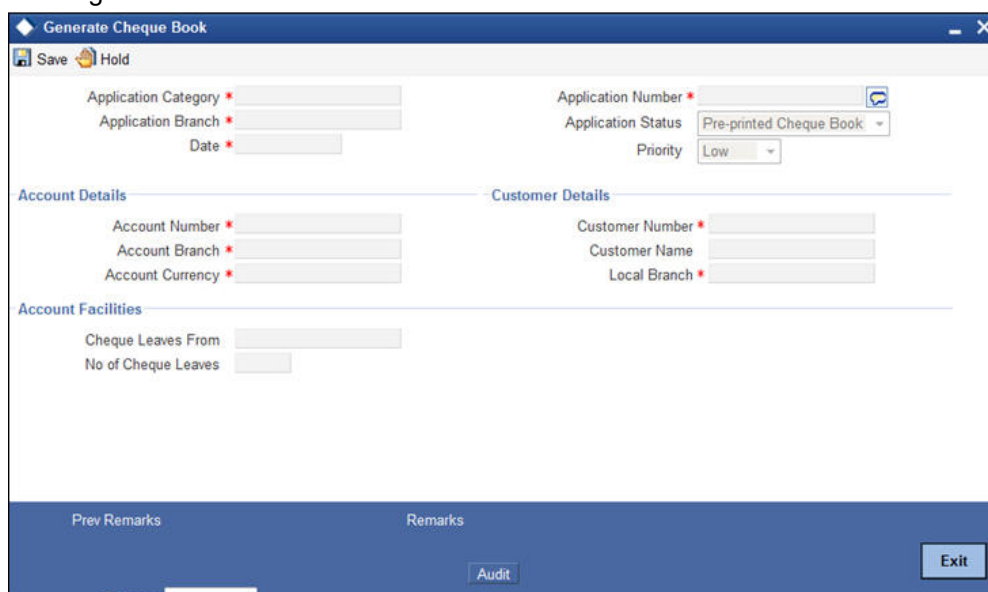
## Step 14. Generate Cheque Book

Users belonging to the user role 'COEROLE' (Corporate 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 "The task is completed successfully"



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 information message as "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 15.Retrieve Pre-printed Cheque Book**

Users belonging to the user role 'CBOEROLE' (Corporate 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 "The task is completed successfully"

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 window titled "Retrieve pre-printed Cheque Book". The window has a blue header bar with a title bar and standard window controls. Below the header is a toolbar with "Save" and "Hold" icons. The main content area is divided into several sections: "Application Details" with fields for "Application Category", "Application Branch", "Date", "Application Number", "Application Status" (set to "Pre-printed Cheque Book"), and "Priority" (set to "Low"); "Account Details" with fields for "Account Number", "Account Branch", and "Account Currency"; "Customer Details" with fields for "Customer Number", "Customer Name", and "Local Branch"; and "Account Facilities" with fields for "Cheque Leaves From" and "No of Cheque Leaves". At the bottom of the window, there is a dark blue bar containing "Prev Remarks", "Remarks", an "Audit" button, and an "Exit" button.

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 information message as "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 16. 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.

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 17. 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 18. Notify the customer/prospect about the successful account opening with details

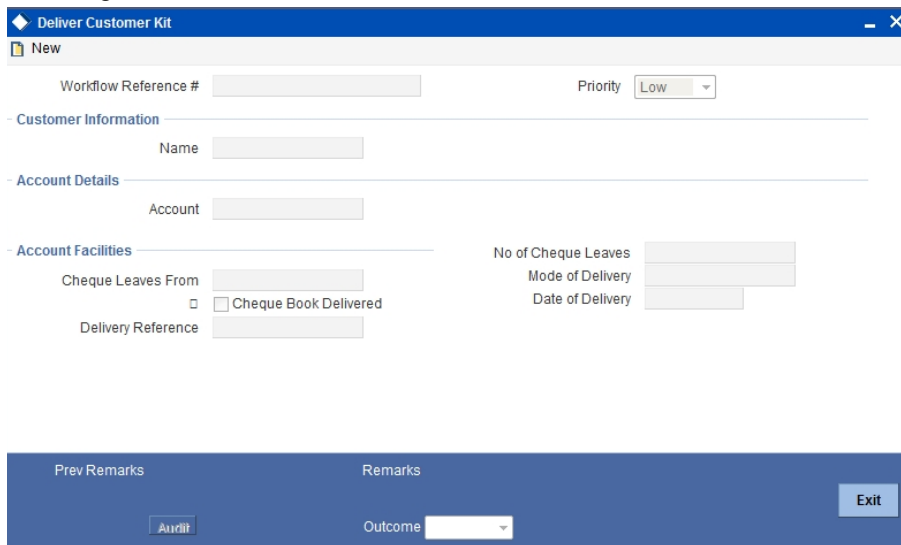
In this stage, Customer/Prospect will be notified about the successful account opening with account number and details.

