Oracle® Banking Branch Servicing Configurations User Guide



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Oracle Banking Branch Servicing Configurations User Guide, 14.8.0.0.0

G30333-01

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Preface

- Purpose
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- Acronyms and Abbreviations
- Screenshot Disclaimer
- Basic Actions
- Symbols and Icons

Purpose

This guide provides an overview of how to configure the business product configuration, business process, and related workflows for servicing customer account transactions, term deposit transactions, and loan transactions.

Audience

This guide is intended for back-office and front-end staff who set up and use Oracle Banking Branch.

Documentation Accessibility

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

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Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at Critical Patches, Security Alerts and Bulletins Critical Patches, Security Alerts and Bulletins. All critical patches should be applied in



a timely manner to ensure effective security, as strongly recommended by Oracle Software Security Assurance Oracle Software Security Assurance.

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Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Conventions

The following text conventions are used in this document:

Convention	Meaning	
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.	
italic Italic type indicates book titles, emphasis, or placeholder variables for you supply particular values.		
monospace Monospace type indicates commands within a paragraph, URLs, c examples, text that appears on the screen, or text that you enter.		

Related Resources

For more information, see these Oracle resources:

- Getting Started User Guide
- Teller User Guide

Acronyms and Abbreviations

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

Table 1 List of Acronyms and Abbreviations

Abbreviation	Description	
CASA	Current Account Savings Account	
GL	General Ledger	
TD	Term Deposits	
RD	Retail Deposits	

Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes.



Basic Actions

Most of the screens contain buttons to perform all or few of the basic actions.

Action	Description	
Back	In case you missed to specify or need to modify the details in the previous segment, click Back to navigate to the previous segment.	
Cancel	Click Cancel to cancel the operation input midway without saving any data. You will be alerted that the input data would be lost before confirming the cancellation.	
Next	On completion of input of all parameters, click Next to navigate to the next segment.	
Save	On completion of input of all parameters, click Save to save the details.	
Save & Close	Click Save & Close to save the data captured. The saved data will be available in View Business Product with <i>In Progress</i> status. You can work on it later by picking it from the View Business Product .	

Table 2 Basic Actions and Descriptions

Symbols and Icons

The following are the symbols/icons you are likely to find in this guide:

Table 3 Symbols and Icons

Symbols and Icons	Description
+	Add data segment
×	Close
	Maximize
 	Minimize
Þ	Open a list
锢	Open calendar
ď	Perform search
	View options

1 Overview of Servicing Configurations

The servicing configurations of the Oracle Banking Branch allow the bank to define its workflows.

Oracle Banking Branch is a retail banking application that gives a 360-degree view of the customer's financial and non-financial transactions. It helps to provide better customer-focused services as well as cross-sell and up-sell the other products and services of the bank. This document provides an overview of the configurations that are required for the various Oracle Banking Branch processes.

Oracle Banking Branch is factory-shipped with referenced workflows for the servicing. It is capable of configuring the workflows based on the bank's internal policy and requirements. Configurations such as Business Product and Business Process allow the bank to define its workflows. A summary of the configurations is described as below:

The servicing in Oracle Banking Branch is driven based on the below configurations:

- Business Product
- Business Process
- Prerequisite
 Before you begin performing Servicing Configurations:

1.1 Prerequisite

Before you begin performing Servicing Configurations:

Log in to the application homepage. For information on how to log in, refer to the *Getting Started User Guide*.

2 Branch Date Configurations

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

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



3 Business Product Configuration

The Oracle Banking Branch is equipped with business product configuration helping banks to configure various services for retail bank offerings.

This topic contains the following subtopics:

- About Business Product Configuration Business product configuration allows you to configure the various services for retail bank offerings. The details captured in the business product configuration are used for processing the servicing transactions.
- Create Business Product You can use this screen to create the business product and map it to the host product.
- View Business Product

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

3.1 About Business Product Configuration

Business product configuration allows you to configure the various services for retail bank offerings. The details captured in the business product configuration are used for processing the servicing transactions.

The business product created in Oracle Banking Branch is linked with the host product. There is only one golden source available for product creation or configuration, which is in the host. The business product created in Oracle Banking Branch allows configuring parameters that are more customer-facing and how the products are sold in banks.

The business product is linked to the business process so that the servicing transactions related to the selected business product will flow as per the business process definition. The business product process allows the user to create the business products and view the existing business products.

3.2 Create Business Product

You can use this screen to create the business product and map it to the host product.

The following data segments of the screen allows you to define the various elements for the products:

- Business Product Details
- Host Product Mapping

Perform the following steps to create business product:

 On the Homepage, from the Servicing Configurations, under Business Product, click Create Business Product. You can also open the screen by specifying Create Business Product in the search icon bar and selecting the screen.



The Create Business Product screen is displayed.

Figure 3-1	Create Business Product - Business Product Details	

Business Product	Details			Errors & Overrides
Business Product Details	Business Product Details			Screen(1/.
Host Product Mapping	Product Type	Product Sub Type	Business Product Code	Business Product Description
	Customer Account Services	 Scheduled Transfer 	▼ SCHTRF	Standing Instruction Scheduled Tran
	Channel Allowed	Fintech Allowed		

2. On the **Business Product Details** segment, specify the fields. For more information on fields, refer to the field description table.

Table 3-1	Business Product Details – Field Description

Field	Description
Product Type	 Select the product from the drop-down list. The available options are: Customer Account Services Term Deposit Account Services Loan Account Services
Product Sub Type	 Select the product sub-type from the drop-down list. Product sub-types supported are based on the Product Type selected. a. Customer Account Services Scheduled Transfer Sweep In to Account Sweep Out from Account Cheque Leaves Default b. Term Deposit Account Services c. Loan Account Services
Business Product Code	Specify the business product code.
	Note: The maximum length of the business product code should not be more than six characters. Alphanumeric and alphabets should be in the capital.
Business Product Description	Specify the business product description.
Channel Allowed	Select the channels that should be allowed for the business product from the drop-down list. For Example – Oracle Banking Digital Experience.



Field	Description		
Fintech Allowed	Select if the business product is supported for servicing transactions from Fintech Companies.		
Fintech Name	Select the Fintech Company name from the drop-down list. The system allows the selection of multiple companies.		
	Note: This field is mandatory if Fintech Allowed is selected.		

