Letter of Credit Management System of a Bank

Dev1.1: Compliance Officer

1. Dashboard

2. Communication

3. Notifications

4. Transactions

5. Risk Assessments

6. Policy Review

7. Feedback

8. Security Basics

Dev1.2: Customer

1. Dashboard

2. Notifications

3. LC Request

4. Status Tracking

5. Transaction History

6. User Guides

7. Feedback

8. Settings

Dev2.1: Bank Manager

1. Dashboard

2. Communication

3. Notifications

4. Analytics

5. Risk Assessments

6. Authorization

7. Feedback

8. Security Basics

Dev2.2: Credit Analyst

1. Dashboard

2. Communication

3. Notifications

4. Analytics

5. Risk Reporting

6. Compliance Checks

7. Feedback

8. Security Basics

Dev3.1: Letter of Credit Officer

1. Dashboard

2. Communication

3. Notifications

4. Document Examination

5. Issuance

6. Payment Release

7. Status Monitoring

8. Feedback

9. Security Basics

Dev3.2: Sales Representative

1. Dashboard

2. Communication

3. Notifications

4. Outreach

5. Requirements

6. Current Partners

7. Feedback

8. Security Basics

Dev4.1: Administrator

1. Dashboard

2. Communication

3. Notifications

4. User Management

5. Access Logs

6. IT Collaboration

7. Feedback

8. Security Basics

Dev4.2: IT Support

1. Dashboard

2. Communication

3. Notifications

4. Reports

5. System Updates

6. System Monitoring

7. Backup & Recovery

8. Security

Dev5.1: Customer Relationship Manager

1. Dashboard

2. Communication

3. Notifications

4. Interaction Log

5. Status Updates

6. Feedback

7. Documentation Help

8. Security Basics

Dev5.2: Reporting Analyst

1. Dashboard

2. Communication

3. Notifications

4. Create Report

5. Reports

6. Bank Health

7. Advertisement Analysis

8. Security Basics

Scenario Overview:

Initiation (LC Officer & Customer):

- The Customer logs into the system and navigates to the LC Request section in their dashboard.

- They fill in the necessary details, attach required documents, and submit the Letter of Credit request.

Document Examination (LC Officer & Administrator):

- The Letter of Credit Officer receives a notification about the new request.

- The Administrator monitors the system's access logs to ensure secure data handling.

- The LC Officer examines the submitted documents, checking for compliance and completeness.

Authorization (Bank Manager & Compliance Officer):

- The Bank Manager receives a notification about the pending LC request and accesses the Analytics section for a risk assessment.

- Simultaneously, the Compliance Officer reviews the request for adherence to policies.

- Upon approval, the Bank Manager authorizes the issuance.

Issuance (LC Officer):

- The Letter of Credit Officer, having received the authorization, proceeds with the issuance process.

- They update the status and communicate with the customer through the system.

Payment Release (LC Officer & Reporting Analyst):

- The Customer initiates a payment against the issued Letter of Credit.

- The LC Officer receives a notification and monitors the transaction in the Transactions section.

- Simultaneously, the Reporting Analyst creates a report on payment releases for analytics and bank health.

Risk Monitoring (Bank Manager & Credit Analyst):

- The Bank Manager and Credit Analyst receive notifications about the completed transaction.

- They access the Analytics section to evaluate the associated risks and update risk assessments.

Communication and Feedback (Sales Representative & Customer Relationship Manager):

- The Sales Representative receives a notification about the successful transaction and contacts the customer for feedback.

- Simultaneously, the Customer Relationship Manager logs interactions and feedback in the CRM system.

System Maintenance (IT Support & Administrator):

- IT Support monitors the system for any issues and receives notifications for system updates.

- The Administrator collaborates with IT for seamless functioning, ensuring regular backups and recovery procedures.

Security Measures:

- At each stage, Security Basics are upheld, with secure communication channels, access logs, and compliance checks.

- IT Support ensures system security through monitoring, updates, and backup strategies.