

Online Reporting and Information Management System (ORIMS) Manage Financial Returns User Guide for Banks & Trust Companies

Version History

Version	Changes	Date
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1. Introduction

The Online Reporting and Information Management System (ORIMS) application provides secure access for entities regulated by the Central Bank of The Bahamas (CBoB) to submit regulatory returns. With ORIMS, entities have the ability to complete and submit returns, request a return submission, view reports, view documents and manage user details.

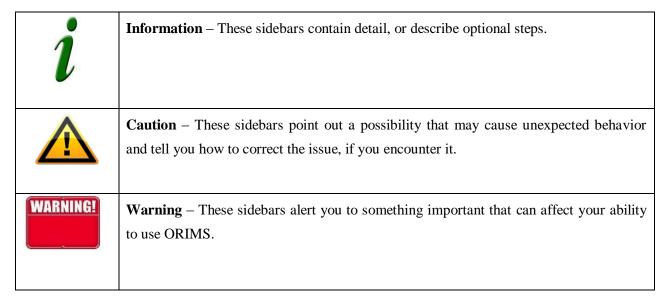
The first time you access ORIMS, you will be required to set up your account, which involves setting your password and preferred language.

1.1 Using this Document

This document uses the following conventions to increase clarity:

- o Bold text indicates a selection or data field to be filed in.
- o Italics indicate a reference to a section within this document or a page within the ORIMS Portal.

In addition, there are three (3) types of sidebars, each identified by an icon:



1.2 Technical Requirements

For best performance, the following technical requirements are recommended:

- Microsoft Internet Explorer version 7 or above, Firefox version 4 or above, or Google Chrome version 10 or above;
- o For viewing your forms in PDF (and printing where signatures are required), you will need a PDF viewer, such as Adobe Acrobat Reader (version 8.0 or above);
- Forms can be exported as spreadsheets. For this you will need Microsoft Excel 2003 or above (the viewer application for Excel will also work);
- Cookies enabled; and

JavaScript enabled.

Note that the ORIMS Portal has been tested and certified with the specified web browsers listed above.

1.3 Support

If you encounter an issue or problem with the ORIMS Portal that isn't covered by this Guide, you can:

- o Contact your organization's Financial Reporting Administrator (FRA
- Ocontact CBoB at: orimshelp@centralbankbahamas.com



2. Logging into the ORIMS Portal

This section outlines how you can log into the ORIMS Portal, change and reset your password, manage your personal details to ensure such information is current and accurate and choose your language of preference to access the system.

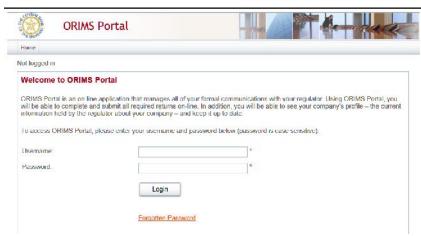
To log into the ORIMS Portal, you need to access the ORIMS Portal website provided to your organization by CBoB. Once connected, ORIMS Portal login page displays.

- o If you are logging into the ORIMS Portal for the first time, please see section 2.1: Logging into the ORIMS Portal and First Time Users.
- o If you have forgotten your ORIMS Portal password, please see section 2.2: Resetting your ORIMS Portal password.

2.1 Logging into the ORIMS Portal and First Time Users

To log into the ORIMS Portal

Begin at the ORIMS Portal Login page.



- 1. Enter the email address used to create your user account in the **Username** field.
- 2. Enter the password that you received in the email when the account was created in the **Password** field.
- 3. Click **Login** to continue.

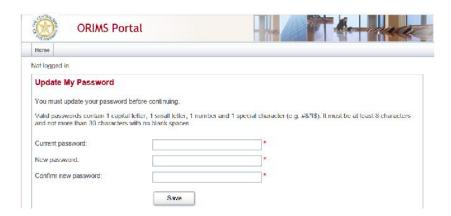


Incorrect Login Attempts:

After three or more times of incorrect login attempts, your account will be locked out. If this happens, you can click the Forgotten Password link to reset your account. See section 2.2: Resetting your ORIMS Portal password.

4. If this is your **first** login, you will be **mandated** to change the password for security purposes.





- 5. In the Current password field, enter your temporary ORIMS Portal password.
- 6. In the **New password** field, enter a new ORIMS Portal password.



Passwords:

Please ensure that your new password contains: 1 capital letter, 1 small letter, 1 number and 1 special character (e.g. #&*!\$). It must be at least 8 characters and not more than 30 characters with no blank spaces, otherwise it will be invalid.

- 7. In the **Confirm new password field**, re-enter your new ORIMS Portal password.
- 8. Click **Save** to set your ORIMS Portal password.



