

# Oracle® Banking Retail Accounts Cloud Service

## Retail Accounts User Guide



Release 14.7.4.0.0

F97411-01

June 2024

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

ORACLE®

Copyright © 2023, 2024, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.



# Contents

## 1 Configurations

---

1.1	Business Product	1-1
1.1.1	Create Business Product	1-2
1.1.2	View Business Product	1-18
1.2	Joint Holder Type	1-19
1.2.1	Create Joint Holder Type	1-20
1.2.2	View Joint Holder Type	1-20
1.3	Relationship Type	1-21
1.3.1	Create Relationship Type	1-22
1.3.2	View Relationship Type	1-22

## 2 Servicing Configurations

---

2.1	Business Product Configuration	2-1
2.1.1	About Business Product Configuration	2-1
2.1.2	Create Business Product	2-2
2.1.3	View Business Product	2-6
2.2	Business Process Configuration	2-7
2.2.1	About Business Process Configuration	2-8
2.2.2	Create Business Process	2-9
2.2.3	View Business Process	2-15
2.3	Servicing Configuration	2-16
2.3.1	Create Service Preferences	2-17
2.3.2	View Service Preferences	2-18

## 3 Operations

---

3.1	Dashboard	3-2
3.1.1	Bulletin Board	3-2
3.1.2	My Diary	3-4
3.1.3	My Pending Tasks	3-7
3.2	Account Creation	3-7
3.3	Servicing Charge	3-8
3.4	Customer Information	3-11

3.5	Account View	3-13
3.5.1	Account 360	3-14
3.5.1.1	Account Balance	3-17
3.5.1.2	Account Information	3-17
3.5.1.3	Account Holder Details	3-18
3.5.1.4	Account Details	3-19
3.5.1.5	Account Statement Details	3-20
3.5.1.6	Suggested Actions	3-20
3.5.1.7	Alerts	3-22
3.5.1.8	Recent Transactions	3-24
3.5.1.9	Interest Details	3-24
3.5.1.10	Frequent Actions	3-25
3.6	Maintenance	3-26
3.6.1	Account Address Update	3-26
3.6.2	Joint Holder Maintenance	3-28
3.6.2.1	Maintain Joint Holder Details	3-31
3.6.3	Nominee Details Update	3-34
3.6.3.1	Add Nominee	3-37
3.6.3.2	View Nominee Details	3-43
3.6.3.3	Edit Nominee Details	3-45
3.6.4	Account Preferences	3-45
3.6.5	Account Closure	3-49
3.6.6	Bulletin Board Maintenance	3-56
3.6.6.1	Create Bulletin	3-57
3.6.6.2	View Bulletin	3-59
3.7	Statement	3-62
3.7.1	Ad hoc Account Statement	3-62
3.7.2	Account Statement Frequency	3-65
3.8	Status Update	3-67
3.8.1	Activate Dormant Account	3-68
3.8.2	Account Status Change	3-70
3.9	Limits	3-71
3.9.1	Unsecured Overdraft Limits	3-72
3.9.2	Temporary Overdraft Limit	3-78
3.9.3	Advance against Uncollected Funds	3-81
3.10	Amount Block	3-84
3.10.1	Amount Block	3-84
3.10.2	View and Modify Amount Block	3-87
3.11	Cheque Book	3-91
3.11.1	Cheque Book Request	3-92
3.11.2	Cheque Book Status	3-95
3.11.3	Stop Cheque Payment	3-98

3.11.4	View and Modify Stop Cheque Payment	3-104
3.11.4.1	View Stop Cheque Payment	3-107
3.11.4.2	Modify Stop Cheque Payment	3-110
3.11.4.3	Close Stop Cheque Payment	3-114
3.12	Inquiry	3-117
3.12.1	Account Transactions	3-118
3.12.2	Cheque Status Inquiry	3-120
3.12.3	Account Closure Inquiry	3-122
3.13	Business Events in Oracle Banking Retail Accounts	3-126

## A Functional Activity Codes

---

## B Error Codes and Messages

---

## Index

---

# Preface

- [Purpose](#)
- [Audience](#)
- [Documentation Accessibility](#)
- [Diversity and Inclusion](#)
- [Conventions](#)
- [Related Documents](#)
- [Acronyms and Abbreviations](#)
- [Screenshot Disclaimer](#)
- [Basic Actions](#)
- [Symbols and Icons](#)
- [Prerequisite](#)

## Purpose

This guide is designed to help user quickly get acquainted with the features and functionality of **Oracle Banking Accounts Retail Cloud Service**. It provides an overview to the product and the steps involved in the creation and the maintenance of Retail Accounts.

## Audience

This user guide is intended for the following end Users / User Roles in a Bank:

**Table User Roles**

User Role	Functions
Back Office Clerk	Input functions for contracts
Back Office Managers/Officers	Authorization functions
Product Managers	Product definition and authorization
End of Day Operators	Processing during End of Day/ Beginning of Day
Financial Controller/Product Managers	Generation of reports

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

### Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

## Related Documents

The related documents are as follows:

- *Account Configurations User Guide*
- *Current Account Origination User Guide*
- *Getting Started User Guide*
- *Oracle Banking Common Core User Guide*
- *Savings Account Origination User Guide*
- *Security Management System User Guide*

## Acronyms and Abbreviations

The list of the acronyms and abbreviations that are used in this guide are as follows:

**Table** Abbreviations

Abbreviation	Definition
ATM	Automated Teller Machine
BBAN	Basic Bank Account Number
CASA	Current and Savings Account User Guide
ECA	External Credit Approval
EOD	End of Day

Table (Cont.) Abbreviations

Abbreviation	Definition
IBAN	International Bank Account Number
LOV	List of Values
MMDA	Money Market Deposit Account

## Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes.

## Basic Actions

This topic describes about basic actions that can be performed on a screen.

Table Basic Actions


Action	Applicable Stages	Description
<b>Approve</b>	Approval	<p>The system displays a section where approval remarks if any can be input. Click <b>OK</b> to submit. The transaction is sent to the Host system through OBRH. The Host system validates the transaction again and the transaction is created if all the validations are successful. If the transaction fails, the transaction is moved to Handoff retry stage, and user can view the error message. In this stage, the authorizer can retry or reject the transaction. On reject, the transaction is sent back to the maker to modify or delete it.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The maker checker validation will be provided if the same maker tries to approve the transaction.</p> </div>
<b>Audit</b>	Initiation, Approval and Hand off Retry	Audit details provide the logs of users who have acted on the transaction, the transaction date, and the time for all stages that the transaction has passed through.
<b>Back</b>	Initiation, Approval, and Hand off Retry	In case the user missed to specify or need to modify the details in the previous segment, click to navigate to the previous segment.
<b>Cancel</b>	Initiation, Approval and Hand off Retry	Cancel operation cancels the transaction input midway without saving any data. The user is alerted that the input data would be lost before confirming the cancellation.

Table (Cont.) Basic Actions

Action	Applicable Stages	Description
<b>Change Log</b>	Approval	When the authorizer clicks on the <b>Change Log</b> button, the system displays the changes made to the transaction in a pop-up window. By default, the change log is set to display only modified values. The <b>Change Log</b> button has two options, they are, <b>All</b> and <b>Updated</b> . The <b>All</b> button displays both modified and non-modified fields and the <b>Updated</b> button displays only the modified fields. The old and new values are displayed so that the authorizer can compare or verify the values and decide on further action. Also, the new values appear in red for easy recognition.
<b>Close</b>	Initiation, Approval and Hand off Retry	Users can close the transaction input screen. The system displays a warning message to the user that any unsaved data would be lost. User can either choose to ignore the message and close the screen or choose to 'save and close' the transaction.
<b>Delete</b>	Initiation	Delete operation deletes the transaction without saving any data. The user is alerted that the input data would be lost before confirming the deletion.
<b>Document</b>	Initiation, Approval and Hand-off Retry	The maker of the transaction can click on 'Document' to upload documents that are relevant to the transaction. Once uploaded, the documents are available for viewing during authorization or by the maker.
<b>Host Error</b>	Hand Off Retry	'Hand off Retry' comes into use whenever a transaction input from the mid-office system fails authorization due to Host System rejection. The authorizer of the transaction can view the reason for Host rejection and take appropriate action.
<b>i icon</b>	Initiation, Approval and Hand-off Retry	To view the Customer details such as the photograph, signature, customer ID, Account Branch, and balance, the 'i' icon is used. The 'i' icon becomes active once the maker of the transaction inputs the account number and tabs out of the field. The 'i' icon is useful to inquire customer information about both the debit and the credit account numbers.
<b>Maximize</b>	Initiation, Approval and Hand off Retry	User can maximize the transaction input screen.
<b>Minimize</b>	Initiation, Approval and Hand-off Retry	Users can minimize the transaction input screen. When the screen is minimized, it appears as to a separate tab within the same web page.

Table (Cont.) Basic Actions

Action	Applicable Stages	Description
<b>Overrides</b>	Initiation, Approval and Hand-off Retry	<p>If override messages had appeared during initiation stage and they were accepted by the maker during submission, the <b>Overrides</b> button appears in the Initiation screen if the transaction is subsequently rejected by the authorizer.</p> <p>On the <b>Override Details</b> section, click <b>Decline</b> to go back to the transaction screen to modify or cancel it, or click <b>Accept</b> to complete the initiation stage and move the transaction to the approval stage. The <b>Overrides</b> button is displayed in the Approval and Hand-off retry stage if there were any override messages generated during initiation and accepted by the maker. When the <b>Overrides</b> button is clicked, the system displays the overrides accepted by the maker.</p> <p>After verifying the transaction and override details, the authorizer can either approve or reject the transaction. Existing Approve Transaction section is modified to display the overrides if any overrides are raised during the initiation submits.</p>
<b>Reject</b>	Approval and Hand off Retry	When an authorizer chooses to reject a transaction, the 'Reject' icon is used. The system displays a pop-up screen to capture the Rejection remarks if any. Click OK for the transaction to be routed back to the initiation stage. Subsequently, the maker can modify or delete the transaction details.
<b>Remarks</b>	Initiation, Approval and Hand-off Retry	'Remarks' can be used either by the maker or the authorizer of the transaction to optionally capture useful information about the transaction.
<b>Reset</b>	Hand off Retry	The reset button clears all the details displayed on the screen and allows input or selection of a different customer number.
<b>Retry</b>	Hand off Retry	The possibility of retrying a transaction arises when transaction input from the mid-office system fails authorization due to Host System rejection. Such host-rejected transactions will be present in the Hand off Retry queue in the Task Wizard. The Retry option is available only to the authorizer. Upon 'Retry', the transaction is sent to the host once again through Oracle Banking Routing Hub. Optionally, the authorizer can also 'Reject' the transaction in which case it is routed back to the maker.
<b>Save and Close</b>	Initiation	<p>In case a transaction has to be closed midway due to a lack of sufficient information, the maker of the transaction can choose this option.</p> <p>On 'Save and Close', the input details are saved and the transaction screen is closed. Saved transaction details will be available in 'My task'. Users can select the transaction from 'My Task' and proceed with the transaction or delete it.</p>
<b>Submit</b>	Initiation	After submitting the initiation stage, the system validates the transaction with the host and displays the errors or overrides if any. In case of an error, you can modify and resubmit or cancel the transaction. In case of an override, you can modify and resubmit or proceed with the transaction by accepting the overrides.



Table (Cont.) Basic Actions






Action	Applicable Stages	Description
<b>Auto Authorization</b>	Initiation	<p>Auto authorization can be configured for the branch servicing screens by creating a Rule based on life cycle code. The steps to create the Auto authorization as follows:</p> <ol style="list-style-type: none"> <li>1. Create the fact value as <b>LIFECYCLECODE</b>.</li> <li>2. Create Rule to enable Auto authorization for any servicing screen and add the expression in Rule for that screen's lifecycle code. While creating a Rule the product processor should be given as <b>DEPOSIT</b> and fact should be selected as <b>LIFECYCLECODE</b>. For Example:   <pre>IF ( LIFECYCLECODE == TDPOMN )</pre>   <pre>output</pre>   <pre>Section1 LEVEL:0</pre> </li> <li>3. Create or modify a Rule Group with Name <b>ApprovalRuleGroup</b> and map the Rule(s) created in the step (2).</li> </ol> <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>You can define one single Rule for all the screens and add the expression for the life cycle code or you can define individual Rule for each screen and map to the Rule group.</p> </div> <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>For more information, refer to the <i>Oracle Banking Common Core User Guide</i> to create Fact, Rule and Rule Group.</p> </div>

Table (Cont.) Basic Actions

Action	Applicable Stages	Description
<b>Multi-Level Authorization</b>	Initiation	<p>Multi-level authorization can be configured for the branch servicing screens by creating a Rule based on life cycle code. The steps to create the Multi-level authorization as follows:</p> <ol style="list-style-type: none"> <li>1. Create the fact value as <b>LIFECYCLECODE</b>.</li> <li>2. Create Rule to enable Multi-level authorization for any servicing screen and add the expression in the Rule for that screen's lifecycle code. While creating a Rule the product processor should be given as <b>DEPOSIT</b> and fact should be selected as <b>LIFECYCLECODE</b>. For Example: <pre>IF ( LIFECYCLECODE == TDPYIN )  output  Section1 LEVEL:1~DSR_FA_TDPAYIN_AUTH, LEVEL:2~DSR_FA_TDPAYIN_AUTH</pre> <div data-bbox="748 972 1461 1352" style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>If customer wants to use separate Functional Activity Code for each Level then Rule output need to be define like</p> <pre>LVELE:1~&lt;FUNCTIONAL_ACTIVITY_CODE1&gt;, LVELE:2~&lt;FUNCTIONAL_ACTIVITY_CODE2&gt;</pre> </div> </li> <li>3. Create or modify a Rule Group with name <b>ApprovalRuleGroup</b> and map the rule(s) created in the step (2).</li> </ol> <div data-bbox="748 1465 1461 1696" style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>You can define one single rule for all the screens and add the expression for the life cycle code or you can define individual rule for each screen and map to the rule group.</p> </div> <div data-bbox="902 1732 1461 1885" style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>The maker checker validation will be provided if the same maker tries to</p> </div>

**Table (Cont.) Basic Actions**

Action	Applicable Stages	Description
		 authorize the single or multi-level approval transaction.

## Symbols and Icons

The following buttons are used in the screens:

**Table Symbols and Icons - Common**







Symbol/Icon	Function
	Minimize
	Maximize
	Close
	Perform Search
	Open a list
	Add a new record

Table (Cont.) Symbols and Icons - Common










Symbol/Icon	Function
	Navigate to the first record
	Navigate to the last record
	Navigate to the previous record
	Navigate to the next record
	Grid view
	List view
	Refresh
	Click this icon to add a new row.
	Click this icon to delete a row, which is already added.

Table (Cont.) Symbols and Icons - Common











Symbol/Icon	Function
	Calendar
	Errors and Overrides
	Alerts
	Filter
	Date Range

Table Symbols and Icons – Audit Details

Symbol/Icon	Function
	A user
	Date and time
	Unauthorized or Closed status
	Authorized or Open status

**Table (Cont.) Symbols and Icons – Audit Details**

Symbol/Icon	Function
	Rejected status

**Table Symbols and Icons - Widget**









Symbol/Icon	Function
	Open status
	Unauthorized status
	Closed status
	View
	Inprogress status
	Authorized status
	Rejected status

Table (Cont.) Symbols and Icons - Widget

Symbol/Icon	Function
	Modification Number

## Prerequisite

Specify **User Name** and **Password**, and login to **Home** screen.

# 1

## Configurations

This topic contains the following **Configurations** as subtopics:

- [Business Product](#)  
User can classify the customer accounts of the bank into different groups and assign each group an identifying code.
- [Joint Holder Type](#)  
The Customer can be the sole owner of the account or it can be held jointly. Joint accounts are accounts that are shared between two or more individuals. They can be operated either singly or jointly.
- [Relationship Type](#)  
This configuration helps maintain the different relationship types applicable. For instance, In the joint account case, the joint holder's relationship with the primary holder can be maintained as part of the configuration.

### 1.1 Business Product

User can classify the customer accounts of the bank into different groups and assign each group an identifying code.

For example, user may define a group called **SAVREG** for regular savings accounts, **WLTSAV** for wealth management saving accounts.

Each group is referred to as an **Business Product** and is maintained in the **Business Product** screen. For each class, user also define certain common fields applicable to the accounts in this class, such as, the General Ledger lines to which the accounts in this class report to facilities granted to the account holders (Check Book, ATM, Limits and so on).

The various features of a business product are captured across the following sub-screens covered as subtopics.

- **Basic Details**
- **Preferences**
- **Features**
- **Statement Preferences**
- **Interest**
- **Charges**
- **Limits**
- **Overdraft Parameters**
- **Status Rule Definition**
- **GL Reporting Details**
- **MIS Details**
- **Minimum Balance**



This topic contains the following subtopics:

- [Create Business Product](#)  
This topic describes the systematic instructions to create business product. The maintenance screen allows the user to configure business product parameters.
- [View Business Product](#)  
This topic explains the systematic instructions to view the list of configured business product parameters.

## 1.1.1 Create Business Product

This topic describes the systematic instructions to create business product. The maintenance screen allows the user to configure business product parameters.



### Note:

The fields marked as **Required** are mandatory.

1. On **Home** screen, under **Menu**, click **Retail Account Configurations**. Under **Retail Account Configurations**, click **Business Product**.
2. Under **Business Product**, click **Create Business Product**.

The **Create Business Product** screen displays.

**Figure 1-1 Create Business Product - Basic Details**

3. Specify the fields on the **Basic Details** screen.  
For more information on fields, refer to the field description table below.

**Table 1-1 Basic Details - Field Description**

Field	Description
<b>Product Code</b>	Specify the six digit alpha numeric unique product code for the creation of accounts.
<b>Description</b>	Specify the brief description of the business product.

**Table 1-1 (Cont.) Basic Details - Field Description**

Field	Description
<b>Account Type</b>	Select the type of the account from the drop-down list. The different types of accounts are: <ul style="list-style-type: none"> <li>• <b>Savings</b></li> <li>• <b>Current</b></li> </ul> The default value is <b>Savings</b> .
<b>Account Code</b>	As per your bank's requirement, you can choose to classify business products into different account codes. The bank can decide the way the business products are to be assigned to different account codes. The business product or an account code can be part of the customer account mask. If the customer account mask consists of an account code, the value in this field is replaced in the account number.
<b>Validity</b>	Specify the validity period of the business product by specifying the start date and the end date. End date is optional.

- After specifying the fields in the **Basic Details** screen, click **Next**.  
The **Preferences** screen displays.

**Figure 1-2 Create Business Product - Preferences**

**Create Business Product**

Errors and Overrides

1 Basic Details 2 Preferences 3 Features 4 Statement Preferences 5 Interest 6 Charges 7 Limits 8 Overdraft Parameters 9 Status Rule Definition 10 GL Reporting Details 11 MIS Details 12 Minimum Balance

**Preferences**

**ATM Facility**

ATM Required

**Passbook Facility**

Passbook Required

**Check Book Facility**

Check Book Required  Auto Reorder of Check Book  Reorder Level  Required

Reorder Number of Leaves  Required

**Direct Banking Channel**

Direct Banking Required

Action	Banking Channel	Channel Name	Remarks
No data to display.			

Page 1 (0 of 0 items) < > 1 >

Cancel Back Save and Close Next

5. Specify the fields on **Preferences** screen.

For more information on fields, refer to the field description table below.

**Table 1-2 Preferences - Field Description**

Field	Description
<b>ATM Required</b>	Switch this toggle <b>ON</b> , if you need to avail the ATM facility for the accounts belonging to that business product. The default value is <b>OFF</b> .
<b>Passbook Required</b>	Switch this toggle <b>ON</b> whether passbook is required or not for the account under the business product. The default value is <b>OFF</b> .
<b>Check Book Required</b>	Switch this toggle <b>ON</b> whether check book is required or not for the account under the business product. When it is cleared, the preference is disabled for the account. The default value is <b>OFF</b> .
<b>Auto Reorder of Check Book</b>	Switch this toggle <b>ON</b> whether check book should be replenished automatically when check leaves are getting exhausted. This option appears only if <b>Check Book Required</b> option is toggle <b>ON</b> .
<b>Reorder Level</b>	Specify the threshold for auto reorder of check book.
<b>Reorder Number of Leaves</b>	Specify the number of leaves to be issued with the check book.
<b>Direct Banking Required</b>	<p>Switch this toggle <b>ON</b> whether direct banking is required for accounts under the business product. The default value is <b>OFF</b>.</p> <p>Once it is enabled, an <b>Add</b> icon and the related fields are displayed.</p> <p>Click <b>Add</b> icon to add a direct banking channel details. A new row is added with the below fields.</p> <ul style="list-style-type: none"> <li>• <b>Action</b> - Click the <b>Delete</b> icon to delete the added details.</li> <li>• <b>Banking Channel</b> - Banking channels maintained in <b>Static Type Maintenance</b>, are listed here as permissible channels for the business product. Channels include Internet Banking, Interactive Voice Response, Mobile, ATM, Credit Card and so on.</li> <li>• <b>Channel Name</b> - This field indicates the name of the banking channel. For example, ATM is the banking channel name for Automated Teller Machine.</li> <li>• <b>Remarks</b> - Capture if any remarks for the channel.</li> </ul>

6. After specifying the fields in the **Preferences** screen, click **Next**.

The **Features** screen displays.

Figure 1-3 Create Business Product - Features

7. Specify the fields on **Features** screen.

For more information on fields, refer to the field description table below.