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

- 3. Click Next.
 - If Scheduled Transfer, Sweep In to Account, Sweep Out from Account, Term Deposit Account Services, or Loan Account Services option is selected from the Product Sub Type field in the Business Product Details segment, then the following Host Product Mapping segment is displayed. In this data segment, the business product is mapped to the host product and parameters for processing servicing transactions are defined.

Figure 3-2 Create Business Product – Host Product Mapping

Business Product	Details				Errors & Overrides	;; ×
Business Product Details	Host Product Mapping					Screen(2/2
Host Product Mapping	Business Product Code	Host Product		Host Product Description		
	SCHTRF	SI11	-	SI One to One Payment		
	Get Product Details					
	Product Start Date	Product End Date		Frequency	Product Type	
	October 1, 2007	March 30, 2030		1	Payment	

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

Table 3-2 Host Product Mapping - Field Description

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



Field	Description		
Get Products Details	Click Get Product Details, and the system will default the parameter configured at the host product. When you click this button, the system defaults the values in the following fields: - Product Start Date - Product End Date - Frequency - Product Type - Minimum Sweep Amount		
Product Start Date	Displays the product start date defaulted from the host.		
Product End Date	Displays the product end date defaulted from the host.		
Frequency	Displays the frequency defaulted from the host.		
Product Type	Displays the product type defaulted from the host.		
Minimum Sweep Amount	Displays the minimum sweep amount defaulted from the host.		
	Note: This field is displayed only if the Product Sub Type in the Business Product Details segment is selected as Sweep Out from Account or Sweep In to Account.		

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

 If Cheque Leaves Default option is selected from the Product Sub Type field in the Business Product Details segment, then the following Host Product Mapping segment is displayed.

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

Business Product I	Details		Errors & Overr	ides 🦼 K
Business Product Details	Host Product Mapping			Screen(2/2)
Host Product Mapping	Default Cheque Book Size 5, 10, 15			
			+	
	Host Product	Cheque Book Sizes	Action	
	SAVIN - Savings Account_Regular	25, 30, 35		
	Page 1 of 1 (1 of 1 items) < ∢ 1 → >			
Audit			Car	ncel Back

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

Field	Description
Default Cheque Book Size	Specify the numeric values for cheque book sizes against those accounts, for which the Account Classes have not been mapped or that have been created newly in the system.
	you tab out of the field. To remove the value, click the Close icon.
Host Product	Select the account classes defined in the system.
	 Note: This field is enabled if you click the icon displayed above the table. An Account Class cannot belong to more than one group of Host Product.
Cheque Book Sizes	Specify numeric values for the cheque book sizes for the account classes selected.
	 Note: This field is enabled if you click the icon displayed above the table. You are not allowed to enter duplicate values in this field.
Action	Displays the icon to remove the row added.
	Note: This field is enabled if you click the icon displayed above the table.

Table 3-3Create Business Product – Host Product Mapping (Cheque LeavesDefault) – Field Description

4. Click Save & Close.

3.3 View Business Product

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

To view business product:

 On the Homepage, from the Servicing Configurations, under Business Product, click View Business Product. You can also open the screen by specifying View Business Product in the search icon bar and selecting the screen.

The View Business Product screen is displayed.

:: × **View Business Product** Q + Q₩Ξ BB Business Product Code: Business Product Code: Business Product Code Business Product Code SWOTAC 000 123456 001 HELLO2 000 сновок Business... Standing Instruction... Business... test Business... TESTING Business... Cheque Book 🗅 Unauthorized 🛕 In Progress 🖾 5 D Unauthorized A In Progress 1/1 D Unauthorized A In Progress D Unauthorized A In Progress ss Product Code Business Product Code: Business Product Code Business Product Code TEST04 0.00 TEST99 : ABCDEF TEST91 Business... TESTTESTTEST Business... TEST99 Business... CHECK 1HB1XAS Business. D Unauthorized A In Progress D Unauthorized A In Progress 1/1 D Unauthorized A In Progress D Unauthorized A In Progress of 3 (1 - 10 of 27 items) |< 4 1 2 3 >> Page 1

Figure 3-4 View Business Product

- 2. On the View Business Product screen, you can perform the following actions:
 - Search for a particular business product.
 - Add preference for a business product.
 - Refresh the page to view the lastest updates.
 - Change view to grid or tile.
- 3. On the **View Business Product** screen, view the business product set for the required services. For more information on the options, refer to the table below.

Table 3-4 View Business Product – Field Description

Field	Description
Business Product Code	Displays the business product set for the service.
Business Product Description	Displays the description for the business product.

- 4. Each tile also displays the following information:
 - Authorized or Unauthorized
 - For Authorized status: The icon provides the options to Unlock, Close, Copy, and View.



- For Unauthorized status: The icon provides the options to Unlock, Authorize, Delete, Copy, and View.
- Open, In Progress, or Closed
- Number of edits performed on the business product.

4 Business Process Configuration

The Oracle Banking Branch is installed with business process configuration helping banks to build the desired workflow for servicing transactions.

This topic contains the following subtopics:

- About Business Process Configuration
 The business process configuration defines the stages, respective data segments, checklists, documents required, and advice generation for the stages.
- Create Business Process

The **Create Business Process** screen helps to configure the workflow for servicing transactions. This process will allow defining the data segments, checklists, documents, and advices for the stages defined in the process code selected for the lifecycle code and business product combination.

View Business Process

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

4.1 About Business Process Configuration

The business process configuration defines the stages, respective data segments, checklists, documents required, and advice generation for the stages.

A business process can be defined as a set of activities and tasks that, once completed, will accomplish the distinct servicing processes. The business process must involve clearly defined inputs and a single output.

The business process definition will determine the different stages required for a given combination of the process code, life cycle, and business product code. The workflow management of these stages and the relevant stage movements are defined in Oracle Banking Microservices Architecture/Conductor to:

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

The Oracle Banking Microservices Architecture/Conductor process will drive the workflow from one stage to another based on the process outcomes at the respective stages and subject to fulfilling the mandatory data capture, confirmation on the mandatory checklist items, and submission of mandatory documents at the respective stages. The stages defined in the business process can be dynamically assigned to different user profiles or roles.

