syncordis

3rd of February 2022

T24 – Induction training "Customer"

Thomas Voigt

Training manager

Email: tvoigt@syncordisconsulting.com

Copyright © 2022 Syncordis S.A.

General remarks

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.

➢ Banks do normally a lot of customizations concerning the onboarding of customers

syncordis

Learning objectives

- Background information and importance of Customer module

- Creation and modification of CUSTOMER records

- Defaulting of conditions and duplicate check for customers

- Enquiries

Basic information

Important: The first thing to do in a new T24 environment is to create the customers and after that the accounts – otherwise no financial activities can be performed

- The customers are stored in the CUSTOMER table. The records contains basic and descriptive information of customer – like the name and the type of customer (i.e. individual customer)

  Additional information linked to the customer are stored in different tables – i.e. the customer addresses are stored in the table DE.ADDRESS

- **Please note:** Take care that only record exists for each Customer

  To ensure this, a check for duplicate CUSTOMER records can be performed in T24

- Customers can be created as soon as essential details are available

  Additional details can be added any time – any field in the CUSTOMER record can be changed

- A CUSTOMER is linked to any transaction in T24

- **Please note:** A CUSTOMER record, once created, *can't get reversed* (moved from the live-file to the history-file).

  But it is possible, to mark a customer as no longer active and to prevent, that financial transactions for this customer can be performed.

  A lot of banks create a customization, which enables the movement from CUSTOMER-records from the live- to the history-file

Basic information
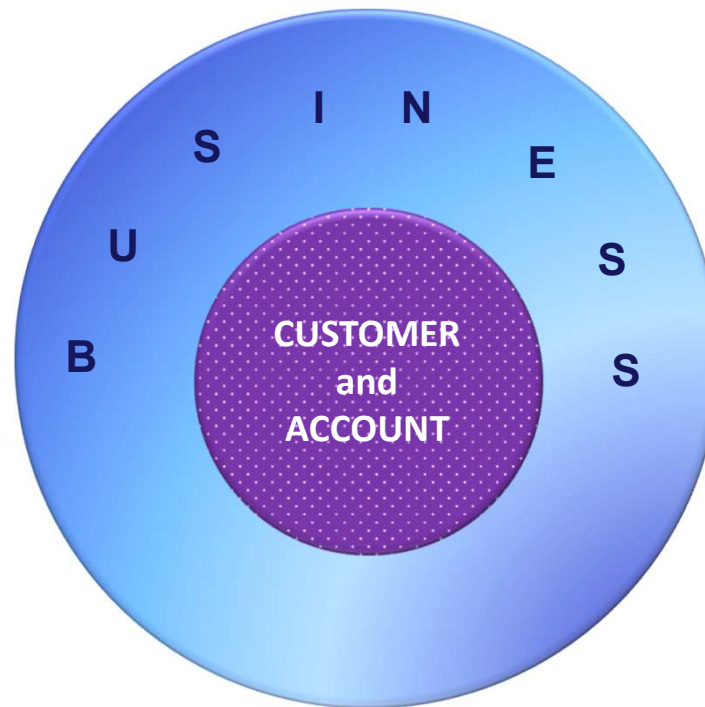
1. Establish Customer record prior to any business activity for customer.
2. Then create the accounts

   Accounts, contracts and transaction are linked to Customer

Basic information

- **The CUSTOMER table is a T24 core table** which holds the main customer information.

- **Customer wise position** regarding services rendered, income earned and expenses incurred can be obtained.

- **CUSTOMER records** need to be created for any party involved in the business – i.e. for:
    - **Clients**, e.g. private and corporate
    - **Agents**, e.g. other banks, brokers
    - **Counterparties**, e.g. other banks, retail and corporate

syncordis

Basic information

- A bank can open a **prospective customer record**.

    - Minimum data required to be filled up:

        - *Full Name, Short name, Mnemonic, Sector, Language.*

- For prospect customers it may or may not be allowed to have business activities with the bank.