Table 1-3 Features - Field Description

Field	Description
<b>Limit Check Required</b>	Switch this toggle <b>ON</b> to indicate that the limit check for sufficient availability of funds are made for the accounts belonging to this business product. The default value is <b>OFF</b> .
<b>Available Balance Check Required</b>	Switch this toggle <b>ON</b> to enable the system to check for the available funds before posting a debit entry to a customer account. The default value is <b>OFF</b> .
<b>Defer Balance Update For Debit</b>	Switch this toggle <b>ON</b> to defer the balance update. If <b>Defer Balance Update for Debit</b> is selected, then the balance after debit transactions will be updated during EOD. The default value is <b>OFF</b> .
<b>Defer Balance Update For Credit</b>	Switch this toggle <b>ON</b> to defer the balance update for credit transactions. If <b>Defer Balance Update For Credit</b> is selected, then the balance after credit transactions will be updated during EOD. The default value is <b>OFF</b> .
<b>IBAN Required</b>	Switch this toggle <b>ON</b> , if IBAN is required for the business product. The default value is <b>OFF</b> .
<b>Multi Currency Allowed</b>	Switch this toggle <b>ON</b> , to hold the different currencies under a single bank account.
<b>Currencies</b>	Select the <b>Currencies</b> from the list of values provided. This field is enabled only when the <b>Multi Currency Allowed</b> option is toggled <b>ON</b> .
<b>Enable Sweep-in</b>	Switch this toggle <b>ON</b> , if overdraft protection/sweep-in is applicable for accounts under this business product. The default value is <b>OFF</b> .

**Overdraft Protection/Sweep-in:**

Banks offer Overdraft Protection/Sweep-in as a service, which safeguards customers from having their debit transactions dishonored or rejected due to insufficient funds in their Checking or Savings account. When such an instance occurs, the customer pulls an amount from another linked savings/checking account(s) to cover the shortfall.

The linked account(s) is called the provider account and the account for which the funds are being pulled is called the beneficiary account.

Multiple sweep provider accounts can be set up for a beneficiary account with a priority assigned to them.

8. After specifying the fields in the **Features** screen, click **Next**.

The **Statement Preferences** screen displays.

**Figure 1-4 Create Business Product - Statement Preferences**

9. Specify the fields on the **Statement Preferences** screen.

For more information on fields, refer to the field description table below.

**Table 1-4 Statement Preferences - Field Description**

Field	Description
<b>Display IBAN on Advices</b>	Switch this toggle <b>ON</b> , the IBAN details will be displayed in the statement. The default value is <b>OFF</b> .
<b>Statement Type</b>	Specify the type of account statement. The options are as follow: <ul style="list-style-type: none"> <li>• <b>None</b></li> <li>• <b>Summary</b></li> <li>• <b>Detailed</b></li> </ul>

**Table 1-4 (Cont.) Statement Preferences - Field Description**

Field	Description
<b>Cycle</b>	Specify the value for the cycle. The values are as follow: <ul style="list-style-type: none"> <li>• <b>Daily</b></li> <li>• <b>Weekly</b></li> <li>• <b>Fortnightly</b></li> <li>• <b>Monthly</b></li> <li>• <b>Quarterly</b></li> <li>• <b>Semi Annual</b></li> <li>• <b>Annual</b></li> </ul> This field is available only when the <b>Statement Type</b> is selected as <b>Summary</b> or <b>Detailed</b> .
<b>Statement Format</b>	Specify the format in which the account statement should be generated. Click <b>Search</b> icon to view and select the required statement format. This field is available only when the <b>Statement Type</b> is selected as <b>Summary</b> or <b>Detailed</b> .

**Validations**

When the **Cycle** is selected as follows:

- **Monthly** - the list of value displays value from **1** to **31**. This shows the day of the month for statement generation.
- **Weekly** - the list of value displays value from **Sunday** to **Saturday**.
- **Fortnightly** - the list of value displays value from **Sunday** to **Saturday**.
- **Quarterly** - the list of value displays value from **January** to **December**.
- **Semi Annual** - the list of value displays value from **January** to **December**.
- **Annual** - the list of value displays value from **January** to **December**.

10. After specifying the fields in the **Statement Preferences** screen, click **Next**.

The **Interest** screen displays.

To calculate interest for an account, you must apply an interest product code on the account. To recall, every interest product code that you create is linked to an interest rule. The logic to calculate interest is built into an interest rule. When you apply an interest product code on the account, interest for the account will be calculated according to the interest rule definition.

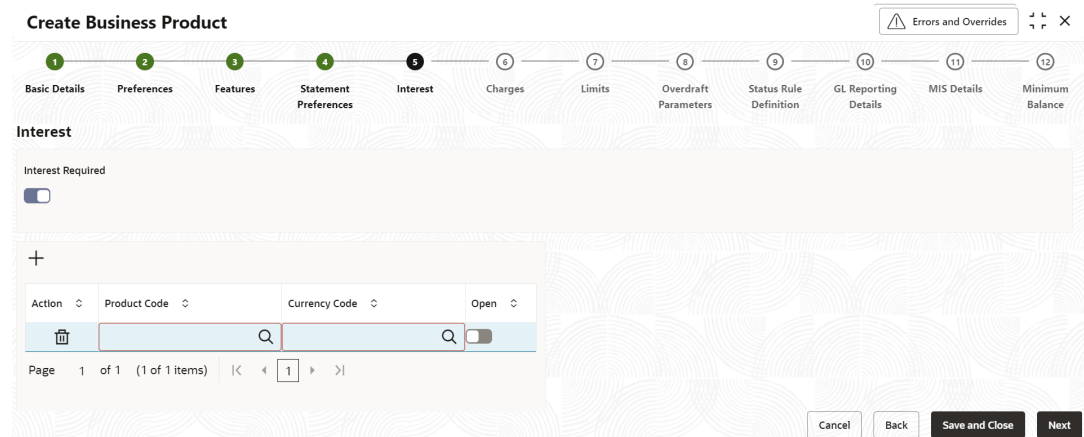
For the account for which you are defining special conditions choose the product(s) that you wish to apply. To recall, you can define a Special Condition for an account only if the business product of the account has a general condition defined for the product. Thus, the pick-list from where you select the product for which you want to define a special condition will contain products that satisfy one of the following conditions:

- a general condition has been defined for the product and business product combination.
- the product has been defined as a special conditions only product.

The interest rule that is linked to the product(s) will determine the interest that is applied on the account. You may want to apply more than one interest product code on an account. For example, you may want to pay credit interest on the credit balance maintained in a current account and levy a debit interest if the account lapses into a debit balance. In order to achieve this, you would have to apply two product codes (one defined for credit interest

and another defined for debit interest). In this screen, you can choose the interest product codes that you want to apply on the account.

**Figure 1-5 Create Business Product - Interest**



11. Specify the fields on **Interest** screen.

For more information on fields, refer to the field description table below.

**Table 1-5 Interest - Field Description**

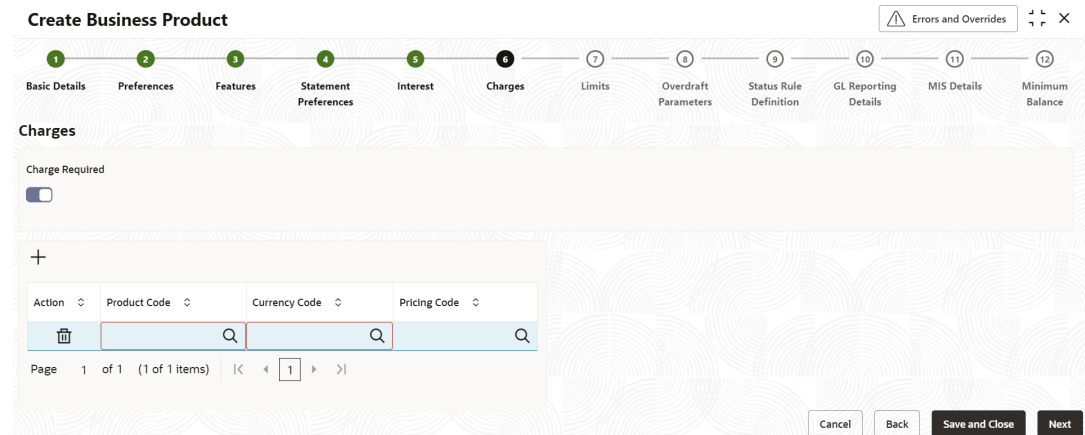
Field	Description
<b>Interest Required</b>	Switch this toggle <b>ON</b> to indicate that the interest is applicable for the accounts with this business product. The default value is <b>ON</b> . Click the <b>Add</b> icon, a new row is added to update the details for the interest.
<b>Action</b>	Click the <b>Delete</b> icon to delete the added row.
<b>Product Code</b>	Click <b>Search</b> icon to view and select the required product code.
<b>Currency Code</b>	Click <b>Search</b> icon to view and select the required currency code.
<b>Open</b>	Switch this toggle <b>ON</b> to change the status of the product code to open. The default value is <b>OFF</b> .

For more information about Interest, refer to *Interest and Charges User Guide*

12. After specifying the fields in the **Interest** screen, click **Next**.

The **Charges** screen displays.

**Figure 1-6 Create Business Product - Charges**



13. Specify the fields on **Charges** screen.

For more information on fields, refer to the field description table below.

**Table 1-6 Charges - Field Description**

Field	Description
<b>Charges Required</b>	Switch this toggle <b>ON</b> to indicate that the charges are applicable for the accounts with this business product. The default value is <b>OFF</b> . Click the <b>Add</b> icon, a new row is added to update the details for the charges.
<b>Action</b>	Click the <b>Delete</b> icon to delete the added row.
<b>Product Code</b>	Specify the applicable charge product code or click <b>Search</b> icon to view and select the applicable product code. Charge product code is configured in the Interest and Charges module.
<b>Currency Code</b>	Specify the applicable currency code or click <b>Search</b> icon to view and select the applicable currency code.
<b>Pricing Code</b>	Specify the applicable charge pricing code or click <b>Search</b> icon to view and select the applicable pricing code. Pricing code is defined in Pricing and Decision System.

For more information about Charges, refer to *Interest and Charges User Guide*

14. After specifying the fields in the **Charges** screen, click **Next**.

The **Limits** screen displays.



**Figure 1-7 Create Business Product - Limits**

15. Specify the fields on **Limits** screen.

For more information on fields, refer to the field description table below.

**Table 1-7 Limits - Field Description**

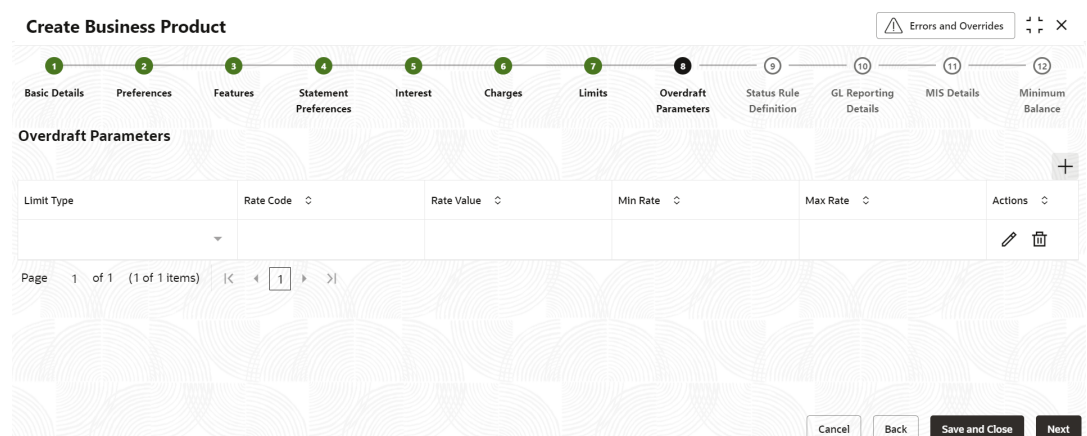
Field	Description
<b>OD Facility Required</b>	Switch this toggle <b>ON</b> to specify if Overdraft facility can be availed by accounts belonging to this business product. The default value is <b>OFF</b> . If <b>OD Facility Required</b> option is toggle <b>ON</b> . It will display the related parameters to update the limits.
<b>Uncollected Funds Margin(%)</b>	Specify the margin in percentage terms that will be held on the uncollected funds while offering AUF limit to an account. AUF margin must be between 0 to 100. This field is enabled only when the <b>OD Facility Required</b> is toggle <b>ON</b> .

**Table 1-7 (Cont.) Limits - Field Description**

Field	Description
<b>Fund Utilization Sequence</b>	<p>Users can select the fund utilization sequence for accounts.</p> <p>Click <b>Add</b> icon to add a sequence. A new row is added with the below fields.</p> <ul style="list-style-type: none"> <li>• <b>Source Code</b> – This field indicates the source through which the transaction can be sent for an account.</li> <li>• <b>Sequence</b> – Only two values are available, <b>BSOATL</b> and <b>BSOATLV</b>. <ul style="list-style-type: none"> <li>– <b>B</b> (Balance) - Balance refers to clear balance available for debits at account.</li> <li>– <b>S</b> (Sweep in Funds) - Sweep-in refers to sweep-in of funds from linked provider accounts in case of transaction shortfall.</li> <li>– <b>O</b> (Overdraft Limit) - OD Limit Applies to account level OD limits. Multiple limits of this category can be active simultaneously.</li> <li>– <b>A</b> - AUF Limit granted against uncollected funds available in the account. Only one active limit allowed at any point of time.</li> <li>– <b>T</b> (Temporary) - Temporary OD granted at the account.</li> <li>– <b>L</b> (Limits) - Local Limit Facility refers to local facility. Limits captured under Line Linkage Details section under</li> <li>– <b>V</b> - Overline refers to the utilization over and above the sanctioned limits.</li> </ul> </li> </ul>

16. After specifying the fields in the **Limits** screen, click **Next**.  
The **Overdraft Parameters** screen displays.

**Figure 1-8 Create Business Product - Overdraft Parameters**



17. Click the **Add** icon, and Specify the fields on **Overdraft Parameters** screen.  
For more information on fields, refer to the field description table below.

**Table 1-8 Overdraft Parameters - Field Description**


Field	Description
<b>Limit Type</b>	Select the applicable values from the drop-down list. The values are as follow. <ul style="list-style-type: none"> <li><b>Unsecured</b> - Unsecured limit that are not backed by collateral.</li> <li><b>Term Deposit</b> - Uses the TD collateral.</li> <li><b>Collateral</b> - Any collateral apart from the TD.</li> </ul>
<b>Rate Code</b>	Specific the rate code for the limit type from the list of values. Any change to the rate code will reflect on the limit rate.
<b>Rate Value</b>	As an alternative to the rate code, a rate value can be provided for the limit rate.
<b>Minimum Rate and Maximum Rate</b>	The minimum and maximum rate can be defined for the limit type, a validation ensures that if the rate captured at account level is greater than the minimum rate and lesser than the maximum rate.
<b>Actions</b>	Click the <b>Edit</b> icon to edit the values, click the <b>Save</b> icon to save the record and click the <b>Delete</b> icon to delete the record.

18. After specifying the fields in the **Overdraft Parameters** screen, click **Next**.  
The **Status Rule Definition** screen displays.

**Figure 1-9 Create Business Product - Status Rule Definition**

19. Specify the fields on **Status Rule Definition** screen.  
For more information on fields, refer to the field description table below.

Table 1-9 Status Rule Definition - Field Description

Field	Description
<b>Automatic Status Change</b>	Switch this toggle <b>ON</b> to indicate if the account status change must be performed automatically for accounts under this business product. The default value is <b>OFF</b> .
<b>Dormancy Application</b>	This is used to identify the dormancy, if it is <b>Automatic</b> or <b>Manual</b> .
<b>Dormancy Days</b>	Specify the number of days post which the account has to be marked as dormant, in case there is no activity in the account. This field is available only when the <b>Dormancy Application</b> is in <b>Automatic</b> .
<b>Consider Non-Financial Activity</b>	Switch this toggle <b>ON</b> , then the non financial activity is considered for dormancy marking. If it is in <b>OFF</b> , then it is not considered for dormancy marking. The default value is <b>ON</b> .
<b>Activation Parameter</b>	If the activation parameter is <b>Manual</b> , the dormancy account can be activated only from the servicing application. If it is <b>Automatic</b> , any one or combination of the below transactions will be activated. The transaction list as follows: <ul style="list-style-type: none"> <li>• <b>Debit Financial Transaction</b></li> <li>• <b>Credit Financial Transaction</b></li> <li>• <b>Non-Financial Activity</b></li> </ul>
<b>Source Code</b>	If <b>Consider Non-Financial Activity</b> is toggle <b>ON</b> , it is required to capture the list of non financial activity for dormancy marking and activation.
<b>Description</b>	Based on the <b>Source Code</b> selected, the system displays the description.
<b>Non-Financial Activity</b>	It allows you to select non-financial activity based on the source code selected. <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>By default, all non-financial activity codes maintained as part of non-financial activity code maintenance in common core and are applicable for inactive, dormancy, and escheatment marking.</p> <p>If the user wants to limit the set of non-financial activity codes that can be considered for inactive, dormancy, and escheatment marking then the user can maintained the list as part of this maintenance.</p> </div>

20. Click the **Add** icon in **Rule Definition** to update the rule definition parameters. This option appears only if **Automatic Status Change** is toggle **ON**.

The **Add Rule Definition** screen displays.

**Figure 1-10 Add Rule Definition**

21. Specify the fields on **Add Rule Definition** screen.

For more information on fields, refer to the field description table below.

**Table 1-10 Status Rule Definition\_Add Rule Definition - Field Description**

Field	Description
<b>Status</b>	Specify the status code for which the rule is defined. Click <b>Search</b> icon to view and select the required status.
<b>Sequence Number</b>	Specify the status sequence number. This field is auto populated based on the status.
<b>Rule ID</b>	Specify the Rule ID to be associated for the status. Click <b>Search</b> icon to view and select the required rule ID.
<b>Rule Preview</b>	Preview the defined rules in this field. This field is non-editable.

22. After specifying the details in the **Add Rule Definition** screen, click **Add** button, the widget is added in the **Status Rule Definition** screen.
23. After specifying the fields in the **Status Rule Definition** screen, click **Next**.  
The **GL Reporting Details** screen displays.

**Figure 1-11 Create Business Product - GL Reporting Details**

24. Specify the fields on **GL Reporting Details** screen.

For more information on fields, refer to the field description table below.

**Table 1-11 GL Reporting Details - Field Description**

Field	Description
<b>Natural GL</b>	The following values are available for natural GL as follows: <ul style="list-style-type: none"> <li>• <b>Credit</b></li> <li>• <b>Debit</b></li> </ul>

25. Click the **Add** icon to add an entry for GL.

The **Add GL Lines** screen displays.

**Figure 1-12 Add GL Lines**

26. Specify the fields on **Add GL Lines** screen.

For more information on fields, refer to the field description table below.

**Table 1-12 GL Reporting Details\_Add GL Lines - Field Description**

Field	Description
<b>Status</b>	Specify the status. Click the search icon to open the <b>Status</b> list of values. Select the value to add the status.
<b>Description</b>	Based on the <b>Status</b> selected. The system displays the status description.
<b>Credit GL</b>	Specify the GL to which the account balance should belong. Click the <b>Search</b> icon to open the <b>Credit GL</b> list of values. Select the value to add the entry.
<b>Debit GL</b>	Specify the GL to which the account balance should belong. Click the <b>Search</b> icon to open the <b>Debit GL</b> list of values. Select the value to add the entry.

27. After specify the fields in the **GL Reporting Details** screen, click **Next**.

The **MIS Details** screen displays.

**Figure 1-13 Create Business Product - MIS Details**

28. Specify the fields on **MIS Details** screen.

For more information on fields, refer to the field description table below.

**Table 1-13 MIS Details - Field Description**

Field	Description
<b>MIS Group</b>	Specify the MIS group associated with the business product.
<b>Description</b>	Based on the <b>MIS Group</b> selected. The system displays the description.
<b>SECTOR</b>	Specify the sector to be associated. Click <b>Search</b> icon to view and select the required sector.
<b>SECTOR Description</b>	Based on the <b>SECTOR</b> selected. The description of the customer is displayed.

29. After specifying the fields in the **MIS Details** screen, click **Next**.

The **Minimum Balance** screen displays.

Figure 1-14 Create Business Product - Minimum Balance

30. Specify the fields on **Minimum Balance** screen.

For more information on fields, refer to the field description table below.

Table 1-14 Minimum Balance - Field Description

Field	Description
<b>Minimum Balance Required</b>	Switch this toggle <b>ON</b> , the user can able to define a currency-wise minimum and maximum opening amount. User can create the defined amounts as required by the financial institution. If this option is toggle <b>ON</b> , the below fields are displayed. <ul style="list-style-type: none"> <li><b>Currency Code</b></li> <li><b>Minimum Daily Balance</b></li> <li><b>Minimum Opening Balance</b></li> </ul> The default value is <b>OFF</b> . Click the <b>Add</b> icon, to add the details for the minimum balance.
<b>Action</b>	Click the <b>Delete</b> icon to delete the added details.
<b>Currency Code</b>	Click <b>Search</b> icon to view and select the required currency code.
<b>Minimum Daily Balance</b>	Specify the minimum daily balance applicable for the selected currency code.
<b>Minimum Opening Balance</b>	Specify the minimum opening balance (initial funding) applicable for the selected currency code.
<b>Currency Code</b>	Specify the currency code of the account. Click <b>Search</b> icon to view and select the required currency code based on the channel preference opted for the product.
<b>ATM</b>	Switch this toggle <b>ON</b> , to define the minimum daily balance and minimum opening balance if ATM facility is availed for the account.



Table 1-14 (Cont.) Minimum Balance - Field Description

Field	Description
<b>Check Book</b>	Switch this toggle <b>ON</b> , to define the minimum daily balance and minimum opening balance if Check book facility is availed for the account.
<b>Direct Banking</b>	Switch this toggle <b>ON</b> , to define the minimum daily balance and minimum opening balance if direct banking facility (Internet banking, Mobile banking) is availed for the account.
<b>Passbook</b>	Switch this toggle <b>ON</b> , to define the minimum daily balance and minimum opening balance if passbook facility is availed for the account.
<b>Minimum Daily Balance</b>	Specify the minimum daily balance for facilities and currency combination. The user can maintain the minimum daily balance based on the multiple facilities and currency combinations.
<b>Minimum Opening Balance</b>	Specify the maximum opening balance for facilities and currency combination. The user can maintain the maximum opening balance based on the multiple facilities and currency combinations.

