

# Oracle® Banking Origination Cloud Service

## Term Deposit Origination User Guide



Release 14.7.5.0.0

G18349-01

September 2024

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

ORACLE®

Copyright © 2021, 2024, Oracle and/or its affiliates.

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

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

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

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

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

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

# Contents

## Preface

---

|                             |      |
|-----------------------------|------|
| Purpose                     | v    |
| Audience                    | v    |
| Documentation Accessibility | v    |
| Diversity and Inclusion     | vi   |
| Conventions                 | vi   |
| Acronyms and Abbreviations  | vi   |
| Symbol and Icons            | vi   |
| Basic Actions               | vii  |
| Screenshot Disclaimer       | viii |

## 1 Overview

---

## 2 Term Deposit Origination

---

|         |   |      |
|---------|---|------|
| 2.1     | Application Entry                                 | 2-1  |
| 2.1.1   | Applicants  | 2-2  |
| 2.1.1.1 | For Individual Customer Type                      | 2-3  |
| 2.1.1.2 | For Small and Medium Business (SMB) Customer Type | 2-14 |
| 2.1.2   | Account Details                                   | 2-18 |
| 2.1.3   | Funding   | 2-22 |
| 2.1.4   | Payout Instructions                               | 2-24 |
| 2.1.5   | Stake Holder Details                              | 2-28 |
| 2.1.6   | Nominee Details                                   | 2-32 |
| 2.1.7   | Terms and Conditions                              | 2-35 |
| 2.1.8   | Summary   | 2-36 |
| 2.2     | Account Funding Stage                             | 2-39 |
| 2.2.1   | Funding   | 2-39 |
| 2.2.2   | Summary   | 2-41 |
| 2.3     | Account Approval Stage                            | 2-43 |
| 2.3.1   | Account Approval Details                          | 2-44 |
| 2.3.2   | Summary   | 2-45 |
| 2.4     | Global Actions                                    | 2-47 |

|       |                       |      |
|-------|-----------------------|------|
| 2.4.1 | Application Info      | 2-48 |
| 2.4.2 | Customer 360          | 2-48 |
| 2.4.3 | Application Details   | 2-50 |
| 2.4.4 | Remarks               | 2-53 |
| 2.4.5 | Documents             | 2-53 |
| 2.4.6 | Advices               | 2-55 |
| 2.4.7 | Clarification Details | 2-56 |

### 3 Simplified Application

---

### 4 Error Codes and Messages

---

### 5 Advices

---

### Index

---

# Preface

- [Purpose](#)
- [Audience](#)
- [Documentation Accessibility](#)
- [Diversity and Inclusion](#)
- [Conventions](#)
- [Acronyms and Abbreviations](#)
- [Symbol and Icons](#)
- [Basic Actions](#)
- [Screenshot Disclaimer](#)

## Purpose

Welcome to the **Term Deposit Origination** user guide for Oracle Banking Origination. This document provides an overview of the Term Deposit Origination process and takes you through the various steps involved in handling all the necessary activities in the life cycle of a Term Deposit Origination.

## Audience

This user manual is intended for the Relationship Managers (RMs) and Sales Officers in-charge of sourcing the Savings Account Products from prospect and customer of the bank. The user manual is also intended for the other bank personas such as Bank Operations Manager, Account Opening Officers or Branch Managers who may handle the specific stages of the lifecycle of the Savings Account Origination process based on the bank's internal operation and policies.

## Documentation Accessibility

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

### Access to Oracle Support

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

## Diversity and Inclusion

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

## Conventions

The following text conventions are used in this document:

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

## Acronyms and Abbreviations

The list of the acronyms and abbreviations that you are likely to find in the manual are as follows:

**Table 1 Acronyms table**

| Abbreviation | Description                       |
|--------------|-----------------------------------|
| DS           | Data Segment                      |
| System       | Oracle Banking Origination Module |
| OBA          | Oracle Banking Accounts           |
| OBO          | Oracle Banking Origination        |

## Symbol and Icons

**Table 2 Symbols and Icons - Common**













| Symbol/Icon   | Function |
|---|----------|
|  | Minimize |
|  | Maximize |
|  |          |

Table 2 (Cont.) Symbols and Icons - Common

| Symbol/Icon   | Function                        |
|---|---------------------------------|
|    | Close                           |
|    | Perform Search                  |
|    | Open a list                     |
|    | Add a new record                |
|    | Navigate to the previous record |
|    | Navigate to the next record     |
|  | Refresh                         |
|  | Calendar                        |
|  | Alerts                          |

## Basic Actions

Table 3 Basic Actions

| Actions                      | Functions  |
|------------------------------|--|
| <b>Request Clarification</b> | Used to raise a new clarification request. The system allows placing a request for clarification that is needed from the Customer to proceed ahead with the application. The clarification can be for any additional details, confirming specific information, the requirement for any additional document, and so on, from the customer. For more information on Request Clarification, refer to the section Request Clarification. |
| <b>Back</b>                  | Used to navigate to the previous data segment within a stage.  |
| <b>Next</b>                  | Used to navigate to the next data segment, after successfully capturing the data. The system validates all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. Users will not be able to proceed to the next data segment, without capturing the mandatory data.   |

**Table 3 (Cont.) Basic Actions**

| Actions                 | Functions  |
|-------------------------|--|
| <b>Save &amp; Close</b> | Used to save the data captured, provided all the mandatory fields are captured and will be available in the My Task list for the user to continue later. |
| <b>Cancel</b>           | Used to close the application without saving. This tasks appears in Free Task, once the transaction is canceled.   |

## 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.



# 1

## Overview

This topic describes about the features of the entire module.

Oracle Banking Origination is the middle office banking solution with a comprehensive coverage of Retail Banking Origination processes for Savings Account, Current Account, Term Deposit, and Loans comprising of Home Loan, Personal Loan, Education Loan and Vehicle Loan. It is a Host-Agnostic solution.

It enables banks to deliver improved user experience for various bank persons handling defined functions in the life cycle of the various product origination.

The convenience of configuring appropriate stages and the respective data segments within each of these stages, which can be business driven, is hosted and architectures by our new platform solution. The random access navigation between data segments within a given stage with appropriate validations, helps enable the business user to capture apt information anytime during the account open process before the Term Deposit Account is created in the Host. The new work-flow also supports capturing of relevant documents, stage wise, and generation of advices and notifications dynamically.

The initiation request for a Term Deposit Account can be originated by authorized branch users or relationship managers or by approved bank agents, either through the traditional branch channel or through dedicated protocol services made available on digital devices like tablets or mobiles. The initiation of Term Deposit Account request can be made for both new and existing customer types. Also, the system supports processing of the term deposit account request from the customer which are directly received from the Self-Service Banking Channel (Oracle Banking Digital Experience) through the REST based service APIs.

This user guide explains the reference work-flow for the Term Deposit Account Origination process and further details the data that needs to be captured in the data segment linked to the specific stages.

This process initiates with the receipt of Term Deposit opening form and related documents from a customer for opening of a Term Deposit. The bank verifies the details and documents submitted for opening of Term Deposit to ensure completeness and initiates the Term Deposit Origination process by selecting the desired Term Deposit Product from the Product Catalogue.

# 2

## Term Deposit Origination

This topic provides detailed information on the defined stages through which the Term Deposit application has to flow.

As detailed in the **Operations** user manual, all the Product Originations are initiated in the **Application Initiation** stage from the Product Catalogue. The **Cart Operation** in Product Catalogue allows to originate single or multiple Product initiation. Once the Term Deposit Account product origination process is initiated either as a single product origination or as part of the multiple product selection, Process Orchestrator generates the Term Deposit Account Process Reference Number on submit of the **Application Initiation** stage. Process Orchestrator also updates the record in the **Free Task** process for the **Application Entry** stage also referred as **Task** from orchestrator perspective.

The Term Deposit Account Origination Process flow comprises of the following stages and the detailed information of the same is available in the following topics:

- [Application Entry](#)  
This topic provides the detailed information about the application entry stage.
- [Account Funding Stage](#)  
This topic provides the detailed information about the account funding stage data segments.
- [Account Approval Stage](#)  
This topic provides the detailed information about the account approval stage data segments.
- [Global Actions](#)  
This topic provides the detailed on the actions that can be performed in all stages.

### 2.1 Application Entry

This topic provides the detailed information about the application entry stage.

Based on the access configuration, user can view the records in Free Task. In this stage user can capture the details that are required to open a term deposit account. This stage is automatically submitted on below conditions:

- If the bank level configuration for allowing the full application submission is set as **Yes**.
- If the user captures the required details in all the data segments of the Application Entry stage as part of the Application Initiation stage on clicking the Application button in the Product Details data segment.

**To acquire and edit respective stage:**

1. On **Home** screen, click **Tasks**.
2. Under **Tasks**, click **Free Tasks**.

Figure 2-1 Free Task

| Priority | Process Name               | Process Reference Number | Application Number | Stage             | Application Date | Branch | Customer Nu |
|----------|----------------------------|--------------------------|--------------------|-------------------|------------------|--------|-------------|
| Medium   | Retail Loan Origination... | 006VELN010017206         | 006APP000045472    | Account Approval  | 18-05-30         | 006    | 006023875   |
| Medium   | Retail Loan Origination... | 006VELN010017207         | 006APP000045473    | Account Approval  | 18-05-30         | 006    | 006023875   |
| Medium   | Retail Loan Origination... | 006VELN010017203         | 006APP000045469    | Account Approval  | 18-05-30         | 006    | 006023875   |
| Medium   | Retail Loan Origination... | 006VELN010017201         | 006APP000045467    | Account Approval  | 18-05-30         | 006    | 006023875   |
| Medium   | Retail Loan Origination... | 006VELN010017198         | 006APP000045464    | Account Approval  | 18-05-30         | 006    | 006023875   |
| Medium   | Retail Loan Origination... | 006VELN010017194         | 006APP000045460    | Account Approval  | 18-05-30         | 006    | 006023875   |
| Medium   | Retail Loan Origination... | 006VELN010017196         | 006APP000045462    | Account Approval  | 18-05-30         | 006    | 006023875   |
| Medium   | Small and Medium Bu...     | 006SMBTD10003580         | 006APP000045449    | Account Funding   | 18-05-30         | 006    |             |
| Medium   | Term Deposit Originat...   | 006RPMTDAA0003641        | 006APP000045404    | Application Entry | 18-05-30         | 006    |             |

- [Applicants](#)  
This topic provides the systematic instruction to view the details captured for the customer in the **Application Initiation** stage.
- [Account Details](#)  
This topic provides the systematic instructions to capture the account related information for the application.
- [Funding](#)  
This topic provides the systematic instructions to capture the funding details of Term Deposit account.
- [Payout Instructions](#)  
This topic provides the systematic instructions to capture the payout instructions details for Term Deposit account.
- [Stake Holder Details](#)  
This topic provides the systematic instructions to capture the stake holder details related information for the application.
- [Nominee Details](#)  
This topic provides the systematic instructions to capture the nominee details related information for the application.
- [Terms and Conditions](#)  
This topic descriptions the terms and conditions that are mandatory to accept in order to proceed with account opening process.
- [Summary](#)  
This topic provides the systematic instruction to view the tiles for all the data segments in the Application Entry Process.

## 2.1.1 Applicants

This topic provides the systematic instruction to view the details captured for the customer in the **Application Initiation** stage.

The Applicants data segment displays the details captured for the customer in the Application Initiate stage and allows updating further fields for supplementing the customer related information.

- [For Individual Customer Type](#)  
The topic describes the process to capture or edit customer information of Individual type of customer.
- [For Small and Medium Business \(SMB\) Customer Type](#)  
The topic describes the process to capture or edit customer information of Small and Medium Business type of customers.

### 2.1.1.1 For Individual Customer Type

The topic describes the process to capture or edit customer information of Individual type of customer.

**To capture applicants details:**

1. In the Term Deposit Application Entry stage, update the customer details in the Applicants data segment based on the respective customer type.

The **Applicants - Individual** screen displays.

Figure 2-2 Applicants - Individual

- 2. Specify the relevant details in data fields. The fields which are marked as **Required** are mandatory. For more information on fields, refer to the field description table below:

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

Table 2-1 Applicant- Individual – Field Description

| Field          | Description   |
|----------------|---|
| Applicant Role | Displays the applicant role.<br>By default the Primary role appears in this field.<br>Select the applicant role incase user add multiple applicant in single application. |

Table 2-1 (Cont.) Applicant- Individual – Field Description

| Field                         | Description   |
|-------------------------------|---|
| <b>Add Applicant By</b>       | Select the mode from which the user need to add new applicant.<br>The available options are: <ul style="list-style-type: none"> <li>• <b>Upload ID</b> - Using this option user can upload identification document of the applicant to extract the details.</li> <li>• <b>Search Existing Customer</b> - This option is used if the applicant is an existing customer of the bank. On selecting the existing customer, the details appears in the respective sections which are already stored.</li> <li>• <b>Enter Manually</b> - This option is used if user wish to enter all the applicant details manually.</li> </ul> |
| <b>Document Name</b>          | Select the document which is used from extracting applicant details.<br>The available options are: <ul style="list-style-type: none"> <li>• State Issued Drivers License</li> <li>• Passport</li> </ul> This field appears if the <b>Upload ID</b> option is selected from the <b>Add Applicant By</b> drop down list.  |
| <b>Country of Issue</b>       | Select the country in which the document is issued.<br>This field appears if the <b>Upload ID</b> option is selected from the <b>Add Applicant By</b> drop down list.   |
| <b>Select and Drop here</b>   | Drag and drop the document file or click on <b>Select or drop files here</b> to browse and upload the document from the local system.<br>PNG & JPEG file formats are supported.<br>10MB maximum file size is allowed.<br>This field appears if the <b>Upload ID</b> option is selected from the <b>Add Applicant By</b> drop down list.   |
| <b>CIF Number</b>             | Search and select the CIF number.<br>This field appears if the <b>Search Existing Customer</b> option is selected from the <b>Add Applicant By</b> drop down list.  |
| <b>Advanced Search</b>        | Click this button to perform party search using advance parameters.<br>For more information on advance search, refer the <b>Advanced Search</b> section below.<br>This field appears if the <b>Search Existing Customer</b> option is selected from the <b>Add Applicant By</b> drop down list.   |
| <b>Basic Details</b>          | In this section the user can manually capture the basic details of applicant.<br>This section appears if the <b>Enter Manually</b> option is selected from the <b>Add Applicant By</b> drop down list.  |
| <b>Title</b>                  | Select the title of the applicant from the drop-down list.  |
| <b>First Name</b>             | Specify the first name of the applicant.  |
| <b>Middle Name</b>            | Specify the middle name of the applicant.   |
| <b>Last Name</b>              | Specify the last name of the applicant.   |
| <b>Suffix</b>                 | Specify the suffix for the applicant.<br>This options in this list appears based on the configured entity code in the Oracle Banking Party product.   |
| <b>Name In Local Language</b> | Specify the applicant's name in their local language.   |
| <b>Gender</b>                 | Specify the Gender of the applicant from the drop-down list.  |
| <b>Date of Birth</b>          | Select the date of birth of the applicant.  |
| <b>National ID</b>            | Specify the national identification code of the applicant.  |

Table 2-1 (Cont.) Applicant- Individual – Field Description

| Field                             | Description  |
|-----------------------------------|--|
| <b>Resident Status</b>            | Select the residential status of the applicant from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• <b>Non-Resident Alien</b></li> <li>• <b>Resident Alien</b></li> <li>• <b>Citizen</b></li> </ul>  |
| <b>County of Residence</b>        | Search and select the country code of which the applicant is a resident.   |
| <b>Birth Country</b>              | Specify the birth country of the applicant.  |
| <b>Birth Place</b>                | Specify the birth place where the applicant has born.  |
| <b>Nationality</b>                | Search and select the country code where the applicant has nationality.  |
| <b>Citizenship By</b>             | Search and select the country code for which applicant has citizenship.  |
| <b>Marital Status</b>             | Select the marital status of the customer from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• <b>Married</b></li> <li>• <b>Unmarried</b></li> <li>• <b>Legally Separated</b></li> <li>• <b>Widow</b></li> </ul>   |
| <b>Customer Segment</b>           | Select the segment of the customer. Available options are: <ul style="list-style-type: none"> <li>• <b>Emerging Affluent</b></li> <li>• <b>High Net worth Individuals</b></li> <li>• <b>Mass Affluent</b></li> <li>• <b>Ultra HNI</b></li> </ul>   |
| <b>Customer Category</b>          | Select the category of the customer.   |
| <b>Preferred Language</b>         | Select the preferred language.   |
| <b>Preferred Currency</b>         | Select the preferred currency.   |
| <b>Details Of Special Need</b>    | Select the special need details. Available options are: <ul style="list-style-type: none"> <li>• <b>Blindness</b></li> <li>• <b>Cerebral Palsy</b></li> <li>• <b>Low vision</b></li> <li>• <b>Locomotor disability</b></li> <li>• <b>Leprosy-cured</b></li> <li>• <b>Mental retardation</b></li> <li>• <b>Mental illness</b></li> <li>• <b>Hearing Impairment</b></li> </ul> |
| <b>Remarks For Special Need</b>   | Specify the remarks for the special need selected.   |
| <b>Relationship Manager ID</b>    | Search and select the Relationship Manager ID for the applicant.   |
| <b>Staff</b>                      | Select the toggle to indicate if the customer is employee of the bank.   |
| <b>Profession</b>                 | Select the profession of the customer.   |
| <b>Politically Exposed Person</b> | Select to indicate if the customer are politically exposed person.   |
| <b>Profile Photo</b>              | Drag and drop the document file or click on <b>Select or drop files here</b> to browse and upload the document from the local system. PNG & JPEG file formats are supported. 10MB maximum file size is allowed.  |