While performing the servicing transactions, the system picks the business process run-time and initiates the workflow based on the configuration. The prerequisites for configuring the business process are enumerated below:



Prerequisites	Description	
Lifecycle	Lifecycle represents the lifecycle of the process for which the business process is created. These are factory-shipped codes and currently support servicing transactions such as customer account transactions, term deposit transactions, and loan account transactions.	
Process Code	Process code defines the various stages relevant for servicing transactions. Process code configuration allows you to define the business process flow that needs to be mapped for the business product and lifecycle code combination in the business process configuration.	
	A set of default process codes are factory-shipped for the reference workflow. User can also create process codes in CMC_TM_PROCESS_CODE and CMC_TM_PROCESS_STAGE tables.	
Business Product	Business product maintenance allows configuring the various business products by the product offerings that the bank deals with. Each business product has a unique business process defined for a specific lifecycle code selected.	

Table 4-1 Prerequisites for Configuration - Field Description

4.2 Create Business Process

The **Create Business Process** screen helps to configure the workflow for servicing transactions. This process will allow defining the data segments, checklists, documents, and advices for the stages defined in the process code selected for the lifecycle code and business product combination.

This screen allows configuring the elements for each of the stages of the servicing transactions. For information on the elements, refer to the table below:

Element	Description				
Data Segment	A data segment, as the name suggests is an individual block of data. Bringing in data segments allows to break down a huge process into smaller units, which will be easier to update, maintain, and process. The business process consists of several data segments that make up the stage.				
	 Business process definition enables the user to perform the following: Add 'n' number of data segments to each stage. 				
	 Set the data segment as mandatory or non-mandatory. 				
	 Set the data segment as editable or non-editable. 				
	Control the sequence order of the data segments.				
	Select the stage.				
Document	The documents are required to be submitted by the customer for the servicing transactions.				
Checklist	Checklists are distinct, and a list of mandatory checkpoints for the servicing transactions to be configured by the bank.				
Advices	Advices are an official letter of notices detailing an action taken or to be taken on a stated date by the bank. This is the final configuration for the Business Process creation.				

Table 4-2 Elements of Business Process

Perform the following steps to create business process:

1. On the Homepage, from the Servicing Configurations, under Business Process, click Create Business Process. You can also open the screen by specifying Create Business Process in the search icon bar and selecting the screen.

The Create Business Process screen is displayed.

Create Business Proces	5			1.
Business Process Code	Business Process Description	Lifecycle	Lifecycle Description	
BUSINESS123	BUSINESS123	DOCUPD Q	Update Document	
Process Code	Process Description	Business Product Code		
CauSav Q	Customer Address Update	ALL	Process Full View	

Figure 4-1 Create Business Process

Figure 4-2	Create	Business	Process -	Stages
------------	--------	-----------------	-----------	--------

Business Proce	ss Defintion							1.
usiness Process Code		Business Process Description		Li	ecycle		Lifecycle Description	
TDREDM		Term Deposit Redeem Proce	ess		TDREDM	Q	Term Deposit Redeem Pr	ocess
ocess Code		Process Description		В	siness Product Code			
TDREDM	Q	TDREDEMPTION			ALL	•	Process Full View	
Application Entry A	pplication Approval	Application Rejected Application Re	try					
Data Segments	1	Redemption	×	2	Payout Details	×		
Documents	Mandatory Editable			Mandatory Editable				
Charlint								
Checklist								
Advices								
	3	Additional Details	\times					
	Optional Editable							

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

Field	Description
Business Process Code	Specify an alphanumeric business process code.
	Note: The maximum length allowed is 16.
Business Process Description	Specify the description of the business process code.
	Note: The maximum length allowed is 60 alphanumeric characters.
Lifecycle	Search and select the lifecycle code.
Lifecycle Description	Displays the description of the lifecycle selected.
Process Code	Search and select the process code of the business process flow that needs to be mapped for the lifecycle code and business process code combination.
	Note: Once you select the process code, the elements and stages are displayed on the screen.
Process Description	Displays the description of the selected process code
Protess Description	Displays the description of the selected process code.
Business Product Code	Specify the business product code for which the business process is being created. Alternatively, the system allows selecting 'All', in which case the business process will apply to all the business products that are associated with the lifecycle and process code.

Table 4-3 Create Business Process - Field Description

Note:

The system allows you to configure only one business process for a combination of **Lifecycle** and **Business Product Code**.

3. On the **Create Business Process** screen, click **Data Segments** tab and then click icon on the header panel.

The Data Segments screen is displayed.

╈

Add Cancel

Figure 4-3 Data Segments

Courtesy pay	Proviow					
Iverdue	Fleview					
ulletin Maintenance	Charge Details					
ulletin Summary	Charge Code	Currency	Defaulted Amount	Modified Amount	Charge Details	Waiver
harges	NO data to displa	ıy.				
oproval Details	> Settings					
narge Details						
terest Details						
dd-On Card Holder						

4. On the **Data Segments** screen, select the required data segment or data segments for the selected stage, and specify the fields. For more information on fields, refer to the field description table.

Table 4-4 Data Segments - Field Description

Field	Description
Preview	Click on this tab to view the data segment.
Settings	Specify the settings.
Mandatory	Select if the data segment is mandatory.
Editable	Select if the data segment is editable.
Select Products	Select the products for which the data segment is relevant.

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

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

Figure 4-4 Create Business Process - Added Data Segments

							11
usiness Process Code		Business Process Descriptio	n	Lifecycle		Lifecycle Description	
BUSINESS12		BUSINESS12		DOCUPD	Q	Update Document	
rocess Code		Process Description		Business Product Code			
TDROLV	Q	TD Rollover		ALL	-	Process Full View	
Application Entry Appl	ication Approval 🚶 A	pplication Rejected Applicati	on Retry				
Application Entry	+						
	1	Deposits	× 2	External TD	×		
Data Segments	•						
Data Segments	Mandatory Editable		Mar Edit	ndatory able			
Data Segments Documents	Mandatory Editable		Mai Edit	ndatory able			
Data Segments Documents Checklist	Mandatory Editable		Mai Edit	ndatory able			
Data Segments Documents Checklist Advices	Mandatory Editable		Mai Edit	ndatory able			
Data Segments Documents Checklist Advices	Mandatory Editable		Ma Edi	ndatory able			



Note:

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

6. On the **Create Business Process** screen, select the desired stage, and click **Document** tab to define the specific documentation requirement.

