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**Ref No: V1.0 Date: 16-08-2024**

**Requirements Specification**

**KYC – Document Indexing Requirements**

**(NEWGEN CONFIDENTIAL)**

**Newgen Software Technologies Ltd.**

**New Delhi, INDIA**

|  |  |
| --- | --- |
| **Review Summary** | |
| **ITEM SUBMITTED BY**: Himanshi Chawla | |
| **REVIEW TEAM** | |
| **NAME** | **SIGNATURE** |
| *1.* |  |
| *2.* |  |
| *3.* |  |
| **REVIEW COMMENTS:** | |
| ACCEPTED:  NOT ACCEPTED:  REVIEW NOT COMPLETED:  *(Explanation)* | |

**Revision History**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Release**  **Date**  *DD-MM-YY* | **Revision Number**  *x.y* | **Changes Made (Mention Sections Affected)** | **Author** | **Remarks** | **Approved By** |
| **07-08-2024** | 1.0 | Initial Version | Himanshi Chawla | This version consists of Doc Type changes in first 5 Processes and the Universal Naming Convention |  |

List of Stakeholders

|  |  |  |
| --- | --- | --- |
| Name of Stakeholder | Business Unit | Sign-off Remarks |
| Deepak Nagesh Jadhav/ Gautam Thakur | Products – PBG |  |
| Neha Kiran Agarwal | Products – BBG |  |
| Kazi Muhammad Rafiquzzaman / Hussein Kamaleddine | Products – WBG |  |
| Natesh Singh / Savio Peter Godinho | Customer Fulfillment |  |
| Bharat Hemchand Asarpota / Ebrahim Khosrow Asadi | Compliance |  |

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# 1. Introduction

## 1.1 Purpose

**KYC – Document Indexing Initiative** aims to standardize the document types in RAK Bank across all business processes involving iBPS backend workflow and followed by DMS Archival. The change will target the Document Types in iBPS, Document Archival Path as KYC / Non-KYC and Document Naming Conventions.

## 1.2 Solution Scope

The scope of this change request is to enhance the document type names, remove unwanted document types, add new document types, change the archival paths of documents and enhance the naming conventions of documents across all the BAU processes in the Bank.

The changes will be done in the existing iBPS Journeys only. No new process will be in scope as per this document is concerned.

Below line items will be covered in this RS:

* Document Archival Folder Structure Change
* Document Type Enhancements Across All Process
* Document Naming Conventions

## 1.3 Document Conventions

* The document has used bold words to highlight the user requirements.
* The document has used short forms of some commonly abbreviated terms. Such abbreviated terms are expanded at the first occurrence of usage.
* Word(s) used a phrase, are surrounded with single quotes (‘’) for distinction.
* Sections / Texts highlighted in yellow represents ‘Required Information’.

|  |  |  |
| --- | --- | --- |
| **Items** | **Font Type** | **Font Size** |
| Headings 1 | Calibri | 16 |
| Headings 2 | Calibri | 14 |
| Headings 3 | Calibri | 13 |
| Body | Calibri | 12 |

|  |  |
| --- | --- |
| Term | Description |
| RAK | National Bank of Ras Al-Khaimah |
| Newgen | Newgen Software Technologies Ltd. |
| iBPS | Intelligent Business Process Suite |
| KYC | Know Your Customer |
| DMS | Document Management System |
| OD | Omni-Docs |
| AO | Account Opening |
| DAO | Digital Account Opening |
| CU | Customer Update |
| DAC | Digital Access Card |
| NBTL | Norbloc Remediation |

## 1.4 Intended Audience

* The document is intended to be a guide for Business Users, Developers, Project Leader, Project Manager, Architecture Teams, and Testers.
* The goal of this document is to finalize the requirements of the ‘KYC – Document Indexing Requirement at RAK Bank.
* The document will be the base document for ‘System Integration Testing’ and ‘User Acceptance Testing’.

## 1.5 References

# 2. Overall Description

## 2.1 Solution Perspective

The key requirement of RAK Bank is to incorporate the guidelines received from CBUAE for Customer KYC Information and Documentation under a review which brings up the document type enhancement initiative for all the BAU Processes in Bank.