31. After specifying all the details, click **Save and Close** to complete the steps or click **Cancel** to exit without saving.

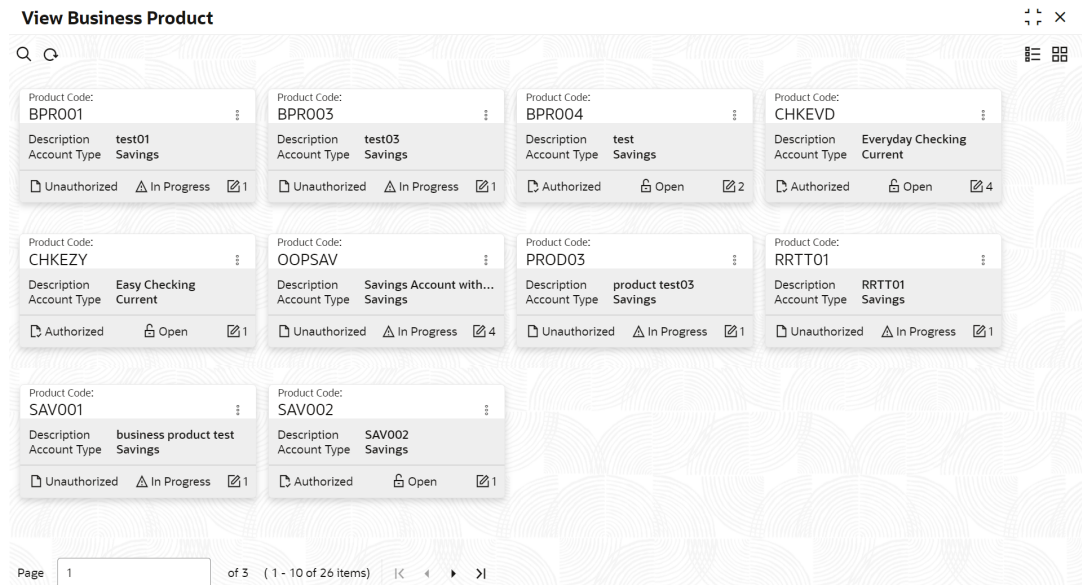
## 1.1.2 View Business Product

This topic explains the systematic instructions to view the list of configured business product parameters.

1. On **Home** screen, under **Menu**, click **Retail Account Configurations**. Under **Retail Account Configurations**, click **Business Product**.
2. Under **Business Product**, click **View Business Product**.

The **View Business Product** screen displays.

**Figure 1-15 View Business Product**



For more information on fields, refer to the field description table below.

**Table 1-15 View Business Product - Field Description**

Field	Description
<b>Product Code</b>	Displays the product code.
<b>Description</b>	Displays the description of the product code.
<b>Account Type</b>	Displays the type of account.
<b>Authorization Status</b>	Displays the authorization status of the record. The available options are: <ul style="list-style-type: none"> <li>• <b>Authorized</b></li> <li>• <b>Rejected</b></li> <li>• <b>Unauthorized</b></li> </ul>
<b>Record Status</b>	Displays the status of the record. The available options are: <ul style="list-style-type: none"> <li>• <b>Open</b></li> <li>• <b>In Progress</b></li> <li>• <b>Closed</b></li> </ul>
<b>Modification Number</b>	Displays the number of modifications performed on the record.

## 1.2 Joint Holder Type

The Customer can be the sole owner of the account or it can be held jointly. Joint accounts are accounts that are shared between two or more individuals. They can be operated either singly or jointly.

This topic contains the following subtopics:

- [Create Joint Holder Type](#)  
This topic explains the systematic instructions to create joint holder type.

- [View Joint Holder Type](#)  
This topic describes the systematic instructions to view the list of configured joint holder type.

## 1.2.1 Create Joint Holder Type

This topic explains the systematic instructions to create joint holder type.

1. On **Home** screen, under **Menu**, click **Retail Account Configurations**. Under **Retail Account Configurations**, click **Joint Holder Type**.
2. Under **Joint Holder Type**, click **Create Joint Holder Type**.

The **Create Joint Holder Type** screen displays.

**Figure 1-16 Create Joint Holder Type**

3. Specify the fields on **Create Joint Holder Type** screen.  
For more information on fields, refer to the field description table below.

**Table 1-16 Create Joint Holder Type - Field Description**

Field	Description
<b>Joint Holder Type Code</b>	Specify the joint holder type code which should be an unique alpha numeric code.
<b>Description</b>	Specify the description of the joint holder type. For Example: Guardian, Custodian, etc.

4. After specifying all the details, click **Save** to complete the steps. Or, click **Cancel** to exit without saving.

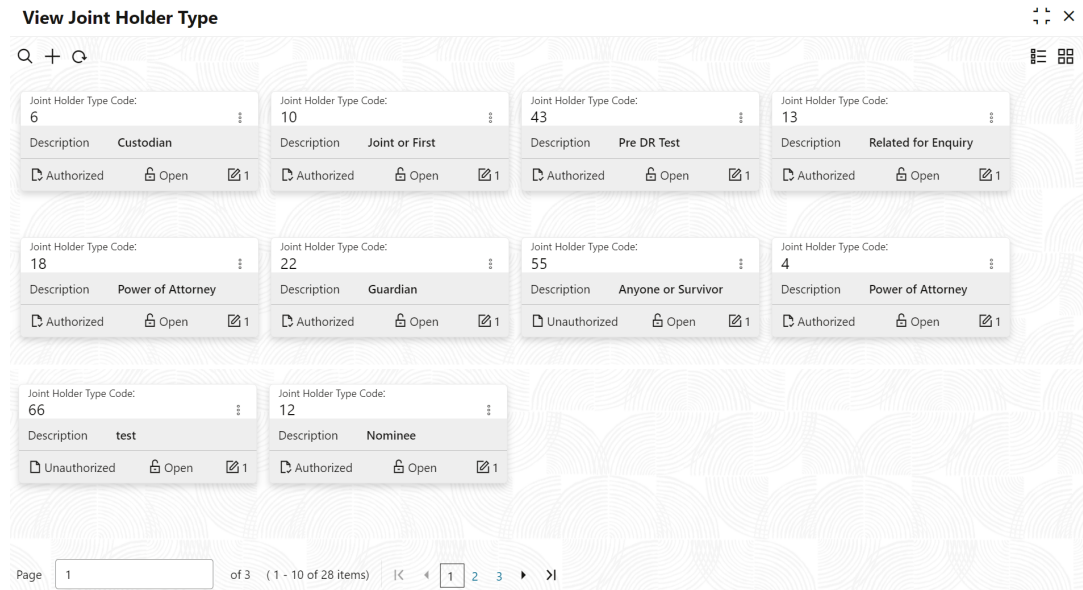
## 1.2.2 View Joint Holder Type

This topic describes the systematic instructions to view the list of configured joint holder type.

1. On **Home** screen, under **Menu**, click **Retail Account Configurations**. Under **Retail Account Configurations**, click **Account Holder Role**.
2. Under **Joint Holder Type**, click **View Joint Holder Type**.

The **View Joint Holder Type** screen displays.

**Figure 1-17 View Joint Holder Type**



For more information on fields, refer to the field description table below.

**Table 1-17 View Joint Holder Type - Field Description**

Field	Description
<b>Joint Holder Type Code</b>	Displays the account holder role code.
<b>Description</b>	Displays the description of the joint holder type code.
<b>Authorization Status</b>	Displays the authorization status of the record. The available options are: <ul style="list-style-type: none"> <li>• <b>Authorized</b></li> <li>• <b>Rejected</b></li> <li>• <b>Unauthorized</b></li> </ul>
<b>Record Status</b>	Displays the status of the record. The available options are: <ul style="list-style-type: none"> <li>• <b>Open</b></li> <li>• <b>In Progress</b></li> <li>• <b>Closed</b></li> </ul>
<b>Modification Number</b>	Displays the number of modifications performed on the record.

## 1.3 Relationship Type

This configuration helps maintain the different relationship types applicable. For instance, In the joint account case, the joint holder's relationship with the primary holder can be maintained as part of the configuration.

This topic contains the following subtopics:

- [Create Relationship Type](#)  
This topic explains the systematic instructions to create relationship type.

- [View Relationship Type](#)  
This topic describes the systematic instructions to view the list of configured relationship type.

## 1.3.1 Create Relationship Type

This topic explains the systematic instructions to create relationship type.

1. On **Home** screen, under **Menu**, click **Retail Account Configurations**. Under **Retail Account Configurations**, click **Relationship Type**.
2. Under **Relationship Type**, click **Create Relationship Type**.

The **Create Relationship Type** screen displays.

**Figure 1-18 Create Relationship Type**

3. Specify the fields on **Create Relationship Type** screen.  
For more information on fields, refer to the field description table below.

**Table 1-18 Create Relationship Type - Field Description**

Field	Description
<b>Relationship Code</b>	Specify the relationship code which should be an unique alpha numeric code.
<b>Description</b>	Specify the description for the relationship code.

4. After specifying all the details, click **Save** to complete the steps. Or, click **Cancel** to exit without saving.

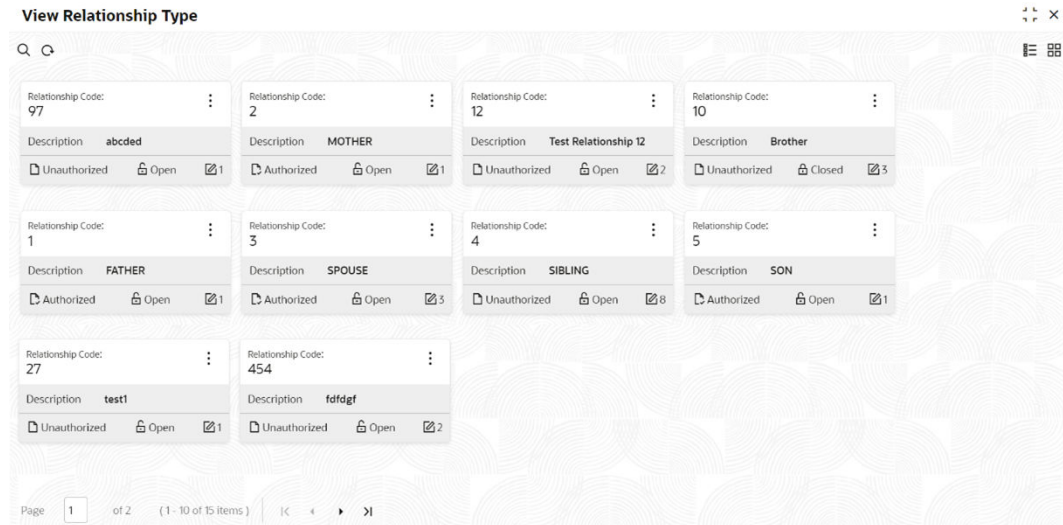
## 1.3.2 View Relationship Type

This topic describes the systematic instructions to view the list of configured relationship type.

1. On **Home** screen, under **Menu**, click **Retail Account Configurations**. Under **Retail Account Configurations**, click **Relationship Type**.
2. Under **Relationship Type**, click **View Relationship Type**.

The **View Relationship Type** screen displays.

**Figure 1-19 View Relationship Type**



For more information on fields, refer to the field description table below.

**Table 1-19 View Relationship Type - Field Description**

Field	Description
<b>Relationship Code</b>	Displays the relationship code.
<b>Description</b>	Displays the description of the relationship type.
<b>Authorization Status</b>	Displays the authorization status of the record. The available options are: <ul style="list-style-type: none"> <li>• <b>Authorized</b></li> <li>• <b>Rejected</b></li> <li>• <b>Unauthorized</b></li> </ul>
<b>Record Status</b>	Displays the status of the record. The available options are: <ul style="list-style-type: none"> <li>• <b>Open</b></li> <li>• <b>In Progress</b></li> <li>• <b>Closed</b></li> </ul>
<b>Modification Number</b>	Displays the number of modifications performed on the record.

# 2

## Servicing Configurations

- [Business Product Configuration](#)  
The Oracle Banking Branch is equipped with business product configuration helping banks to configure various services for retail bank offerings.
- [Business Process Configuration](#)  
The Oracle Banking Branch is installed with business process configuration helping banks to build the desired workflow for servicing transactions.
- [Servicing Configuration](#)  
The Oracle Banking Branch is installed with servicing configuration helping banks to build the desired workflow for servicing transactions.

### 2.1 Business Product Configuration

The Oracle Banking Branch is equipped with business product configuration helping banks to configure various services for retail bank offerings.

This topic contains the following subtopics:

- [About Business Product Configuration](#)  
Business product configuration allows you to configure the various services for retail bank offerings. The details captured in the business product configuration are used for processing the servicing transactions.
- [Create Business Product](#)  
You can use this screen to create the business product and map it to the host product.
- [View Business Product](#)  
Oracle Banking Branch supports viewing the business product created. The **View Business Product** screen allows the user to view all of the authorized, unauthorized and closed business products. The 'Authorize' option is also available for supervisor users for approving the unauthorized business product.

#### 2.1.1 About Business Product Configuration

Business product configuration allows you to configure the various services for retail bank offerings. The details captured in the business product configuration are used for processing the servicing transactions.

The business product created in Oracle Banking Branch is linked with the host product. There is only one golden source available for product creation or configuration, which is in the host. The business product created in Oracle Banking Branch allows configuring parameters that are more customer-facing and how the products are sold in banks.

The business product is linked to the business process so that the servicing transactions related to the selected business product will flow as per the business process definition. The business product process allows the user to create the business products and view the existing business products.



## 2.1.2 Create Business Product

You can use this screen to create the business product and map it to the host product.

The following data segments of the screen allows you to define the various elements for the products:

- Business Product Details
- Host Product Mapping

**Perform the following steps to create business product:**

1. On the **Home** screen, from the **Servicing Configurations**, under **Business Product**, click **Create Business Product**. You can also open the screen by specifying **Create Business Product** in the search icon bar and selecting the screen.

The **Create Business Product** screen is displayed.

**Figure 2-1 Create Business Product - Business Product Details**



2. On the **Business Product Details** segment, specify the fields. For more information on fields, refer to the field description table.

**Table 2-1 Business Product Details – Field Description**

Field	Description
<b>Product Type</b>	Select the product from the drop-down list. The available options are: <ul style="list-style-type: none"> <li>• <b>Customer Account Services</b></li> <li>• <b>Term Deposit Account Services</b></li> <li>• <b>Loan Account Services</b></li> </ul>



**Table 2-1 (Cont.) Business Product Details – Field Description**

Field	Description
<b>Product Sub Type</b>	<p>Select the product sub-type from the drop-down list. Product sub-types supported are based on the Product Type selected.</p> <ul style="list-style-type: none"> <li><b>a. Customer Account Services</b> <ul style="list-style-type: none"> <li>• <b>Scheduled Transfer</b></li> <li>• <b>Sweep In to Account</b></li> <li>• <b>Sweep Out from Account</b></li> <li>• <b>Cheque Leaves Default</b></li> </ul> </li> <li><b>b. Term Deposit Account Services</b></li> <li><b>c. Loan Account Services</b></li> </ul>
<b>Business Product Code</b>	<p>Specify the business product code.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The maximum length of the business product code should not be more than six characters. Alphanumeric and alphabets should be in the capital.</p> </div>
<b>Business Product Description</b>	Specify the business product description.
<b>Channel Allowed</b>	Select the channels that should be allowed for the business product from the drop-down list. For Example – Oracle Banking Digital Experience.
<b>Fintech Allowed</b>	Select if the business product is supported for servicing transactions from Fintech Companies.
<b>Fintech Name</b>	<p>Select the Fintech Company name from the drop-down list. The system allows the selection of multiple companies.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is mandatory if <b>Fintech Allowed</b> is selected.</p> </div>

**3. Click Next.**

- If **Scheduled Transfer, Sweep In to Account, Sweep Out from Account, Term Deposit Account Services, or Loan Account Services** option is selected from the **Product Sub Type** field in the **Business Product Details** segment, then the following **Host Product Mapping** segment is displayed. In this data segment, the business product is mapped to the host product and parameters for processing servicing transactions are defined.

**Figure 2-2 Create Business Product – Host Product Mapping**

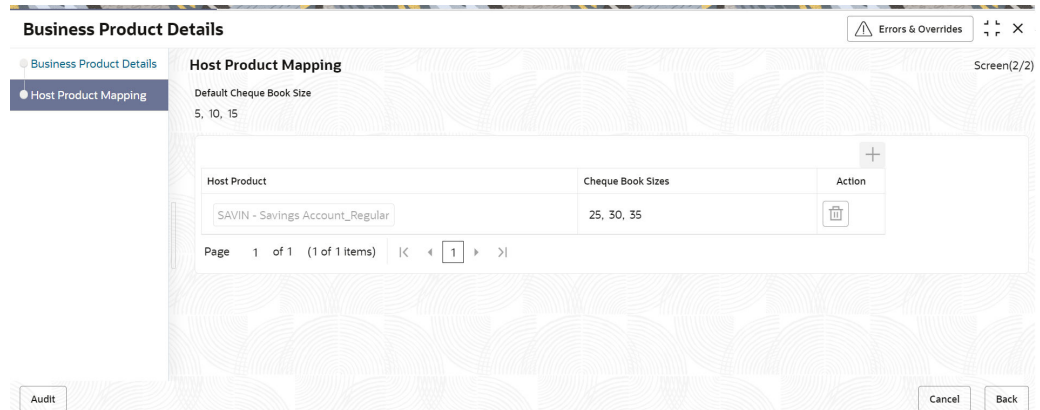
For more information on fields, refer to the field description table.

**Table 2-2 Host Product Mapping - Field Description**

Field	Description
<b>Business Product Code</b>	Displays the business product code defaulted from the <b>Business Product Code</b> entered in the Business Product Details data segment.
<b>Host Product</b>	Select the host product from the drop-down list.
<b>Host Product Description</b>	Displays the product description once the host product is selected in <b>Select Host Product</b> .
<b>Get Products Details</b>	Click <b>Get Product Details</b> , and the system will default the parameter configured at the host product. When you click this button, the system defaults the values in the following fields: <ul style="list-style-type: none"> <li>– <b>Product Start Date</b></li> <li>– <b>Product End Date</b></li> <li>– <b>Frequency</b></li> <li>– <b>Product Type</b></li> <li>– <b>Minimum Sweep Amount</b></li> </ul>
<b>Product Start Date</b>	Displays the product start date defaulted from the host.
<b>Product End Date</b>	Displays the product end date defaulted from the host.
<b>Frequency</b>	Displays the frequency defaulted from the host.
<b>Product Type</b>	Displays the product type defaulted from the host.
<b>Minimum Sweep Amount</b>	Displays the minimum sweep amount defaulted from the host. <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b> This field is displayed only if the <b>Product Sub Type</b> in the <b>Business Product Details</b> segment is selected as <b>Sweep Out from Account</b> or <b>Sweep In to Account</b>.</p> </div>

- If **Cheque Leaves Default** option is selected from the **Product Sub Type** field in the **Business Product Details** segment, then the following **Host Product Mapping** segment is displayed.

**Figure 2-3 Create Business Product – Host Product Mapping (Cheque Leaves Default)**





For more information on fields, refer to the field description table.

**Table 2-3 Create Business Product – Host Product Mapping (Cheque Leaves Default) – Field Description**

Field	Description
<b>Default Cheque Book Size</b>	<p>Specify the numeric values for cheque book sizes against those accounts, for which the Account Classes have not been mapped or that have been created newly in the system.</p> <p> <b>Note:</b></p> <p>A <b>Close</b> icon is displayed next to the value specified as you tab out of the field. To remove the value, click the <b>Close</b> icon.</p>
<b>Host Product</b>	<p>Select the account classes defined in the system.</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>– This field is enabled if you click the <b>Add</b> icon displayed above the table.</li> <li>– An Account Class cannot belong to more than one group of Host Product.</li> </ul>

**Table 2-3 (Cont.) Create Business Product – Host Product Mapping (Cheque Leaves Default) – Field Description**

Field	Description
<b>Cheque Book Sizes</b>	<p>Specify numeric values for the cheque book sizes for the account classes selected.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>– This field is enabled if you click the <b>Add</b> icon displayed above the table.</li> <li>– You are not allowed to enter duplicate values in this field.</li> </ul> </div>
<b>Action</b>	<p>Displays the <b>Delete</b> icon to remove the row added.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is enabled if you click the <b>Add</b> icon displayed above the table.</p> </div>

4. Click **Save & Close**.

## 2.1.3 View Business Product

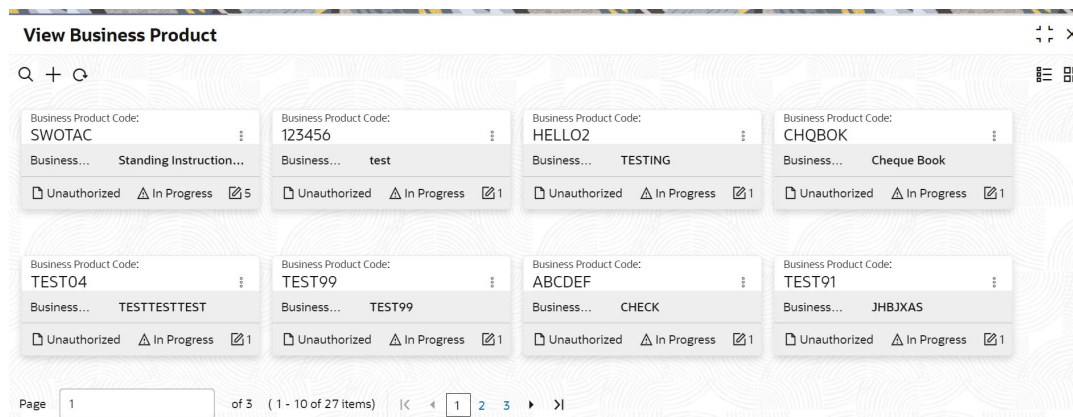
Oracle Banking Branch supports viewing the business product created. The **View Business Product** screen allows the user to view all of the authorized, unauthorized and closed business products. The 'Authorize' option is also available for supervisor users for approving the unauthorized business product.