The **Documents** segment is displayed.

Figure 4-5 Create Business Process – Documents

Create Business Process				
Business Process Code	Business Process Description	Lifecycle	Lifecycle Description	
BUSINESS123	BUSINESS123	DOCUPD	λ Update Document	
Process Code	Process Description	Business Product Code		
TDPYIN Q	Term Deposit Payin Process	ALL	Process Full View	
Data Segments Document ADDRES	t Type Document Description SDOC Q Address Proof	Mandatory Bu	ALL ×	8
Documents)	
Checklist				
Advices				
				Cancel Sav

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

Table 4-5 Documents - Field Description

Field	Description
Document Type	Search and select the document type.
Document Description	Displays the corresponding description of the document.
Mandatory	Select if it is mandatory to submit the document for the stage.
Business Products	 Select the required option for the document submission requirement. Available options are: Single Product List of Products All

8. On the **Create Business Process** screen, select the desired stage, and click **Checklist** tab.

The Checklist segment is displayed.



Business Process Code		Business Process Description	Lifecycle	Lifecycle Description	
BUSINESS123		BUSINESS123	DOCUPD Q	Update Document	
rocess Code		Process Description	Business Product Code		
TDPYIN	Q	Term Deposit Payin Process	ALL 👻	Process Full View	
Data Segments	Checklist D	Data	Mandatory		
Application Entry					
	Checklist D)ata	Mandatory		(
Data Segments	Checklist E 20	2C V	Mandatory		(
Data Segments Documents	Checklist D 20 Business P	Data	Mandatory		
Data Segments Documents Checklist	Checklist D 20 Business P ALL ×	Data	Mandatory		
Data Segments Documents Checklist Advices	Checklist D 20 Business P ALL X	Jata 2c 🗸 🗸	Mandatory		
Data Segments Documents Checklist Advices	Checklist E 20 Business P ALL X	Jata roducts	Mandatory		

Figure 4-6 Create Business Process – Checklist

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

 Table 4-6
 Checklist - Field Description

Field	Description		
Checklist Data	It is a free-text field that allows to user to enter the checklists that must be validated as part of the selected stage.		
Mandatory	Select if it is mandatory to submit the checklist for the stage.		
Business Products	Select the required option to restrict the checklist. Available options are: Single Product List of Products All		

 On the Create Business Process screen, select the desired stage, and click Advices tab. The Advices segment is displayed.

Figure 4-7 Create Business Process – Advices

Create Business Process				::×
Business Process Code	Business Process Description	Lifecycle	Lifecycle Description	
BUSINESS123	BUSINESS123	DOCUPD Q	Update Document	
Process Code	Process Description	Business Product Code		
TDPYIN Q	Term Deposit Payin Process	ALL	Process Full View	
Application Entry +	pe Advice Description	Business Products	8	
Documents	935076 Q	ALL ×		
Checklist				
Advices				
				Court



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

Field	Description
Advice Type	Search and select the required advice type from the displayed list of all the valid advices maintained, and that must be mapped to this stage.
Advice Description	Displays the corresponding description of the advice.
Business Products	Select the required option to restrict the advices. Available options are: • Single Product • List of Products • All

Table 4-7 Advices - Field Description

12. Click **Save** to create the business process.

At this point, the status of the business process is unauthorized. A user with supervisor access has to approve the business process. Once approved, the status of the business process changes from unauthorized to authorized, and is activated for usage in the servicing transactions.

4.3 View Business Process

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

Perform the following steps to view business process:

 On the Homepage, from the Servicing Configurations, under Business Process, click View Business Process. You can also open the screen by specifying View Business Process in the search icon bar and selecting the screen.

The View Business Process screen is displayed.

View Business Process			
4.0			
Business Process Code:	Business Process Code:	Business Process Code:	Business Process Code:
TaxWaiver	Loanwriteoff	AauSav	Sweep In to CASA
tusiness Tax Waiver at Custom	Business Loan write-off	Business Application Initiation	Business Sweep In to CASA
ife Cycle Tax Waiver at Custom	Life Cycle Loan Write-Off	Life Cycle Application Initiation	Life Cycle Sweep In to CASA
rocess CASA Application	Process Loan Writeoff	Process Application Initiation	Process CASA Application
tusiness ALL	Business ALL	Business ALL	Business SWINAC
Authorized 🔓 Open 🖾 3	🗅 Authorized 🔓 Open 🖉 1	🗋 Unauthorized 🔓 Open 🖉 1	🗋 Authorized 🔓 Open 🖉 2
rusiness Process Code:	Business Process Code:	Business Process Code:	Business Process Code:
MMACCL	LoanAdhocCharge	TDACMN :	PrimaryPartyChng
Business Close out Withdrawal	Business Loan Adhoc Charges	Business TD Account	Business Primary Party Change
ife Cycle Close out Withdrawal	Life Cycle Loan Adhoc Charges	Life Cycle TD Account	Life Cycle Primary Party Change
Process Close out Withdrawal	Process Loan Adhoc Charges	Process TD Account	Process CASA Application
Business ALL	Business ALL	Business ALL	Business ALL
🕻 Authorized 🔓 Open 🖾 1	🗋 Authorized 🔓 Open 🖾 1	🕃 Authorized 🔓 Open 🗹 1	🗅 Authorized 🔓 Open 🖾 10

Figure 4-8 View Business Process



- 2. On the View Business Process screen, you can perform the following actions:
 - Search for a particular business process.
 - Add preference for a business process.
 - Refresh the page to view the lastest updates.
 - Change view to grid or tile.
- 3. On the **View Business Process** screen, view the business product set for the required services. For more information on the options, refer to the table below.

Table 4-8 View Business Process – Field Description

Field	Description
Business Process Code	Displays the business process set for the service.
Business Process Description	Displays the description for the business process.
Life Cycle	Displays the life cyle set for the business process.
Process	Displays the process.
Business Product	Displays the business code.

- 4. Each tile also displays the following information:
 - Authorized or Unauthorized
 - For Authorized status: The icon provides the options to Unlock, Close, Copy, and View.
 - For Unauthorized status: The icon provides the options to Unlock, Authorize, Delete, Copy, and View.
 - Open, In Progress, or Closed
 - Number of edits performed on the business process.



