

Servicing Order (Capability)

1. Role Definition

2. Example of Use

3. Executive Summary

4. Key Features

Documentation

Properties

Appears on

Relations

1. Role Definition



The Servicing Order service domain handles the processing of a request that may impact multiple products and services and may involve processing cycles/steps and possibly have associated fees/charges. There can be several types of standard 'servicing order' defined for selection as appropriate. A servicing order can be initiated by a customer directly or may be requested on their behalf by an authorized third party service provider. If the request is made by a third party service provider on behalf of a customer the process can include a check that the associated permissions/mandates are in place

2. Example of Use



A customer changes address and requests that all of their product and service arrangements are updated

3. Executive Summary



This service domain handles the processing of a customer servicing request as a predefined procedure. A range of standard servicing requests can be supported. The process can include a check of permissions when the request is

made by a third party/service provider

4. Key Features

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- Support the selection of predefined servicing order
- Confirm the associated permissions/mandates are in place
- Orchestrate the work steps/tasks in the servicing order
- Track and report on servicing order activities

Documentation





























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Properties



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
| Property | Value |
|---|---|
| Service Domain | |
| API BIAN Portal | Servicing Order API (https://app.swaggerhub.com/apis/BIAN-3/ServicingOrder/12.0.0) |
| BIAN Proposed ISO20022 Control Record Match | ServicingOrderManagement |
| Core Business Object | |
| Individual Analytics | servicingOrderProcedureAccumulators servicingOrderProcedureActivityAnalysis servicingOrderProcedurePerformanceAnalysis servicingOrderProcedureTrends&Events |
| Portfolio Analytics | servicingOrderProcedurePortfolioActivityAnalysis servicingOrderProcedurePortfolioMake-UpAnalysis servicingOrderProcedurePortfolioPerformanceAnalysis |



Scenarios



-  EXT Handle Request for Overdraft Limit on Virtual Account (views/view_55055.html)
-  EXT Handle Request to Add Account to Sweep Agreement (views/view_55061.html)
-  Process Modification of Merchandising Loan (views/view_55069.html)
-  Handle Request for Balance Transfer (views/view_55031.html)
-  EXT Handle Request to Move Overdraft Limit between Virtual Accounts (views/view_54989.html)
-  Handle Request for Card Activation (views/view_55025.html)
-  Customer Relationship Case Initiation (views/view_55022.html)
-  Process Bank Internal Instruction to Block Corporate Current Account (views/view_54931.html)
-  EXT Handle Request for High Volume Account Opening (views/view_54681.html)
-  Handle Request for Copy of Active Version of Mandate at Debtor Bank (views/view_55016.html)
-  Process Termination of Syndicated Loan-III (views/view_54904.html)
-  Create Customer Reports (views/view_55419.html)
-  Handle Instruction to Terminate B2B Direct Debits Service at Creditor Bank (views/view_55197.html)
-  Handle Request to Cancel Credit Transfer Standing Order on Corporate Current Account (views/view_55362.html)
-  Handle Request for Direct Debit Payments (views/view_55128.html)
-  Handle Request for Refund of Incoming Direct Debit at Debtor Bank (views/view_55452.html)
-  Handle Request to Add Account to Sweep Agreement (views/view_55314.html)
-  Handle Request to Close Savings Account (views/view_55416.html)
-  EXT Handle Customer Relationships Case (views/view_55529.html)
-  Process Termination of Syndicated Loan-II (views/view_55119.html)
-  Handle Request to Reactivate Dormant Corporate Current Account (views/view_55155.html)
-  EXT Handle Request to Reactivate Dormant Corporate Current Account (views/view_55347.html)
-  Handle Request for Cash Withdrawal from Savings Account (views/view_55359.html)
-  EXT Handle Request to Change Corporate Current Account Ownership (views/view_55493.html)
-  Record Direct Debit Mandate at Creditor Bank (views/view_55176.html)
-  EXT Handle Request to Pre-Open Corporate Current Account (views/view_55077.html)
-  EXT Handle Request to Add Signatory to Corporate Current Account (views/view_55296.html)
-  EXT Process B2B Direct Debit Mandate Notice from Creditor Bank at Debtor Bank (views/view_55425.html)



