



24th of January 2022

## T24 – Induction training “AA accounts”

**Thomas Voigt**

Training manager

Email: [tvoigt@syncordisconsulting.com](mailto:tvoigt@syncordisconsulting.com)

*Copyright © 2022 Syncordis S.A.*

## General remark

### **PLEASE NOTE:**

- The screenshots in this manual have been taken from the T24 model bank. This is the initial set up of T24.
- If your T24 system is already customized than the screens and menus in T24 may look different.
- The basic functionality explained in the manual will be anyway the same as in your T24 system.

- 01 Learning objectives**
- 02 Basics of accounts in AA
- 03 Process 1: Opening an account
- 04 Process 2: Checking an account
- 05 Process 3: Amending an account
- 06 Process 4: Closing an account



# Learning objectives

## Objectives

- Understand the basics of AA accounts
- Create AA accounts
- Check AA accounts
- Modify AA accounts
- Close AA accounts



- 01 Learning objectives
- 02 Basics of accounts in AA**
- 03 Process 1: Opening an account
- 04 Process 2: Checking an account
- 05 Process 3: Amending an account
- 06 Process 4: Closing an account



## Wordings and important start information

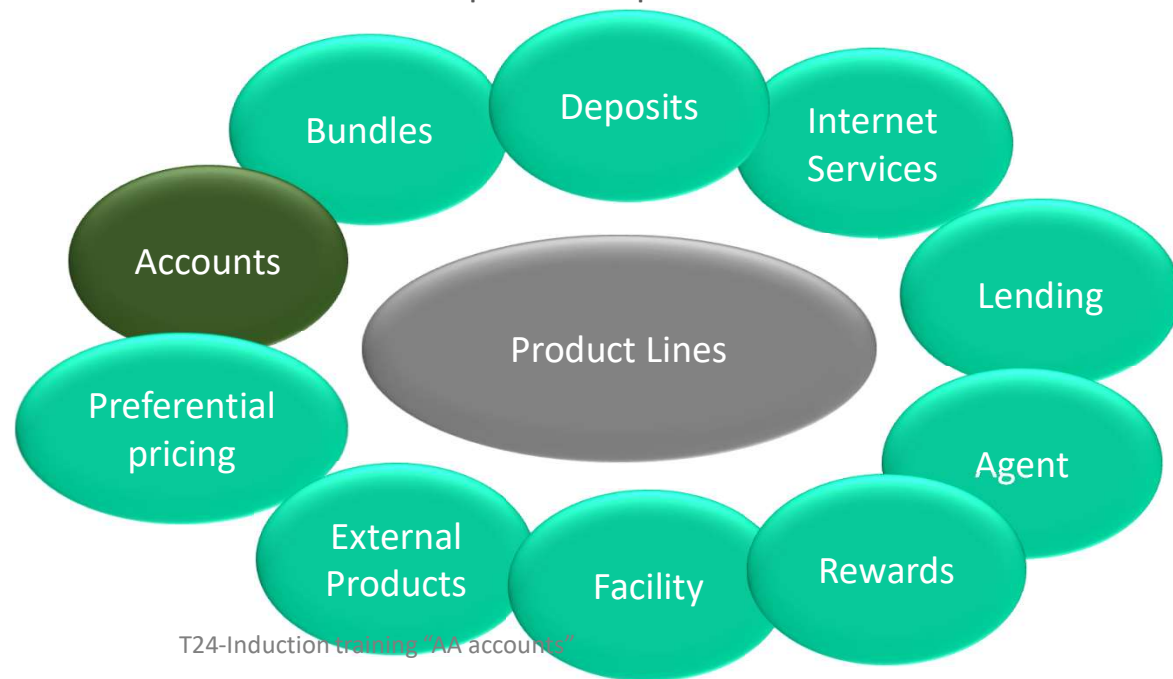
- **AA** = Arrangement architecture
- **Products** = The respective type of accounts a customer can have – i.e. “Current Account (Staff)” or “Savings Account (Foreign Resident)”
- **Product conditions** = Contain the conditions of an account – i.e. 7,50 EUR as account maintenance charge, collected quarterly at the last day of each quarter
- **Arrangements** = Accounts with all their conditions. When creating an account, the product conditions defined in the products are defaulted into the accounts

### Important:

- The AA accounts product line is used for customer accounts *except vostro- and nostro accounts*
- Vostro- and nostro accounts as well as bank internal accounts are handled in the AC module

## Product organisation - product line

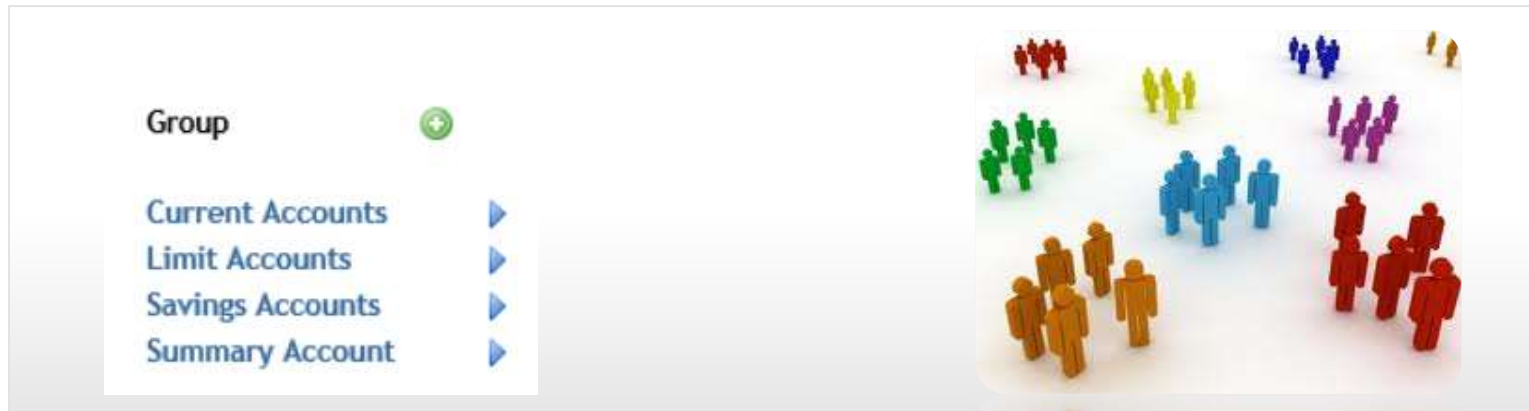
- Highest Level in the product hierarchy
- Created by Temenos
  - 23 product lines defined – status 19.01.2022
  - Temenos will add more in the future
  - User can only change description
  - Exception: User can create new “External products” product lines



Main product lines are

## Product organisation - product group

- Second Level in Product Hierarchy
- Free definable by the bank
  - Subset of product line
- Example of product groups for “Accounts” product line – will vary from bank to bank
  - Current account, limit accounts, savings accounts





## Product organisation - products

- Third level in hierarchy
- Products are free definable by the bank – products are the types of accounts the bank offers to their customers
  - Possible to link one product as “parent” to the “children”
    - Parents contain the product conditions, which are shared among the products within the group – i.e. the accounting rules
    - Children contain the product specific conditions – i.e. the debit interest rules
- Contain overall product feature offered to customers

Current Accounts		
+	Description	
	CT Account	 <a href="#">Simulate</a>
	Corporate Current Account	 <a href="#">Simulate</a>
	Current Account	 <a href="#">Simulate</a>
	Current Account	 <a href="#">Simulate</a>
	Current Account (General Charge)	 <a href="#">Simulate</a>
	Current Account (Linked Rate)	 <a href="#">Simulate</a>



## Parameter tables

- AA.PRODUCT.LINE
  - Tool to define the product lines by Temenos – except “external products”, which may be defined by the bank
  - Contains maximum possible “property classes” – “property classes” are general components of a product like “interest”, “charges” or “limits”
    - Some are mandatory, some are optional
- AA.PRODUCT.GROUP
  - Tool to define product groups by the bank
  - Contains all the “properties” for selected property classes, which can be used for the product definition – “properties” are subcomponents of a property class – i.e. for property class “interest” the properties “credit interest”, “debit interest” and “penalty interest”
- AA.PRODUCT.DESIGNER
  - Tool to define products by the bank
  - Contains permissible values for selected properties. Those are defined in “product conditions” – i.e. credit interest = Index “LIBOR 3M” – 0,25%

## Parameter Tables - AA.PRODUCT.LINE

- Available for Temenos use
  - Available to user only for amending descriptions – except “external products”
- Contains the valid **Property classes** for a product line – components of a product line, i.e. “CHARGE” or “ACCOUNTING”
- Defined with characteristic of product line – so called “line attributes”
  - “Currency specific” – product conditions like “interest” must be defined currency wise
  - Reverse and replay – allowing back dated changes which trigger recalculation of amounts, i.e. for interest

Product Lines ACCOUNTS (Model Bank)	
Product Lines	Property Classes
GB Description	Accounts
FR Description	Comptes
Full Description	Accounts
Line Attribute.1	Ccy
Line Attribute.2	Replay

Product Lines ACCOUNTS (Model Bank)			
Product Lines	Property Classes	Audit	
Property Class	Mandatory		
Property Class.1	ACCOUNT	Mandatory.1	Yes
Property Class.2	ACCOUNTING	Mandatory.2	Yes
Property Class.3	ACTIVITY.MESSAGING	Mandatory.3	No
Property Class.4	ACTIVITY.CHARGES	Mandatory.4	No
Property Class.5	ACTIVITY.API	Mandatory.5	No
Property Class.6	ACTIVITY.PRESENTATION	Mandatory.6	No
Property Class.7	CHARGE	Mandatory.7	No
Property Class.8	CUSTOMER	Mandatory.8	Yes

## Parameter tables - AA.PRODUCT.GROUP

- Tool available for banks
  - Here the bank can freely define any number of desired product groups
  - They are linked to respective product line
- **Properties** are linked to the property classes
  - I.e. property MINBALFEE for property class CHARGE = Take a charge, if a minimum balance in the account is not held
  - The conditions, how this charge shall be calculated, is defined in the product condition linked to the property CHARGE in the product definition
  - Multiple properties can be linked to the same property class – required, if i.e. different types of charges are taken for accounts
  - **Please note:** In a product can be used only properties, which have been made available in the related product group

Product Group CURRENT.ACCOUNTS (Model Bank)

GB Description Current Accounts  
 FR Description Comptes à vue  
 Full Description Current Accounts  
 Product Line ACCOUNTS  
 Type Internal  
 Rebuild Activities Yes