5 Maintenance

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

This topic contains the following subtopics:

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

5.1 Bulletin Board Maintenance

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

This topic contains the following subtopics:

- Create Bulletin This topics helps you to create, view, modify or delete the bulletin messages.
- View Bulletin

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

5.1.1 Create Bulletin

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

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



The fields marked as Required are mandatory.

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

Create Bulletin screen is displayed.



Message Type		Start Date		Expiry Date		
Alert	•	Feb 1, 2023	Ē	Ē	1	
Subject						
Payment Due						
Message						
Attachments Drop files here of Document.txt	or click to select					
Attachments Drop files here o Document.txt User Role Mapp	or click to select		+			
Attachments Drop files here + Document.txt User Role Mapp User / Role 0	ing	Name	Action \$			
Attachments Drop files here o Document.txt User Role Atapp User / Role O	ing CASAUSER2	Name CASAUSER2	+ Action 0			
Attachments Drop files here o Document.txt User Role Mapp User / Role User Page 1 of 1	ID CASAUSER2 (1 of 1 items)	Name CASAUSER2 (1) > >	Action 0			

Figure 5-1 Create Bulletin

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

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

Table 5-1	Create Bulletin	- Field	Description
-----------	-----------------	---------	-------------

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



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

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

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

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

Note:

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

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

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

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

Table 5-2 User Role Mapping - Field Description

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

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



Note:

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

5.1.2 View Bulletin

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

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

View Bulletinscreen is displayed.

View Bulletin			;; ×
Q Q			≡ 8
Subject: HELLO1011	Subject: Vendor Management Circ	Subject: Marketing Campaign for f 🔋	Subject: Changes in Base Rate for 🔋
Status Awaited Type Information Start Date 2022-10-12 Expiry Date	Status Expired Type Information Start Date 2018-05-01 Expiry Date 2018-06-30	StatusActiveTypeInformationStart Date2018-05-01Expiry Date2018-07-31	Status Active Type Alert Start Date 2018-05-01 Expiry Date 2018-07-31
🕒 Authorized 🔓 Open 🔯 1	🕒 Authorized 🔒 Open 🛛 🖉 3	🕒 Authorized 🔒 Open 📝 1	Den 21
Subject: Increase in Lending Repo 🔋	Subject: message 20001	Subject: ABC TESTING 8	Subject: Bank Holiday ៖
Status Active Type Alert Start Date 2018-05-01 Expiry Date 2018-05-31	StatusActiveTypeAlertStart Date2018-10-29Expiry Date2021-10-31	StatusAwaitedTypeAlertStart Date2022-06-14Expiry Date2022-06-15	Status Active Type Alert Start Date 2018-05-01 Expiry Date 2018-05-31
🗅 Authorized 🔓 Open 🔯 1	🗋 Unauthorized 🛕 In Progress 🔯 1	[Authorized 음 Open 23	🗋 Authorized 🔓 Open 🖉 4
Subject: test å	Subject: Bulletin Board Test 03		
StatusAwaitedTypeInformationStart Date2022-10-29Expiry Date2022-11-22	StatusAwaitedTypeInformationStart Date2021-11-11Expiry Date2021-11-12		
🗅 Unauthorized 🔓 Open 🔯 1	🗅 Unauthorized 🔒 Closed 🔯 3		
Page 1 of 4 (1 - 10 of 32 items) < 4 1 2 3	4 → >1	

Figure 5-2 View Bulletin

- 2. On View Bulletin screen, the system displays all the bulletin messages with status:
 - a. Awaited
 - b. Active
 - c. Paused
 - d. Expired
- 3. On the **View Bulletin** screen, you can search for specific bulletin using the *Q* icon. You can use any of the following options to search:
 - a. Message Type
 - b. Message Status
 - c. Message Reference Number
 - d. Subject



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

Bulletin Message screen is displayed.

	lessa	age			Errors & Overrides
Aessage Type			Start Date	Expiry Date	
Information		•	Oct 12, 2022		
dessage Status			Message Reference Number		
Awaited		•	BTN180890461		
Subject					
HELLO1011					
lessage					
ttachments					
Drop files h	nere or	r click to select			
Drop files h Jser Role M	nere or appir	r click to select		+	
Drop files h	appir	r click to select	Name	+ Action 0	
Drop files H Jser Role M User / Role 0 Role	appir	ID CASA_OFFICER	Name CASA OFFICER ROLE	+ Action ≎	
Drop files h Jser Role M User / Role ≎ Role Role	appir	ID CASA_OFFICER CASA_ALL	Name CASA OFFICER ROLE CASA ALL ROLES	+ Action 0	
Drop files f Jser Role M User / Role 0 Role 0 Role 0	appir	ID CASA_OFFICER CASA_SUPERVISOR	Name CASA OFFICER ROLE CASA ALL ROLES CASA SUPERVISOR ROLE	+ Action 0 1 1 1 1 1	
Drop files f User Role M User / Role	appir	ID CASA_OFFICER CASA_SUPERVISOR ALL_ROLE	Name CASA OFFICER ROLE CASA ALL ROLES CASA SUPERVISOR ROLE ALL_ROLES	+ Action Im Im Im Im	
Drop files I User Role Role Role Role Page 1 of	appir	ID CASA_OFFICER CASA_ALL CASA_SUPERVISOR ALL_ROLE -4 of 4 items) K (Name CASA OFFICER ROLE CASA ALL ROLES CASA SUPERVISOR ROLE ALL_ROLES 1 >>1	+ Action 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	

To view the bulletin message, click the View option from icon.
 Create Bulletin screen is displayed.





Figure 5-3 Create Bulletin

Create Bulletin					i Errors & Overrides	, ² ×
Message Type *		Start Date *		Expiry Date		
Message Status		Message Reference Number				
Subject *						
Message						
Attachments						
User Role Mapping						
			+			
User / Role	ID	Name	Action			
v			Î			
Page 1 of 1 (1 o	of 1 items) \ltimes \leftarrow $\begin{pmatrix} 1 \end{pmatrix}$	КККК				Concol
Audit						Cancel

- 8. To replicate an existing bulletin, click the **Copy** option from ⁱ icon.
- 9. To permanently delete the existing bulletin, click the **Delete** option from *i* icon.
- On View Bulletin screen, the system displays all the bulletin messages with status: For more information on fields, refer to the field description table.

