

RIM Control Enhancement

REFERENCE GUIDE



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Introduction

About this change

The Account Process module (AP) in CBS will be upgraded.

This enhancement will improve some of the commonly used functions in the RIM control area.

The enhanced areas are:

- [The RIM search window](#),
- [The Member Account Summary window](#),
- [RIM addresses](#),
- [The tabs under 'Edit RIM'](#), and
- [Non-Personal Membership creation](#).

Please check the following sections for details.

RIM Search Window

'Search By' box

The screenshot shows the RIM Search window with the following sections:

- Search Criteria:** Last Name and First Name input fields.
- Search By:** Radio buttons for Member Name, Within Combined Name, RIM #, Phone, and Account #. A red box labeled '1' highlights these buttons.
- Other:** A drop-down menu labeled 'Other' with a red box labeled '2' around it. The menu is open, showing options like ABN/ACN, Birth Date, BPay Receipt Number, Engine Number, Financial Statement Address, Household Address, Household Name, Mortgage/Charge Number, PPSR Registry Registration, RIM Address, Usual Name, Vehicle Number Plate, VIN/Chassis Number, and <none>.
- Validate Password:** Password input field.
- Direct Window Access:** Direct Access checkbox and Window Name input field.
- Search Results:** A table with columns RIM #, Name, and Address.

1	Search by radio buttons	<ul style="list-style-type: none"> Radio buttons for commonly used searches are added to make the search selection faster. Within Combined Name Used to search both the Last Name/Name 1 and First Name/Name 2 fields for a value.
2	Search by 'Other' option	<ul style="list-style-type: none"> The 'Other' drop-down box <ul style="list-style-type: none"> Folio, Security Packet Number and Volume are removed The 'ABN/ACN', 'Birth Date' and 'Usual Name' search options are added

Search results

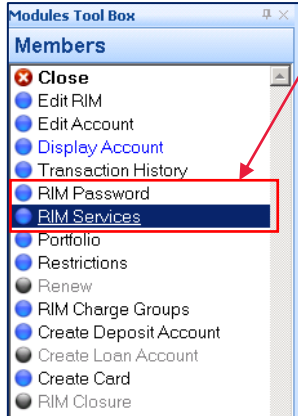
RIM #	Name	Address	DoB / Start Date	Status	ABN/ACN
7233256	Test 1, Qudos Bank	420 Forest Road, HURSTVILLE NSW 2220	1/01/1980	Active	
7233257	Test 2, Qudos Bank	420 Forest Road, HURSTVILLE NSW 2220	1/01/1980	Active	

1	Address	Residential (Personal) / Registered (Non-Personal) is displayed.
2	DoB/Start Date	The 'DoB (Personal) / Start Date (Non-Personal)' field is added.
3	ABN/ACN	The 'ABN/ACN' field is added.

Member Account Summary Window

Tool box

Two new action items (see below) are added to the 'Tool Box' in the 'Member Summary' window.



This enhancement allows you to access these items straight from the 'Member Account Summary' window.

These items are still available after clicking the 'Edit RIM' link.

	What it does...	If you click 'Edit RIM'...
RIM Password	Validate, create, display and remove secret password or display password history.	Go to the 'Identification Information' then click 'Password'.
RIM Services	View, edit or remove RIM services (such as IB and Phone Banking).	Go to the 'Personal Information' tab then click 'RIM Services'.

Note: Umbrella and External Accounts action items are removed from the 'Tool Box'.

Member Account Summary Links

The below hyperlinks are added for easy access to view and maintain the related information.

Member Account Summary [Mr Test]

Member Information
 Name: Mr Test
 Address: 420 Forest Road HURSTVILLE NSW 2220 **1**
 *Member Has 2 Addresses **2**

Bank Information
 Class: Unpaid Shares Personal
 Branch: Administration
 Home Br: Effective: 5/04/2016 Status: Active RSM: Unknown Address

Member Details
 Home Phone: Quoted Mobile: 1/01/1980 Usual:
 TFN Status: Not Registered DoB: 1/01/1980 Age: 38 Years, 9 Months
 SMS Status: Not Registered

1	Address	<ul style="list-style-type: none"> Residential (Personal) / Registered (Non-Personal) is displayed. Double check member’s ‘Mailing Address’ when you are doing correspondence.
2	“Member Has...Addresses”	<ul style="list-style-type: none"> Actual number of active addresses is displayed. Click this hyperlink to check member’s ‘Mailing Address’.