Properties Audit

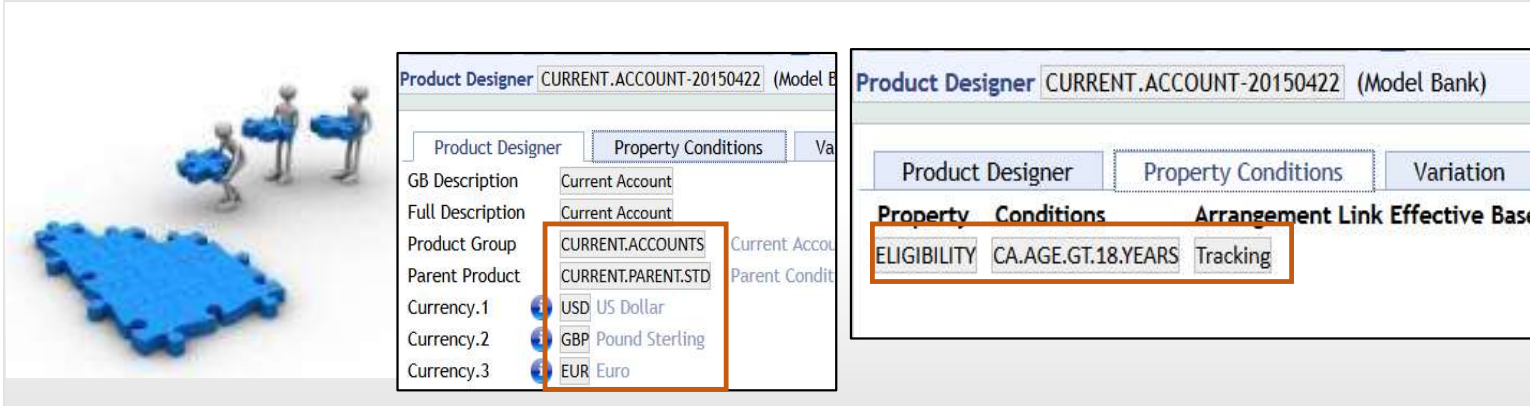
Property Class	Properties	Mandatory
ACCOUNT	BALANCE	Yes
ACCOUNTING	ACCOUNTING	Yes
ACTIVITY.MESSAGING	MESSAGING	
ACTIVITY.CHARGES	ACTIVITY.CHARGES	
ACTIVITY.API	API	
ACTIVITY.PRESENTATION	PRESENTATION	
AGENT.COMMISSION	AGENT.COMMISSION	
ALERTS	ALERTS	
CHARGE	HIGHESTDEBIT	
	CHEQUEWD	
	MINBALFEE	

## Parameter tables - AA.PRODUCT.DESIGNER

- Tool for the bank to define the required products = type of accounts
- Product conditions link to properties made available in the product group definitions. Product conditions contain the value for a property – i.e. for property “Management fee” the charge shall be 10 EUR fixed

In the screenshot in the right it is defined, that for this product are only persons eligible, who are older than 17 years

- If it is a parent product (common conditions for all products in the group) or a child product (specific product conditions) – if field “Parent product” is filled out, then it is a child product
- Here also the allowed currencies for the product must be specified



The screenshot displays two side-by-side views of the 'Product Designer' tool for the product 'CURRENT.ACCOUNT-20150422'.

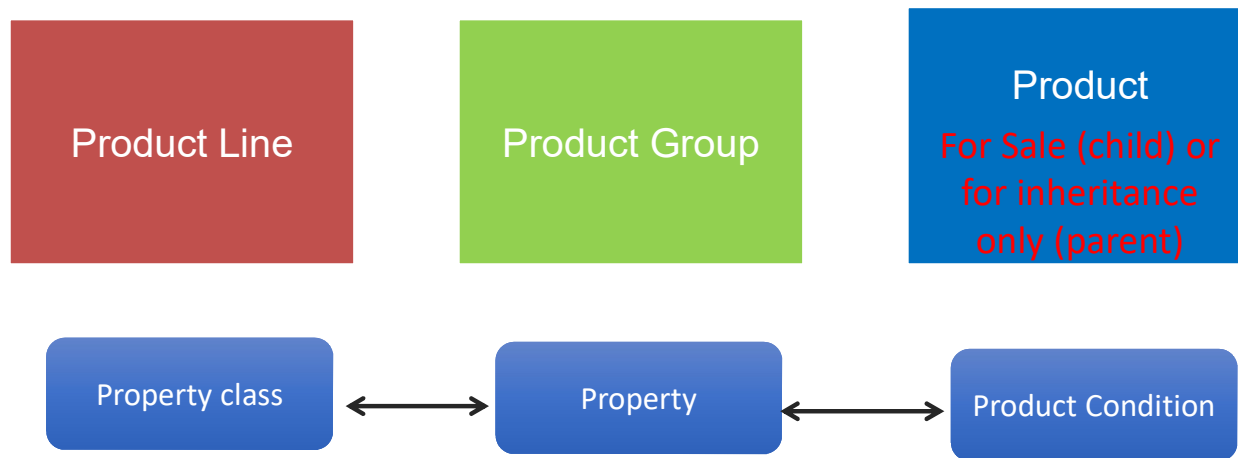
**Left View (Property Conditions):**

- Product Designer: CURRENT.ACCOUNT-20150422 (Model Bank)
- Property Conditions tab is active.
- GB Description: Current Account
- Full Description: Current Account
- Product Group: CURRENT.ACCOUNTS
- Parent Product: CURRENT.PARENT.STD
- Currency.1: USD US Dollar
- Currency.2: GBP Pound Sterling
- Currency.3: EUR Euro

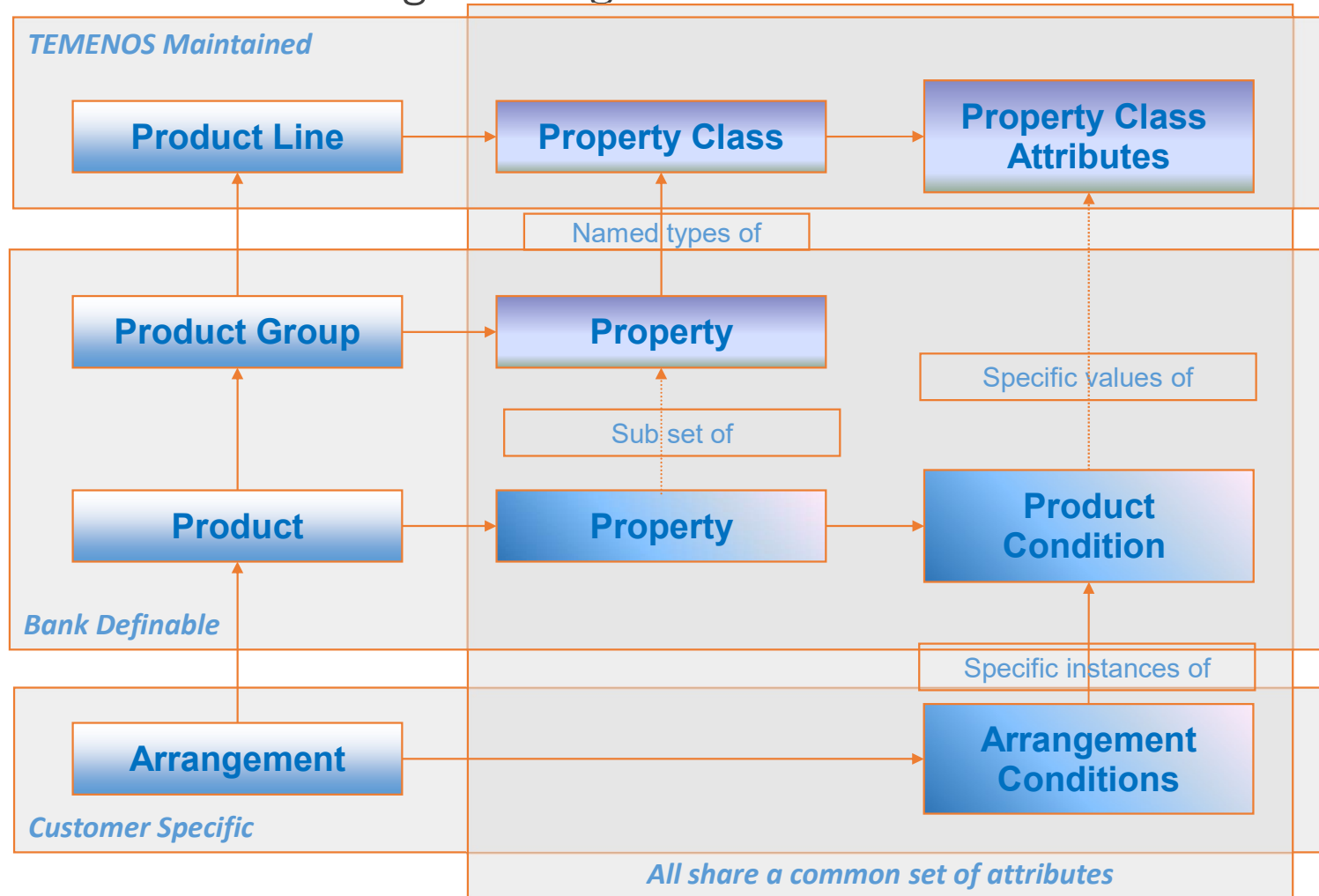
**Right View (Variation):**

- Product Designer: CURRENT.ACCOUNT-20150422 (Model Bank)
- Variation tab is active.
- Property Conditions: ELIGIBILITY
- Conditions: CA.AGE.GT.18.YEARS
- Arrangement Link: Tracking
- Effective Base: (empty)

# Product building architecture



## Putting it all together...

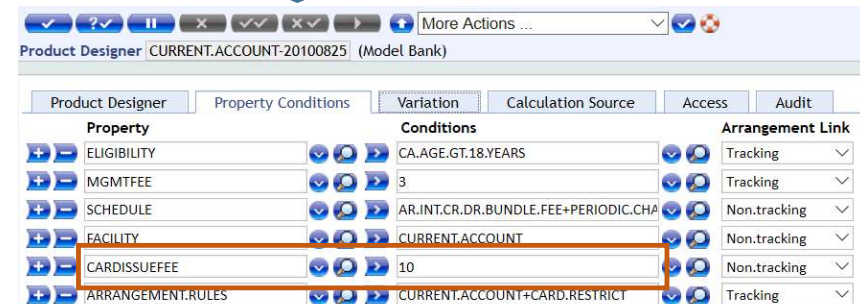
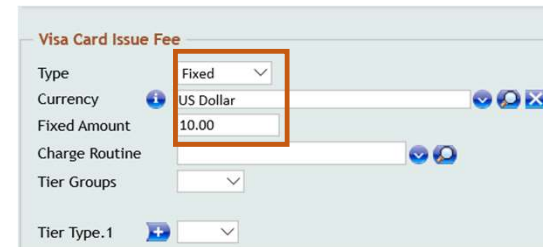


## Example for the linkage between an arrangement and it's product definition

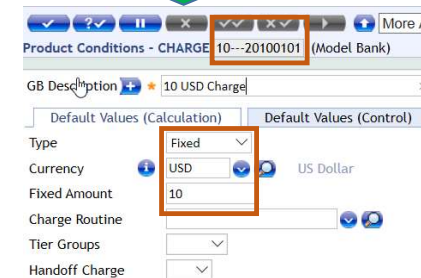
In the arrangement for a “Current account” an issuance fee for VISA cards of 10 USD fixed is defaulted

T24 does know that, because in the definition of the product “Current account” has been attached the charge condition under Id “10” .....

