

# Oracle® Banking Origination

## Credit Card Origination User Guide (US Regionalization)



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

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## Purpose

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

## Audience

This guide provides instructions and information about the Credit Cards product to help various bank users to deliver quick and efficient service to both customer and prospects.

## 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.

## Related Resource

The related documents are as follows:

- *Operations User Guide*
- *Configuration User Guide*
- *Alerts and Dashboard User Guide*

## 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.

## Acronyms and Abbreviations












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

**Table** Acronyms table

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

# Symbol and Icons

**Table Symbols and Icons - Common**

Symbol/Icon	Function
	Minimize
	Maximize
	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 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.
<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.



# 1

## Credit Card Origination Process

This topic describes the information on the various features of the credit card origination process.

Oracle Banking Origination is the middle office banking solution with comprehensive coverage of account opening processes of the below product for both Individual as well as Small and Medium Business type of customers:

- Saving Account
- Current Account
- Term Deposit Account
- Credit Card Account
- Retail Loans Account

It is a Host-Agnostic solution.

It enables banks to deliver the improved user experience for various bank personas such as Sales Officers, Relationship Manager, Account Opening Officers, Branch Supervisor/Managers, Loan Officers, and Credit Officers and so on, handling defined functions in the lifecycle 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 architected 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 origination request before the Credit Card Account is created in the Host. The new workflow also supports capturing of relevant documents, stage wise, and generation of advices and notifications dynamically.

This user guide explains the reference workflow for the Credit Card Origination process and further details the data that needs to be captured in the data segment linked to the specific stages.

# 2

## Credit Card Origination

This topic provides an overview of the credit card origination process and takes you through the various steps involved in handling all the necessary activities in the life cycle of a Credit Card Origination process.

This document provides an overview of the credit card origination process and takes you through the various steps involved in handling all the necessary activities in the life cycle of a credit card origination process.

The document is designed to help you create the Retails Credit Card type of credit cards.

### To acquire and edit the task:

1. From **Home** screen, click **Tasks**. Under **Tasks**, click **Free Tasks**.

**Figure 2-1 Free Task**

Acquire & Edit	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Nu
Acquire & ...	Medium	Retail Loan Originatio...	006VELN010017206	006APPO00043472	Account Approval	18-03-30	006	006023875
Acquire & ...	Medium	Retail Loan Originatio...	006VELN010017207	006APPO00043473	Account Approval	18-03-30	006	006023875
Acquire & ...	Medium	Retail Loan Originatio...	006VELN010017203	006APPO00043469	Account Approval	18-03-30	006	006023875
Acquire & ...	Medium	Retail Loan Originatio...	006VELN010017201	006APPO00043467	Account Approval	18-03-30	006	006023875
Acquire & ...	Medium	Retail Loan Originatio...	006VELN010017198	006APPO00043464	Account Approval	18-03-30	006	006023875
Acquire & ...	Medium	Retail Loan Originatio...	006VELN010017194	006APPO00043460	Account Approval	18-03-30	006	006023875
Acquire & ...	Medium	Retail Loan Originatio...	006VELN010017196	006APPO00043462	Account Approval	18-03-30	006	006023875
Acquire & ...	Medium	Small and Medium Bu...	0065MBTD10003680	006APPO00043449	Account Funding	18-03-30	006	
Acquire & ...	Medium	Term Deposit Originat...	006RPMTDAA0003641	006APPO00043404	Application Entry	18-03-30	006	

This user guide explains the reference workflow for the Credit Card Origination process and further details the data that needs to be captured in the data segment linked to the specific stages.

This chapter includes following sections:

- [Credit Card Application Entry Stage](#)  
This topic describes the information on the various data segments to capture the required data in the Credit Card Application Entry stage.
- [Credit Card Application Assessment](#)  
This topic describes the information on the various data segments to update the required data and assess the application in the Credit Card Application Assessment stage.
- [Supervisor Approval Stage](#)  
This topic describes the information on the various data segments to view the captured details and approve the application in the Supervisor Approval stage
- [Global Actions](#)  
This topic provides the detailed on the actions that can be performed in all stages.

## 2.1 Credit Card Application Entry Stage

This topic describes the information on the various data segments to capture the required data in the Credit Card Application Entry stage.

The initiation request for a credit card 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 credit card request can be made for both new and existing customer types. Credit Card is only applicable for individual customers. Also, the platform supports processing of the credit card request from the customer which are directly received from the Self-Service Banking Channel (Oracle Banking Digital Experience) through the REST based service APIs.

The selection of the relevant credit card product on which the credit card is required can be initiated using this process, provided the user has the required access rights.

Please refer to the detailed setup and operation workflows for both asset and liability products initiation made available in the Operations user guide.

### To open credit card application entry task:

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 **Application Entry** stage is displayed.

As detailed in the **Operations User Guide**, 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 Credit Card origination process is initiated either as a single product origination or as part of the multiple product selection, process orchestrator generates the credit card 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 Application Entry stage is the first stage in the Credit Card Account Open process. After the initiate process is completed successfully, the application can be acquired by the user who has the access rights for the given stage and progress with the data capture

The **Credit Card Application Entry** stage has the following reference data segments:

- [Applicants](#)  
This topic provides the systematic instructions to capture the customer-related information for the application.
- [Relationship](#)  
This topics describes the relationship details of parties that are involved in loan account opening application.
- [Credit Card Details](#)  
This topic provides the systematic instructions to capture the credit card related information for the customer.
- [Financial Details](#)  
This topic provides the systematic instructions to capture the financial details for a single applicant or a customer for the given credit card application as the case may be.
- [Card Preference](#)  
This topic provides the systematic instructions to capture the card related information for the customer.

- [Add-On Card Holder](#)  
This topic provides the systematic instructions to capture any number of add-on card holder details for the given application.
- [Charge Details](#)  
This topic provides the systematic instructions to view the details of the charges applicable for the account.
- [Interest Details](#)  
This topic provides the systematic instructions to view the interest rates and margin (%) applicable / levied for this credit card application.
- [Summary](#)  
This topic provides the systematic instruction to view the tiles for all the data segments in the Credit Card Application Entry Process.

## 2.1.1 Applicants

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

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

### To capture applicants details:

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

The **Applicants - Individual** screen displays.

Figure 2-2 Applicant- Individual

Application Entry - B01APP00074602

Application Info | Application Details | Customer 360 | Remarks | Documents | Advices | More

Applicants

Account Details | Financial Details | Collateral Details | Beneficiary Details | Terms and Conditions | Review

Applicants

Applicant Role: Primary

OF Number: 232854386

Add Applicant By: Upload ID | Search Existing Customer | Enter Manually

Advanced Search

Basic Details

Personal Details

Title: Mr. | First Name: Grace | Middle Name: Rose

Last Name: Smith | Suffix: | Gender: Female

Date of Birth: April 8, 1983 | SSN: | Citizenship Status: Resident Alien

Country of Residence: United States | Nationality: United States | Marital Status: Married

Customer Segment: Emerging Affluent | Customer Category: INDIVIDUAL

Politically Exposed Person (PEP): Yes | No

Profile Photo

Signature

+ Add Signature

Signature No.1: John Smith

Address

+ Add Address

Communication Address: 13, Park Avenue, New York, New York, United States

Contact Details

+ Add Contact

Identification Details

+ Add ID

Identification Details

+ Add ID

State Issued Drivers License: 20291021008

Supporting Documents

Total Documents	Document Submitted	Document Pending
0	0	0

No items to display.

Page 1 (0 of 0 items)

Tax Declaration

Form Type: W9 | Valid From: December 7, 2018

Employment Details

+ Add Employment Details

OFSS (VP) Working Dates: Since 2020-08-01

Audit | Close | Save

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
<b>Applicant Role</b>	Displays the applicant role. By default the Primary role appears in this field.  Select the applicant role incase user add multiple applicant in single application.
<b>Add Applicant By</b>	Select the mode from which the user need to add new applicant. 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. 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. 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. PNG & JPEG file formats are supported. 10MB maximum file size is allowed.  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.  This field appears if the <b>Search Existing Customer</b> option is selected from the <b>Add Applicant By</b> drop down list.  The system identifies if the selected CIF number matches the Office of Foreign Assets Control (OFAC) list once it is entered. If response is positive then an error appears stating the selected CIF is of an <b>Invalid Customer Status</b> . The account opening process is not initiated with that customer.
<b>Advanced Search</b>	Click this button to perform party search using advance parameters. For more information on advance search, refer the <b>Advanced Search</b> section below.  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.  This section appears if the <b>Enter Manually</b> option is selected from the <b>Add Applicant By</b> drop down list.

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


Field	Description
<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. This options in this list appears based on the configured entity code in the Oracle Banking Party product.
<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>SSN</b>	Specify the SSN code of the applicant.
<b>Citizenship Status</b>	Select the citizenship 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>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> <li>• <b>Registered Domestic Partnerships</b></li> </ul> This field appears mandatory based on the product configuration.
<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> <li>• <b>Very HNI</b></li> </ul>
<b>Customer Category</b>	Select the category of the customer.
<b>Staff</b>	Select the toggle to indicate if the customer is employee of the bank.
<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.
<b>Signatures</b>	In this section you can add new signature and view the already added signature of the customer. Click the Add Signature button to select the file to upload signature. Click <b>Cancel</b> button to discard the added details. On <b>Submit</b> , signature will be handed off to Oracle Banking Party.

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




Field	Description
<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. PNG & JPEG file formats are supported. 10MB maximum file size is allowed.
<b>Uploaded Signature</b>	Displays the uploaded signature.
<b>Remarks</b>	Specify the remarks related to the signature. 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  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. Click the Add Address button to add address details.  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>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. 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. 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. Based on the configuration, on entering a few letters, the system fetches the related address that is already captured. 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.



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

Field	Description
<Added record tile>	<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. 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.
<b>Identification Details</b>	<p>You can add, view and edit the identification details in this section. Click the <b>Add ID</b> button to add Identification details.</p>
<b>ID Type</b>	<p>Specify the ID type. The available options are:</p> <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>	<p>Specify the status of the selected ID type. The available options are:</p> <ul style="list-style-type: none"> <li>• Verification Pending</li> <li>• Applied For</li> <li>• Available</li> <li>• Notice Received</li> </ul>

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

Field	Description
<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.  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. 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. 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. Click the <b>View</b> to view the added ID details.   Click  to delete the added ID details.
<b>Supporting Document</b>	This section displays the status of the supporting documents that customer provides to get onboard. You can view, <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> In case of exiting party, already captured documents fetched in this section. User can add, edit or delete the documents. Click   to add the document. The Document popup appears. Below fields appears in the popup.
<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>	The name along with extension of the uploaded document is displayed. You can view or delete document. Click <b>Save</b> to upload the document.




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

Field	Description
<b>Tax Declaration</b>	In this section you can update the tax declaration details.
<b>Form Type</b>	Specify the form type for tax declaration. If the <b>Non Resident Alien</b> option is selected from the <b>Citizenship Status</b> drop-down list then the <b>Form Type</b> is defaulted to <b>W8-BEN</b> and disable. If the <b>Citizen or Resident Alien</b> option is selected from the <b>Citizenship Status</b> drop-down list then the <b>Form Type</b> is defaulted to <b>W9</b> and disable.
<b>Valid From</b>	Specify the date from which the form is valid.
<b>Valid Till</b>	Specify the date on which the document is expired.
<b>Employment Details</b>	In thi section user can capture the employment details of the applicant.
<b>Employment Type</b>	Select the employment type. The available options are: <ul style="list-style-type: none"> <li>• Salaried</li> <li>• Self Employed</li> </ul>
<b>Salaried</b>	Below field appears if the <b>Salaried</b> option is selected from the <b>Employment Type</b> list. In this section user can capture salaried employment details. The below fields appears if salaried employment details are already captured. <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> User can edit, view or delete already added details.
<b>Employer Code</b>	Specify the employer code. OR 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.
<b>Employer Name</b>	Displays the employer name of the selected employee code.
<b>Employer Description</b>	Specify the employer description.
<b>Employee Type</b>	Select the employee type from the drop-down list. Available options are: <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>

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

Field	Description
<b>Industry Type</b>	Select the Industry Type from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• IT</li> <li>• Bank</li> <li>• Services</li> <li>• Manufacturing</li> <li>• Legal</li> <li>• Medical</li> <li>• Engineering</li> <li>• School/College</li> <li>• Others</li> </ul>
<b>Organization Category</b>	Select the organization type from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• Government</li> <li>• NGO</li> <li>• Private Limited</li> </ul>
<b>Demographics</b>	<b>Select the demographics from the drop-down list. Available options are:</b> <ul style="list-style-type: none"> <li>• Global</li> <li>• Domestic</li> </ul>
<b>Current Employer</b>	Select whether the applicant works currently in this role. Available options are: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</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. In this section user can capture self-employment or professional details of customer. 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.