## Step 19. Deliver Account Kit to the Customer

Users belonging to the user role 'COEROLE' (Corporate 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 "The task is completed successfully"

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 window titled "Deliver Customer Kit". The window contains a form with the following sections and fields:

- Workflow Reference #**: A text input field.
- Priority**: A dropdown menu set to "Low".
- Customer Information**: A section header.
- Name**: A text input field.
- Account Details**: A section header.
- Account**: A text input field.
- Account Facilities**: A section header.
- Cheque Leaves From**: A text input field.
- No of Cheque Leaves**: A text input field.
- Mode of Delivery**: A text input field.
- Date of Delivery**: A text input field.
- Cheque Book Delivered**: A checkbox.
- Delivery Reference**: A text input field.

At the bottom of the window, there is a blue bar with the following elements:

- Prev Remarks**: A text input field.
- Remarks**: A text input field.
- Audit**: A button.
- Outcome**: A dropdown menu.
- Exit**: A button.

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 cheques 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 information message as "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 20.Store Documents**

You can store the current 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 'CBOEROLE' (Corporate 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 "The task is completed successfully"

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 "Store Documents". The window has a blue header bar with a "New" button and an "Enter Query" button. The main content area is divided into several sections:

- Workflow Reference #**: A text input field.
- Application Category**: A text input field.
- Application Branch**: A text input field.
- Date**: A text input field.
- Priority**: A dropdown menu set to "Low".
- Application Number \***: A text input field.
- Application Status**: A dropdown menu set to "Document Storage".
- Priority**: A dropdown menu set to "Low".

Below these fields, there are two columns of information:

- Account Details**:
  - Customer No: Text input field.
  - Customer Name: Text input field.
  - Customer Account Branch: Text input field.
  - Account Number: Text input field.
- Storage Details**:
  - Storage Reference \*: Text input field.
  - Place of Storage: Text input field.
  - Date of Storage: Text input field.
  - Time of Storage: Text input field.

At the bottom of the window, there is a "Document" section with a "Prev Remarks" button, a "Remarks" text area, an "Outcome" dropdown menu, and an "Exit" button.

In this screen the following information can be stored:

System displays the following information:

- Application Category
- Application Branch
- Date
- Application Number
- Application Status

### **Priority**

Select the priority for maintaining the documents.

- Account Details

The following customer information is displayed:

- Customer Name
- Customer Number

### **Account Details**

The current account number of the customer is displayed.

### **Storage Details**

Capture the following storage details in this section:

#### **Storage Reference**

Specify the storage reference number.

#### **Date of Storage**

Capture the date of storing the documents.

#### **Time of Storage**

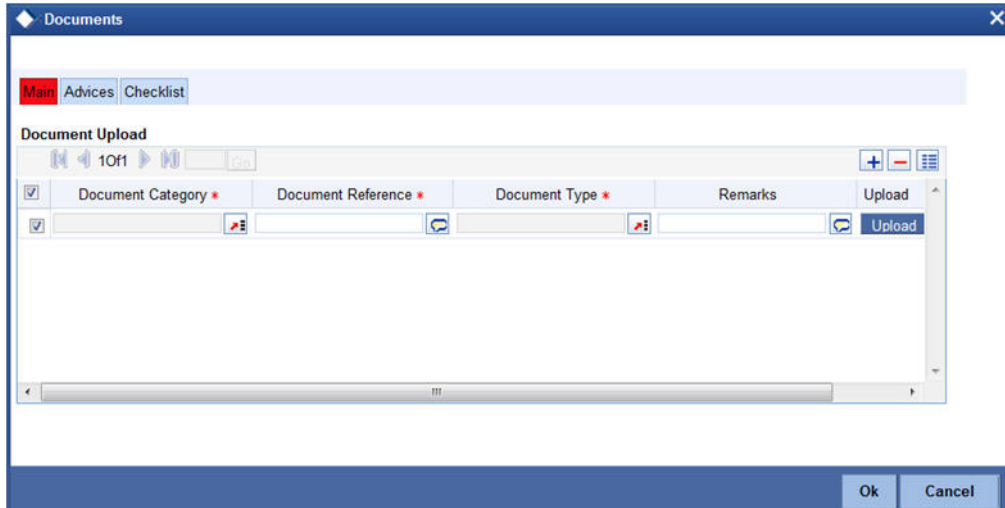
Specify the time of storing the documents of the current account.

## Place of Storage

Mention the place where the document is stored.

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 information message as "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:



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## 2. Function ID Glossary

### C

CBOEROLE .....	1-41
CCSEROLE .....	1-3
CCSMROLE .....	1-12
COEROLE .....	1-13
COMROLE .....	1-23

### K

KYCEROLE .....	1-26
KYCMROLE .....	1-27
KYCROLE .....	1-31

### S

STDCA001 .....	1-3
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