

Oracle® Fusion Middleware
User's Guide for Oracle Business Account
Opening Preview 11gRelease 1 (11.1.1.7.2)

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ORACLE®

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Oracle Business Account Opening Preview

Oracle Fusion Middleware User's Guide for Oracle Business Account Opening Preview describes how to administer and use this process accelerator preview.

Audience

This document is intended for:

- Customers previewing the Oracle Business Account Opening Preview
- Oracle Sales Force to showcase Oracle Process Accelerators

Related Documents

For more information, see the following Oracle resources:

Oracle Business Account Opening

- *Oracle Fusion Middleware Installation Guide for Oracle Process Accelerators*

Oracle Business Process Management Suite

- *Oracle Fusion Middleware User's Guide for Oracle Business Process Management*
- *Oracle Fusion Middleware Modeling and Implementation Guide for Oracle Business Process Management*
- *Oracle Fusion Middleware Business Process Composer User's Guide for Oracle Business Process Management*
- *Oracle Fusion Middleware Administrator's Guide for Oracle SOA Suite and Oracle Business Process Management Suite*

Oracle Business Rules

- *Oracle Fusion Middleware User's Guide for Oracle Business Rules*

Oracle Fusion Middleware

- *Oracle Fusion Middleware Administrator's Guide*

Conventions

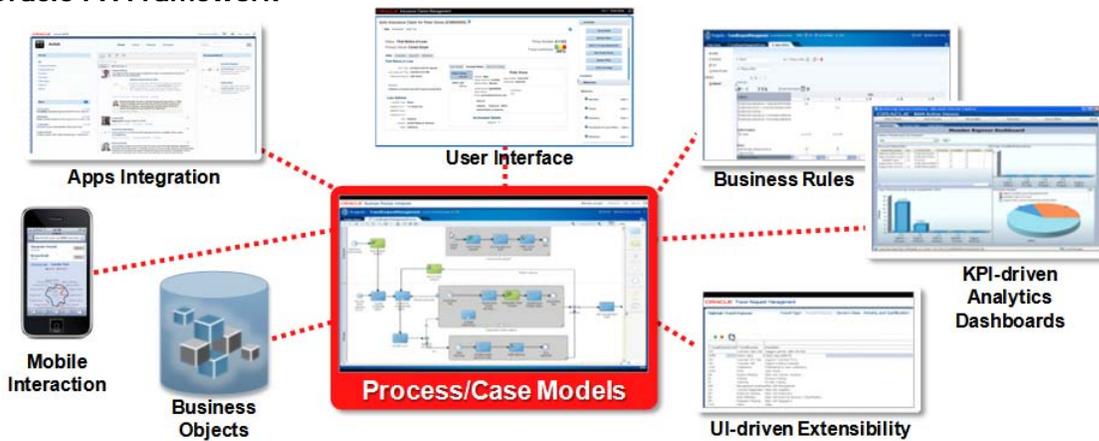
The following text conventions are used in this document:

- **boldface** - Boldface type indicates graphical user interface elements or terms defined in text.
- *italic* - Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.

Overview of Oracle Process Accelerators

Oracle Process Accelerators (PA) are prebuilt business process solutions developed with Oracle Business Process Management (BPM) Suite or other Oracle SOA Suite components. Oracle Process Accelerators are developed to support and automate critical industry and horizontal business processes. Oracle PAs utilize best practices to accelerate time-to-value and increase quality. When needed, PAs include ready-to-use integration scenarios that extend Oracle applications. Oracle PAs can be deployed as-is or extended to meet your requirements. The Oracle PA framework diagram illustrates the basic components of a process accelerator.

Oracle PA Framework



Getting Started with Oracle Business Account Opening

This section is for new Oracle Business Account Opening (BAO) users who want a brief introduction.

Upon completion of this section, you will be able to:

- Describe the Oracle Business Account Opening process lifecycle.
- Start Oracle Business Account Opening.