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

Field	Description
<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>	<p>In this tile you can view the added employment details. Below details appears in the tile:</p> <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> <p>Click the <b>Edit</b> to edit the added ID details. Click the <b>View</b> to view the added ID details.</p> <p>Click  to delete the added ID details.</p>
<b>Service Member Details</b>	In this section you can capture the service member details, if the customer is service member.
<b>Employee ID</b>	Specify the employee identification code.
<b>Remarks</b>	Specify the remarks.
<b>Service Branch</b>	<p>Specify the service branch of the customer. The available options are:</p> <ul style="list-style-type: none"> <li>• Army</li> <li>• Marine Corps</li> <li>• Navy</li> <li>• Air Force</li> </ul>
<b>Remarks</b>	Specify the remarks.
<b>Cover Under Armed Forces Benefits</b>	Specify to indicate whether the customer is covered under the armed forces benefits.
<b>Unit Name</b>	Specify the unit name of the customer.
<b>Order Number</b>	Specify the order number of the service in which the customer is enrolled.
<b>Active Duty Start Date</b>	Specify the date on which service is active.
<b>Active Duty End Date</b>	Specify the date on which the service is ending.
<b>Notification Date</b>	<p>Specify the date on which the customer notified bank about the enrollment in service.</p> <p>This date cannot be future dated.</p>
<b>Actions</b>	<p>Select the action to preform on the added record. The available actions are:</p> <ul style="list-style-type: none"> <li>• <b>Edit:</b> Click  to edit the added record.</li> <li>• <b>Delete:</b> Click  to delete the added record.</li> </ul>

**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
- SSN 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**

First Name  Middle Name  Last Name  Date of Birth

Unique ID  SSN  Mobile Number  Email

Fetch  Clear

Party ID	CF	First Name	Middle Name	Last Name	Email	Mobile Number	Date of Birth	Preferred Unique ID	SSN
232704305	232704305	Donal	H	Doyle	krishnadas.r.pai@oracle.com	9023456788	1986-01-01		234-56-7890
232854384	232854384	Andrew	Kim	Martin	noreply@noreply.com	9090909090	1990-05-24	20231012121038	
232854386	232854386	Grace	Rose	Smith	john@abc.com	9090909090	1983-04-08	20231012121008	
232864424	232864424	Andrew	Kim	Martin	noreply@noreply.com	9090909090	1990-05-24	20231013191021	
233394646	233394646	Andrew	Kim	Martin		9090909090	1990-05-24	20231205161277	

Page  of 12 (1 - 10 of 111 items) | < 1 2 3 4 5 ... 12 >

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

The screenshot shows a 'Search Party' form with the following fields: Party ID, Business/Organization Name, Registration Number, Registration Date, Email, and Customer Category. Below the form are 'Fetch' and 'Clear' buttons. The results table below shows the following data:

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	Berrier Splinka and Strozin	2010-03-30	233561610	Customer	

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- 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.



**To upload document for fetching customer information:**

3. Click **Upload Document to prepopulate Applicant** to fetch the customer information from the uploaded documents.

The **Applicants - Upload Document** screen is displayed

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

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

Field	Description
<b>Document Name</b>	Select the document name from the drop-down list. The available options are: <ul style="list-style-type: none"> <li>• <b>Driving License</b></li> <li>• <b>Passport</b></li> </ul>
<b>Country of Issue</b>	This field is defaulted for the document name is selected.   <b>Note:</b> This field is editable.
<b>Upload Document</b>	Drag and drop the document or click on <b>Select or drop files here</b> to browse and upload the document from the local system.   <b>Note:</b> PNG & JPEG file formats are supported.

5. On uploading the document, the details are fetched and appears in the **Verify Information** screen.

The **Verify Information** screen is displayed.

6. On the **Verify Information** screen, the fields are pre-populated with extracted data. For more information on fields, refer to the field description table below.

**Table 2-3 Verify Information – Field Description**

Field	Description
<b>First Name</b>	This field is pre-populated with the extracted data. Modify the first name of the applicant, if required.
<b>Middle Name</b>	This field is pre-populated with the extracted data. Modify the middle name of the applicant, if required.
<b>Last Name</b>	This field is pre-populated with the extracted data. Modify the last name of the applicant, if required.
<b>Date of Birth</b>	This field is pre-populated with the extracted data. Modify the date of birth of the applicant, if required.
<b>Gender</b>	This field is pre-populated with the extracted data. Modify the gender of the applicant, if required.
<b>Unique Id Type</b>	Displays the unique ID type of the applicant based on the document uploaded.
<b>Unique Id No</b>	This field is pre-populated with the extracted data. Modify the unique ID number of the uploaded document, if required.
<b>Unique Id Expiry</b>	This field is pre-populated with the extracted data. Modify the unique ID expiry date of the uploaded document, if required.
<b>Birth Country</b>	This field is pre-populated with the extracted data. Modify the birth country of the applicant, if required.
<b>Nationality</b>	This field is pre-populated with the extracted data. Modify the nationality of the applicant.  This field appears only if the <b>Document Name</b> is selected as <b>Passport</b> .
<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. Based on the configuration, on entering a few letters, the system fetches the related address that is already captured. 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.



**Table 2-3 (Cont.) Verify Information – Field Description**

Field	Description
<b>Issue Date</b>	This field is pre-populated with the extracted data. Modify the issue date of the driving license, if required. This field appears only if the <b>Document Name</b> is selected as <b>Driving License</b> .
<b>Update Address</b>	Select the option whether the address has to be updated with the extracted data. The available options are <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>

7. Click **Update and Save** to pre-populated the data fields in the **Customer Information** screen.

The **Confirmation** screen displays.

**Figure 2-5 Upload Document**

8. Click **OK** to override the data fields with the extracted data. OR Click **Cancel** to cancel the override action and return to Verify Information screen.

## 2.1.2 Relationship

This topics describes the relationship details of parties that are involved in loan account opening application.

In this data segment you can add and view relationships of the customer. While onboarding a customer, adding the relationship details is beneficial to both customer and bank. Below are the available relationship types,

- Service Member - If related party is served in military services.
- Related to Insider – If related party is an insider.

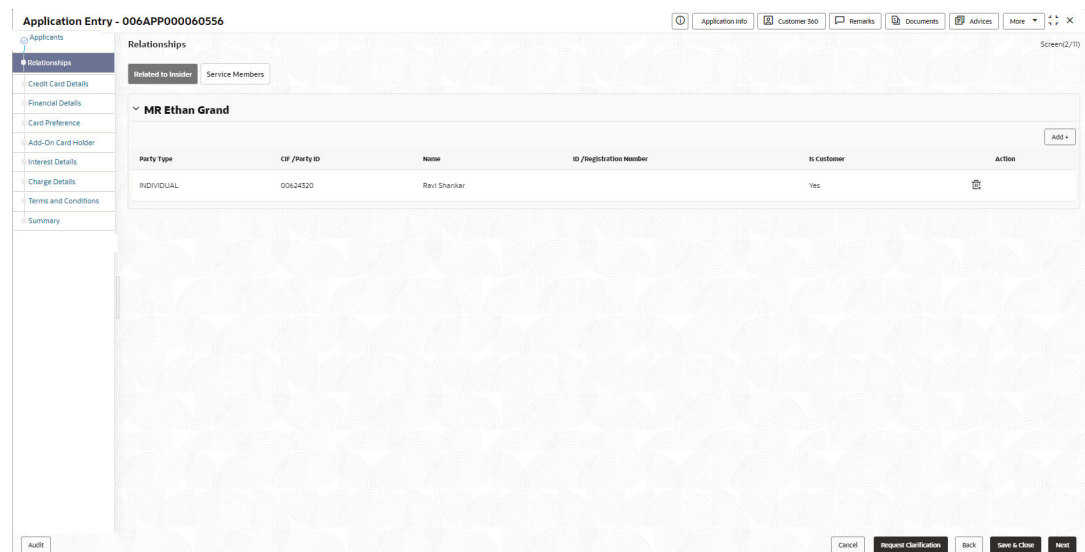
This data segment is applicable only for Individual type of customer.



**To add relationships of customers:**

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

The **Relationship** screen appears.

**Figure 2-6 Relationship**



2. In the Relationships screen, select the appropriate relationship tab to add the details.
3. If the party is auto populated on the screen then click the party name to expand the section and add related party.
4. Click  to add the party. The **Add New<Relationship Type>** popup appears for entering the CIF or Party ID
5. In the **CIF/PARTY ID** field, enter the CIF or party ID and click **Next** to add the party. OR  
Click  to search party.

 **Note:**

An existing customer of the bank can be added as related party.

6. If you search for the party then **Search Party** screen appears.

Party ID	CIF	First Name	Middle Name	Last Name	Email	Mobile Number	Date of Birth	Unique ID
233381715	006011855	JackOBPY	Chris	Insider5CRA			1990-12-04	
233381694	006011828	Jack	Chris	Insiderand5CRA	pratik.gadade@oracle.com	7995435587	1990-12-04	
233351564	006011753	Jack	Chris	Insideronly	pratik.gadade@oracle.com	7885435590	1990-12-01	

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

**Table 2-4 Search Party – Individual**

Field	Description
<b>Individual</b>	Select if the party is individual.
<b>Non- Individual</b>	Select if the party is non-individual.
<b>First Name</b>	Specify the first name of the party.
<b>Middle Name</b>	Specify the middle name of the party.
<b>Last Name</b>	Specify the last name of the party.
<b>Date of Birth</b>	Specify the date of birth of the party.
<b>Unique ID / National ID</b>	Specify the unique identification number of the party.
<b>Mobile Number</b>	Specify mobile number of the party.
<b>Email</b>	Specify the email address of the party.
<b>Minor</b>	Specify to indicate if the party is minor.
<b>Fetch</b>	Click the button to fetch the details based on the entered search criteria.
<b>Clear</b>	Click the button to clear the entered details.
<b>Party ID</b>	Displays the party ID of the existing customer who is not onboarded.
<b>CIF</b>	Displays the CIF ID of the existing customer.
<b>First Name</b>	Displays the first name of the stakeholder.
<b>Middle Name</b>	Displays the middle name of the stakeholder.
<b>Last Name</b>	Displays the last name of the stakeholder.
<b>Email</b>	Displays the email ID of the existing customer.
<b>Mobile Number</b>	Displays the registered mobile number of the customer.
<b>Date of Birth</b>	Displays the date of birth of the customer.
<b>Unique ID</b>	Displays the unique ID of the customer.

**Table 2-5 Search Party – Non Individual**

Field	Description
<b>Non- Individual</b>	Select if the party is non-individual.
<b>Business /Organization Name</b>	Specify the business or organization name of the party.
<b>Registration Number</b>	Specify the registration number.
<b>Registration Date</b>	Displays the registration date.

**Table 2-5 (Cont.) Search Party – Non Individual**

Field	Description
<b>Fetch</b>	Click the button to fetch the details based on the entered search criteria.
<b>Clear</b>	Click the button to clear the entered details.
<b>Stakeholder Type</b>	Displays the type of the stakeholder.
<b>CIF</b>	Displays the CIF ID of the existing customer.
<b>Registration Number</b>	Displays the registration number.
<b>Business /Organization Name</b>	Displays the name of business or organization.
<b>Registration Date</b>	Displays the registration date.
<b>Party ID</b>	Displays the party ID of the existing customer who is not onboarded.
<b>Is Customer</b>	Displays whether the customer exist within the bank.

8. Double click on the record which you want to select.
9. If you enter the CIF or Party ID in the **CIF/PARTY ID** field and click **Next**, then the **Add New <Relationship type>** screen appears.

**Table 2-6 Add New <Relationship Type> – Field Description**

Field	Description
<b>Relationship</b>	Specify the relationship of the new added party with party involved in account opening application. The options are: <ul style="list-style-type: none"> <li>• Spouse</li> <li>• Father</li> <li>• Mother</li> <li>• Daughter</li> <li>• Guardian</li> <li>• Son</li> </ul> This field is not applicable for the <b>Related to Insider</b> .

**Table 2-6 (Cont.) Add New <Relationship Type> – Field Description**

Field	Description
<b>Preferred</b>	Specify to indicate the added party is preferred as guardian. It is mandatory to add one <b>Preferred</b> party This field is not applicable for the <b>Related to Insider</b> .
<b>Covered Under Armed Forces Benefits</b>	Specify to indicate the added party is covered under the armed forces benefits.
<b>Party Details section</b>	In this section you can view the details of the selected party. Below fields appears on the screen: <ul style="list-style-type: none"> <li>• Party Image</li> <li>• Party Name</li> <li>• Type</li> <li>• Date of Birth</li> <li>• Gender</li> <li>• ID Type</li> <li>• Unique ID</li> <li>• Citizenship</li> </ul>

- Click **Add** to add as a customer. You can view the selected customer in the tabular format.