    - Choice is available in the **COMPANY** table in the field **"Prospect Allowed:**

        - ➢ If set to **"***Yes***"**, when business activity is initiated, the prospect customer will be treated automatically as an active customer.

        - ➢ If set to "*No*", no business activities are allowed.
          Please note: In the respective **CUSTOMER** record for the prospect in the field "**Customer Type**" the value can be changed to " " or "*Active*". Then the prospect customer is turned into an active customer.

- Only prospect Customer **records can be reversed / moved to the history-table**

    - This will happen automatically after the number of days specified in the field "**Cust Retention**" in the **COMPANY** table, if until then no activities have been performed for the customer

▶ **syncordis**

Basic information

Static tables:

In the **CUSTOMER** table there are a lot of fields, behind which are so called static tables.

Those static tables are also called "core tables".

They are extremely important for the whole work in T24 – i.e. they are building the basis for the financial accounting and reporting as well as for the setup of preferential charges for customers in nearly all T24-transaction modules

Important: "Theoretically" those basic tables can be easily amended. Practically do that only after a discussion within your bank.

If you add i.e. a new record in the SECTOR table, this may destroy the whole accounting and charges structure, if the resulting amendments in other tables are not made.

In the next slide samples for their setup are displayed.

Sector

Dept.
Acct.
Officer

Customer
Status

Customer

Target

Industry

Country

▶ **syncordis**
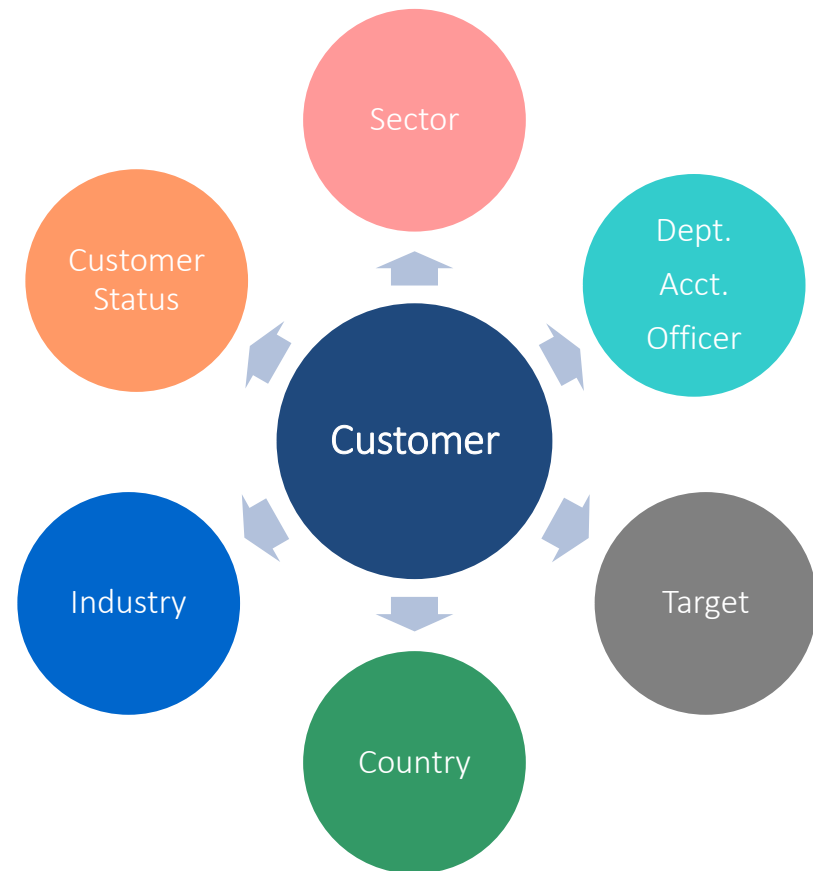
Basic information

Samples for the setup of static tables in the model bank

The setup varies quite a lot between the different banks using T24

Classification for Preferential charges, reports

SECTOR

@ID	Short Name
1000	Individuals
1001	Individual
1002	Staff
1499	Individuals
1500	Brokers
1501	Broker
1599	Brokers
1600	Clrg Agents
1601	Clrg Agents