Table 2-1 (Cont.) Applicant- Individual – Field Description





| Field                     | Description  |
|---------------------------|--|
| <b>Signatures</b>         | In this section you can add new signature and view the already added signature of the customer.<br>Click the Add Signature button to select the file to upload signature.<br>Click <b>Cancel</b> button to discard the added details.<br>On <b>Submit</b> , signature will be handed off to Oracle Banking Party.  |
| <b>Upload Signature</b>   | Drag and drop the signature file or click on <b>Select or drop files here</b> to browse and upload the signature from the local system.<br>PNG & JPEG file formats are supported.<br>10MB maximum file size is allowed.  |
| <b>Uploaded Signature</b> | Displays the uploaded signature.   |
| <b>Remarks</b>            | Specify the remarks related to the signature.<br>Click <b>Save</b> to save the uploaded file.  |
| <b>Signature ID</b>       | Displays the Signature ID for the added signature along with the image and remark.   |
| <b>Action</b>             | Click Edit to edit the added signatures<br><br>Click  to delete the added signatures.   |
| <b>Address</b>            | This section displays the added address of the applicant. It is mandatory to add communication address of the applicant.<br>Click the Add Address button to add address details.<br><br>Click  to perform below actions on the added address details, <ul style="list-style-type: none"> <li>To view the address details, click <b>View</b>.</li> <li>To edit the address details, click <b>Edit</b>.</li> <li>To delete the address details, click <b>Delete</b>.</li> </ul> |
| <b>Address Type</b>       | Select the address type for the applicant from the drop-down list. <ul style="list-style-type: none"> <li><b>Residential Address</b></li> <li><b>Communication Address</b></li> </ul>  |
| <b>Location</b>           | Select and search the location.  |
| <b>Current Address</b>    | Select to indicate if you want to mark entered address as current address type.  |
| <b>Preferred Address</b>  | Select to indicate if you want the selected address type as preferred address type.<br>This field is non editable if the <b>No</b> option is selected in the <b>Current Address</b> field.   |
| <b>Address Since</b>      | Select the date from when you are connected with the given address.  |
| <b>Address Till</b>       | Select the date till when you were connected with the given address.<br>This field appears if the <b>No</b> option is selected in the <b>Current Address</b> field.  |
| <b>Address</b>            | Specify the address to search for the already captured address.<br>Based on the configuration, on entering a few letters, the system fetches the related address that is already captured.<br>Based on the selection, the fields are fetched in the address section.   |
| <b>Address Line 1</b>     | Specify the building name.   |
| <b>Address Line 2</b>     | Specify the street name.   |
| <b>Address Line 3</b>     | Specify the city or town name.   |




Table 2-1 (Cont.) Applicant- Individual – Field Description

| Field                               | Description  |
|-------------------------------------|--|
| <b>Country</b>                      | Select and search the country code.  |
| <b>State / Country Sub Division</b> | Specify the state or country sub division. This field appears based on the selected country code.  |
| <b>Zip Code / Post Code</b>         | Specify the zip or post code of the address.   |
| <b>Addition Info</b>                | In this section you can provide addition information.  |
| <b>Sub Department</b>               | Specify the sub department.  |
| <b>Department</b>                   | Specify the department.  |
| <b>Building Number</b>              | Specify the building number.   |
| <b>Post Box</b>                     | Specify the post box code.   |
| <b>District Name</b>                | Specify the district name.   |
| <b>Floor</b>                        | Specify the floor number.  |
| <b>Room</b>                         | Specify the room number.   |
| <b>Locality</b>                     | Specify the locality.  |
| <b>Landmark</b>                     | Specify the landmark.  |
| <b>Contact Name / Narrative</b>     | Specify the name of the contact person.  |
| <b>&lt;Added record tile&gt;</b>    | <p>In this tile you can view the added address details. Below details appears in the tile:</p> <ul style="list-style-type: none"> <li>• &lt;Current status&gt; this flag appears only if Yes option is selected.</li> <li>• &lt;Preferred ID status&gt; this flag appears only if Yes option is selected.</li> <li>• Address Type</li> <li>• Address dates</li> <li>• Address line 1,2,3</li> <li>• Country</li> <li>• State</li> </ul> <p>Click the <b>Edit</b> to edit the added address details.<br/>Click the <b>View</b> to view the added address details.</p> <p>Click  to delete the added address details.</p> |
| <b>Contact Details</b>              | In this section you can provide digital contact details.   |
| <b>Communication Mode</b>           | <p>Select the communication mode from the drop-down list. The available options are:</p> <ul style="list-style-type: none"> <li>• Mobile Phone</li> <li>• Email</li> </ul>   |
| <b>Country</b>                      | <p>Select the country along with international subscriber dialing code of the mobile phone from the drop-down list. The drop-down list option consist of countrycode, country name and subscriber dialing code.</p> <p>This field appears only if you select the <b>Mobile Phone</b> option as communication mode.</p>   |
| <b>Mobile Number</b>                | Specify the mobile number.   |
| <b>Email Id</b>                     | <p>Specify the email ID. This field appears only if you select the <b>Email</b> option as communication mode.</p>  |
| <b>Preferred</b>                    | Select to indicate if the given record is the preferred one.   |
| <b>Action</b>                       | You can edit or delete the added mobile details.   |

**Table 2-1 (Cont.) Applicant- Individual – Field Description**

| Field                            | Description  |
|----------------------------------|--|
| <b>Identification Details</b>    | You can add, view and edit the identification details in this section.<br>Click the <b>Add ID</b> button to add Identification details.  |
| <b>ID Type</b>                   | Specify the ID type.<br>The available options are: <ul style="list-style-type: none"> <li>• Military ID</li> <li>• Birth Certificate</li> <li>• SIN</li> <li>• Permanent Resident Card ()</li> <li>• SIN</li> <li>• Passport</li> <li>• SSN</li> </ul>   |
| <b>ID Status</b>                 | Specify the status of the selected ID type.<br>The available options are: <ul style="list-style-type: none"> <li>• Verification Pending</li> <li>• Applied For</li> <li>• Available</li> <li>• Notice Received</li> </ul>  |
| <b>Unique ID</b>                 | Specify the unique identification code of the selected type. You can enter the unique ID only if the <b>ID Status</b> is <b>Available</b> .  |
| <b>Place Of Issue</b>            | Specify the place where the ID is issued to the user.  |
| <b>Issue Date</b>                | Specify the date from which the ID is valid.   |
| <b>Expiry Date</b>               | Specify the date till which the ID is valid.   |
| <b>Preferred</b>                 | Select to indicate whether added ID details are preferred among all others.<br><br>In case of multiple ID details, it is mandatory to mark any one of the ID details as Preferred.   |
| <b>Remark</b>                    | Specify the remark.<br>Click the <b>Save</b> button to save the entered ID details.  |
| <b>&lt;Added record tile&gt;</b> | In this tile you can view the added ID details.<br>Below details appears in the tile: <ul style="list-style-type: none"> <li>• ID Status</li> <li>• &lt;Preferred ID status&gt; this flag appears only if Yes option is selected.</li> <li>• ID Type</li> <li>• Unique ID</li> </ul> Click the <b>Edit</b> to edit the added ID details.<br>Click the <b>View</b> to view the added ID details.<br><br>Click  to delete the added ID details. |


**Table 2-1 (Cont.) Applicant- Individual – Field Description**

| Field                       | Description  |
|-----------------------------|--|
| <b>Supporting Document</b>  | <p>This section displays the status of the supporting documents that customer provides to get onboard. You can view,</p> <ul style="list-style-type: none"> <li>• Total Documents – Counts of total documents</li> <li>• Document Submitted – Count of the document that are submitted</li> <li>• Document Pending – Count of the document that are pending</li> </ul> <p>In case of exiting party, already captured documents fetched in this section. User can add, edit or delete the documents.</p> <p>Click</p> <div style="text-align: center;">  </div> <p>to add the document. The Document popup appears. Below fields appears in the popup.</p> |
| <b>Document Name</b>        | Specify the name of the document.  |
| <b>Document Number</b>      | Specify the unique number of the selected document.  |
| <b>Document Issue Date</b>  | Specify the date from which the document is valid.   |
| <b>Document Expiry Date</b> | Specify the date on which the document is expired.   |
| <b>Upload Documents</b>     | Drag and drop the document file or click the <b>Select or drop files here</b> link to browse and upload the document.  |
| <b>Uploaded Documents</b>   | <p>The name along with extension of the uploaded document is displayed. You can view or delete document.</p> <p>Click <b>Save</b> to upload the document.</p>  |
| <b>Employment Details</b>   | In thi section user can capture the employment details of the applicant.   |
| <b>Employment Type</b>      | <p>Select the employment type.</p> <p>The available options are:</p> <ul style="list-style-type: none"> <li>• Salaried</li> <li>• Self Employed</li> </ul>   |

**Table 2-1 (Cont.) Applicant- Individual – Field Description**

| Field                        | Description   |
|------------------------------|---|
| <b>Salaried</b>              | <p>Below field appears if the <b>Salaried</b> option is selected from the <b>Employment Type</b> list.</p> <p>In this section user can capture salaried employment details.</p> <p>The below fields appears if salaried employment details are already captured.</p> <ul style="list-style-type: none"> <li>• Employer Code</li> <li>• Employer Name</li> <li>• Employer Description</li> <li>• Employee Type</li> <li>• Industry Type</li> <li>• Organization Category</li> <li>• Demographics</li> <li>• Current Employer</li> <li>• Working Since</li> <li>• Working Till</li> <li>• Employee ID</li> <li>• Designation</li> <li>• Level or Grade</li> </ul> <p>User can edit, view or delete already added details.</p> |
| <b>Employer Code</b>         | <p>Specify the employer code.</p> <p>OR</p> <p>Click to search the employer code. The pop-up appears to fetch the employer code. Specify <b>Employer Code</b> or <b>Employer Name</b> to fetch the details.</p>   |
| <b>Employer Name</b>         | <p>Displays the employer name of the selected employee code.</p>  |
| <b>Employer Description</b>  | <p>Specify the employer description.</p>  |
| <b>Employee Type</b>         | <p>Select the employee type from the drop-down list. Available options are:</p> <ul style="list-style-type: none"> <li>• <b>Full Time</b></li> <li>• <b>Part Time</b></li> <li>• <b>Contract</b></li> <li>• <b>Permanent</b></li> </ul>   |
| <b>Industry Type</b>         | <p>Select the Industry Type from the drop-down list. Available options are:</p> <ul style="list-style-type: none"> <li>• <b>IT</b></li> <li>• <b>Bank</b></li> <li>• <b>Services</b></li> <li>• <b>Manufacturing</b></li> <li>• <b>Legal</b></li> <li>• <b>Medical</b></li> <li>• <b>Engineering</b></li> <li>• <b>School/College</b></li> <li>• <b>Others</b></li> </ul>   |
| <b>Organization Category</b> | <p>Select the organization type from the drop-down list. Available options are:</p> <ul style="list-style-type: none"> <li>• <b>Government</b></li> <li>• <b>NGO</b></li> <li>• <b>Private Limited</b></li> </ul>   |

Table 2-1 (Cont.) Applicant- Individual – Field Description

| Field                                 | Description  |
|---------------------------------------|--|
| <b>Demographics</b>                   | Select the demographics from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• <b>Global</b></li> <li>• <b>Domestic</b></li> </ul>   |
| <b>Current Employer</b>               | Select whether the applicant works currently in this role.<br>Available options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>   |
| <b>Working Since</b>                  | Select the employment start date.  |
| <b>Working Till</b>                   | Select the employment last date.   |
| <b>Employee ID</b>                    | Specify the employee ID.   |
| <b>Grade</b>                          | Specify the grade.   |
| <b>Designation</b>                    | Specify the designation.   |
| <b>Self Employed</b>                  | Below field appears if the <b>Self Employed</b> option is selected from the <b>Employment Type</b> list.<br>In this section user can capture self-employment or professional details of customer.<br>Below fields appears if self-employment or professional details are already captured. <ul style="list-style-type: none"> <li>• Professional Name</li> <li>• Professional Description</li> <li>• Professional Email ID</li> <li>• Company /Firm Name</li> <li>• Registration Number of Company</li> <li>• Start Date</li> <li>• End Date</li> </ul> User can edit, view or delete already added details. |
| <b>Professional Name</b>              | Specify the professional name.   |
| <b>Professional Description</b>       | Displays the professional description.   |
| <b>Professional Email ID</b>          | Specify the professional email ID.   |
| <b>Company /Firm Name</b>             | Specify the company or firm name.  |
| <b>Registration Number of Company</b> | Specify the registration number.   |
| <b>Start Date</b>                     | Specify or select the start date of company.   |
| <b>End Date</b>                       | Specify or select the end date of company.   |
| <b>&lt;Added record tile&gt;</b>      | In this tile you can view the added employment details.<br>Below details appears in the tile: <ul style="list-style-type: none"> <li>• Employment Type</li> <li>• &lt;Current Employer&gt; this flag appears only if Yes option is selected.</li> <li>• Employer Name</li> <li>• Working Dates</li> </ul> Click the <b>Edit</b> to edit the added ID details.<br>Click the <b>View</b> to view the added ID details.<br><br>Click  to delete the added ID details.  |

## Advanced Search

You can perform an advanced search for the party by providing additional information.

You can perform search on below party types:

For Individual

- First Name
- Middle Name
- Last Name
- Date of Birth
- Preferred Unique ID
- National ID
- Mobile Number
- Email

For Non- Individual

- Party ID
- Business or Organization Name
- Registration Number
- Registration Date
- Email
- Customer Category

To search for a party using the advanced search:

- Click the **Advanced Search**.The Search Party window appears based on the selected party type.  
Below screenshot refers the

**Figure 2-3 Advanced Search - Individual**

**Search Party**

|   |  |  |  |
|---|--|--|--|
| <small>First Name</small><br><input type="text"/> | <small>Middle Name</small><br><input type="text"/> | <small>Last Name</small><br><input type="text"/>     | <small>Date of Birth</small><br><input type="text"/> |
| <small>Unique ID</small><br><input type="text"/>  | <small>National ID</small><br><input type="text"/> | <small>Mobile Number</small><br><input type="text"/> | <small>Email</small><br><input type="text"/>         |

| Party ID  | CIF       | First Name | Middle Name | Last Name | Email | Mobile Number | Date of Birth | Preferred Unique ID | National ID |
|-----------|-----------|------------|-------------|-----------|-------|---------------|---------------|---------------------|-------------|
| 233331580 |           | Andrew     | Kim         | Martin    |       | 9090909090    | 1990-05-24    | 2023112910121       |             |
| 233331582 | 006006692 | Andrew     | Kim         | Martin    |       | 9090909090    | 1990-05-24    | 2023112910158       |             |
| 233341452 |           | Andrew     | Kim         | Martin    |       | 9090909090    | 1990-05-24    | 2023115077169       |             |
| 233341458 | 006011050 | Grace      | Rose        | Smith     |       | 9090909090    | 1985-05-21    | 2023115077151       |             |
| 233341460 | 006011051 | Grace      | Rose        | Smith     |       | 9090909090    | 1985-05-21    | 2023115077148       |             |

Page  of 164 ( 1 - 10 of 1636 items)

**Figure 2-4 Advance Search -Small Medium Business Products**

**Search Party**

Party ID  Business/Organization Name  Registration Number  Registration Date

Email  Customer Category

| CIF       | Registration Number | Business/Organization Name | Registration Date | Party ID  | Is Customer  | Customer Category |
|-----------|---------------------|----------------------------|-------------------|-----------|--------------|-------------------|
| 006011052 | RTF20231130171136   | SMB IndKayoZeXlKH          | 1995-09-17        | 233541462 | Customer     |                   |
| 006011726 | RTF20231201161254   | SMB Indkelgwwdvtb          | 1995-09-17        | 233351553 | Customer     |                   |
| 006011788 | 303639              | Nienow Qultzon             | 2010-03-30        | 233561604 | Customer     |                   |
| 233561607 | 1094911             | Botsford Group             | 2014-11-02        | 233561607 | Non-Customer |                   |
| 006011791 | 128799              | Bernier Spinka and Strozin | 2010-03-30        | 233561610 | Customer     |                   |

Page  of 27 ( 1 - 10 of 264 items) |< < 1 2 3 4 5 ... 27 > >|

- b. Click **Fetch** to search all the parties. All the parties in system appears in the table.  
OR

Enter the specific search criteria in the respective field and click **Fetch**. The search result appears based on the search criteria.

3. Click **Save**. The applicant details tile appears with the captured data.

The tile comprises of below fields:

- <Applicant Role>
- <KYC Status>
- <Applicant Photo>
- <First Name, Middle Name, Last Name>
- <Title>
- CIF Number
- Date of Birth
- Initiate: This button appears if the **Early KYC** is selected while configuring the product in the **Business Product Configuration** screen.

4. Click **Initiate** to initiate the Know Your Customer (KYC) process of the added applicant. It is mandatory to complete the KYC process successfully to proceed.

### 2.1.1.2 For Small and Medium Business (SMB) Customer Type

The topic describes the process to capture or edit customer information of Small and Medium Business type of customers.

#### To capture applicants details

1. In the **Current Application Entry** stage, update the customer details in the Applicants data segment based on the respective customer type.

The **Applicants - Small and Medium Business (SMB)** screen is displayed.

Figure 2-5 Applicants – Small and Medium Business (SMB)

- Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.