Following are the challenges which will be addressed as a part of this change:

* Discrepant Document Type and Names among different processes owned by different units.
* Difficulty in retrieval of holistic documents under a single category.
* Document Naming not appropriate as per the KYC Indexing requirement from CBUAE.

The solution will offer a unified document type as per the KYC Indexing Requirement along with a dedicated archival for each document as either KYC or Non-KYC.

## 2.2 Solution Features

The existing processes will be enhanced as per the following changes:

* Removal of un-wanted document types
* Addition of new document types
* Renaming the existing document types as per KYC
* New Validations on New Document types to be added
* Customized archival paths for each document type in each process as per KYC and Non – KYC Folder.
* Document names enhancement for each document type.

## 2.3 User Classes and Characteristics

NA

## 2.4 Operating Environment

Existing Environment will be used for UAT and Production

## 2.5 Deliverables

Release based on this requirement specification document

## 2.6 Assumptions / Dependencies / Constraints

* The requirement specifications mentioned in scope document are based on discussions with various teams/ departments & business users at RAK Bank.
* This implementation will be done on the top of Newgen iBPS / Omni Docs product suite; thus, the implementation has dependency on iBPS / Omni Docs Product Suite.
* The changes will be implemented in English language only. There will be no data or screen in any other language.
* Any new requirement, modification or addition to the current requirements as mentioned in the current document will be treated as changes.
* Development order will prioritize document type changes first followed by folder structure in DMS and document naming convention changes.
* The processes where work-item gets created from Digital Channels too and documents are received from front end journeys will require enhancements at the channel sides too if the document type in iBPS will be changed since the mapping of documents depends on the Document Type.

# 3. Description

The subsequent sections will consist of changes to be done in the BAU Processes of iBPS.

**<07 August 2024>** **Process List:**

1. AO Process (Account Opening)
2. Digital AO Process (Digital Account Opening)
3. CU Process (Customer Update)
4. DAC Process (Digital Access Card)
5. NBTL Process (Norbloc)

## 3.1 Universal Folder Structure in DMS

A new folder structure will be created in Omni – Docs for archiving the documents from all the processes in one location / path / folder types. This will ensure that all documents of a customer are archived under the customer’s CIF ID followed by either KYC / Non-KYC Folders.

**Root Folder:** Customer Document

**Data Class Name:** KYC (Existing)

**Main Folder Name:** CIF ID of the Customer (e.g., 1234567) – Retail/Corporate

**Sub Folder Name:**

1. KYC Documents
2. ID Documents
3. Tax Related
4. Deposits & Facilities
5. Collaterals (Security Documents)

**Path:** KYC \&<CIF \_ID>& \ &<Folder\_name>&

The documents will be archived in such a manner:

* If a document is identified for a Retail Customer and only Retail CIF is existing – the parent folder for archival will be CIF as Retail CIF ID itself.
* If a document is identified for a Corporate Customer and only Corporate CIF is existing – the parent folder for archival will be CIF as Corporate CIF ID itself.
* If a document is identified for a Retail belonging to Corporate or vice versa and both CIF IDs (Retail & Corporate) are present – the parent folder for archival will be CIF as Retail CIF ID but the document will be available under Corporate CIF ID folder search too.
* If a document is identified without any CIF and only Customer/Shareholder Name, system will check in the WI for CIF corresponding to the match of the name entered by the user and the same CIF will be considered for archival.

## 3.2 Universal Document Naming Conventions

* In case of documents received from Digital Channels, the document name should have the Customer Name along with the document name. For e.g., ‘**Abc\_Passport First Page’**. This should happen for both Main CIFs as well as Related Party CIFs.
* System will identify the CIF ID from the Customer Name received in the document name.
* Each Journey can have two scenario:
  + Single Customer/CIF in single iBPS WI
  + Multiple Customers/CIFs/ Related Parties in iBPS WI
* For documents being uploaded manually, the user will enter the customer’s name (Individual / Entity) in the comments while performing the upload if the same document types are for different CIFs. The user should enter the full name in the comments in this case.
* From the data entry of user, the system will identify the CIF for the naming convention.
* For e.g., the user has uploaded a document under doc type ‘**Passport First Page’** for a customer ‘**ABC**’. The user will upload the document, write ‘**ABC**’ in the comments and click on upload.
* The system will fetch for the CIF ID associated with ‘ABC’ in the database against that WI and pick the CIF ID for naming convention. For e.g., for ‘ABC’ customer the CIF found is 1234567.
* During the archival stage, the document name will be as **1234567\_Passport First Page**
* The CIF ID can be a main CIF or a Related Party CIF. In both cases, document name will **CIFID\_Document Type** & **RelatedCIFID\_Document Type**.
* If the CIF is not available for a Customer Name entered by the user, then the Document Naming will be **CustomerName\_Document Type**. This case can be possible in terms of UBO’s / Shareholder Names.
* For the shareholders/UBO wherein Individual CIFs are not created but CCIF exists, the naming convention will be **UBO/ShareholderName\_CIF\_Document Type**