INDUSTRY

@ID	Description
1000	Private Person (Name)
1100	Private Person (Numbered)
1200	Staff
1600	Non-Profit Institutions
1700	Property Services
1800	Health Care
1900	Food and Tobacco
1910	Tobacco
1920	Food Manufacturers

Occupation

CUSTOMER.STATUS

Txn Ref	Short Name
1	Priv Std Client
2	Priv High Net
3	Ret.Client HNW
4	Ret.Client Std
5	Deceased Indiv
6	Prop Standard
7	Prop High Net
11	Partnership Std
12	Part High Net

Status

Customer

COUNTRY

@ID	SHORT.NAME
AD	Andorra
AE	U.A.E
AG	Antigua
AI	Anguilla
AL	Albania
AN	Neth Ant.
AO	Angola
AQ	Antarctica
AR	Argentina

Nationality

Residence

TARGET

@ID	Short Name
1	Priv Std Client
2	Priv High Net
3	Ret.Client HNW
4	Ret.Client std
6	Blue Chip Comp
7	Corporate
10	Hotlisted
20	PWM Client
30	Banks

Marketing Strategy

DEPT.ACCT. OFFICER

Id	Name
1	Implementation
2	Retail Banking Manager-Others
3	Retail Banking User 3
4	Retail Banking User 4
5	Treasury Dealer
6	Treasury Dealer
7	Treasury Supervisor
8	Treasury Supervisor

Dealing Officer

syncordis

syncordis

Creation of customers

Hints for the creation of CUSTOMER records

The "technical" process for creating the different types of customers is nearly the same – the available fields will be used for all types of customer.

The type of customer is specified in the field "**Sector**"

➢ For *individual customers* use a value in the range from 1000 to 1999

➢ For *corporate customers* use a value in the range from 2000 to 2999

➢ For *bank customers* use a value in the range from 3000 to 3999

Please note:

• When a **CUSTOMER** record is validated, T24 doesn't check, if the specified values logically suit to each other.

• I.e. no override message is displayed, when in the field "**Sector**" the value "2001" (= "Corporate") and in the field "**Industry**" the value "1000" (= "Private Person") are specified together, which obviously don't match

Creation of customers

Main mandatory fields in the CUSTOMER table

➢ Field "**Id**": Get's automatically generated when a **CUSTOMER** record is created. Later you can search and specify customers in transactions via a using the "Id" or the "Mnenomic".

The value is unique and can have up to 10 digits

➢ Field "**Mnemonic**":
  ➢ It contains the alternate Id of the customer. A lot of banks have customizations how to create it automatically – often it contains the Id of the customer in the old system of the bank
  ➢ Can be used instead of Customer Id in any T24 application

➢ Field "**Short Name**":
  ➢ It contains the name of the customer, which is displayed in transaction screens. It is multilingual.

➢ Fields "**Full Name**" and "**Full name-2**":
  ➢ It contains the name of the customer, which will included in advices and reports. It is multilingual.

➢ Field "**Sector**": Type of the customer – i.e. "*Individual*" or "*Corporate*"

➢ Via the **CUSTOMER.DEFAULT** table it is possible to default values based on the sector of a customer in the other mandatory fields **"Industry", "Target", "Nationality", "Residence", "Account Officer"** and "**Customer Status**". How to do so, is explained later.