**Table 2-7 Relationship**

Field	Description
<b>Party Type</b>	Displays the party type.
<b>CIF/ Party ID</b>	Displays the unique identification number. For an existing customer, the CIF number is displayed. For an existing non customer, the Party ID is displayed.
<b>Name</b>	Displays the name of the customer.
<b>ID/ Registration Number</b>	Displays the ID or registration number of the added customer.
<b>Is Customer</b>	Displays whether the added party is an existing customer within the bank.
<b>Action</b>	Click delete icon the added ID details.

- 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.

## 2.1.3 Credit Card Details

This topic provides the systematic instructions to capture the credit card related information for the customer.

In this data segment user can capture the credit card product details. If the user has capture this details while initiating the application then the details are fetched and displayed in the respective section.

### To capture credit card details:

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

The **Credit Card Details** screen is displayed.

Figure 2-7 Credit Card Details

- Specify the details in the relevant data fields.

**Note:**

The fields, which mentioned as Required, are mandatory.

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

Table 2-8 Card Preference – Field Description

Field	Description
<b>Card Type</b>	Displays the account type based on the product selected in the Product Catalogue.
<b>Business Product Name</b>	Displays the business product name based on the product selected in the Product Catalogue.
<b>Product Image</b>	Displays the business product image.
<b>Product Description</b>	Displays the short description captured for the product in Business Product configuration.
<b>Card Currency</b>	Select the currency from the drop-down list, if required. Available options in the drop-down list are based on the currency allowed for the selected business product. By default, the base currency of user logged-in branch is displayed. This field is mandatory.
<b>Credit Card Limit</b>	Select the credit card limit. Available options are: <ul style="list-style-type: none"> <li><b>Maximum Card Limit</b></li> <li><b>Requested Card Limit</b></li> </ul>
<b>Maximum Card Limit</b>	Displays the maximum card limit applicable for the selected product. This field appears only if the Credit Card Limit is selected as Maximum Card Limit.
<b>Requested Card Limit</b>	Specify the requested card limit. This field appears only if the Credit Card Limit is selected as Requested Card Limit.
<b>Applicants</b>	This section displays the list of applicants that are involved in this account opening application.
<b>Name</b>	Displays the name of the applicant.

**Table 2-8 (Cont.) Card Preference – Field Description**

Field	Description
<b>Role</b>	Displays the role of the applicant in the application.
<b>Income Reliant</b>	Select to indicate whether the applicant is income reliant. The applicant's financial details are captured only if this indication is selected. It is mandatory to select at least one applicant as <b>Income Reliant</b> .

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

## 2.1.4 Financial Details

This topic provides the systematic instructions to capture the financial details for a single applicant or a customer for the given credit card application as the case may be.

Financial details are captured for applicants or guarantor or co-signers that are involved in loan account opening application. In case multiple applicant are added in the single applicant, the system validates whether added applicants are not same for different roles.

The user can capture basic as well as income and expenses details in respective sections. Separate sections appears for each applicant to capture the financial details. The financial template are resolved based on the configuration.

### To add financial details:

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

The **Financial Details** screen displays.

Figure 2-8 Financial Details

**Application Entry - 006APP000060556**

MR Ethan Grand (Primary Applicant)

Total Income: GBP 300,000.00 | Total Expense: GBP 187,000.00

**Employment Details**

**Salaried**

Employer Code: ORACLE | From Date: June 21, 2010 | Employer Name: ORACLE | To Date: | Employer Description:

Page 1 of 1 (1 of 1 items)

**Self-Employed/Professional**

**Financial Details**

**Income & Expense**

Monthly Income (in GBP)		Monthly Expense (in GBP)	
Type	Amount	Type	Amount
Other Income	0.00	Medical	1,000.00
Cash Gifts	0.00	Education	0.00
Business	0.00	Vehicle	1,000.00
Bonus	100,000.00	Fuel	0.00
Rentals	0.00	Other Expenses	0.00
Pension	0.00	Loan Payments	45,000.00
Agriculture	0.00	Insurance Payments	100,000.00
Investment Income	0.00	Credit Card Payments	0.00
Salary	200,000.00	Utility Payments	0.00
Interest Amount	0.00	Rentals	0.00
	GBP 300,000.00	Household	10,000.00
			GBP 187,000.00

Net Income: GBP 113,000.00

**Asset & Liabilities**

Liabilities (in GBP)		Asset (in GBP)	
Type	Amount	Type	Amount
Property Loan	4,000,000.00	Deposit	500,000.00
Vehicle Loan	0.00	Vehicle	0.00
Credit Card Outstanding	0.00	Other	0.00
Overdrafts	0.00	House	6,000,000.00
Personal Loan	0.00		GBP 6,500,000.00
Education Loan	0.00		
Home Loan	0.00		
Other Liability	0.00		
	GBP 4,000,000.00		

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

Table 2-9 Financial Details: Individual – Field Description

Field	Description
<Applicant Name along with Role of applicant>	Displays the applicant name along with applicant role as captured in the <b>Customer Information</b> data segment.
Total Income	Displays the total income and the currency of the applicant.
Total Expenses	Displays the total expenses and the currency of the applicant.
Last Update On	Displays the date on which the financial details of an existing applicant were last updated. For a new applicant, it will remain blank.



**Table 2-9 (Cont.) Financial Details: Individual – Field Description**

Field	Description
<b>Employment Details</b>	In this section user can capture employment details of the parties that are involved in an account opening application.
<b>Salaried</b>	In this section user can capture salaried employment details. The below fields appears if salaried employment details are already captured. <ul style="list-style-type: none"> <li>• Employer Code</li> <li>• Employer Name</li> <li>• Employer Description</li> <li>• From Date</li> <li>• To Date</li> </ul> User can edit, view or delete already added details. Click <b>Add</b> to capture the new salaried employment details. The <b>Salaried Details</b> pop-up appears.
<b>Employer Code</b>	Specify the employer code. OR 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.
<b>Employee Name</b>	Displays the employee name.
<b>Employer Description</b>	Specify the employer description.
<b>Organization Category</b>	Select the organization type from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• <b>Government</b></li> <li>• <b>NGO</b></li> <li>• <b>Private Limited</b></li> </ul>
<b>Demographics</b>	<b>Select the demographics from the drop-down list. Available options are:</b> <ul style="list-style-type: none"> <li>• <b>Global</b></li> <li>• <b>Domestic</b></li> </ul>
<b>&lt;Actions&gt;</b>	Click <b>Edit</b> to modify the existing applicant details. Click <b>Save</b> to save the modified details and click <b>Cancel</b> to cancel the modifications. <b>Edit</b> will be visible only for existing applicant.
<b>Employee Type</b>	Select the employee type from the drop-down list. Available options are: <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>Employee ID</b>	Specify the employee ID.
<b>Grade</b>	Specify the grade.
<b>Designation</b>	Specify the designation.
<b>I currently work in this role</b>	Select whether the applicant works currently in this role. Available options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>
<b>Employment Start Date</b>	Select the employment start date.

**Table 2-9 (Cont.) Financial Details: Individual – Field Description**

Field	Description
<b>Employment End Date</b>	Select the employment end date.
<b>Industry Type</b>	Select the Industry Type from the drop-down list. Available options are: <ul style="list-style-type: none"> <li>• IT</li> <li>• Bank</li> <li>• Services</li> <li>• Manufacturing</li> <li>• Legal</li> <li>• Medical</li> <li>• Engineering</li> <li>• School/College</li> <li>• Others</li> </ul>
<b>Self Employed / Professional Details</b>	In this section user can capture self-employment or professional details of customer. 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>• From Date</li> <li>• To Date</li> </ul> User can edit, view or delete already added details. Click <b>Add</b> to capture the new self-employment or professional details. The <b>Self Employed/ Professional Details</b> pop-up appears.
<b>Professional Name</b>	Specify the professional name.
<b>Professional Description</b>	Displays the professional description.
<b>Company /Firm Name</b>	Specify the company or firm name.
<b>Registration Number</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>Professional Email ID</b>	Specify the professional email ID.
<b>Financial Details</b>	In this section you can add financial details.
<b>Monthly Income</b>	Specify the amount for any of the applicable monthly expenses in the below fields. <ul style="list-style-type: none"> <li>• Salary</li> <li>• Agriculture</li> <li>• Business</li> <li>• Investment Income</li> <li>• Interest Amount</li> <li>• Pension</li> <li>• Bonus</li> <li>• Rentals</li> <li>• Cash Gifts</li> <li>• Other Income</li> </ul> Total gets calculated automatically. The fields appears in this sections are based on the configuration.

**Table 2-9 (Cont.) Financial Details: Individual – Field Description**

Field	Description
<b>Monthly Expenses</b>	<p>Specify the amount for any of the applicable monthly expenses in the below fields.</p> <ul style="list-style-type: none"> <li>• <b>Household</b></li> <li>• <b>Medical</b></li> <li>• <b>Education</b></li> <li>• <b>Vehicle</b></li> <li>• <b>Fuel</b></li> <li>• <b>Rentals</b></li> <li>• <b>Other Expenses</b></li> <li>• <b>Loan Payments</b></li> <li>• <b>Utility Payments</b></li> <li>• <b>Insurance Payments</b></li> <li>• <b>Credit Card Payments</b></li> </ul> <p>Total gets calculated automatically. The fields appears in this sections are based on the configuration.</p>
<b>Net Income</b>	System automatically displays the total income over expenses.
<b>Liabilities</b>	<p>Specify the amount for any of the applicable liabilities in the below fields.</p> <ul style="list-style-type: none"> <li>• <b>Property Loan</b></li> <li>• <b>Vehicle Loans</b></li> <li>• <b>Personal Loans</b></li> <li>• <b>Credit Card outstanding</b></li> <li>• <b>Overdrafts</b></li> <li>• <b>Other Liability</b></li> <li>• <b>Home Loan</b></li> <li>• <b>Education Loan</b></li> </ul> <p>Total gets calculated automatically. The fields appears in this sections are based on the configuration.</p>
<b>Asset</b>	<p>Specify the amount for any of the applicable asset type in the below fields.</p> <ul style="list-style-type: none"> <li>• <b>House</b></li> <li>• <b>Deposit</b></li> <li>• <b>Vehicle</b></li> <li>• <b>Other</b></li> </ul> <p>Total gets calculated automatically. The fields appears in this sections are based on the configuration.</p>

3. Click **Next**. The system validates the date specified in **Last Update On** with Financial Details Validity Period and, if date specified in **Last Update On** exceeds the date specified in Financial Details Validity Period at Business Product Preferences configurations, the system displays the error message. Click **Yes** to proceed with the next data segment. Click **No** to edit financial details and proceed..

## 2.1.5 Card Preference

This topic provides the systematic instructions to capture the card related information for the customer.

Card Preference data segment is used to capture the card related information for the customer.

**To capture card preferences:**

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

The **Card Preference** screen displays.

**Figure 2-9 Card Preference**

The screenshot shows the 'Card Preference' screen for application entry 006APP00060556. The cardholder is MR Ethan Grand. The card type is set to Visa Card. The embossed name is MR Ethan Grand. The statement generation date is set to 5. NFC and Picture Card options are checked. The number of add-on cards is 1. The statement delivery type is set to Email. Below these fields is a table for Card Transactions Limits:

Limit Type	Maximum Limit	Daily Limit	Action
ATM Limit	40,000	10,000	[Edit] [Delete]
Internet Limit	160,000	10,000	[Edit] [Delete]
POS Limit	100,000	10,000	[Edit] [Delete]

2. Specify the fields on **Card Preference** screen.

**Note:**

The fields, which mentioned as Required, are mandatory.

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

**Table 2-10 Card Preference – Field Description**

Field	Description
<b>Business Product Name</b>	Displays the name of business product.
<b>Product Image</b>	Displays the product image which is uploaded while creating a product.
<b>Applicant Name</b>	Displays the name of the applicant.
<b>Affinity Program</b>	Displays the affinity program.
<b>Card Limit</b>	Displays the card limit.
<b>Addon Card Allowed</b>	Displays whether the addon card is allowed.
<b>Card Type</b>	Specify the card type which you prefer. The available options are: <ul style="list-style-type: none"> <li>• Master Card</li> <li>• Visa Card</li> </ul>
<b>NFC</b>	Specify to enable Near Field Communication (NFC) facility.
<b>Number of add on cards</b>	Specify the number of cards required.