-  EXT Handle Bulk Request for Opening Salary Accounts (views/view_55326.html)
-  Handle Request for Early Payback of Consumer Mortgage Loan Due to Sale of Property (views/view_54625.html)
-  Handle Request to Block Card (views/view_55104.html)
-  Handle Request to Establish Credit Transfer Standing Order on Corporate Current Account (views/view_55203.html)
-  Handle Request to Detach Account from Corporate Payroll Service Agreement (views/view_55152.html)
-  Handle Request to Sell Syndicated Loan Participation to other Bank when Lead Bank Is not Seller or Buyer-I (views/view_55550.html)
-  Handle Request for Combined Account Statement (views/view_55293.html)
-  Handle Request for Refund of Internal Direct Debit (views/view_55239.html)
-  EXT Handle Request to Terminate Sweep Agreement (views/view_55499.html)
-  Handle Request for BNPL Financing by Bank where Buyer Is Existing Customer (views/view_55517.html)
-  Handle Request for Preferential Rates for Corporate Current Account (views/view_55484.html)
-  Handle Request from Lead Bank to Sell Part of Its Syndicated Loan Participation to Other Lender-I (views/view_55559.html)
-  Handle Request to Close Corporate Current Account (views/view_55308.html)
-  EXT Handle Instruction to Terminate B2B Direct Debits Service at Creditor Bank (views/view_55440.html)
-  EXT Handle Request to Change Virtual Account Ownership (views/view_55562.html)
-  Perform Underwriting Light for Buy Now Pay Later (views/view_55191.html)
-  EXT Handle Request to Close Virtual Account (views/view_55455.html)
-  EXT Handle Request for High Volume Virtual Account Opening (views/view_55266.html)
-  Handle Request for Account Statement and Balances (views/view_55648.html)
-  Handle Bulk Request for Opening Salary Accounts (views/view_55131.html)
-  Handle Request from Debtor to Debtor Bank for Advance Refusal of Direct Debit Collection (views/view_55681.html)
-  Handle Request to Sell Syndicated Loan Participation to Other Bank when Lead Bank Is not Seller or Buyer-III (views/view_55251.html)
-  Process Request from Debtor Bank for Refund of Unauthorised Transaction at Creditor Bank (views/view_55690.html)
-  EXT Handle Request to Close Corporate Current Account (views/view_55101.html)
-  Process Request from Creditor to Creditor Bank for Reversal of Direct Debit Collection (views/view_55693.html)
-  Process Receipt of New Version of Direct Debit Mandate at Debtor Bank (views/view_55158.html)
-  EXT Handle Request for Combined Account Statement (views/view_55637.html)



  Process Response from Creditor Bank for Refund of Unauthorised Transaction at Debtor Bank (views/view_55687.html)



  EXT Handle Request for Renewal of Uncollateralised Consumer Loan (views/view_55034.html)



  EXT Handle Request to Detach Account from Corporate Payroll Service Agreement (views/view_54714.html)



  Handle Request to Close Retail Current Account (views/view_54846.html)



  EXT Handle Request for Preferential Rates for Corporate Current Account (views/view_54889.html)



  Handle Request for Refund of Unauthorised Incoming Direct Debit at Debtor Bank (views/view_54934.html)



  Handle Request to Change Sweep Sequence (views/view_54954.html)



  Handle Request for Early Payback of Consumer Mortgage Loan Due to Sale of Property for Bank as Servicer (views/view_54657.html)



  Record Amendment of Direct Debit Mandate at Creditor Bank (views/view_54720.html)



  EXT Handle Request for Account Statement and Outgoing Credit Transfer (views/view_54747.html)



  EXT Handle Request for Account Statement and Balances (views/view_54631.html)



  Handle Request to Add Related Party to Corporate Current Account (views/view_54965.html)



  EXT Handle Request to Change Sweep Sequence (views/view_54834.html)



  EXT Record Core SEPA Direct Debit Mandate at Creditor Bank (views/view_54744.html)