.... In the the charge condition under Id “10” is a fixed charge of 10 USD defined



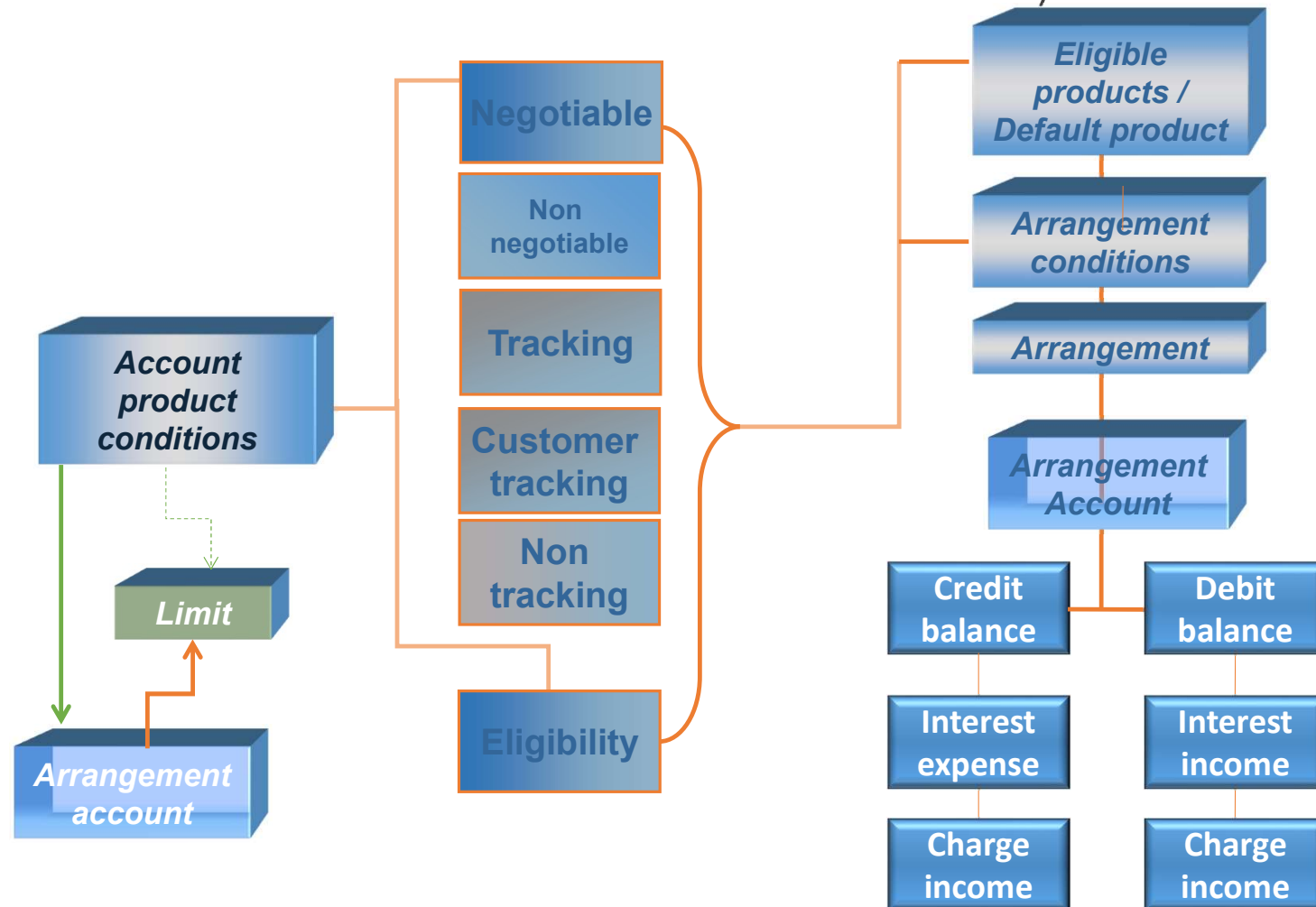
Property	Conditions	Arrangement Link
ELIGIBILITY	CA.AGE.GT.18.YEARS	Tracking
MGMTFEE	3	Tracking
SCHEDULE	AR.INT.CR.DR.BUNDLE.FEE+PERIODIC.CHA	Non.tracking
FACILITY	CURRENT.ACCOUNT	Non.tracking
CARDISSUEFEE	10	Non.tracking
ARRANGEMENT.RULES	CURRENT.ACCOUNT+CARD.RESTRICT	Tracking



Default Values (Calculation)	Default Values (Control)
Type	Fixed
Currency	USD
Fixed Amount	10
Charge Routine	
Tier Groups	
Handoff Charge	



## Summary



- **Negotiable:** Field can be amended at arrangement level
- **Non negotiable:** Field can't be amended at arrangement level
- **Tracking:** If a product condition is updated, this update will be carried through automatically in all old arrangements
- **Customer tracking:** If a product condition is updated, this update will be carried through automatically in all old arrangements, where the respective values have not been changed/negotiated before
- **Non tracking:** If a product condition is updated, all old arrangements will not be updated
- **Eligibility:** Definition, which kind of customers can buy the product

- 01 Learning objectives
- 02 Basics of accounts in AA
- 03 Process 1: Opening an account**
- 04 Process 2: Checking an account
- 05 Process 3: Amending an account
- 06 Process 4: Closing an account



## Opening of an account – step 1

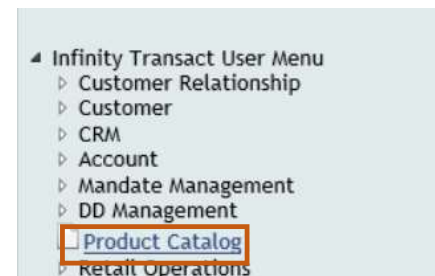
Choose in the product catalog the product, in which an arrangement (account) shall be opened

Here a “*Current account*” shall be opened.

Go for that to the menu item “**User Menu > Product Catalog**”


**Please note:** The product catalog depends from bank to bank

Then choose your product via clicking on the product line “*Accounts*” and then clicking on the product group, which contains the desired product – here product group “*Current accounts*”



Then choose your product via clicking on the desired product – here product “*Current account*”

## Opening of an account – step 2

- Select the within the respective product group the required product, in which the account shall be opened – here “*Current account*”
  - If the account shall be directly opened, click on the  icon
  - If the opening of an account shall be just simulated, click on [Simulate](#)

**Please note:** If the client agrees to buy this account, the simulation may be converted with one click into a real account



## Opening of an account – step 3

Now the starting screen for opening the account is displayed

The screenshot displays the 'New Arrangement' screen for a 'Model Bank'. The interface includes a toolbar at the top with various icons and a 'More Actions ...' dropdown. The main area is divided into two tabs: 'New Arrangement' and 'Audit'. The 'New Arrangement' tab is active, showing a form with the following fields:

- Arrangement: NEW
- Customer.1: [Redacted]
- Product: Current Account
- Branch: [Redacted]
- Pricing: [Redacted]
- Agent Id.1: [Redacted]
- Rewards Arr Id: [Redacted]
- Activity: New Account Arrangement
- Remarks: [Redacted]
- Alternate Id: [Redacted]
- Customer Role.1: [Redacted]
- Variation: [Redacted]
- Line Of Business: [Redacted]
- Pricing Plan: [Redacted]
- Agent Arr Id.1: [Redacted]
- Trade Date: [Redacted]
- Effective Date: 17 APR 2020
- Currency: [Redacted]
- Channel: [Redacted]
- Arr Link: [Redacted]
- Agent Role.1: [Redacted]

### Mandatory fields and eligibility check

- Field **"Customer"**: Id of the customer, for whom the account is opened.  
If multiple customers shall own the account, multiple customer can be specified. It is possible then to do a tax split for the income for each customer for the account. In this case also the role of the customer must be specified in the field "Customer Role"
  - Field **"Currency"**: Currency, in which the account shall be lead. The allowed currencies are defined in the product
  - Field **"Effective Date"**: Opening date of the account. It is defaulted to "today", but an account can be opened also backdated
- When the validation is done, the **eligibility check** is performed. It is checked, if the customer is allowed to have an account of this type.
- If yes, the account conditions screen will be opened
  - If no, either an override- or an error message will be displayed. In case of an error message, the account can't be opened

## Opening of an account – step 4

### Screen for the account conditions – available subcomponents

Now the conditions are displayed, which will be attached to this account

At the top of the screen you see all types of subcomponents (Properties), to which conditions can be attached

- Some fields can be modified (= “negotiable” fields), some fields can’t (“non negotiable” fields)
- What for subcomponents are displayed and which values are attached, has been setup, when the product has been defined
- In dependency of the product definition some mandatory fields must be filled out. But a product can be defined, that no mandatory fields must be filled out manually. In this case the RM can commit directly the arrangement without doing anything manually

For the account in the product “Current account” has been defined i.e. conditions for the account itself, rules for the account statement generation, rules for debit- and credit-interest and a management fee

By clicking on a subcomponent/ property you are led to the respective screens section, where you can check/ modify the rules

Some subcomponents/properties will be explained in the next slides

The screenshot displays a web interface for account management. At the top, a navigation bar lists various subcomponents: Customer, Account Officers, Limit, Balance Availability, Account (highlighted with a red box), Statement, Credit Interest, Debit Interest, Special Interest, Management Fees (highlighted with a red box), Visa Card Issue Fee, Limit Fee, Pay Fee, Return Fee, NSF Fee Reversal, Arrangement Rules, Facilities, Tax, Activity Messaging, Balance Maintenance, Payoff Rules, Periodic Charges, Alerts, Agent Commission, Rewards points, and Pricing. Below this, the 'Customer' section is visible, showing a table with columns: Customer, CRA Options, Role, Tax Liab%, Limit Alloc %, and GL Alloc %. The first row of data shows 'Customer.1' with a plus and info icon, ID '100396', name 'Airbourne Freight', Role 'Beneficial Owner', Tax Liab% '100.00', Limit Alloc % '100.00', and GL Alloc % '100.00'.

## Opening of an account – step 4 continued

### Conditions for the account itself

In this part it is i.e. displayed:

- Field **“GB Account type”**: The type of account
- Field **“Account number”**: The T24 internal number, under which this account will be stored. This number may be specified in transactions for this account or in searches for this account.

**Please note:** Even more important is the so called “Arrangement number”. This will be explained later

- Field **“GB Account Name”**: Here the RM can specify the name of the account
- Field **“Alternate Account Id.2”**: This should be normally a no input field, when the account is created, T24 will generate automatically generate the IBAN number and will display it in this field

The screenshot shows a web form titled "Account" with the following fields and values:

Field	Value
GB Account Type	Current Account
GB Account Name	[Empty text box]
Account Number	91577
Alternate Account Id.1	LEGACY
Alternate Account Id.2	T24.IBAN

On the right side of the form, there are labels for "Portfolio" and "Annivers" (likely Anniversary).

## Opening of an account – step 4 continued

### Conditions for the generation of account statements

In this part it is i.e. displayed:

- Field “**Statement-1 Frequency;1**”: The next date and the frequency, in which account statements shall be generated.
- Here it is displayed, that the next statement will be generated at the 31.03.2018 and afterwards every month on the last day of the month
- Field “**If No Movement**”: The value “No” states that no account statements shall be generated for such period, in which no financial movements had happened for the account

It can be i.e. additionally specified, how the account statement shall be generated – i.e. as PRINT statement, as SWIFT MT950- or as CAMT052 message.

It is possible to define up to 9 different account statement generation cycles

Statement

Account Stmt (Freq 1) Account Stmt (Freq 2) Account Stmt

Statement-1 Frequency.1 20180331M0131

If No Movement No



## Opening of an account – step 4 continued

### Conditions for the credit interest

Interest can be fixed, floating or periodic.