Overview of the Oracle Business Account Opening Process Lifecycle

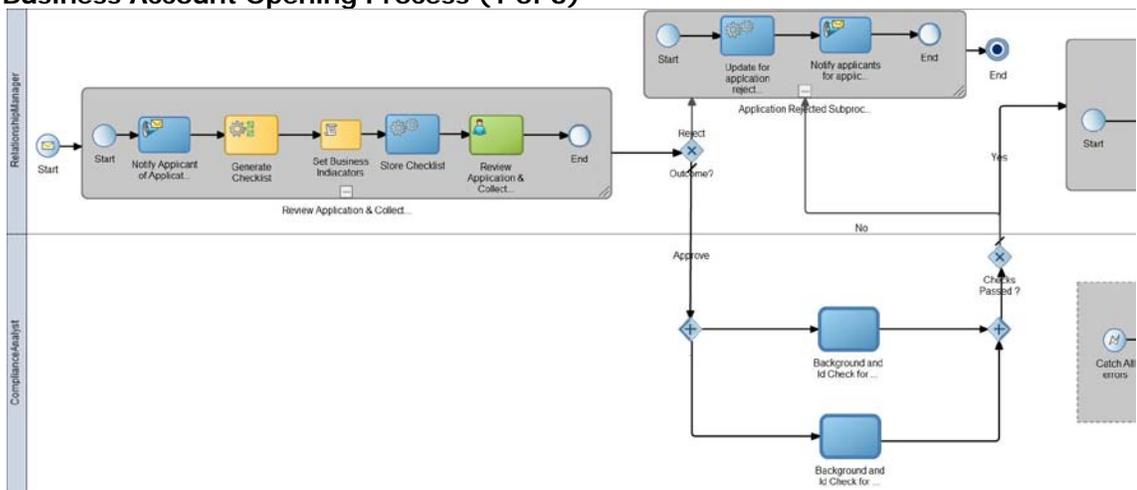
The Oracle Business Account Opening (BAO) preview provides basic functionality for bank customers to apply for demand and term deposit bank accounts online. Once an application is submitted, bank personnel can review and approve or deny the application. Oracle BAO provides dashboards to view operational reports. Administrators can modify the business rules.

Oracle BAO is a role-based solution; your role determines the tasks you can perform. Oracle BAO delivers the following roles:

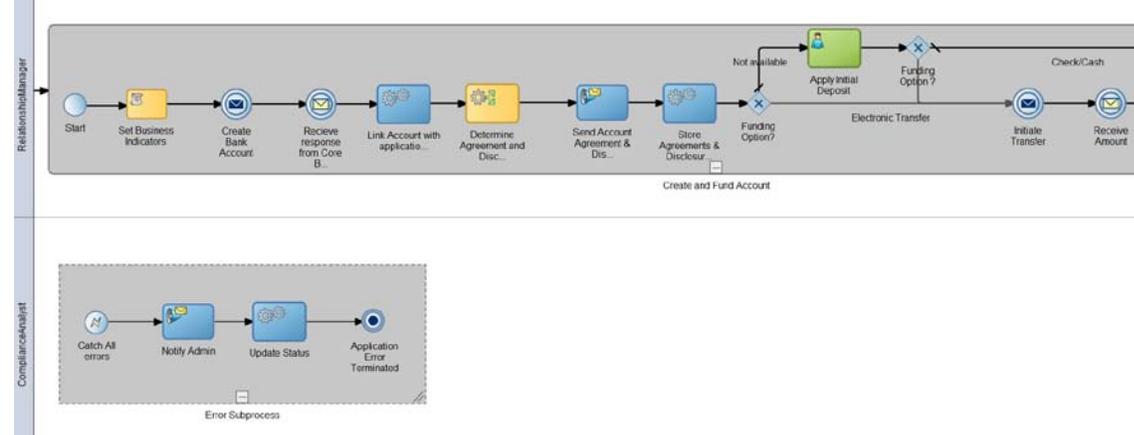
- The relationship manager reviews the application, collects the required documentation from the customer, and collects the funding for the account if not already provided by the potential customer.
- The compliance analyst performs applicant ID and document checks.
- Although the potential bank customer does not perform a role within Oracle BAO, he completes an online application form to open a bank account which initiates the Oracle BAO processes.

The Business Account Opening Process is the main business process for Oracle BAO, and the focus of this topic. Because Business Account Opening is a top-level process, it consists of inline and callable subprocesses. The Business Account Opening Process diagrams are depicted as follows, with an explanation of the process.