Table 2-2 Small and Medium Business – Field Description

| Field                          | Description   |
|--------------------------------|---|
| <b>Customer Type</b>           | Displays the customer type based on the product selected.   |
| <b>Doing Business As</b>       | Displays the business name of the SMB customer.   |
| <b>Registration Number</b>     | Displays the registration number of the business.   |
| <b>Date of Registration</b>    | Displays the registration date of the business.   |
| <b>Edit</b>                    | Click <b>Edit</b> to modify the existing customer details and address details.<br>Click <b>Save</b> to save the modified details and click <b>Cancel</b> to cancel the modifications.<br>The <b>Edit</b> appears only for existing customers. |
| <b>Existing Customer</b>       | Select to indicate if customer is existing customer.  |
| <b>CIF Number</b>              | Search and select the CIF number.   |
| <b>Advance Search</b>          | Click this button to perform party using advance parameters.<br>For more information on advance search, refer the <b>Advanced Serach</b> section below.   |
| <b>Doing Business As</b>       | Specify the name of the business.   |
| <b>Registration Number</b>     | Specify the registration number of the business.  |
| <b>Date of Registration</b>    | Select the registration date of the business.   |
| <b>Country of Registration</b> | Search and select the country code where the business is registered.  |
| <b>SMB Classification</b>      | Select the SMB Classification from the dropdown list.<br>Available options are: <ul style="list-style-type: none"> <li><b>Micro</b></li> <li><b>Small</b></li> <li><b>Medium</b></li> </ul>   |



Table 2-2 (Cont.) Small and Medium Business – Field Description



| Field                               | Description  |
|-------------------------------------|--|
| <b>Customer Category</b>            | Search and select the customer category.   |
| <b>SMB Registration Number</b>      | Specify the SMB registration number.   |
| <b>Tax Identification Number</b>    | Specify the tax identification number of the SMB customer.   |
| <b>Goods and Service Tax ID</b>     | Specify the goods and service tax ID.  |
| <b>Business License</b>             | Specify the business license.  |
| <b>Preferred Language</b>           | Select the preferred language.   |
| <b>Preferred Currency</b>           | Select the preferred currency.   |
| <b>Relationship Manager ID</b>      | Specify the relationship manager ID.   |
| <b>Upload Logo</b>                  | Click <b>Upload Logo</b> button to upload the logo for the business.   |
| <b>Address</b>                      | <p>This section displays the added address of the applicant. It is mandatory to add communication address of the applicant.</p> <p>Click</p>  <p>to add address details.</p> <p>Click</p>  <p>to perform below actions on the added address details,</p> <ul style="list-style-type: none"> <li>• To view the address details, click <b>View</b>.</li> <li>• To edit the address details, click <b>Edit</b>.</li> <li>• To delete the address details, click <b>Delete</b>.</li> </ul> |
| <b>Address Type</b>                 | <p>Select the address type for the applicant from the drop-down list.</p> <ul style="list-style-type: none"> <li>• <b>Residential Address</b></li> <li>• <b>Communication Address</b></li> </ul>   |
| <b>Location</b>                     | Select and search the location.  |
| <b>Current Address</b>              | Select to indicate if you want to mark entered address as current address type.  |
| <b>Preferred Address</b>            | Select to indicate if you want the selected address type as preferred address type.  |
| <b>Address From</b>                 | Select the date from when you are connected with the given address.  |
| <b>Address To</b>                   | Select the date till when you were connected with the given address.   |
| <b>Address</b>                      | <p>Specify the address to search for the already captured address.</p> <p>Based on the configuration, on entering a few letters, the system fetches the related address that is already captured.</p> <p>Based on the selection, the fields are fetched in the address section.</p>  |
| <b>Address Line 1</b>               | Specify the building name.   |
| <b>Address Line 2</b>               | Specify the street name.   |
| <b>Address Line 3</b>               | Specify the city or town name.   |
| <b>Country</b>                      | Select and search the country code.  |
| <b>State / Country Sub Division</b> | Specify the state or country sub division. This field appears based on the selected country code.  |
| <b>Zip Code / Post Code</b>         | Specify the zip or post code of the address.   |

Table 2-2 (Cont.) Small and Medium Business – Field Description

| Field                             | Description  |
|-----------------------------------|--|
| <b>Contact Details</b>            | In this section you can provide digital contact details. Click add contact button to add new contact details.  |
| <b>&lt;Communication Mode&gt;</b> | Select the communication mode from the drop-down list. The available options are: <ul style="list-style-type: none"> <li>• Mobile Phone</li> <li>• Email</li> </ul>  |
| <b>Country</b>                    | Select the country along with international subscriber dialing code of the mobile phone from the drop-down list. The drop-down list option consist of countrycode, country name and subscriber dialing code. This field appears only if you select the <b>Mobile Phone</b> option as communication mode. |
| <b>Mobile Number</b>              | Specify the mobile number.   |
| <b>Preferred</b>                  | Select to indicate if the given mobile number is the preferred number.   |
| <b>Action</b>                     | You can edit or delete the added mobile details.   |
| <b>Email Id</b>                   | Specify the email ID. This field appears only if you select the <b>Email</b> option as communication mode.   |
| <b>Preferred</b>                  | Select to indicate if the given email ID is the preferred ID.  |
| <b>Action</b>                     | You can edit or delete the added email details.  |

**Advanced Search**

You can perform an advanced search for the party by providing additional information.

Refer above **Advanced Search** section for more details.

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data. If the **Customer Dedupe** check is enabled, the application will perform the Dedupe check for the new customer details on clicking **Next** button. For more information, refer the **Customer Dedupe Check** section.

**Customer Dedupe Check:**

Based on the configuration set in the **Origination Preference** screen, the customer dedupe service is enabled.

If the **Customer Dedupe** service check is enabled, upon capturing the New Customer details, the system compares the same with the existing customers records. If there are any matching hits, the list of Duplicate records which matches to the New Customer Details will be displayed.

The customer details are compared based on a set of attributes configured. (Refer to Oracle Banking Party Documentation for Dedupe attributes configuration).

4. Click **Next** to perform the dedupe check and display the result.

The **De-Dupe Result** screen is displayed

Figure 2-6 De-dupe Results

De-Dupe Results

Following matching records are found, Please verify

▼ Vikash Kumar

| CIF Number | PTY Number | First Name | Last Name | Customer Type | DOB        | Contact Number | ID/Registration Number | Status    |
|------------|------------|------------|-----------|---------------|------------|----------------|------------------------|-----------|
| 100011     |            | Vikash     | Anand     | I             | 03-01-1990 | 0988098009     |                        | COMPLETED |

OK Ignore

▼ Sanjeet Singh

| CIF Number | PTY Number | First Name | Last Name | Customer Type | DOB        | Contact Number | ID/Registration Number | Status      |
|------------|------------|------------|-----------|---------------|------------|----------------|------------------------|-------------|
| 100012     |            | Sanjeet    | Kumar     | I             | 10-01-1990 | 0988056009     |                        | IN-PROGRESS |

OK Ignore

Cancel Submit

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

Table 2-3 De-Dupe Results – Field Description

| Field                         | Description                                      |
|-------------------------------|--|
| <b>CIF Number</b>             | Displays the CIF Number.                         |
| <b>PTY Number</b>             | Displays the PTY Number.                         |
| <b>First Name</b>             | Displays the First Name.                         |
| <b>Last Name</b>              | Displays the Last Name.                          |
| <b>Customer Type</b>          | Displays the Customer Type.                      |
| <b>DOB</b>                    | Displays the Date of Birth.                      |
| <b>Contact Number</b>         | Displays the Contact Number.                     |
| <b>ID/Registration Number</b> | Displays the Registration number.                |
| <b>Status</b>                 | Displays the <b>Status</b> of the De-Dupe check. |

## 2.1.2 Account Details

This topic provides the systematic instructions to capture the account related information for the application.

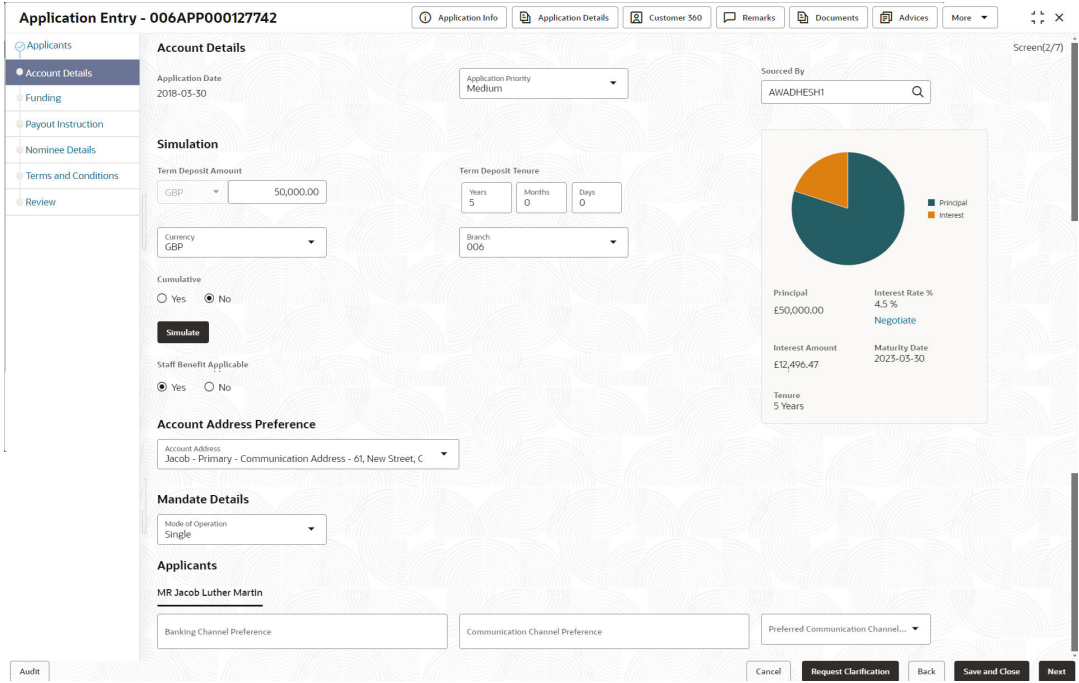
The **Account Details** data segment displays the account details.

1. Click **Next** in previous data segment screen to proceed with the next data segment, after successfully capturing the data.

The **Account Details** screen displays.

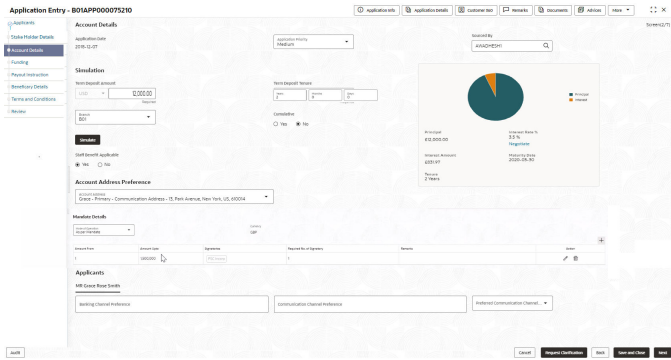
Refer below screenshot if the customer type is selected as **Individual**:

Figure 2-7 Account Details- Individual



Refer below screenshot if the customer type is selected as **Small and Medium Business (SMB)**:

Figure 2-8 Account Details -SMB



- 2. Specify the fields on **Account Details** screen.




**Note:**  
The fields, which mentioned as Required, are mandatory.

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

Table 2-4 Account Details

| Field Name                  | Description  |
|-----------------------------|--|
| <b>Application Date</b>     | Displays the date on which the application was initiated.  |
| <b>Application Priority</b> | Specify the application priority level.<br>The available options are: <ul style="list-style-type: none"> <li>• <b>Low</b></li> <li>• <b>Medium</b></li> <li>• <b>High</b></li> </ul> Based on the selected option the applications appears in list of the logged in user   |
| <b>Sourced By</b>           | Specify or select the user ID who initiate this account opening application.   |
| <b>Simulation</b>           | In this section you simulate the term deposit amount.  |
| <b>Term Deposit Amount</b>  | Select the currency and the specify term amount.<br>By default the currency selected from the <b>Currency</b> list will appears.   |
| <b>Term Deposit Tenure</b>  | Specify the term deposit tenure in year, months and days.<br>The user is allowed to select the tenure configured in the mapped host. This mapping is define in the <b>Business Product Host</b> data sgement of the <b>Business Product Configuration</b> screen.<br>For example, If the mapped Host Product is Oracle Banking Accounts then the user can select the Term Deposit Tenure from the drop-down list.  |
| <b>Branch</b>               | Specify the branch code of this account opening opening application.   |
| <b>Currency</b>             | Specify the currecny for the term deposit account.   |
| <b>Cumulative</b>           | Select to indicate whether the amount is cumulative.<br>The available options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul> A cumulative term deposit accrues interest over time and pays it out at maturity, while a non-cumulative term deposit pays out interest at regular intervals throughout the term.   |
| <b>Simulate</b>             | Click <b>Simulate</b> button to compute the value based on the entered details. The section appears with visual representation and the fields with the computed details: <ul style="list-style-type: none"> <li>• <b>Pie Chart</b>: The value of principal and interest is represented visually. The user can hover to view the amount.</li> <li>• <b>Principal</b></li> <li>• <b>Interest Rate %</b></li> <li>• <b>Negotiate</b> : Click the link to view the negotiated interest rates. The section for negotiated interest rates appears with the following fields: <ul style="list-style-type: none"> <li>– <b>Interest Description</b></li> <li>– <b>Interest Rate %</b></li> <li>– <b>Margin</b></li> <li>– <b>Effective Rate %</b></li> </ul> </li> <li>• <b>Interest Amount</b> : This amount is calculated based on the applied Effective Rate and Term Deposit Amount.</li> <li>• <b>Maturity Date</b></li> <li>• <b>Tenure</b></li> </ul> |

**Table 2-4 (Cont.) Account Details**

| Field Name  | Description  |
|---|--|
| <b>Staff Benefits Applicable</b>  | <p>Select to indicate whether staff benefits are applicable. The available options are:</p> <ul style="list-style-type: none"> <li><b>Yes</b> : Select this option to avail the staff benefits.</li> <li><b>No</b> : Select this option for not making use of any staff benefits.</li> </ul> <p>If the <b>Yes</b> option is selected in the <b>Staff</b> field of the <b>Applicant</b> data segment, this field will appear.</p> <p>This field will not appears if the <b>No</b> option is selected in the <b>Staff</b> field of the <b>Applicant</b> data segment.</p>  |
| <b>Account Address Preference</b>   | <p>Select the address which is indicated as account address. All captured addresses in the <b>Applicant</b> data segment appears for selection. The drop-down list displays the address in the following format:</p> <p>&lt;First Name&gt;-&lt;Applicant Role&gt;-&lt;Address Type&gt; - &lt;Address (Complete address sepearted by ,)&gt;</p> <p>After the account address is selected:</p> <ul style="list-style-type: none"> <li>If the user deletes an address from the <b>Applicant</b> data segment then the system removes that address from this data segment and the user must then select another address as the account address.</li> <li>If the <b>Applicant</b> data segment is edited with a new address then the updated address is reflected in this segment.</li> </ul> |
| <b>Mandate Details</b>  |  |
| In this section the user can capture the mode of operation for the account.   |  |
| <b>Mode of Operations</b>   | Select the appropriate option from the mode of operations list.  |
| <p>In the Mandate Details section, below fields appear if the application is initiated with the customer type as <b>Small and Medium Business</b>.</p> <p>Click  to add the operations as per mandate.</p> |  |
| <b>Currency</b>   | Displays the account currency.   |
| <b>Amount From</b>  | Specify the amount from which the applicant is allowed to operate.   |
| <b>Amount To</b>  | Specify the amount till which the applicant is allowed to operate.   |
| <b>Signatories</b>  | Specify the applicants as signatory. You can select multiple applicants. All the applicants thata re involved in the application appears for selction.   |
| <b>Required No. of Signatory</b>  | Specify the priority of the signatory for this mandate operation. The priority can be changed based on the number of applicants added in the application.  |
| <b>Remark</b>   | Specify the remarks.   |
| <b>Action</b>   | <p>Select the option to perform actions on the addedd record. The available options are:</p> <ul style="list-style-type: none"> <li> - to edit the added record.</li> <li> - To delete the added record.</li> </ul>  |
| <b>Applicants</b>   |  |
| In this section you can set the communication preferences of the applicants involved in an account opening application. The seperate tabs appears for each applicants involved in the application.  |  |

**Table 2-4 (Cont.) Account Details**

| Field Name                               | Description   |
|--|---|
| <b>Banking Channel Preferences</b>       | Select the preferences for the banking channel.<br>The channel options appears based on the Business Product Configuration.   |
| <b>Communication Channel Preferences</b> | Select the preference of the communication channel.<br>The channel options appears based on the Business Product Configuration.<br>The available options are: <ul style="list-style-type: none"> <li>• <b>EMAIL</b></li> <li>• <b>POST</b></li> <li>• <b>SMS</b></li> </ul> |
| <b>Preferred Communication Channel</b>   | Select the preferred communication channel.<br>The options in this drop down appears based on the selected options in the <b>Communcation Channel Preferences</b> fields.   |

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The user is required to provide all mandatory data segments and data fields for the system to validate. If any mandatory details are missing, the system displays an error message for the user to correct the information. Users must capture the mandatory data before they can proceed to the next data segment.

### 2.1.3 Funding

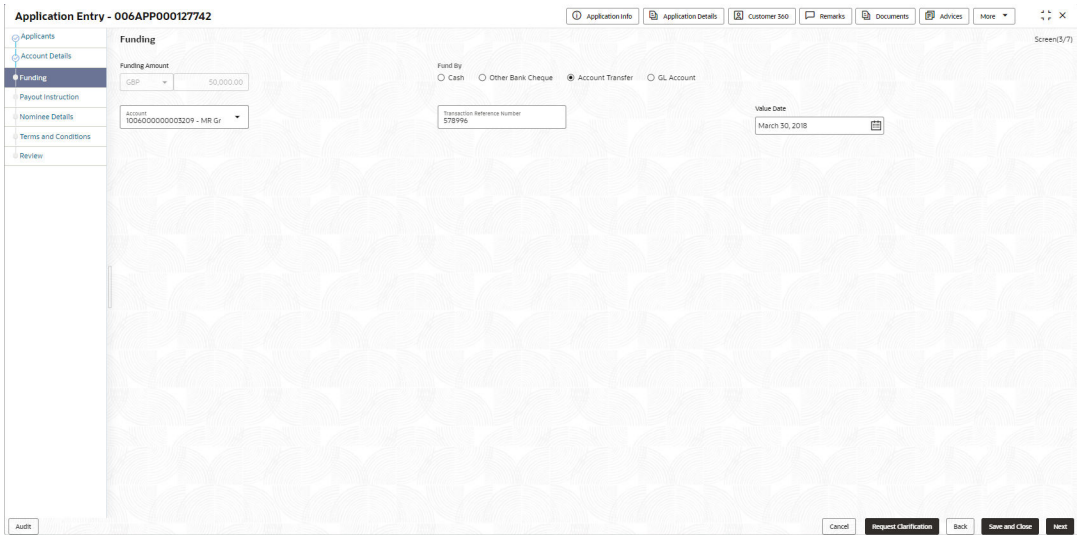
This topic provides the systematic instructions to capture the funding details of Term Deposit account.