Organization Selection:

In ORIMS, you can be associated with more than one organization (e.g. a Public Bank & Trust Company and a Restricted Nominee Trust Company). Follow the steps below to select the organization that you would like to work on.

If you have permission to access more than one organization:

1. Follow the steps above to log in.

The Select organization page displays.



- 2. Click the drop-down menu.
- 3. Select the name of the organization you want to access.



4. Click Login.

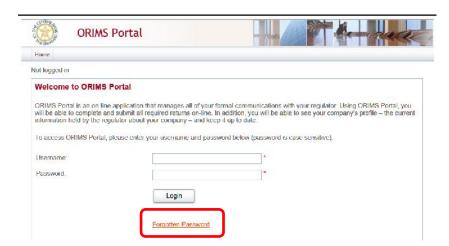
If you are a First Time User, you will be prompted to review your user account details.



5. If your user details are correct, click **Update**.

2.2 Resetting your ORIMS Portal password

The ORIMS Portal password reset functionality allows you to reset your forgotten password. To reset your password, you begin at the Login page.



1. From the Login page, click the 'Forgotten Password' link.

The following Forgotten Password page displays:



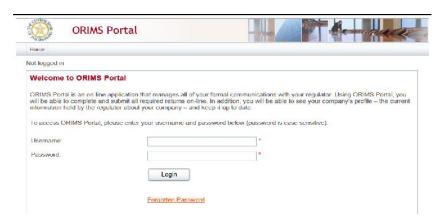


- 2. In the **Email address field**, enter your email address registered in ORIMS.
- 3. Click **Submit**. The Forgotten Password page informs you that a temporary password has been emailed to you.

Once steps 2 and 3 are completed, the confirmation page displays.



- 4. Navigate to your email and search for an email with subject: "Account Reactivation".
- 5. Copy the new password and navigate back to ORIMS.
- 6. Click the Home menu item.



- 7. Enter your **Username**.
- 8. Enter your temporary **Password**.
- 9. Click Login.
- 10. Follow the steps outlined in **section 2.1**: Logging into the ORIMS Portal and First Time Users, to change your password, update your user details, etc.

3. Managing Financial Returns

The ORIMS solution provides functionality to complete and submit financial returns to the CBoB. This section covers how to complete and submit financial returns, how to view returns, and how to view and correct errors in a financial return.

There are two (2) ways to complete and submit a financial return in ORIMS. One way is to upload a data file, which is detailed in *section 3.1: Complete and Submit a Financial Return via Data Upload*. The other way is to enter data manually into the system which is detailed in *section 3.2: Complete and Submit a Return Manually*.

Rules and Errors

Whether you are entering information manually into a return or uploading data, the data is validated against rules that are set up within each return. Two (2) separate rules are used to validate returns: structural and validation.

- <u>Structural rules</u> validate the format and structure of the data being reported, such as entering numeric versus textual information, as appropriate.
- <u>Validation rules</u> validate the accuracy of the data being reported, such as a set of data points summing to a total correctly as well as values which should be identical in one form or another.

Depending on how a return is configured in the application, structural validation occurs when the Validate and Save button is clicked or when a file is uploaded. When you attempt to submit a return, validation rules are applied. If a return fails validation, you are presented with an error message. Returns with errors, display with a white exclamation mark in a red circle on the Draft Returns page. In the event of an error, you will need to correct the information to continue.

Validation rules can be applied to specific sections of a return, but if any section fails validation, the return cannot be processed as the entire return needs to be valid before it can be submitted. Validation rules are documented in the Return Rules report specific to each return type. Return Rules reports can be found in the ORIMS Documents menu item.

Return Processing

Returns are processed by the application, either online or offline, depending on how they have been configured. For returns that are successfully processed online, ORIMS displays a page informing you that the submission has been accepted. If ORIMS detects an error in a return processed online, the errors are displayed on-screen immediately following the validation process, either upon selecting "Validate and Save" for structural rules or upon attempted submission for validated rules. For returns processed offline, ORIMS alerts you to errors via email as well as displaying a new entry in the Notifications section of the ORIMS Portal Welcome page.

Refer to the List of Returns on the ORIMS information page for more information on returns and how they are processed.

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Draft Return Key Icons

The Draft Return page displays icons that are used to depict specific return information. The key icons are described as follows:



Form set: a double set of folders represents an entire return which could consist of one or many forms, also known as sections.

Folder: a single folder represents a structural grouping of forms, also known as sections.

Repeatable Folder: a single folder with blue arrows indicates a folder that has repeatable sections. Repeatable Folders are only applicable to corporate returns.

Form: a page symbol indicates a section with a return.