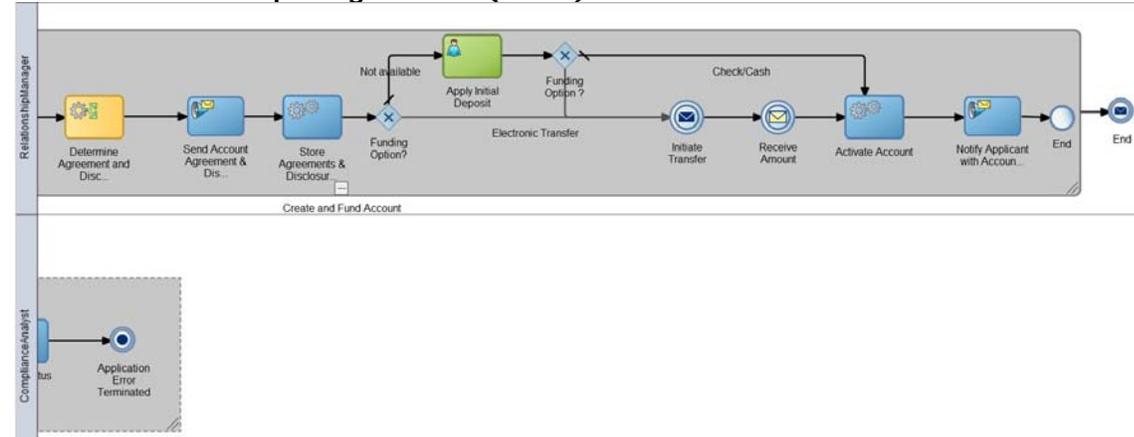
Business Account Opening Process (1 of 3)



Business Account Opening Process (2 of 3)



Business Account Opening Process (3 of 3)



The Business Account Opening Process involves the following basic steps:

1. A potential bank customer completes an application online.
2. The relationship manager reviews the application, collects any required documentation needed to open an account, approves opening of the account, and collects the funds that are applied towards the initial deposit.
3. The compliance analyst performs a background check and validates the documentation.

Starting Oracle Business Account Opening

You need a valid Oracle Business Process Management Workspace URL, user ID, and password to access Oracle Business Account Opening (BAO). Contact your system administrator for the URL and your login credentials.

In this topic, you will log into Oracle Business Process Management Workspace and access Oracle BAO.

Procedure: Starting Oracle Business Account Opening

1. Potential Bank Customers:
 - To begin, enter the business's URL in your web browser.
2. As a potential bank customer, you complete the application form for the product you are applying for.

3. Bank Personnel:

To begin, enter **http://server name:port/bpm/workspace** in your web browser.

Replace server name and port with the server name and port number you received from your administrator. The supported web browsers are: Microsoft Internet Explorer 8.x, Chrome 11.x, or Mozilla Firefox 4.x.

The Oracle Business Process Workspace **Sign In** page opens.

4. Enter your username and password in the respective fields, then click **Login**.
5. You are now logged into Oracle Business Process Management Workspace.
6. As a bank representative, you use the **My Tasks** page to view all requests on which you have to act.
7. You have completed the **Starting Oracle Business Account Opening** topic.

Using Oracle Business Account Opening

This section is for relationship managers and compliance analysts who collect and verify applicant documentation, collect funds, and activate bank accounts.

Upon completion of this section, you will be able to:

- Describe the customer-facing website.
- Collect documentation for a bank account.
- Check applicant IDs.
- Check applicant business documentation.
- Collect funds and activate a bank account.

Understanding the Customer-Facing Website

The Oracle Business Account Opening Preview includes a sample customer-facing website. You can customize the sample website, or point Oracle BAO to your own customer-facing website.

The sample website enables a potential bank customer to view product details and apply for a product by completing an online application form. The applicant must provide information about their business, the owners, and the services they want. They can upload the required documents for the product they are applying for. The website also provides the applicant with funding information and the product terms and conditions. To access the sample website use the URL `http://server name:port/OracleBank`.

Collecting Documentation for a Bank Account

As the relationship manager, you must verify all submitted documentation and collect any missing documentation that you need to determine if a bank account can be created.

In this topic, you will collect the documentation needed to create a bank account.

Procedure: Collecting Documentation for a Bank Account

1. Use the **My Tasks** page to view all applications on which you have to act.

The **My Tasks** page automatically opens after you log into Oracle Business Process Management Workspace.

2. Select the application task you want to review and collect documentation for.

Click the task to open it in the **Task Details** section. Double-click the task to open in a new window. In this example, you will double-click the task.

Double-click the **Task** object.