### To view business product:

1. On the **Home** screen, from the **Servicing Configurations**, under **Business Product**, click **View Business Product**. You can also open the screen by specifying **View Business Product** in the search icon bar and selecting the screen.

The **View Business Product** screen is displayed.

**Figure 2-4 View Business Product**



2. On the **View Business Product** screen, you can perform the following actions:
  - Search for a particular business product.
  - Add preference for a business product.
  - Refresh the page to view the latest updates.
  - Change view to grid or tile.
3. On the **View Business Product** screen, view the business product set for the required services. For more information on the options, refer to the table below.

**Table 2-4 View Business Product – Field Description**

Field	Description
<b>Business Product Code</b>	Displays the business product set for the service.
<b>Business Product Description</b>	Displays the description for the business product.

4. Each tile also displays the following information:
  - Authorized or Unauthorized
    - For Authorized status: The **Actions** icon provides the options to Unlock, Close, Copy, and View.
    - For Unauthorized status: The **Actions** icon provides the options to Unlock, Authorize, Delete, Copy, and View.
  - Open, In Progress, or Closed
  - Number of edits performed on the business product.

## 2.2 Business Process Configuration

The Oracle Banking Branch is installed with business process configuration helping banks to build the desired workflow for servicing transactions.

This topic contains the following subtopics:

- [About Business Process Configuration](#)  
The business process configuration defines the stages, respective data segments, checklists, documents required, and advice generation for the stages.

- **Create Business Process**  
The **Create Business Process** screen helps to configure the workflow for servicing transactions. This process will allow defining the data segments, checklists, documents, and advices for the stages defined in the process code selected for the lifecycle code and business product combination.
- **View Business Process**  
Oracle Banking Branch supports viewing the business process created. The **View Business Process** screen allows the user to view all of the authorized, unauthorized, and closed business processes. Authorize option is also available for supervisor users for approving unauthorized business processes.

## 2.2.1 About Business Process Configuration

The business process configuration defines the stages, respective data segments, checklists, documents required, and advice generation for the stages.

A business process can be defined as a set of activities and tasks that, once completed, will accomplish the distinct servicing processes. The business process must involve clearly defined inputs and a single output.

The business process definition will determine the different stages required for a given combination of the process code, life cycle, and business product code. The workflow management of these stages and the relevant stage movements are defined in Plato/Conductor to:

- Orchestrate the microservices-based process flow
- Ensure a seamless transition of servicing process across various stages in that given order.

The Plato/Conductor process will drive the workflow from one stage to another based on the process outcomes at the respective stages and subject to fulfilling the mandatory data capture, confirmation on the mandatory checklist items, and submission of mandatory documents at the respective stages. The stages defined in the business process can be dynamically assigned to different user profiles or roles.

While performing the servicing transactions, the system picks the business process run-time and initiates the workflow based on the configuration. The prerequisites for configuring the business process are enumerated below:

**Table 2-5 Prerequisites for Configuration - Field Description**

Prerequisites	Description
<b>Lifecycle</b>	Lifecycle represents the lifecycle of the process for which the business process is created. These are factory-shipped codes and currently support servicing transactions such as customer account transactions, term deposit transactions, and loan account transactions.
<b>Process Code</b>	Process code defines the various stages relevant for servicing transactions. Process code configuration allows you to define the business process flow that needs to be mapped for the business product and lifecycle code combination in the business process configuration.  A set of default process codes are factory-shipped for the reference workflow. User can also create process codes in CMC_TM_PROCESS_CODE and CMC_TM_PROCESS_STAGE tables.

Table 2-5 (Cont.) Prerequisites for Configuration - Field Description

Prerequisites	Description
<b>Business Product</b>	Business product maintenance allows configuring the various business products by the product offerings that the bank deals with. Each business product has a unique business process defined for a specific lifecycle code selected.

## 2.2.2 Create Business Process

The **Create Business Process** screen helps to configure the workflow for servicing transactions. This process will allow defining the data segments, checklists, documents, and advices for the stages defined in the process code selected for the lifecycle code and business product combination.

This screen allows configuring the elements for each of the stages of the servicing transactions. For information on the elements, refer to the table below:

Table 2-6 Elements of Business Process

Element	Description
<b>Data Segment</b>	A data segment, as the name suggests is an individual block of data. Bringing in data segments allows to break down a huge process into smaller units, which will be easier to update, maintain, and process. The business process consists of several data segments that make up the stage.  Business process definition enables the user to perform the following: <ul style="list-style-type: none"> <li>• Add 'n' number of data segments to each stage.</li> <li>• Set the data segment as mandatory or non-mandatory.</li> <li>• Set the data segment as editable or non-editable.</li> <li>• Control the sequence order of the data segments.</li> <li>• Select the stage.</li> </ul>
<b>Document</b>	The documents are required to be submitted by the customer for the servicing transactions.
<b>Checklist</b>	Checklists are distinct, and a list of mandatory checkpoints for the servicing transactions to be configured by the bank.
<b>Advices</b>	Advices are an official letter of notices detailing an action taken or to be taken on a stated date by the bank. This is the final configuration for the Business Process creation.

### Perform the following steps to create business process:

1. On the **Homepage**, from the **Servicing Configurations**, under **Business Process**, click **Create Business Process**. You can also open the screen by specifying **Create Business Process** in the search icon bar and selecting the screen.

The **Create Business Process** screen is displayed.




Figure 2-5 Create Business Process

Figure 2-6 Create Business Process - Stages

2. On the **Create Business Process** screen, specify the fields. For more information on fields, refer to the field description table.



**Table 2-7 Create Business Process - Field Description**

Field	Description
<b>Business Process Code</b>	Specify an alphanumeric business process code.   <b>Note:</b> The maximum length allowed is 16.
<b>Business Process Description</b>	Specify the description of the business process code.   <b>Note:</b> The maximum length allowed is 60 alphanumeric characters.
<b>Lifecycle</b>	Search and select the lifecycle code.
<b>Lifecycle Description</b>	Displays the description of the lifecycle selected.
<b>Process Code</b>	Search and select the process code of the business process flow that needs to be mapped for the lifecycle code and business process code combination.   <b>Note:</b> Once you select the process code, the elements and stages are displayed on the screen.
<b>Process Description</b>	Displays the description of the selected process code.
<b>Business Product Code</b>	Specify the business product code for which the business process is being created. Alternatively, the system allows selecting 'All', in which case the business process will apply to all the business products that are associated with the lifecycle and process code.

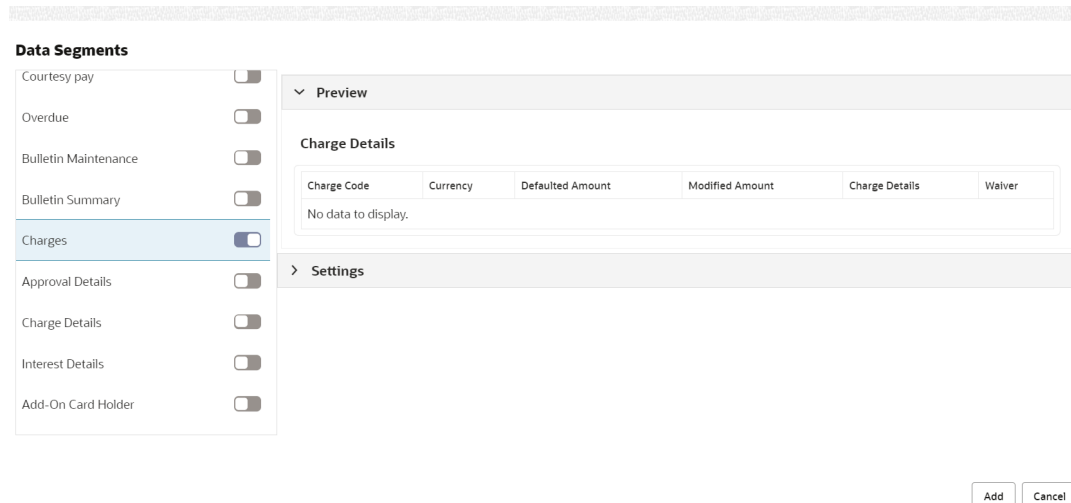
 **Note:**

The system allows you to configure only one business process for a combination of **Lifecycle** and **Business Product Code**.

3. On the **Create Business Process** screen, click **Data Segments** tab and then click **Add** icon on the header panel.

The **Data Segments** screen is displayed.

**Figure 2-7 Data Segments**



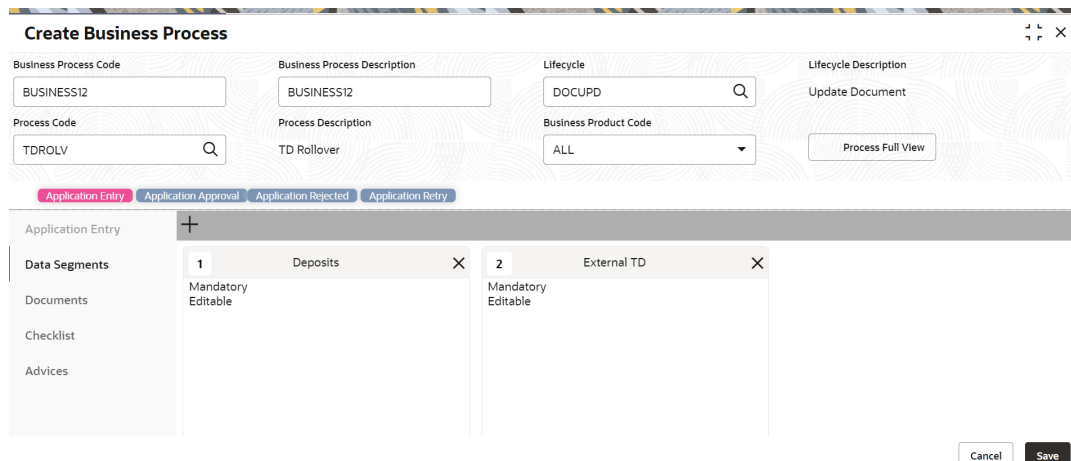
4. On the **Data Segments** screen, select the required data segment or data segments for the selected stage, and specify the fields. For more information on fields, refer to the field description table.

**Table 2-8 Data Segments - Field Description**

Field	Description
<b>Preview</b>	Click on this tab to view the data segment.
<b>Settings</b>	Specify the settings.
<b>Mandatory</b>	Select if the data segment is mandatory.
<b>Editable</b>	Select if the data segment is editable.
<b>Select Products</b>	Select the products for which the data segment is relevant.

5. On the **Data Segments** screen, click **Add**.  
The **Create Business Process** screen is displayed with the data added segment.

**Figure 2-8 Create Business Process - Added Data Segments**



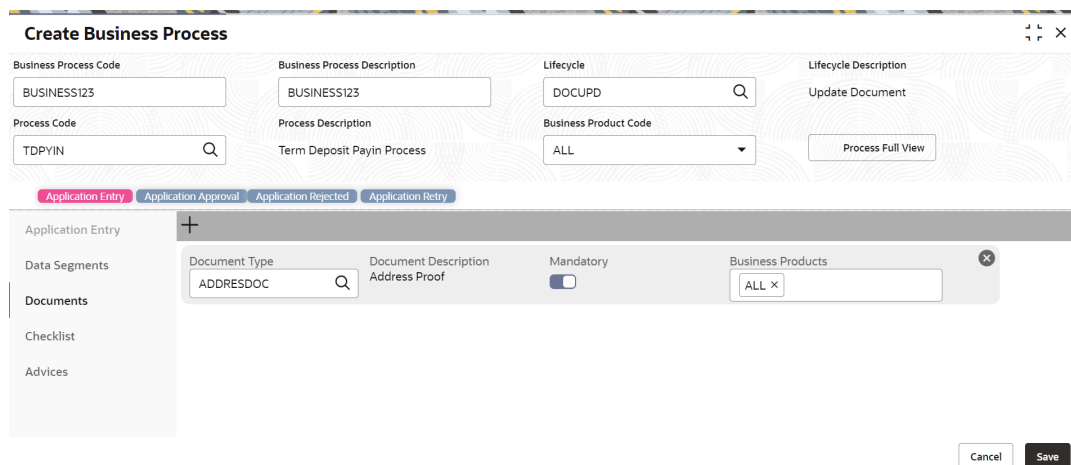
**Note:**

The system allows to re-sequence the data segment by dragging and dropping over the specific data segment.

- On the **Create Business Process** screen, select the desired stage, and click **Document** tab to define the specific documentation requirement.

The **Documents** segment is displayed.

**Figure 2-9 Create Business Process – Documents**



- On the **Documents** segment, specify the fields. For more information on fields, refer to the field description table.

**Table 2-9 Documents - Field Description**

Field	Description
<b>Document Type</b>	Search and select the document type.
<b>Document Description</b>	Displays the corresponding description of the document.
<b>Mandatory</b>	Select if it is mandatory to submit the document for the stage.
<b>Business Products</b>	Select the required option for the document submission requirement. Available options are: <ul style="list-style-type: none"> <li>• <b>Single Product</b></li> <li>• <b>List of Products</b></li> <li>• <b>All</b></li> </ul>

- On the **Create Business Process** screen, select the desired stage, and click **Checklist** tab.

The **Checklist** segment is displayed.

**Figure 2-10 Create Business Process – Checklist**

The screenshot shows the 'Create Business Process' configuration interface. At the top, there are fields for Business Process Code (BUSINESS123), Business Process Description (BUSINESS123), Lifecycle (DOCUPD), and Lifecycle Description (Update Document). Below these are fields for Process Code (TDPYIN), Process Description (Term Deposit Payin Process), and Business Product Code (ALL). A 'Process Full View' button is also present. A navigation bar includes tabs for Application Entry, Application Approval, Application Rejected, and Application Retry. The 'Application Entry' tab is active, and a 'Checklist' segment is expanded. This segment contains a 'Checklist Data' field with the value '20', a 'Mandatory' toggle switch, and a 'Business Products' dropdown menu set to 'ALL'. 'Cancel' and 'Save' buttons are located at the bottom right.

- On the **Checklist** segment, specify the fields. For more information on fields, refer to the field description table.

**Table 2-10 Checklist - Field Description**

Field	Description
<b>Checklist Data</b>	It is a free-text field that allows to user to enter the checklists that must be validated as part of the selected stage.
<b>Mandatory</b>	Select if it is mandatory to submit the checklist for the stage.
<b>Business Products</b>	Select the required option to restrict the checklist. Available options are: <ul style="list-style-type: none"> <li>• <b>Single Product</b></li> <li>• <b>List of Products</b></li> <li>• <b>All</b></li> </ul>

- On the **Create Business Process** screen, select the desired stage, and click **Advices** tab. The **Advices** segment is displayed.

**Figure 2-11 Create Business Process – Advices**

This screenshot is identical to Figure 2-10, showing the 'Create Business Process' configuration interface. However, the 'Advices' segment is now expanded. The 'Advices' segment contains an 'Advice Type' field with the value 'BG1008935076', an 'Advice Description' field, and a 'Business Products' dropdown menu set to 'ALL'. The 'Checklist' segment is now collapsed. 'Cancel' and 'Save' buttons are located at the bottom right.

- On the **Advices** segment, specify the fields. For more information on fields, refer to the field description table.

**Table 2-11 Advices - Field Description**

Field	Description
<b>Advice Type</b>	Search and select the required advice type from the displayed list of all the valid advices maintained, and that must be mapped to this stage.
<b>Advice Description</b>	Displays the corresponding description of the advice.
<b>Business Products</b>	Select the required option to restrict the advices. Available options are: <ul style="list-style-type: none"> <li><b>Single Product</b></li> <li><b>List of Products</b></li> <li><b>All</b></li> </ul>

- Click **Save** to create the business process.

At this point, the status of the business process is unauthorized. A user with supervisor access has to approve the business process. Once approved, the status of the business process changes from unauthorized to authorized, and is activated for usage in the servicing transactions.

## 2.2.3 View Business Process

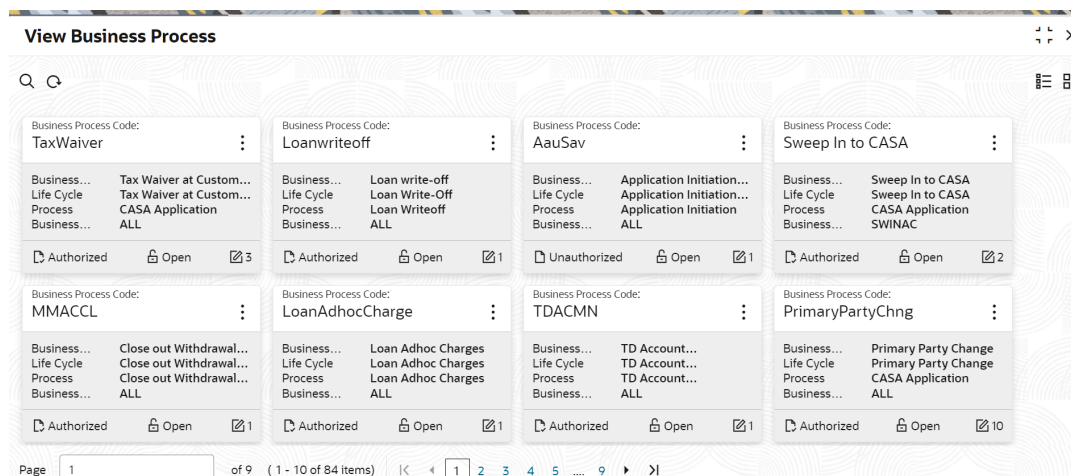
Oracle Banking Branch supports viewing the business process created. The **View Business Process** screen allows the user to view all of the authorized, unauthorized, and closed business processes. Authorize option is also available for supervisor users for approving unauthorized business processes.

Perform the following steps to view business process:

- On the **Homepage**, from the **Servicing Configurations**, under **Business Process**, click **View Business Process**. You can also open the screen by specifying **View Business Process** in the search icon bar and selecting the screen.

The **View Business Process** screen is displayed.

**Figure 2-12 View Business Process**



2. On the **View Business Process** screen, you can perform the following actions:
  - Search for a particular business process.
  - Add preference for a business process.
  - Refresh the page to view the latest updates.
  - Change view to grid or tile.
3. On the **View Business Process** screen, view the business product set for the required services. For more information on the options, refer to the table below.

**Table 2-12 View Business Process – Field Description**

Field	Description
<b>Business Process Code</b>	Displays the business process set for the service.
<b>Business Process Description</b>	Displays the description for the business process.
<b>Life Cycle</b>	Displays the life cycle set for the business process.
<b>Process</b>	Displays the process.
<b>Business Product</b>	Displays the business code.

4. Each tile also displays the following information:
  - Authorized or Unauthorized
    - For Authorized status: The **Actions** icon provides the options to Unlock, Close, Copy, and View.
    - For Unauthorized status: The **Actions** icon provides the options to Unlock, Authorize, Delete, Copy, and View.
  - Open, In Progress, or Closed
  - Number of edits performed on the business process.

## 2.3 Servicing Configuration

The Oracle Banking Branch is installed with servicing configuration helping banks to build the desired workflow for servicing transactions.

This topic contains the following subtopics:

- [Create Service Preferences](#)  
You can create service preferences for Transaction Code for Debit, Transaction Code for Credit, Exchange Rate Code, and Exchange Rate Type servicing screens using the **Create Service Preferences** screen.
- [View Service Preferences](#)  
You can view all of the authorized, unauthorized, and closed service preferences using the **View Service Preferences** screen. Authorize option is also available for supervisor users for approving unauthorized business processes.

## 2.3.1 Create Service Preferences

You can create service preferences for Transaction Code for Debit, Transaction Code for Credit, Exchange Rate Code, and Exchange Rate Type servicing screens using the **Create Service Preferences** screen.

**To create service preferences:**

1. On the **Home** screen, from the **Servicing Configurations**, under **Servicing Configurations**, click **Create Service Preferences**. You can also open the screen by specifying **Create Service Preferences** in the search icon bar and selecting the screen. The **Create Service Preferences** screen is displayed.

**Figure 2-13 Create Service Preferences**

2. On the **Create Service Preferences** screen, select or specify the required details. For more information on fields, refer to the field description table.

**Table 2-13 Create Service Preferences – Field Description**

Field	Description
<b>Lifecycle Code</b>	Select the lifecycle code for the servicing screens.
<b>Description</b>	Displays the description based on the lifecycle code selected.
<b>Transaction Parameters</b>	This section displays the fields to select the parameters for the transactions.
<b>Transaction Code For Debit</b>	Select the code for the debit transaction.
<b>Transaction Code For Credit</b>	Select the code for the credit transaction.
<b>Offset GL</b>	Select the offset GL for the transaction.
<b>Exchange Rate Details</b>	This section displays the fields to create the rate preferences.
<b>Rate Code</b>	Select the code for the exchange rate.
<b>Rate Type</b>	Select the type for the exchange rate. The options are: <ul style="list-style-type: none"> <li>• <b>Mid</b></li> <li>• <b>Buy/Sell</b></li> </ul>

3. Click **Save**.

## 2.3.2 View Service Preferences

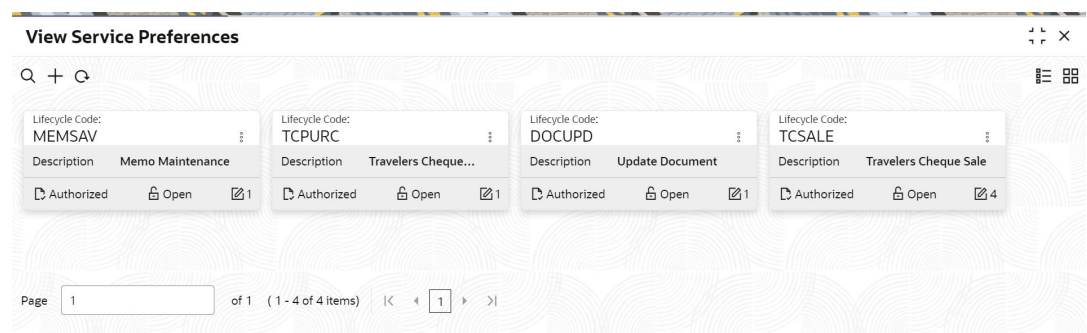
You can view all of the authorized, unauthorized, and closed service preferences using the **View Service Preferences** screen. Authorize option is also available for supervisor users for approving unauthorized business processes.