  Handle Request to Terminate Sweep Agreement (views/view_54663.html)



  Process Request for Copy of Active Version of Mandate at Creditor Bank (views/view_54925.html)



  EXT Handle Request to Open Virtual Account (views/view_54790.html)



  Handle Request for Modification of Corporate Loan (views/view_54654.html)


  Process Internal Direct Debit Request from Creditor at Creditor Bank (views/view_54607.html)

  Handle Request for Early Closing of Term Deposit (views/view_54726.html)

  Handle Request to Change Term Deposit Attached Current Account (views/view_54805.html)



  EXT Handle Request to Change Term Deposit Agreement Conditions (views/view_54971.html)

  Handle Request to Open Term Deposit under Term Deposit Agreement for Retail Customer (views/view_55278.html)

 Handle Request for Corporate Debit Cards Service (views/view_55428.html)

 EXT Handle Request to Open Term Deposit under Term Deposit Agreement for Retail Customer (views/view_55547.html)

 Handle Request to Open Term Deposit under Term Deposit Agreement for Corporate Customer (views/view_55206.html)

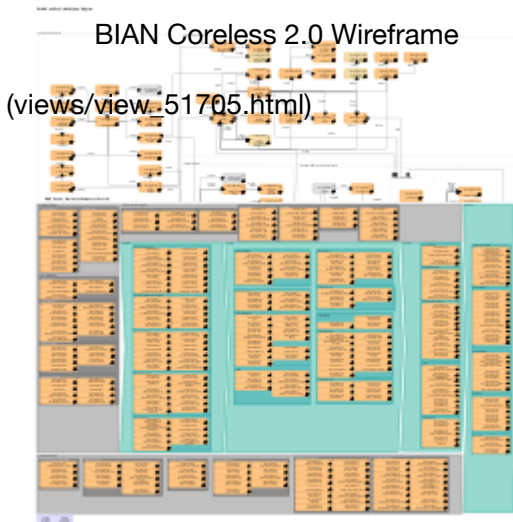
-  EXT Handle Request to Change Term Deposit Attached Corporate Current Account (views/view_55610.html)
-  Handle Request to Change Term Deposit Attached Corporate Current Account (views/view_55389.html)
-  EXT Handle request for Corporate Debit Cards Service (views/view_55446.html)
-  Handle Request for Early Renewal of Term Deposit (views/view_55335.html)
-  EXT Handle Request to Open Term Deposit under Term Deposit Agreement for Corporate Customer (views/view_55209.html)
-  Handle Request to Change Term Deposit Agreement Conditions (views/view_55137.html)
-  EXT Handle Request for Early Closing of Term Deposit (views/view_54863.html)
-  EXT Handle Request for Early Renewal of Term Deposit (views/view_54866.html)
-  Handle Request to Establish Credit Transfer Standing Order on Retail Current Account (views/view_54648.html)
-  EXT Handle Request to Establish Credit Transfer Standing Order on Corporate Current Account (views/view_54951.html)
-  Handle Request to Replace Card (views/view_54613.html)
-  EXT Handle Request for Modification of Merchandising Loan (views/view_54708.html)

| | |
|---------------------|--|
| Service Role | Handle the processing of a banking-services related request from a customer or a party representing a customer |
| BIAN Life Cycle | |
| Registration Status | Registered |
| Stereotypes | |
| stereotype | ServiceDomain |

Appears on

(views/view_50878.html)

(views/view_51552.html)

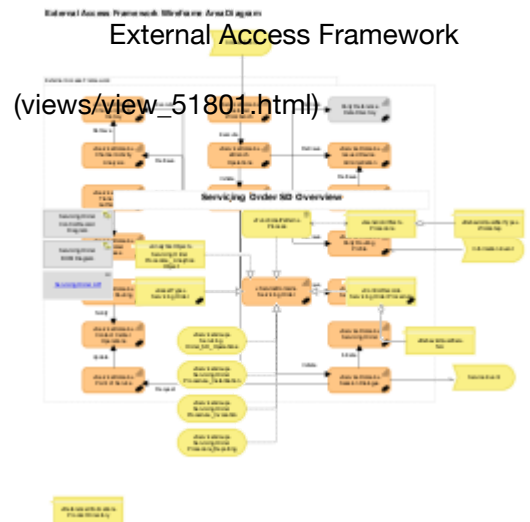


BIAN Service Landscape V12.0 Value Ch...