SMS Status: displays the member’s SMS alerts service registration status.

Add SMS Member Registration [Mr]



SMS Service Information
 Registered for SMS Service on:
 Registered Service ID:
 Registered Mobile Phone:
 Charge Account: SAV 02134019 ...

Control
 Effective: 22/10/2018 Status: <New>

RIM Addresses

Addresses on Member/Information Tab

The addresses on the 'Member/Address Information' tab now have two mandatory addresses:

1	Mailing Address	<ul style="list-style-type: none"> Currently known as 'Primary Address'. Changing the address can be done via  on this screen. Tick <input type="checkbox"/> Same as Residential Address box to copy the 'Residential/Registered Address' information to the 'Mailing Address' field.
2	Residential / Registered Address	<ul style="list-style-type: none"> The system holds only one active 'Residential/Registered Address'. For RIMs that have no active 'Residential/Registered Address', the system will create a 'Residential Address' by copying their existing 'Primary Address' during the upgrade. If a RIM has more than one active 'Residential/Registered Address', the system will retain most recently created one as their 'Residential/Registered Address' during the upgrade. Others will be converted to a previous address. All non-active 'Residential/Registered Address will be changed to a previous address during the upgrade. Changing the address can be done via  on this screen.

The screenshot shows the 'Edit Existing Member' form for a member named 'Test'. The 'Member/Address Information' tab is selected. The form is divided into several sections:

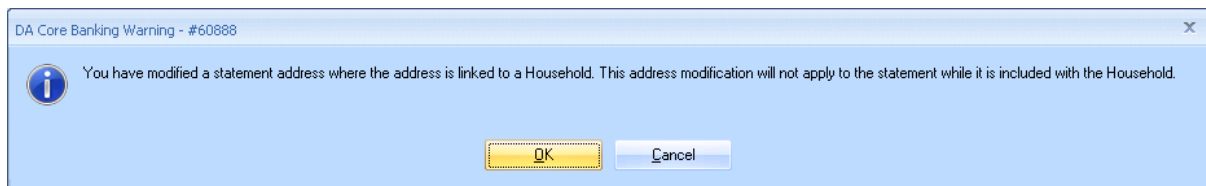
- Member Information:** Includes fields for RIM Number (6), RIM Type (Personal), Sex (Male), Title (Mr), Last Name (Test), First Name (Test), Middle Name, Usual, Maiden Name, and ABN/ACN.
- Primary Contact Phone Numbers:** Fields for Home, Business, Mobile, and Fax numbers with extension boxes.
- Primary Contact Email Addresses:** Fields for Home and Business email addresses (both set to dummy@da.com.au).
- RIM Statement Information:** Checkboxes for 'RIM to Receive Electronic Statements', 'Exclude From Statement Cycle Auto Re-Assessment When Removing or Closing Accounts From a Statement or Card', and 'Enable Electronic Correspondence'. Includes fields for Notification and Correspondence email addresses.
- Control:** Fields for Effective date (5/04/2016) and Status (Active).

Two specific address sections are highlighted with red boxes and numbered callouts:

- Callout 2 (Residential Address):** A red box highlights the 'Residential Address' section, which includes fields for Format (Australia), DPID (71129552), Care of Details, Property, Box / Flat No., Street (420 Forest), Street Type (Road), Suburb (HURSTVILLE), State (NSW), and Postcode (2220).
- Callout 1 (Mailing Address):** A red box highlights the 'Mailing Address' section, which includes a 'Mailing' field (Care of Qudos Bank, 191 D'Riordan Street) and a checkbox for 'Same as Residential Address'.

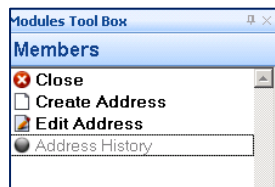
Note: During the upgrade, audit trail will be created by the system with the previous value set as copied from residential/registered or primary address.

Click 'OK' to proceed when the below message pops-up during the Mailing Address maintenance.



Address Book

The 'Address Book' item can be used not only to view, create and edit addresses but also to display previously saved RIM addressed for easy reference.



Address History [-]			
Address Type	Date Logged	Name	Address
Mailing	01/05/18 3:35:00 PM	J r	The Park 1 Road MAGILL SA 5072
Residential	19/04/18 10:04:00 AM	J r	9 Avenue ABBEYARD VIC 3737
Residential	17/04/18 1:31:00 PM	J r	9 Avenue VIC 3737
Residential	17/04/18 1:27:00 PM	J r	9 Avenue ABBEYARD VIC 3737

Note: Addresses changed after the enhancement will only appear in this window.