3. Use the **Review application and collect documents from *business name*** page to view the application and collect any required documents.
4. Use the **Product Details** tab to view the product the applicant is applying for.
5. Click the **Business** tab.
6. Use the **Business** tab to view information about the applicant's business.
7. Click the **Owners** tab.

8. Use the **Owners** tab to view information about the applicant.
9. Click the **Documents** tab.
10. Use the **Documents** tab to view and upload required documents.
11. First, determine the documentation to collect.

The applicant may have already submitted some of the documentation on the checklist, only collect the missing documentation.

Click the **View Checklist** link.
12. After reviewing the list of required documents, return to the **Review application and collect documents from *business name*** page.

Click the **Cancel** button.
13. Next, upload copies of the missing documents.

Click the **Add** button.
14. Complete the following details, as necessary, for each document collected:
 - Title
 - Type
 - Status
 - Requested Date
 - Due Date
 - Received Date
 - Document Link
 - Entered By
 - Entered Date
15. Use the **Submit** button to save your changes, and submit the application to the compliance analyst for further processing.

Click the **Submit** button.
16. You have completed the **Collecting Documentation for a Bank Account** topic.

Checking Applicant IDs

As a compliance analyst, you receive an application from the relationship manager and verify the applicant's identification documents.

Note: You can disable this task by modifying the Business and ID Check Ruleset. If you disable this task, the process continues to the Create and Fund Account subprocess.

In this topic, you will check applicant IDs.

Procedure: Checking Applicant IDs

1. Use the **My Tasks** page to view all applications on which you have to act.

The **My Tasks** page automatically opens after you log into Oracle Business Process Management Workspace.
2. Select the application task you want to check applicant IDs for.

Click the task to open it in the **Task Details** section. Double-click the task to open in a new window. In this example, you will double-click the task.

Double-click the **Task** object.

3. Use the **Verify customer identification docs for owner** page to check applicant IDs.
4. Click the **Owners** tab.
5. Click the **Identification** tab.
6. Use the **Identification** tab to record verification of the applicant's identification documents.
7. Click the **Add** button.
8. Complete the following details, as necessary, for the verification:
 - Title
 - Type
 - Number
 - Issued By
 - Issued Date
 - Expiration Date
 - Description
9. Click the **Identity Verified** option.
10. Use the **Approve** button to submit the application for further processing.

Click the **Approve** button.

11. You have completed the **Checking Applicant IDs** topic.

Checking Applicant Business Documentation

As a compliance analyst, you receive an application from the relationship manager and verify the applicant's business documents.

Note: You can disable this task by modifying the Business ID and Check Ruleset. If you disable this task, the process continues to the Create and Fund Account subprocess.

In this topic, you will check the applicant's business documentation.

Procedure: Checking Applicant Business Documentation

1. Use the **My Tasks** page to view all applications on which you have to act.

The **My Tasks** page automatically opens after you log into Oracle Business Process Management Workspace.

2. Select the application task you want to check applicant business documents for.

Click the task to open it in the **Task Details** section. Double-click the task to open in a new window. In this example, you will double-click the task.

Double-click the **Task** object.

3. Use the **Verify customer identification docs for business: *business name*** page to check the applicant's identification documents.

4. First, view the submitted documents.
Click the **Business** tab.
5. Click the **Identification** tab.
6. Use the **Identification** tab to record verification of the business documents.
7. Click the **Add** button.
8. Complete the following details, as necessary, for the verification:
 - Title
 - Type
 - Number
 - Issued By
 - Issued Date
 - Expiration Date
 - Description
9. Click the **Identity Verified** option.
10. Use the **Approve** button to submit the application for further processing.
Click the **Approve** button.
11. You have completed the **Checking Applicant Business Documentation** topic.

Collecting Funds and Activating the Bank Account

As a relationship manager, after the application is approved and a bank account automatically created, you collect the funding and activate the bank account.

Note: You only perform this task if the applicant did not provide funding information when completing the online application form.

In this topic, you will collect the funding and activate the bank account.

Procedure: Collecting Funds and Activating the Bank Account

1. Use the **My Tasks** page to view all applications on which you have to act.

The **My Tasks** page automatically opens after you log into Oracle Business Process Management Workspace.
2. Select the application task you want to collect funding for.

Click the task to open it in the **Task Details** section. Double-click the task to open in a new window. In this example, you will double-click the task.