Table 2-10 (Cont.) Card Preference – Field Description

Field	Description
<b>Embossed Name</b>	Specify the name to be embossed on the card.
<b>Picture Card</b>	Select the toggle to enable the picture card.
<b>Image on Picture Card</b>	Select the image file from the drive and click <b>Upload</b> to add the image to card.
<b>Statement Generation Date</b>	Select the date when the statement should be generated.
<b>Statement Type</b>	Select the type of statement. Available options are: <ul style="list-style-type: none"> <li>• <b>Detailed</b></li> <li>• <b>Summary</b></li> </ul>
<b>Statement Delivery Type</b>	Specify the statement delivery type such as Email or Physical
<b>Card Transactions Limit</b>	In this section you can capture card transaction limit details. Click add icon to add the transaction limits.
<b>Limit Type</b>	Select the limit type. Available options are: <ul style="list-style-type: none"> <li>• <b>ATM Limit</b></li> <li>• <b>POS Limit</b></li> <li>• <b>International Limit</b></li> <li>• <b>Internet Limit</b></li> </ul>
<b>Maximum Limit</b>	Specify the maximum limit allowed.
<b>Daily Limit</b>	Specify the daily limit allowed.

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

## 2.1.6 Add-On Card Holder

This topic provides the systematic instructions to capture any number of add-on card holder details for the given application.

This data segment enables the user to capture any number of add-on card holder details for the given application. The user can add it.

### To add card holder details:

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

The **Add-On Card Holder** screen displays.

2. Click **+ Add Card Holder** to add the details of the Add-on Applicants.


Figure 2-10 Add-On Card Holder

The screenshot displays the 'Add-On Card Holder' application entry interface. At the top, the application ID is 006APP000060556. The main form area is divided into several sections:
 

- Applicant Information:** Name (Mathew Grand), Date of Birth (1960-06-28), Email (mathew12@abc.com), and Mobile (7589427432).
- Existing Customer:** A checkbox to indicate if the customer is existing. A dropdown menu for 'Relationship with Applicant' is set to 'Father'. Fields for First Name (Mathew), Middle Name, and Last Name (Grand) are present.
- Address:** Two address sections are shown: 'Communication Address' and 'Permanent Address', both marked as 'Preferred'. Each includes fields for street, city, state, and country, along with contact information like email, mobile, phone, fax, and SWIFT BIC.
- ID Details:** A table listing the applicant's ID. One entry is shown: ID Type (Passport), ID Status (Available), Unique ID (785552), Place of Issue (New York), Issue Date (June 28, 2000), and Expiration Date (June 30, 2031).
- Card Preferences:** Fields for Embossed Name (Mathew Grand), Limit Amount (GDP), and Image On Picture Card, with an 'Upload' button.

 The bottom of the screen features navigation buttons: 'Add Card holder', 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'.

3. Specify the fields on **Add Card Holder** screen.

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

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

Table 2-11 Add-On Card Holder – Field Description

Field	Description
<b>Applicant Name</b>	Displays the name of the Add-on applicant.
<b>Date of Birth</b>	Displays the date of birth of the Add-on applicant.
<b>E-mail</b>	Displays the e-mail ID of the Add-on applicant.
<b>Mobile</b>	Displays the mobile number of the Add-on applicant.
<b>Phone</b>	Displays the phone number of the Add-on applicant.
<b>Existing Customer</b>	Select to indicate if customer is existing customer or not.
<b>CIF Number</b>	Search and select the CIF number. This field appears only if <b>Existing Customer</b> is selected.
<b>Relationship with Applicant</b>	Select the relationship with customer from the drop-down list. <ul style="list-style-type: none"> <li>• <b>Father</b></li> <li>• <b>Mother</b></li> <li>• <b>Friend</b></li> <li>• <b>Spouse</b></li> <li>• <b>Brother</b></li> </ul>

**Table 2-11 (Cont.) Add-On Card Holder – Field Description**

Field	Description
<b>Title</b>	Select the Title.
<b>First Name</b>	Specify the first name.
<b>Middle Name</b>	Specify the middle name.
<b>Last Name</b>	Specify the last name.
<b>Date of Birth</b>	Select the date of birth.
<b>Politically Exposed Person (PEP)</b>	Specify whether the add-on card holder is politically exposed person.
<b>Address</b>	In this section user can capture the address details of an add-on card holder. For more information on address detail field, refer <b>Customer Information – Individual - Field Description</b> section above.
<b>ID details</b>	In this section user can capture the ID details of an add-on card holder. For more information on ID detail field, refer <b>Customer Information – Individual - Field Description</b> section above.
<b>Card Preference</b>	In this section user can capture the card preference details for an add-on card holder.
<b>Embossed Name</b>	Specify the name embossed on the card.
<b>Limit Amount</b>	Displays the maximum card limit allowed along with the currency..
<b>Image on Picture Card</b>	Select the image file from the drive and click <b>Upload</b> to add the image to card.

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

## 2.1.7 Charge Details

This topic provides the systematic instructions to view the details of the charges applicable for the account.

The Charge Details data segment will enable the user to view the charges applicable / levied for this credit card application. These charge details are fetched from the Host (APIs – Pull).

### To add charge details:

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

The **Charge Details** screen displays.

**Figure 2-11 Charge Details**

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

**Note:**

The fields, which mentioned as Required, are mandatory.

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

**Table 2-12 Charge Details - Field Description**

Field	Description
<b>Charge Types</b>	Displays the charge types.
<b>Amount</b>	Displays the charge amount.
<b>Rate</b>	Displays the rate for the charge component.
<b>Waive</b>	Select the toggle to waive all charges or selectively waive a particular type of charge. For example – Late Fee charges or Annual Charges.

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

## 2.1.8 Interest Details

This topic provides the systematic instructions to view the interest rates and margin (%) applicable / levied for this credit card application.

Interest Details data segment will enable the user to view the interest rates and margin (%) applicable / levied for this credit card application.

**To add interest details:**

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



The **Interest Details** screen displays.

**Figure 2-12 Interest Details**

- Specify the fields on **Interest Details** screen.

 **Note:**

The fields, which mentioned as Required, are mandatory.

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

**Table 2-13 Interest Rates – Field Description**

Field	Description
<b>Interest Rate</b>	In this section interest rate is fetched from host back end product to which this credit card account is mapped via the Business Product configuration.
<b>Interest Rate (In %)</b>	Specify the interest rate in percentage. By default it is fetched from host back end product to which this credit card account is mapped via the Business Product configuration.
<b>Margin (in %)</b>	Specify the customer margin in percentage.
<b>Effective Rate (In %)</b>	Displays the effective rate for the loan calculated in below formula Effective Rate = Interest Rate + or – Margin.

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

## 2.1.9 Summary

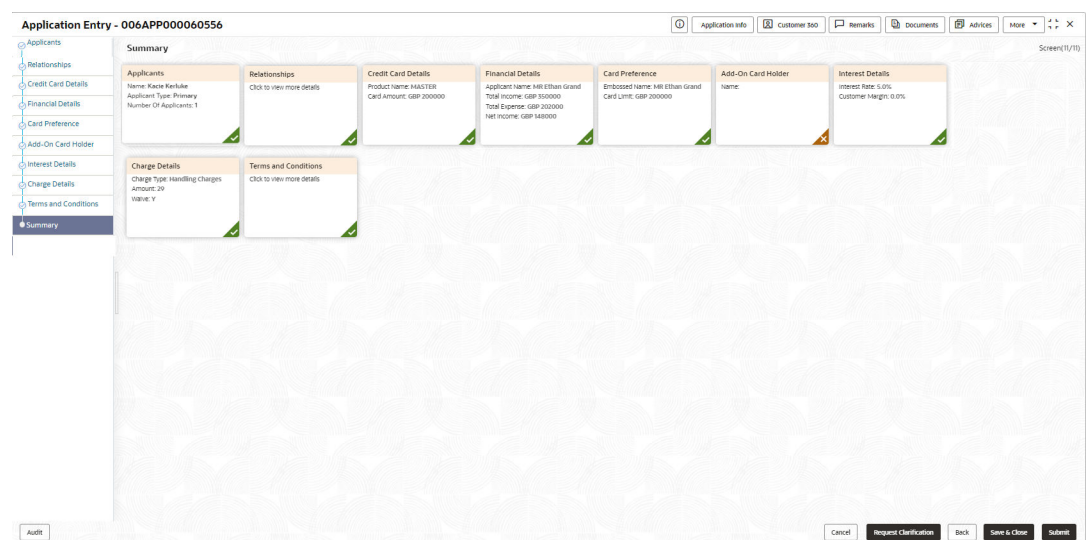
This topic provides the systematic instruction to view the tiles for all the data segments in the Credit Card Application Entry Process.

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

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

The **Summary - Credit Card Application Entry** screen displays.

**Figure 2-13 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.

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

**Table 2-14 Summary – Field Description**

Field	Description
<b>Applicants</b>	Displays the applicants.
<b>Relationships</b>	Displays the relationships details.
<b>Credit Card Details</b>	Displays the credit card details.
<b>Financial Details</b>	Displays the Financial details.
<b>Card Preference</b>	Displays the card preference information.
<b>Add-On Card Holder</b>	Displays the Add-On Card Holder details.
<b>Charge Details</b>	Displays the charge details.
<b>Interest Details</b>	Displays the interest details.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage are verified. The **Overrides** screen is displayed.

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. 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.
  - Select the **Reject by Bank** to reject the submission of this application.
6. 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.
7. 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 [Credit Card Account] to the Credit Card Application Underwriting stage. 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 to the 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 the party amendment request is rejected by Oracle Banking Party, the specified error message is shown to the user while submitting the Application Entry stage. The user has an option to go back and resolve the error or proceed with the stage submission by disregarding the amendment request.

## 2.2 Credit Card Application Assessment

This topic describes the information on the various data segments to update the required data and assess the application in the Credit Card Application Assessment stage.

After the application entry and underwriting data segment details are captured and verified, the application is sent for assessment. The Credit Card Assessment stage of the Credit Card account open process workflow will enable the Bank to analyze the details that have been captured in the Credit Card Application Entry / Credit Card Underwriting stages and decide whether the application met the acceptance criteria as specified by the Bank or Credit Bureau.

Oracle Banking Origination is now integrated with Decision Service to fetch the assessment details and system recommendation for the given applicant(s) based on the details captured in the previous stages.

**To acquire the Credit Card Assessment Stage:**

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 **Application Assessment** stage is displayed.

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

- [Credit Rating Details](#)  
This topic provides the systematic instructions to view the information on the External Rating Agencies Rating / Scores for the Applicant.
- [Assessment Details](#)  
This topic provides the systematic instructions to view the total weightage score for the Applicant in the Credit Card application.
- [Qualitative Scorecard](#)  
This topic provides the systematic instructions to capture the relevant evaluation details for each applicant based on the configured Questionnaire Code.
- [Add-On Card Holder](#)  
This topic provides the systematic instructions to capture any number of add-on card holder details for the given application.
- [Summary](#)  
This topic provides the systematic instructions to view the tiles for all the data segments in the Credit Card Assessment stage.

## 2.2.1 Credit Rating Details

This topic provides the systematic instructions to view the information on the External Rating Agencies Rating / Scores for the Applicant.

Credit Rating Details is the first data segment of Credit Card Assessment stage. The user can acquire the application from Free Tasks list. This data segment will provide the information on the External Rating Agencies Rating / Scores for the Credit Card Applicant. The interface with external rating agencies will be provided.

Oracle Banking Origination is now integrated with Bureau Integration Service to fetch the details of the Rating for the given applicant(s).

**To view the credit rating details:**

1. On acquiring the **Assessment** task, the **Credit Rating Details** data segment appears.  
The **Credit Rating Details** screen displays.

**Figure 2-14 Credit Rating Details**

2. Specify the fields on **Credit Rating Details** screen.

**Note:**

The fields, which mentioned as Required, are mandatory.

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

**Table 2-15 Credit Rating Details – Field Description**

Field	Description
<b>Customer Name</b>	Displays the customer name.
<b>Agency Name</b>	Displays the configured agency.
<b>Ratings</b>	Displays the ratings. The system populates the credit rating score from the Bureau Integration Service.
<b>Remarks</b>	Specify the remarks.

3. Click **View More** to view the additional Credit Bureau details.  
The **Additional Credit Bureau Details** screen displays.