**To view the service preferences:**

1. On the **Home** screen, from the **Servicing Configurations**, under **Servicing Configurations**, click **View Service Preferences**. You can also open the screen by specifying **View Service Preferences** in the search icon bar and selecting the screen.

The **View Service Preferences** screen is displayed.

**Figure 2-14 View Service Preferences**



2. On the **View Service Preferences** screen, you can perform the following actions:
  - Search for a particular service preference.
  - Add preference for a service.
  - Refresh the page to view the latest updates.
  - Change view to grid or tile.
3. On the **View Service Preferences** screen, view the preferences set for the required services. For more information on the options, refer to the table below.

**Table 2-14 View Service Preferences – Field Description**

Field	Description
<b>Lifecycle Code</b>	Displays the lifecycle code set for the service.
<b>Description</b>	Displays the description for the lifecycle code.

4. Each tile also displays the following information:
  - Authorized or Unauthorized
    - For Authorized status: The **Actions** icon provides the options to Unlock, Close, Copy, and View.
    - For Unauthorized status: The **Actions** icon provides the options to Unlock, Authorize, Delete, Copy, and View.
  - Open, In Progress, or Closed
  - Number of edits performed on the set preferences.



# 3

## Operations

This topic contains the following **Operations** as subtopics:

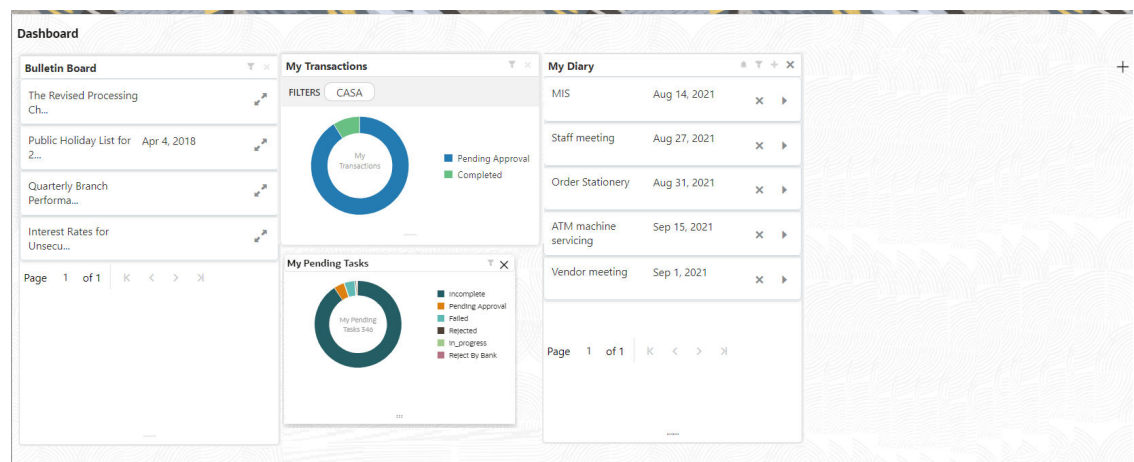
- [Dashboard](#)  
This topic describes the systematic instructions about Dashboard and various widgets used. This Dashboard provides an overview of the goings-on at the bank to its users, which helps the user in managing the transaction life cycle of different activities in an efficient manner.
- [Account Creation](#)  
This topic provides the account creation details for the Retail Accounts.
- [Servicing Charge](#)  
You can configure online service charge configure account servicing screens. The system validates the charge amount against the account balance when you modify or waive the charge details. You can define multiples charges for the servicing transactions.
- [Customer Information](#)  
Based on the selection of the account number in a screen, the Customer Information is displayed in a widget, to the right of a screen.
- [Account View](#)  
Under the **Account View** menu, you can view and perform various vital transactions on a CASA account.
- [Maintenance](#)  
Under the **Maintenance** menu, you can maintain the details of a CASA account.
- [Statement](#)  
Under the **Statement** menu, you can perform the required actions related to statement of an account.
- [Status Update](#)  
Under the **Status Update** menu, you can update the status of an account.
- [Limits](#)  
Under the **Limits** menu, you can perform actions related to limits for an account.
- [Amount Block](#)  
Under the **Amount Block** menu, you can perform the amount block related actions for an account.
- [Cheque Book](#)  
Under the **Cheque Book** menu, you can perform the check book related actions for an account.
- [Inquiry](#)  
Under the **Inquiry** menu, you can perform inquire the details of a CASA account.
- [Business Events in Oracle Banking Retail Accounts](#)  
This topic describes the processing of business events in online for Oracle Banking Retail Accounts in Oracle Banking Retail Accounts.

## 3.1 Dashboard

This topic describes the systematic instructions about Dashboard and various widgets used. This Dashboard provides an overview of the goings-on at the bank to its users, which helps the user in managing the transaction life cycle of different activities in an efficient manner.

The Dashboard is used to visualize the data by graphically representing them using a doughnut wheel. In Dashboard the filters are used to narrow down the data to the transaction level.

**Figure 3-1 Dashboard**



The Dashboard displays widgets for which access is granted to the user. Following widgets are available in the Account Dashboard and described in the sub-sections:

- [Bulletin Board](#)  
This topic describes the systematic instruction about the Bulletin Board widget in Dashboard.
- [My Diary](#)  
This topic describes the systematic instruction about the My Diary widget in Dashboard.
- [My Pending Tasks](#)  
This topic describes the systematic instruction about My Pending Tasks widget in Dashboard.

### 3.1.1 Bulletin Board

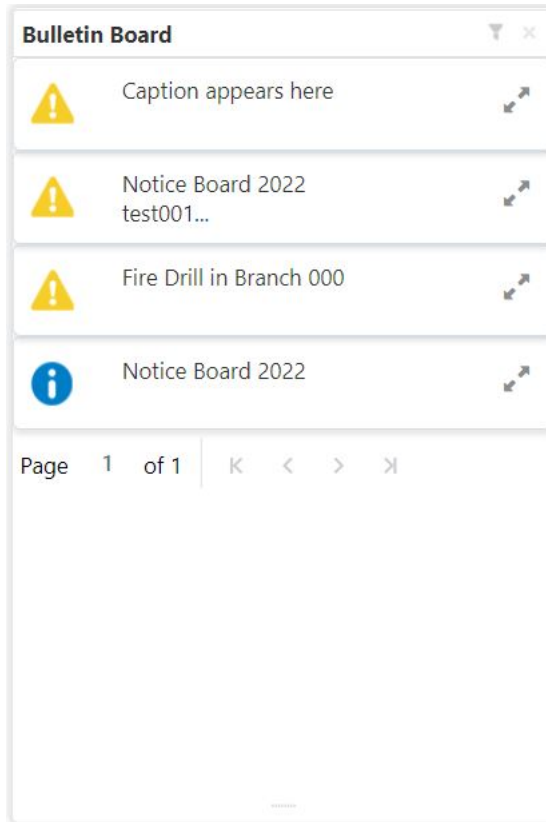
This topic describes the systematic instruction about the Bulletin Board widget in Dashboard.

The Bulletin Board widget posts all messages about the business in between the bank and its customers. If the bulletin message is Alert, the **Alert** icon is displayed and if the bulletin message is information, the **Information** icon is displayed.

The messages are:

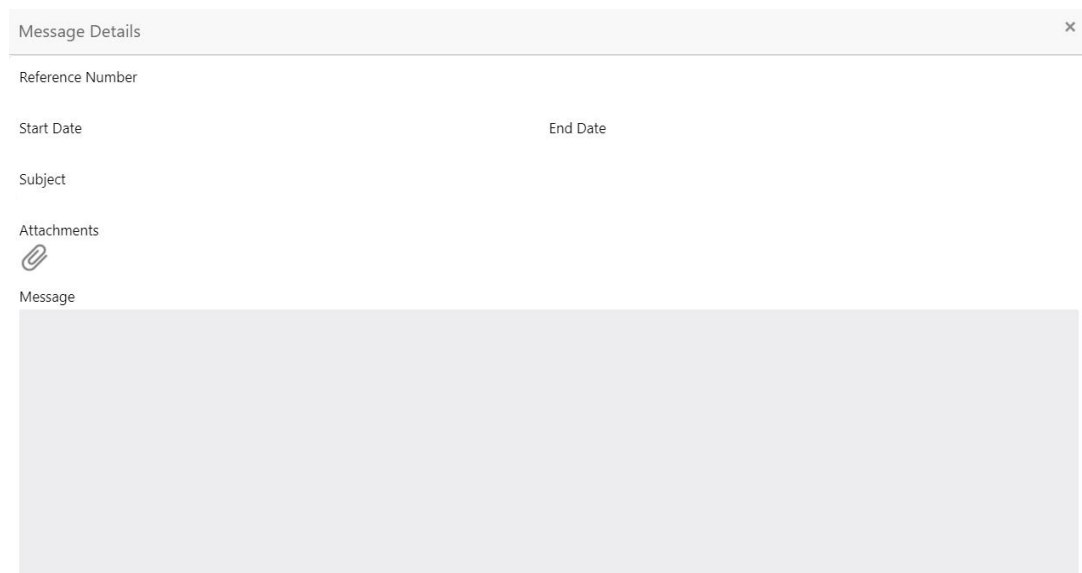
- Public news and its messages
- Bank policies and notices
- System Messages like system downtime information, network failures, etc.

**Figure 3-2 Bulletin Board**



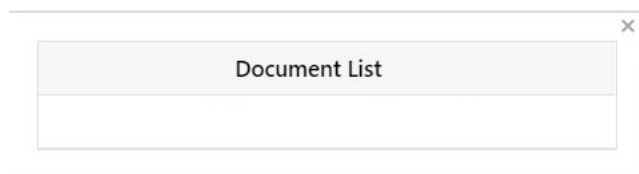
1. To view the details of the bulletin, click the **Expand** icon. **Message Details** pop-up window is displayed.

**Figure 3-3 Message Details**



- Click the **Attachments** icon, to view the list of attachments.  
**Document List** pop-up window is displayed.

**Figure 3-4 Document List**



- Click the attachment to view the document.
- Click the **Filter** icon to filter the bulletin board based on Reference Number, Start Date, End Date.

For more information on fields, refer to the field description table.

**Table 3-1 Bulletin Board-Filter - Field Description**

Field	Description
<b>Reference Number</b>	Enter the <b>Reference Number</b> or click the search icon to view the <b>Reference Number</b> pop-up window. By default, this window lists all the Reference Numbers present in the system. You can search for a specific <b>Reference Number</b> by providing <b>Reference Number</b> , and click on the <b>Fetch</b> button.
<b>Start Date</b>	Click on the adjoining calendar icon and specify the <b>Start Date</b> .
<b>End Date</b>	Click on the adjoining calendar icon and specify the <b>End Date</b> .

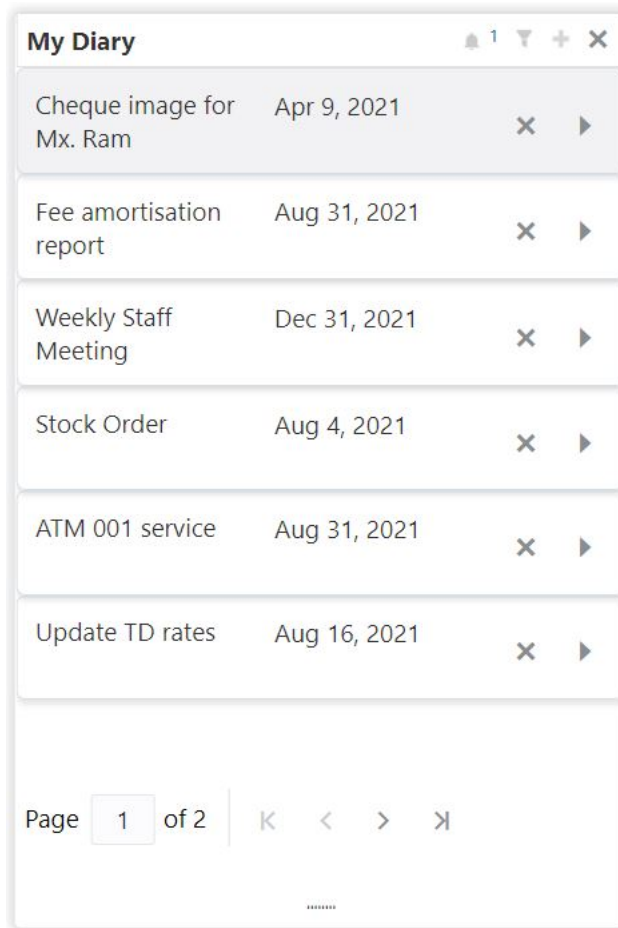
- Click the **Filter** button.  
The applied Filters will appear in the band within the widget.
- To remove the filters, click the **Filter** icon and click the clear button.

## 3.1.2 My Diary

This topic describes the systematic instruction about the My Diary widget in Dashboard.

My Diary widget helps users to keep a record of activities that they would perform in the near future or perform at regular intervals. This widget allows users to set reminders, define a frequency for reminders as well as define an end date to the event.

Figure 3-5 My Diary



1. Click the **Filter** icon to filter the events based on due date.  
For more information on fields, refer to the field description table.

Table 3-2 My Diary-Filter


Field	Description
<b>Filter By Due Date</b>	Click on the adjoining calendar icon and specify the Due date.

2. The dairy event within the widget will show the Title and the End-Date. Click the **Expand** icon to view or edit the diary event.
3. When the user defines the reminder date for a dairy event, the bell icon with the number of reminder events will be displayed. Click the **Bell** icon to view the events that are due for the day.
4. Click the **Add** icon to create a new Diary event  
**Add Event** pop up screen is displayed.

**Figure 3-6 Add Event**

5. On **Add Event** pop up screen, specify the fields.  
For more information on fields, refer to the field description table.

**Table 3-3 My Diary-Add Event**

Field	Description
<b>Title</b>	Enter an appropriate title for the diary event. When event is saved, the title appears on the widget.
<b>Message</b>	Enter details about the diary event.
<b>Reminder</b>	Click on the adjoining calendar icon and specify the reminder date.
<b>Reminder Frequency</b>	Users can define a reminder frequency for the diary event in Days, Months, or Years. By using the increment and decrement button, the frequency can be increased or decreased.
<b>End Date</b>	Click on the adjoining calendar icon and specify the End date. On this date, the event will be removed from the widget.  <div style="border-left: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b> If the Due Date is not specified, the event remains in the widget indefinitely.</p> </div>

6. Click the **Filter** button.  
The applied Filters will appear in the band within the widget.

- To remove the filters, click the **Filter** icon and click the **Clear** button.

### 3.1.3 My Pending Tasks

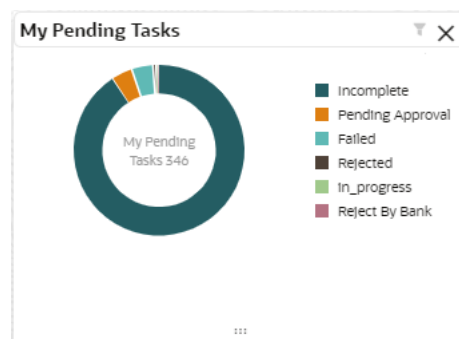
This topic describes the systematic instruction about My Pending Tasks widget in Dashboard.

My Pending Tasks widget provides the user list of transactions that are in different statuses such as rejected, failed, and incomplete. Users can click on each section of the widget to access the transactions and proceed to complete them.

My Pending Tasks doughnut is classified as follows:

- Failed
- Incomplete
- Rejected

**Figure 3-7 My Pending Tasks**



- To view the Pending Tasks, hover the mouse on each section of the doughnut.
- Click the **Filter** icon to display the transactions based on process name.

For more information on fields, refer to the field description table.

**Table 3-4 My Pending Tasks-Filter**

Field	Description
<b>Process Name</b>	Enter the <b>Process Name</b> or click on the search icon to select the processes available under a particular sub-domain.

- Click the **Filter** button.  
The applied Filters will appear in the band within the widget.
- To remove the filters, click the **Filter** icon and click the clear button.

## 3.2 Account Creation

This topic provides the account creation details for the Retail Accounts.

For the detailed explanation on the savings account and current account creation, refer to the following user guides under the *Oracle Banking Origination* product.

- Current Account Origination User Guide*

- *Savings Account Origination User Guide*

## 3.3 Servicing Charge

You can configure online service charge configure account servicing screens. The system validates the charge amount against the account balance when you modify or waive the charge details. You can define multiples charges for the servicing transactions.



Based on the charge maintenance, you can configure the charges in the following screens:

- **Account Address Update**
- **Activate Dormant Account**
- **Cheque Book Status**
- **Stop Cheque Payment**
- **Account Statement Frequency**
- **Nominee Details Update**
- **Joint Holder Maintenance**
- **Account Preferences**
- **Account Status Change**
- **View and Modify Stop Cheque Payment**

To configure charge details:

1. In the **Charge Details** section, view the required details.

**Figure 3-8 Charge Details**

Charge Details					
Charge Code	Currency	Defaulted Amount	Modified Amount	Charge Details	Waiver
ADDCHR	GBP	50	50		<input type="checkbox"/>
STAX	GBP	5	5		<input type="checkbox"/>

Total Charge Amount in Local Currency: 55 Total Charge Amount in Account Currency: 55



For more information on fields, refer to the field description table.

**Table 3-5 Charge Details - Field Description**

Field	Description
<b>Charge Code</b>	Displays the charge code applied on the account.
<b>Currency</b>	Displays the currency of the charge amount.
<b>Defaulted Amount</b>	Displays the defaulted charge amount.
<b>Modified Amount</b>	Displays the modified charge amount.



Table 3-5 (Cont.) Charge Details - Field Description

Field	Description
<b>Charge Details</b>	<p>Displays the <b>Details</b> icon to view more details on the charge.</p> <p> <b>Note:</b> For more information, refer <i>View Charge Details</i>.</p>
<b>Waiver</b>	<p>Switch to toggle <b>ON</b> to waive the particular charge applied on the account. Switch to toggle <b>OFF</b> to retain the charges applied on the account.</p> <p> <b>Note:</b> To enabled the field, you need to double click in the field.</p>
<b>Total Charge Amount in Local Currency</b>	Displays the total charge amount in local currency.
<b>Total Charge Amount in Account Currency</b>	Displays the total charge amount in account currency.

**View Charge Details**

- If you click the **Details** icon from the **Charge Details** field, the following section is displayed:

Figure 3-9 Charge Details

---

<>×

### Charge Details

---

Charge Code  
ADDCHR

Currency  
GBP

Charge Amount  
50

Charge in Transaction Currency  
GBP 50

Charge in Local Currency  
GBP 50

Basis  
TXNAMT

Minimum Charge  
5

Maximum Charge  
100

Pricing Rule ID  
PRCRULE300318\_0000003002

Credit Account  
313300010

Debit Account  
DR\_LEG

For more information on fields, refer to the field description table.

**Table 3-6 View Charge Details - Field Description**

Field	Description
<b>Charge Code</b>	Displays the charge code applied on the account.
<b>Currency</b>	Displays the currency of the charge amount.
<b>Charge Amount</b>	Displays the charge amount on the account.
<b>Charge in Transaction Currency</b>	Displays the charge amount in transaction currency.
<b>Charge in Local Currency</b>	Displays the charge amount in local currency.
<b>Basis</b>	Displays the basis of the charge.
<b>Minimum Charge</b>	Displays the minimum charge amount applied on the account.
<b>Maximum Charge</b>	Displays the maximum charge amount applied on the account.
<b>Pricing Rule ID</b>	Displays the pricing rule ID applied on the charge.
<b>Credit Account</b>	Displays the credit account number.
<b>Debit Account</b>	Displays the debit account number.

- If there are multiple charges applied on the account, you can click the **Navigate** icon to move forward or backward, to view the details of a specific charge code.
2. Click **Close** icon, to close the section.

## 3.4 Customer Information


Based on the selection of the account number in a screen, the Customer Information is displayed in a widget, to the right of a screen.

### To view the customer information:

1. Select or specify the account number in the screen.

Figure 3-10 Customer Information

### Customer Information




**Customer Id, Name**  
000182, John Smith


**KYC Status**    Not Verified

NA

---

**Signature**








---

<b>Account Name</b>	<b>Account Branch</b>
John Smith	FM7
<b>Account Status</b>	<b>Mode Of Operation</b>
Active	Single
<b>Account Balance</b>	
£995,264.00	

---

 8892090908


 Johnsmith@gmail.com

 **Address Of Communication**

#101, Church Street, New York, New Jersey

For more information on fields, refer to the field description table.

Table 3-7 Customer Information - Field Description

Field	Description
<Image>	Displays the image of the customer.
<b>Customer Id, Name</b>	Displays the unique customer ID and name for the account number specified.
<b>KYC Status</b>	Displays the current KYC status of the account.
<b>Signature</b>	Displays the customer's signature.
<b>Account Name</b>	Displays the account holder's name.
<b>Account Branch</b>	Displays the account holder's branch.
<b>Account Status</b>	<p>Displays the current status of the account.</p> <div style="border: 1px solid #0070c0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Account status is displayed as Active, Inactive, Frozen, or Dormant based on account status. Following status is displayed when there are combination of account status:</p> <ul style="list-style-type: none"> <li>• If the account is frozen and Dormant, then the status is displayed as Frozen.</li> <li>• If the account is Inactive and Frozen, then the status is displayed as Frozen.</li> </ul> </div>
<b>Mode of Operation</b>	Displays the account's mode of operation.
<b>Account Balance</b>	Displays the total account available.
<Phone Number>	Displays the customer's phone number.
<Email ID>	Displays the customer's email ID.
<b>Address of Communication</b>	Displays the complete address of the customer.