Double-click the **Task** object.
3. Use the **Collect funding information from *business name*** page to document funding information and activate the bank account.
4. Click the **Funding** tab.
5. Use the **Funding** tab to document how the bank account is being funded.
6. Complete the following details, as necessary, for funding the bank account:

- Funding Mode
- Initial Amount
- Routing Number
- Account Number
- Funding Approved
- Comments
- Attachments

7. Use the **Approve** button to approve and activate the bank account.

Click the **Approve** button.

8. You have completed the **Collecting Funds and Activating a Bank Account** topic.

Administering Oracle Business Account Opening

This section is for administrators who maintain Oracle Business Account Opening (BAO). Use Oracle BAO as delivered or modify it to meet your requirements. This section covers the data elements you can modify.

Upon completion of this section, you will be able to:

- Describe the Agreement and Disclosure Ruleset.
- Describe the Business ID Check Ruleset.
- Describe the Determine Checklist Ruleset.
- Describe the Oracle Business Account Opening reports.

Understanding the Agreement and Disclosure Ruleset

You must have a solid working knowledge of Oracle SOA Suite, Oracle BPM Suite, and Oracle Business Rules before modifying any business rules. For information on these products, see:

- *Oracle Fusion Middleware User's Guide for Oracle Business Rules*
- *Oracle Fusion Middleware Administrator's Guide for Oracle SOA and Oracle Business Process Management Suite*

Oracle Business Account Opening uses the Agreement and Disclosures Decision Table, in the Agreement and Disclosure Ruleset, to determine which agreement and disclosure document should be presented to an applicant. The agreement and disclosure document is based on the account type. This decision table includes conditions and actions as the rows and rules as the columns. The rules test the values of the conditions and set corresponding values for the actions. The rules must account for all possible combinations of values of all conditions in the table. A value of otherwise means "all values not listed."

Upon submission of a bank account application, the rules engine tests each condition. If a combination of condition values matches a rule, the corresponding actions are taken. The Agreement and Disclosures Decision Table provides the details for each condition, its rules, and the actions to execute. Following the table is an example scenario explaining which agreement and disclosure document is presented to an applicant based on the given condition and action.

Agreement and Disclosures Decision Table

		R1	R2	R3	R4
Conditions	AgreementAndDisclosreRule_DecisionService.in.agreementRuleinput	Otherwise	Business Checking Account	Business Savings Account	Business Certificate of Deposit
Actions	assert new DocumentChecklistRuleOutcomeBOType documenChecklist:String	✓	✓	✓	✓
		""	<i>http://server name:port/cs/groups /public/documents/d ocument/document name</i>	<i>http://server name:port/cs/groups /public/documents/d ocument/document name</i>	<i>http://server name:port/cs/groups /public/documents/d ocument/document name</i>

An applicant applies to open a Business Savings Account. He is able to view the business savings account agreement and disclosure document online.

You can modify the existing ruleset, conditions, or actions. Take caution before modifying a condition or action; it can require source code changes. Application processing fails if this ruleset is deleted. To modify the ruleset, conditions, or actions, see "Editing Rules in an Oracle Business Rules Dictionary at Run Time," in *Oracle Fusion Middleware User's Guide for Oracle Business Rules*.

Understanding the Business and ID Check Ruleset

You must have a solid working knowledge of Oracle SOA Suite, Oracle BPM Suite, and Oracle Business Rules before modifying any business rules. For information on these products, see:

- *Oracle Fusion Middleware User's Guide for Oracle Business Rules*
- *Oracle Fusion Middleware Administrator's Guide for Oracle SOA and Oracle Business Process Management Suite*

Oracle Business Account Opening uses the Business and ID Check Decision Table, in the Business and ID Check Ruleset, to determine if limited partnership's business documents are physically or automatically checked. This rule only applies to limited partnership businesses. This decision table includes conditions and actions as its rows and rules as its columns. The rules test the values of the conditions and set corresponding values for the actions. The rules must account for all possible combinations of values of all conditions in the table.

Upon submission of a bank account application, the rules engine tests each condition. If a combination of condition values matches a rule, the corresponding actions are taken. The Business and ID Check Decision Table provides the details for each condition, its rules, and the actions to execute. Following the table is an example scenario explaining how a bank account application is processed based on the given condition.

Business and ID Check Decision Table

		R1	R2
Conditions	RuleInputStringType.organisationType.contains ("SLP")	True	False
Actions	assert new RuleOutcomeStringType	✓	✓
	ruleOutputParam:String	Document	Auto Document

The applicant's business is a Sole Proprietorship. Because this is not a Limited Partnership the documents are automatically and manually verified.