Edit RIM Tabs

Reorganised tabs

The tabs under 'Edit RIM' are re-organised as follows:

- The current 'Contact & Charge' tab is changed to 'Personal Information'.
- The current 'Personal Information' tab is changed to 'Employment Information'.
- The current 'Other Accounts' tab is removed from the system.
- The current 'Misc.' tab is changed to 'Regulatory & Misc Info'.
- The number of the tabs is reduced from six to five.

Old (Current)



New



Some parts of information are also reorganised. Refer to the following sections to see what information is stored under **new** tabs.

Note: The 'Appendix' section summarises the changes made to the current (old) tabs.

Member/Address Information Tab

Member's address and contact information can be checked under the new 'Member/Address Information' tab.

Member Information

RIM Number: 6 3rd Party Investor

RIM Type: Personal NonPersonal

Sex: Male Female

Title: Mr Suffix:

Last Name: Test 1

First Name: Test 1

Middle Name: No Middle Name

Usual:

Maiden Name:

ABN/ACN:

Primary Contact Phone Numbers

Home Phone: Ext:

Business Phone: Ext:

Mobile Phone: Ext:

Fax Number: Ext:

Primary Contact Email Addresses

Home: dummy@da.com.au

Business: dummy@da.com.au

Residential Address

Format: Australia

DPID: 71129552

Care of Details:

Property:

Box / Flat No.:

Street: 420 Forest

Street Type: Road

Suburb: HURSTVILLE

State: NSW

Postcode: 2220

Mailing Address

Mailing: Care of Qudos Bank
191 O'Riordan Street

Same as Residential Address

RIM Statement Information

RIM to Receive Electronic Statements Notification Email Address:

Exclude From Statement Cycle Auto Re-Assessment When Removing or Closing Accounts From a Statement or Card

Enable Electronic Correspondence Correspondence Email Address:

Control

Effective: 5/04/2016 Status: Active

Personal Information Tab

Personal information including the 'Birth' information is under the new 'Personal Information' tab.

The screenshot shows the 'Edit Existing Member' form for 'Test 1'. The 'Personal Information' tab is selected. The form is divided into several sections:

- Personal:** Residence (dropdown), Member Type (dropdown), Marital Status (dropdown), Education (dropdown), # Of Dependents (text), City Of Birth (dropdown), Date Of Birth (1/01/1980), Date Of Death (text).
- Bank Information:** Brand (dropdown), Class (6 - Unpaid Shares Personal), Branch (Administration), Home Branch (dropdown), Rel. Manager (dropdown), RSM (Unknown Address), Restriction (Customer), Retain Debt History (checkbox), SIC Code (dropdown).
- Marketing Information:** Opening Reason (Other), Closing Reason (dropdown), Marketing Campaign (dropdown).
- Investor Information:** Purchase Loans From Originator (checkbox).
- RIM Charge Category Information:** RIM Charge Category (dropdown).
- Risk Information:** Risk Code (dropdown), Risk Reason (text area).

Identification Tab

The ID related information is under the new 'Identification Information'.

The secret password information can be accessed via the 'Password' action item here.

The screenshot shows the 'Edit Existing Member' form for 'Test 1'. The 'Identification Information' tab is selected. The form contains the following fields:

- Identification Information:** ID type (Other), ID # (Green ID), Date of Expiration (text), Date of Issue (text), City of Issuance (dropdown), Country of Issuance (Australia), Father's Name (text), Mother's Name (text), Mother's Maiden Name (text), Country of Citizenship (Australia).

In the 'Members' tool box on the left, the 'Password' action item is visible.

Employment Information Tab

Employment information including salary information is under the new 'Employment Information' tab.

The screenshot shows the 'Edit Existing Member' form with the 'Employment Information' tab selected. The form is organized into three main sections:

- Current Employer:** Fields for Name, Full Address, Phone, Ext, Employment Category, Occupation, Position, Start Date, and Length of Employment.
- Previous Employer:** Fields for Name, Full Address, Phone, Ext, Employment Category, Occupation, Position, Start Date, Termination Dt, and Length of Employment.
- Salary Information:** Fields for Type, Company, and Account.

Regulatory & Misc Info Tab

The current (old) 'Other Account' tab and (old) 'Mis' tab has been amalgamated to the new 'Regulatory & Misc Info' tab.