Behind those fields are the static tables mentioned in the chapter before

Workshop 1 "Create an individual customer"

Workshop

- **Use *User Menu > Customer > Individual Customer***

  - **Create a customer record for yourself**

  - **Fill out the mandatory fields and take care, that the values suit logically together**

  - **Commit the record and note down the Id of your customer. You will need it for subsequent workshops**

syncordis

Workshop 1 - solution

Workshop

1

2

Workshop

- **Use *User Menu > Customer > Authorise/Delete Customer***

  - **Login with a different USER or ask your neighbour**

  - **Select your customer created in workshop 1**

  - **Authorize this CUSTOMER record**

syncordis

Workshop

1

- ◢ User Menu
  - ▷ Customer Relationship
  - ◢ Customer
    - Individual Customer
    - Corporate Customer
    - Create Prospect
    - Capture Prospect Exit Status
    - Activate Customer
    - Amend Customer
    - Capture Customer Exit Status
    - Deceased Customer
    - View/Reverse External User
    - Unauthorised Customer
    - Unauthorised Customer Pending AML Check
    - **Authorise/Delete Customer**
    - Delete/Authorise External User
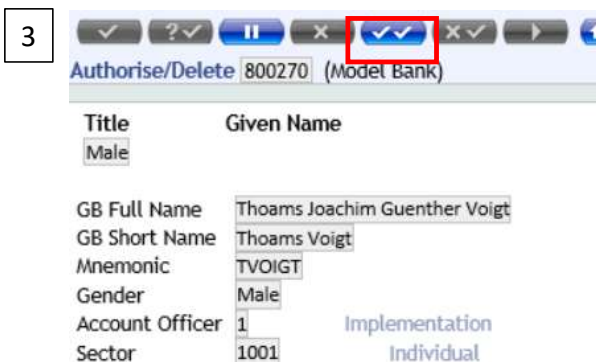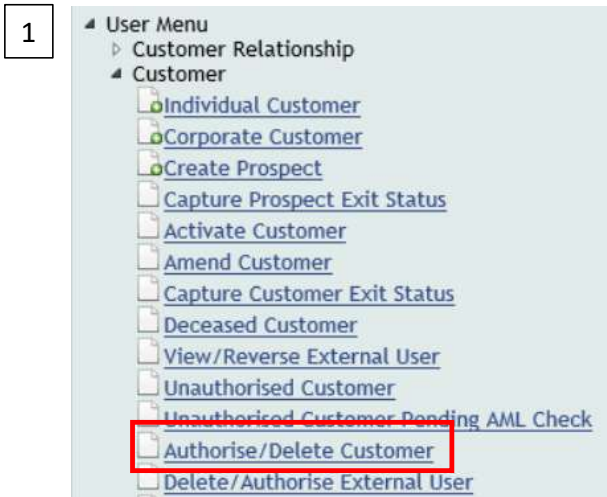
2

Results 1 - 23 of 23

Unauthorised Customer

Customer No	Name	Relationship Officer	Status	Inputter		
190123	-		IHLD	OFFICER	✓✓	✗
200301	CRUZ JUAN M. DE LA	1 - Implementation	INAO	OFFICER	✓✓	✗
200302	DE FRANCE NAOMI A.	1 - Implementation	INAO	OFFICER	✓✓	✗
200303	DANIEL GARCIA	1 - Implementation	INAO	OFFICER	✓✓	✗
200304	JOSE GUTIERREZ REYES	1 - Implementation	INAU	OFFICER	✓✓	✗
800025	-		IHLD	OFFICER	✓✓	✗
800071	BHUTTA	2 - Retail Banking Mgr	INAO	OFFICER	✓✓	✗
800074	Royal Dutch Shell PLC	62 - Corporate Loan Supervisor	INAU	OFFICER	✓✓	✗
800076	Saudi Aramco	61 - Corporate Officer	INAU	OFFICER	✓✓	✗
800082	-		IHLD	OFFICER	✓✓	✗
800087	-		IHLD	OFFICER	✓✓	✗
800091	-		IHLD	OFFICER	✓✓	✗
800092	-		IHLD	OFFICER	✓✓	✗
800099	WAHAB	2 - Retail Banking Mgr	INAO	OFFICER	✓✓	✗
800106	-		IHLD	OFFICER	✓✓	✗
800112	-		IHLD	OFFICER	✓✓	✗
800137	-		IHLD	OFFICER	✓✓	✗
800138	-		IHLD	OFFICER	✓✓	✗
800149	Chris A. Diesel	79 - PWM Portfolio Advisor	INAO	OFFICER	✓✓	✗
800255	MFlores	5 - Treasury Dealer	INAU	INPUTTER	✓✓	✗
800261	Vimlendu Mishra	1 - Implementation	INAU	INPUTTER	✓✓	✗
800268	TEST11	1 - Implementation	INAU	MUTHU.1	✓✓	✗
800270	Thoams Voigt	1 - Implementation	INAU	INPUTTER	✓✓	✗