The below pattern will be followed for all the documents.

|  |  |  |  |
| --- | --- | --- | --- |
| **Document Type** | **Naming Convention** | **Connected Party (Where CIF is Identified)** | **UBO/ShareholderName (Where CIF is not Identified)** |
| KYC Form | CIF\_KYC Form | Connected Party CIF\_KYC Form | UBO/ShareholderName\_CIF\_KYC Form |

The above naming convention will be available in Omni docs under ‘**Description’** column against each document for the user to enhance the document searching and retrieval process.

## 3.3 Process Wise Document Types

### 3.3.1 AO Process

* The scope of change in this process will be to rename & delete existing documents as well as to add new document types.

**Document Types to be deleted from the entire journey:**

1. CB\_Doc
2. Passport
3. Emirates\_ID
4. FATCA
5. CRS
6. PEP Form

**New Document Types to be added:**

|  |  |  |
| --- | --- | --- |
| Document Type | Mandatory (Y/N) | Rights on Queue |
| Tenancy Contract or Ejari | Y | CSM |
| Loss of Nationality Certificate | N | CSM |
| W8 BEN | N | CSM |
| Compliance Approval | N | CSM, Compliance. |
| Ename\_WC Report | Y | CF |
| Police Clearance Certificate | N | CSM |
| Shipping Documents or Bill of Lading | N | CSM |
| Business Model | Y (Self Employed – Individual) / Non Individual (All) | CSM |
| Ownership Structure | N | CSM |
| UBO Documents | N | CSM |
| FATCA\_CRS | Y | CSM |

**Existing Document Types to be renamed:**

|  |  |
| --- | --- |
| Existing Document Type | Document Rename As |
| Signature\_1 | Signatory 1 |
| Signature\_2 | Signatory 2 |
| Signature\_3 | Signatory 3 |
| Signature\_4 | Signatory 4 |
| AdditionalDocs | Additional Documents |
| WC\_Doc | Firco Report |
| BO\_Report | BO Report |
| KYC | KYC Form |
| Risk\_Score\_Detail | Risk Score Sheet |
| Articles of Association | Article of Association |
| Public Domain Search | Public Domain Search Result |
| W8-9 | W9 |

### 3.3.2 Digital AO Process

* The scope of change in this process will be to rename existing documents and to add new document types.

**New Document Types to be added:**

|  |  |  |
| --- | --- | --- |
| Document Type | Mandatory (Y/N) | Rights on Queue |
| AECB | N (Mandatory at the front end for current account) | Operations / Sign Upload Maker and Checker |
| Firco Report | N (Mandatory at the front end) | Operations / Sign Upload Checker |
| BO Report | N (Mandatory at the front end) | Operations / Sign Upload Checker |
| Proof of Address | N (Mandatory at front end) | ADDITIONAL \_CUST\_DETAILS |
| Public Domain Search Result | Y | Compliance to upload |
| Incumbency Certificate | N | ADDITIONAL \_CUST\_DETAILS |
| Board or Shareholder Resolution | N | ADDITIONAL \_CUST\_DETAILS |
| Compliance Approval | N | Compliance |
| Invoices | N | ADDITIONAL \_CUST\_DETAILS |
| Police Clearance Certificate | N | ADDITIONAL \_CUST\_DETAILS |
| Business Model | N | ADDITIONAL \_CUST\_DETAILS |
| Ownership Structure | N | ADDITIONAL \_CUST\_DETAILS |
| UBO Documents | N | ADDITIONAL \_CUST\_DETAILS |