In this data segment you can capture the funding details to fund the Term Deposit account.

1. Click **Next** in previous data segment screen to proceed with the next data segment, after successfully capturing the data.

The **Funding** screen displays.

**Figure 2-9 Funding**



- In the **Funding** screen, specify the required details.

 **Note:**

The fields, which mentioned as Required, are mandatory.

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

**Table 2-5 Funding**

| Field Name                          | Description   |
|-------------------------------------|---|
| <b>Funding Account</b>              | Displays the amount to be funded along with the currency.   |
| <b>Fund By</b>                      | Select the mode from the drop-down list through which fund are collected.<br>The available options are: <ul style="list-style-type: none"> <li>• <b>Cash</b></li> <li>• <b>Other Bank Cheque</b></li> </ul>   |
| <b>Transaction Reference Number</b> | Specify the transaction reference number.<br>This field appears if the <b>Cash</b> or <b>Account Transfer</b> or <b>Other Bank Cheque</b> option is selected from the <b>Fund By</b> drop-down list.  |
| <b>Value Date</b>                   | Select the date on which the transaction is performed. By default the current business date is populated.   |
| <b>Account</b>                      | Select the account number from the list.<br>This field appears if the <b>GL Account</b> or <b>Account Transfer</b> option is selected from the <b>Fund By</b> drop-down list.<br>The list populates only the Saving or GL accounts respectively of the existing applicants who are involved in the application. |
| <b>Cheque Number</b>                | Specify the cheque number through which the fund amount is deposited.<br>This field is applicable only if the <b>Other Bank Cheque</b> option is selected from the <b>Fund By</b> drop-down list.   |
| <b>Cheque Date</b>                  | Select the date on which the cheque is issued.<br>This field is applicable only if the <b>Other Bank Cheque</b> option is selected from the <b>Fund By</b> drop-down list.  |

 **Note:**

The **GL Account** and **GL Account Description** will be applicable depending on the following scenarios:

**Table 2-6 Fund By**

| Fund By          | Fund By Mode (In the Origination Preferences screen) | Applicability |
|------------------|--|---------------|
| Cash             | Automatic  | Applicable    |
| Cash             | Manual   | Applicable    |
| Account Transfer | Host   | Applicable    |



**Table 2-6 (Cont.) Fund By**

| Fund By          | Fund By Mode (In the Origination Preferences screen) | Applicability    |
|------------------|--|------------------|
| Account Transfer | Manual   | Applicable       |
| Cheque           | Host   | Non - Applicable |
| Cheque           | Manual   | Applicable       |

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The user is required to provide all mandatory data segments and data fields for the system to validate. If any mandatory details are missing, the system displays an error message for the user to correct the information. Users must capture the mandatory data before they can proceed to the next data segment.

## 2.1.4 Payout Instructions

This topic provides the systematic instructions to capture the payout instructions details for Term Deposit account.

In this data segment you can capture the payout instructions after the maturity of the Term Deposit account.

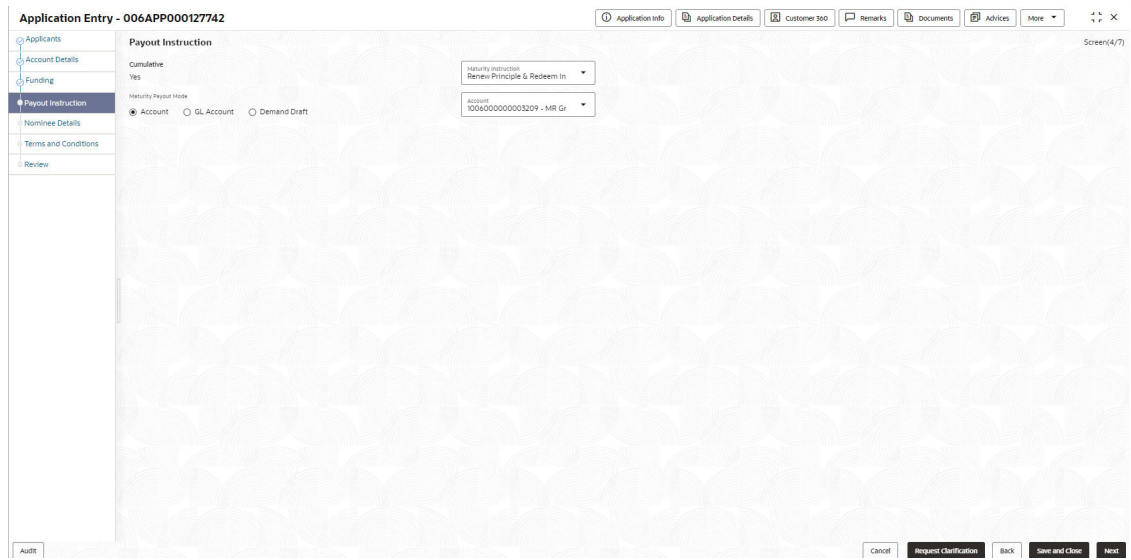
**To capture the payout instructions:**

1. Click **Next** in previous data segment screen to proceed with the next data segment, after successfully capturing the data.

The **Payout Instructions** screen appears.

If the **Yes** option is selected from the **Cumulative** field in the **Account Details** data segment.

**Figure 2-10 Payout Instructions**



2. In the **Payout Instructions** screen, specify the required details.

 **Note:**

The fields, which mentioned as Required, are mandatory.

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

**Table 2-7 Payout Instructions**

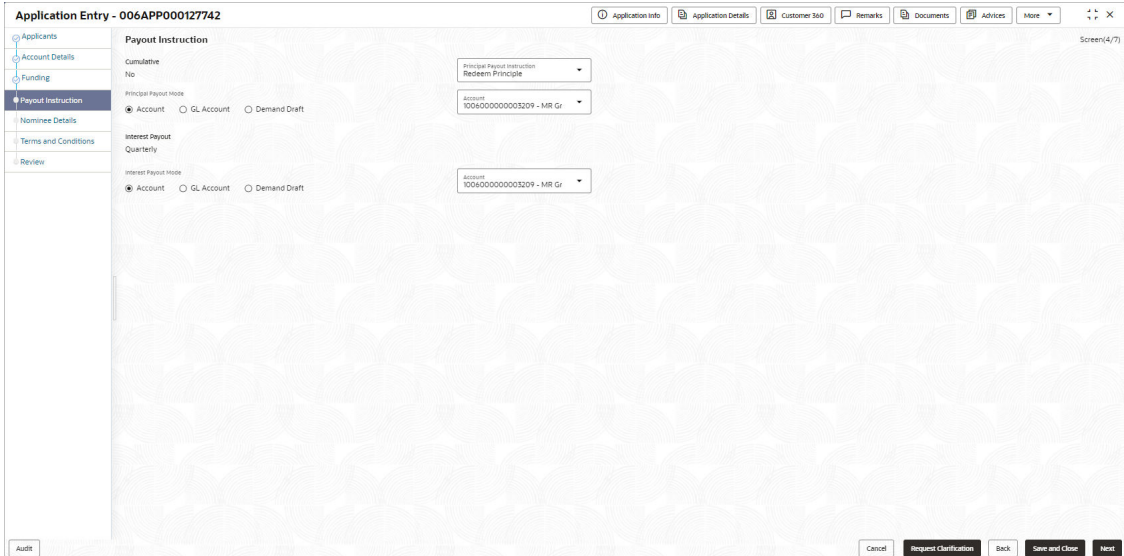
| Field Name                  | Description   |
|-----------------------------|---|
| <b>Cumulative</b>           | <p>Displays whether the account is cumulative. The value in this field appears based on the option selected in the <b>Account Details</b> data segment.</p> <p>If the <b>Cumulative</b> value is <b>Yes</b> then the user can set the payout instructions based on the selected maturity option in the below fields:</p> <ul style="list-style-type: none"> <li>• <b>Maturity Instruction</b></li> <li>• <b>Maturity Payout Mode</b></li> </ul> <p>If the <b>Cumulative</b> value is <b>No</b> then the user can set principal payout instructions based on the selected option in the below fields:.</p> <ul style="list-style-type: none"> <li>• <b>Principal Payout Instruction</b></li> <li>• <b>Principal Payout Mode</b></li> </ul> |
| <b>Interest Payout</b>      | <p>Displays the interest payout frequency configured at product level. This field appears if the <b>Cumulative</b> value is <b>No</b>.</p>  |
| <b>Interest Payout Mode</b> | <p>Select the payout mode for the interest amount.</p> <p>The available options are:</p> <ul style="list-style-type: none"> <li>• <b>Account</b></li> <li>• <b>GL Account</b></li> <li>• <b>Demand Draft</b></li> </ul> <p>The options in this drop-down list appears based on the <b>Business Product Configuration</b> screen.</p> <p>This field appears if the <b>Cumulative</b> value is <b>No</b>.</p> <p>The interest amount is redeemed based on the selected payout mode and set frequency.</p>   |
| <b>Maturity Instruction</b> | <p>Select the maturity type from the drop-down list.</p> <p>The available options are:</p> <ul style="list-style-type: none"> <li>• <b>Renew Principal and Interest</b></li> <li>• <b>Special Amount Renewal</b></li> <li>• <b>Renew Principal and Redeem Interest</b></li> <li>• <b>Redeem Principal and Interest</b></li> </ul> <p>This field appears if the <b>Cumulative</b> value is <b>Yes</b>.</p>   |
| <b>Maturity Payout Mode</b> | <p>Select the maturity payout mode from the drop-down list.</p> <p>The available options are:</p> <ul style="list-style-type: none"> <li>• Account</li> <li>• GL Account</li> <li>• Demand Draft</li> </ul> <p>The options in this drop-down list appears based on the <b>Business Product Configuration</b> screen.</p> <p>This field is not applicable if the <b>Renew Principal and Interest</b> is selected in the <b>Maturity Instruction</b> list.</p> <p>This field appears if the <b>Cumulative</b> value is <b>Yes</b>.</p>  |

Table 2-7 (Cont.) Payout Instructions


| Field Name                  | Description   |
|-----------------------------|---|
| <b>Payout Instruction</b>   | Select the payout instructions type from the drop-down list.<br>The available options are: <ul style="list-style-type: none"> <li>• <b>Renew Principal</b></li> <li>• <b>Special Amount Renewal</b></li> <li>• <b>Redeem Principal</b></li> </ul> This field appears if the <b>Cumulative</b> value is <b>No</b> .  |
| <b>Maturity Payout Mode</b> | Select the maturity payout mode from the drop-down list.<br>The available options are: <ul style="list-style-type: none"> <li>• Account</li> <li>• GL Account</li> <li>• Demand Draft</li> </ul> The options in this drop-down list appears based on the <b>Business Product Configuration</b> screen.<br>This field is not applicable if the <b>Renew Principal and Interest</b> is selected in the <b>Maturity Instruction</b> list.<br>This field appears if the <b>Cumulative</b> value is <b>Yes</b> . |
| <b>Amount</b>               | Specify the amount for renewal. The default set currency appears in the list.<br>This field is appears if the <b>Special Amount Renewal</b> is selected in the <b>Maturity Instruction</b> list.  |
| <b>Account</b>              | Select the account number in which the maturity amount should be transferred.<br>This field appears only if the payout mode is selected as <b>Account</b> .<br>The list populates only the saving accounts of the applicants who are involved in the application.   |
| <b>GL Account</b>           | Select the account number in which the maturity amount should be transferred.<br>This field appears only if the payout mode is selected as <b>GL Account</b> .<br>The list populates only the Saving or GL accounts respectively of the existing applicants who are involved in the application.  |
| <b>Payee Name</b>           | Specify the payee name of the demand draft.<br>This field appears only if the payout mode is selected as <b>Demand Draft</b> .  |
| <b>Branch Code</b>          | Specify the branch code from the list.  |

If the **No** option is selected from the **Cumulative** field in the **Account Details** data segment.

Figure 2-11 Payout Instructions



3. In the **Payout Instructions** screen, specify the required details.

 **Note:**  
The fields, which mentioned as Required, are mandatory.

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

Table 2-8 Payout Instructions

| Field Name                          | Description  |
|-------------------------------------|--|
| <b>Cumulative</b>                   | Displays whether the account is cumulative.  |
| <b>Principal Payout Instruction</b> | Select the principal payout instruction type from the drop-down list.<br>The available options are: <ul style="list-style-type: none"> <li>• <b>Renew Principal</b></li> <li>• <b>Special Amount Renewal</b></li> <li>• <b>Redeem Principal</b></li> </ul>   |
| <b>Amount</b>                       | Specify the amount for renewal. The default set currency appears in the list.<br>This field is appears if the <b>Special Amount Renewal</b> is selected in the <b>Principal Payout Instruction</b> list.   |
| <b>Principal Payout Mode</b>        | Select the principal payout mode from the drop-down list.<br>The available options are: <ul style="list-style-type: none"> <li>• Account</li> <li>• GL Account</li> <li>• Demand Draft</li> </ul> The options in this drop-down list appears based on the <b>Business Product Configuration</b> screen.<br>This field is not applicable if the <b>Renew Principal</b> is selected in the <b>Principal Payout Instruction</b> list. |
| <b>Interest Payout</b>              | Displays the frequency of interest payout.   |

Table 2-8 (Cont.) Payout Instructions

| Field Name                  | Description  |
|-----------------------------|--|
| <b>Interest Payout Mode</b> | Select the interest payout mode from the drop-down list.<br>The available options are: <ul style="list-style-type: none"> <li>• Account</li> <li>• GL Account</li> <li>• Demand Draft</li> </ul> The options in this drop-down list appears based on the <b>Business Product Configuration</b> screen. |
| <b>Account</b>              | Select the account number in which the maturity amount should be transferred.<br>This field appears only if the <b>Account</b> option is selected as payout mode.<br>The list populates only the saving accounts of the applicants who are involved in the application.                                |
| <b>GL Account</b>           | Select the account number in which the maturity amount should be transferred.<br>This field appears only if the <b>GL Account</b> option is selected as payout mode.<br>The list populates only the Saving or GL accounts respectively of the existing applicants who are involved in the application. |
| <b>Payee Name</b>           | Specify the payee name of the demand draft.<br>This field appears only if the <b>Demand Draft</b> option is selected as payout mode.   |
| <b>Branch Code</b>          | Specify the branch code from the list.<br>This field appears only if the <b>Demand Draft</b> option is selected as payout mode.  |

4. Click **Next** to navigate to the next data segment, after successfully capturing the data. The user is required to provide all mandatory data segments and data fields for the system to validate. If any mandatory details are missing, the system displays an error message for the user to correct the information. Users must capture the mandatory data before they can proceed to the next data segment.

## 2.1.5 Stake Holder Details

This topic provides the systematic instructions to capture the stake holder details related information for the application.

The **Stake Holder Details** data segment allows to capture the Stake holder details for the business.

### Note:

This data segment is applicable only if the **Customer Type** is selected as **Small and Medium Business (SMB)**.

The user can perform actions on added stake holder details based on the following scenarios:

- If the added stakeholder is existing customer or non customer with CIF then user can **View** or **Delete** the added stakeholder details.

- If the added stakeholder is non customer without CIF then user can **Edit, View** or **Delete** the added stakeholder details.

**To add stakeholder details:**

1. Click **Next** in **Account Details** screen to proceed with the next data segment, after successfully capturing the data.
2. Select **+ Add Stakeholder** to add the Stake holders for the business.

The **Stake Holder Details** screen displays.





**Figure 2-12 Stake Holder Details**

3. Specify the details in the relevant data fields. For more information on fields, refer to the field description table below.