**Figure 2-15 Additional Credit Bureau Details**

Institution Name	Account Number	Account Type	Loan Amount	Outstanding Balance	Account Opening Date	Installment Amount	Delinquency Bucket	Delinquency Amount
		Loan	100000	86820	2020-01-07	2162	NIL	NIL
		Overdraft	22000	0	2019-06-07	0	NIL	NIL

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

**Table 2-16 Additional Credit Bureau Details – Field Description**

Field	Description
<b>Institution Name</b>	Displays the institution name.
<b>Account Number</b>	Displays the account number of the applicant.
<b>Account Type</b>	Displays the account type.
<b>Loan Amount</b>	Displays the loan amount.
<b>Outstanding Balance</b>	Displays the outstanding balance.
<b>Account Opening Date</b>	Displays the account opening date.
<b>Installment Amount</b>	Displays the installment amount.
<b>Delinquency Bucket</b>	Displays the delinquency bucket.
<b>Delinquency Amount</b>	Displays the delinquency amount.

 **Note:**

Oracle Banking Origination has been integrated with Bureau Integration Service which will make a call to the Credit Bureau to get Credit Rating Score and additional details.

4. Click **View Bureau Report** to view and download the bureau report from the external agency.
5. Click **Next** to navigate to the next data segment, after successfully capturing the data. The system validates for all mandatory data segments and data fields. If mandatory details are not provided, the system displays an error message for the user to take an action. The User cannot to proceed to the next data segment, without capturing the mandatory data.

## 2.2.2 Assessment Details

This topic provides the systematic instructions to view the total weightage score for the Applicant in the Credit Card application.

The **Assessment Details** is the first data segment of Credit Card Assessment stage. The user can acquire the application from FREE TASK. The **Assessment Details** screen enables the user to understand the evaluation and provide the system recommendation based on the following parameters.

- **Validation Model**
- **Borrowing Capacity**
- **Qualitative Score**
- **Quantitative Score**
- **Decision and Grade**
- **Pricing**

To view assessment details:

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

The **Assessment Details – Validation Model** screen displays.

**Figure 2-16 Assessment Details - Validation Model**

Assessment - 006APP000056352

Application Info Customer 360 Remarks Documents Advices More

Screen(1/4)

**Assessment Details**

Requested Amount: GBP 60,000.00

Tenure

Rate of Interest: 5.00

Variance: 0

Total Weighted Score: 88

Approved Amount: GBP 60,000.00

Proposed Variance

Effective Rate: 5.00

System Recommendation: Approved

Grade: A

APR: ....

Validation Model: **PASS**

Borrowing Capacity: 198000.00

Qualitative Score: 76

Quantitative Score: 88

Decision & Grade: **Approved** Grade: A

Validation Model Code: LMCC1001

Description: Logic Model for Credit Card

Status: **PASS**

Rule ID	Sequence	Status	Severity
Rule1001	1	PASS	-
CRSCR	2	PASS	-
N1001	3	PASS	-

Audit

Cancel Request Classification Back Save & Close Next

2. Click **Borrowing Capacity** tab under **Assessment Details** screen to view the borrowing capacity of the applicant.

The **Assessment Details – Borrowing Capacity** screen displays.

Figure 2-17 Assessment Details – Borrowing Capacity

3. Click **Qualitative Score** tab under **Assessment Details** screen to view the qualitative score for the applicant.

The **Assessment Details – Qualitative Score – Graph View** screen displays.

4. Click **Data View** tab under **Qualitative Score** screen to view the qualitative scoring data of the applicant.

The **Assessment Details – Qualitative Score – Data View** screen displays.

Figure 2-18 Assessment Details – Qualitative Score – Data View

Question Code	Question	Value	Score
Q3	How many members are dependent on the applicant?	1	50
Q5	Is the applicant undergoing any medical treatment?	Regular dialysis	60
Q4	How long applicant staying in the current residence?	More than 5 years	70
Q1	How many years in the current employment?	Less than 1 year	50
Q2	What is the current residence type?	Own house	100



**Note:**

For multi borrower applications, the user can view the Qualitative details of individual borrowers by clicking on each borrower's name.

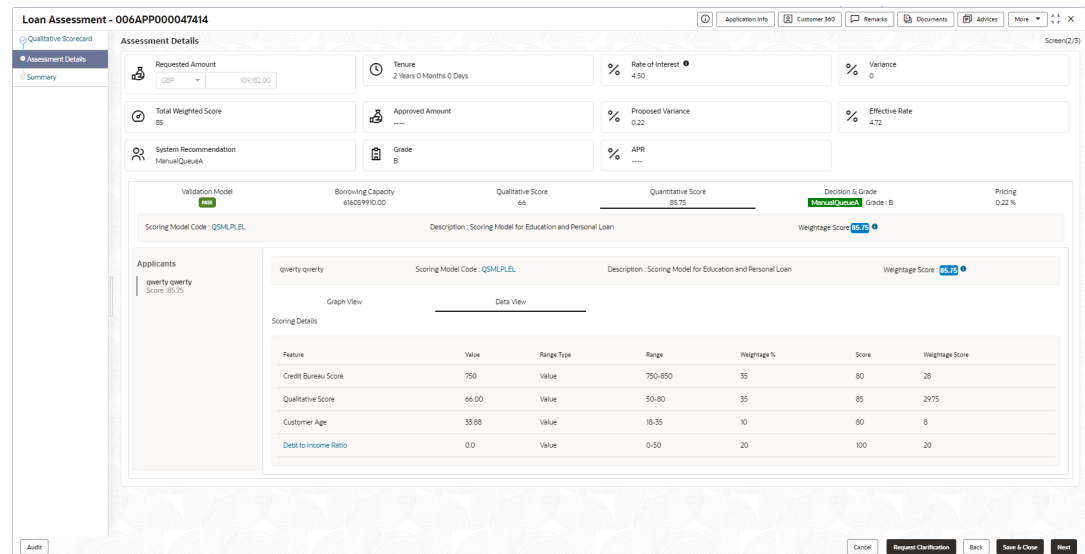
5. Click **Quantitative Score** tab under **Assessment Details** screen to view the quantitative score for the application.

The **Assessment Details – Quantitative Score – Graph View** screen displays.

6. Click **Data View** tab under **Quantitative Score** screen to view the quantitative scoring data of the applicant.

The **Assessment Details – Quantitative Score – Data View** screen displays.

**Figure 2-19 Assessment Details – Quantitative Score – Data View**



**Note:**

For multi borrower applications, the user can view the Quantitative details of individual borrowers by clicking on each borrower's name.

7. Click **Decision & Grade** tab under **Assessment Details** screen to view the decision and grade for the application.

The **Assessment Details – Decision and Grade** screen displays.

Figure 2-20 Assessment Details – Decision & Grade

Decision	Insider Limit Breached	Quantitative Score	Quantitative Score Range	Decision
No		85.75	60-90	ManualQueueA

Grade	Quantitative Score	Quantitative Score Range	Grade
B	85.75	60-90	B

- Click **Pricing** tab under **Assessment Details** screen to view the pricing for the application. The **Assessment Details – Pricing** screen displays.

Figure 2-21 Assessment Details – Pricing


Decision & Grade	Rate Type	Rate Percentage
ManualQueueA Grade: B	Flat	0.22%

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

Table 2-17 Assessment Details – Field Description

Field	Description
<b>Requested Amount</b>	Specify the requested overdraft amount.
<b>Tenure</b>	Displays the tenure.
<b>Base Rate</b>	Displays the interest rate without including margin/variance.

Table 2-17 (Cont.) Assessment Details – Field Description

Field	Description
	Displays the rate type.
Margin	Displays the customer margin in percentage. This field displays if the <b>Rate Type</b> is selected as <b>Floating</b> .
Variance	Displays the variance in percentage. This field displays if the <b>Rate Type</b> is selected as <b>Fixed</b> .
Total Weightage Score	Displays the total weightage score.
Approved Amount	.Displays the approved loan amount. If the <b>System Recommendation</b> is <b>Approved</b> . This field appears blank if the <b>System Recommendation</b> is <b>Manual</b> and <b>Rejected</b> .
Proposed Margin	Displays the margin proposed by Decision service in percentage. This field displays if the <b>Rate Type</b> is selected as <b>Floating</b> .
Proposed Variance	Displays the variance proposed by Decision service in percentage. This field displays if the <b>Rate Type</b> is selected as <b>Fixed</b>
Effective Rate	Displays the effective rate of interest.
System Recommendation	Displays the system recommendations. The available options are: <ul style="list-style-type: none"> <li>• <b>Approved</b></li> <li>• <b>Manual</b></li> <li>• <b>Rejected</b></li> </ul>
Grade	Displays the grade of the applicant.
APR	Displays the annual percentage rate value
Validation Model	<b>Displays the field details related to Validation Model.</b>
Validation Model Code	Displays the validation model code configured for the product.
Description	Displays the description of the configured validation model.
Status	Displays the overall status of the validation model.
Rule ID	Displays the Rule ID configured in the validation model.
Sequence	Displays the sequence of the configured rules.
Status	Displays the status of the configured rule.
Borrowing Capacity	<b>Displays the field details related to Borrowing Capacity.</b>
Eligibility Code	Displays the unique eligibility code configured for the product.
Eligibility Description	Displays the description of the configured eligibility.
Requested Amount	Displays the requested card limit. If the calculated Borrowing Capacity is more than the Requested Amount, then Approved Amount is stamped to Requested Amount.
Borrowing Capacity	Displays the calculated borrowing capacity of the applicant.
Fact	Displays the fact configured in the eligibility code.
Rule ID	Displays the rule configured in the eligibility code.
Qualitative Score	<b>Displays the field details related to Qualitative Score.</b>
Scoring Model Code	Displays the scoring model code configured for the product.
Description	Displays the description of the scoring model.

**Table 2-17 (Cont.) Assessment Details – Field Description**

<b>Field</b>	<b>Description</b>
<b>Weightage Score</b>	Displays the overall weightage score for the applicant(s). The weightage score also displays in the respective applicant's tab in case of the multiple applicants.
<b>Qualitative Score - Scoring Details</b>	<b>Displays the scoring details related to Qualitative Score.</b>
<b>Question Code</b>	Displays the question code configured for Qualitative Scoring Model.
<b>Question</b>	Displays the question configured in question code.
<b>Value</b>	Displays the answers provided by the applicant.
<b>Score</b>	Displays the calculated score based on the answers.
<b>Quantitative Score</b>	<b>Displays the field details related to Quantitative Score.</b>
<b>Scoring Model Code</b>	Displays the scoring model code configured for the product.
<b>Description</b>	Displays the description of the scoring model.
<b>Weightage Score</b>	Displays the overall weightage score for the applicant(s). The weightage score also displays in the respective applicant's tab in case of the multiple applicants.
<b>Quantitative Score - Scoring Details</b>	<b>Displays the scoring details related to Quantitative Score.</b>
<b>Feature</b>	Displays the feature configured in the Quantitative Scoring Model.
<b>Value</b>	Displays the value of the application for the configured feature.
<b>Range Type</b>	Displays the range type configured in the Quantitative Scoring Model.
<b>Range</b>	Displays the range for the value of the application.
<b>Weightage %</b>	Displays the weightage percentage configured for the feature.
<b>Score</b>	Displays the score configured for the range.
<b>Weightage Score</b>	Displays the calculated weightage for each feature.
<b>Decision and Grade</b>	<b>Displays the field details related to Decision and Grade.</b>
<b>Model Code</b>	Displays the model code configured for the product.
<b>Model Description</b>	Displays the description of the model code.
<b>Decision</b>	Displays the recommended decision for the application.
<b>Grade</b>	Displays the recommended grade for the application
<b>Decision and Grade – Decision</b>	<b>Displays the field details related to Decision.</b>
<b>Quantitative Score</b>	Displays the overall quantitative score of the application.
<b>Quantitative Score Range</b>	Displays the range for the quantitative score.
<b>Decision</b>	Displays the decision configured for the quantitative score.
<b>Decision and Grade – Grade</b>	<b>Displays the field details related to Grade.</b>
<b>Quantitative Score</b>	Displays the overall quantitative score of the application.
<b>Quantitative Score Range</b>	Displays the range for the quantitative score.
<b>Grade</b>	Displays the grade configured for the quantitative score.
<b>Pricing</b>	<b>Displays the field details related to Pricing.</b>
<b>Pricing Model Code</b>	Displays the pricing model code configured for the product.
<b>Model Description</b>	Displays the description of the pricing model code.
<b>Rate Type</b>	Displays the rate type.
<b>Rate Percentage</b>	Displays the rate percentage.
<b>Loan Amount</b>	Displays the loan amount.
<b>Loan Tenure</b>	Displays the loan tenure.

**Table 2-17 (Cont.) Assessment Details – Field Description**

Field	Description
<b>Loan Amount Range</b>	Displays the range for the loan amount.
<b>Loan Tenure Range</b>	Displays the range for the loan tenure.
<b>Rate %</b>	Displays the rate of interest configured for the range.