**Existing Document Types to be renamed:**

|  |  |
| --- | --- |
| Existing DAO Document List | Document Rename As |
| W9\_Form | W9 |
| W8\_Form | W8 BEN |
| Passport\_FirstPage | Passport First Page |
| Passport\_LastPage | Passport Last Page |
| EMID\_Front | Emirates ID Front |
| EMID\_Back | Emirates ID Back |
| Trade\_License | Trade License |
| agreements\_contracts | Agreement Contracts |
| Audited\_Financial\_statements | Audited Financial Statements |
| KYC\_Form | KYC Form |
| Application\_form | Application\_Form\_DAO |
| Risk\_Score\_Details | Risk Score Sheet |
| Memorandum | Memorandum of Association |
| Articles\_of\_ Association | Article of Association |
| Certificate\_of\_Incorporatipon | Certificate of Incorporation |
| Share\_Certification | Share Certificate |
| Resume | Customer Professional History |
| Company\_ID | Company Documents |
| Source\_of\_personal\_wealth | Source of Wealth |

Below red highlighted documents to be removed from the journey and others to kept as is: (Compliance / Operations)

|  |
| --- |
| Cheque\_Copies |
| Other\_Documents |
| Bonus\_letter |
| Delivery\_receipt |
| Other\_Document |
| Generate\_template |
| generate\_temp |
| Proof\_of\_delivery |
| single\_pager |
| HOD\_Approval |
| ChequeBook\_destroy |
| Source\_of\_personal\_wealth |
| Primary\_Occupant\_Emirates\_ID |
| Residence\_Address\_Proof |

### 3.3.3 DAC Process

* The scope of change in this process will be to rename existing documents – no new document type will be added for this process.

**Existing Document Types to be renamed:**

|  |  |
| --- | --- |
| Existing DAC Document List | Document Rename As |
| Emirates\_ID | Emirates ID Front |
| Emirates\_ID\_Back | Emirates ID Back |
| Passport | Passport First Page |
| Passport\_Back | Passport Last Page |
| Signature\_1 | Signature |
| OECD | OCED\_Form |
| BO\_Check\_Result | BO Report |
| World\_Check\_Result | Firco Report |

### 3.3.4 CU Process

* The scope of change in this process will be to rename & delete existing documents as well as to add new document types.

**Document Types to be deleted from the entire journey:**

1. Passport
2. Emirates\_Id\_Card
3. KYC

**New Document Types to be added:**

|  |  |  |
| --- | --- | --- |
| Document Type | Mandatory (Y/N) | Rights on which Queue |
| Passport First Page | N | All Queues |
| Passport Last Page | N | All Queues |
| Emirates ID Front | N | All Queues |
| Emirates ID Back | N | All Queues |
| Proof of Address | N | All Queues |
| Proof of Income | N | All Queues |
| Emirates ID Validation Report | N | All Queues |
| Visa | N | All Queues |

**Existing Document Types to be renamed:**

|  |  |
| --- | --- |
| Existing Document Type | Document Rename As |
| FATCA\_Form | FATCA\_CRS |

### 3.3.5 NBTL Process

The scope of change in this process will be to rename existing documents.

**Existing Document Types to be renamed:**

|  |  |
| --- | --- |
| Existing NBTL Document List | Document Rename As |
| Previous Year TL | Previous Year Trade License |
| New\_Trade\_License | Trade License |
| Website\_Trade\_License | Website Trade License |
| MOA | Memorandum of Association |

# Process Data Capture Sheet.



# 5. External Interface Requirements

## 5.1 User Interface

The users in the bank will be using the Newgen’s workflow interface iBPS for viewing the data and documents attached for a particular requested channel and request type.

## 5.2 Hardware Interface

NA

## 5.3 Software Interface

NA

# 6. Other Non-Functional Requirements

## 6.1 Performance Requirements

* The response time of the application should not be more than 30 sec. This does not apply to report generation response time.
* The Operators at multiple locations can seamlessly access the application.
* 24/7 system availability, except for planned downtimes for maintenance activities.

## 6.2 Safety Requirements

NA

## 6.3 Security Requirements

* Only authorized users should be able to access the system.
* Only authorized queues to be available on the user’s screen.