- If floating, the interest rate will be fetched from an index. Once the rate of the index changes, the rate in the account will change, too
- If periodic, the interest will be fetched also from an index. But here a frequency can be specified, in which the index shall be examined for interest changes

In the screenshot below it is displayed:

- It will be used the interest rate from the floating rate index “10” (= “Current base rate”)
- Up to a balance of 50.000 EUR the credit interest rate will be the rate of the index without a spread
- Between 50.000,01 and 250.000 EUR the credit interest rate will be the rate of the index plus a spread of 0.25%
- Above 250.000 EUR the rate will be the credit interest rate of the index plus a spread of 1.00%

➡ So if the account would have a balance of 100.000 EUR and the current rate of the index would be 0.50%, the credit interest would be 0.75% (= 0.50% + 0.25%)

Fixed	Floating	Custom	Percent	Margin Type	Operand	Rate	Effective Rate	Tier Min	Tier Max	Upto Amt
+ -	10	✓		Single Margin	Add	0				50,000.00
+ -	10	✓		Single Margin	Add	0.25				250,000.00
+ -	10	✓		Single Margin	Add	1.00				

## Opening of an account – step 4 continued

### Conditions for the management charge

Charges can be either fixed amounts, percentage amounts or fixed amounts per number of underlying transactions

They can get collected:

1. Independently of any activity or transaction
2. Taken, when the underlying transaction is authorized (product conditions for “*Activity charge*”)
3. Taken based on transactions, but not taken directly, but aggregated for a specific time interval (product conditions for “*Periodic charge*”)

In the cases 1. and 3. it must be specified is the “Payment schedule”, when the charges shall be taken => see next slide

In the screenshot below it is displayed:

- The management charge is always 3 USD or the equivalent amount of 3 USD for accounts in a different currency

➔ So if the exchange rate between EUR and USD would be 1.20, then for our EUR account the charge amount would be 2,50 EUR ( $= 3 / 1.20$ )



Management Fees	
Default Values (Calculation) Pricing Adjustment	
Type	Fixed
Currency	US Dollar
Fixed Amount	3.00

## Opening of an account – step 4 continued

### Conditions for the payment of interest and charges (Payment schedule)

For each interest and charge type a specific payment frequency can be defined. The respective amounts will be either:

- Capitalized on the account balance. This is the normal setting for accounts
- Paid to a settlement account. In this case the settlement account must be specified in the “Settlement” section of the account – i.e. credit interest
- Fetched from a settlement account – i.e. charges (also specified in the “Settlement” section)

In the screenshot below it is i.e. displayed:

- Credit interest (first line with property “*CRINTEREST*”) will be capitalized monthly on the opening date to the account. So if the account was opened at the 17.04.2020, the next capitalization dates would be the 17.05.2020 and the 17.06.2020
- The management charge (last line with property “*MGMTFEE*”) will be also capitalized monthly on the opening date to the account.

Type	Method	Property	Frequency	Start Date	Defer By
+ - INTEREST	Capitalise	CRINTEREST	e0Y e1M e0W e0D		
+ - INTEREST.DEFERRED	Capitalise	DRINTEREST	e0Y e1M e0W e0D		15D
+ - INTEREST	Capitalise	BUNDLEINTEREST	e0Y e1M e0W e0D		
+ - PERIODICCHARGE	Capitalise	PERIODICCHARGES	e0Y e1M e0W e0D		21D
+ - CHARGE	Capitalise	MGMTFEE	e0Y e1M e0W e0D		

## Opening of an account – step 5

### Committing the account record

When all data have been input and the account record gets validated, the respective override messages will be displayed.

In addition you see, that a document “Account opening Agreement” is required. This request is parametrized in the Document management-module.

If said, that the documents have been received, the account can get committed. After this the account is directly authorized.

**Please note:** In the field “**Arrangement**” the arrangement Id of the account is displayed. The arrangement Id may be used like the internal account Id in transactions or for searches

The screenshot shows a software interface for opening an account. At the top, there is a toolbar with various icons and a 'More Actions ...' dropdown. Below the toolbar, the text 'New Arrangement' is followed by the ID 'AAACT201089BDD2CH9' and '(Model Bank)'. A section titled 'Accept Overrides' contains three warning messages: 'Arrangement Currency Different From Charge Currency', 'Statement would get generated both on schedule date and the date defined in statement condition for CRINTEREST DRINTEREST', and 'Have you received Account Opening Agreement/AAA\*212 from 10039%'. The third message has a dropdown menu set to 'RECEIVED'. Below this section, there are two tabs: 'New Arrangement' and 'Audit'. Under the 'New Arrangement' tab, the 'Arrangement' field is highlighted with a red box and contains the value 'AA20108WPGJC'. To the right, the 'Alternate Id' field is empty.

## Workshop 1 “Create a Current account”

### Workshop



- **Use *User Menu > Product Catalog***
  - Choose to open your account in the product “Current account”
  - Account currency shall be EUR and the opening date shall be “today”
  - While opening the account check the product conditions attached
  - Note the arrangement Id of your account
  - Commit the record. Accept the override messages and specify, that the account opening document from your customer has been received

# Workshop 1 - solution

## Workshop

1

- ▾ Infinity Transact User Menu
  - Customer Relationship
  - Customer
  - CRM
  - Account
  - Mandate Management
  - DD Management
  - Product Catalog**
  - ▾ Retail Operations

2

**T24 PRODUCT Browser**

Product Groups		Products	
Category	Group	Current Accounts	
▸ PSD2 Consent			
<b>▾ Accounts</b>	<b>Current Accounts</b>	CT Account	<a href="#">Simulate</a>
	Limit Accounts	Corporate Current Account	<a href="#">Simulate</a>
	Savings Accounts	<b>Current Account</b>	<a href="#">Simulate</a>

## Workshop 1 - solution

Workshop

3

Toolbar: [Icons] More Actions ...

New Arrangement AACT20108CZMSWX2 (Model Bank)

---

**New Arrangement** | Audit

Arrangement	NEW	
Customer.1	100396	Airbourne Freight
Product	Current Account	
Branch		
Pricing		
Agent Id.1		
Rewards Arr Id		
Activity	New Account Arrangement	
Alternate Id		
Customer Role.1		
Variation		
Line Of Business		
Pricing Plan		
Agent Arr Id.1		
Trade Date		
Effective Date	17 APR 2020	
Currency	EUR	
Channel		
Arr Link		
Agent Role.1		

# Workshop 1 - solution

Workshop

4

New Arrangement AA20108W9VNS (Model Bank)

New Arrangement Audit

Arrangement AA20108W9VNS

Customer.1 100396 Airbourne Freight

Product Current Account

Branch

Pricing AUTOMATIC

Agent Id.1

Rewards Arr Id

Activity New Account Arrangement

Remarks

Reason

Customer | Account Officers | Limit | Balance Availability | Account | Statement Management Fees | Visa Card Issue Fee | Limit Fee | Pay Fee | Return Fee | NS Activity Messaging | Balance Maintenance | Payoff Rules | Periodic Charges | Alerts

Customer

Customer CRA Options

Role Tax Liab%

Customer.1 100396 Airbourne Freight Beneficial Owner 100.00

JS Liable

Account Officers

Primary Officer 26 Customer Service Agent

Other Officer.1 27 Branch Operations Manager

Limit

Limit Reference 100 Serial NEW Limit Id

Overdraft Limit 0.00

5

New Arrangement AA20108W9VNS (Model Bank)

Accept Overrides

! Arrangement Currency Different From Charge Currency

! Statement would get generated both on schedule date and t

? Have you received Account Opening Agreement/AAA\*212 from

New Arrangement Audit

Arrangement AA20108W9VNS

Customer.1 100396 Airbourne

Product Current Account



- 01 Learning objectives
- 02 Basics of accounts in AA
- 03 Process 1: Opening an account
- 04 Process 2: Checking an account**
- 05 Process 3: Amending an account
- 06 Process 4: Closing an account



## Checking of accounts – accounts overview

### General points

You can check on the accounts overview screen for an account not only the attached conditions like interest, charges, taxes etc., but you can do additionally the following amendments directly from there:

- ✓ Checking the details of the account
- ✓ Checking the attached interest and charges
- ✓ Check the accrued and posted interest
- ✓ Check the limits and balances for the account
- ✓ Check the transactions, which have passed the account
- ✓ Authorizing of transactions
- ✓ Check all activities, which have been performed for the account
- ✓ Checking all the messages, which have been generated for the account
- ✓ Amending the account conditions – explained in the next chapter
- ✓ Perform the closure of the account – explained in the last chapter

## Checking of accounts – accounts overview

### Access to the account overview

The account overview is accessible via the menu item **“User Menu > Retail Operations > Find Account”**. There can be searched for:

- Tab **“Authorised”** = Authorized accounts
- Tab **“Unauthorised”** = Unauthorized accounts (INAU)
- Tab **“Pending”** = Accounts in Hold-status (IHLD)
- Tab **“New Offers”** = Recent simulations, which have not been converted yet in real accounts
- Tab **“Matured/ Closed”** = Closed accounts. It is possible from there to reopen the accounts

Authorised Unauthorised Pending New Offers Matured/Closed

Favourites

Find Accounts

More Options Clear Selection Find

Owner equals [input field] [checkmark icon] [magnifying glass icon]

Arrangement equals [dropdown] [input field] [checkmark icon] [magnifying glass icon]

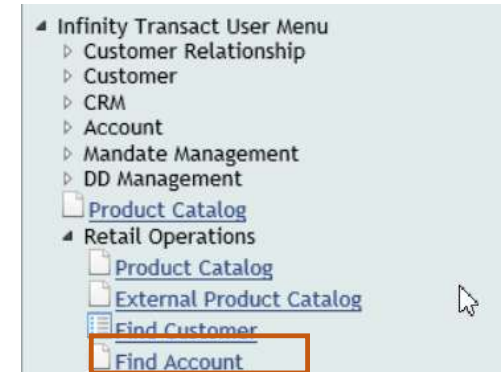
Product Line equals [dropdown] [input field] [checkmark icon] [magnifying glass icon]

Product Group equals [dropdown] [input field] [checkmark icon] [magnifying glass icon]

Active Product equals [dropdown] [input field] [checkmark icon] [magnifying glass icon]

Currency equals [dropdown] [input field] [checkmark icon] [magnifying glass icon]

INCLUDE.DL equals [dropdown] [input field] [checkmark icon] [magnifying glass icon]



As search criteria can be specified

- Field **“Owner”**: Customer, who owns respective the account(s) or who is a co-owner
- Field **“Arrangement”**: Arrangement Id of the respective account.