(views/view_51891.html)

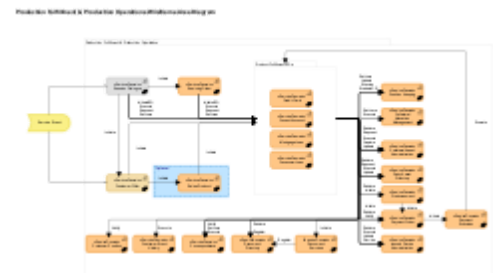


BIAN Service Landscape V12.0 Matrix Vi...



Servicing Order SD Overview

(views/view_51945.html)



Production Fulfillment & Production Ope...

Relations



aggregated by

- External Access Framework (object_25.html?object=127286)
- Production Fulfillment & Production Operations (object_25.html?object=127509)
- Servicing (object_25.html?object=130062)
- Wave 2 (object_25.html?object=153742)
- Wave 1 (object_25.html?object=153747)
- Customer Care (object_25.html?object=171879)

gets input from

















- Servicing Order (object_21.html?object=32295)
- Correspondence (object_20.html?object=32927)
- Session Dialogue (object_23.html?object=48273)




















is equal to


- Servicing Order (object_36.html?object=32296)

is part of

- Servicing (object_25.html?object=130062)

| | | |
|-------------|--|--|
| realized by |  | Servicing Order Procedure_ Analytics Object (object_25.html?object=111482) |
| |  | Servicing Order_SD_Operations (object_20.html?object=214741) |
| |  | Servicing Order Procedure_Instantiation (object_18.html?object=214743) |
| |  | Servicing Order Procedure_Invocation (object_18.html?object=214749) |
| |  | Servicing Order Procedure_Reporting (object_18.html?object=214751) |
| |  | Servicing Order_SD_Service Group (object_20.html?object=246283) |
| |  | Rq CR Request manual intervention in a servicing order (e.g. engage a servicing agent) (object_12.html?object=29199) |
| |  | In CR Initiate a servicing order (object_14.html?object=37243) |
| |  | Up CR Update details of a servicing order (object_15.html?object=38782) |
| |  | Ex CR Execute an automated task in a servicing order (e.g. upload data) (object_15.html?object=41715) |
| |  | Servicing Order (object_24.html?object=44792) |
| |  | Servicing Order Procedure (object_24.html?object=45694) |
| |  | Ec CR Accept, verify, etc. a servicing order action (object_17.html?object=47222) |
| |  | Re CR Retrieve details about a servicing order (object_17.html?object=47647) |
| |  | Co CR Control the execution of the order (e.g. suspend) (object_17.html?object=48261) |
| |  | Process (object_28.html?object=58066) |

| | | |
|-----------------|---|--|
| sends output to |  | Party Lifecycle Management (object_20.html?object=29780) |
| |  | Customer Relationship Management (object_21.html?object=30437) |
| |  | Term Deposit (object_21.html?object=30653) |
| |  | Issued Device Administration (object_21.html?object=30905) |
| |  | Servicing Order (object_21.html?object=32295) |
| |  | Customer Agreement (object_20.html?object=32862) |
| |  | Corporate Current Account (object_21.html?object=34221) |
| |  | Customer Workbench (object_21.html?object=34733) |
| |  | Cash Management And Account Services (object_21.html?object=36789) |
| |  | Customer Product And Service Eligibility (object_21.html?object=36792) |
| |  | Corporate Treasury (object_21.html?object=37090) |
| |  | Current Account (object_21.html?object=37122) |
| |  | Legal Entity Directory (object_21.html?object=37530) |
| |  | Credit Card (object_22.html?object=40448) |
| |  | Customer Position (object_22.html?object=41136) |
| |  | Customer Credit Rating (object_22.html?object=43153) |
| |  | Document Directory (object_22.html?object=44708) |
| |  | Session Dialogue (object_23.html?object=48273) |
| |  | Transaction Authorization (object_23.html?object=48811) |