**Table 2-9 Stakeholder - Field Description**

| Field                         | Description  |
|-------------------------------|--|
| <b>Stake Holder Type</b>      | Select the Stakeholder type from the dropdown list.<br>Available options are <ul style="list-style-type: none"> <li>• <b>Owners</b></li> <li>• <b>Authorized Signatories</b></li> <li>• <b>Guarantors</b></li> <li>• <b>Suppliers</b></li> </ul> |
| <b>Existing Customer</b>      | Select the toggle to indicate if the customer is an existing customer or not.  |
| <b>CIF Number</b>             | Click <b>Search</b> icon and select the CIF number.<br>This field appears only if the <b>Existing Customer</b> toggle is enabled.  |
| <b>Ownership Percentage</b>   | Specify the ownership percentage.<br>This field is appears only if the <b>Owner</b> option is selected from the <b>Stake Holder Type</b> field.  |
| <b>Associated Since</b>       | Select the date from when the Stake Holder is associated with the business.  |
| <b>Authorized Signatories</b> | For the existing customers, the Signature details will be in read-only mode.<br>For the new customers, the user will be able to add, edit and delete the Signature details.  |

Table 2-9 (Cont.) Stakeholder - Field Description

| Field                     | Description   |
|---------------------------|---|
| <b>Signatures</b>         | <p>Click</p> <p></p> <p>icon to upload the signatures for the new customer.<br/>Click <b>Add</b> button to add the signatures.<br/>Click <b>Cancel</b> button to discard the added details.<br/>On Submit, signature will be handed off to Oracle Banking Party.</p>   |
| <b>Upload Signature</b>   | <p>Drag and drop the signature file or click on <b>Select or drop files here</b> to browse and upload the signature from the local system.<br/>PNG &amp; JPEG file formats are supported.<br/>This field appears only for the new Customers.</p>  |
| <b>Uploaded Signature</b> | <p>Displays the uploaded signature.<br/>This field appears only for the new Customers.</p>  |
| <b>Remarks</b>            | <p>Specify the remarks related to the signature.<br/>This field appears only for the new Customers.</p>   |
| <b>Signature ID</b>       | <p>Displays the Signature ID for the added signature.</p>   |
| <b>Signature</b>          | <p>Displays the added signature.</p>  |
| <b>Remarks</b>            | <p>Displays the remarks for the added signature.</p>  |
| <b>Action</b>             | <p>Click</p> <p></p> <p>to edit the added signatures<br/>Click</p> <p></p> <p>to delete the added signatures.<br/>This field is enabled only for new customers.</p>   |
| <b>Guarantors</b>         | <p>Click</p> <p></p> <p>to add guarantor details.</p>  |
| <b>Line of Business</b>   | <p>Select the line of business for the guarantor/supplier.<br/>Available options are:</p> <ul style="list-style-type: none"> <li>• <b>Facility</b></li> <li>• <b>Supply Chain Finance</b></li> <li>• <b>Trade</b></li> <li>• <b>Lending</b></li> <li>• <b>Cash Management</b></li> <li>• <b>Liquidity Management</b></li> <li>• <b>Virtual Account Management</b></li> <li>• <b>Accounts</b></li> </ul> |

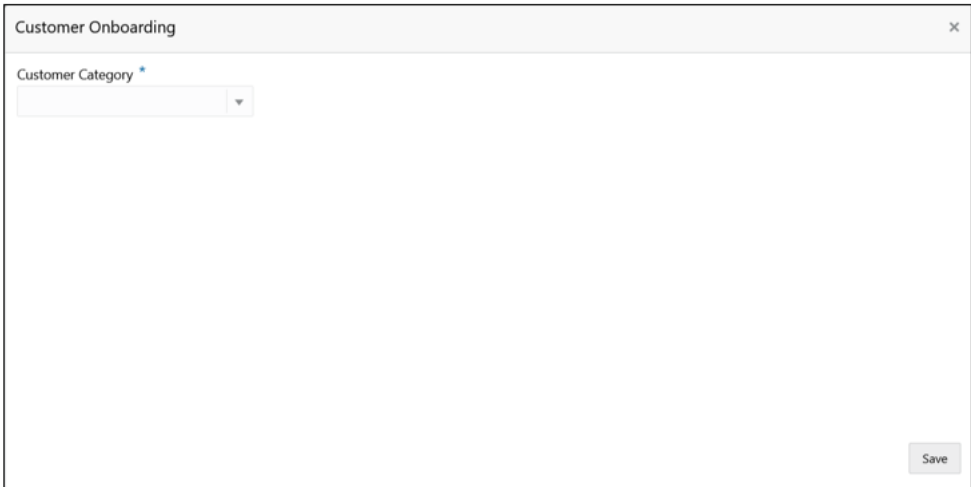
**Table 2-9 (Cont.) Stakeholder - Field Description**

| Field                                     | Description   |
|---|---|
| <b>Scope</b>                              | Specify the scope of the guarantor in the business.   |
| <b>Guarantee Start date - Expiry date</b> | Select the guarantee start and expiry date.   |
| <b>Guarantee amount</b>                   | Specify the guarantee amount for the business.  |
| <b>Description</b>                        | Specify the description for the guarantor.  |
| <b>Suppliers</b>                          | Click<br><br><br>to add supplier's details.  |
| <b>Line of Business</b>                   | Select the line of business for the guarantor/supplier.<br>Available options are: <ul style="list-style-type: none"> <li>• <b>Facility</b></li> <li>• <b>Supply Chain Finance</b></li> <li>• <b>Trade</b></li> <li>• <b>Lending</b></li> <li>• <b>Cash Management</b></li> <li>• <b>Liquidity Management</b></li> <li>• <b>Virtual Account Management</b></li> <li>• <b>Accounts</b></li> </ul> |
| <b>Item Name</b>                          | Specify the item name of the supplier.  |
| <b>Quantity</b>                           | Specify the quantity of the item.   |
| <b>Supply Frequency</b>                   | Specify the supply frequency.   |
| <b>Start Date – End Date</b>              | Select the start and end date for the supplier.   |

- To onboard the New Customers, disable the **Existing Customer** toggle. By Default, the **Existing Customer** is enabled.

The **Customer Onboarding** screen is displayed.

**Figure 2-13 Customer Onboarding**



- Select the appropriate option from the Customer Category list.



- a. If you select **Individual** option to onboard individual type of customer, refer field description table and procedure from **3.1.1.1 For Individual Customer Type of Customer Information** data segment.
  - b. If you select **Small and Medium Business** option to onboard small and medium business type of customer, refer field description table and procedure from **3.1.1.2 For Small and Medium Business Customer Type of Customer Information** data segment.
6. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

On submission of Application Entry stage, Stakeholder Onboarding request gets initiated for the new customers.

The request for New Stakeholder Onboarding is addressed by the underlying API call, which also generates the New Party reference number, thereby circumventing the usual process of generating a Unique Process reference number / Task.

## 2.1.6 Nominee Details

This topic provides the systematic instructions to capture the nominee details related information for the application.

The Nominee Details is a non-mandatory data segment. If required, It allows capturing multiple nominees for the account. Nominee can be a minor, in that case, it is mandatory to provide details of the guardian. For SMB Customer, Nominee Details are allowed only for Proprietary type of Business Accounts.

### To add nominee details:

1. Click **Next** from the previous screen to proceed with next data segment, after successfully capturing the data.

The **Nominee Details** screen displays.

**Figure 2-14 Nominee Details**

2. Specify the fields on **Nominee Details** screen.

Table 2-10 Details - Field Description



| Field                               | Description   |
|-------------------------------------|---|
| <b>Title</b>                        | Select the title of the applicant.  |
| <b>First Name</b>                   | Specify the first name of the applicant.  |
| <b>Middle Name</b>                  | Specify the middle name of the applicant.   |
| <b>Last Name</b>                    | Specify the last name of the applicant.   |
| <b>Relationship Type</b>            | Select the relationship type of the nominee with the applicant.   |
| <b>Date of Birth</b>                | Select the applicant's date of birth.   |
| <b>Minor</b>                        | Select to indicate if nominee is minor.   |
| <b>Add Guardian</b>                 | <b>Click the Add Guardian link to add the guardian details.</b><br>The link appears if the <b>Minor</b> field is enabled.<br>This field is conditional mandatory.   |
| <b>Percentage</b>                   | Specify the percentage to be considered for distribution of the account balance in case of uneventful death of the applicant.   |
| <b>Address</b>                      | This section displays the added address of the applicant. It is mandatory to add communication address of the applicant.<br><br>Click  to add address details.<br><br>Click  to perform below actions on the added address details, <ul style="list-style-type: none"> <li>To view the address details, click <b>View</b>.</li> <li>To edit the address details, click <b>Edit</b>.</li> <li>To delete the address details, click <b>Delete</b>.</li> </ul> |
| <b>Address Type</b>                 | Select the address type for the applicant from the drop-down list. <ul style="list-style-type: none"> <li><b>Residential Address</b></li> <li><b>Communication Address</b></li> </ul>   |
| <b>Location</b>                     | Select and search the location.   |
| <b>Current Address</b>              | Select to indicate if you want to mark entered address as current address type.   |
| <b>Preferred Address</b>            | Select to indicate if you want the selected address type as preferred address type.   |
| <b>Address From</b>                 | Select the date from when you are connected with the given address.   |
| <b>Address To</b>                   | Select the date till when you were connected with the given address.  |
| <b>Address</b>                      | Specify the address to search for the already captured address.<br>Based on the configuration, on entering a few letters, the system fetches the related address that is already captured.<br>Based on the selection, the fields are fetched in the address section.  |
| <b>Address Line 1</b>               | Specify the building name.  |
| <b>Address Line 2</b>               | Specify the street name.  |
| <b>Address Line 3</b>               | Specify the city or town name.  |
| <b>Country</b>                      | Select and search the country code.   |
| <b>State / Country Sub Division</b> | Specify the state or country sub division. This field appears based on the selected country code.   |
| <b>Zip Code / Post Code</b>         | Specify the zip or post code of the address.  |
| <b>Addition Info</b>                | In this section you can provide addition information.   |
| <b>Sub Department</b>               | Specify the sub department.   |
| <b>Department</b>                   | Specify the department.   |
| <b>Building Number</b>              | Specify the building number.  |

Table 2-10 (Cont.) Details - Field Description

| Field                             | Description  |
|-----------------------------------|--|
| <b>Post Box</b>                   | Specify the post box code.   |
| <b>District Name</b>              | Specify the district name.   |
| <b>Floor</b>                      | Specify the floor number.  |
| <b>Room</b>                       | Specify the room number.   |
| <b>Locality</b>                   | Specify the locality.  |
| <b>Landmark</b>                   | Specify the landmark.  |
| <b>Contact Name / Narrative</b>   | Specify the name of the contact person.  |
| <b>Contact Details</b>            | In this section you can provide digital contact details.   |
| <b>&lt;Communication Mode&gt;</b> | Select the communication mode from the drop-down list.<br>The available options are: <ul style="list-style-type: none"> <li>• Mobile Phone</li> <li>• Email</li> </ul>   |
| <b>Country</b>                    | Select the country along with international subscriber dialing code of the mobile phone from the drop-down list.<br>The drop-down list option consist of countrycode, country name and subscriber dialing code.<br>This field appears only if you select the <b>Mobile Phone</b> option as communication mode. |
| <b>Mobile Number</b>              | Specify the mobile number.   |
| <b>Preferred</b>                  | Select to indicate if the given mobile number is the preferred number.   |
| <b>Action</b>                     | You can edit or delete the added mobile details.   |
| <b>Email Id</b>                   | Specify the email ID.<br>This field appears only if you select the <b>Email</b> option as communication mode.  |
| <b>Preferred</b>                  | Select to indicate if the given email ID is the preferred ID.  |
| <b>Action</b>                     | You can edit or delete the added email details.  |
| <b>Add Nominee</b>                | Click to add additional nominee for the account.   |

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

### Guardian Details

This screen allows to capture details of the guardian of the minor nominee.

#### To add guardian details:

4. Click **Add Guardian Details** on Nominee Details screen.

The **Guardian Details** screen is displayed

Figure 2-15 Guardian Details

The screenshot displays a form titled "Guardian Address Details" and "Guardian Contact Details".

**Guardian Address Details:**

- Address Type: Residential Address
- Search address: [Input field]
- Address Line 1: 09 Flat, Sector12
- Address Line 2: Wall Mark colony
- Address Line 3: Times Square
- Country: United States
- State: California
- Zipcode: 78000

**Guardian Contact Details:**

- + Add Contact
- Communication Mode: Mobile Phone
- Country: US (+1)
- Mobile Number: 560778999
- Preferred: [Checkbox]
- [Trash icon]
- [Edit icon]

- Specify the details in the relevant data fields.  
Refer the **Nominee Details** field description table for detailed information on each field.
- Click **Save** to save the guardian details

## 2.1.7 Terms and Conditions

This topic descriptions the terms and conditions that are mandatory to accept in order to proceed with account opening process.

In this data segment user can capture term and conditions consents from the applicants. The customer consents are same across products but few term and conditions defer based on the applied products. They appears in questionnaire format based on the configurations. This questionnaire is mapped at product configuration level. It is mandatory to accept all term and condition to proceed with application.

This data segment comprises of below sections:

- Term and Conditions for all products** - In this section the term and conditions which are applicable for all the products appears in the questionnaire format.
- Term and Conditions for <Selected Product>** - In this section the term and conditions which are applicable for all the selected product appears in the questionnaire format.


**To capture terms and conditions:**

- Click **Next** from pervious data segment to proceed with the next data segment, after successfully capturing the data.

The **Term and Conditions** screen appears

Figure 2-16 Term and Conditions

The screenshot displays the 'Application Entry - 006APP000127742' interface. On the left, a navigation menu includes 'Applicants', 'Account Details', 'Funding', 'Payout Instruction', 'Nominee Details', 'Terms and Conditions', and 'Review'. The 'Terms and Conditions' section is active, showing 'Terms and Conditions for Normal Simple Fixed Deposit US'. Below this, there are two consent statements, each with a toggle button: 'I have read and agree to the Deposit Account Agreement' and 'I have read and agree to the Deposit Account Fees and Charges'. The interface also features a top navigation bar with 'Application info', 'Application details', 'Customer 360', 'Remarks', 'Documents', 'Advices', and 'More'. At the bottom, there are buttons for 'Cancel', 'Request Clarification', 'Back', 'Save and Close', and 'Next'. An 'Audit' button is located at the bottom left, and 'Screen 10/71' is shown at the top right.

2. Click  to view the term and conditions.
3. Select the toggle button to accept the term and conditions.
4. In the **Consents to receive Marketing Promotional and Sales** section, enter the channel and details.
5. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

## 2.1.8 Summary

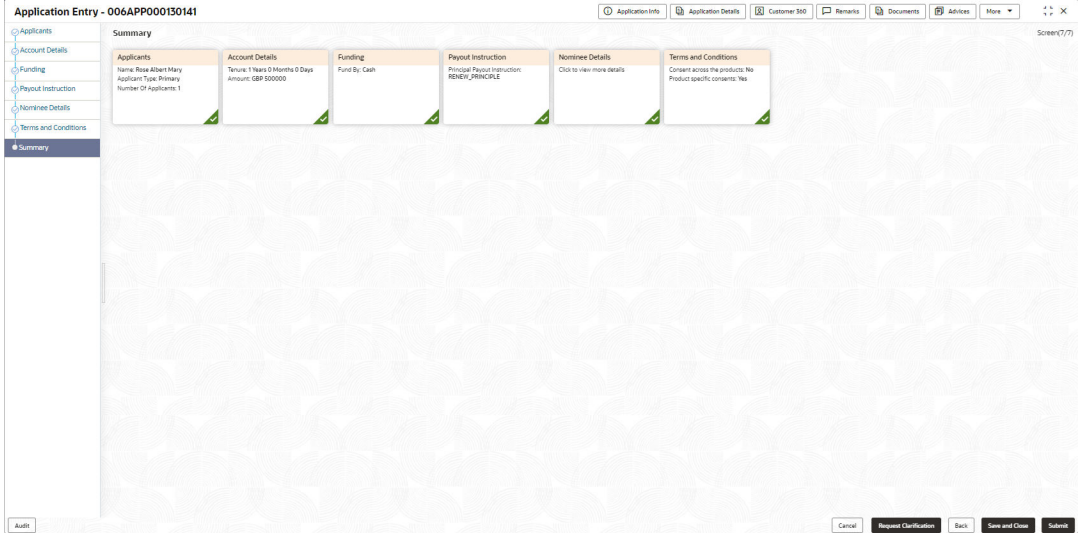
This topic provides the systematic instruction to view the tiles for all the data segments in the Application Entry Process.

The **Summary** data segment displays the account service preferences details.


1. Click **Next** from the data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

Figure 2-17 Summary



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment.

 **Note:**  
The fields, which mentioned as Required, are mandatory.

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

Table 2-11 Summary - Field Description

| Data Segment                | Description   |
|-----------------------------|---|
| <b>Applicants</b>           | Displays the applicants details.  |
| <b>Stake Holder Details</b> | Displays the stake holder details.<br>This data segment displays only if the <b>Customer Type</b> is selected as <b>Small and Medium Business (SMB)</b> . |
| <b>Account Details</b>      | Displays the account details.   |
| <b>Funding</b>              | Displays the funding details.   |
| <b>Payout Instruction</b>   | Displays the payout instruction.  |
| <b>Nominee Details</b>      | Displays the nominee details.   |
| <b>Terms and Conditions</b> | Displays the term and condition details.  |

2. Click **Submit** to proceed to the **Outcome** stage., where the overrides, checklist and documents for this stage can be validated or verified.
3. In the **Override** screen, the message appears in case there is any override. Overrides are basically warnings that are raised during the business validations. User has to accept the overrides to proceed further. Alternatively, user can go back and correct the data to ensure overrides do not arise. In case of override, click **Accept Overrides& Proceed** to proceed.

OR

Click **Proceed**. The Checklist screen appears.

4. In the **Checklist** screen the system displays the error message if document checklist is not verified. Click **Proceed Next** to proceed. The **Outcome** screen appears.
5. Select the checkbox to accept the checklist.
6. Click **Save & Proceed**. The **Outcome** screen is displayed.
7. In the **Outcome** screen, select appropriate option from the **Select to Proceed** field.
  - Select the **Proceed** to proceed with the application. By default this option is selected. It will logically complete the **Application Entry** stage for the saving application. The stage movement is driven by the business configuration for a given combination of **Process Code, Life Cycle and Business Product Code**.
  - Select the **Reject by Bank** to reject the submission of this application. The application is terminated, and an email is sent to the borrower or customer with a rejection advice.
8. Enter the remarks in Remarks.
9. Click **Submit** to submit the Application Entry stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
10. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the process reference numbers [Term Deposit Account] to the other stages. This application will be available in the FREE TASKS list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

#### **Application De-Dupe:**

Based on the configuration available at the Bank level / Properties Table, the Dedupe service call can be enabled or disabled for the product Origination.

If application dedupe service is enabled, System will check that any application is in progress for same product and customer combination. On Submit, if any duplicate application exists, override will show a message with other in progress application numbers. User can select the override check box and proceed or take appropriate action.

#### **Note:**

- If an application is returned back to Application Entry stage from any other subsequent stages, Oracle Banking Origination will not allow amending details in the Customer Information and Financial Details data segment, once a customer onboarding process has been triggered in the Application Entry Stage and CIF creation is still in progress.
- In case party amendment request is rejected by Oracle Banking Party, the specified error message is shown to the user while submitting Application Entry stage. User has an option to go back and resolve the error or proceed with the stage submission by disregarding the amendment request.

## 2.2 Account Funding Stage

This topic provides the detailed information about the account funding stage data segments.

Users having functional access to the Account Funding Stage will be able to view the record in the Free Task process.