2. You can view the customer's basic information.

## 3.5 Account View

Under the **Account View** menu, you can view and perform various vital transactions on a CASA account.

This topic contains the following subtopics:

- [Account 360](#)  
The Account 360 screen helps the user provide an overview of Account Holder Details, Account Balance, Account Details, Suggested Actions, Overdraft Details, Alerts, Standing Instructions, Pending Requests, Recent transactions, and Interest Details.

## 3.5.1 Account 360

The Account 360 screen helps the user provide an overview of Account Holder Details, Account Balance, Account Details, Suggested Actions, Overdraft Details, Alerts, Standing Instructions, Pending Requests, Recent transactions, and Interest Details.



### Note:

The fields marked as **Required** are mandatory.

### To view the 360 account details:

1. On the **Home** screen, from **Retail Account Services**, under **Account View**, click **Account 360**, or specify **Account 360** in the Search icon bar.

The **Account 360** screen is displayed.

**Figure 3-11 Account 360**

The screenshot shows the 'Account 360' screen. At the top, there is a title bar with 'Account 360' on the left and window control icons on the right. Below the title bar, there is a search section with three labels: 'Search by', 'Account Number', and 'Account Name'. Under 'Search by', there is a dropdown menu with 'Account Number' selected. Under 'Account Number', there is a text input field with a search icon and the word 'Required' below it. Under 'Account Name', there is an empty text input field. Below the search section, there is a large area with a repeating pattern of overlapping circles and the text 'Please enter account number to perform the operation'.

2. On **Account 360** screen, specify the account number.  
Account 360 details for account is displayed.

Figure 3-12 Account 360 Details for Active Account

**Account 360**

Search by: Account Number: B0101173 Account Name: BROWN J MAX

**Regular Savings Account** Active

Branch: 000 Branch Account: Savings  
 IBAN: Since: Mar 30, 2018  
 Performance Status: NORM Since Mar 30, 2018 Currency: GBP  
 Nomination: Provided Type: Joint

**Account Holders**

**BROWN J MAX(231734696)**  
 Primary  
 9032278990  
 krishnadas.r.pai@oracle.com

Mode of Operation: Jointly

**Account Address**

230M, Highland Towers  
 Sacramento, Dalton  
 34567

[Update Address](#)

**Account Preferences**

[Cheque Book](#) [Passbook](#)

**Account Statement Details**

Statement Frequency Weekly On Monday  
 Last Statement Date [Request Statement](#)

Withdrawable Balance: 1,000,012,560.00 Available Balance: 1,000,009,000.00

**Suggested Actions**

**Request Cheque Book**  
 Unused leaves are 0 [Request](#)

**Activate Account**  
 Dormant since Mar 30, 2018. [Activate](#)

...

**Alerts**

No Alerts

...

**Interest Details**

No Accrued Interest

...

**Frequent Actions**

[Stop Check Request](#) [Check Status Inquiry](#)

...

**Overdraft Details**

**Total Sanctioned 1,000.00**

**Advance against Uncollected Funds**  
 Sanctioned 1,000.00 [↶ ↷](#)  
 Expiry Date

[Manage Overdraft](#) ▾ ...


**Recent Transactions**

**Test Transaction Description**  
 Credited GBP 10,000.00 on March 30, 2018  
 Reference: 123124

...

- On **Account 360** screen, specify the fields.  
 For more information on fields, refer to the field description table.

**Table 3-8 Account 360 - Field Description**

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div data-bbox="737 850 1474 1136" style="border: 1px solid #0070C0; padding: 10px; margin-top: 20px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>

4. On the **Account 360** screen, click the **Refresh** icon to refresh the information on the screen.
5. On the **Account 360** screen, click the **Hamburger** icon to browse the account services menu.
  - [Account Balance](#)  
This topic helps the user to know the account balance details while performing account servicing transactions.
  - [Account Information](#)  
This topic helps the user to know the account information details while performing account servicing transactions.
  - [Account Holder Details](#)  
This topic helps the user to know the Account Holder details while performing account servicing transactions.
  - [Account Details](#)  
This topic helps the user to know the Account Address details and facilities enabled to the account.
  - [Account Statement Details](#)  
This topic helps the user to know the statement frequency and the last statement details for the account.



- [Suggested Actions](#)  
This topic describes the systematic instruction about the Suggested Actions in Account 360 screen. The Suggested Actions widget in the Account 360 screen displays the account's upcoming events and pending actions. This helps the user to inform the account holder and take the required actions.
- [Alerts](#)  
This topic describes the systematic instruction about the Alerts in Account 360 screen. The Alerts widget helps the user view alerts on the account.
- [Recent Transactions](#)  
This topic describes the systematic instruction to view the Recent Transactions in the Account 360 screen.
- [Interest Details](#)  
This topic describes about Interest Details in the Account 360 screen.
- [Frequent Actions](#)  
This topic describes the about the Frequent Actions in the Account 360 screen. The Frequent Actions helps the user to perform account servicing related transactions from the account 360 view screen without navigating to the main menu.

### 3.5.1.1 Account Balance

This topic helps the user to know the account balance details while performing account servicing transactions.

On the **Account 360** screen, the system displays the following details for the account balance:

- Withdrawable Balance
- Available Balance

**Figure 3-13 Account Balance**



Withdrawable Balance	Available Balance
1,000,012,560.00	1,000,009,000.00

### 3.5.1.2 Account Information

This topic helps the user to know the account information details while performing account servicing transactions.

On the **Account 360** screen, the system displays the following account information details:

- Account Product Description
- Account Branch Description
- Account Status
- IBAN
- Account class Type (Savings/Current)
- Account Currency
- Account Opening Date
- Nomination Status

- Performance Status
- Account Type

**Figure 3-14 Account Information**

Regular Savings Account		Active
Branch	006 Branch	Account Savings
IBAN		Since Mar 30, 2018
Performance Status	NORM Since Mar 30, 2018	Currency USD
Nomination	Provided	Type Single

 **Note:**

Account status is displayed as Active, Inactive, Frozen, Dormant, or Closed based on account status.

Following status is displayed when there are combination of account status:

- If the account is frozen and Dormant, then the status is displayed as Frozen.
- If the account is Dormant and Closed, then the status is displayed as Closed.
- If the account is Inactive and Frozen, then the status is displayed as Frozen.

### 3.5.1.3 Account Holder Details

This topic helps the user to know the Account Holder details while performing account servicing transactions.

On the Account 360 screen, the system displays the following account holder details:

- Account holders photo
- Name
- Customer ID
- Account holder relation (Primary/Joint and first/Joint and other etc)
- Mobile Number with ISD code
- Email Id

- Mode of Operation

**Figure 3-15 Account Holder**

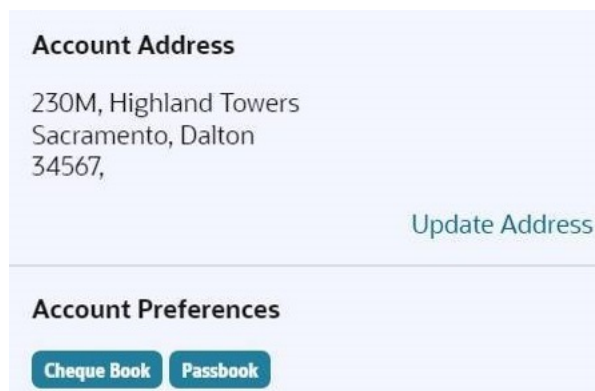


### 3.5.1.4 Account Details

This topic helps the user to know the Account Address details and facilities enabled to the account.

On the **Account 360** screen, the Account Details widget provides the Account Address.

**Figure 3-16 Account Details**



To update the account address, click **Update Address** hyperlink and the system displays the **Account Address Update** screen.



**Note:**

For more information, refer [Account Address Update](#).

On the **Account Address Update** screen, user can modify the below details:

- Building
- Street
- City
- State
- Country
- Zip Code

### 3.5.1.5 Account Statement Details

This topic helps the user to know the statement frequency and the last statement details for the account.

The below account statement details are displayed:

- Account Statement Frequency and Cycle
- Last Statement Date

**Figure 3-17 Account Statement Details**



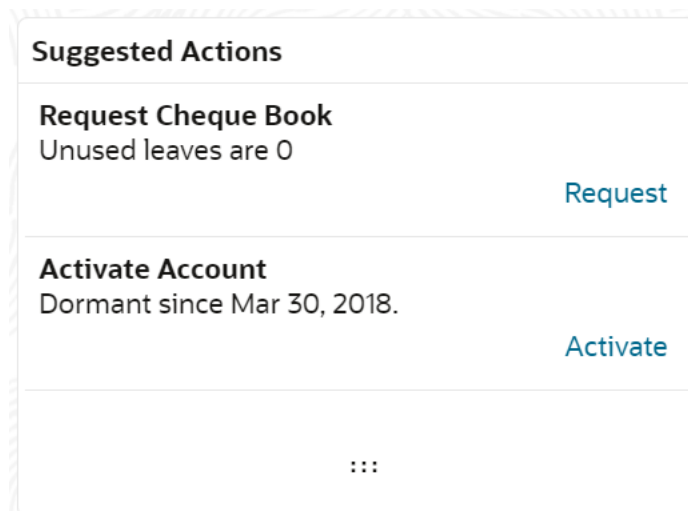
To generate the ad hoc account statement, click the **Request Statement** link.

### 3.5.1.6 Suggested Actions

This topic describes the systematic instruction about the Suggested Actions in Account 360 screen. The Suggested Actions widget in the Account 360 screen displays the account's upcoming events and pending actions. This helps the user to inform the account holder and take the required actions.

On the **Account 360** screen, the system displays the suggested actions for the account.

Figure 3-18 Suggested Actions



The suggested actions widget displays two suggested actions at a time. If more than 2 suggested actions are present for the account, the **View All** button is enabled to the user.


1. To view all the suggested actions, click on **View All** button.
2. Click the **Close** icon on the **Suggested Actions** pop-up window.  
The view all display is closed.
3. On the **Suggested Actions** widget, the below cases are displayed. If no suggested actions are displayed, the system displays the message as **No Suggested Actions**.

For more information on fields, refer to the field description table.

Table 3-9 Suggested Actions - Field Description

Field	Description
<b>Deliver Check Book</b>	Displayed, if any check book delivery is pending for the account at branch. To deliver the check book, click on <b>Deliver</b> button, and the <b>Check Book Status</b> screen is launched. The system displays the message with check book request date and status. For example, Requested on March 30, 2019, pending delivery.
<b>Renew Debit Card</b>	Displayed, if any debit card is expiring for the account in specified number of days defined at Account 360 parameter. By default the number of days is 30 and can modify the value. To renew the debit card, click on <b>Renew</b> button, and the <b>Debit Card Request</b> screen is launched. The system displays the message with card number and expiry date. For example, Card 098976569876XXX expiring on Jan 15, 2022.

Table 3-9 (Cont.) Suggested Actions - Field Description

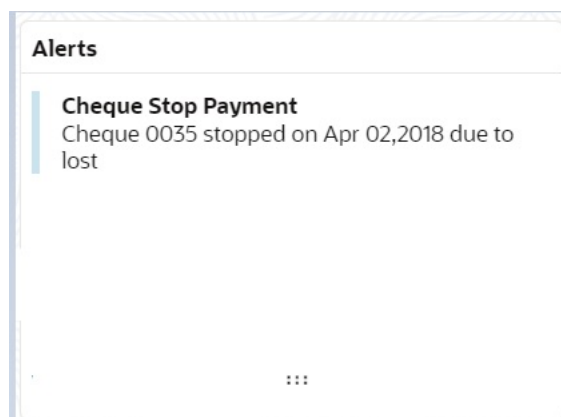
Field	Description
<b>Request Check Book</b>	<p>Displayed, if the number of pending check leaves are less than or equal to the specified limit at Account 360 parameter. By default the limit is 5 and can modify the value. To request new check book, click on <b>Request</b> button, and the <b>Check Book Request</b> screen is launched.</p> <p>For example, Unused leaves are 5.</p> <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The pending check leaves consider unused, stopped, and rejected checks. It excludes canceled and used checks.</p> </div>
<b>Document Expiring</b>	<p>Displayed, if any document attached to the account is getting expired in a specified number of days defined at the Account 360 parameter. By default, the number of days is <b>30</b> and can modify the value. To upload the new document, click on the <b>Upload</b> button, and the <b>Account Documents Update</b> screen is launched.</p> <p>The system displays the message with the document name and expiry date.</p> <p>For example, DRIVING LICENSE expiring on Feb 25, 2022.</p>
<b>Document Pending Submission</b>	<p>Displayed, if any document is pending for submission. To upload the new document, click on the <b>Upload</b> button, and the <b>Account Documents Update</b> screen is launched.</p> <p>For example, AADHAR or PAN or Driving License.</p>
<b>Activate Dormant Account</b>	<p>Displayed, if the account status is dormant. To activate the dormant account, click on the <b>Activate</b> button, and the <b>Activate Dormant Account</b> screen is launched.</p> <p>The system displays the message with a dormant date.</p> <p>For example: Dormant since Jan 10, 2022.</p>

### 3.5.1.7 Alerts

This topic describes the systematic instruction about the Alerts in Account 360 screen. The Alerts widget helps the user view alerts on the account.

1. On the **Account 360** screen, the system displays the alerts of any exceptions, memo, and warnings on the account.

Account Alert details are displayed.

**Figure 3-19 Alerts**

2. The alerts widget displays two alerts at a time. If more than 2 alerts are present for the account, the **View All** button is enabled to the user.
3. To view all alerts, click on **View All** button.  
**Alerts** pop-up window is displayed.
4. Click the **Close** icon on the **Alerts** pop-up window.  
**Alerts** pop-up window is closed.
5. On the **Alerts** widget, the below details are displayed.

For more information on fields, refer to the field description table.

 **Note:**

If no alerts are displayed, the system displays the message as **No Alerts**.

**Table 3-10 Alerts - Field Description**

Alerts	Description
<b>Check Stop Payment</b>	Displayed if any active stop payment is available on the account. The alert message displays the check number, Stop payment date, and stop payment reason. For example, check 0002 stopped on Jan 10, 2022 due to an incorrect amount.
<b>Check Rejected</b>	Displayed if any check clearing is rejected on the account. The alert message displays the check Number, Rejected date, and Reject reason. For example, check CHQ00000003023063 Rejected on Jan 15, 2022, due to Insufficient Balance.
<b>Amount Block</b>	Displayed if any active amount is blocked on the account. The alert message displays the Blocked amount, Date, and Block reason details. For example, GBP 10,000.00 blocked on Dec 10, 2021, due to legal notice.
<b>Memo</b>	Displayed if any active memo is maintained for the account. The memo message is displayed in the alert.
<b>Debit Restricted</b>	Displayed if any debit restriction is there for the account.

**Table 3-10 (Cont.) Alerts - Field Description**

Alerts	Description
<b>Credit Restricted</b>	Displayed if any credit restriction is there on the account.

### 3.5.1.8 Recent Transactions

This topic describes the systematic instruction to view the Recent Transactions in the Account 360 screen.

1. On the **Account 360** screen, the system displays the Recent Transactions performed for the account.

Recent Transactions details for the account are displayed.

**Figure 3-20 Recent Transactions**

Recent Transactions
<p><b>Test Transaction Description</b> Credited GBP 10,000.00 on March 30, 2018 Reference : 123124</p>
<p><b>Test Transaction Description</b> Credited GBP 1,000.00 on March 30, 2018 Reference : 123123</p>
<p><b>Test Transaction Description</b> Credited GBP 1,000.00 on March 30, 2018 Reference : 123123</p>

...

2. The Recent Transactions widget displays latest 5 transaction details at a time. If more than 5 transaction details are present for the account, the **View more** button is enabled to the user.
3. To view more Recent Transactions, click on **View more** button.

**Account Transaction** screen is displayed.

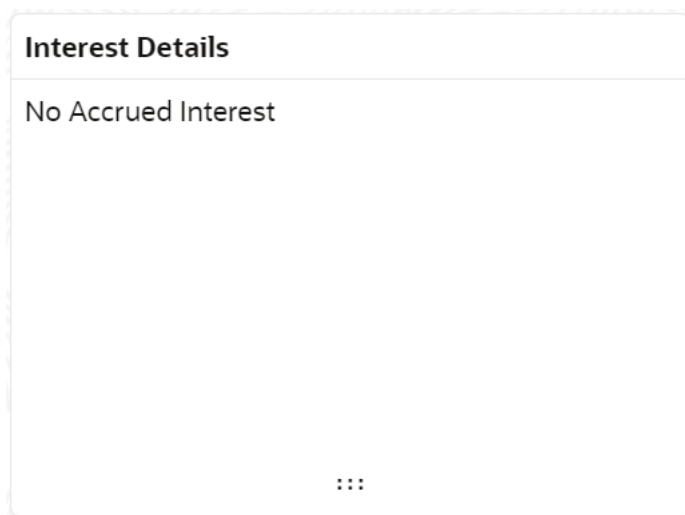
 **Note:**

In this view, 15 records are shown at a time and can be configured in Account 360 parameter.

### 3.5.1.9 Interest Details

This topic describes about Interest Details in the Account 360 screen.

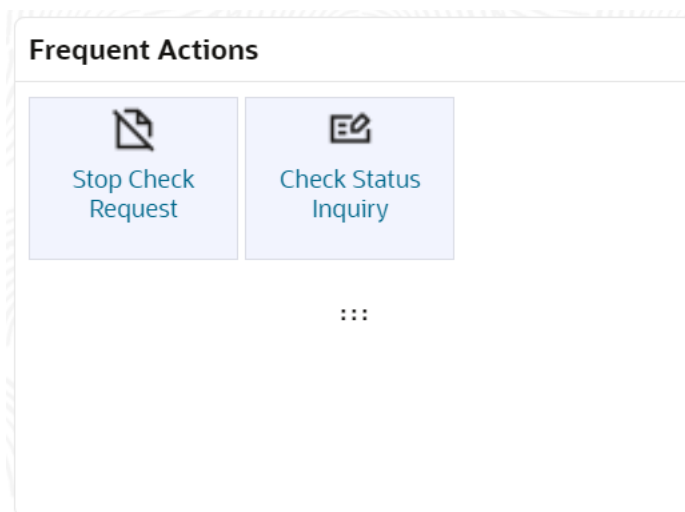


**Figure 3-21 Interest Details**

### 3.5.1.10 Frequent Actions

This topic describes the about the Frequent Actions in the Account 360 screen. The Frequent Actions helps the user to perform account servicing related transactions from the account 360 view screen without navigating to the main menu.

The Frequent Actions widget displays the frequently used account servicing transactions.

**Figure 3-22 Frequent Actions**

 **Note:**

A maximum of 6 transactions are allowed for frequent actions.

Users can configure the frequently used account servicing transactions screens.

When users click on the configured account servicing transactions, the system launches the related transaction screen by defaulting the account number.

 **Note:**

If any widgets fail to fetch the details, the system displays the related error message and the retry option is provided to fetch the details.

## 3.6 Maintenance

Under the **Maintenance** menu, you can maintain the details of a CASA account.

This topic contains the following subtopics:

- [Account Address Update](#)  
This topic describes the systematic instruction about Account Address Update. While entering the account number, the system displays the current address details of the account and the user can modify these details.
- [Joint Holder Maintenance](#)  
You can either add joint holders for the first time or modify the existing joint holder relationship using this screen.
- [Nominee Details Update](#)  
You can modify the existing nominee details, add a new nominee, and delete the existing nominee details added to an account using this screen.
- [Account Preferences](#)  
You can set or modify the preferences for the CASA account using this screen.
- [Account Closure](#)  
This helps to capture and process the account closure request.
- [Bulletin Board Maintenance](#)  
This topic helps you to create, view, modify or delete the bulletin messages.

### 3.6.1 Account Address Update

This topic describes the systematic instruction about Account Address Update. While entering the account number, the system displays the current address details of the account and the user can modify these details.

**To update the account address:**

1. On the **Home** screen, from **Retail Account Services**, under **Maintenance**, click **Account Address Update**, or specify the **Account Address Update** in the Search icon bar.

The **Account Address Update** screen is displayed.

**Figure 3-23 Account Address Update**

The screenshot shows a web interface for updating account address. At the top, there's a title bar with 'Account Address Update' and buttons for 'Remarks', 'Documents', and window controls. Below the title bar, there's a search bar for 'Account Number' containing 'FM7000224480' and a search icon. To the right of the search bar, the name 'John Smith' is displayed. The main form area is divided into two columns. The left column contains input fields for 'Building' (Sunlight), 'City' (Sydney), 'Country' (AU), 'Street' (Queens), 'State' (New South Wales), and 'Zip Code' (12345). The right column is titled 'Customer Information' and features a profile picture of a man with glasses, a customer ID '000182, John Smith', a 'KYC Status' of 'Not Verified', a signature, and account details: 'Account Name: John Smith', 'Account Branch: FM7', 'Account Status: Active', and 'Account Balance: £995,264.00'. At the bottom right, there are contact details: phone '8892090908', email 'Johnsmith@gmail.com', and address '#101, Church Street, New York, New Jersey'. At the bottom left, there is an 'Audit' button. At the bottom right, there are 'Cancel', 'Save & Close', and 'Submit' buttons.

2. On the **Account Address Update** screen, specify the fields.  
For more information on fields, refer to the field description table.

**Table 3-11 Account Address Update - Field Description**

Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• The Account Name is displayed adjacent to this field as the account number is selected.</li> <li>• The customer information is also displayed to the left of the screen.</li> </ul> </div>
<b>Building</b>	Current <b>Building</b> details will be displayed and the user can modify the details.
<b>Street</b>	Current <b>Street</b> details will be displayed and the user can modify the details.
<b>City</b>	Current <b>City</b> details will be displayed and the user can modify the details.

**Table 3-11 (Cont.) Account Address Update - Field Description**

Field	Description
<b>State</b>	Specify the current State or click the <b>Search</b> icon and select the state from the list of values displayed.
<b>Country</b>	By default, the country is displayed in this field once you select the State.
<b>Zip Code</b>	The current <b>Zip code</b> will be displayed, and the user can modify it.