3

Authorise/Delete 800270 (Model Bank)

Title	Given Name
Male	

GB Full Name	Thoams Joachim Guenther Voigt	
GB Short Name	Thoams Voigt	
Mnemonic	TVOIGT	
Gender	Male	
Account Officer	1	Implementation
Sector	1001	Individual

▶ **syncordis**

Creation of customers

Important optional fields

Your customer record is now authorized, but still some important information is missing.

Two detailed examples for optional fields in the CUSTOMER table:

- Until now no *address of the customer* is specified.

  T24 doesn't know yet the address for any advice / message generated for the customer.

➡ The main of address of the CUSTOMER can be specified

- Also no *birthdate* is specified yet

  I.e. at the opening of accounts or at the granting of loans it is checked, if a customer is eligible for the product. A lot of products are only available for adult customers (Age 18+)

  If no birthdate is specified, the customer will not be allowed to buy any of those products

➡ The birthdate of an individual customer or the founding date of a corporation can be specified

Optional fields are also available i.e. for the following items:

- Identification Documents like passport Id or tax number
- Relationship details => Does the customer belongs to a group, is it i.e. a branch of a corporation
- Customer Rating
- KYC => "Know your customer" settings
- Liability Customer => This is mandatory, if limits for customer groups shall be created using the old limit functionality

Workshop 3 "Amend and authorize your individual customer"

Workshop

- **Use *User Menu > Customer > Amend Customer***

    - **Amend your customer record**

    - **Include the birthdate and the address**

    - **Commit the record**

- **Use *User Menu > Customer > Authorise/Delete Customer***

    - **Login with a different USER or ask your neighbour**

    - **Authorize the amendments for your customer**

Workshop 3 - solution

Workshop
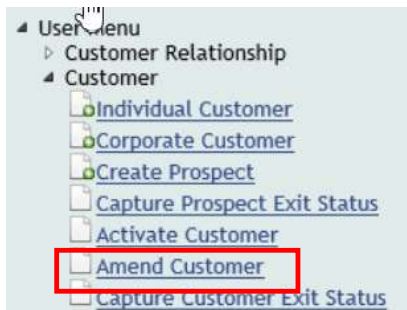
1. ▲ User Menu
   ▷ Customer Relationship
   ▲ Customer
   ▢ Individual Customer
   ▢ Corporate Customer
   ▢ Create Prospect
   ▢ Capture Prospect Exit Status
   ▢ Activate Customer
   ▢ **Amend Customer**
   ▢ Capture Customer Exit Status

2. Amend Customer

   More Options
   Clear Selection   **Find**

Customer No	equals	800270	✕
NO.SORT.OPTION	equals		
INCLUDE.DL	equals		

   GB0010001 : CUST.AMEND

3. **Amend Customer**

Customer No	Short Name	# Customer Mnemonic	Relationship Officer	Customer Branch Name	
800270	Thoams Voigt	TVOIGT	1 - Implementation	GB0010001	📝

▶ *syncordis*

Workshop

Workshop

Creation of customers

Creation of a CUSTOMER record for a bank

As already mentioned, the technical process for creating the different kind of customers is nearly completely the same.