 **Note:**

Based on the range of qualitative and quantitative scores, the system provides a suggestive recommendation and the overdraft amount which can be sanctioned.

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

## 2.2.3 Qualitative Scorecard

This topic provides the systematic instructions to capture the relevant evaluation details for each applicant based on the configured Questionnaire Code.

Qualitative Scorecard is the next data segment of Credit Card Assessment stage. This segment enables the user to capture the relevant evaluation details for each applicant based on the configured Questionnaire Code. The Questionnaire Code is configured to the Credit Card Business Product.

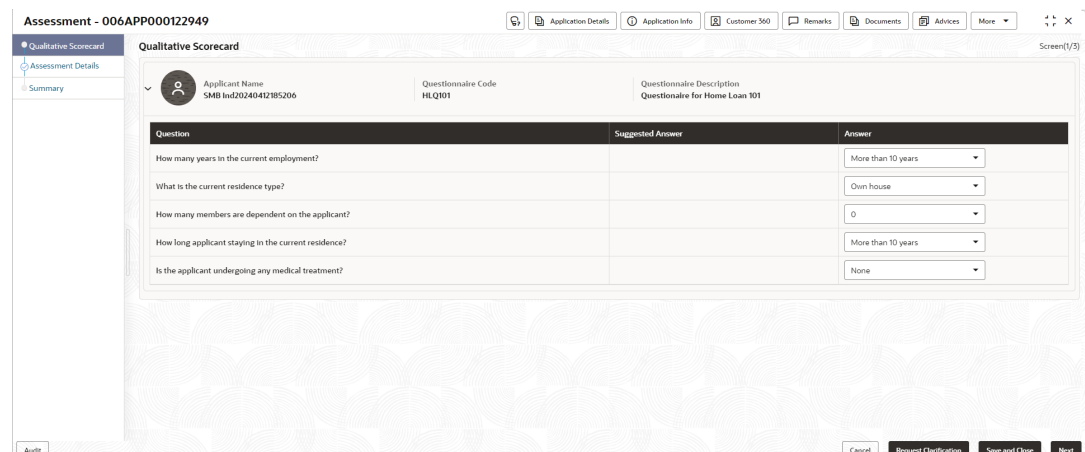
Oracle Banking Origination is now integrated with Decision Service to fetch the Qualitative Score for the given applicant(s) based on the Question and Answers provided.

**To capture the qualitative scorecard details:**

- On acquiring the **Assessment** task from the **Free Task**, the Qualitative Scorecard screen appears..

The **Qualitative Scorecard** screen displays.

**Figure 2-22 Qualitative Scorecard**



Question	Suggested Answer	Answer
How many years in the current employment?		More than 10 years
What is the current residence type?		Own house
How many members are dependent on the applicant?		0
How long applicant staying in the current residence?		More than 10 years
Is the applicant undergoing any medical treatment?		None

2. Specify the fields on **Qualitative Scorecard** screen.

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

**Table 2-18 Qualitative Scorecard – Field Description**

Field	Description
<b>Applicant Name</b>	Displays the name of the applicant.
<b>Questionnaire Code</b>	Displays the Questionnaire code.
<b>Questionnaire Description</b>	Displays the description of the Questionnaire code.
<b>Question</b>	Displays the question configured for the Questionnaire code.
<b>Answer</b>	Select the answer from the drop-down values available. The answers are populated based on the Answers configured in the Questionnaire code.

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

## 2.2.4 Add-On Card Holder

This topic provides the systematic instructions to capture any number of add-on card holder details for the given application.

This data segment enables the user to capture any number of add-on card holder details for the given application. The user can add it.

### To add card holder details:

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

The **Add-On Card Holder** screen displays.

2. Click **+ Add Card Holder** to add the details of the Add-on Applicants.

Figure 2-23 Add-On Card Holder

The screenshot shows the 'Add-On Card Holder' form for application entry 006APP000060556. The form is divided into several sections:

- Applicant Information:** Name (Mathew Grand), Date of Birth (1960-06-28), Email (mathew12@abc.com), and Mobile (7589427432).
- Existing Customer:** A checkbox to indicate if the customer is existing.
- Relationship with Applicant:** A dropdown menu currently set to 'Father'.
- Personal Information:** Title (Mr.), First Name (Mathew), Middle Name, and Last Name (Grand).
- Date of Birth:** June 28, 1960.
- Politically Exposed Person (PEP):** A checkbox.
- Address:** Two address sections: 'Communication Address' and 'Permanent Address', both marked as 'Preferred'. Each includes street address (15th Express way, Long Street), city (Ny), state (ny), and country (US). Contact details like E-mail, Mobile, Phone Number, Fax, and SWIFT BIC are also present.
- ID Details:** A table showing one passport entry with ID Type 'Passport', ID Status 'Available', Unique ID '785552', Place of Issue 'New York', Issue Date 'June 28, 2000', and Expiration Date 'June 30, 2031'.
- Card Preferences:** Fields for Embossed Name (Mathew Grand), Limit Amount (GDP), and Image On Picture Card (Upload button).

3. Specify the fields on **Add Card Holder** screen.

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

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

Table 2-19 Add-On Card Holder – Field Description

Field	Description
<b>Applicant Name</b>	Displays the name of the Add-on applicant.
<b>Date of Birth</b>	Displays the date of birth of the Add-on applicant.
<b>E-mail</b>	Displays the e-mail ID of the Add-on applicant.
<b>Mobile</b>	Displays the mobile number of the Add-on applicant.
<b>Phone</b>	Displays the phone number of the Add-on applicant.
<b>Existing Customer</b>	Select to indicate if customer is existing customer or not.
<b>CIF Number</b>	Search and select the CIF number. This field appears only if <b>Existing Customer</b> is selected.
<b>Relationship with Applicant</b>	Select the relationship with customer from the drop-down list. <ul style="list-style-type: none"> <li><b>Father</b></li> <li><b>Mother</b></li> <li><b>Friend</b></li> <li><b>Spouse</b></li> <li><b>Brother</b></li> </ul>

**Table 2-19 (Cont.) Add-On Card Holder – Field Description**

Field	Description
<b>Title</b>	Select the Title.
<b>First Name</b>	Specify the first name.
<b>Middle Name</b>	Specify the middle name.
<b>Last Name</b>	Specify the last name.
<b>Date of Birth</b>	Select the date of birth.
<b>Politically Exposed Person (PEP)</b>	Specify whether the add-on card holder is politically exposed person.
<b>Address</b>	In this section user can capture the address details of an add-on card holder. For more information on address detail field, refer <b>Customer Information – Individual - Field Description</b> section above.
<b>ID details</b>	In this section user can capture the ID details of an add-on card holder. For more information on ID detail field, refer <b>Customer Information – Individual - Field Description</b> section above.
<b>Card Preference</b>	In this section user can capture the card preference details for an add-on card holder.
<b>Embossed Name</b>	Specify the name embossed on the card.
<b>Limit Amount</b>	Displays the maximum card limit allowed along with the currency..
<b>Image on Picture Card</b>	Select the image file from the drive and click <b>Upload</b> to add the image to card.

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

## 2.2.5 Summary

This topic provides the systematic instructions to view the tiles for all the data segments in the Credit Card Assessment stage.

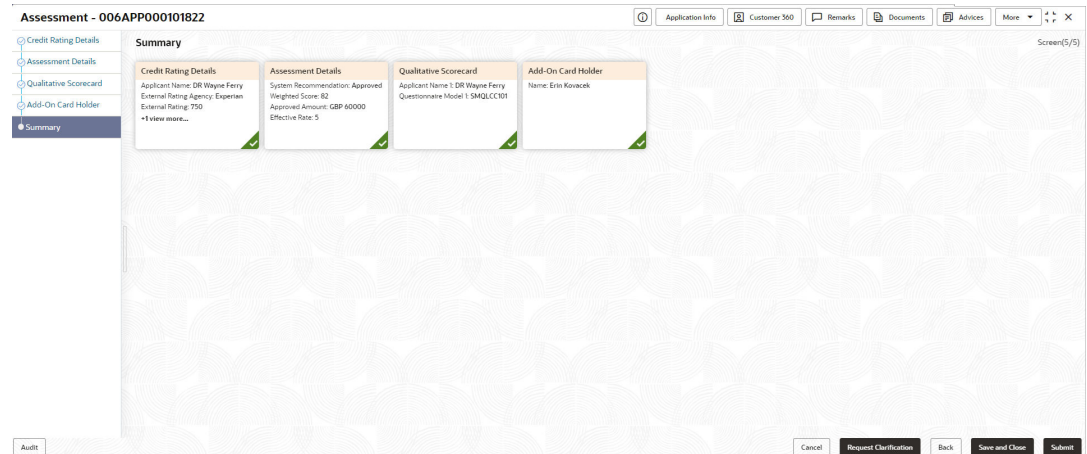
The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

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

The **Summary - Credit Card Assessment** screen displays.



Figure 2-24 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.

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

Table 2-20 Summary - Credit Card Assessment – Field Description

Data Segment	Description
Credit Rating Details	Displays the credit rating details.
Qualitative Scorecard	Displays the qualitative scorecard details.
Assessment Details	Displays the assessment details.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and documents for this stage are verified. The **Overrides** screen is displayed.
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,
4. Click **Accept Overrides & Proceed** to proceed.  
OR  
Click **Proceed**. The Checklist screen appears.
5. 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.
6. 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.
  - 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.
7. 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.

8. 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 [Credit Card Account] to the Credit Card Application Underwriting stage. 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.

Auto Approved Credit Card application will be moved to Supervisor Approval stage, if configured, else will be straight away passed on to the host application to open the Credit Card Account

Auto Rejected – Such applications get rejected and will result in termination of the process. The rejected applications can also be routed to the relevant previous stages and do the Assessment all over again to consider the application.

The system successfully moves the Application Reference Number along with the process reference numbers [Credit Card Account] to the Supervisor Approval stage. This application will be available in the FREE TASK 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 Supervisor Approval Stage

This topic describes the information on the various data segments to view the captured details and approve the application in the Supervisor Approval stage

In this stage user can approve the assessment details of an applicant to proceed with the credit card account opening flow. The data segments appears as configured in business process. The user can view the captured data of below mentioned data segment, for detailed information, refer **Application Entry** stage:

- Customer Information
- Financial Details
- Add-on Card Holder
- Card Preferences

For the editable data segment refer below chapters.

### To acquire the Supervisor Approval stage:

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 **Supervisor Approval** stage is displayed.
- [Assessment Summary](#)  
This topic provides the systematic instructions to view the assessment summary of the Credit Card application.
  - [Approval Details](#)  
This topic provides the systematic instructions to view and approve the application.
  - [Summary](#)  
This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

## 2.3.1 Assessment Summary

This topic provides the systematic instructions to view the assessment summary of the Credit Card application.

Assessment Summary is the first and read-only data segment of Supervisor Approval stage. The user can acquire the application from FREE TASK.

**To view the assessment summary:**

1. On acquiring the **Supervisor** task, the **Assessment Summary** data segment appears. The **Assessment Summary** screen displays.

**Figure 2-25 Assessment Summary**

2. Specify the fields on **Assessment Summary** screen.

**Note:**


The fields, which mentioned as Required, are mandatory.

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

**Table 2-21 Assessment Summary – Field Description**

Field	Description
<b>Requested Amount</b>	Displays the requested overdraft amount.
<b>Tenure</b>	Displays the tenure.
<b>Base Rate</b>	Displays the interest rate without including margin / variance.

Table 2-21 (Cont.) Assessment Summary – Field Description

Field	Description
<b>Rate of Interest</b>	Displays the rate of interest. Click  to view the rate type.
<b>Margin</b>	Displays the approved margin. This field displays if the <b>Rate Type</b> is selected as <b>Floating</b> .
<b>Variance</b>	Displays the approved variance. This field displays if the <b>Rate Type</b> is selected as <b>Fixed</b> .
<b>Total Weightage Score</b>	Displays the total weightage score.
<b>Approved Amount</b>	Displays the final approved loan amount.
<b>Proposed Margin</b>	Displays the proposed margin from Decision Service. This field displays if the <b>Rate Type</b> is selected as <b>Floating</b> .
<b>Proposed Variance</b>	Displays the proposed variance from Decision Service. This field displays if the <b>Rate Type</b> is selected as <b>Fixed</b> .
<b>Effective Rate</b>	Displays the effective rate of interest.
<b>System Recommendation</b>	Displays the system recommendations.
<b>Grade</b>	Displays the grade of the applicant.
<b>Manual Decision</b>	Displays the manual decision.

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

## 2.3.2 Approval Details

This topic provides the systematic instructions to view and approve the application.

Approval Details is the first data segment of Supervisor Approval stage. The user can acquire the application from FREE TASK.