Also the T24 internal Id and the IBAN number can be used

- Product line/ product group/ product, to which the respective account(s) belong(s) to
- Field **“Currency”**: Currency of the account(s)

# Checking of accounts – accounts overview

## Account overview screen

This is the overview screen for an account, on which a lot of activities had been performed. What is displayed and what can be done from here is explained in detail in the next slides

75086 EUR - Current Account Overview

Authorised [New Activity](#)

Arrangement AA200764XTBV Account 75086 - EUR

Product Current Account Arrangement Date 16 MAR 2020

Account Short Title Herman Eur Cash account Mnemonic HSAC1

Beneficial Owner Herman Schwarz Status Authorised

T24.IBAN GB84DEMO60161300075086

Account Details

[Financial Summary](#) [Cashflow](#) [Locked Funds](#) [Interest](#)

Balances

Ledger	Cleared	Working	Locked	Available
				-4,316,241.93

Limit Details

Type	CCY	Amount	Secured	Outstanding	Available/Excess
Unsecured	EUR	0.00	0.00	4,316,241.93	-4,316,241.93

Additional Details

[Transaction](#) [Statement](#) [Charges](#) [Bills](#) [Correspondence](#) [Activity](#) [Sims](#) [Payment Orders](#) [Evaluation](#)

Pending Approval

Date	Activity	Type	Txn Amt	Pending
28 APR 2020	Account Debited	Txn	71.48	Input <a href="#">Approve</a>
09 APR 2020	Account Debited	Txn	83,447.63	Input <a href="#">Approve</a>

Transaction Log

[Recent Txns](#) [Future Txns](#) [Pending Txns](#)

Recent Transactions

Booking Date	Description	Value Date	Debit	Credit	Balance
17 APR 2020	Option Premium Payable	08 APR 2020	12,000.00		-4,232,722.82
17 APR 2020	Option Premium Payable	08 APR 2020		100,000.00	-4,220,722.82
17 APR 2020	Option Premium Payable	08 APR 2020	240.00		-4,320,722.82

Pricing Arrangement AA200760R3D9 Plan Valued Customer

Facilities and Conditions

[Facilities](#) [Conditions](#)

Simulate Closure

Facilities

[Notice](#) [STO/DD/Sweep](#) [Block Funds](#) [Cheque](#) [Cards](#) [Statement Freq](#) [Alerts](#)

Create New

[Standing Order](#) [Direct Debit](#) [Sweep](#)

Instruction Type	Description	Amount	Frequency	Beneficiary
No Standing Instructions				

DD Type	Description	Amount	Frequency	Next Date
No Direct Debits				

Group Id	Link Account	Sweep Type	Frequency	Minimum Amt	Maximum Amt
No sweep setup for this account					

Group Id	Link Account	Sweep Type	Frequency	Minimum Amt
This Account not linked to any other sweep setup				

syncordis

36

## Checking of accounts – accounts overview

### Account overview - Check the details of the account

If clicked at the **binocular icon** next to the item “**Conditions**”, the same type of information as during the opening of the account will be displayed. The conditions can't be changed from here



Arrangement Activity AA200764XTBV-VIEW-ARRANGEMENT (Model Bank)

Arrangement Activity Audit

Arrangement AA200764XTBV

Customer.1 100407 Herman Schwarz Role.1 Beneficial Owner

Currency EUR Euro

Product Current Account

Activity View Arrangement Condition Effective Date 17 APR 2020

Management Fees | Schedule | Facilities | Visa Card Issue Fee | Arrangement Rules | Statement | Limit Fee | P  
Activity Charges | Pricing | Agent Commission | Account | Cheque Withdrawal Fee | Highest Debit Fee | Periodic  
Limit | Activity Messaging | Dormancy | Dormancy Fees | Balance Maintenance | Customer | Account Officers |

Fixed Amount 5.00

Rate	Charge Amount	Min Charge	Max Charge	Amount	Count
------	---------------	------------	------------	--------	-------

Balance Maintenance

Balance Adjustment Bill Adjustment

Customer

Customer CRA Options

Role	Tax Liab%	Limit Alloc %	GL Alloc%
Customer.1 100407 Herman Schwarz Beneficial Owner	100.00	100.00	100.00

Account Officers

Primary Officer 56 Trade Finance Officer

Other Officer.1 27 Branch Operations Manager

Role.1 Approval

# Checking of accounts – accounts overview

## Account overview - Check i.e. the interest and charge conditions

<b>Special Interest</b>			
Single Rate	Fixed	0.5%	
<b>Credit Interest</b>			
<b>Tier Levels</b>			
Variable	0.555% (Curr Base Rate + 0% + .25%)	up to 50000.00	
Variable	0.805% (Curr Base Rate + 0.25% + .25%)	up to 250000.00	
Variable	1.555% (Curr Base Rate + 1% + .25%)	remainder	
<b>Debit Interest</b>			
<b>Tier Bands</b>			
Variable	2.3% (OD Base Rate + 2%)		
Variable	3.8% (OD Base Rate + 3.5%)		

<b>Schedule</b>			
Interest	Credit Interest	Capitalise	Monthly
Interest Deferred	Debit Interest	Capitalise	Monthly
Interest	Special Interest	Capitalise	Monthly
Periodic Charge	Periodic Charges	Capitalise	Monthly
Charge Payment	Management Fees	Capitalise	Monthly

<b>Statement Details</b>			
Statement Frequency	Statement Type	Statement Add On	Combined Statement
20200430M0131	AR.STATEMENT	BALANCE.SUMMARY	No

<b>Visa Card Issue Fee</b>			
Flat Amount	10 USD		
<b>Cheque Withdrawal Fee</b>			
<b>Calculated</b>			
Level	0.00 USD Activity Count	up to 5	
Level	2.00 USD Activity Count	up to 10	
Level	5.00 USD Activity Count		
<b>Dormancy Fees</b>			
Flat Amount	5 USD		
<b>Highest Debit Fee</b>			
<b>Calculated</b>			
Band	0.25% of the Account Balance	up to 10000	
Band	0.50% of the Account Balance		

If clicked at the item “**Conditions**”, all conditions valid for the account will be displayed:

- **Section for interest:** The current interest rates for each type of interest. If the rate results from an index, the current rate for the index is displayed too
- **Section for capitalization/payment:** For each interest and charge component the capitalization/payment frequency
- **Section for the account statement generation:** For this account statements will be generated monthly at the last day of each month
- **Section for charges:** I.e. the charge for check withdrawals is here defined as follows:
  - The first 5 cheque withdrawals within the capitalization period are free
  - For the 6<sup>th</sup> to the 10<sup>th</sup> cheque withdrawal within the capitalization period the equivalent of 2,00 USD in EUR per withdrawal
  - From the 11<sup>th</sup> to cheque withdrawal onwards within the capitalization period the equivalent of 5,00 USD in EUR per withdrawal

## Checking of accounts – accounts overview

### Account overview - Check the accrued and posted interests

If clicked at the item “**Interest**”, the following information will be displayed for all types of interest – like credit-, debit- or penalty interest

Account Details							
<a href="#">Financial Summary</a> <a href="#">Cashflow</a> <a href="#">Locked Funds</a> <b><a href="#">Interest</a></b>							
Accrued Interest - Current Period							
Property	Period Start	Positive	Negative	Adjusted/Waived	Total	Period End	
Special Interest	16 APR 2020	0.00	0.00	0.00	0.00	16 MAY 2020	Suppressed
Credit Interest	16 APR 2020	0.00	0.00	0.00	0.00	16 MAY 2020	
Debit Interest	16 APR 2020	0.00	0.00	0.00	0.00	16 MAY 2020	
Interest Posted - Previous Period							
Property	Period Ending	Positive	Negative	Adjusted/Waived	Total		
Special Interest	16 APR 2020	0.00	0.00	0.00	0.00		Suppressed
Credit Interest	16 APR 2020	0.00	0.00	0.00	0.00		
Debit Interest	16 APR 2020	17,111.40	0.00	0.00	0.00		
Total Interest - YTD							
Property	Positive	Negative	Adjusted/Waived	Total			
Special Interest	0.00	0.00	0.00	0.00			Suppressed
Credit Interest	0.00	0.00	0.00	0.00			
Debit Interest	17,111.40	0.00	0.00	0.00			

- The first part contains the information for the current interest capitalization period (16.04.2020 until 16.05.2020)
- The second part contains the information for the posted interest of the last capitalization period (16.03.2020 until 16.04.2021) => Here has been posted a debit interest amount of 17.111,40 EUR
- The last part contains the information for the posted interest from the 01.01 of the current year until the end of the last capitalization period (01.01.2020 until 16.04.2021) => Here has been posted a debit interest amount of 17.111,40 EUR

## Checking of accounts – accounts overview

### Account overview - Check the limit and balances for the account

In the section “**Account Details**” in the left side of the overview screen following information will be displayed for balances and the attached limit – if any.

**Please note:** In the Temenos model bank there is an error. It should be displayed all balances – not only the available balance

The balance types are:

- **Ledger** = The balance resulting of all authorized entries for the account
- **Cleared** = The balance resulting of all authorized entries for the account – but only with a value date not later than “today”
- **Working** = The balance resulting of all authorized entries and the unauthorized debit entries for the account
- **Locked** = The minimum balance, which should be held in the account
- **Ledger** = Working balance + limit amount

For the limit is displayed – here a limit of “0” is attached:

- **Type:** If unsecured or secured limit
- **CCY:** Currency of the limit. It can be a different currency then the account currency
- **Amount:** Original limit amount
- **Secured:** Original secured limit amount
- **Outstanding:** Total amount drawn against the limit
- **Available/Excess:** The non utilized amount, if the limit is not overdrawn. In case of excess the excessed amount

Account Details					
Balances					
Ledger	Cleared	Working	Locked	Available	
				-4,316,241.93	

Limit Details					
Type	CCY	Amount	Secured	Outstanding	Available/Excess
Unsecured	EUR	0.00	0.00	4,316,241.93	-4,316,241.93



## Checking of accounts – accounts overview

### Account overview – Checking/authorizing the transactions for the account

In the lower left section of the overview screens the following information will be displayed:

Additional Details					
Transaction Statement Charges Bills Correspondence Activity Sims Payment Order					
Pending Approval					
Date	Activity	Type	Txn Amt	Pending	
28 APR 2020	Account Debited	Txn	71.48	Input	Approve ✓
09 APR 2020	Account Debited	Txn	83,447.63	Input	Approve ✓
Transaction Log					
Recent Txns Future Txns Pending Txns					
Recent Transactions					
Booking Date	Description	Value Date	Debit	Credit	Balance
17 APR 2020	Option Premium Payable	08 APR 2020	12,000.00		-4,232,722.82
17 APR 2020	Option Premium Payable	08 APR 2020		100,000.00	-4,220,722.82
17 APR 2020	Option Premium Payable	08 APR 2020	240.00		-4,320,722.82
17 APR 2020	Option Premium Payable	08 APR 2020		2,000.00	-4,320,482.82
17 APR 2020	Securities Purchase	17 APR 2020	91,328.10		-4,322,482.82
16 APR 2020	Charge - Capitalise	16 APR 2020	2.67		-4,231,154.72
16 APR 2020	FO Initial Margin DB	16 APR 2020	6,133.67		-4,231,152.05
16 APR 2020	Securities Sale	16 APR 2020		19,670.42	-4,225,018.38

- **“Pending Approval”**: Unauthorized transactions for the account, which can be authorized from here. To do so, clicking on the **“Approve”** icon and proceed
- Item **“Recent Txns”**: The authorized transactions of the last month
- Item **“Future Txns”**: The authorized transactions with a value date later then “today”
- Item **“Pending Txns”**: All unauthorized transactions

## Checking of accounts – accounts overview

### Account overview – Checking all activities performed for the account

If clicked at the item “**Activity**” in the “*Additional Details*” section, all activities for the account are displayed – like transactions, change of the interest rates or capitalization of charges

**Additional Details** [Transaction](#) [Statement](#) [Charges](#) [Bills](#) [Correspondence](#) **[Activity](#)** [Sims](#) [Payment Order](#)

**Pending Approval**

Date	Activity	Type	Txn Amt	Pending
28 APR 2020	Account Debited	Txn	71.48	Input <input type="button" value="Approve"/>
09 APR 2020	Account Debited	Txn	83,447.63	Input <input type="button" value="Approve"/>