The screenshot shows the 'Edit Existing Member' form with the 'Regulatory & Misc Info' tab selected. The form is organized into five main sections:

- Other Bank Accounts:** Fields for Bank Name and Product.
- FTRA Verification:** Fields for Code and Description, Verification Status, Date Verified, and Verification Location.
- Service Providers:** Fields for Broker, Accountant, Life Insurer, and Other Insurer.
- Residency:** Radio buttons for Resident and Non Resident.
- Withholding Tax Information:** Fields for TFN Country Of Residence, TFN, TFN Exemption, TFN Status, TFN Threshold, and TFN Entity.

Non-Personal RIM Creation

ATF for Trust

On selecting a 'Trust' 'Org Type' for a new Non-Personal RIM (i.e. not an existing/saved RIM) AND the Name 2 field is blank (i.e. no previous text has been entered) then the default text 'ATF' will automatically be inserted into the Name 2 field to prompt you to enter the 'acting trustees' name.

The text 'ATF' can be amended.

The image displays two side-by-side screenshots of the 'Add New Member - [New]' form, focusing on the 'Member Information' section. Both screenshots show the 'RIM Type' set to 'NonPersonal' and 'Org Type' set to 'Formal Trust'. In the left screenshot, the 'Org Type' dropdown menu is open, showing options: 'Formal Trust', 'Informal Trust', 'Internal Use', 'Other', 'Partnership', and 'Sole Trader'. A red arrow points from the 'Formal Trust' option in the dropdown to the 'Name 2' field in the right screenshot, which contains the text 'ATF'. The 'Name 1' field is blank in both screenshots. Other fields like 'RIM Number', 'Sex', 'Middle Name', 'Usual', 'Maiden Name', and 'ABN/ACN' are also visible but not the focus of the enhancement.

Check List

<input type="checkbox"/>	I can explain the benefit of using the 'Within Combined Name' search option.
<input type="checkbox"/>	I can search for a RIM using ABN/ACN.
<input type="checkbox"/>	I can reset member's IB password without clicking 'Edit RIM'.
<input type="checkbox"/>	After clicking 'Edit RIM', I can navigate to the new tab to reset member's IB password.
<input type="checkbox"/>	I can explain how to check previously saved RIM addresses from the 'Member/Address Information' tab.
<input type="checkbox"/>	I can navigate to the new tab to change member's addresses, phone numbers and email addressed.
<input type="checkbox"/>	I can navigate to the new tab to update the RIM 'Closing Reason'.
<input type="checkbox"/>	I can navigate to the new tab to check member's current employer information.
<input type="checkbox"/>	I can navigate to the new tab to check member's driver's licence information.
<input type="checkbox"/>	I can navigate to the new tab to register member's TFN information.
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

Appendix

The following sections explains the changes made to the current tabs under 'Edit RIM'.

Legend:

	<ul style="list-style-type: none"> Stay in the tab
	<ul style="list-style-type: none"> Remove from the system
	<ul style="list-style-type: none"> Move from the current tab to a new tab New information box

Member/Address Information Tab

Add New Member - [TESTS TESTS]

Member/Address Information | Contact & Charge | Identification Information | Personal Information | Other Accounts | Misc.

Member Information

RIM Number:

3rd Party
 Investor

RIM Type: Personal NonPersonal

Sex: Male Female

Title: Ms Suffix:

Last Name: TESTS

First Name: TESTS

No Middle Name

Middle Name:

Usual:

Maiden Name:

TIN: SSN TIN
 Custom Unformatted

ABN/ACN:

Primary Address

Format: Australia

DPID:

Care of Details:

Property:

Flat/Box Type:

Street: 420 FOREST

Street Type: Road

Suburb: HURSTVILLE

State: NSW

Postcode: 2220

Effective: 2/05/2015 Status: <New>

NEW: 'Residential Address' box will be added

Will stay as 'Mailing Address'

Contact & Change Tab (New Personal Information Tab)

Add New Member - [TESTS TESTS]

Member/Address Information | **Contact & Change** | Information | Other Accounts | Misc.