Add Section: a page with a green plus sign allows forms, also known as sections, to be added to a return where applicable.

Validated: the white check mark in a green circle symbol indicates the return has been validated, meaning that it has passed structural rules and is ready to be submitted.

In Draft: the pencil symbol indicates this return has been saved as a draft and not yet validated.

No Data – Mandatory: the red star symbol indicates there is no data in this return and that mandatory fields may exist.

3.1 Completing and Submitting a Financial Return via Data Upload

Financial returns can be completed and submitted using the Upload Data feature in ORIMS.



File Formats

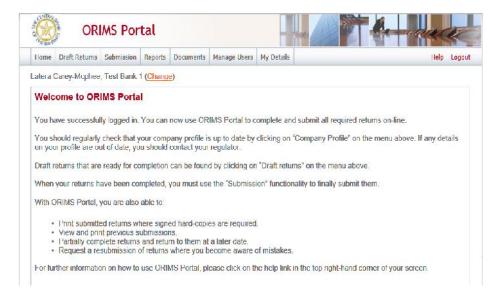
The acceptable file formats for uploading data to ORIMS are (depending on the return): .doc, .docx

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To upload a financial return:

Begin at the Welcome page.



1. Click the Draft Returns menu item.





Return Revision

The revision column of the Draft Returns page displays the current version number of the return. Draft returns are displayed at 0.1 for the first draft and each subsequent revision increases by a whole number such as 1.1, 2.1, etc.

The revision column of the Submission History page displays the current revision number of the return. Submitted returns display on the Submission History page as revision 1.0 for the first submission and each subsequent submission increases by a whole number such as 2.0, 3.0, etc.



2. Click the return name to be completed. Note from the screen displayed below that the symbol for No Data – Mandatory is shown against each return name.

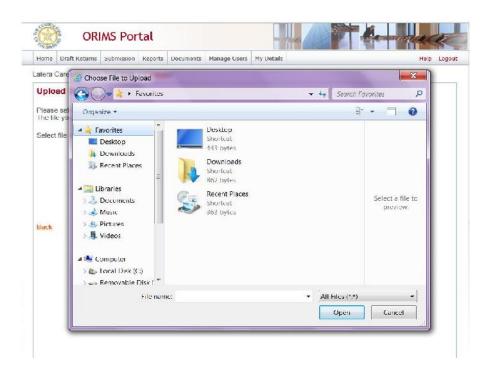


3. Click the Upload Data link, as highlighted in step 2.





4. Click Browse and select the return data file.



5. Click Open.



Incorrect File Format

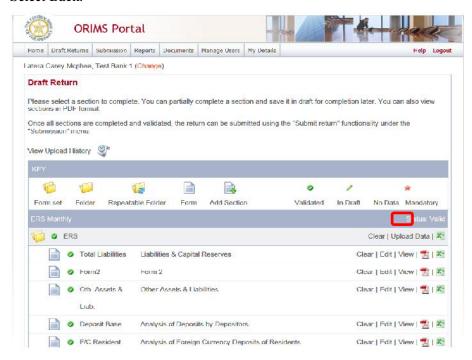
Using an incorrect file format for uploading data will cause an error in ORIMS. Be sure to use the acceptable file formats.

6. Once the upload is complete, the following is displayed indicating 'successfully uploaded data'.

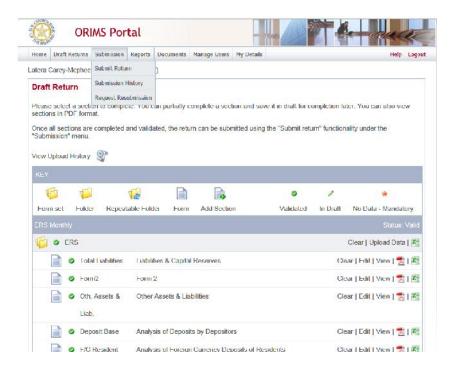




7. Select Back.



- 8. Note from the screen displayed in step 7 that the symbol for Validated is shown against each return name and the status has changed to 'Valid'.
- 9. Next, hover your mouse over the Submission menu item.

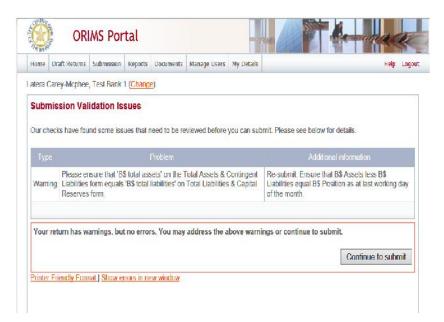


10. Select Submit Return.





11. In the Action column, click the Submit link of the return to be submitted.





Submission Validation Issues

Note that the warning shown indicates that the B\$ Position (that is B\$ Assets less B\$ Liabilities) has a value other than 'zero'. This is acceptable for Commercial Banks only. All other regulated entities should not see this warning upon submission of the return and will see step 13 only.