3. Click **Submit**.

The screen is successfully submitted for authorization.

## 3.6.2 Joint Holder Maintenance

You can either add joint holders for the first time or modify the existing joint holder relationship using this screen.



### Note:

The fields marked as **Required** are mandatory.

A customer can be the sole or joint owner of an account. The joint accounts are accounts that are shared between two or more individuals. They can be operated either singly or jointly.

### To maintain joint holder details:

1. On the **Home** screen, from the **Retail Account Services** mega menu, under **Maintenance**, click **Joint Holder** or specify **Joint Holder** in the search icon bar and select the screen.

The **Joint Holder Maintenance** screen is displayed.

**Figure 3-24 Joint Holder Maintenance**

2. Click the **Search** icon or specify the account number in the **Account Number** field, and press **Enter** or **Tab**.

The details are displayed in the screen.

**Figure 3-25 Joint Holder Details**

**Joint Holder Maintenance**
Memo Remarks Documents

Search by

Account Number

Account Name


**Primary Holder**  
John Gilbert Ben(008155)

**Mode Of Operation**

**Joint Holder Details**  
To add joint holder details modify mode of operation


Customer Number	Customer Name	Joint Holder Type	Start Date	End Date	Actions
No data to display.					

**Customer Information**



Customer Id, Name  
000182, John Smith NA

KYC Status Not Verified

Signature 

Account Name John Smith  
Account Status Active  
Account Balance £995,264.00

Account Branch FM7  
Mode Of Operation Single

#101, Church Street, New York, New Jersey

3. You can view the details of the account selected. For more information on fields, refer to the field description table.

Table 3-12 Joint Holder Maintenance – Field Description




Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div data-bbox="737 852 1464 1136" style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Primary Holder</b>	Displays the name of the primary holder of the CASA account.
<b>Mode of Operation</b>	<p>Specify the mode of operation.</p> <div data-bbox="737 1289 1464 1478" style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px;"> <p> <b>Note:</b></p> <p>The options in the list can be maintained in Retail Account Configurations.</p> </div>

Table 3-12 (Cont.) Joint Holder Maintenance – Field Description

Field	Description
Joint Holder Details	<p>This section displays the existing joint holder details.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>You can perform the following actions in this section:</p> <ul style="list-style-type: none"> <li>• <b>Add Joint Holder Details:</b> For details on this action, refer <a href="#">Add Joint Holder</a>.</li> <li>• <b>Edit Joint Holder Details:</b> For details on this action, refer <a href="#">Edit Joint Holder Details</a>.</li> <li>• <b>Delete Joint Holder Details:</b> From the <b>Actions</b> field, click the <b>Delete</b> icon. A confirmation message is displayed that the action cannot be recovered. Click <b>Delete</b> to proceed with the deletion.</li> <li>• <b>Convert Joint Account to Single Account:</b> From the <b>Mode of Operations</b> field, select the <b>Single</b> option. A confirmation message is displayed. Click <b>Confirm</b> to proceed with the conversion.</li> </ul> </div>

4. Click **Submit**.

The screen is successfully submitted for authorization.

- [Maintain Joint Holder Details](#)

You can add, edit, or delete a joint holder of an account. Also, you can convert a joint holder account to single holder account.

### 3.6.2.1 Maintain Joint Holder Details

You can add, edit, or delete a joint holder of an account. Also, you can convert a joint holder account to single holder account.

#### To maintain the joint holder details:

1. From the **Joint Holder Maintenance** screen, perform any of the following actions as required:
  - **Add Joint Holder**
    - a. Select the **Jointly** option from the **Mode of Operation** field.
    - b. In the **Joint Holder Details** section, click **Add Joint Holder**.

The **Add Joint Holder Details** section is displayed.

**Figure 3-26 Add Joint Holder Details**

**Add Joint Holder Details**

Customer Number  
001671

Customer Name  
Jessica J Jacob

Joint Holder Type  
Joint And First

Start Date  
02 Jun 2022

End Date  
02 Jun 2023

Cancel Add Another Add

- c. You can maintain the required details in this section. For more information on fields, refer to the field description table.

**Table 3-13 Add Joint Holder – Field Description**

Field	Description
<b>Customer Number</b>	Select or specify the customer number to be added as joint holder.
<b>Customer Name</b>	Displays the customer name for the customer number selected.
<b>Joint Holder Type</b>	Select the type of joint holder to be added to the account.
<b>Start Date</b>	Select or specify the date from which the joint holder will be applicable to the account.
<b>End Date</b>	Select or specify the date till which the joint holder will be applicable to the account.

- d. Click **Add**.
- You can add multiple joint holders to the account by clicking **Add Another**. The added joint holder details are displayed in the **Joint Holder Details** section.



**Figure 3-27 Joint Holder Details**

Customer Number	Customer Name	Joint Holder Type	Start Date	End Date	Actions
001671	Jessica J Jacob	Joint And First	June 02 ,2022	June 02 ,2023	

- **Edit Joint Holder Details**
  - a. In the **Joint Holder Details** section, click the **Edit** icon, from the **Actions** field. The **Edit Joint Holder Details** section is displayed.

**Figure 3-28 Edit Joint Holder Details**

**Edit Joint Holder Details**

Customer Number  
001671

Customer Name  
Jessica J Jacob

Joint Holder Type  
Joint And First

Start Date  
02 Jun 2022

End Date  
02 Jun 2023

Cancel Save

- b. You can update the joint holder details as required. The fields are same as displayed in the **Add Joint Holder Details** section. For more information, refer [Add Joint Holder](#).
2. Click **Submit**.

## 3.6.3 Nominee Details Update

You can modify the existing nominee details, add a new nominee, and delete the existing nominee details added to an account using this screen.



### Note:

The fields marked as **Required** are mandatory.

### To update nominee details:

1. On the **Home** screen, from the **Retail Account Services** mega menu, under **Maintenance**, click **Nominee Details Update** or specify **Nominee** in the search icon bar and select the screen.

The **Nominee Details Update** screen is displayed.

**Figure 3-29** Nominee Details Update

Nominee Details Update

Remarks Documents

Search by Account Number Account Name

Account Number Required

Please enter account number to perform the operation

No Customer Selected

Audit Cancel Save and Close Submit

2. Click the **Search** icon or specify the account number in the **Account Number** field, and press **Enter** or **Tab**.

The details are displayed in the screen.

Figure 3-30 Nominee Details

**Nominee Details Update**
Remarks ⌵ ⌴ ✕


Search by

Account Number

Account Number


Account Name

**Customer Information**



Customer Id, Name  
000182, John Smith NA

KYC Status Not Verified

Signature  Q

Account Name John Smith	Account Branch FM7
Account Status Active	Mode Of Operation Single
Account Balance £995,264.00	

📞 8892090908

✉️ Johnsmith@gmail.com



📍 Address Of Communication  
#101, Church Street, New York, New Jersey

**Nominee Details**

Nominee Name	Relation Type	Date of Birth	Minor	Guardian	Actions
John	Son	January 1, 2010	Yes	John Gillbert	<span style="font-size: 0.7em;">👁</span> <span style="font-size: 0.7em;">✎</span> <span style="font-size: 0.7em;">🗑</span>

- In the **Nominee Details** section, you can view the details of the nominee if already added to the account. For more information on fields, refer to the field description table.

Table 3-14 Nominee Details Update – Field Description

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Account Name</b>	Displays the name of the account holder for the selected account number.
<b>Nominee Details</b>	<p>This section displays the details of the nominee added to the CASA account.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>For information on adding a nominee, refer <a href="#">Add Nominee</a>.</p> </div>
<b>Nominee Name</b>	Displays the name of the nominee added.
<b>Relation Type</b>	Displays the relationship of the nominee.
<b>Date of Birth</b>	Displays the nominee's date of birth.
<b>Minor</b>	Displays whether the nominee is a minor.
<b>Guardian</b>	Displays the name of the guardian, if the nominee is a minor.
<b>Actions</b>	<p>Displays the following icons to perform the action:</p> <ul style="list-style-type: none"> <li>• <b>View:</b> For information on this action, refer <a href="#">View Nominee Details</a>.</li> <li>• <b>Edit:</b> For information on this action, refer <a href="#">Edit Nominee Details</a>.</li> <li>• <b>Delete:</b> If you click this icon, then a confirmation message is displayed that the nominee details will not be recovered. To proceed with deletion, you need to click <b>Delete</b>.</li> </ul>

4. Click **Submit**.

The screen is successfully submitted for authorization.

- [Add Nominee](#)

You can add a nominee to a CASA account.

- [View Nominee Details](#)

You can view the details of the nominee added to a CASA account.

- [Edit Nominee Details](#)

You can edit the nominee details that are already added to a CASA account.

### 3.6.3.1 Add Nominee

You can add a nominee to a CASA account.

**To add a nominee:**

1. In the **Nominee Details** section, click **Add Nominee**.

The **Add Nominee** section is displayed.

Figure 3-31 Add Nominee

### Add Nominee Details

✕

---

#### Nominee Details

<p>Customer ID</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>	<p>Relation Type</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>
<p>Title</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>	<p>First Name</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>
<p>Middle Name</p> <input style="width: 90%;" type="text"/>	<p>Last Name</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>
<p>Date of Birth</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>	<p>Minor</p>

#### Address Details

Default Account Address

<p>Address Line 1/Building Name</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>	<p>Address Line 2/Street Name</p> <input style="width: 90%;" type="text"/>
<p>Address Line 3/City/Town Name</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>	<p>State</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>
<p>Country</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>	<p>Zip Code</p> <input style="width: 90%;" type="text"/> <p style="text-align: right; font-size: small;">Required</p>

#### Contact Details

<p>Mobile Number</p> <input style="width: 90%;" type="text"/>	<p>Email ID</p> <input style="width: 90%;" type="text"/>
---	--

2. You can maintain the required details in the sections displayed. For more information on fields, refer to the field description table.

Table 3-15 Add Nominee Details – Field Description


Field	Description
<b>Nominee Details</b>	This section displays the fields for capturing the basic nominee details.
<b>Customer ID</b>	Select or specify the customer ID to default the nominee details for the selected customer.
<b>Relationship Type</b>	Select the relationship type with the nominee.
<b>First Name</b>	Specify the nominee's first name.
<b>Middle Name</b>	Specify the nominee's middle name.
<b>Last Name</b>	Specify the nominee's last name.
<b>Date of Birth</b>	Select or specify the nominee's date of birth.
<b>Minor</b>	<p>Displays whether the added nominee is a minor or major based on the date of birth selected or specified.</p> <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>The minor status will be derived based on the minor age limit maintained for the country (the country will be derived from the account holder's communication address). Find the below steps to configure minor age validation.</p> <ol style="list-style-type: none"> <li>a. Create a fact for values, State, and Age.</li> <li>b. Create a rule for minor age validation with the required state and related age.</li> </ol> <pre style="margin-left: 20px;">IF  ((STATE==GB) &amp;&amp; (AGE &lt; 18))  Output  Section1 True</pre> <ol style="list-style-type: none"> <li>c. Maintain a validation model with model code as <b>VMMINORAGE</b> and link the above rule.</li> </ol> <p>For more information, refer to the <i>Oracle Banking Common Core User Guide</i> to create Fact, Rule and Rule Group.</p> </div>
<b>Address Details</b>	This section displays the fields to capture the nominee's address.
<b>Default Account Address</b>	<p>Switch to toggle <b>ON</b> to default the account holder's communication address specified.</p> <p>Switch to toggle <b>OFF</b> to not to default the account holder's communication address specified.</p>
<b>Address Line 1/Building Name</b>	Specify the building of the nominee.
<b>Address Line 2/Street Name</b>	Specify the street of the nominee.

Table 3-15 (Cont.) Add Nominee Details – Field Description

Field	Description
<b>Address Line 3/City/Town Name</b>	Specify the city or town of the nominee.
<b>State</b>	Specify the state of the beneficiary or click <b>Search</b> and select the state from the list of values.
<b>Country</b>	Country is defaulted based on the state selected.
<b>Zip Code</b>	Specify the zip code of the nominee.
<b>Contact Details</b>	This section displays the fields to capture the contact details.
<b>Mobile Number</b>	Specify the mobile number of the nominee.
<b>Email ID</b>	Specify the email ID number of the nominee.

- If the added nominee is a minor, its mandatory to add the guardian details. If required, you can also add gaurdian details for a major by switching to toggle **ON** from the **Add Gaurdian** field in the **Gaurdian Details** section.



Figure 3-32 Guardian Details

### Guardian Details

Add Guardian

Relation Type

  
Required

Title

  
Required

First Name

  
Required

Middle Name

Last Name

  
Required

### Address Details

Default Address

Address Line 1/Building Name

  
Required

Address Line 2/Street Name

Address Line 3/City/Town Name

  
Required

State

  
Required

Country

  
Required

Zip Code

  
Required


### Contact Details

Mobile Number

Email ID

For more information on fields, refer to the field description table.

Table 3-16 Guardian Details – Field Description

Field	Description
<b>Add Guardian</b>	Switch to toggle <b>ON</b> to add guardian details. Switch to toggle <b>OFF</b> to not to add the guardian details.
<b>Relationship Type</b>	Select the relationship type with the guardian.
<b>Title</b>	Select a title for the guardian.
<b>First Name</b>	Specify the guardian's first name.
<b>Middle Name</b>	Specify the guardian's middle name.
<b>Last Name</b>	Specify the guardian's last name.
<b>Address Details</b>	This section displays the fields to capture the guardian's address details.
<b>Default Address</b>	Select the default address for the guardian. The options are: <ul style="list-style-type: none"> <li>– <b>Nominee</b>: If you select this option, then the guardian address is defaulted from nominee address.</li> <li>– <b>Account</b>: If you select this option, then the account holder communication address is defaulted as guardian's address.</li> </ul> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b> If required, you can edit the defaulted address.</p> </div>
<b>Address Line 1/Building Name</b>	Specify the building of the guardian.
<b>Address Line 2/Street Name</b>	Specify the street of the guardian.
<b>Address Line 3/City/Town Name</b>	Specify the city or town of the guardian.
<b>State</b>	Specify the state of the beneficiary or click <b>Search</b> and select the state from the list of values.
<b>Country</b>	Country is defaulted based on the state selected.
<b>Zip Code</b>	Specify the zip code of the guardian.
<b>Contact Details</b>	This section displays the fields to capture the contact details.
<b>Mobile Number</b>	Specify the mobile number of the guardian.
<b>Email ID</b>	Specify the email ID number of the guardian.

 **Note:**

- The system defaults the customer's communication address, and personal details when the nominee details are defaulted from the customer.
- The system defaults the customer's communication address when the nominee or guardian address details are defaulted from the account.

3. Click **Save**.

The nominee details are saved and displayed in the **Nominee Details** section.

4. Click **Submit**.

The screen is successfully submitted for authorization.

### 3.6.3.2 View Nominee Details

You can view the details of the nominee added to a CASA account.

**To view the nominee details:**

1. In the **Nominee Details** section, click the **View** icon from the **Actions** field.  
The **Nominee Details** section is displayed.

Figure 3-33 View Nominee Details - Personal

Add Nominee Details



Nominee Details

Customer ID	Relation Type
	Mother
Title	First Name
Ms.	Jane
Middle Name	Last Name
	J
Date of Birth	Minor
September 8, 1978	No

Address Details

Address Line 1/Building Name	Address Line 2/Street Name
AAB	west
Address Line 3/City/Town Name	State
San	Florida
Country	Zip Code
United States	435769

Contact Details

Mobile Number	Email ID
1234567890	jane@test.com

Cancel

2. You can view the required details in the section displayed. For more information on fields, refer to the field description table.

**Table 3-17 View Nominee Details – Field Description**

Field	Description
<b>Nominee Details</b>	This section displays the details of the nominee.
<b>Customer ID</b>	Displays a customer ID of the nominee.
<b>Relation Type</b>	Displays the type of relationship with the nominee.
<b>Title</b>	Displays a title for the nominee.
<b>First Name</b>	Displays the nominee's first name.
<b>Middle Name</b>	Displays the nominee's middle name.
<b>Last Name</b>	Displays the nominee's last name.
<b>Date of Birth</b>	Displays the nominee's date of birth.
<b>Minor</b>	Displays whether the added nominee is a minor.
<b>Address</b>	Displays the complete address of the nominee.
<b>Mobile Number</b>	Displays the nominee's mobile number.
<b>Email ID</b>	Displays the nominee's email ID.

3. Click **Close**.

### 3.6.3.3 Edit Nominee Details

You can edit the nominee details that are already added to a CASA account.

**To edit a nominee:**

1. In the **Nominee Details** section, click the **Edit** icon from the **Actions** field.  
The **Edit Nominee** section is displayed.
2. For information on fields and description, refer [Add Nominee](#), as the fields in the **Add Nominee** section are same.
3. Click **Save**.

### 3.6.4 Account Preferences

You can set or modify the preferences for the CASA account using this screen.



**Note:**

The fields marked as **Required** are mandatory.

**To set the account preferences:**

1. On the **Home** screen, from **Retail Account Services**, under **Maintenance**, click **Account Preferences**, or specify the **Account Preferences** in the Search icon bar.  
The **Account Preferences** screen is displayed.

**Figure 3-34 Account Preferences**

**Account Preferences** Remarks Documents ⌵ ✕

Search by Account Number Account Name

Account Number   Required

Account Name

Please enter account number to perform the operation

2. On the **Account Preferences** screen, click the **Search** icon or specify the account number in the **Account Number** field, and press **Tab** or **Enter**.

The fields to set the preferences for the account are displayed.

**Figure 3-35 Set Account Preferences**

**Account Preferences** Remarks Documents ⌵ ✕

Search by Account Number Account Name

Account Number   Priya

**ATM Facility**

ATM Required

**Cheque Book Facility**

Cheque Book Required

Cheque Book Name 1  Cheque Book Name 2

Auto Reorder Cheque Book

Reorder Cheque Level  Reorder Number Of Leaves

**Passbook Facility**

Passbook

**Banking Channels**

Banking Channel Required

Banking Channel	Channel Name	Action
		<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Page 1 of 1 (1 of 1 items)

3. On the **Account Preferences** screen, you can set the preferences for the account based on the requirement. For more information on fields, refer to the field description table below.

Table 3-18 Account Preferences - Field Description



Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>ATM Facility</b>	This section displays the field to set preference for the ATM facility.
<b>ATM Required</b>	Switch <b>Toggle On</b> to subscribe for ATM facility for the account. Switch <b>Toggle Off</b> to unsubscribe for ATM facility for the account.
<b>Cheque Book Facility</b>	This section displays the fields to set the preferences for cheque book.
<b>Cheque Book Required</b>	Switch <b>Toggle On</b> to subscribe for cheque book facility for the account. Switch <b>Toggle Off</b> to unsubscribe for cheque book facility for the account.
<b>Cheque Book Name 1</b>	Specify the primary name on the cheque book.
	<div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is displayed if you switch <b>Toggle On</b> from the <b>Cheque Book Required</b> field.</p> </div>

Table 3-18 (Cont.) Account Preferences - Field Description







Field	Description
<b>Cheque Book Name 2</b>	Specify the secondary name on the cheque book.   <b>Note:</b> This field is displayed if you switch <b>Toggle On</b> from the <b>Cheque Book Required</b> field.
<b>Auto Reorder Cheque Book</b>	Switch <b>Toggle On</b> to reorder the cheque book automatically. Switch <b>Toggle Off</b> to stop reordering of the cheque book automatically.
<b>Reorder Cheque Level</b>	Specify the level for the cheque reorder.   <b>Note:</b> This field is displayed if you switch <b>Toggle On</b> from the <b>Auto Reorder Cheque Book</b> field.
<b>Reorder Number Of Leaves</b>	Specify the number of leaves for the cheque book reorder.   <b>Note:</b> This field is displayed if you switch <b>Toggle On</b> from the <b>Auto Reorder Cheque Book</b> field.
<b>Passbook Facility</b>	This section displays the field to set the preference for passbook.
<b>Passbook</b>	Switch <b>Toggle On</b> to avail the passbook facility for the account. Switch <b>Toggle Off</b> to unavail the passbook facility for the account.
<b>Banking Channels</b>	This section displays the fields to set the preference for banking channels.
<b>Banking Channel Required</b>	Switch <b>Toggle On</b> to set the banking channel facility for the account. Switch <b>Toggle Off</b> to stop the banking channel facility for the account.
<b>Banking Channel</b>	Select the preferred banking channel for the account.   <b>Note:</b> <ul style="list-style-type: none"> <li>This field is displayed if you switch <b>Toggle On</b> from the <b>Banking Channel Required</b> field.</li> <li>This field is enabled if you click <b>Add Channel</b>.</li> </ul>



Table 3-18 (Cont.) Account Preferences - Field Description

Field	Description
<b>Channel Name</b>	<p>Displays the channel name based on the banking channel selected.</p> <p> <b>Note:</b> This field is displayed if you switch <b>Toggle On</b> from the <b>Banking Channel Required</b> field.</p>
<b>Action</b>	<p>Displays the following icons to perform required action:</p> <ul style="list-style-type: none"> <li>• <b>Edit:</b> Click to edit the baking channel set for the account.</li> <li>• <b>Delete:</b> Click to delete the banking channel set for the account.</li> </ul> <p> <b>Note:</b> This field is displayed if you switch <b>Toggle On</b> from the <b>Banking Channel Required</b> field.</p>

4. Click **Submit**.

The screen is successfully submitted for authorization.

## 3.6.5 Account Closure

This helps to capture and process the account closure request.

The account holder may request for closing the account with different reasons. Before closing, the account must not have any active instructions, contracts, overdrafts, or sweep transactions.

 **Note:**

The fields marked as **Required** are mandatory.

1. On **Home** screen, from **Retail Account Services**, under **Maintenance**, click **Account Closure**, or specify the **Account Closure** in the Search icon bar.

The **Account Closure** screen is displayed.

**Figure 3-36 Account Closure**

The screenshot shows the 'Account Closure' interface. At the top right, there are buttons for 'Memo', 'Remarks', and 'Documents', along with window control icons. Below these are search fields for 'Account Number' (with a dropdown menu set to 'Account Number') and 'Account Name'. A search icon is present next to the 'Account Number' field. A message reads: 'Please enter account number to perform the operation'. At the bottom, there are buttons for 'Audit', 'Cancel', 'Save and Close', and 'Submit'.