You can modify the existing ruleset, conditions, or actions. Take caution before modifying a condition or action; it can require source code changes. Application processing fails if this ruleset is deleted. To modify the ruleset, conditions, or actions, see "Editing Rules in an Oracle Business Rules Dictionary at Run Time," in *Oracle Fusion Middleware User's Guide for Oracle Business Rules*.

Understanding the Determine Checklist Ruleset

You must have a solid working knowledge of Oracle SOA Suite, Oracle BPM Suite, and Oracle Business Rules before modifying any business rules. For information on these products, see:

- *Oracle Fusion Middleware User's Guide for Oracle Business Rules*
- *Oracle Fusion Middleware Administrator's Guide for Oracle SOA and Oracle Business Process Management Suite*

Oracle Business Account Opening uses the Determine Checklist Decision Table, in the Determine Checklist Ruleset, to determine the list of documents needed from a customer. The document list is based on the type of business. This decision table includes conditions and actions as its rows and rules as its columns. The rules test the values of the conditions and set corresponding values for the actions. The rules must account for all possible combinations of values of all conditions in the table. A value of otherwise means "all values not listed."

Upon submission of a bank account application, the rules engine tests each condition. If a combination of condition values matches a rule, the corresponding actions are taken. The Determine Checklist Decision Table provides the details for each condition, its rules, and the actions to execute. Following the table is an example scenario explaining how a bank account application is processed based on the given condition.

Determine Checklist Decision Table

		R1	R2	R3	R4
Conditions	DetermineChecklistRule_DecisionService.in .checklistRuleInput	Otherwise	Sole Proprietorship	General Partnership	C Corporation
Actions	assert new DocumentChecklistRuleOutcomeBOType documentChecklist:String	✓	✓	✓	✓
		""	Fictitious Name Certificate or Certificate of Trade Name, Business License, Drivers License or Passport of Proprietor	Partnership Agreement, Fictitious Name Certificate or Certificate of Trade Name, Business License, Drivers License or Passport of Proprietor	Articles of Incorporation, Certificate of Incorporation, Corporate Resolution identifying authorized signers, Drivers License or passport of each signatory

The applicants' business is a General Partnership. The applicants provides the bank their partnership agreement, fictitious name certificate, and business license.

You can modify the existing ruleset, conditions, or actions. Take caution before modifying a condition or action; it can require source code changes. Application processing fails if this ruleset is deleted. To modify the ruleset, conditions, or actions, see "Editing Rules in an Oracle Business Rules Dictionary at Run Time," in *Oracle Fusion Middleware User's Guide for Oracle Business Rules*.

Understanding Oracle Business Account Opening Reports

This section is for relationship managers and compliance analysts reviewing the operational reports. Use Oracle BAM Active Viewer to view the reports delivered with Oracle Business Account Opening (BAO).

You must have a solid working knowledge of Oracle Business Activity Monitoring (BAM) before creating or editing reports. For information on creating and editing Oracle BAM reports, see "Creating and Managing Reports," in *Oracle Fusion Middleware User's Guide for Oracle Business Activity Monitoring*.

Oracle Business Account Opening includes one dashboard, The Operational Dashboard, with six views. These reports use information from the Oracle BAO bank account applications submitted.

Operations Dashboard

The Operational Dashboard consists of six views. The first four are listed under the report Today's Activities. These display the number of New Applications, Applications Rejected, Accounts Opened, and Accounts Funded on a day to day basis. The following provides an explanation and a sample image of the reports and views.

Today's Activities

New Applications

The New Applications view is a collapsed list that displays the number of new applications created for the current day.

New Applications
3

Applications Rejected

The Application Rejected view is a collapsed list that displays the number of applications rejected for the current day.

Applications Rejected
1

Accounts Opened

The Accounts Opened view is a collapsed list that displays the number of accounts opened for the current day.