**Activity Log** [Full](#) [User Initiated](#) [System Initiated](#) [Saved Activities](#) [History](#)

Results 1 - 5 of 59

**All Activities**

Date	Activity	Type	Txn Amt	Status	
28 APR 2020	Account Debited	Txn	71.48		
17 APR 2020	Account Credited	Txn	199,994.43	Authorised	
	Account Debited	Txn	91,328.10	Authorised	
	Default Activity for Ext Txn	Service Request		Authorised	
16 APR 2020	Pricing Plan Reset	Sys			

Navigation: << < 1 2 3 4 5 > >>

➤ For each activity the performing date, the type of activity and the activity amount are displayed – if any

➤ **Please note:** AA is totally based on activities. Any activity performed may be checked in the table AA.ARRANGEMENT.ACTIVITY

➤ To view an activity, use the icon

➤ To reverse an activity, use the icon => not all activities can be reversed

## Checking of accounts – accounts overview

### Account overview – Checking of messages generated for the account (1)

If clicked at the item “**Correspondence**” in the “*Additional Details*” section, all messages for the account may be checked even in detail

**Additional Details** [Transaction](#) [Statement](#) [Charges](#) [Bills](#) **[Correspondence](#)** [Activity](#) [Sims](#) [Payment O](#)

**Pending Approval**

Date	Activity	Type	Txn Amt	Pending	
28 APR 2020	Account Debited	Txn	71.48	Input	Approve <input type="checkbox"/>
09 APR 2020	Account Debited	Txn	83,447.63	Input	Approve <input type="checkbox"/>

**Messages** [Recent](#) [History](#)

Results 1 - 6 of 6

Date	Activity	Delivery Reference	Carrier Address	
16 APR 2020	Issue Bill (All)	D20200719743573966702*PRINT.1	PRINT.1	
31 MAR 2020	Produce Statement	D20200719511801137600*PRINT.1	PRINT.1	

- For each message the generation date and the type of underlying activity are displayed
- To check the details of a message generated, use the icon

The message for the selected bill here in this screen is displayed at the next slide

**Please note:** The details of any type of message can be checked – i.e. also for SWIFT or XML message

## Checking of accounts – accounts overview

### Account overview – Checking of messages generated for the account (2)

The message for the selected bill in the previous slide looks as follows – only a part of the bill is displayed in this screenshot

```
-----
Name      : Mr Herman Schwarz                               Date 16 APR 2020
Address   : 100 KILDESTRASSE
           63456 MUNCHEN

This is to inform you about the Payment/Receipt towards your account.
The related bill details are given below

-----
                        ACCOUNT DETAILS
                        -----
Ref Number  : AA200764XTBV      Account Number: 75086
Currency    : Euro              Title          : Herman Eur Cash account
Alt Id Type : LEGACY            Alternate Id  :
                                T24.IBAN        GB84DEMO60161300075086
                                PREV.IBAN
                                HOLDER.REF
                                CONN.REF
                                CBU
                                RIB

Product     : Current Account
Effective Date : 16 APR 2020
```

- 01 Learning objectives
- 02 Basics of accounts in AA
- 03 Process 1: Opening an account
- 04 Process 2: Checking an account
- 05 Process 3: Amending an account**
- 06 Process 4: Closing an account

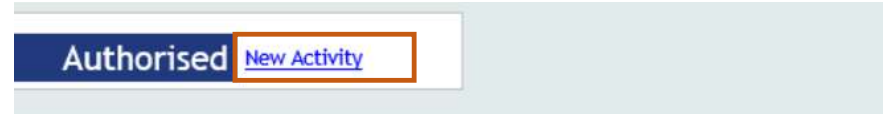
























## Amendment of accounts – basic information

1. Any subcomponent/property of an account can be amended – as long as the respective fields are negotiable.
2. Amendments must be manually authorized (4 eye principle)
3. A new amendment can be only done, when the old amendments are already authorized/ deleted
4. Even if for an account / arrangement unauthorized amendments exist, the general status of the account / arrangement is still *“authorized”*
5. The amendments are done from the account overview screen



## Amendment of accounts – starting screen

1. The amendment of an account will be started via clicking on the item “**New Activity**”, which is displayed in the top right section of the account overview screen
2. Then the screen below is displayed, on which the type of activity can be chosen for the arrangement, which shall be performed



New Activities		
Arrangement AA20108W9VNS (91607)		
Airbourne Freight		
Arrangement		
Amend Alternate Id	 	<a href="#">Simulate</a>
Change Branch	 	<a href="#">Simulate</a>
Change Channel	 	<a href="#">Simulate</a>
Change Line Of Business	 	<a href="#">Simulate</a>
Change Product	 	<a href="#">Simulate</a>
Close Arrangement	 	<a href="#">Simulate</a>
Settle Debit Balance on Closure	 	<a href="#">Simulate</a>
Settle Credit Balance on Closure	 	<a href="#">Simulate</a>
Inherit Arrangement	 	<a href="#">Simulate</a>
Pricing Plan Reset	 	<a href="#">Simulate</a>
Renegotiate Arrangement	 	<a href="#">Simulate</a>

### Amendments can be done as follows:

- With the effect of “Today”. Then click on the item 
- Back dated or forward dated. Then click on the item 

For example interest rates can be changed back dated – i.e. a rate change for the 01.03.2020, although “today” is the 17.04.2020.

In this case T24 recalculates and reposts the interest amounts from this day onwards

- The amendment can also be first simulated. Then click on the item [Simulate](#)

It will become active only once the customer has agreed and when the simulation is turned into a real amendment

## Amendment of accounts – sample 1

**Here shall be shown the back dated change of the credit interest for the account 78988**

This means, T24 will automatically recalculate the accrued interest for the current capitalization period

Originally we have the following credit interest information:

- Today: 17.04.2020
- The balance is 800.000.000 EUR and the credit interest rate for amounts more then 250.000 EUR is “Index 10 + 1,00% spread
- For the current capitalization period started at the 19.03.2020 the accrued credit interest amount is 638.000 EUR

Accrued Interest - Current Period						
Property	Period Start	Positive	Negative	Adjusted/Waived	Total	Period End
Special Interest	19 MAR 2020	0.00	0.00	0.00	0.00	Suppressed
Credit Interest	19 MAR 2020	638,000.00	0.00	0.00	638,000.00	19 JUN 2020
Debit Interest	19 MAR 2020	0.00	0.00	0.00	0.00	19 APR 2020

























## Amendment of accounts – sample 1 continued

**Now a back dated change of the credit interest shall be performed for the effective date 30.03.2020**

- This means, T24 will automatically recalculate the accrued credit interest for the current capitalization period.
- For balance more then 250.000 EUR the spread will now be increased from 1,00% to 5,00%












































This backdated credit interest changes is performed in the 3 steps displayed here and in the next slide

1

Facility	Update Facility			<a href="#">Simulate</a>
Interest Calculation	Capitalise Activity for Bundleinterest			<a href="#">Simulate</a>
	Capitalise Credit Interest			<a href="#">Simulate</a>
	Capitalise Debit Interest			<a href="#">Simulate</a>
	Change Activity for Bundleinterest			<a href="#">Simulate</a>
	Change Credit Interest Condition (User)			<a href="#">Simulate</a>
	Change Debit Interest Condition (User)			<a href="#">Simulate</a>
	Change Interest rate			<a href="#">Simulate</a>
	Makedue Activity for Bundleinterest			<a href="#">Simulate</a>
	Credit Interest Due			<a href="#">Simulate</a>
	Debit Interest Due			<a href="#">Simulate</a>

2

Back to: [New User Activities](#) >

## Amendment of accounts – sample 1 continued

**Now the back dated change of the credit interest shall be continued for the effective date 30.03.2020**

- After the change of the spread to 5,00 %, the accrued interest amount is automatically updated from 638.000 EUR to 2.238.000 EUR

3

Back to: [New User Activities](#) >

Arrangement Activity: AA20079TWSRW (Model Bank)

Arrangement Activity: AA20079TWSRW 78988 Current Account

Product: Corporate Current Account

Pricing Selection: Change Credit Interest Condition (User)

GB Narrative: +

Product Variation: Product Variation

Pricing Plan: Pricing Plan

Currency: EUR

Effective Date: 30 MAR 2020

**Credit Interest**

**Credit Interest**

Fixed/Floating/Linked	Periodic	Control	CCY Reference	Spread	Margin	Add	Single Margin	Min / Max Rate	Effective Rate	Up To
Fixed.1	Floating.1	Curr Base	Spread.1	Margin.1.1	Add	Single Margin	0	Min / Max Rate.1	Effective Rate.1	Up To.1
Fixed.2	Floating.2	Curr Base	Spread.2	Margin.2.1	Add	Single Margin	0.25	Min / Max Rate.2	Effective Rate.2	Up To.2
Fixed.3	Floating.3	Curr Base	Spread.3	Margin.3.1	Add	Single Margin	5.00	Min / Max Rate.3	Effective Rate.3	Up To.3

**Result**

**Account Details** [Financial Summary](#) [Cashflow](#) [Locked Funds](#) [Interest](#)

**Accrued Interest - Current Period**

Property	Period Start	Positive	Negative	Adjusted/Waived	Total	Period End
Special Interest	19 MAR 2020	0.00	0.00	0.00	0.00	Suppressed
<b>Credit Interest</b>	19 MAR 2020	2,238,000.00	0.00	0.00	2,238,000.00	19 JUN 2020
Debit Interest	19 MAR 2020	0.00	0.00	0.00	0.00	19 APR 2020

## Amendment of accounts – sample 2

Now for the account 78988 the debit interest capitalization frequency shall be set from “monthly on the anniversary date” to “quarterly on the end date of the quarter” with effect of “today”

The technical processing for doing so is as follows

1

Account Limit	Unlink Limit		Simulate
	Update Limit Link		Simulate
Officers	Update Account Officer Details		Simulate
Payment Schedule	Change Schedule (User)		Simulate
	Change Schedule for Accounts		Simulate
Payoff Rules	Death Distribution Closeout		Simulate
	Direct Rollover Closeout		Simulate

2

Back to: New User Activities >

Arrangement Activity: AA20079TWSRW | 78988 Current Account (Model Bank)

Arrangement Activity: AA20079TWSRW | 78988 Current Account

Product: Corporate Current Account

Pricing Selection: Change Schedule (User)

Activity: Change Schedule (User)

GB Narrative:

Product Variation:

Pricing Plan:

Currency: EUR

Effective Date: 17 APR 2020

Schedule | Settlement Instructions

Schedule

Default Values (Schedule) | Default Values (Consolidate)

Type	Method	Property	Frequency	Start Date	Defer By
INTEREST	Capitalise	CRINTEREST	e0Y e3M e0W e0D		
INTEREST	Capitalise	DRINTEREST	e0Y e1M e0W e0D		
CHARGE	Capitalise	MGMTFEE			

Recurrence Pattern

Defined Frequency: **QUART - LAST DAY OF THIS QUARTER**

Settlement Instructions

Basic | Advanced - Pav In | Advanced - Pav Out

Percent:  Amount:

Result

Schedule			
Interest	Credit Interest	Capitalise	Every 3 months
Interest	Debit Interest	Capitalise	LAST DAY OF THIS QUARTER
Charge Payment	Management Fees	Capitalise	Monthly

