Oracle Banking Trade Finance Process Management

Customer Priority Maintenance User Guide

ORACLE®

Oracle Banking Trade Finance Process Management Customer Priority Maintenance User Guide, Release 14.8.0.0.0

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Preface

Purpose

This manual is designed to help you quickly get acquainted with the **Customer Priority Maintenance** handled in Oracle Banking Trade Finance Process Management.

Audience

This document is intended for the following audience:

- Oracle Implementers
- Customer Service Representatives (CSRs)
- Oracle user

Documentation Accessibility

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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.

Structure

This manual is organized into the following chapters:

- Preface gives information on the intended audience, structure, and related documents for this User Manual.

- The subsequent chapters provide an overview to the module.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text.
italic	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 Documents

For more information on any related features, you can refer to the following documents:

- Getting Started User Guide

- Oracle Banking Common Core 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 are used in this guide are as follows:

Table 1   Acronyms and Abbreviations

Abbreviation	Description
OBTFPM	Oracle Banking Trade Finance Process Management
LC	Letter of Credit
BC	Bankers Cheque
FX	Foreign Exchange
CCY	Currency
LCY	Local Currency
FCY	Foreign Currency
LOV	List of Values
CIF	Customer Information File
UDF	User Defined Fields
FFT	Free Format Text
SBLC	Standby Letter of Credit

Basic Actions

Most of the screens contain Action Buttons to perform all or a few of the basic actions. The actions which are called here are generic, and it varies based on the usage and the applicability. The table below gives a snapshot of them:

Table 2   Common Action Buttons and its Definitions

Action Buttons	Description
Reject	On click of Reject, user must select a Reject Reason from a list displayed by the system. Reject Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others Select a Reject code and give a Reject Description. This reject reason will be available in the remarks window throughout the process.

Table 2 (Cont.) Common Action Buttons and its Definitions

Action Buttons	Description
Refer	Select a Refer Reason from the values displayed by the system. Refer Codes are: • R1- Documents missing • R2- Signature Missing • R3- Input Error • R4- Insufficient Balance/Limits • R5 - Others
Hold	The details provided will be saved and status will be on hold. User must update the remarks on the reason for holding the task. This option is used, if there are any pending information yet to be received from applicant.
Cancel	Click **Cancel** to cancel the transaction input midway without saving any data.
Save & Close	Click **Save & Close** to save the details provided and holds the task in 'My Task' queue for further update. This option will not submit the request.
Next	Click **Next**, system validates if all the mandatory fields have been captured. Necessary error and override messages to be displayed. On successful validation, system moves the task to the next data segment.
Submit	Click **Submit** to complete the transaction after you specify all the input parameters for a particular process. The task will get moved to next logical stage of the process. If mandatory fields have not been captured, system will display an error message until the mandatory fields data are provided.

Symbols and Icons

The list of symbols and icons available on the screens are as follows:

Table 3 Symbols and Icons - Common

Symbol/Icon	Function
⌐⌐⌐⌐	Minimize
⌐ ⌐	Maximize
✕	Close
🔍	Perform Search
▼	Open a list

Table 3   (Cont.) Symbols and Icons - Common

Symbol/Icon	Function
↔	Date Range
+	Add a new record
⏮	Navigate to the first record
⏭	Navigate to the last record
◀	Navigate to the previous record
▶	Navigate to the next record
⠿	Grid view
☰	List view
↻	Refresh
+	Click this icon to add a new row.
-	Click this icon to delete a row, which is already added.
📅	Calendar
🔔	Alerts
🔓	Unlock Option
🗐	View Option
📦	Reopen Option

Table 4   Symbols and Icons - Widget

Symbol/Icon	Function
	Open status
	Unauthorized status
	Rejected status
	Closed status
	Authorized status
	Modification Number

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Customer Priority Maintenance

This process illustrates the Customer Priority Maintenance handled in Oracle Banking Trade Finance Process Management.