| | | |
|--------|---|---|
| serves |  | Task Management (object_6.html?object=130474) |
|--------|---|---|












triggered by



- Financial Gateway (object_20.html?object=29241)
 - Customer Relationship Management (object_21.html?object=30437)
 - Operational Gateway (object_21.html?object=32276)
 - Servicing Order (object_21.html?object=32295)
 - Correspondence (object_20.html?object=32927)
 - Session Dialogue (object_23.html?object=48273)
-

triggers

| | |
|--|--|
|  | Party Lifecycle Management (object_20.html?object=29780) |
| | Customer Access Entitlement (object_20.html?object=30136) |
| | Document Services (object_21.html?object=30399) |
| | Customer Relationship Management (object_21.html?object=30437) |
| | Term Deposit (object_21.html?object=30653) |
| | Issued Device Administration (object_21.html?object=30905) |
| | Mortgage Loan (object_21.html?object=31825) |
| | Syndicated Loan (object_21.html?object=31921) |
| | Operational Gateway (object_21.html?object=32276) |
| | Servicing Order (object_21.html?object=32295) |
| | Corporate Payroll Services (object_21.html?object=32364) |
| | Direct Debit (object_21.html?object=32677) |
| | Customer Agreement (object_20.html?object=32862) |
| | Correspondence (object_20.html?object=32927) |
| | Term Deposit Framework Agreement (object_20.html?object=33675) |
| | Standing Order (object_21.html?object=34129) |
| | Corporate Current Account (object_21.html?object=34221) |
| | Channel Activity Analysis (object_21.html?object=34254) |
| | Customer Workbench (object_21.html?object=34733) |
| | Product Directory (object_21.html?object=34953) |
| | Servicing Mandate (object_21.html?object=35374) |
| | Payment Order (object_21.html?object=35550) |
| | Customer Tax Handling (object_21.html?object=35884) |
| | ACH Operations (object_21.html?object=36614) |
| | Customer Product And Service Eligibility (object_21.html?object=36792) |
| | Corporate Treasury (object_21.html?object=37090) |
| | Current Account (object_21.html?object=37122) |
| | Legal Entity Directory (object_21.html?object=37530) |
| | Advanced Voice Services Operations (object_21.html?object=37680) |
| | Sales Product Agreement (object_21.html?object=37916) |
| | Direct Debits Service (object_21.html?object=38821) |
| | Savings Account (object_21.html?object=38858) |
| | Customer Offer (object_22.html?object=39968) |
| | Credit Card (object_22.html?object=40448) |
| | Party Authentication (object_22.html?object=40912) |
| | Customer Position (object_22.html?object=41136) |
| | Cash Concentration (object_22.html?object=41205) |
| | Merchandising Loan (object_22.html?object=41553) |
| | Customer Product and Service Directory (object_22.html?object=41591) |
| | Customer Billing (object_20.html?object=42033) |

| | |
|--|--|
|  | Information Provider Operation (object_20.html?object=42204) |
|  | Consumer Loan (object_22.html?object=42931) |
|  | Customer Credit Rating (object_22.html?object=43153) |
|  | Point of Service (object_22.html?object=43170) |
|  | Underwriting (object_22.html?object=44666) |
|  | Document Directory (object_22.html?object=44708) |
|  | Party Reference Data Directory (object_22.html?object=45230) |
|  | Virtual Account (object_22.html?object=45513) |
|  | Direct Debit Mandate (object_22.html?object=46204) |
|  | Regulatory Compliance (object_22.html?object=46420) |
|  | Customer Case (object_22.html?object=47339) |
|  | Loan Syndication (object_23.html?object=47935) |
|  | Session Dialogue (object_23.html?object=48273) |
|  | Transaction Authorization (object_23.html?object=48811) |
|  | Product Fulfillment SDs (object_25.html?object=83652) |