12. Click Continue to submit.



13. Click Submit.





If a virus is detected during upload:

Uploaded files are scanned for viruses. If a virus is detected the file will not be uploaded.



If an error occurred:

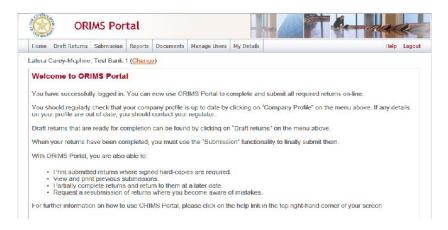
If your return has errors, they will be displayed on the screen.



3.2 Completing and Submitting a Return Manually

To manually enter a return:

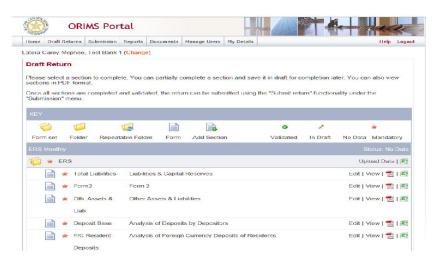
Begin at the ORIMS Welcome Page.



1. Click the Draft Returns menu item.



2. Click the return name to be completed.





3. Click the Edit link.



- 4. Enter data in the appropriate fields.
- 5. Scroll to the bottom right of the return.

	d) Other				
9	Long-term Debt (Tier 2 Capital)	0	0	0	
	a) Hybrid Debt/Equity				
	b) Unsecured Subordinated Loan Stock				
10.	Shareholders Funds	0	0	0	
	a) Paid-up Share Capital				
	b) Minority Interest				
11	. Reserves				
12	Provisions	0	0	0	
	a) Specific				
	b) General Loan Loss Reserves				
13	Profit & Loss Account	0	0	0	
	a) Retained Earnings				
	b) Accrued Profit for the Current Year				
14	Total Liabilities & Capital Reserves	0	0	0	
15	Foreign Exchange Forward Contracts: Sale				
16	. Related Party Deposits				
				Save as Draft	Validate

At this point the return can either be saved as a draft or validated and saved. Saving a return as a draft leaves it on the Draft Returns page with a status of 'In Draft' meaning it has not been validated. Validating and saving the return indicates that the return is complete and ready for attempted submission.



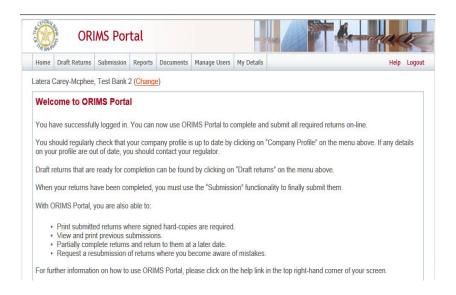
- 6. Click the Validate & Save button.
- 7. Once all the returns have been completed and validated, steps 9 through 13 of section 3.1: Completing and Submitting a Financial Return via Data Upload are carried out.

3.3 Viewing a Financial Return

Financial returns can be viewed prior to and after being submitted. Use the Draft Returns menu item to view returns that have not been submitted and the Submission History sub-menu item to view returns that have been submitted. These menu items can also be used to view the Audit Log of a return which is a record of each revision of a completed or in-draft return.

To view a draft return:

Begin at the Welcome page.

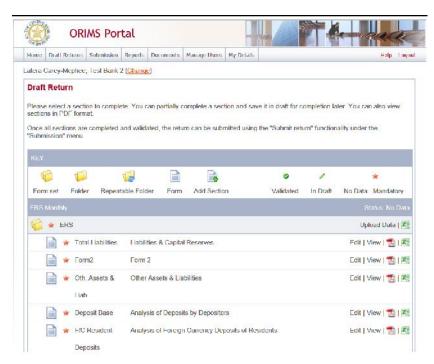


1. Click the Draft Returns menu item.

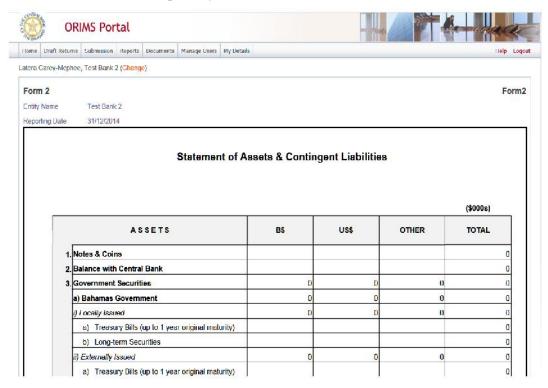




2. Click the name of the return to be viewed.



3. Click the View link to view the return, or, if there is more than one return section, click the View link to view each section separately.