Accounts Opened
0

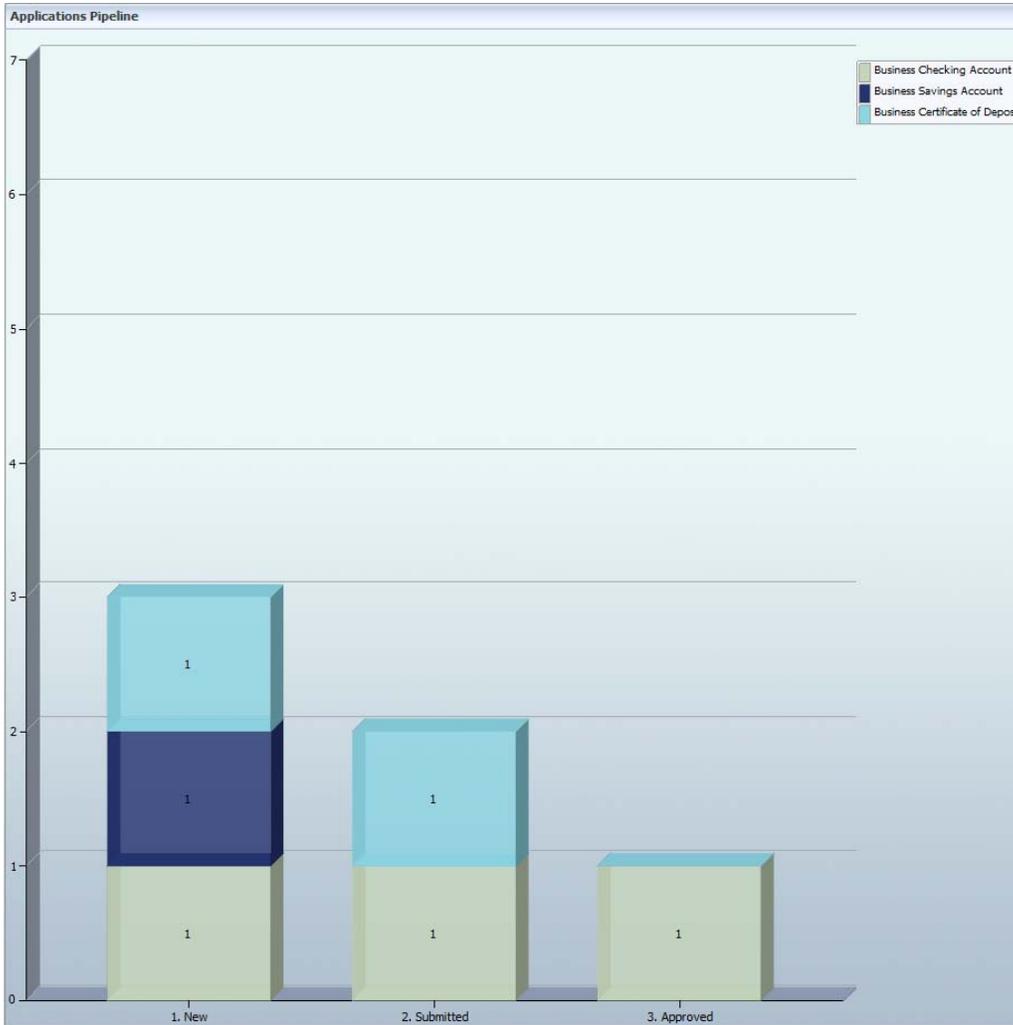
Accounts Funded

The Accounts Funded view is a collapsed list that displays the number of accounts that were funded for the current day.

Accounts Funded
1

Applications Pipeline

The Applications Pipeline view is a 3D stacked bar chart that summarizes the total number of applications in the pipeline by banking account type, Business Checking Account, Business Savings Account, and Business Certificate of Deposit. The X-axis displays the number of applications in the pipeline by status of New, Submitted, Approved, and Open for each banking account type. The Y-axis shows the total number of applications in the pipeline in increments of one, ranging from zero to infinity.



Incoming Applications

The Incoming Applications view is an updating ordered list that displays the incoming bank account applications. The list updates in real-time and displays the bank account type in the left column and the date and time in the right column.

Oracle Business Account Opening Preview

Incoming Applications	
Business Checking Account	May 24, 2013 9:17:28 AM
Business Certificate of Deposit	May 24, 2013 9:15:41 AM
Business Checking Account	May 24, 2013 8:50:43 AM
Business Certificate of Deposit	May 24, 2013 8:48:41 AM
Business Checking Account	May 24, 2013 8:46:16 AM
Business Checking Account	May 24, 2013 8:43:25 AM
Business Certificate of Deposit	May 24, 2013 8:32:38 AM
Business Savings Account	May 24, 2013 8:28:18 AM