## Workshop 2 “Amend the payment schedule with effect TODAY”

### Workshop

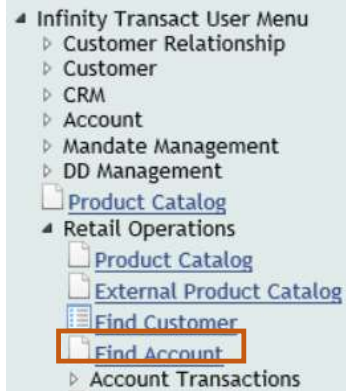


- Use *User Menu > Retail Operations > Find Account*
  - Call the account overview for your account created in workshop 1
  - Start the activity “*Change Schedule (User)*”
  - Amend in the payment schedule, that debit interest should be capitalized every 2 months on the last day of the respective month
  - Login with a different user or ask your neighbour: Authorize the amendment

## Workshop 2 - solution

### Workshop

1



2



3

Arrangement	Account	Description	Customer Name	Status	
AA20108W9VNS	91607	Current Account	Airbourne Freight	Authorised	

4



## Workshop 2 - solution

5

### New Activities

Arrangement AA20108W9VNS (91607)  
Airbourne Freight

	Update Activity for Drinterest		<a href="#">Simulate</a>
Account Limit	Unlink Limit		<a href="#">Simulate</a>
	Update Limit Link		<a href="#">Simulate</a>
Officers	Update Account Officer Details		<a href="#">Simulate</a>
Payment Schedule	Change Schedule (User)		<a href="#">Simulate</a>
	Change Schedule for Accounts		<a href="#">Simulate</a>

6

Back to: [New User Activities](#) >

Arrangement Activity AA20108W9VNS (Model Bank)

Arrangement Activity Audit

Arrangement AA20108W9VNS 91607 Current Account

Product Current Account

Pricing Selection

Activity Change Schedule (User)

GB Narrative

### Schedule

Schedule

Amortisation Term

Residual Amount

Base Day Key

Type	Method	PayF	Property
INTEREST	Capitalise	e0Y e	CRINTEREST
INTEREST.DEFERRED	Capitalise	e0Y e1M e0V	DRINTEREST
INTEREST	Capitalise	e0Y e1M e0V	BUNDLEINTEREST

Recurrence Control

## Workshop 2 - solution

Workshop

7

Recurrence Pattern

☐ Daily  
☐ Weekly  
☒ Monthly  
☐ Yearly  
☐ Defined  
☐ Advanced

Every 2 Month(s)

☒ On  
☒ Day 31

☐ The First Monday

8

Back to: New User Activities >

?          More Actions ...

Arrangement Activity AA2010811XC7KBS (Model Bank)

Arrangement Activity Audit

Arrangement AA20108W9VNS 91607 Current Account  
 Product Current Account  
 Pricing Selection  
 Activity Change Schedule (User)  
 GB Narrative +

Schedule

Schedule

Amortisation Term  
 Residual Amount  
 Base Day Key

Type	Method	PayFreq	Prog% Property
+ - INTEREST	Capitalise	e0Y e1M e0V	CRINTEREST
+ - INTEREST.DEFERRED	Capitalise	JW o31D e0F	DRINTEREST
+ - INTEREST	Capitalise	e0Y e1M e0V	BUNDLEINTEREST

## Workshop 2 - solution

9

### Pending Approval

Date	Activity	Type	Txn Amt	Pending
17 APR 2020	Change Schedule (User)	User		Input <span>Approve</span>

10

More Actions ...

Arrangement Activity AA2010811XC7KBS (Model Bank)

[Arrangement Activity](#)
[Audit](#)

Arrangement AA20108W9VNS  
 Customer.1 100396 Airbourne Freight Role.1 Beneficial Owner

Product Current Account  
 Activity Change Schedule (User) Effective Date 17 APR 2020

[Schedule](#)

**Schedule**

Type	Method	PayFreq	Prog%	Property Pro
INTEREST	Capitalise	e0Y e1M e0W e0D e0F	CRINTEREST	
INTEREST.DEFERRED	Capitalise	e0Y e2M e0W o31D e0F	DRINTEREST	
INTEREST	Capitalise	e0Y e1M e0W e0D e0F	BUNDLEINTEREST	



## Workshop 3 “Amend the account short name with effect TODAY”

### Workshop

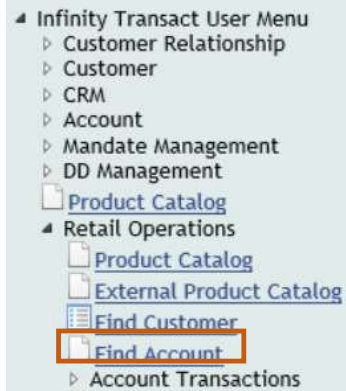


- Use *User Menu > Retail Operations > Find Account*
  - Call the account overview for your account created in workshop 1
  - Start the activity “*Update Account Details*”
  - Amend the field “*GB Short Title*” with “Current account <your name>”
  - Login with a different user or ask your neighbour: Authorize the amendment

## Workshop 3 - solution

### Workshop

1



2



3

Arrangement	Account	Description	Customer Name	Status	
AA20108W9VNS	91607	Current Account	Airbourne Freight	Authorised	

4



## Workshop 3 - solution

Workshop

5

### New Activities

Arrangement AA20108W9VNS (91607)  
Airbourne Freight

	Reg D Violation - Change Product		<a href="#">Simulate</a>
Account Static	Reduce NSF Paid count		<a href="#">Simulate</a>
	Reduce NSF Return count		<a href="#">Simulate</a>
	Release emergency block Account		<a href="#">Simulate</a>
	Acceptance of ISA Accounts Trsf		<a href="#">Simulate</a>
	Request of ISA Accounts Trsf		<a href="#">Simulate</a>
	Update Account Details		<a href="#">Simulate</a>
	Update Call Code		<a href="#">Simulate</a>

6

Back to: New User Activities >

Arrangement Activity **AACT201083HF15NDP** (Model Bank)

Arrangement Activity    Audit

Arrangement AA20108W9VNS    91607 Current Account

Product Current Account

Pricing Selection

Activity Update Account Details

GB Narrative

Account

Account

Account Static    Additional    Posting Restriction    Balance Netting Hier

GB Account Title Current Account

GB Account Title. 2

GB Short Title

Alternate ID.1

Alternate ID.2

## Workshop 3 - solution

7

### Pending Approval

Date	Activity	Type	Txn Amt	Pending
17 APR 2020	Update Account Details	User		Input

Approve ✓

8

Arrangement Activity AA201083HF15NDP (Model Bank)

Arrangement Activity Audit

Arrangement AA20108W9VNS

Customer.1 100396 Airbourne Freight Role.1

Product Current Account

Activity Update Account Details Effective Date

Account

Account

Account Static Additional Posting Restriction Balance Netting

GB Account Title Current Account

GB Short Title Current account Thomas Voigt

Alternate ID.1 LEGACY

Alternate ID.2 T24.IBAN GB23DEMO60161300091607

- 01 Learning objectives
- 02 Basics of accounts in AA
- 03 Process 1: Opening an account
- 04 Process 2: Checking an account
- 05 Process 3: Amending an account
- 06 Process 4: Closing an account**



## Closure of accounts – basic information (1)

The account closure is performed in three steps:

### Step 1: Initiation of the closure via simulation

The simulation of the account closure can be performed for today or a date in the future or in the past.

With the simulation the closing balance will be evaluated

**Step 2:** Performing the payoff–transaction to transfer the balance from the account to close to the settlement account

**Please note:** The performing of the payoff can be done theoretically also for a future date. But because of business reasons it is strongly recommended to do the closure only with value date *“today”*.

### Step 3: Final closure of the account

In dependency of the parametrization this step is either done automatically within step 2 or will be performed a few days later automatically in the “Close of business run” (COB). If required, the final closure can be done also manually

## Closure of accounts – basic information (2)

The closure of accounts is restricted, if minimum one of the following conditions is met:

- Unauthorized transactions for the account exist
- Account is used in a standing order
- Account is part of a portfolio
- Account is serving as collateral
- Account is part of an account sweep
- Account is linked to a bundle
- Account is settlement account in another arrangement (i.e. in a loan or deposit)
- Direct debit mandate(s) exist for the account

If the account shall still be closed, the related activity for the restriction must be executed first – i.e. to delink the account from the portfolio

## Closure of accounts – basic information (3)

For the account closure the respective closing balance is automatically calculated as follows:

- If the account to close has as **positive** balance:  $\text{balance} - \text{charges} + \text{accrued interest}$
- If the account to close has as **negative** balance:  $\text{balance} - \text{charges} - \text{accrued interest}$



## Closure of accounts – step 1: simulation (1)

During the simulation T24 calculates the closing balance of the account to close.

The total balance as well as the balances for the different subcomponents (i.e. credit interest and management fee) are displayed

In addition it is checked, if the account can be closed. If not, the reasons for restricting the closure are displayed

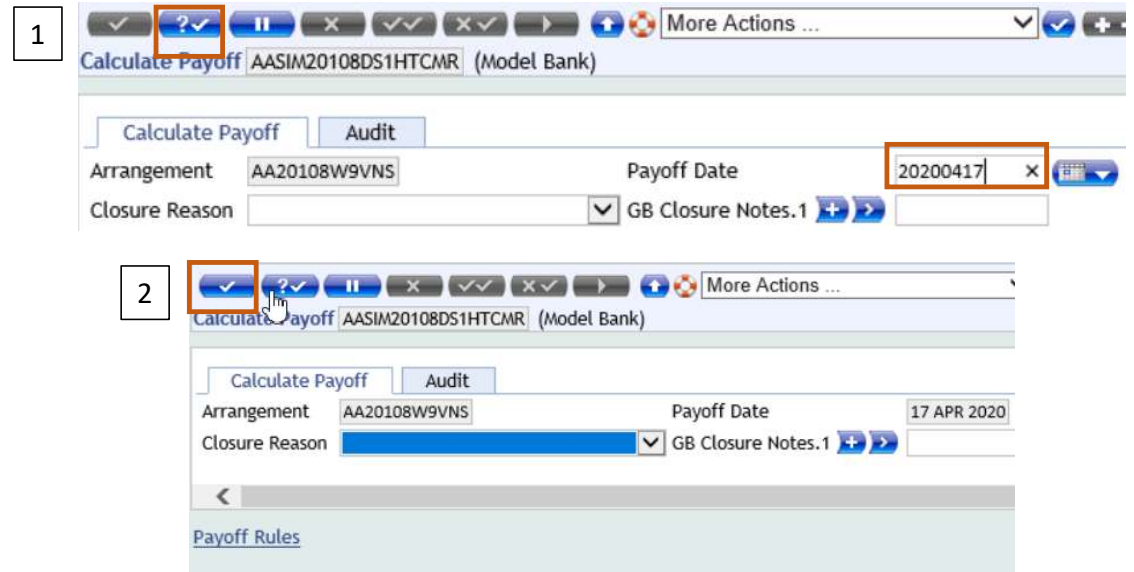
The closure is initiated from the account overview screen via clicking on the item



It must be specified the **payoff date**. It is the effective date, for which the closing balance shall be evaluated.

The date specified here will be defaulted as value date in the payoff transaction between the account to close and the settlement account.


**Please note:** The performing of the payoff can be done theoretically also for a future date. But because of business reasons it is strongly recommended to do the closure only with value date “**today**”.