4. Using the scroll bars, view the draft return.



To view the audit log of a draft financial return:

Begin on the Draft Returns page.



1. Click the revision number of the return. The View Audit Log page opens displaying information such as what action was taken, who performed the action and when it was done.



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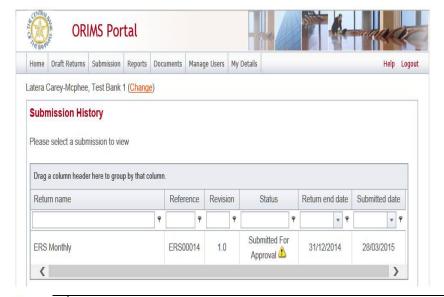


To view a submitted financial return:

Begin at the Welcome page.



- 1. Hover your mouse over the Submission menu item.
- 2. Click the Submission History sub-menu item.



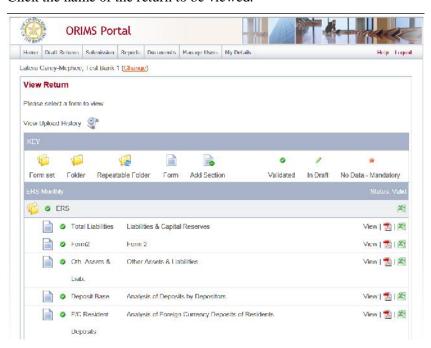


Return Revision

The revision column of the Submission History page displays the current version number of the return. Submitted returns display on this page as revision 1.0 for the first submission and each subsequent submission increases by a whole number such as 2.0, 3.0, etc.



3. Click the name of the return to be viewed.



- 4. Click the View link to view the return, or, if there is more than one return section, click the View link for each section to be viewed.
- 5. Using the scroll bars, view the submitted return.

To view the audit log of a submitted financial return:

Begin at the Submission History page.

1. Click the revision number of the return. The Audit Log page opens displaying information such as what action was taken, who performed the action and when it was done.





3.4 Viewing Errors

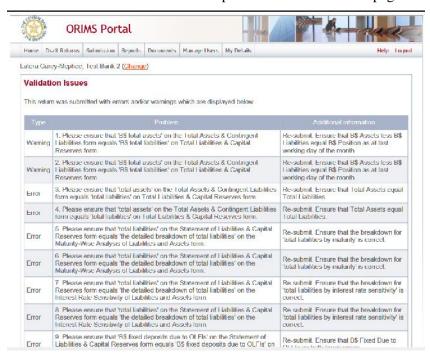
To view errors:

Begin at the Welcome page.

1. Click the Draft Returns menu item.



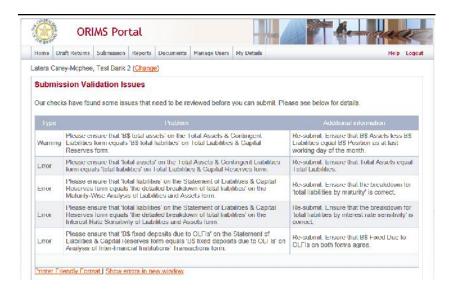
- 2. Locate a return with an error icon next to the status (red circle with an exclamation mark).
- 3. Click the error icon or the status to open the Validation Issues page.



3.5 Correcting Validation Errors on a Financial Return

If a return does not pass validation, you will be informed via an error message that displays on-screen. The error message specifies the rule, or rules, that have failed. You will need to correct the data in order to submit the return. Cross-validation errors can also occur.





To re-validate a return entered via data upload:



Errors in the data:

To complete and re-validate a return entered via a data file upload, the data file must be corrected prior to being re-loaded into ORIMS.

Begin at the Draft Returns page.



1. Click the return name to open the return.

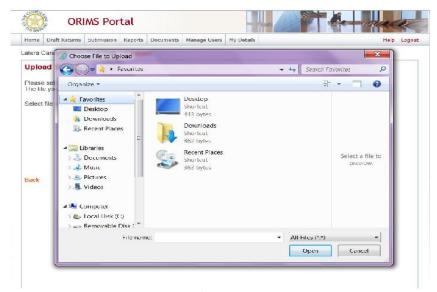




2. Click the Upload Data link.



3. Click Browse to navigate to the appropriate corrected file.



- 4. Select the appropriate corrected file.
- 5. Click Open. The file is uploaded.





Manual Correction

If the return has an online display, you could also make the correction in the return manually in the web form.