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

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



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

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

5.2 Memo Maintenance

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

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

To maintain memo:



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

Memo Maintenance screen is displayed.

Figure 5-4 Memo Maintenance

Memo Maintenance			Remarks Documents	:: ×
Create memo for	Account Number	Account Name	Branch	
Account	-	Q		
Search by Account number to cr	eate memo	Required		
Audit			Cancel Save and Close	Subm

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

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

Table 5-4	Memo Maintenance	- Field Description
-----------	------------------	---------------------

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



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

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

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

Memo Details screen is displayed.

Figure 5-5 Memo Details

Memo Maintenance				Remarks Documents
Create memo for Account	Account Number B01M000000071 Q	Account Name PHIL FRANZ	Branch 005	
Memo Details				
Override				
Banker Message: Loan Amou 10, 2020 Customer Message: N/A	nt \$1000 is due from March			
	₫ / ⊚			
Page 1 of 1 (1-2 of 2 ite	ems) < ∢ 1 → >			
Audit				Cancel Save & Close Subn

Figure 5-6 No Active memo instructions

Memo Maintenance						Remarks	Documents	::>	<
Create memo for Account Number			Account Name						
Account	-	100500000000117	Q	Anna Smith	005				
Memo Details									
+									
OActive Memo instruction details	s are not avail	able							
Audit						Cancel	Save & Close	Submit	
									-
				1					
o create a new	mom	ainstructions	- click	Г icon					
o create a new	menne		CIICK	10011.					
Add Memo pop	up sc	reen is display	ed.						



4.

Туре		Banker Message
Information	-	Message from bank
Start Date		End Date
May 1, 2018	Ē	Ē
Show to Customer		Customer Message
		Message from customer
Channel		
Dashboard	•	

Figure 5-7 Add Memo

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

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

Table 5-5 Add Memo - Field Description

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



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

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

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

View Memo pop up screen is displayed.

Figure 5-8 View Memo

View Memo

Туре	Banker Message	
Override	Loan Amount \$1000 is due fror 10, 2020	m March
Start Date	End Date	1
Apr 5, 2018		
Show to Customer		
Off		

Close

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



- a. Type
- b. Banker Message
- c. Start Date
- d. End Date
- e. Show to Customer
- f. Customer Message
- g. Channel
- 10. On **Memo Maintenance** screen, under **Memo Details**, click on the tile to modify the memo instructions.

Modify Memo pop up screen is displayed.

Figure 5-9 Modify Memo

Modify Memo

Туре		Banker Message	
Override	•	Loan Amount \$1000 is due from March 10, 2020	
Start Date		End Date	li
Apr 5, 2018	ш		
Show to Customer		Customer Message	
		message from customer	
Channel			11
	•		

- **11**. On the **Modify Memo** screen, users can modify the following fields:
 - a. Type
 - b. Banker Message
 - c. Start Date
 - d. End Date
 - e. Show to Customer
 - f. Customer Message



Save

Cancel

- g. Channel
- 12. Click the **Save** button to update the memo details and the updated instruction details displayed in the tile.
- **13.** On **Memo Maintenance** screen, under **Memo Details**, click on the tile to delete the memo instruction.

Delete Memo Instruction pop up window is displayed.

Figure 5-10 Delete Memo Instruction

Memo Maintenance					Remarks	Documents	, ×
Create memo for Account	Account Number	Account Name Q. Priya		Branch FM7			
Memo Details	Delete I Do you we	Memory and the second	Confirm	ncel			
Page 1 of 1 (1-2 of 2 items)	₫:		Ē 2 ©		Cancel	Save & Close	Submit

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

6 Servicing Configuration

The Oracle Banking Branch is installed with servicing configuration helping banks to build the desired workflow for servicing transactions.

This topic contains the following subtopics:

Create Service Preferences

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

View Service Preferences

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

6.1 Create Service Preferences

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

To create service preferences:

 On the Homepage, from the Servicing Configurations, under Servicing Configurations, click Create Service Preferences. You can also open the screen by specifying Create Service Preferences in the search icon bar and selecting the screen.

The Create Service Preferences screen is displayed.

Create Service F	Preferences					Errors & Overrides
Lifecycle Code		Description				
DOCUPD	Q	Update Document				
Fransaction Parameters	•					
Fransaction Code For Debit		Transaction Code For Cred	lit	Offset GL		
000	Q	000	Q	111100002	Q	
Exchange Rate Details						
Rate Code		Rate Type				
STANDARD	Q	Mid	•			

Figure 6-1 Create Service Preferences

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



Field	Description
Lifecycle Code	Select the lifecycle code for the servicing screens.
Description	Displays the description based on the lifecycle code selected.
Transaction Parameters	This section displays the fields to select the parameters for the transactions.
Transaction Code For Debit	Select the code for the debit transaction.
Transaction Code For Credit	Select the code for the credit transaction.
Offset GL	Select the offset GL for the transaction.
Exchange Rate Details	This section displays the fields to create the rate preferences.
Rate Code	Select the code for the exchange rate.
Rate Type	Select the type for the exchange rate. The options are: Mid Buy/Sell

Table 6-1 Create Service Preferences – Field Description

3. Click Save.

6.2 View Service Preferences

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

To view the service preferences:

 On the Homepage, from the Servicing Configurations, under Servicing Configurations, click View Service Preferences. You can also open the screen by specifying View Service Preferences in the search icon bar and selecting the screen.

The View Service Preferences screen is displayed.