Customer Priority Maintenance process enables the OBTFPM user to maintain Customer Priorities by linking to the Priority Codes and the Process codes.
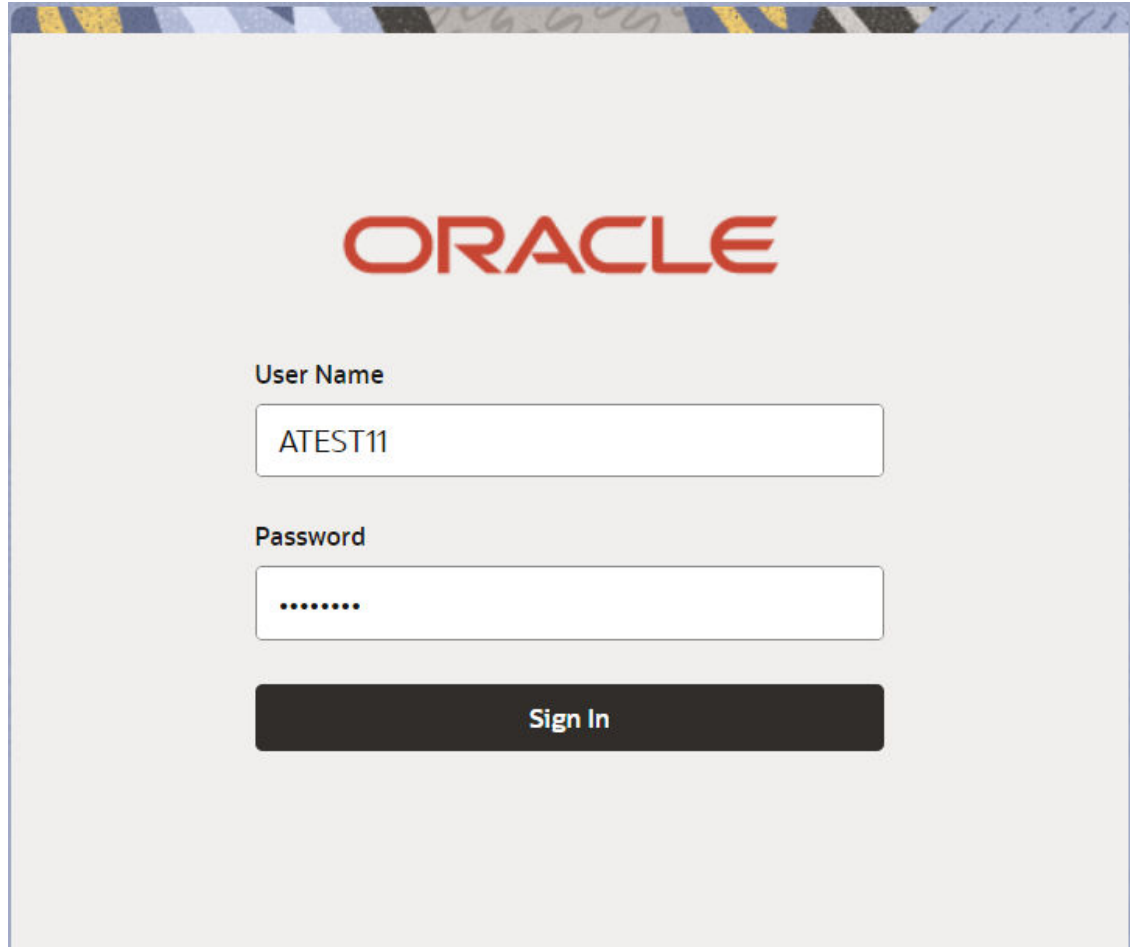
This topic contains following sub-topics:

- Create Customer Priority Maintenance
  This topic provides the information to the user to create a customer priority. In the subsequent steps, let's look at the steps of creating a customer priority maintenance process:

- View Customer Priority Maintenance
  This topic provides the systematic instructions to view the record maintained in the **Customer Priority Maintenance** screen as a single tile.

1.1 Create Customer Priority Maintenance

This topic provides the information to the user to create a customer priority. In the subsequent steps, let's look at the steps of creating a customer priority maintenance process:

Specify **User ID** and **Password**, and login to **Home** screen.