To re-validate a financial return entered manually:

Begin at the Draft Returns page.



1. Click the return name to open the return.



2. Click the Edit link.



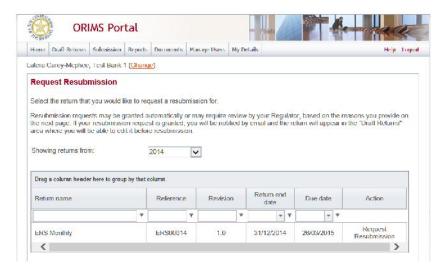


- 3. Correct the appropriate data.
- 4. Click Validate & Save. The return is updated.

To correct cross-return validation errors:

As validation rules validate data within a return and across returns, correcting cross-return validation errors involves working within multiple returns. In the following examples, three of the return forms being submitted need to be corrected. While the statement of Assets was submitted successfully, the statement of Liabilities and the Inter-Financial statement failed as one of the data points does not agree. Therefore, to correct the data, the two statements have to be corrected.

Begin at the Request Resubmission page.



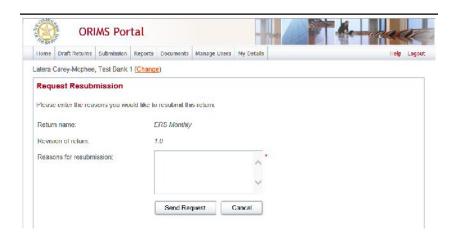
1. Click the Request Resubmission link in the Action column for the ERS Monthly.





Resubmission Requests:

Resubmission requests are not automatically granted in ORIMS. You will be notified once the re-submission request has been approved.



- 2. Enter a brief explanation for requesting the resubmission in the Request Resubmission page.
- 3. Click the Send Request button.



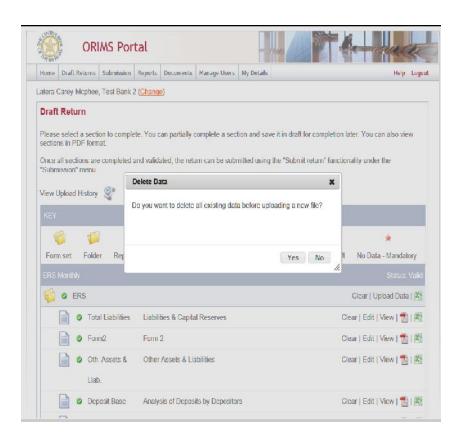
4. Click the Confirm button on the confirmation page. The ERS Monthly is now ready to be corrected and re-submitted.



- 5. Once, the re-submission request has been granted by CBoB. Click the Draft Returns menu item to open the Draft Returns page.
- 6. When re-uploading the corrected data, the following dialogue box will appear, click the Yes



button to confirm the deletion of the data and to allow the revised file to be selected.



7. Then steps 3 through 13 of section 3.1: Completing and Submitting a Financial Return via Data Upload will apply.



Manual Correction Re-submission

If the return has an online display, you could also make the correction in the return manually in the web form and request a re-submission. In this instance, you should follow step 7 of section 3.2: Completing and Submitting a Financial Return Manually.

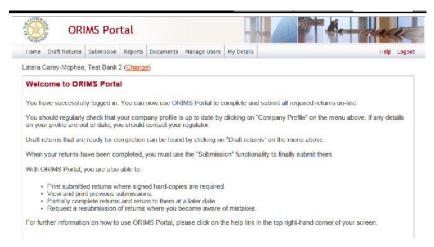


4. Viewing Reports

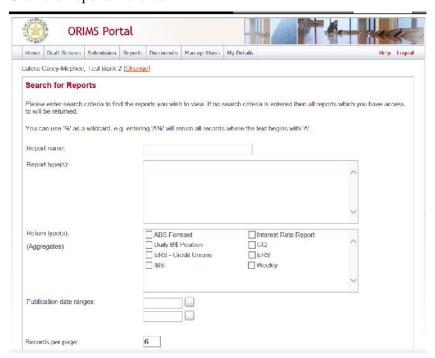
Reports are viewed from the Reports menu item. The following information details the different ways reports can be searched.

To view reports (using the report name to search):

Begin at the ORIMS Welcome page.



1. Click the Reports menu item.



- 2. Enter the report name and click the Search button. The report title displays at the bottom of the page.
- 3. Click the report title. The report opens for viewing.



To view reports (using the return type to search):

Begin at the Search for Reports page.

- 1. Click the box next to the appropriate return type (or types) to be searched. A check mark displays in the selected return type(s) check box.
- 2. Click the Search button. The report opens for viewing.

To view reports (using the publication date to search):

Begin at the Search for Reports page.