Preference	es										::
											≣≡
	**	Lifecycle Code: TCPURC		:	Lifecycle Code: DOCUPD		000	Lifecycle Code: TCSALE			
1emo Maintenan	ce	Description Ti	ravelers Cheque	·	Description U	pdate Docume	nt	Description T	ravelers Chequ	e Sale	
🔓 Open	図1	C Authorized	🔓 Open	[2] 1	C Authorized	🔓 Open	@1	🗅 Authorized	🔓 Open	☑ 4	
1	lemo Maintenand 읍 Open	emo Maintenance Ê Open ☑ 1	Elfecycle Code: TCPURC Description T & Open 1 C Authorized	: Lifecycle Code: TCPURC Description Travelers Cheque 윤 Open 図1 C. Authorized 윤 Open	Lifecycle Code: 1 TCPURC 1 Description Travelers Cheque Description Travelers Cheque	Inferycle Code: Inferycle Code: Inferycle Code: TCPURC Inferycle Code: DOCUPD emo Maintenance Description Travelers Cheque Description & Open Inferycle Code: Description Description	Ifferycle Code: Ifferycle Code: TCPURC Ifferycle Code: DOCUPD Description Travelers Cheque Description Dopn I Quence Authorized B Open I Chauthorized B Open Image: Description Image: Description Image: Descripticon Image: Description	Lifecycle Code: Iffecycle Code:	Lifecycle Code: TCPURC Iffecycle Code: Lifecycle Code: TCSALE temo Maintenance Description Travelers Cheque Description Update Document Description TC & Open ©1 C. Authorized & Open ©1 C. Authorized & Open ©1 C. Authorized	Lifecycle Code: TCPURC # Lifecycle Code: DOCUPD # Lifecycle Code: TCSALE emo Maintenance Description Travelers Cheque Description Update Document Description Travelers Cheque & Open ©1 C. Authorized & Open ©1 C. Authorized & Open ©1 C. Authorized & Open	Lifecycle Code: TCPURC Iffecycle Code: Lifecycle Code: Iffecycle Code: TCSALE Iffecycle Code: Iffecycle Code:

Figure 6-2 View Service Preferences

- 2. On the **View Service Preferences** screen, you can perform the following actions:
 - Search for a particular service preference.
 - Add preference for a service.
 - Refresh the page to view the lastest updates.
 - Change view to grid or tile.



3. On the **View Service Preferences** screen, view the preferences set for the required services. For more information on the options, refer to the table below.

 Table 6-2
 View Service Preferences – Field Description

Field	Description
Lifecycle Code	Displays the lifecycle code set for the service.
Description	Displays the description for the lifecycle code.

- 4. Each tile also displays the following information:
 - Authorized or Unauthorized
 - For Authorized status: The icon provides the options to Unlock, Close, Copy, and View.
 - For Unauthorized status: The icon provides the options to Unlock, Authorize, Delete, Copy, and View.
 - Open, In Progress, or Closed
 - Number of edits performed on the set preferences.



A Error Codes and Messages

The error codes for the *Servicing Configurations* module and their respective error messages are provided below.

Error Code	Message
GCS-AUTH-01	Record Successfully Authorized
GCS-AUTH-02	Valid modifications for approval were not sent. Failed to match
GCS-AUTH-03	Maker cannot authorize
GCS-AUTH-04	No Valid unauthroized modifications found for approval.
GCS-CLOS-01	Record Already Closed
GCS-CLOS-02	Record Successfully Closed
GCS-CLOS-03	Unauthorized record cannot be closed, it can be deleted before first authorization
GCS-COM-001	Record does not exist
GCS-COM-002	Invalid version sent, operation can be performed only on latest version
GCS-COM-003	Please Send Proper Modification Number
GCS-COM-004	Please send maker Id in the request
GCS-COM-005	Request is Null. Please Resend with Proper Values
GCS-COM-007	Request Successfully Processed
GCS-COM-008	Modifications should be consecutive.
GCS-COM-009	Resource ID cannot be blank or "null".
GCS-COM-010	You have successfully cancelled \$1.
GCS-DEL-001	Record deleted successfully
GCS-DEL-002	Record(s) deleted successfully
GCS-DEL-003	Modifications didnt match valid unauthorized modifications that can be deleted for this record
GCS-DEL-004	Send all unauthorized modifications to be deleted for record that is not authorized even once.
GCS-DEL-005	Only Maker of first version of record can delete modifications of record that is not once authorized.
GCS-DEL-006	No valid unauthroized modifications found for deleting
GCS-DEL-007	Failed to delete. Only maker of the modification(s) can delete.
GCS-MOD-001	Closed Record cannot be modified
GCS-MOD-002	Record Successfully Modified
GCS-MOD-003	Record marked for close, cannot modify.
GCS-MOD-004	Only maker of the record can modify before once auth
GCS-MOD-005	Not amendable field, cannot modify

Table A-1 Error Codes and Messages



Table A-1 (Cont.) Error Codes and Messag
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Error Code	Message
GCS-MOD-006	Natural Key cannot be modified
GCS-MOD-007	Only the maker can modify the pending records.
GCS-REOP-003	Successfully Reopened
GCS-REOP-01	Unauthorized Record cannot be Reopened
GCS-REOP-02	Failed to Reopen the Record, cannot reopen Open records
GCS-REOP-03	Successfully Reopened
GCS-REOP-04	Unauthorized record cannot be reopened, record should be closed and authorized
GCS-SAV-001	Record already exists
GCS-SAV-002	Record Saved Successfully.
GCS-SAV-003	Congratulations!! The record is saved and validated successfully.
GCS-VAL-001	Congratulations!! Your record is successfully validated.
SRV_BP_001	Source stage value should be either Y/N not valid
SRV-BP-002	Cannot have more than one source stage
SRV-BP-003	Datasegment Code not valid
SRV-BP-004	DocumentType Code not valid
SRV-BP-005	LIFECYCLE not valid
SRV-BP-006	Unable to \$1 Business Process as \$2 datasegment has the following dependencies \$3 in lifecycle \$4 ,which have not been mapped prior to it!
SRV-BP-007	Unable to \$1 Business Process as the mandatory data segments \$2 for the \$3 lifecycle have not been mapped!
SRV-BP-008	In \$1 stage of \$2 Business Process,duplicate datasegements - \$3 are not allowed
SRV-BP-009	Record already exist with same Lifecycle and Business Product
SRV-BP-010	At \$1 in \$2 stage of \$3 Business Process,duplicate record for - \$4 exist
SRV-BP-011	At \$1 in \$2 stage of \$3 Business Process,Business Product List is invalid.
SRV-BP-012	Business Product Code is Invalid
SRV-BP-013	Stage \$1 should have atleast one datasegment attached
SRV-CMN-001	Exception Occurred while Executing Query
SRV-CMN-002	Number format exception
SRV-CMN-003	Server Error Occurred during API call
SRV-CMN-004	Illegal State Exception
SRV-CMN-006	Exception Occurred while creating Bean
SRV-CMN-007	Internal server error occurred