Bank customers are realized in T24 via the sector. In the *model bank* it must be chosen either sector **3001** or **3002**.

Please note: This will be checked i.e. during the opening of nostro accounts (accounts our bank has at other banks). If there a customer with a wrong sector is specified, the nostro account can't be opened

Please note: For banks also records in the AGENCY table can be created. In those standard settlement instructions with this Bank can be stored - like the nostro/vostro accounts with the bank

Also for the routing settlement instructions can be specified by currency and module

When *committing* a bank customer, you will be asked if the introductory document of the bank has received. If you answer it has been received, the CUSTOMER record can be committed.

This message is generated because of a setup in the "**Document management**" module. There you can specify for each module and activity in T24, if certain documents must be provided by the customer

Workshop 4 "Create and authorize a bank customer"

Workshop

- **Use *User Menu > Customer > Corporate Customer***

  - **Create a CUSTOMER record for a bank**

  - **Choose as sector the value "3001"**

  - **Fill out the mandatory fields and take care, that the values suit logically together**

  - **After the first committing specify that the introductory document from the bank has been received**

  - **Commit the record again**

- **Use *User Menu > Customer > Authorise/Delete Customer***

  - **Login with a different USER or ask your neighbour**

  - **Authorize this bank CUSTOMER record**

Workshop

T24-Induction training "AA customer"

Workshop

4


```
◢ User Menu
    ▷ Customer Relationship
    ◢ Customer
        ⬡ Individual Customer
        ⬡ Corporate Customer
        ⬡ Create Prospect
        □ Capture Prospect Exit Status
        □ Activate Customer
        □ Amend Customer
        □ Capture Customer Exit Status
        □ Deceased Customer
        □ View/Reverse External User
        □ Unauthorised Customer
        □ Unauthorised Customer Pending AML Check
        □ Authorise/Delete Customer
        □ Delete/Authorise External User
```

5

Results 1 - 23 of 23

Unauthorised Customer

Customer No	Name	Relationship Officer	Status	Inputter
100437	American Express Uk	6 - Treasury Dealer	INAU	THOMAS01
190123		-	IHLD	OFFICER
200301	CRUZ JUAN M. DE LA	1 - Implementation	INAO	OFFICER

6

Authorise/Delete 100437 (Model Bank)

Title	Given Name
GB Full Name	American Express Uk
GB Short Name	American Express Uk
Mnemonic	AMEXUK
Account Officer	6 Treasury Dealer

syncordis

Defaulting values and duplicate check for CUSTOMERs

Defaulting values in CUSTOMER records

It is possible to default values in a new created CUSTOMER records.

The rules can be set separately SECTOR-wise in the **CUSTOMER.DEFAULT** table

Once the RM specifies a value in the field "*Sector*" during the creation of the new CUSTOMER record, values in the fields displayed below can be defaulted

Please note: It often doesn't make sense to default values in all the suggested fields.

I.e. it is not very logical to default for individual customers the nationality or residence

syncordis

Defaulting values and duplicate check for CUSTOMERs

Making the street field for the address mandatory for CUSTOMER records

It is possible to make the field "*Street*" mandatory for CUSTOMER records in the specific sector.

To make the field "*Street*" mandatory, specify here in the field "**Street Non Mandat**" the value "*N*"

➡ This is very useful, because otherwise the RM can easily forget to specify the customer address, when he creates a new CUSTOMER record

Activating the duplicate check for CUSTOMER records

Remember that for each customer only one CUSTOMER record should exist.

To support the RMs in this, a **duplicate check** can be enabled. Then T24 checks at each time, when a new CUSTOMER record get's created, if the same record is already existing – totally unimportant, if the other CUSTOMER record is authorized or unauthorized

The rule for the duplicate check are set up in the **EB.DUPLICATE.TYPE** table, which is explained at the next slide.