- 1. Select the ellipses button at the end of the Publication date ranges field. A calendar displays.
- 2. Select a start date for the range.
- 3. (Optional) Select an end date for the range.
- 4. Click the Search button. The report opens for viewing.

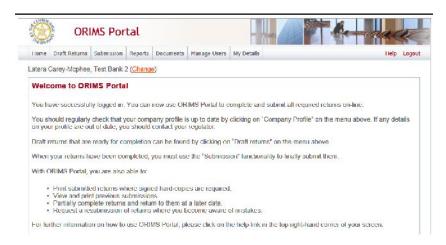


5. Viewing Documents

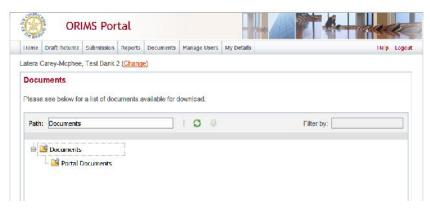
The Documents menu item provides the ability to view reference documents in the Portal Documents folder.

To view documents:

Begin at the ORIMS Welcome page.



1. Click the Documents menu item.



- 2. Double-click the Documents folder.
- 3. Double-click the Portal Documents folder.
- 4. Double-click the specific folder to be viewed.
- 5. Select the document to be viewed.
- 6. Click the green down arrow. A message displays prompting you to open or save the document.
- 7. Click the Open button. The document opens for viewing.



6. Managing Your Details

From the My Details menu item you can view and/or edit your user details and change your password. Although you have the ability to change your personal information it is strongly recommended that changes to your first and last name and email address be changed by your Financial Reporting Administrator (FRA) to ensure that these user details are updated in ORIMS.

Information that can be edited includes your first and last name, email address, and telephone number. Information that can be viewed is your assigned permissions. Information that you can edit directly include your telephone number.

To edit your user details:

- 1. Hover you mouse over the My Details menu item.
- 2. Click the View/Edit My Details sub-menu item.

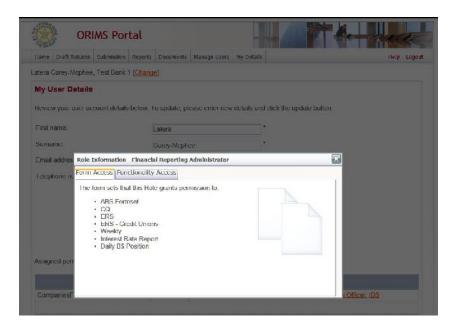


- 3. Enter your new telephone number in the Telephone number field.
- 4. Click the Update button.

To view assigned permissions:

- 1. Click the name of the role in the **Roles** column within the **Assigned permissions/roles** section.
- 2. Click each tab to view information about the permissions assigned to your role.





To change your password:

- 1. Hover your mouse over the My Details menu item.
- 2. Click the **Update My Password** sub-menu item.



- 3. In the **Current password** field, enter your current password.
- 4. In the **New password** field, enter a new password.



Valid Passwords:

Please ensure that your new password is at least 8 characters but not more than 30 characters and contains: 1 capital letter, 1 small letter, 1 number and 1 special character (e.g. #&*!\$).

- 5. In the **Confirm new password** field, re-enter your new password.
- 6. Click Save.

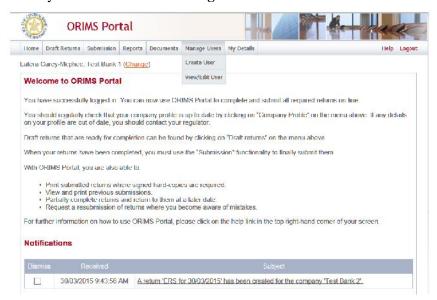


7. Creating a User in ORIMS Portal

The Financial Reporting Administrator (FRA) can create additional users for the roles of Financial Reporting Officer (FRO) and IBS Officer, who will also have responsibility for editing/submitting Returns. These persons can be assigned a role and they will then have access to that entity information only. An 'activation' email with a randomly generated password is sent to the email address of the new user.

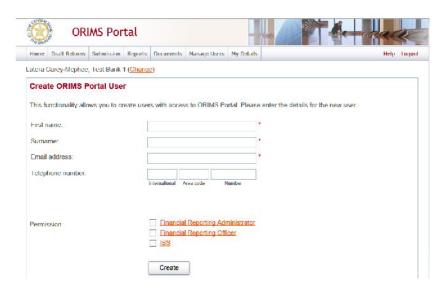
To create a new user:

1. Hover your mouse over the Manage Users menu item.



2. Click the Create User sub-menu item.

A screen is displayed to enter the details of the new user and roles which can be assigned to a particular user.