Phone Information
 Home Phone: 0292200000 Ext:
 Business Phone: Ext:
 Mobile Phone: 0412345678 Ext:
 Fax Number: Ext:

Email Address Information
 Home: teststests@gmail.com
 Business:

Marketing Information
 Opening Reason: Family
 Closing Reason:
 Marketing Campaign: Family / Friend

Investor Information
 Purchase Loans From Originator

RIM Correspondence Information
 RIM to Receive Electronic Statements Notification Email Address:
 Exclude From Statement Cycle Auto Re-Assessment When Removing or Closing Accounts From a Statement or Card
 Enable Electronic Correspondence Correspondence Email Address:

RIM Charge Category Information
 RIM Charge Category: \$25 Transaction Allowance

Bank Information
 Brand:
 Class: 5 - Unpaid Shares Personal
 Branch: Administration
 Home Branch:
 Rel. Manager:
 RSM:
 Restriction: Customer
 Retain Debt History SIC Code:

Risk Information
 Risk Code:
 Risk Reason:

Callouts:
 - Will be moved to 'Member/Address Information' tab (points to Phone, Email, Marketing, Investor, RIM Correspondence, RIM Charge Category)
 - Will be changed to 'Personal Information' (points to Contact & Change tab)
 - Will be moved to 'Member/Address Information' tab (points to RIM Correspondence)

Identification Information

Add New Member - [TESTS TESTS]

Member/Address Information | Contact & Change | **Identification Information** | Personal Information | Other Accounts | Misc.

Identification Information:
 ID type: Driver's License ID #: 123456
 Date of Expiration: 31/12/2018 Date of Issue: 1/01/2013
 City of Issuance: NSW Country of Issuance: Australia
 Father's Name: Mother's Name:
 Mother's Maiden Name: Country of Citizenship: Australia
 City of Registration: Town of Registration:
 District of Registration: Volume:
 Section: Page:
 City Of Birth:
 Date Of Birth: 05/05/1980 Date Of Death:

Salary Information
 Type: Company:
 Account:

Callouts:
 - Move to the second tab (new 'Personal Information' tab) (points to City of Birth, Date of Birth, Date of Death)
 - Move to the fourth tab (new 'Employment Information' tab) (points to Salary Information)

Personal Information Tab (New Employment Information Tab)

Add New Member - [Tests Test]

Member/Address Information | Contact & Charge | Identification Information | **Personal Information** | Other Accounts | Misc.

Personal Information

Residence: [Dropdown] Marital Status: [Dropdown] Education: [Dropdown]

Member Type: [Dropdown] # Of Dependents: [Text]

Current Employer

Name: [Text] Full Address: [Text] Phone: [Text] Ext: [Text]

Employment Category: [Dropdown] Occupation: [Dropdown] Position: [Dropdown] Start Date: [Text] Length of Employment: [Text]

Previous Employer

Name: [Text] Full Address: [Text] Phone: [Text] Ext: [Text]

Employment Category: [Dropdown] Occupation: [Dropdown] Position: [Dropdown] Start Date: [Text] Termination Dt: [Text] Length of Employment: [Text]

Correspondence

Correspondence Language: 6 - Australian Correspondence Date Format: DDMMYYYY

Callouts:
 - Will be changed to 'Employment Information'
 - Move to the second tab (new 'Personal Information' tab)
 - Move to the last tab (new 'Regulatory & Misc Information' tab)

Other Accounts Tab (Remove)

Info will move to New Misc tab.

Misc. Tab (New Regulatory & Misc Information Tab)

Add New Member - [TESTS TESTS]

Member/Address Information | Contact & Charge | Identification Information | Personal Information | Other Accounts | **Misc.**

Withholding Tax Reporting

TIN Certified: [Text] Certified Date: 2/05/2015 Exempt Reason: [Dropdown] Exempt Expiry Date: [Text] TIN Status Change Date: 2/05/2015 Backup Withholding: Yes No Pending Backup Reason: [Dropdown] Backup Start Date: [Text] Backup Status Change: [Text] B Notice 1 [Checkbox] B Notice 2 [Checkbox] Tax Office: [Text]

FTRA Verification

Code and Description: B2 - Blocked to an unverified sign Verification Status: Blocked Date Verified: [Text] Verification Location: [Dropdown]

Residency

Resident Non Resident

Withholding Tax Information

TFN Country Of Residence: Australia TFN: [Text] TFN Exemption: Not Quoted (Adult) TFN Status: Not Quoted TFN Threshold: \$120.00 TFN Entity: I - Individual

Callout:
 - Will be changed to 'Regulatory & Misc'

Version Control

Date	Reviewed by	Purpose / Change
12/11/2018	Nimin J Barbara S Clare H Colin G Debbie T Doreen Z Lyly B Phillip C	Creation of this document (v.1.0)