1. On **Home** screen, click **Core Maintenance**. Under **Core Maintenance**, click **Priority Code**.

2. Under **Priority Code**, click **Customer Priority Maintenance**.

Figure 1-1   Customer Priority Maintenance - Menu
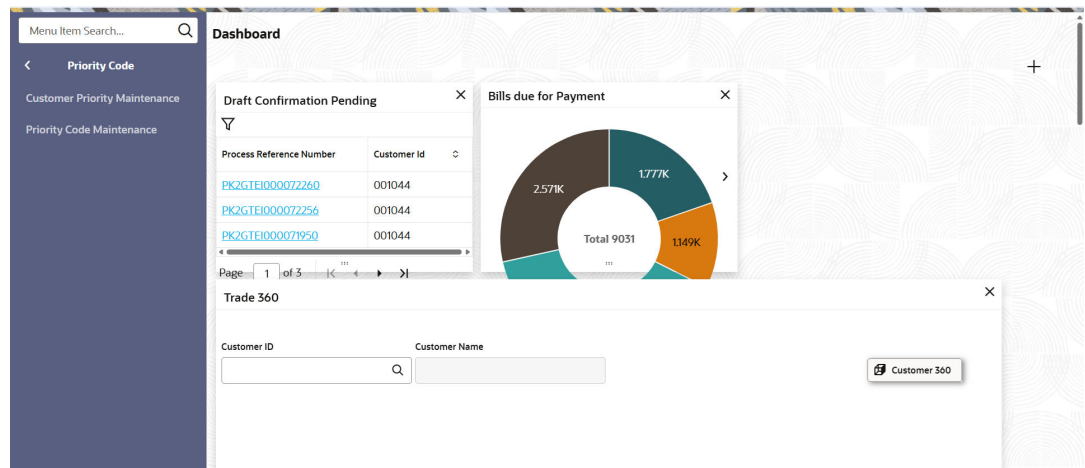
The **Customer Priority Maintenance** screen gets displayed.
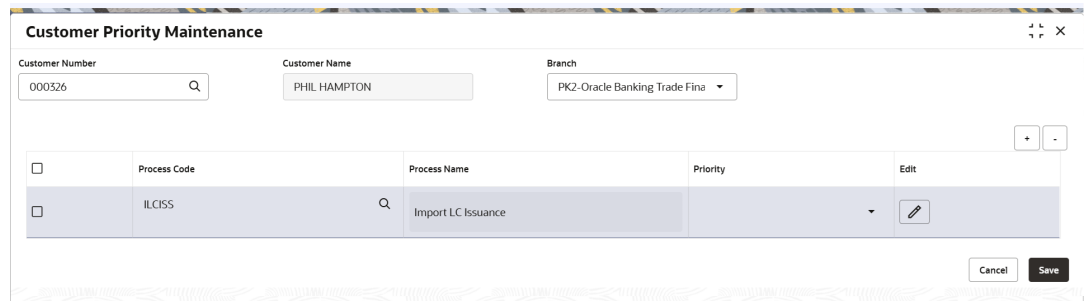
3. Click icon to add customer priority.

4. On **Customer Priority Maintenance** screen, specify the fields.

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

Table 1-1   Customer Priority Maintenance - Field Description

Field	Description
Customer Number	Specify the customer number or click Search to search and select the customer number from the look-up.
Customer Name	Read only field. System defaults the customer name for the selected Customer number.
Branch	System defaults the branch details.
Process Code	Specify the process code or click Search to search and select the process code from the lookup. System fetches all the process code from LOV along with "ALL" option.
Process Name	Read only field. System defaults the process name for the selected Process code.

Table 1-1   (Cont.) Customer Priority Maintenance - Field Description

Field	Description
Priority	Select the priority of the process code. System fetches the list of active Priority Names maintained in the "Priority Code Maintenance" screen.
Edit	Edit button to edit the records before save.

5. Click **Save** to save the record.

The Customer Priority gets created.
For more information on action buttons, refer to the field description table below.

Table 1-2   Customer Priority Maintenance - Action Buttons - Field Description

Field	Description
Save	Click the Save button to save the record.
Cancel	Click the Cancel button to cancel the record.

1.2 View Customer Priority Maintenance

This topic provides the systematic instructions to view the record maintained in the **Customer Priority Maintenance** screen as a single tile.