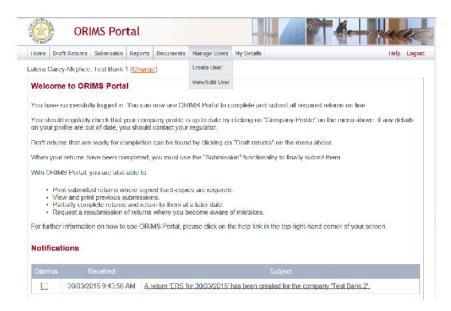
- 3. Enter the **First name** of the new user.
- 4. Enter the **Surname** of the new user.
- 5. Enter the **email address** of the new user.
- 6. Select the **Permission**.
- 7. Then click Create.

An automated email notifying the new user how to access the ORIMS Portal will be sent.

To View/Edit a User:

This functionality allows the FRA to view the other users who have access to the entity. The details or permissions of users can change over time therefore, the FRA can edit the details of the entity users.

1. Hover your mouse over the **Manage Users** menu item.



2. Click the **View/Edit User** sub-menu item.

A screen is displayed listing all the entity users.





3. To view the details of an individual entity user, click the 'View/Edit' button corresponding to the individual you wish to view under the Action column.

The details of the company user are displayed.



4. To edit these details, click Edit.

The details become editable on a new screen.



- 5. Update the **First name**.
- 6. Update the **Surname**.
- 7. Update the **Email address**.
- 8. Select the **Permission**.
- 9. Select the **Activation status**.





Activation Status:

A user can also be deactivated, which will mean that their permissions will be removed for the entity in question.

10. Click Save.

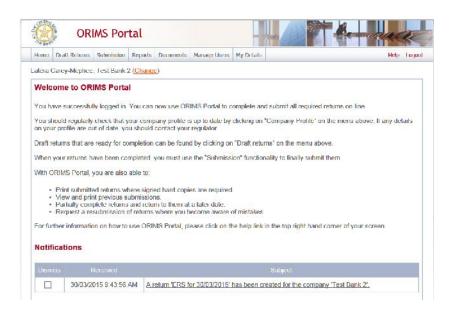


8. Managing Notifications

Notifications provide information such as when a return is ready to be completed as well as when a return processed offline is submitted successfully or presents an error. Notifications are emailed to you and can also be viewed and deleted from the Welcome page accessed through the Home menu item.

To view a notification:

1. Click the **Home** menu item. The notifications display.



2. In the **Subject** column, view the notification information.

To delete a notification:

1. In the **Dismiss** column, click the check box associated with the notification to be deleted. The notification is deleted.



Email notifications:

As notifications are also sent by email, you will still have a record of the content in your email even if you delete the notification from within ORIMS.



9. Logging Out

ORIMS provides the ability to logout of your current session.

To logout of ORIMS:

- 1. Click the **Logout** link located on the top right of the application. A window displays asking if you are sure you want to logout.
- 2. Click **OK**. The login page displays.

9.1 Inactivity Logout

Each ORIMS session is set to logout automatically after two hours of inactivity.



If you logged out due to inactivity:

The ORIMS Portal does not automatically save your work. It does not return you to what you were working on when the forced logout occurred. It is important to save your work often.

10. Tips, Tricks and Troubleshooting

10.1 Saving Your Work

It is important to remember to save your work often. As stated in Section 9.1: Inactivity Logout, each ORIMS session is set to logout automatically after two hours of inactivity. If you are logged out due to inactivity, ORIMS does not return you to what you were working on prior to the forced logout.

10.2 Microsoft Excel

You can save a return in Microsoft Excel format by using the Excel button on the Draft Return page. This button enables a return to be saved to a specified area outside of ORIMS.

10.3 Two Users Working on the Same Return

It is possible to have more than one user working on the same return within ORIMS. Note that ORIMS does not inform you when another user is working on the same return. Two separate scenarios are described below; both scenarios involve two users, User 1 and User 2, accessing the same return at the same time.

Scenario 1 – Validate & Save: User 1 clicks the Validate & Save button on the return and the data is saved at version 1.1. Then User 2 clicks the Validate & Save button and also saves the return, overwriting the data saved by User 1 and updates the revision of the return to 2.1. In this circumstance, the data in the return saved last is the return data ORIMS displays as the most current.

Scenario 2 – Submit: User 1 successfully submits the return. User 2 attempts to submit the return but receives an access denied message as this return has already been submitted by User 1.



View Audit Log:

To determine who worked on a specific revision of a return, use the View Audit Log feature as described in *Section 3.3: Viewing a Financial Return*.

10.4 Printing Returns

To print a return, use the Excel icon on the Draft Return page to open the return in Microsoft Excel format then use the print feature in Microsoft Excel.