✓ If a duplicate check shall be performed, it must be specified in the field "**Duplicate Check**" the respective **EB.DUPLICATE.TYPE** record must be specified

Defaulting values and duplicate check for CUSTOMERs

EB.DUPLICATE.TYPE table – definition of the rules for the duplicate check

Explanation of the fields

Field "**Application**": The table, for which the duplicate check shall be enabled

Please note: Duplicate checks can be performed also for other tables than the CUSTOMER table

Field "**Purge Days**":

Example: Here the field contains the value "5".

➡ This means, only customer records crated within the last 5 calendar days will be checked

If i.e. today is the 03.02.2022, an existing CUSTOMER record created up to 5 calendar days ago (earliest at the 30.01) will be used for the duplicate check, but not a CUSTOMER record created 6 days ago at the 29.01.2022

Fields "**Fields**": The internal names of the fields in the CUSTOMER table, which will be evaluated for the duplicate check.

It can be chosen any number of fields in the CUSTOMER table. It can be also chosen "Local reference fields", which are created especially for the bank

➡ For the duplicate check specified here it will be checked the full name, the birth date and the ZIP-code of the address of the customer

Defaulting values and duplicate check for CUSTOMERs

Test case for the duplicate check

Scenario: A RM wants to create he following CUSTOMER record. It has the same full name, the same birthdate and the same ZIP code as the CUSTOMER record created in the workshop 1.

Because the record of workshop 1 was created 5 or less calendar days before this record, the override for the possible duplicate is displayed

Resulting action: Of course it can happen, that two different customers with the same full name, the same birthdate and the same ZIP code exist.

Then the RM can commit this record.

If the RM is unsure, he could set record first on "hold" (= status IHLD), check then the CUSTOMER record "8002703" and then continue with this current record, if it is no duplicate with record "8002703"

▶ *syncordis*

Customer overview

In the customer overview all details of the customer and also his positions in retail products can be checked

The customer overview can be checked in the menu item **User Menu > Enquiries > Customer Details.**

➢ In the top section of the screen (see the screenshot in next slide) all information about the customer itself can be checked

➢ In the bottom section an overview of all retail positions held by the customer (accounts, loans, deposits, limits) is displayed.

Please note: In the model bank only the *retail positions* are displayed - but not the positions in other banking areas like *FX* or *private wealth management*. If required, the customer overview can be amended by IT to show *any position* held by the customer

Non Financial Information

Credit Information

Account Balances

Arrangements (i.e. Loans)

Note

It is also possible for T24 to interface Customer information from other systems

Customer overview

Sample screen

In the next slides some components of the overview screen will be explained

Customer overview

Some components of the customer overview – top section: details of the customer himself

Tab "Basic Details"

Information like the customer name, his/her marital status, type of customer, nationality and residence

It is possible from here to amend any field of the CUSTOMER record

Tab "Documents / Images"

All presented documents of the customer. It is possible from here i.e.:

✓ To check and update the status of the documents – icon

✓ To check the documents themselves – if they have been scanned in the "**Image management**" module – icon

▶ syncordis

Customer overview

Some components of the customer overview – bottom section: owned retail products and conditions

Tab "Accounts"

✓ All accounts owned by the customer are displayed. Click on the "**Account Overview**" item and you can view and update all details of the respective account.

✓ If clicked on the tabs "*Deposits*", "*Loans*" or "*Safe Deposit boxes*, you would see the respective contracts of the customer. They could be also checked and updated from there

Customer overview

Some components of the customer overview – bottom section: owned retail products and conditions

Tab "Pricing"

✓ The preferential interest and charges conditions granted to the customer

✓ I.e. in the first line is stated, that this customer receives for any account opened in EUR a credit interest rate, which is 0.10% better then the standard rate

Products	Investments	Pricing	Bundles	Personal Consents	External Products	STO/DD/Sweeps	Rewards	Beneficiaries	Alerts	Manual Asset Classification