- Click **Next** in **Assessment Summary** screen to proceed with the next data segment, after successfully capturing the data.

The **Approval Details** screen displays.

Figure 2-26 Approval Details

The screenshot shows a web application interface for 'Supervisor Approval - 006APP000060556'. On the left is a sidebar with a tree view containing: Customer Information, Credit Card Details, Financial Details, Add-On Card Holder, Card Preference, Terms and Conditions, Assessment Summary, Approval Details (selected), and Summary. The main content area is titled 'Approval Details' and contains several input fields: 'Card Type' with the value 'Retail Credit Card', 'Product Code' with 'MASTER', 'Product Name' with 'MASTER' and a checkmark, 'Limit Currency' with 'GBP', 'Approved Card Limit' with '200000', 'User Recommendation' with a dropdown arrow, and 'User Action' with 'APPROVED' and a checkmark. At the bottom right, there are buttons for 'Cancel', 'Request Clarification', 'Back', 'Save & Close', and 'Next'. The top right corner shows 'Screen 8/9'.

- Specify the fields on **Approval Details** screen.

 **Note:**

The fields, which mentioned as Required, are mandatory.

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

Table 2-22 Approval Details - Field Description

Field	Description
<b>Card Type</b>	Displays the card type.
<b>Product Code</b>	Displays the product code selected for this credit card account.
<b>Product Name</b>	Displays the product name selected for this credit card account.
<b>Limit Currency</b>	Displays the limit currency.
<b>Approved Card Limit</b>	Displays the final credit limit.
<b>User Recommendation</b>	Select the user recommendation. Available options are: <ul style="list-style-type: none"> <li><b>Approved</b></li> <li><b>Rejected</b></li> </ul>
<b>User Action</b>	Displays the user action based on user recommendation.

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

## 2.3.3 Summary

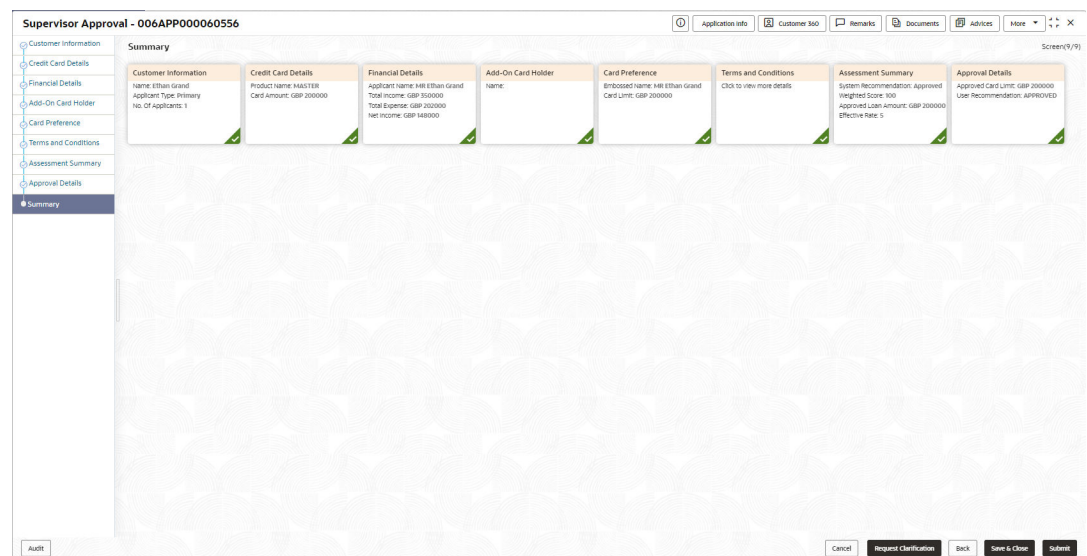
This topic provides the systematic instructions to view the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

The system will display the summary of each of the data segments in as many tiles as the number of data segments in the given stage.

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

The **Summary - Supervisor Approval** screen displays.

**Figure 2-27 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.

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

**Table 2-23 Summary - Supervisor Approval - Field Description**

Data Segment	Description
<b>Customer Information</b>	Displays the customer information.
<b>Financial Details</b>	Displays the financial details.
<b>Add-On Card Holder</b>	Displays the Add-On Card Holder details.
<b>Card Preference</b>	Displays the Card Preference details.
<b>Assessment Summary</b>	Displays the assessment summary details.
<b>Approval Details</b>	Displays the approval details.

2. Click **Submit** to reach the **OUTCOME**, where the overrides, checklist and the 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. 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 Supervisor Approval stage for the Credit Card Application. The Workflow Orchestrator will automatically move this application to the next processing stage, Account Creation. 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.
6. Enter the remarks in **Remarks**.
7. 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.
8. Click **Close** to close the window.

OR

Click **Go to Free Task**.

The following notification that are sent to the user, if application is initiated from assisted channel, and to the Oracle Banking Digital Experience customer, if application is initiated from self-service.

Reject by Bank will terminate the application and no further action will be allowed on this reference number.

After the Host creates the Credit Card Account successfully, the response is sent back to the Oracle Banking Origination with the Credit Card 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.

Refer to **Alerts and Dashboard User Guide** for the Dashboard details.

## 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.

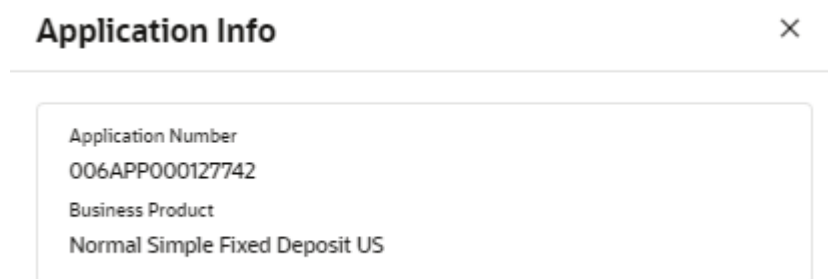
- [Application Details](#)  
In this section you can view the detailed information of an application, such as basic details, application status, applicant details that are involved, clarification details and advices details.
- [Remarks](#)  
In this section you can view or the post the remarks.
- [Documents](#)  
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.
- [Condition and Convenants](#)  
You capture conditions and convenants details for the loan applications.
- [Solicitor Details](#)  
You can add the solicitor details using this section.
- [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 2-28 Application Info**



## 2.4.2 Customer 360

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

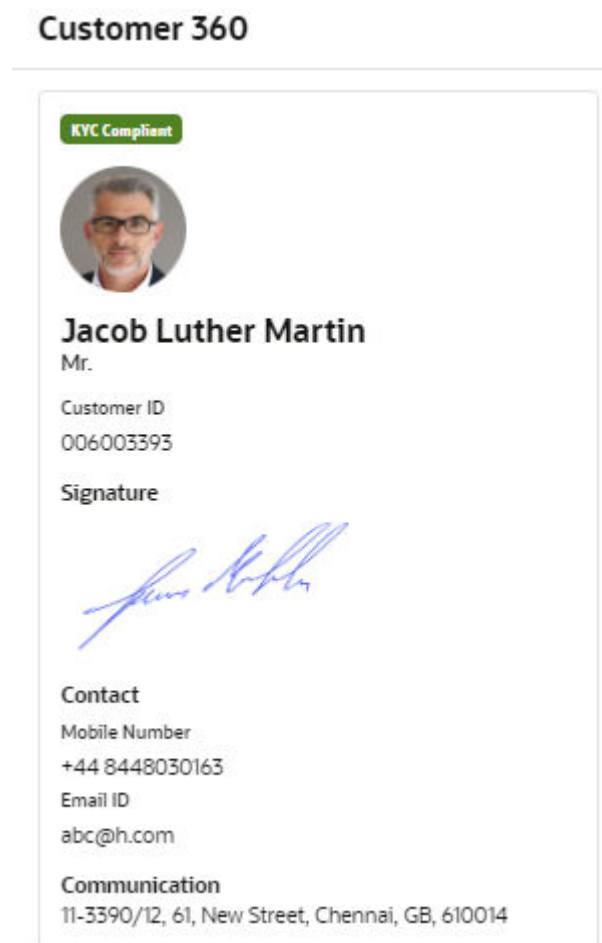
The separate tiles of all the customers involved in the application appears. You can click on the respective customer tile to view the 360 degree details of that customer.

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

The **Customer 360** screen is displayed.



Figure 2-29 Customer 360



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 2-30 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 for various stages: Application Entry (In Progress), Application Enrichment (Pending), Underwriting (Pending), Assessment (Pending), Manual Credit Assessment (Pending), Manual Credit Decision (Pending), Account Parameter Setup (Pending), Supervisor Approval (Pending), Offer Issue (Pending), Customer Offer Accept/Reject (Pending), and Post. A 'Time Spent' section shows 0 days 0 hours 0 min. The applicant information card for Rose Albert Mary includes a photo, name, and contact details. At the bottom, a table lists 'Advices' with columns for Advice Name, Event, Recipients, Mode of Delivery, Delivery Details, Status Details, and Action.

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 2-24 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 2-24 (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. 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. 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.  <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. 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 2-24 (Cont.) Application Details – Field Description**

Field	Description
<Applicant Details Tile>	<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>
View Clarification Details	<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>
Advices	<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>
Related Task	<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>

2. Click  to close window.

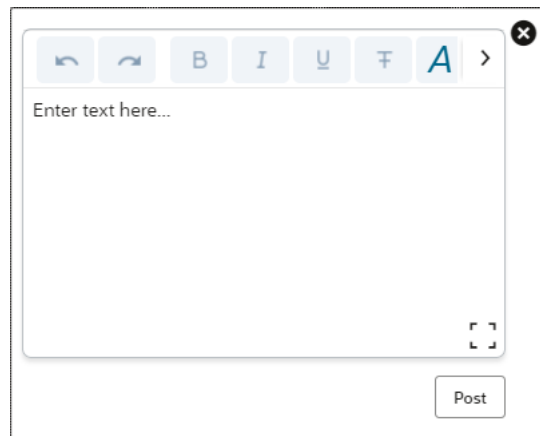
## 2.4.4 Remarks

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 2-31** 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.

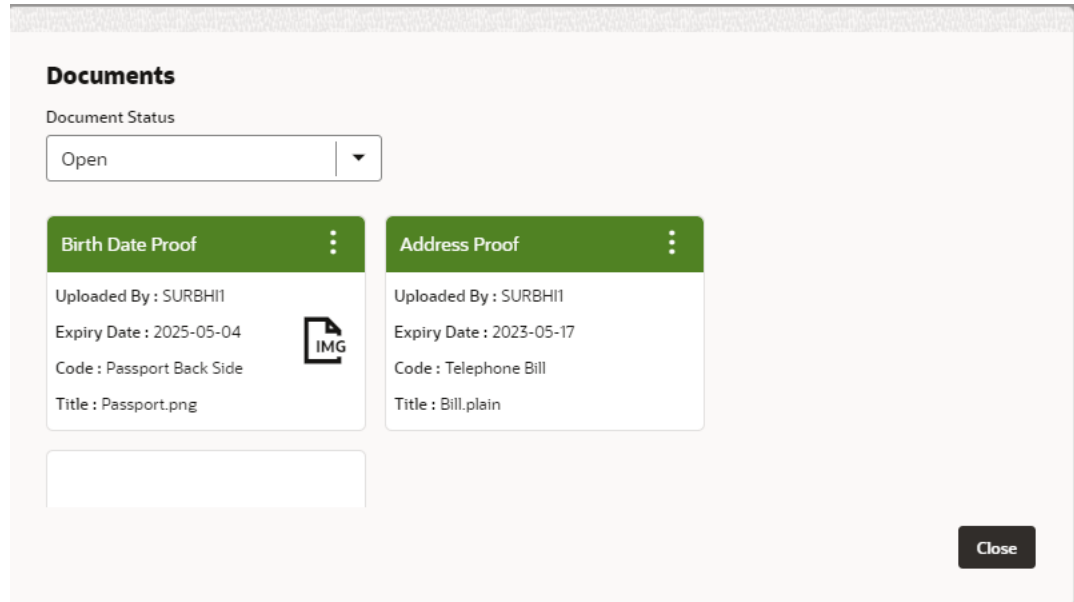
## 2.4.5 Documents

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 2-32 Documents






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

Table 2-25 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 2-25 (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.