### To add funding details:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The Account Funding stage is displayed.

The Account Funding stage has the following data segments in which the user can only view the data:

- **Account Details:** - For detailed information, refer the Account Details data segment in the Application Entry stage.

The data segments appears as configured in business process. Refer below chapters for detailed information of each data segment.

- **Funding**  
This topic provides the systematic instruction to view the details captured for the Funding in the Account Funding stage.
- **Summary**  
This topic provides the systematic instruction to view the tiles for all the data segments in the account funding stage.

### 2.2.1 Funding

This topic provides the systematic instruction to view the details captured for the Funding in the Account Funding stage.

The **Funding** data segment displays the **Funding** details captured in the **Application Entry** stage. The Transaction Reference Number and the Transaction Status is either auto-populated or has to be manually captured based on the configuration. Using the **Cash** mode, the **Initial Funding** can be done automatically for cash transactions. The Manual process is supported for **Transfer by Account**, **Other Bank Cheque**, and **Cash** of initial funding.

 **Note:**

For more details on the Modes and the Manual/Automatic Process configuration, refer to the **Configurations Guide**.

During the **Application Entry** stage, the initial funding transaction triggers a teller transaction reference number and its status.

1. On acquiring the Account Funding task, the Initial Funding Details stage is displayed.



**Figure 2-18 Funding**

2. Specify the fields on **Funding** screen.

**Note:**


The fields, which mentioned as Required, are mandatory.

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

**Table 2-12 Funding - Field Description**

| Field                 | Description  |
|-----------------------|--|
| <b>Fund By</b>        | Displays the Fund by option selected in the <b>Account Details</b> data segment in <b>Application Entry</b> stage.   |
| <b>Funding Amount</b> | Displays the amount of the initial funding updated in the <b>Account Details</b> data segment in <b>Application Entry</b> stage.   |
| <b>Value Date</b>     | Displays the value date of the initial funding updated in the <b>Account Details</b> data segment in <b>Application Entry</b> stage.   |
| <b>Account</b>        | Displays the account number.<br>This field appears if the <b>GL Account</b> or <b>Account Transfer</b> option selected as the funding by mode.   |
| <b>Account Name</b>   | Displays the account name.<br>This field displays only if <b>Account Transfer</b> is selected as the funding by mode.  |
| <b>Cheque Number</b>  | Displays the cheque number.<br>This field displays if <b>Account Transfer</b> or <b>Other Bank Cheque</b> is selected as the funding mode.<br>The cheque number is displayed if it is captured in the <b>Account Details</b> data segment. |
| <b>Cheque Date</b>    | Displays the cheque date.<br>This field displays if <b>Account Transfer</b> or <b>Other Bank Cheque</b> is selected as the funding by mode. The cheque number is displayed if it is captured in the <b>Account Details</b> data segment.   |

**Table 2-12 (Cont.) Funding - Field Description**

| Field                               | Description   |
|-------------------------------------|---|
| <b>Transaction Reference Number</b> | <p>Specify the transaction reference number through which the transaction has been posted for initial funding in the Teller Application.</p> <p>For Automated processing of the Cash funding mode, system displays the transaction reference number for the initial funding transaction that was triggered off in the <b>Application Entry</b> stage for the Teller module.</p>   |
| <b>Transaction Status</b>           | <p>Select the transaction status for the transaction posted for initial funding.</p> <p>The available status are:</p> <ul style="list-style-type: none"> <li>• <b>In progress</b></li> <li>• <b>Pending</b></li> <li>• <b>Success</b></li> </ul> <p>For Automated processing of the Cash funding mode, system displays the status of the teller transaction.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The status of the teller transaction should be 'Success' for the submission of the Account Funding stage.</p> </div> |

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The user is required to provide all mandatory data segments and data fields for the system to validate. If any mandatory details are missing, the system displays an error message for the user to correct the information. Users must capture the mandatory data before they can proceed to the next data segment.

## 2.2.2 Summary

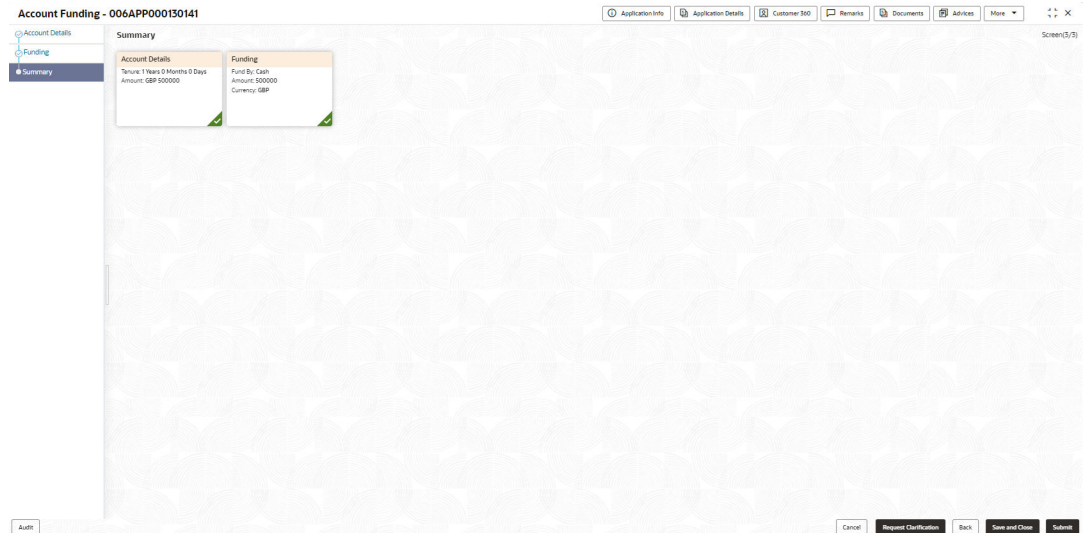
This topic provides the systematic instruction to view the tiles for all the data segments in the account funding stage.

The Summary displays the tiles for all the data segments in the Account Funding stage. The tiles display the important details captured in the specified data segment.

1. Click **Next** from the previous data segment to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

**Figure 2-19 Summary**



Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment.

 **Note:**

The fields, which mentioned as Required, are mandatory.

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

**Table 2-13 Summary - Field Description**

| Data Segment           | Description                           |
|------------------------|---------------------------------------|
| <b>Account Details</b> | Displays the account details.         |
| <b>Funding</b>         | Displays the initial funding details. |

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage can be validated or verified.
3. In the **Override** screen, the message appears in case there is any override. During business validations, the system raises warnings as overrides. The user must accept them to continue. Alternatively, user can go back and correct the data to prevent overrides from occurring. In case of override, click **Accept Overrides & Proceed** to proceed.

OR

Click **Proceed**. The Checklist screen appears.

4. In the **Checklist** screen the system displays the error message if document checklist is not verified. Click **Proceed Next** to proceed. The **Outcome** screen appears.
5. Select the checkbox to accept the checklist.
6. Click **Save & Proceed**. The **Outcome** screen is displayed.
7. In the **Outcome** screen, select appropriate option from the Select to Proceed field.

- Select the **Proceed** to proceed with the application. By default this option is selected. It will logically complete the **Account Funding Stage** for the term deposit application. The Workflow Orchestrator will automatically move this application to the next processing stage, **Account Approval Stage**. The stage movement is driven by the business configuration for a given combination of **Process Code**, **Life Cycle** and **Business Product Code**.
  - Select the **Return to Application Entry** to return to application entry stage. The system generates the Application Entry task that appears in **Free Task** to acquire and edit.
  - Select the **Reject by Bank** to reject the submission of this application. The application is terminated, and an email is sent to the borrower or customer with a rejection advice.
8. Enter the remarks in Remarks.
  9. Click **Submit** to submit the Application Entry stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number.
  10. Click **Close** to close the window.

OR

Click **Go to Free Task**. The system successfully moves the Application Reference Number along with the process reference numbers [Term Deposit Account] to the other stages. This application will be available in the FREE TASKS list. The user who has the access rights will be able to acquire and proceed with the next processing stage of the application.

## 2.3 Account Approval Stage

This topic provides the detailed information about the account approval stage data segments.

Users having functional access to the Account Approval stage will be able to view the record in the Free Task process.

The Account Approval stage comprises of the data segments of the previous stages. Since the data segment are in view only mode and have been completed in the previous stages, the Account Approval stages are launched with the Application Information segment.

### To approve an account opening:

1. Scan the records that appears in the **Free Task** list.
2. Click **Acquire and Edit** or **Acquire** from the **Action** column of the appropriate record. The Account Approval stage is displayed.

The Account Approval stage has the following data segments in which the user can only view the data:

- **Applicant** – For detailed information, refer the Customer Information data segment in the Application Entry stage.
- **Account Details** - For detailed information, refer the Account Details data segment in the Application Entry stage.
- **Account Funding Details** – For detailed information, refer the Mandate Details data segment in the Application Entry stage.
- **Payout Instruction** – For detailed information, refer the Nominee Details data segment in the Application Entry stage.
- **Nominee Details** – For detailed information, refer the data segment in the Application Entry stage.

- **Terms and Conditions** – For detailed information, refer the Terms and Conditions data segment in the Application Entry stage.

The data segments appears as configured in business process. Refer below chapters for detailed information of each data segment.

- [Account Approval Details](#)  
This topic provides the systematic instruction to view the details captured for the account approval details in the account approval stage.
- [Summary](#)  
This topic provides the systematic instruction to view the tiles for all the data segments in the account approval stage.

## 2.3.1 Account Approval Details

This topic provides the systematic instruction to view the details captured for the account approval details in the account approval stage.

The **Account Approval Details** data segment displays the application details.

1. On acquiring the TD Account Approval stage, the Account Approval Details stage is displayed.

The **Account Approval Details** screen displays.

**Figure 2-20 Approval Details**

2. Specify the fields on **Account Approval Details** screen.

**Note:**

The fields, which mentioned as Required, are mandatory.

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

**Table 2-14 Account Approval Details - Field Description**

| Field               | Description                |
|---------------------|----------------------------|
| <b>Account Type</b> | Displays the account type. |

**Table 2-14 (Cont.) Account Approval Details - Field Description**

| Field                      | Description  |
|----------------------------|--|
| <b>Account Branch</b>      | Displays the account branch.   |
| <b>Product Code</b>        | Displays the product code.   |
| <b>Product Name</b>        | Displays the product name.   |
| <b>Account Currency</b>    | Displays the account currency.   |
| <b>User Recommendation</b> | Select the user recommendation from the drop-down list.<br>The available options are: <ul style="list-style-type: none"> <li>• <b>Approval</b></li> <li>• <b>Reject</b></li> </ul> |

3. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system will validate all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take action. User will not be able to proceed to the next data segment, without capturing the mandatory data.

## 2.3.2 Summary

This topic provides the systematic instruction to view the tiles for all the data segments in the account approval stage.

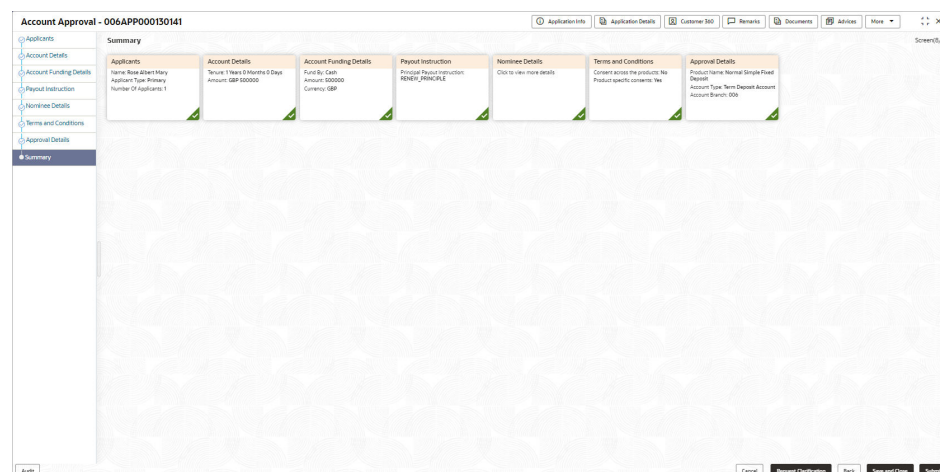
The **Summary** data segment displays the account service preferences details.

The tiles display the important details captured in the specified data segment. It further allows to click on the specific tile to view the data segment and the details captured. You can additionally click on the data segment from the train on the left hand side to view the details of the data segment.

1. Click **Next** in **Account Approval Details** screen to proceed with the next data segment, after successfully capturing the data.

The **Summary** screen displays.

**Figure 2-21 Summary**




Each of these summary tiles are clickable and the user will have the option to view all the details captured under the given data segment.

 **Note:**

The fields, which mentioned as Required, are mandatory.

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

**Table 2-15 Summary - Field Description**

| Data Segment                   | Description   |
|--------------------------------|---|
| <b>Applicants</b>              | Displays the applicants details.  |
| <b>Stake Holder Details</b>    | Displays the stake holder details.<br><br> <b>Note:</b><br><br>This field appears only if the <b>Customer Type</b> is selected as <b>Small and Medium Business (SMB)</b> . |
| <b>Account Details</b>         | Displays the account details.   |
| <b>Account Funding Details</b> | Displays the account funding details.   |
| <b>Payout Instruction</b>      | Displays the payout instruction details   |
| <b>Nominee Details</b>         | Displays the nominee details.   |
| <b>Term and Conditions</b>     | Displays the term and conditions.   |
| <b>Approval Details</b>        | Displays the approval details.  |

Supervisor can verify the KYC Verification status of the Customer from the **Customer 360** in the Header. Only if the KYC Status is 'Success' will the application be allowed to proceed further. Click '**Submit**' to submit the Account Approval stage and proceed to submit the Account Opening request to Host.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage can be validated or verified.
3. In the **Override** screen, the message appears in case there is any override. Overrides are basically warnings that are raised during the business validations. User has to accept the overrides to proceed further. Alternatively, user can go back and correct the data to ensure overrides do not arise. In case of override, click **Accept Overrides& Proceed** to proceed.

OR

Click **Proceed**. The Checklist screen appears.

4. In the **Checklist** screen the system displays the error message if document checklist is not verified. Click **Proceed Next** to proceed. The **Outcome** screen appears.
5. Select the checkbox to accept the checklist.
6. Click **Save & Proceed**.The **Outcome** screen is displayed.
7. In the **Outcome** screen, select appropriate option from the Select to Proceed field.
  - Select the **Proceed** to proceed with the application. By default this option is selected. If the Proceed option is selected, then the application proceeds based on the assessment decision.

- Select the **Return to Initial Funding Details** to make account funding details stage available in free task.
  - Select the **Return to Application Entry Stage** to make application entry stage available in free task for edit.
  - Select the **Reject by Bank** to reject the submission of this application. The application is terminated, and an email is sent to the borrower or customer with a rejection advice.
8. Enter the remarks in Remarks.
  9. Click **Submit** to submit the Application Entry stage. The confirmation screen appears with the submission status, the Application Reference Number and the Process Application Reference Number. The welcome letter is generated.
  10. Click **Close** to close the window.

OR

Click **Go to Free Task**.

After the Host creates the Term Deposit Account successfully, the response is sent back to the Oracle Banking Origination with the Term Deposit Account Number.

The details of all the applications which have logically completed all their stage movements, (Rejected / Account Created) will be made available in Completed tasks for query purpose only.

If the system fails, the Free Task generates the **Handoff Retry** task. With the necessary access rights, the user can pick up such tasks, take the necessary action on the Failure reason, and then resubmit to the Host.

## 2.4 Global Actions

This topic provides the detailed on the actions that can be performed in all stages.

This section appears are the top of the right pane and is applicable for all the account opening stage. You can add, edit, view or delete the information from the respective section.

Below are the list of global actions:

- [Application Info](#)  
In this section you can view the application number along with its product name.
- [Customer 360](#)  
In this section you can view the list of customers involved in the application.
- [Application Details](#)  
In this section you can view the detailed information of an application, such as basic details, application status, applicant details that are involved, clarification details and advices details.
- [Remarks](#)  
In this section you can view or the post the remarks.
- [Documents](#)  
In this section you can upload the document and also view the already uploaded documents.
- [Advices](#)  
You can view the advices that are shared with customer. Advices are generated post Application Entry stage is submitted.
- [Clarification Details](#)  
In this section you can request for clarifications.



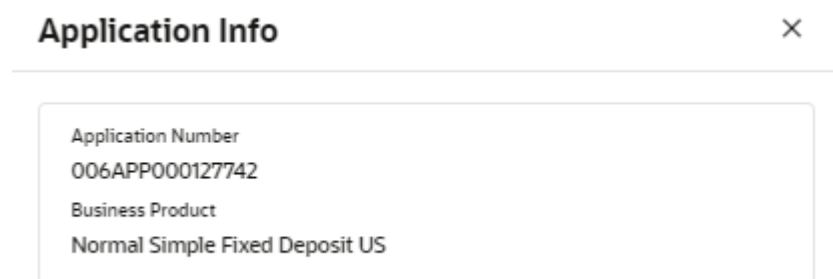
## 2.4.1 Application Info

In this section you can view the application number along with its product name.

- Click the **Application Info** button to view the details.

The **Application Info** screen appears with the Application Number and Business Product fields.

**Figure 2-22 Application Info**



## 2.4.2 Customer 360

In this section you can view the list of customers involved in the application.

The separate tiles of all the customers involved in the application appears. You can click on the respective customer tile to view the 360 degree details of that customer.


1. Click **Customer 360** to view the list of customer involved in the application.

The **Customer 360** screen is displayed.

Figure 2-23 Customer 360


## Customer 360

**KYC Compliant**



**Jacob Luther Martin**  
Mr.

Customer ID  
006003393

Signature  


**Contact**  
Mobile Number  
+44 8448030163  
Email ID  
abc@h.com

**Communication**  
11-3390/12, 61, New Street, Chennai, GB, 610014

The customer title comprises of below details:

- <Applicant Role>
  - <KYC Status>
  - <Applicant Image>
  - <First Name, Middle Name, Last Name>
  - <Title>
  - Customer ID
  - Signature
  - Contact
  - Communication
2. Select the specific Customer ID to view their Mini Customer 360. The CIF Numbers are populated in the Customer 360 screen only post the CIF number has been keyed in the Applicant data segment.