The user can view the summary of customer priority maintained in the form of tiles. The user can view the Customer Priority in the 'List' or 'Table' form, by clicking the List or Table icon on the top right corner of the screen.

1. On **Home** screen, click **Core Maintenance**. Under **Core Maintenance**, click **Priority Code**.

2. Under **Priority Code**, click **Customer Priority Maintenance**.

The **Customer Priority Maintenance** screen is displayed.

Figure 1-2   Customer Priority Maintenance
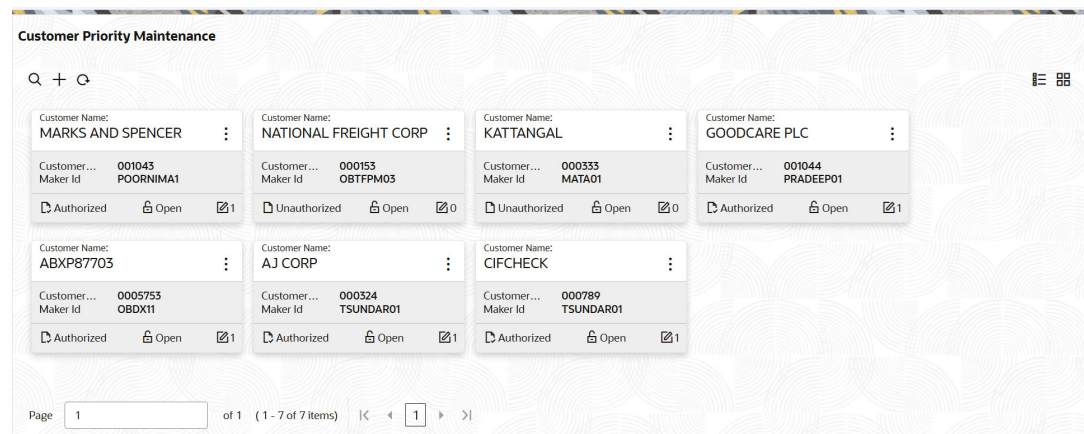
3. On **Customer Priority Maintenance** screen, following fields are displayed.

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

Table 1-3   Customer Priority Maintenance - Field Description

Field	Description
Customer Name	Displays the customer name of the Customer.
Customer Number	Displays the customer number of the customer.
Maker ID	Specify displays the maker ID.
Status	Displays the status of the record. Values are Authorized and Unauthorized.

4. Click

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icon, and perform any one of the following actions:

• Click **Authorize** to Authorize the customer priority maintenance.

• Click **Delete** to delete the customer priority maintenance.

• Click **Unlock** to unlock the customer priority maintenance.

• Click **View** to view the Customer Priority Maintenance screen.

Figure 1-3   Customer Priority Maintenance - View

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

Table 1-4   Customer Priority Maintenance - Field Description

Field	Description
Customer Number	Displays the customer number of the customer. The user can edit this field to view the other customer priority maintenance.
Customer Name	Read only field. System defaults the customer name of thr Customer.
Branch	System defaults the branch details.

Table 1-4   (Cont.) Customer Priority Maintenance - Field Description

Field	Description
Process Code	Displays the process code The user can edit this field.
Process Name	Read only field. System defaults the process name based on Process code.
Priority	System defaults the priority of the process code. The user can change the priority.
Edit	Edit button to edit the records, if required.

Audit

The screen provides information about Maker and Checker User ID details, initiated date, time, status, modification number etc.

This screen provides information about user initiated the transaction, initiated date, stage wise detail etc.

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

Table 1-5   Audit - Field Description

Field	Description
Maker ID	System displays the maker ID.
Checker	System displays the checker ID.
Time stamp	System displays the maker id date and time stamp.
Time stamp	System displays the checker id date and time stamp.
Modification No.	Displays the modification number.
Status	Displays the status of the record. Values are Authorized and Unauthorized. • Un-authorized Record – View, Unlock and Authorize. • Authorized Record – View, Unlock

5. Click the ⊞≣ , to view the Customer Priority Maintenance in list form.

Figure 1-4   Customer Priority Maintenance - List

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