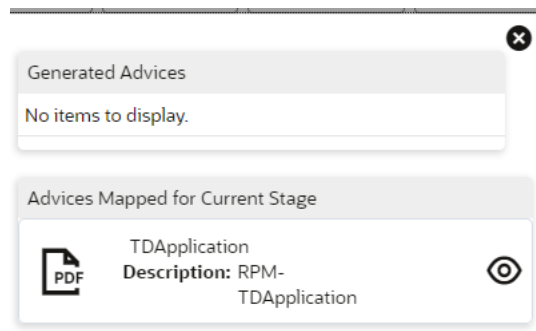
## 2.4.6 Advices

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 2-33 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 Condition and Convenants

You capture conditions and covenants details for the loan applications.

In this section you can add, edit and remove the condition and covenant details .

### Conditions

The Conditions are stipulations and constraints recorded in a contract to restrict the usage of funds, in order to ensure proper utilization of funds for the specified purposes and to adhere to a stipulated schedule.

#### To add conditions:

1. From the **More** option, click the **Conditions & Covenants** to add or remove the conditions details.

The **Conditions & Covenants** page appears.

**Figure 2-34 Conditions**

2. Click **Add Condition** to add new conditions.

#### OR

Click **Remove** to remove already added conditions.



3. Enter the relevant details.

**Table 2-26 Conditions – Field Description**

Field	Description
<b>Entity</b>	Select the entity on which you want to set condition. The available options are <ul style="list-style-type: none"> <li>• <b>Party</b></li> <li>• <b>Collateral</b></li> <li>• <b>Account</b></li> </ul>
<b>Entity ID</b>	Select the entity ID from the list. The options in the list appears based on the entity selected in the <b>Entity</b> field.
<b>Condition</b>	Specify the conditions for the selected entity.



**Table 2-26 (Cont.) Conditions – Field Description**

Field	Description
<b>Type</b>	Select the type when the conditions must be complied. The available options are <ul style="list-style-type: none"> <li>• <b>Pre Disbursement:</b> If you select this option then the selected conditions have to be complied prior with the account opening and loan disbursement.</li> <li>• <b>Post Disbursement:</b> If you select this option then the selected conditions occur and are supposed to be complied post loan disbursement. This conditions are manually monitored.</li> </ul>
<b>Status</b>	Select the status of the condition. The available options are <ul style="list-style-type: none"> <li>• <b>Open</b></li> <li>• <b>Complied</b></li> </ul>
<b>Actions</b>	You can perform below actions on the added record: <ul style="list-style-type: none"> <li>• Click  to save the record.</li> <li>• Click  to delete the record.</li> </ul>

4. Click **OK**. The conditions are saved.

 **Note:**

All the fields appears with the selected options in tabular format. You can edit the details on clicking the added row.

**Convenants**

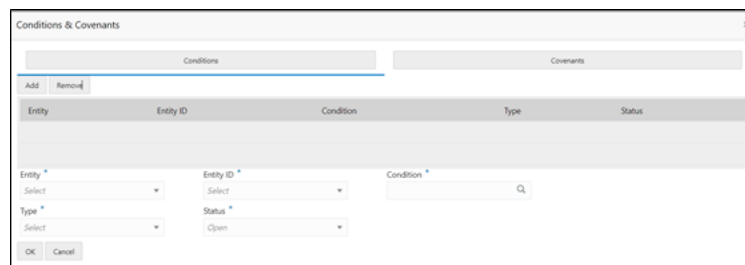
Often there are restrictions on borrowers while extending credit facilities. Sometimes, a borrower promises certain future acts to assure the lender that the conduct of business dealings is fair, healthy and in accordance with the best practices. The purpose of covenant is to assist the lender to ensure the health of loan facilities does not deteriorate suddenly or unexpectedly before maturity.

**To add convenants:**

5. From the **More** option, click **Conditions & Convenants** to add or remove the convenants details.

The **Conditions & Convenants** page appears.

**Figure 2-35 Convenants**



6. Click **Add** to add new convenants.

**OR**

Click **Remove** to remove already added covenants.

7. Enter the relevant details.

**Table 2-27 Covenants – Field Description**

Field	Description
<b>Entity</b>	Select the entity on which you want to set covenants. The available options are <ul style="list-style-type: none"> <li>• <b>Party</b></li> <li>• <b>Collateral</b></li> <li>• <b>Account</b></li> </ul>
<b>Entity ID</b>	Select the entity ID from the list. The options in the list appears based on the entity selected in the <b>Entity</b> field.
<b>Covenants</b>	Specify the covenants for the selected entity.
<b>Type</b>	Select the type when the covenants must be complied. The available options are <ul style="list-style-type: none"> <li>• Financial</li> <li>• Reporting</li> <li>• Undertaking</li> </ul>
<b>Status</b>	Select the status of the covenants. The available options are <ul style="list-style-type: none"> <li>• <b>Open</b></li> <li>• <b>Complied</b></li> </ul>
<b>Monitoring Type</b>	Select the monitoring type for the covenant. The available options are: <ul style="list-style-type: none"> <li>• Fixed</li> <li>• Periodic</li> <li>• Ongoing</li> </ul>
<b>Actions</b>	You can perform below actions on the added record: <ul style="list-style-type: none"> <li>• Click <input checked="" type="checkbox"/> to save the record.</li> <li>• Click <input type="checkbox"/> to delete the record.</li> </ul>

8. Click **OK**. The covenants are saved.

 **Note:**

All the fields appears with the selected options in tabular format. You can edit the details on clicking the added row.

## 2.4.8 Solicitor Details

You can add the solicitor details using this section.

A solicitor is a legal practitioner who traditionally deals with most of the legal matters in some jurisdictions. A person must have legally-defined qualifications, which vary from one jurisdiction to another, to be described as a solicitor and enabled to practice there as such.

In this section you can add or remove the solicitor. You can also view the already added solicitor.

**To add solicitor details:**

1. From the **More** option, click the **Solicitor** to add or remove or edit the already added solicitor.  
The **Solicitor Details** page appears.

**Figure 2-36 Solicitor**

2. Enter the relevant details.

**Table 2-28 Solicitor – Field Description**

Field	Description
<b>Title</b>	Select the title of the solicitor.
<b>First Name</b>	Specify the first name of the solicitor.
<b>Middle Name</b>	Specify the middle name of the solicitor.
<b>Last Name</b>	Specify the last name of the solicitor.
<b>Gender</b>	Select the gender of the solicitor from the list.
<b>Date of Birth</b>	Select or enter the birth date of the solicitor.
<b>Registration Number</b>	Specify the registration number of the solicitor.
<b>Communication Address</b>	Capture the communication address of the solicitor.
<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>State / Country Sub Division</b>	Specify the state or country sub division.
<b>Country</b>	Select and search the country code.
<b>Zip Code / Post Code</b>	Specify the zip or post code of the address.

3. Click **OK** to save the added solicitor.

## 2.4.9 Clarification Details

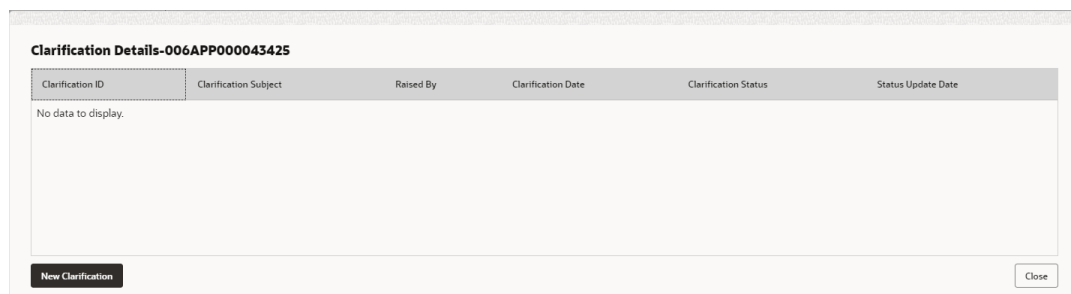
In this section you can request for clarifications.

**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 2-37 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 2-29 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>
<b>Document</b>	<p>Click</p>  <p>to select the document from machine to upload. 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. 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>

Table 2-29 (Cont.) Upload Document – Field Description

Field	Description
<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

## Error Codes and Messages

This topic contains the error codes and messages.

**Table 3-1 Error Codes and Messages**

Error Code	Messages
RPM-CC-PREF-001	Please provide a valid value for Embossed Name
RPM-CC-PREF-002	Number of Add On Cards is greater than the limit
RPM-CC-PREF-003	Please provide a valid value for Statement Generation Date
RPM-CC-PREF-004	Please provide a valid value for Statement Type
RPM-CC-PREF-005	Please provide value for Maximum Limit or Daily Limit amount
RPM-CC-PREF-006	Maximum Limit amount cannot be greater than Maximum Allowed Limit
RPM-CC-PREF-007	Daily Limit amount cannot be greater than Daily allowed limit
RPM-CC-PREF-008	Duplicate Transaction Limit Types are not allowed
RPM-CC-ADD-001	Same Customer cannot be added multiple times
RPM-CC-ADD-002	Please provide valid value for Title
RPM-CC-ADD-003	Please provide valid value for First Name
RPM-CC-ADD-004	Please provide valid value for Last Name
RPM-CC-ADD-005	Please provide valid value for Date Of Birth
RPM-CC-ADD-006	Please provide valid value for Relationship with Applicant
RPM-CC-ADD-007	Please provide valid value for ID Type
RPM-CC-ADD-008	Please provide valid value for Unique Id Number
RPM-CC-ADD-009	Please provide valid value for Address Type
RPM-CC-ADD-010	Please provide valid value for Building
RPM-CC-ADD-011	Please provide valid value for State
RPM-CC-ADD-012	Please provide valid value for City
RPM-CC-ADD-013	Please provide valid value for Street
RPM-CC-ADD-014	Please provide valid value for Country
RPM-CC-ADD-015	Please provide valid value for Zip Code
RPM-CC-ADD-016	Please provide valid value for Email
RPM-CC-ADD-017	Please provide valid value for MobileIstd
RPM-CC-ADD-018	Please provide valid value for MobileNo
RPM-CC-ADD-019	Please select one Communication Address Type
RPM-CC-ADD-020	Address list can not be null or empty
RPM-CC-CHDT-001	Charges waived
RPM-CC-INDT-001	Effective Rate cannot be negative
RPM-CC-INDT-002	Margin exceeds the tolerance limit allowed (+/-) toleranceMargin for Interest Type
RPM-CC-INDT-003	Min and Max values are not configured for Interest Type in Product
RPM-CC-INDT-004	Effective Rate should be in between minValue and maxValue for Interest Type as per Min and Max values in Product
RPM-CC-INDT-005	Effective Rate should be same as Interest Rate as Tolerance Margin is 0

**Table 3-1 (Cont.) Error Codes and Messages**

<b>Error Code</b>	<b>Messages</b>
RPM-CC-INDT-006	Margin exceeds the tolerance limit allowed (+) tolerance Margin for Interest Type
RPM-CC-ASST-001	Please provide a valid value for User Recommendation
RPM-CC-ASST-002	Please select a valid dropdown value for User Recommendation
RPM-CC-ASST-003	Please provide a valid value for ApprovedCardLimitCurrency
RPM-CC-ASST-004	Please select a valid dropdown value for ApprovedCardLimitCurrency
RPM-CC-ASST-005	Either Calculated or Overwritten value must be selected to Continue
RPM-CC-ASST-006	Please provide a valid value for ReasonForChange
RPM-CC-ASST-007	Please provide a valid value for RevisedApprovedLimit
RPM-CC-ASST-008	Please provide a valid value for RevisedApprovedLimitCurrency
RPM-CC-ASST-009	Please select a valid dropdown value for RevisedApprovedLimitCurrency
RPM-CC-ASST-010	RevisedApprovedLimit should not be greater than RequestedCardLimit
RPM-CC-APDS-001	Please provide a valid value for User Recommendation
RPM-CC-APDS-002	Please select a valid dropdown value for User Recommendation
RPM-CC-APDS-003	User Recommendation not found in Approval Details for this Process Reference number

# 4

## Advices

### Credit Card Approval

Bank Name

Branch

To,

Date:

Customer Name

Address Line 1

Address Line 2

State

City

Pin code

Sub: Approval of Credit Card Application

Dear Sir/Madam,

We are happy to inform you that your Credit Card Application - <Application Number> has been approved.

Your card will be processed and delivered at the earliest.

Please feel free to contact us if you need further clarifications.

Yours faithfully,

<Manager Name>

<Bank Name>

### Credit Card Rejection

Bank Name

Branch

To,

Date:

Customer Name

Address Line 1

Address Line 2

State

City

Pin code

Sub: Rejection of Credit Card Application

Dear Sir/Madam,

We regret to inform you that your request for a Credit Card Application with Application Number -

<Application Number> has been declined. The reason for this decision is that you do not meet the required criteria.



Please feel free to contact us if you need further clarifications.

Yours faithfully,

<Manager Name>

<Bank Name>

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