Price Product	Arrangement	Variation	Product	CCY	Interest	Bonus	Charge	
Loyalty Pricing Product	AA21075KJ84R	BRONZE	All Products	EUR	0.10% Premium on Credit Interest			🔍
			All Products	GBP	0.15% Premium on Credit Interest			
			All Products	USD			95 Fixed On Early Redemption Fee	
			Short Term Deposit	USD	0.25% Premium on Deposit Interest			
			Commitment Savings Plan	USD		2.50% Premium On Bonus		
			All Lending	USD	0.20% Reduction on Principal Interest			
Valued Customer	AA21075Q97JC	AA	All Products	EUR	0.25% Premium on Credit Interest			🔍
			All Products	GBP	0.25% Premium on Credit Interest			
			All Products	USD			97 Fixed On Early Redemption Fee	
			Short Term Deposit	USD	0.40% Premium on Deposit Interest			
			Commitment Savings Plan	USD		2.75% Premium On Bonus		
			All Lending	USD	0.35% Reduction on Principal Interest			

Workshop

- **Use *User Menu > Customer > Enquiries > Customer Details***

  - **Check the details of customer 100291**

syncordis

Workshop 5 - solution

1

- ◢ User Menu
  - ▷ Customer Relationship
  - ◢ Customer
    - Individual Customer
    - Corporate Customer
    - Create Prospect
    - Capture Prospect Exit Status
    - Activate Customer
    - Amend Customer
    - Capture Customer Exit Status
    - Deceased Customer
    - View/Reverse External User
    - Unauthorised Customer
    - Unauthorised Customer Pending AML Check
    - Authorise/Delete Customer
    - Delete/Authorise External User
    - Create Routing Instructions
    - Amend Routing Instructions
    - Authorise/Delete Routing Instructions
    - Capture Customer Segmentation Details
    - Amend Customer Charge
    - Authorise/Delete Customer
    - Set/Remove Posting Restric
    - Authorise/Delete Posting Re
    - Capture External Arrangeme
    - Authorise/Delete External A
    - Set Customer SSI
    - Authorise/Delete Customer SSI
  - ▷ KYC
  - ▷ Customer Process Workflow
  - ▷ Customer Mass Block
  - ◢ Enquiries
    - Customer Details
    - Prospect Search

2

Find Customer
More Options
Clear Selection
Find

Customer number	equals	100291
Mnemonic	equals	
Short name	equals	
Name	equals	
Street	equals	
Address	equals	
Town/Country	equals	
Relation code	equals	

3

Customer Details

Customer	Mnemonic	Name	Officer	Nationality	Residence
100291	BUFFETMRS	Mrs Buffet	PWM Relationship Man	United States of America	United States of America

syncordis

Workshop

4

syncordis

Customer positions

In T24 an overview of all owned positions of a customer can be displayed

➢ You can call it from nearly any data input screen in T24

➢ It is possible to drill down from the *generic* position in the product (differentiated by the CATEGORY) to *all* detailed positions/contracts in the respective product – i.e. to check first the overall information about the current accounts of a customer and afterwards the detailed information per current account.

➢ It is even possible to check transactions which have built the position

Below you see a sample for the enquiry for customer 100291, which is continued at the next slide

Customer Position Summary
Client : 100291 Mrs Buffet
Acct Officer: 74 PWM Relationship Manager Amounts in USD

Category	Description	Assets	Liabilities	
1001	Current Account	21,051,683.23	0.00	🔍
9004	Ext Custody Contingent SC	0.00	78,825.77	🔍
22999	Securities	17,718,609.34	0.00	🔍
24070	Equity Option	0.00	8,000.00	🔍
27010	Fiduciary Notice Deposit	95,000.00	0.00	🔍
	Total Value	38,865,292.57	86,825.77	
	Total Customer Value	38,778,466.80		

◀ **syncordis**

Customer positions

syncordis

Thank you