## 2.4.3 Application Details

In this section you can view the detailed information of an application, such as basic details, application status, applicant details that are involved, clarification details and advices details.

You can also track and launch the respective stage of the application.

**To view the application details:**

1. Click **Application Details** to view the application details .

The **Application Details** screen is displayed.

**Figure 2-24 Application Details**

The screenshot displays the 'Application Details' interface. At the top, it shows application metadata: Application Number (06A0000128197), Application Date (30/3/2018, 12:00 AM), Channel (RPM), Source By (ANADHESH), and Priority (Medium). Below this is a 'Stage Details' section with a progress bar showing stages from 'Application Entry' to 'Post'. The 'Application Entry' stage is currently 'In Progress'. A card for the applicant, Rose Albert Mary, is shown with her profile picture and details: Customer 560, Date of Birth (1985-05-21), Mobile (44 8448030765), Email (abc@h.com), and CF Number (066003397). At the bottom, there is a 'View Clarification Details' section with a table of 'Advices'.

| Advice Name     | Event                  | Recipients | Mode of Delivery | Delivery Details          | Status Details | Action |
|-----------------|------------------------|------------|------------------|---------------------------|----------------|--------|
| LoanApplication | Loan Application Entry |            |                  |                           |                |        |
| LoanApplication | Loan Underwriting      |            |                  |                           |                |        |
| Offerschedule   | Offer Issue            |            | EMAIL            | Justice.Kreiger@yahoo.com |                |        |

The **Application Details** screen displays separate cards for various products initiated as part of the single application. For more information on fields, refer to the field description table below.


**Note:**

The fields marked as **Required** are mandatory.

**Table 2-16 Application Details – Field Description**


| Field                     | Description  |
|---------------------------|--|
| <b>Application Number</b> | Displays the application number.                                   |
| <b>Application Date</b>   | Displays the date and time on which the application was initiated. |
| <b>Source By</b>          | Displays the name of the user who has sourced the application.     |
| <b>Channel</b>            | Displays the channel name.   |

Table 2-16 (Cont.) Application Details – Field Description

| Field                           | Description  |
|---------------------------------|--|
| <b>Priority</b>                 | Displays the priority of the application. <ul style="list-style-type: none"> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>  |
| <b>&lt;Product Name&gt;</b>     | Displays the product name.<br>In case on multiple product, different tabs appears with the respective product name. You can click the product names to view the respective application details.  |
| <b>Stage Details</b>            | In this section, all account opening stages appears with the status name and it's chronological order of the stage in the process.<br>You can click the number to perform below actions on the appeared stages: <ul style="list-style-type: none"> <li>• <b>Acquire &amp; Edit Task</b> : Click this button to acquire and edit the selected stage.</li> <li>• <b>Acquire Task</b> Click this button to acquire the selected stage. You can edit it later.</li> <li>• <b>View Stage Details</b>: Click this button to view the stage details.</li> </ul>   |
| <b>User ID Assigned</b>         | Displays the <b>User ID</b> of the user currently working on the product process.<br><br><div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 5px; margin: 10px 0;">  <b>Note:</b> </div> <p>This field appears blank, in case the product process task is not acquired by any user.</p>   |
| <b>Stage Start Date</b>         | Displays the start date of the current stage. It also display time in hours, mins and seconds.   |
| <b>Time spent</b>               | Displays the days, hours and mins spent on the current selected stage.   |
| <b>&lt;Application Tile&gt;</b> | In this tile you can view the application specific details.<br>Below field appears in this tile with respective details: <ul style="list-style-type: none"> <li>• <b>&lt;Status of the Application&gt;</b> : Displays the current stage of the application</li> <li>• <b>Expected Account Opening Date</b> : Displays the date on which the account is opened. This field appears once the account opening process is completed.</li> <li>• <b>Account Number</b>: Displays the account number. This field appears once the account opening process is completed.</li> <li>• <b>Expected Account Opening Date</b>: Displays the date on which the account will be opened.</li> <li>• <b>&lt;Amount&gt;</b>: Displays the value based on the product. For example: <ul style="list-style-type: none"> <li>– For the loan account opening application, the label of this field appears as <b>Loan Amount</b>.</li> <li>– For the saving, term deposit and current account optning application. the lable of this field appears as <b>Initial Funding Amount</b>.</li> </ul> </li> <li>• <b>Total Time Spent</b>: Displays the total time spent on the application from the first to last stage.</li> </ul> |

**Table 2-16 (Cont.) Application Details – Field Description**

| Field                                 | Description  |
|---------------------------------------|--|
| <b>&lt;Applicant Details Tile&gt;</b> | <p>In this tile you can view the applicant details. Seperate tiles appears for all the applicants that are involved in the application. Below field appears with the respective applicant details:</p> <ul style="list-style-type: none"> <li>• <b>Role of the Applicant</b></li> <li>• <b>Applicant Image</b></li> <li>• <b>Applicant Name</b></li> <li>• <b>Title</b></li> <li>• <b>Customer 360</b> : Click this link to view the 360 degress view of the customer information. The Customer 360 screen appears with the details. Based on the customer type, refer the <b>Retail 360 User Guide</b> and <b>Corporate 360 User Guide</b> from the party section.</li> <li>• <b>Date of Birth</b></li> <li>• <b>Mobile Number</b></li> <li>• <b>Email ID</b></li> <li>• <b>CIF Number</b></li> </ul> |
| <b>View Clarification Details</b>     | <p>In this section you can view the clarification history. Below fields appear with the details:</p> <ul style="list-style-type: none"> <li>• ID</li> <li>• Subject</li> <li>• Raised By</li> <li>• Date</li> <li>• Status</li> <li>• Status updated on</li> </ul> <p>On the click of the respective record the user can view the clarification content.</p>   |
| <b>Advices</b>                        | <p>In this section you view the advices generated in the process of account opening. Below fields appear with the details:</p> <ul style="list-style-type: none"> <li>• <b>Advice Name</b></li> <li>• <b>Event</b>: Displays the stage name on which the advice is generated.</li> <li>• <b>Recipients</b></li> <li>• <b>Mode of Delivery</b></li> <li>• <b>Delivery Details</b></li> <li>• <b>Status Details</b></li> <li>• <b>Actions</b>: You can View or Download the advices.</li> </ul>  |
| <b>Related Task</b>                   | <p>In this section you can view the stages involved in process of application. The below fields are appear with details:</p> <ul style="list-style-type: none"> <li>• <b>Product Processor</b>: Displays the product which integrated with OBPY.</li> <li>• <b>Process Name</b></li> <li>• <b>Process Reference Number</b></li> <li>• <b>Stage</b></li> <li>• <b>Status</b></li> </ul>   |

- Click  to close window.

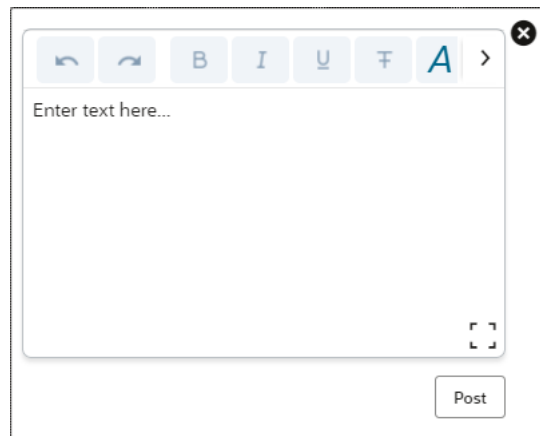
## 2.4.4 Remarks

In this section you can view or the post the remarks.

- Click **Remarks** to update any remarks that you want to post for the application that you are working on.

The **Remarks** screen is displayed.

**Figure 2-25** Remarks



Remarks posted are updated with your User ID, Date, and are available to view in the next stages for the users working on that application.

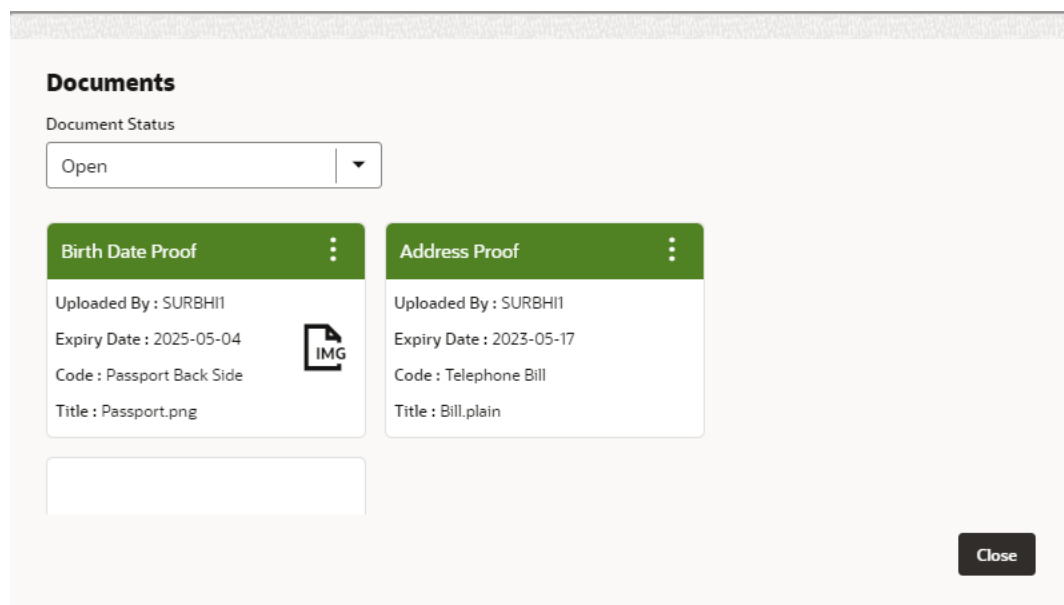
## 2.4.5 Documents

In this section you can upload the document and also view the already uploaded documents.

1. Click **Documents** button to upload the documents linked for the stage.

The **Documents** screen is displayed.

Figure 2-26 Documents






2. Specify the details in the relevant data fields. For more information on fields, refer to the field description table.

Table 2-17 Upload Document – Field Description

| Field                       | Description   |
|-----------------------------|---|
| <b>Document Type</b>        | Select the document type.   |
| <b>Document Code</b>        | Select the document code.   |
| <b>Document Title</b>       | Specify the document title.   |
| <b>Document Description</b> | Specify the description for the document.   |
| <b>Remarks</b>              | Specify the remarks for the document.   |
| <b>Expiry Date</b>          | Select the document expiry date.  |
| <b>Details</b>              | <p>Click the details icon to view below details of the documents:</p> <ul style="list-style-type: none"> <li>• <b>Uploaded Time:</b> Displays the uploaded date and time of the document in hours and mins.</li> <li>• <b>Uploaded By:</b> Displays the user name who uploaded the document .</li> <li>• <b>Stage Uploaded:</b> Displays the stage name on which the document is uploaded.</li> </ul> |

**Table 2-17 (Cont.) Upload Document – Field Description**

| Field           | Description  |
|-----------------|--|
| <b>Document</b> | <p>Click</p>  <p>to select the document from machine to upload.</p> <p>You can remove the uploaded document before saving the record from the <b>Action</b> column. Post saving the record you must delete the record to remove the document.</p> <p>Below actions are perform on the uploaded document</p> <ul style="list-style-type: none"> <li>You can preview already uploaded document.</li> <li>You can download already uploaded document.</li> </ul> |
| <b>Actions</b>  | <p>You can perform below actions on the added record:</p> <ul style="list-style-type: none"> <li>Click  to save the record.</li> <li>Click  to delete the record.</li> </ul>   |

 **Note:**

Ensure that mandatory documents are uploaded, as the system will validate the same during the stage submission.

Mandatory documents can only be deleted in the same stage where it is uploaded.

Non-mandatory documents can be deleted in any stage.

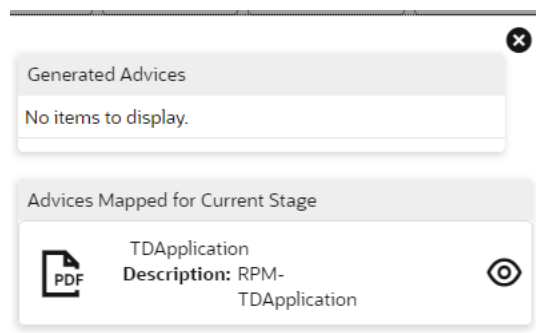
## 2.4.6 Advices

You can view the advices that are shared with customer. Advices are generated post Application Entry stage is submitted.

- Click **Advices** to view the advice linked for the stage.

The **Advices** screen is displayed.

**Figure 2-27 Advices**





The system will generate the advice on submission of the stage. For Application Entry stage of Product, no advice is configured.

## 2.4.7 Clarification Details

In this section you can request for clarifications.

### To add the clarification details:

1. Click **Clarification Details** to raise a new customer clarification request or view the existing request. The **Clarification** screen appears.
2. Click **Add Request Clarification** button to request new clarification.  
The **Request Clarification** screen appears.




**Figure 2-28 Request Clarification**

3. In the **Request Clarification** screen enter the subject and description.
4. Click **Add Document** button to upload the document which supports the clarification request.
5. Specify the details in the relevant data fields while adding documents. For more information on fields, refer to the field description table.

**Table 2-18 Upload Document – Field Description**

| Field                       | Description  |
|-----------------------------|--|
| <b>Document Type</b>        | Select the document type.  |
| <b>Document Code</b>        | Select the document code.  |
| <b>Document Title</b>       | Specify the document title.  |
| <b>Document Description</b> | Specify the description for the document.  |
| <b>Remarks</b>              | Specify the remarks for the document.  |
| <b>Expiry Date</b>          | Select the document expiry date.   |
| <b>Details</b>              | Click the details icon to view below details of the documents: <ul style="list-style-type: none"> <li>• <b>Uploaded Time:</b> Displays the uploaded date and time of the document in hours and mins.</li> <li>• <b>Uploaded By:</b> Displays the user name who uploaded the document .</li> <li>• <b>Stage Uploaded:</b> Displays the stage name on which the document is uploaded.</li> </ul> |

Table 2-18 (Cont.) Upload Document – Field Description

| Field           | Description   |
|-----------------|---|
| <b>Document</b> | <p>Click</p> <p></p> <p>to select the document from machine to upload.</p> <p>You can remove the uploaded document before saving the record from the <b>Action</b> column. Post saving the record you must delete the record to remove the document.</p> <p>Below actions are perform on the uploaded document</p> <ul style="list-style-type: none"> <li>You can preview already uploaded document.</li> <li>You can download already uploaded document.</li> </ul> |
| <b>Actions</b>  | <p>You can perform below actions on the added record:</p> <ul style="list-style-type: none"> <li>Click  to save the record.</li> <li>Click  to delete the record.</li> </ul>  |

6. Once the details are updated, click **Save**. Clarification Request once raised moves the application to 'Awaiting Customer Clarification' state. The application continues to be assigned to the user who had raised the request. All the applications for which the specified user has requested clarification can be viewed and actioned from the **Awaiting Customer Clarification** sub-menu available under **Task** menu.

Select the Application from the **Awaiting Customer Clarification** sub-menu available under the **Task** menu. Click on the **Clarification Details** from the header.

7. Select the specific clarification to take action on it.

Allowed actions are as following:

- Adding New Conversation
- Withdraw Clarification
- Accept Clarification

Once the Clarification is either withdrawn or accepted, the application moves back to the **My Task** sub-menu available under **Task** menu, post which the user can edit the application and submit the specified stage. Clarification once raised and actioned are available throughout the application processing by the other users working on the other stages of the application by clicking on **Clarification Details** from the header.

# 3

## Simplified Application

This topic describes the concept and process of single stage application.

### What is Simplified Application?

The Simplified Application is introduced to open an account in a smooth single process culminating the long account opening process. In this process the user can directly create and application and update details with multiple data segments in a single view.

### How to configure Simplified Application for a product?

To enable a simplified account opening process, select the **Simplified Application** flag in the **Business Product Preference** data segment of the **Business Product Configuration** screen.

Once the product is configured for simplified application, the user can configure the business process such as stages, data segments, document checklist and so on, in the **Business Process Configuration** screen.

In the process of Simplified Application, the **Initiate** stage is bypassed and the **Application Entry** stage appears for capturing details.

### How to process the simplified application?

After configuring the product and process, the user can initiate a single-stage application by navigating the menu. Below is the detailed process for opening an account using a simplified application.

#### To open an account using simplified application process:

1. From the **Menu**, select the **Retail Origination**. The Retail Origination menu appears.
2. From the **Retail Origination**, select the **New Application**. The New Application page appears with list of product types which are configured.
3. Select the appropriate product and click **Apply**.  
The Application Entry stage appears. The data segments in this stage appear based on the business process configuration.
  - **Applicant** : In this data segment user can capture applicant details such as basic, address, signature, employment, identification. Multiple applicants are allowed with different roles. Refer **Applicant** data segment from the **Application Entry** stage of this guide.
  - **Account Details**: In this data segment user can capture the product details to configure the account. Refer **Account Details** data segment from the **Application Entry** stage of this guide.
  - **Funding**: In this data segment user can capture the funding details to configure the account. Refer **Funding** data segment from the **Application Entry** stage of this guide.
  - **Payout Instruction**: In this data segment user can capture the payout instructions of the maturity amount to configure the account. Refer **Payout Instruction** data segment from the **Application Entry** stage of this guide.