B Lifecycle Codes

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

Lifecycle Code	Lifecycle Description
CREATEINSTRUCTION	Create Standing Instruction
TRANSFERACCOUNT	Account Branch Transfer
SWEEPINNEW	Sweep In to CASA
SWEEPOUTNEW	Sweep Out to CASA
UPDNOM	Nominee Details Update
UPDJH	Joint Holder Create
UPDCRD	Update Card Status
TODCSR	Temporary Overdraft Limit Create
STOPCHEQUE	Stop Cheque Request
REQUESTACCOUNTSTMT	Account Statement Request
MODSI	Modify Si
CREATEAUTOTD	Auto Term Deposit
ASFSAV	Account Statement Frequency
AMTBLK	Amount Block
AdaSav9	Activate Dormant account
ACADRR	Update Account Address
AscSav	Account Status Change Create

Table B-1 Lifecycle Codes



C Process Codes

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

Sequence	Process Code	Process Code Description	Stage Code	Stage Code Description
1	CASAPC	CASA Application	CASAPC_INITIATI ON	CASA Application Entry
2	CASAPC	CASA Application	CASAPC_APPROVAL	CASA Application Approval
3	CASAPC	CASA Application	CASAPC_HANDOFF_ RETRY	CASA HandOff Retry

Table C-1 Process Codes



D Data Segment List

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

Data Segment Code	Data Segment Name
factor of rome cases do two evendraft mat	Tomporory Overdreft Limit
fsgbu-ob-remo-casa-ds-stand-inst	Scheduled Transfer
fsgbu-ob-remo-casa-ds-sweep-in	Sweep In to CASA
fsgbu-ob-remo-casa-ds-sweep-out	Sweep Out to CASA
fsgbu-ob-remo-casa-ds-accbrn-trn	Account Branch Transfer
fsgbu-ob-remo-casa-ds-card-status- change	Card Status Change
fsgbu-ob-remo-casa-ds-amount-block	Amount Block
fsgbu-ob-remo-casa-ds-accaddr-update	Account Address Update
fsgbu-ob-remo-casa-ds-modify-stand-inst	Modify SI
fsgbu-ob-remo-casa-ds-nominee-details	Nominee Details
fsgbu-ob-remo-casa-ds-view-stand-inst	Modify SI View
fsgbu-ob-remo-casa-ds-accsttreq	Account Statement Request
fsgbu-ob-remo-casa-ds-jnthlderdtls- update	Joint Holder Details Update
fsgbu-ob-remo-casa-ds-accstmtfreq- update	Account Statement Frequency
fsgbu-ob-remo-casa-ds-stopcheque	Stop Cheque Request
fsgbu-ob-remo-casa-ds-autotd	Auto TD Instruction
fsgbu-ob-remo-casa-ds-acct-status- change	Account Status Change
fsgbu-ob-remo-casa-ds-actdac	Activate Dormant Account

Table D-1 Data Segment List



E Functional Activity Codes

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

Screen Name/API Name	Functional Activity Code	Action	Description
Create Business Process	SRV_FA_BUSINESSPROCESS_N EW	Create	Create the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_P UT	Modify	Modify the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_D ELETE	Delete	Delete the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_C LOSE	Close	Close the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_R EOPEN	Reopen	Reopen the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_A UTHORIZE	Approve	Approve the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_A UTHQUERY	Query	Authorize the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_V IEW	View	View the business product.
Create Business Process	SRV_FA_BUSINESSPROCESS_R EJECT	Reject	Reject the business product.
View Business Process	SRV_FA_BUSINESSPROCESS_V IEW	View	View the business process details.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_NEW	Create	Create the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_SUBMIT	Create	Create the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_RMLOCK	Create	Create the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_VALID	Create	Perform the validations during create.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_AMEND	Modify	Modify the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_DELETE	Delete	Delete the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_CLOSE	Close	Close the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_REOPEN	Reopen	Reopen the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_GET_RESAGG	Inquiry	Fetch the business product details.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS HIST	Inquiry	Fetch the modification history.

Table E-1 Functional Activity Codes



Screen Name/API Name	Functional Activity Code	Action	Description
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_GETPROD	Inquiry	Fetch the host product details.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_AUTHORIZE	Authorize	Authorize the business product.
Create Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_UNAUTH	Authorize	Authorize the business product.
View Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_REVERT	Cancel	Revert the changes.
View Business	OBBRN_FA_BUSINESSPRODDE	View	Display all actions in
Product	TAILS_ACTION		summary screen.
View Business Product	OBBRN_FA_BUSINESSPRODDE TAILS_VIEW	View	View the business product details.
Create Service	OBBRN_FA_PREFERENCE_CRE	Create	Create the Service
Preferences	ATE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_SUB	Create	create the Service
Preferences	MIT_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_UPD	Modify	Modify the Service
Preferences	ATE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_CLO	Close	Close the Service
Preferences	SE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_REO	Reopen	Reopen the Service
Preferences	PEN_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_VALI	Validate	Validate the Service
Preferences	DATE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_GET	Authorize	Authorize the Service
Preferences	_UNAUTHRESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_AUH	Authorize	Authorize the Service
Preferences	TORIZE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_REM	Authorize	Authorize the Service
Preferences	OVE_RESOURCELOCK		Preferences.
Create Service	OBBRN_FA_PREFERENCE_GET	Authorize	Authorize the Service
Preferences	_PERMACT_ONRES		Preferences.
Create Service	OBBRN_FA_PREFERENCE_AUH	Authorize	Authorize the Service
Preferences	TORIZE_RESOURCE		Preferences.
Create Service	OBBRN_FA_PREFERENCE_GET	View	View the Service
Preferences	BY_RESOURCEID		Preferences.
Create Service	OBBRN_FA_PREFERENCE_GET	View	View the Service
Preferences	_RESOURCEHIST		Preferences.
Create Service	OBBRN_FA_PREFERENCE_GET	View	View the Service
Preferences	_RESOURCEAGGR		Preferences.
View Service Preferences	OBBRN_FA_PREFERENCE_GET _SUMMARY	View	View the summary screen details.

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