## Closure of accounts – step 1: simulation (2)

Now the simulation is started. It is successfully finished, when the status is “*Executed – Successfully*”


**Please note:** When all the time the status “*Processing*” is displayed, the respective background service is not started. Then inform IT to start it.

Via clicking on the  icon the result screen is displayed.

Simulation Status	
AASIMR22021YW1KGGB	
Status	Executed - Successfully 
Arrangement	AA21188G912P
Run Date	21 JAN 2022
End Date	21 JAN 2022
Activity	CALCULATE ACTIVITY FOR PAYOFF

Here you see:

- **Top section:** Closing balance of the account
- **Middle section:** Closing balances held on the respective subcomponents/ properties of the account
- **Bottom section:** Errors occurred in the simulation. If errors are displayed, they must be first corrected. Otherwise the account can't get closed

Via clicking on the  icon in the top section another screen will be opened, from which the payoff transaction will be started

Closure Statement	
Arrangement AA21188G912P	
Closure Date	Amount
21 JAN 2022	10,230.00 

Itemised by Property - 21 JAN 2022	
Property	Amount
ACCOUNT	10218.88 
Credit Interest	19.37 
FIXED MONTHLY FEE SENDING POST	-0.7 
END OF PERIOD STATEMENT OF A/C	-7.5 

Validation Errors/Overrides	
No Errors/Overrides Encountered	

## Closure of accounts – step 2: payoff (1)

Now it must be chosen, which type of payoff-transaction (normally: transaction in the TPH module) shall be performed:

- If the settlement account shall be another customer account or a bank internal account, choose the item **“Account Closure internal”**
- If the customer left the bank, the settlement account should be a nostro- or vostro account at the bank, where the customer has an account. In this case choose in dependency of the payment type either **“Account Closure SEPA”** or **“Account Closure SWIFT”**
- If our bank uses an old T24 release, the payoff-transaction must be done in the old payments module FT. In this case choose the item **“Settle by Funds Transfer”**

<b>Settle by Funds Transfer</b>
Settle by Cash Payment
Settle by Draft
Settle by Official Cheque
Write-Off to P&L
Write-Off to P&L via PO
Account Closure Internal
Account Closure SEPA
Account Closure SWIFT

In this training the closure will be performed via the item **“Account Closure internal”**

## Closure of accounts – step 2: payoff (2)

In the screen for the payoff-transaction the settlement account must be specified in the field **“Credit account”**.

Once the payoff-transaction is authorized, the balance of the account to close is brought to “0”. In dependency of the parametrization then the account / arrangement is either in status *“Pending closure”* (closure not finalized) or in *“Closed”* (closure finalized)

If the account is in *“Pending closure”*, already now no more financial activities can be performed for it and after a few days it will be automatically finally closed and set to status *“Closed”*.

If required, the final closure can be done manually

**Please note:** It is possible to reopen closed accounts

Payment Order - AA Account Closure PI22021047HSQ8NB

Payment Order Product	ACCS
Debit Account	2000000002708
Debit Currency	EUR
Debit Value Date	21 JAN 2022
Credit Account	20000010002966
Credit IBAN	
Payment Currency	
Payment Amount	10,230.05
Payment Execution Date	21 JAN 2022
Order Initiation Type	Po From Account Closure
Signatory.1	

Beneficiary Details Ordering Details Routing Details Other D

Beneficiary ID

Beneficiary Account No

## Closure of accounts – step 2: payoff (3)

In our training environment the account went now to the status “*Pending Closure*”

Please observe in the transaction log the steps, which via the payoff-transaction were performed

The account will get finally closed automatically in the COB a few days later.

If you want, you can manually perform the final closure. How to do so, is explained on the next slide

2000000002708 EUR - Current account individual Overview

Arrangement

Product

Account Title

Beneficial Owner

AA21188G912P

Current account individual

Current account

Thomas Voigt

Account

Arrangement Date

Status

2000000002708 - EUR

05 JUL 2021

Pending Closure

T24.IBAN

LU170022000000002708

Account Details

Financial Summary

Cashflow

Locked Funds

Interest

Risk Indicators

Posting Restriction

Blocking Code

Unblocking Code

Start Date

Expiry Date

INVESTMENT TRADES NOT ALLOWED

---

---

Balances

ledger

Cleared

Working

Locked

Available

0.00

0.00

0.00

0.00

0.00

21 JAN 22	AAACT2202146347VYG	DEBIT ARRANGEMENT	21 JAN 22	10,230.05	-218.88	
		Compte				
		Transfert solde créditeur (clôture				
31 DEC 21	AAACT21365P8QWRMXG	INTEREST	31 DEC 21	227.08	8.20	
		Interets crediteurs				
		Capitalisation des agios				
31 DEC 21	AAACT21365P8QWRMXG	CHARGE	31 DEC 21	0.70	7.50	
		FORFAIT MENSUEL ENVOI DE COURRIER				
		Capitalisation des agios				
31 DEC 21	AAACT21365P8QWRMXG	CHARGE	31 DEC 21	7.50	0.00	
		ARRETE DE COMPTE				

## Closure of accounts – optional step 3: manual final closure

If for any reason the account shall be manually finally closed, this can be done from the “**New Activities**” screen as displayed.

For this the activity “*Close Arrangement*” must be performed

**Please note:** The activity “*Close Arrangement*” can **never** be used to initiate the account closure (steps 1 and 2).

This activity needs to get separately authorized like any other activity

1

**New Activities**  
Arrangement AA21188G912P (2000000002708)  
Thomas Voigt

Arrangement	AMEND.ALTERNATE.ID ACTIVITY FOR ARRANGEMENT			<a href="#">Simulate</a>
	Cancel Notice.withdrawal			<a href="#">Simulate</a>
	Capture Notice.withdrawal			<a href="#">Simulate</a>
	Change Notice.withdrawal			<a href="#">Simulate</a>
	Change branch Arrangement			<a href="#">Simulate</a>
	Change channel Arrangement			<a href="#">Simulate</a>
	Change lob Arrangement			<a href="#">Simulate</a>
	CHANGE.PARENT ACTIVITY FOR ARRANGEMENT			<a href="#">Simulate</a>
	Change Product			<a href="#">Simulate</a>
	Change to Overdraft Account			<a href="#">Simulate</a>
	<b>Close Arrangement</b>			<a href="#">Simulate</a>
	Settle Debit Balance on Closure			<a href="#">Simulate</a>

2

Back to: [New User Activities >](#)

More Actions ...

Arrangement Activity AAACT22021V91RCY92

Arrangement Activity Audit

Arrangement AA21188G912P Effective Date 21 JAN 2022

Activity Close Arrangement

Closure Reason

GB Closure Notes.1

## Workshop 4 “Close an account with effect TODAY”

### Workshop

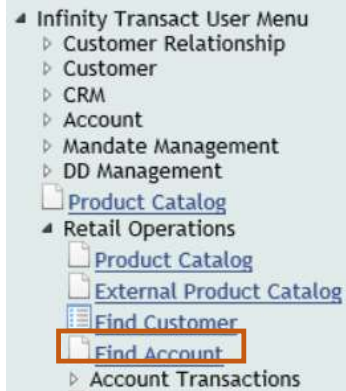


- Use *User Menu > Retail Operations > Find Account*
  - Call the account overview for your account created in workshop 1
  - Click on the item “Simulate Closure” and perform the simulation with effective date “today”
  - Then click on the “*Account Closure internal*” item and perform the payoff-transaction
  - Use as settlement account any customer account
  - After committing the payoff-transaction, check the status of your account / arrangement. It should be “*Pending Closure*”

## Workshop 4 - solution

### Workshop

1



2



3

Arrangement	Account	Description	Customer Name	Status
AA20108W9VNS	91607	Current Account	Airbourne Freight	Authorised


4




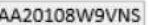
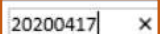








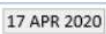




## Workshop 4 - solution

### Workshop

5 

6       

7       

[Payoff Rules](#)

## Workshop 4 - solution

### Workshop

8

<b>Simulation Status</b>	
<b>AASIMR22021YW1KGGB</b>	
Status	Executed - Successfully
Arrangement	AA21188G912P
Run Date	21 JAN 2022
End Date	21 JAN 2022
Activity	CALCULATE ACTIVITY FOR PAYOFF

9

<b>Closure Statement</b>	
Arrangement	AA21188G912P
Closure Date	21 JAN 2022
Amount	10,230.00
<b>Itemised by Property - 21 JAN 2022</b>	
Property	Amount
ACCOUNT	10218.88
Credit Interest	19.37
FIXED MONTHLY FEE SENDING POST	-0.7
END OF PERIOD STATEMENT OF A/C	-7.5
<b>Validation Errors/Overrides</b>	
No Errors/Overrides Encountered	

## Workshop 4 - solution

Workshop

10

Settle by Funds Transfer  
Settle by Cash Payment  
Settle by Draft  
Settle by Official Cheque  
Write-Off to P&L  
Write-Off to P&L via PO  
Account Closure Internal  
Account Closure SEPA  
Account Closure SWIFT

11

Payment Order - AA Account Closure PI22021047HSQ8NB

Payment Order Product	ACCS
Debit Account	2000000002708
Debit Currency	EUR
Debit Value Date	21 JAN 2022
Credit Account	2000000002966
Credit IBAN	
Payment Currency	
Payment Amount	10,230.05
Payment Execution Date	21 JAN 2022
Order Initiation Type	Po From Account Closure
Signatory.1	

Beneficiary Details   Ordering Details   Routing Details   Other D

Beneficiary ID

Beneficiary Account No

## Workshop 4 - solution

Workshop

12

### 2000000002708 EUR - Current account individual Overview

<b>Arrangement</b>	AA21188G912P	<b>Account</b>	2000000002708 - EUR
<b>Product</b>	Current account individual	<b>Arrangement Date</b>	05 JUL 2021
<b>Account Title</b>	Current account	<b>Status</b>	Pending Closure
<b>Beneficial Owner</b>	Thomas Voigt		

**T24.IBAN** LU170022000000002708

**Account Details** [Financial Summary](#) [Cashflow](#) [Locked Funds](#) [Interest](#) [Risk Indicators](#)

<b>Posting Restriction</b>	<b>Blocking Code</b>	<b>Unblocking Code</b>	<b>Start Date</b>	<b>Expiry Date</b>
INVESTMENT TRADES NOT ALLOWED			---	---

**Balances**

Ledger	Cleared	Working	Locked	Available
0.00	0.00	0.00	0.00	0.00

21 JAN 22	AAACT2202146347VYG	DEBIT ARRANGEMENT	21 JAN 22	10,230.05	-218.88	
		Compte				
		Transfert solde créditeur (clôture)				
31 DEC 21	AAACT21365P8QWRMXG	INTEREST	31 DEC 21	227.08	8.20	
		Interets créditeurs				
		Capitalisation des agios				
31 DEC 21	AAACT21365P8QWRMXG	CHARGE	31 DEC 21	0.70	7.50	
		FORFAIT MENSUEL ENVOI DE COURRIER				
		Capitalisation des agios				
31 DEC 21	AAACT21365P8QWRMXG	CHARGE	31 DEC 21	7.50	0.00	
		ARRETE DE COMPTE				



**Thank you**

Syncordis SA 105 route d'Arlon L-8009 STRASSEN T +352 26 20 01 05 F +352 26 20 01 05 40 [syncordis@syncordisconsulting.com](mailto:syncordis@syncordisconsulting.com)