- 
- **Nominee Details:** In this data segment user can capture the nominee details. Refer the **Nominee Details** data segment from the **Application Entry** stage of this guide.
  - **Term and Conditions:** In this data segment user can capture the term, conditions and consents of the customer. Refer the **Term and Conditions** data segment from the **Application Entry** stage of this guide.
  - **Review:** In this data segment user can review all the details that are captured on clicking on each data segment tile.
4. On submitting the Application Entry stage, next stage is triggered based on the business process configuration.
  5. After completing the Know Your Customer (KYC) process, the Account Approval stage is generated. All the data segments of the Application Entry stage appears. The user can only view those stages. The Approval Details data segment is enabled to capture account approval status. For more information refer the **Approval Details** data segment of the **Account Approval** stage in this guide.
    - If the Rejected option is selected in the Approval Details data segment then this application is terminated.
    - If the Approved option is selected in the Approval Details data segment then the application's payload are proceed for account creation.
  6. An account is created on approving the application in the **Account Approval** stage.
  7. Below tasks are aslo generated in this process:
    - If the system fails, the Free Task generates the **Handoff Retry** task. With the necessary access rights, the user can pick up such tasks, take the necessary action on the Failure reason, and then resubmit to the Host.

# 4

## Error Codes and Messages

This topic contains error codes and messages.

**Table 4-1 Error Codes and Messages**

| Error Code      | Messages  |
|-----------------|---|
| RPM_CMN_APL_017 | Empty Request Cannot be Send to Party                       |
| RPM_CMN_APL_018 | Exception Occured while parsing Json Response               |
| RPM_CMN_APL_019 | Exception Occured while Producing even for Kafka            |
| RPM_TC_011      | Error occured while getting uploaded Doc                    |
| RPM_ACC_DET_001 | Initial funding is allowed but are not captured             |
| RPM_ACC_DET_002 | Captured initial funding amount is less than minimum amount |
| RPM_ACC_DET_003 | Initial Funding is not allowed but still captured           |
| RPM_ACC_DET_004 | Please provide valid value for currency                     |
| RPM_ACC_DET_005 | Please provide valid value for branch code                  |
| RPM_ACC_DET_006 | Currency \$1 is not allowed for this product                |
| RPM_ACC_DET_007 | Product code can not be null                                |
| RPM-AT-001      | Failed in Updating Transaction Log                          |
| RPM-AT-002      | Record not found  |
| RPM-AT-005      | Mandatory Datasegment(s) - \$1                              |
| RPM-AT-015      | Pending Approval of Overrides                               |
| RPM-ATR-001     | Invalid Date Format. Expected yyyy-MM-dd.                   |
| RPM-CA-001      | Error occurred while parsing from Model to Entity           |
| RPM-CMN-APL-027 | Please provide valid value for Holding Pattern              |
| RPM-CMN-APL-028 | Please provide valid value for Ownership                    |
| RPM-CMN-APL-029 | Please provide valid value for Salutation of \$1            |
| RPM-CMN-APL-030 | Please provide valid value for First Name                   |
| RPM-CMN-APL-031 | Please provide valid value for Last Name                    |
| RPM-CMN-APL-032 | Please provide valid value for Gender of \$1                |
| RPM-CMN-APL-033 | Please provide valid value for Date Of Birth of \$1         |
| RPM-CMN-APL-034 | Please provide valid value for Resident Status of \$1       |
| RPM-CMN-APL-035 | Please provide valid value for Citizenship By of \$1        |
| RPM-CMN-APL-036 | Please provide valid value for Unique Id Type of \$1        |
| RPM-CMN-APL-037 | Please provide valid value for Unique Id Number of \$1      |
| RPM-CMN-APL-038 | Customer age should be more than \$1 for \$2 Product.       |
| RPM-CMN-APL-039 | Customer age should be less than \$1 for \$2 Product.       |
| RPM-CMN-APL-040 | Same Customer cannot be added multiple times as Applicant.  |
| RPM-CMN-APL-041 | Please provide valid value for Party Id for \$1             |
| RPM-CMN-APL-042 | Please provide valid value for Short Name for \$1           |
| RPM-CMN-APL-043 | Please provide valid value for Birth Country for \$1        |
| RPM-CMN-APL-044 | \$1   |
| RPM-CMN-APL-045 | \$1   |

**Table 4-1 (Cont.) Error Codes and Messages**

| <b>Error Code</b> | <b>Messages</b>  |
|-------------------|--|
| RPM-CMN-APL-046   | Click on 'Cancel' and correct the error or wait for the in-progress party amendment request to be complete to reinitiate the party amendment again. Alternately click on 'Proceed' to submit this stage without the amendment. |
| RPM-CMN-APL-047   | Please provide valid value for Birth Country of \$1  |
| RPM-CMN-APL-048   | Please provide valid value for Nationality of \$1  |
| RPM-CMN-APL-049   | Please provide valid value for Preferred Language of \$1   |
| RPM-CMN-APL-050   | Please provide valid value for Preferred Currency of \$1   |
| RPM-CMN-APL-051   | Please provide valid value for Customer SubType for \$1  |
| RPM-CMN-APL-052   | Please provide valid value for Customer Segment for \$1.   |
| RPM-CMN-APL-053   | Please provide valid value for Marital Status of \$1.  |
| RPM-CMN-000       | Illegal State Exception  |
| RPM-CMN-001       | Exception Occurred while Executing Query   |
| RPM-CMN-002       | number format exception  |
| RPM-CMN-003       | Server Error Occurred during API call  |
| RPM-CMN-004       | Illegal State Exception  |
| RPM-CMN-005       | JTA Transaction unexpectedly rolled back   |
| RPM-CMN-006       | Exception Occurred while creating Bean   |
| RPM-CMN-007       | Internal server error occurred   |
| RPM-COM-001       | JSONException Occured  |
| RPM-COM-003       | Net interest Rate is incorrect.  |
| RPM-COM-004       | Application Number cannot be null  |
| RPM-COM-005       | \$1 is not valid.  |
| RPM-COM-006       | Currency cannot be null  |
| RPM-COM-007       | Branch cannot be null  |
| RPM-COM-009       | Currency \$1 is invalid  |
| RPM-COM-012       | Term Deposit Amount can not be null  |
| RPM-COM-013       | Please provide valid value for Fund By   |
| RPM-COM-014       | Routing Number cannot be Null  |
| RPM-COM-015       | Cheque Date cannot be Null   |
| RPM-COM-016       | Cheque Number cannot be Null   |
| RPM-COM-017       | Cheque Bank Name cannot be Null  |
| RPM-COM-018       | Cheque Branch Name cannot be Null  |
| RPM-COM-019       | Either Account Or Cheque Detail is Mandatory for Fund By Account Transfer  |
| RPM-COM-020       | Routing Number cannot be more than 9 digit   |
| RPM-COM-021       | Routing Number consist of Non Numeric values   |
| RPM-COM-022       | Please enter a valid General Ledger code   |
| RPM-COM-023       | Please provide a valid value for fund by Cheque flag   |
| RPM-COM-024       | Please select a valid value for interest payout  |
| RPM-COM-025       | Please select a valid value for interest payout mode   |
| RPM-COM-026       | Please select a valid value for maturity instruction   |
| RPM-COM-027       | Please select a valid value for maturity payout mode   |
| RPM-COM-028       | Please provide valid value for fund the account  |

**Table 4-1 (Cont.) Error Codes and Messages**

| <b>Error Code</b> | <b>Messages</b>   |
|-------------------|---|
| RPM-COM-029       | Please provide valid value for value Date                     |
| RPM-CR-001        | Error occured while adding the product to cart                |
| RPM-CR-002        | Error occured while deleting the product from cart            |
| RPM-CR-003        | Error occured while getting the cart details                  |
| RPM-INTR-001      | Net Interest Rate is invalid                                  |
| RPM-INTRST-001    | Overall percentage should be equal to 100%                    |
| RPM-INTRST-002    | Guardian details is required for minor \$1                    |
| RPM-MNDT-001      | Amount_To should not be null if Amount_From is given          |
| RPM-MNDT-002      | Amount_From should not be null if Amount_To is given          |
| RPM-MNDT-003      | Amount_To should be greater than Amount_From                  |
| RPM-MNDT-004      | Invalid Mode of operation value                               |
| RPM-MNDT-005      | Amount From and Amount to both are required                   |
| RPM-MNDT-006      | Mandate Details list can not be empty for as per mandate      |
| RPM-MNDT-007      | Required number of signatory should be greater than 0         |
| RPM-MNDT-008      | Mode of operation can not be null                             |
| RPM-PD-001        | generateSequenceNumber : Entity cannot be null                |
| RPM-PD-002        | Sequence Generator failed to generate the reference number    |
| RPM-PD-003        | businessProductCode cannot be null                            |
| RPM-PD-004        | Error while fetching Business Process                         |
| RPM-PD-005        | Error while Fetching the Business Products                    |
| RPM-PD-006        | Error occured while creating ATM Entity Model                 |
| RPM-PD-007        | Unable to acquire task  |
| RPM-PD-008        | Error occurred while initiating workflow                      |
| RPM-PD-009        | ApplicationNumber cannot be null                              |
| RPM-PD-010        | Unable to save application in Transaction Controller          |
| RPM-PD-011        | Failed to persist comments                                    |
| RPM-PD-012        | Unable to update task to complete                             |
| RPM-PD-013        | Process Code cannot be null for the lifecycle                 |
| RPM-PD-014        | Error occured while submitting details to domain              |
| RPM-PD-015        | Unable to update stages                                       |
| RPM-PD-016        | Application Number, Process Code and Stagecode are mandatory  |
| RPM-PD-017        | Unable to update task to complete                             |
| RPM-PD-018        | Error occured while fetching Summary details                  |
| RPM-PD-019        | Datasegment is Mandatory                                      |
| RPM-PD-020        | Error occured while fetching Summary details                  |
| RPM-PD-021        | Error while getting datasegments from TC                      |
| RPM-PD-022        | Error occured while acquiring the task                        |
| RPM-PD-023        | ProcessRefNo cannot be null                                   |
| RPM-PD-024        | Failed in domain save   |
| RPM-PD-025        | Error occured while releasing the task                        |
| RPM-PD-026        | Application submit/save failed for External System            |
| RPM-PD-027        | Application fetch failed for External System                  |
| RPM-PD-028        | No Business Process maintained for the given Business Product |

**Table 4-1 (Cont.) Error Codes and Messages**

| Error Code      | Messages  |
|-----------------|---|
| RPM-PD-029      | \$1 is not valid  |
| RPM-PD-030      | The product \$1 cannot be selected multiple times                                   |
| RPM-PD-031      | Multiple products of the product type \$1 cannot be selected                        |
| RPM-PD-032      | Cannot cancel the application as one or more process has crossed irrevocable stages |
| RPM-PD-033      | Mandatory Datasets \$1 are missing for the reference number \$2                     |
| RPM-PD-034      | Dataset Code(s) is missing for \$1 for the reference number \$2                     |
| RPM-PD-035      | Loan offer accept/reject is not applicable for the given application                |
| RPM-PD-036      | Unable to proceed as the application is already being processed by the bank         |
| RPM-PR-001      | Error occurred while getting the cart details                                       |
| RPM-SA-INIT-01  | Failed to Initialize  |
| RPM-SAV-001     | Transaction status is not completed   |
| RPM-SAV-AST-001 | No OD Limit details found for this process Ref no                                   |
| RPM-SAV-AST-002 | System recommended decision is invalid  |
| RPM-SAV-BP-001  | businessProductCode cannot be null  |
| RPM-SAV-BP-002  | No Currency mapped to this business product   |
| RPM-SAV-BP-003  | No Product preference mapped to business product \$1                                |
| RPM-SAV-BP-004  | No Product preference component DTO found for business product \$1                  |
| RPM-SAV-BP-005  | No Configuration found for given Business Product Code                              |
| RPM-SAV-BP-006  | No Branch mapped to this business product.  |
| RPM-SAV-CMN-001 | No Account details found for this process Ref no                                    |
| RPM-SAV-CMN-002 | Product Details is empty  |
| RPM-SAV-CMN-003 | UDE is not found for this component   |
| RPM-SAV-CMN-004 | The flags are null from business product  |
| RPM-SAV-CMN-005 | No resolved values received from Host   |
| RPM-SAV-CMN-006 | Hand off host status or KYC status are invalid                                      |
| RPM-SAV-CMN-007 | handoff failed with customer module   |
| RPM-SAV-CMN-008 | CasaComponent list is empty   |
| RPM-SAV-CMN-009 | Casa UdeList is empty   |
| RPM-SAV-CMN-010 | No Interest in CasaComponent List   |
| RPM-SAV-CMN-011 | No Charge in CasaComponent List   |
| RPM-SAV-CMN-012 | No Data in charge slab  |
| RPM-SAV-CMN-013 | One or more applicants KYC status is not completed                                  |
| RPM-SAV-CMN-014 | One or more applicants Handoff status is not completed                              |
| RPM-SAV-CMN-015 | Branch Code \$1 is invalid  |
| RPM-SAV-CMN-016 | Please provide a valid value for Process Reference Number                           |
| RPM-SAV-CMN-017 | Please provide a valid value for Application Number                                 |
| RPM-SAV-CMN-018 | Please provide a valid value for Stage Code   |
| RPM-SAV-CMN-019 | Date of birth can not be future date  |
| RPM-SAV-CMN-020 | Please provide valid value for date of birth  |
| RPM-SAV-CMN-021 | Invalid Date Format. Expected yyyy-MM-dd  |
| RPM-SAV-CMN-022 | Code can not be null or empty while calling maintenance                             |



**Table 4-1 (Cont.) Error Codes and Messages**

| <b>Error Code</b> | <b>Messages</b>  |
|-------------------|--|
| RPM-SAV-CMN-023   | Key can not be null or empty while calling maintenance                           |
| RPM-SAV-CMN-024   | Json Parse Exception   |
| RPM-SAV-COM-001   | Process ref no can not be null   |
| RPM-SAV-INI-001   | MiscGICreditData cannot be null  |
| RPM-SAV-INI-002   | Error while fetching status from Teller module                                   |
| RPM-SAV-INI-003   | Error while fetching MiscGICreditData from Teller module                         |
| RPM-SAV-INI-004   | Teller transaction status is incomplete  |
| RPM-SAV-NOM-001   | Overall percentage should be equal to 100%                                       |
| RPM-SAV-NOM-002   | Guardian details is required for \$1   |
| RPM-SAV-NOM-003   | Nominee Details are not captured   |
| RPM-SAV-NOM-004   | Please provide valid value for is Minor  |
| RPM-SAV-NOM-005   | Age of nominee is more than configured minor age, Can not set is Minor flag as Y |
| RPM-SAV-NOM-006   | Age of nominee is less than configured minor age, Can not set is Minor flag as N |
| RPM-SAV-NOM-007   | Please provide valid value of first name   |
| RPM-SAV-NOM-008   | Please provide valid value of last name  |
| RPM-SAV-NOM-009   | Please provide valid value of title  |
| RPM-SAV-NOM-010   | Please provide valid value of relation type                                      |
| RPM-SAV-NOM-011   | Address can not be null  |
| RPM-SAV-NOM-012   | Please provide valid value for country   |
| RPM-SAV-NOM-013   | Please provide valid value for Pin code  |
| RPM-SAV-NOM-014   | Please provide valid value for Address Line 1                                    |
| RPM-SAV-NOM-015   | A Minor can not be a guardian  |
| RPM-SAV-ODL-001   | Temporary OD Limit information is not allowed for this product                   |
| RPM-SAV-ODL-002   | Uncollected fund information is not allowed for this product                     |
| RPM-SAV-ODL-003   | Unsecured OD Limit information is not allowed for this product                   |
| RPM-SAV-ODL-004   | Please provide valid value for Limit Type  |
| RPM-SAV-PRF-001   | Card is not allowed for this business product                                    |
| RPM-SAV-PRF-002   | Cheque Book is not allowed for this product                                      |
| RPM-SAV-PRF-003   | Passbook is not allowed for this product   |
| RPM-SAV-PRF-004   | Internet banking is not allowed for this business product                        |
| RPM-SAV-PRF-005   | Mobile Banking is not allowed for this business product                          |
| RPM-SAV-PRF-006   | Kiosk is not allowed for this business product                                   |
| RPM-SAV-PRF-007   | Phone banking is not allowed for this business product                           |
| RPM-TD-ACC-001    | Please provide a valid value for Term Deposit Tenure                             |
| RPM-TD-ACC-002    | Term Deposit Amount Should be in Configured Range of \$1.                        |
| RPM-TD-ACC-003    | Branch \$1 is not allowed in product configuration.                              |
| RPM-TD-ACC-004    | Max Tenure is not configured in Product for Currency \$1.                        |
| RPM-TD-ACC-005    | Min Tenure is not configured in Product for Currency \$1.                        |
| RPM-TD-ACC-006    | Tenure should be in between \$2 \$3 and \$4 \$5 for Currency \$1.                |
| RPM-TD-AVL-001    | Please provide a valid value for USer-Recommendation/Action                      |
| RPM-TD-CMN-001    | Account creation failed in Backoffice  |

**Table 4-1 (Cont.) Error Codes and Messages**

| <b>Error Code</b> | <b>Messages</b>  |
|-------------------|--|
| RPM-TD-INI-005    | Please provide a valid value for transaction reference number. |
| RPM-TD-INI-006    | Please provide a valid value for transaction status.           |
| RPM-TO-001        | Mandatory Checklist(s) - \$1                                   |
| RPM-TO-020        | Mandatory Document(s) - \$1                                    |

# 5

## Advices

This topic provides the information on the various advices supported in Term Deposit Origination process.



**Note:**

Personal information used in the interface or PDFs are dummy. It is only for reference purposes.

**Table 5-1 Advices**

| Advices          | Sample Files                          |
|------------------|---------------------------------------|
| Adverse Action   | <a href="#">Adverse Action Notice</a> |
| Account Creation | <a href="#">Account Creation</a>      |
| Application Form | <a href="#">Application Form</a>      |

# Index

## A

---

Account Approval Stage, [2-43](#)

Account Funding Stage, [2-39](#)

Application Entry Stage, [2-1](#)

## E

---

Error Codes and Messages, [4-1](#)

## G

---

Global Actions, [2-47](#)

## S

---

Simplified Application, [3-1](#)