2. Click the **Search** icon or specify the account number in the **Account Number** field, and press **Enter** or **Tab**.

The details are displayed in the screen.

**Figure 3-37 Account Closure Details**

The screenshot shows the 'Account Closure Details' interface. At the top right, there are buttons for 'Memo', 'Remarks', and 'Documents', along with window control icons. Below these are search fields for 'Account Number' (with a dropdown menu set to 'Account Number') and 'Account Name'. The search results show 'Account Number: B0100000046073' and 'Account Name: Jacob Mathew'. The main content area is divided into several sections:

- Account Details:** Available Balance: GBP 3,001.34 (Credit); Accrued Interest: GBP 0.00; Estimated Payout: GBP 3,001.34 (Credit).
- Account Closure Reason:** Closure Reason: (Empty field, Required).
- Settlement Details:** Add Settlement Details button; There are no settlement details available.
- Customer Information:** No Customer Image to display; Customer Id, Name: 000938004, Automation J Party; KYC Status: Not Verified.
- Signature:** (Handwritten signature).
- Account Information Table:**


Account Name	Account Branch
Jacob Mathew	B01
Account Status	Mode Of Operation
Active	Single
Actual Balance	Account Balance
£3,001.34	£3,001.34
- Contact Information:** 9090909090; noreply@noreply.com; Address Of Communication: 55 East 10th Street, New York, NY 10003, US.

At the bottom, there are buttons for 'Audit', 'Cancel', 'Save and Close', and 'Submit'.

3. On **Account Closure** screen, specify the fields.

For more information on fields, refer to the field description table.

Table 3-19 Account Closure - Field Description

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Account Details</b>	Displays the account details with <b>Available Balance, Accrued Interest, and Estimated Payout.</b>
<b>Available Balance</b>	<p>Displays the available balance in account currency.</p> <ul style="list-style-type: none"> <li>• If the account balance is greater than zero, credit indicator is displayed.</li> <li>• if the account balance is less than zero, debit indicator is displayed.</li> </ul>
<b>Accrued Interest</b>	<p>Displays the net accrued interest in account currency.</p> <ul style="list-style-type: none"> <li>• For credit interest, credit indicator is displayed.</li> <li>• For debit interest, debit indicator is displayed.</li> <li>• If multiple accrued interests are available for the account, the system displays the net accrued interest.</li> </ul>
<b>Estimated Payout</b>	<p>Displays the estimated payout amount in account currency. The estimated payout amount is the sum of available balance and accrued interest.</p> <ul style="list-style-type: none"> <li>• If the estimated payout amount is greater than zero, credit indicator is displayed.</li> <li>• if the estimated payout amount is less than zero, debit indicator is displayed.</li> </ul>
<b>Account Closure Reason</b>	Specify the reason for closure.

4. Click **Add Settlement Details** button in the **Settlement Details** section.

The **Add Settlement Details** screen is displayed.

 **Note:**

The Add Settlement Details button will not be enabled if the account balance is zero.

**Figure 3-38 Add Settlement Details - Account**

### Add Settlement Details ✕

Select Payout Mode

Account    Ledger

Select Account Number

<b>B01000000046073</b> Account Name Jacob Mathew Currency GBP	<b>R01000000043940</b> Account Name Jacob Mathew Currency USD	<b>R01000000043809</b> Account Name Jacob Mathew Currency USD
<b>R01000000044079</b> Account Name Jacob Mathew Currency USD	<b>Other</b>	

Search Account Detail

Account Number

Required

**Figure 3-39 Add Settlement Details - Ledger**

### Add Settlement Details

✕

---

Select Payout Mode

Account     Ledger

Ledger Details

Ledger Code <input style="width: 90%; border: 1px solid #ccc;" type="text" value="276000055"/>	Description <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Liability GL"/>
---	--

Cancel Add

- a. Select the payout mode as an account to settle the account balance transferring to a Current and Savings Account. For more information on fields, refer to the field description table.

**Table 3-20 Add Payout Details as an Account**

Field	Description
<b>Select Payout Mode</b>	The <b>Account</b> mode is selected with the default.
<b>Select Account Number</b>	The own accounts are displayed as widgets with the <b>Account Number</b> , <b>Account Name</b> , and <b>Currency</b> . You can select the account for payout. You can select <b>Others</b> from the widget to select any other accounts for payout.
<b>Search Account Detail</b>	This will display, if you select <b>Others</b> from the widgets. click the <b>Search</b> icon to select from the list or specify the account number in the <b>Account Number</b> field and the Account Name is displayed adjacent to the account number.

- b. Select the payout mode as ledger to settle the account balance transferring to a ledger. For more information on fields, refer to the field description table.

**Table 3-21 Add Payout Details as Ledger**

Field	Description
<b>Select Payout Mode</b>	Select the <b>Ledger</b> option to perform the account closure settlement to a ledger account.
<b>Ledger Code</b>	click the <b>Search</b> icon to select or specify the ledger code required for the payout.
<b>Ledger Description</b>	Displays the ledger description for the payout.

- Click **Add** button.

The **Settlement Details** are added in the **Account Closure** screen.

**Figure 3-40 Account Closure - Settlement Details Added**

**Account Closure** [Memo] [Remarks] [Documents] [Fullscreen] [Close]

Search by: Account Number (dropdown) | Account Number: B0100000046073 | Account Name: Jacob Mathew

---

**Account Details**

Available Balance	Credit	Accrued Interest	Estimated Payout	Credit
GBP 3,001.34		GBP 0.00	GBP 3,001.34	

**Account Closure Reason**

Closure Reason:

Required

**Settlement Details**

Payment Mode	Account Number	Account Name	Currency	Exchange Rate	Action
Account	R0100000043809	Jacob Mathew	USD	1.65	

**Customer Information**

No Customer Image to display

Customer Id, Name: 000938004, Automation J Party NA

KYC Status: Not Verified

Signature:

---

Account Name: Jacob Mathew	Account Branch: B01
Account Status: Active	Mode Of Operation: Single
Actual Balance: £3,001.34	Account Balance: £3,001.34

---

9090909090


noreply@noreply.com

Address Of Communication: NA NA NA NA

[Audit] [Cancel] [Save and Close] [Submit]

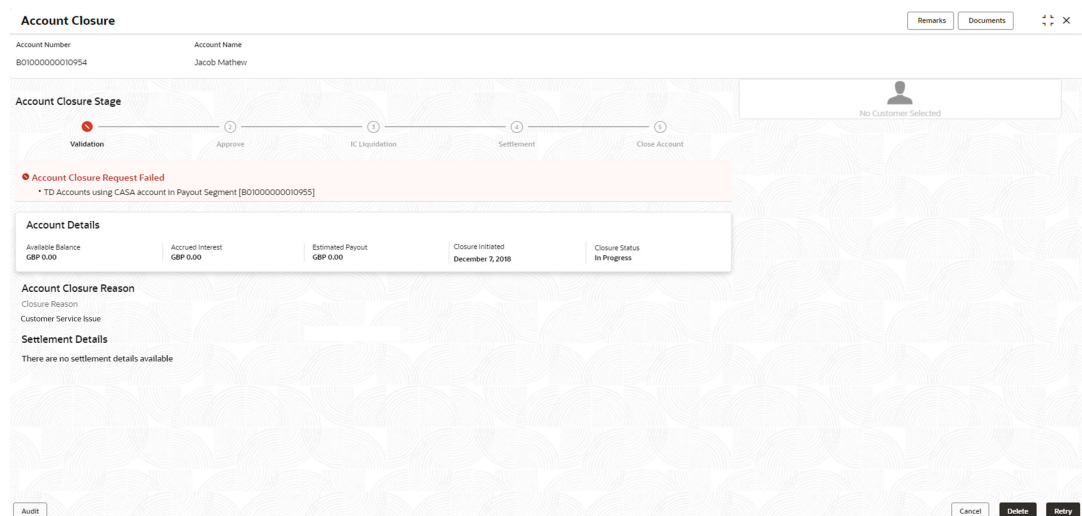
For more information on fields, refer to the field description table.

**Table 3-22 Account Closure - Settlement Details**

Field	Description
<b>Settlement Details</b>	<p>If the Payout Mode is Account, the below values are displayed.</p> <ul style="list-style-type: none"> <li>• <b>Payment Mode</b></li> <li>• <b>Account Number</b></li> <li>• <b>Account Name</b></li> <li>• <b>Currency</b></li> <li>• <b>Exchange Rate</b></li> </ul> <p>If the Payout Mode is Ledger, the below values are displayed.</p> <ul style="list-style-type: none"> <li>• <b>Payment Mode</b></li> <li>• <b>Ledger Code</b></li> <li>• <b>Description</b></li> </ul> <p>Click the <b>Edit</b> icon to modify the settlement details. Click the <b>Delete</b> icon to delete the settlement details.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>An exchange rate is derived based on an exchange rate parameter maintained for an account closure at service preference screen.</p> </div>

5. Click **Submit**.

**Figure 3-41 Account Closure - Validation Retry**



The system validates the account closure request with other product processors to check for any active contracts or instructions available for the account.

If the account closure validations are successful, then the system will update the account status to **Closure Initiated** and request will be moved to the approval stage and available in free task for authorization.

Transactions are restricted to the account once the account marked for closure is initiated.

If any active contracts, instructions, or other relations are found, the account closure validation is failed, and the account closure request is moved to the validation retry stage and assigned back to the maker. It should be available in the maker's pending task, then the maker can pick up the account closure validation failure and resubmit the request after manually closing or delinking the related contracts, or delete the account closure request based on the account holder request.

In the case of deletion, the system reverts the account status **Closure initiated** to open.

 **Note:**

- If an account has debit balance, then the debit balance to be settled before closing an account.
- The system processes the account closure validations with external product processors. The required external product processors are configured at the workflow level.

#### 6. Approve or Reject the account closure request.

On successful approval, the system initiate the below processes.

- Process the Interest Liquidation
- Account settlement (Transfer to Account/GL)
- Close the Account.

In case of Interest liquidation, or Account Settlement, or close the account process failure, the transaction moved to handoff retry stage and assigned back to the checker, then the checker can acquire the request and **Retry** or **Reject** the account closure request.

On **Retry**, the system process the failed stage again.

On **Reject**, the transaction send back to the initiation stage and assign back to the maker.

 **Note:**

- If the maker resubmit the account closure request, the system trigger the account closure validation across all the product processors again.
- If the maker delete the account closure request after authorizer rejects, the system revert the account status closure initiated to open.

## 3.6.6 Bulletin Board Maintenance

This topic helps you to create, view, modify or delete the bulletin messages.

This topic contains the following subtopics:

- [Create Bulletin](#)  
This topics helps you to create, view, modify or delete the bulletin messages.
- [View Bulletin](#)  
This topic describes the systematic instructions to View or Modify the Bulletin Message.



### 3.6.6.1 Create Bulletin

This topic helps you to create, view, modify or delete the bulletin messages.

However, Joint account holders share equal responsibility for charges or any other liability arising from holding such accounts.

#### To create bulletin:

1. On the **Home** screen, from **Interaction Services**, under **Maintenance**, **Bulletin**, click **Create Bulletin**, or specify the **Create Bulletin** in the Search icon bar.

**Create Bulletin** screen is displayed.

**Figure 3-42 Create Bulletin**

**Create Bulletin** Errors & Overrides

Message Type: Alert | Start Date: Feb 1, 2023 | Expiry Date:

Subject: Payment Due

Message:

Attachments: Drop files here or click to select  
Document.txt

**User Role Mapping**

User / Role	ID	Name	Action
User	CASAUSER2	CASAUSER2	

Page 1 of 1 (1 of 1 items)


Cancel Save

2. On the **Create Bulletin** screen, specify the fields.  
For more information on fields, refer to the field description table.

**Table 3-23 Create Bulletin - Field Description**

Field	Description
<b>Message Type</b>	<p>Select the message type from the drop-down list. The available options are:</p> <ul style="list-style-type: none"> <li>• <b>Alert</b> - Select this option if the message requires immediate attention from the users. When this option is selected, the Bulletin message is represented with <b>Alert</b> icon on the widget.</li> <li>• <b>Information</b> - Select this option if the bulletin is for information purposes only. When this option is selected, the Bulletin message is represented with <b>Information</b> icon on the widget.</li> </ul>

Table 3-23 (Cont.) Create Bulletin - Field Description

Field	Description
<b>Start Date</b>	Select the date from which the bulletin message displays on the widget.   <b>Note:</b> This date cannot be lesser than the current business date.
<b>End Date</b>	Users can specify the expiry date of the bulletin message. Once the bulletin message reaches the expiry date, the message gets removed from the bulletin board widget.
<b>Subject</b>	Enter a brief description of the bulletin message.
<b>Message</b>	Enter a detailed description of the message.
<b>Attachments</b>	You can attach relevant documents using this option. You can either drag and drop files into the space provided or select documents from your local drive. You can preview or delete an attachment before submitting the transaction for authorization.

- To preview an attached document, click the document link.  
The **Document Uploaded** pop up window is displayed.

 **Note:**

The document preview is available only to those document types that support the preview feature by default. Where the preview feature is not supported, click on **Download** button to download the attached document before viewing.

- Click the **Close** icon to close the **Document Uploaded** pop up window.
- You can target bulletin messages towards user groups or specific users. Using the **User Role Mapping** table, you can configure User Roles or Users to a particular bulletin.
- Click the **Add** icon to specify User Role or User mapping to the bulletin message.

For more information on fields, refer to the field description table.

Table 3-24 User Role Mapping - Field Description

Field	Description
<b>User/Role</b>	Select User/Role from the drop-down list.
<b>ID</b>	When <b>User</b> is selected, click the search icon to view the <b>User Mapping</b> pop-up window. By default, this window lists all the Users present in the system. You can search for a specific User by providing User, or Username and click <b>Fetch</b> . When <b>Role</b> is selected, click the search icon to view the <b>Role Mapping</b> pop-up window. By default, this window lists all the Roles present in the system. You can search for a specific Role by providing Role, or Role Name and click <b>Fetch</b> .

**Table 3-24 (Cont.) User Role Mapping - Field Description**

Field	Description
<b>Name</b>	User or Role name is displayed based on the user id or role id selected.
<b>Actions</b>	Displays the <b>Delete</b> icon, to remove the respective user or role.

- After the message is created, the status of the message is updated as **Active** or **Awaited**. System updates the status of the Bulletin message as **Active** if the start date is equal to the current business date.

**Note:**

If the Start Date is future dated, then the status of Bulletin message is updated as **Awaited** until the date is reached. The system automatically updates the status to **Active** once the start date is reached

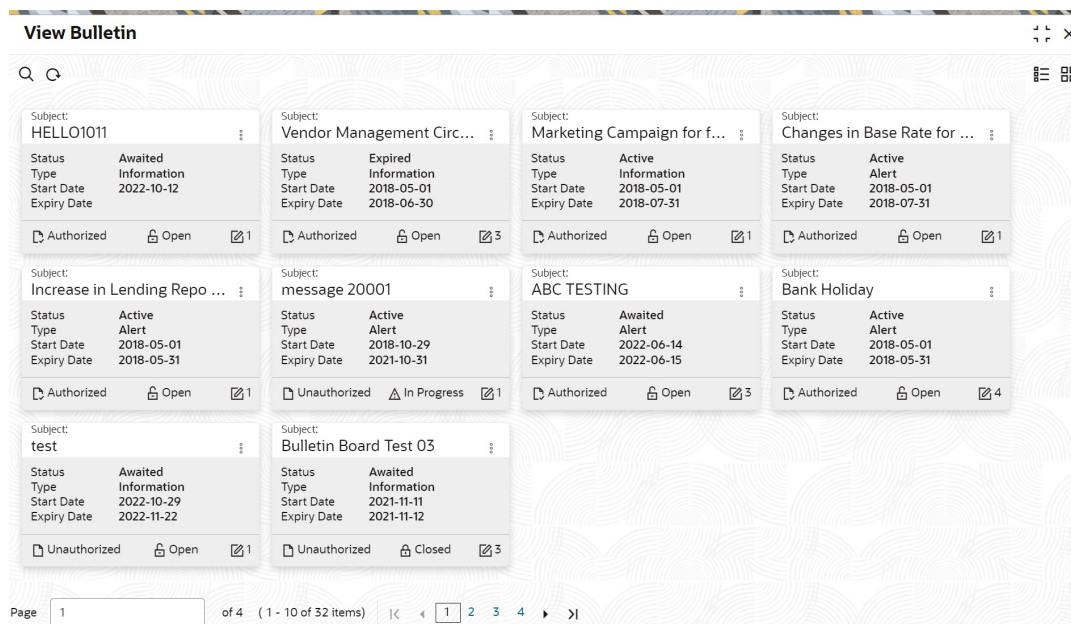
### 3.6.6.2 View Bulletin

This topic describes the systematic instructions to View or Modify the Bulletin Message.

- On the **Home** screen, from **Interaction Services**, under **Maintenance**, **Bulletin**, click **View Bulletin**, or specify the **View Bulletin** in the Search icon bar.

**View Bulletins** screen is displayed.

**Figure 3-43 View Bulletin**




- On **View Bulletin** screen, the system displays all the bulletin messages with status:
  - Awaited
  - Active

- c. Paused
  - d. Expired
3. On the **View Bulletin** screen, you can search for specific bulletin using the **Search** icon. You can use any of the following options to search:
- a. Message Type
  - b. Message Status
  - c. Message Reference Number
  - d. Subject
  - e. Start Date
  - f. Expiry Date
  - g. Authorization Status
  - h. Record Status
4. After the input of any options mentioned above, click the **Search** button.
5. Click the **Action** icon to display the following options:
- a. Unlock
  - b. Authorize
  - c. Delete
  - d. Close
  - e. Copy
  - f. View
6. To modify an existing bulletin message, click the **Unlock** option from the **Action** icon. The **Bulletin Message** screen is displayed.

**Figure 3-44 Bulletin Message**

7. To view the bulletin message, click the **View** option from the **Action** icon.  
**Create Bulletin** screen is displayed.

 **Note:**  
On the create bulletin screen, all the fields are non-editable.

8. To replicate an existing bulletin, click the **Copy** option from the **Action** icon.
9. To permanently delete the existing bulletin, click the **Delete** option from the **Action** icon.
10. On **View Bulletin** screen, the system displays all the bulletin messages with status:  
For more information on fields, refer to the field description table.

**Table 3-25 Tax Deducted at Source Inquiry - Field Description**

Field	Description
<b>Customer ID</b>	Enter the <b>Customer ID</b> or click the search icon to view the <b>Customer ID</b> pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing <b>Customer Number</b> or <b>Customer Name</b> and click on the <b>Fetch</b> button.
<b>Customer Name</b>	<b>Customer Name</b> is displayed based on the Customer ID selected.

Table 3-25 (Cont.) Tax Deducted at Source Inquiry - Field Description

Field	Description
<b>Account Number</b>	You can enter a specific account number of the customer and search Tax Deducted at Source details or click the drop-down list to select the available account numbers listed for the customer id to search the Tax Deducted at Source details. This is an optional field.
<b>Financial Year</b>	By default, the current financial year is displayed in this field. You can select the previous financial years from the drop-down. The system displays the Tax Deducted at Source details financial year-wise.
<b>Branch</b>	The system displays the Branch Code based on the account number.
<b>Account Number</b>	The system displays the Account Number.
<b>Account Name</b>	The system displays the Account Name.
<b>Interest Amount</b>	The system displays the Credit interest on the account.
<b>Taxation Date</b>	The system displays the date of the tax application on the account.
<b>Tax Amount</b>	The system displays the Tax amount calculated on the credit interest.

## 3.7 Statement

Under the **Statement** menu, you can perform the required actions related to statement of an account.

This topic contains the following subtopics:

- [Ad hoc Account Statement](#)  
This topic describes the systematic instruction to generate account statement based on a given date range or selected period on the account holder's request.
- [Account Statement Frequency](#)  
This topic describes the systematic instruction about Account Statement Frequency Update. After specifying the account number, system displays existing account statement cycle details, and the user can modify the frequency.

### 3.7.1 Ad hoc Account Statement

This topic describes the systematic instruction to generate account statement based on a given date range or selected period on the account holder's request.



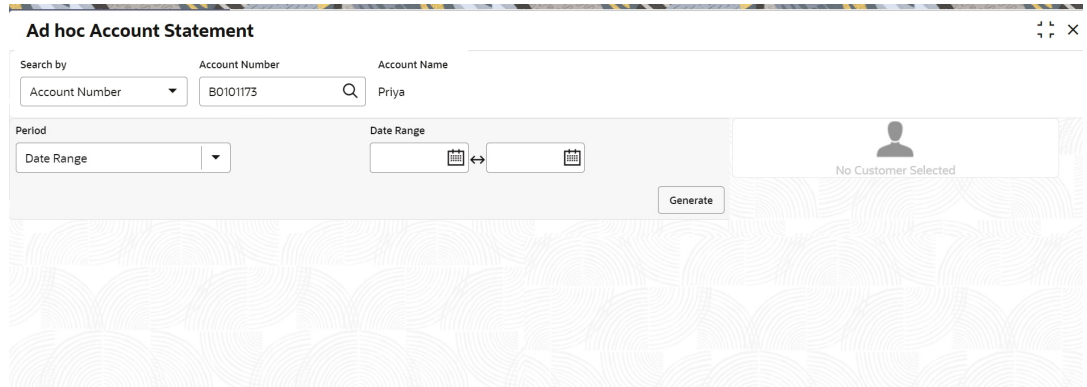
#### Note:

The fields marked as **Required** are mandatory.

**To generate and view ad hoc account statement:**

1. On the **Home** screen, from **Retail Account Services**, under **Statement**, click **Ad hoc Account Statement**, or specify the **Ad hoc Account Statement** in the Search icon bar.  
**Ad hoc Account Statements** screen is displayed.

**Figure 3-45 Ad hoc Account Statement**

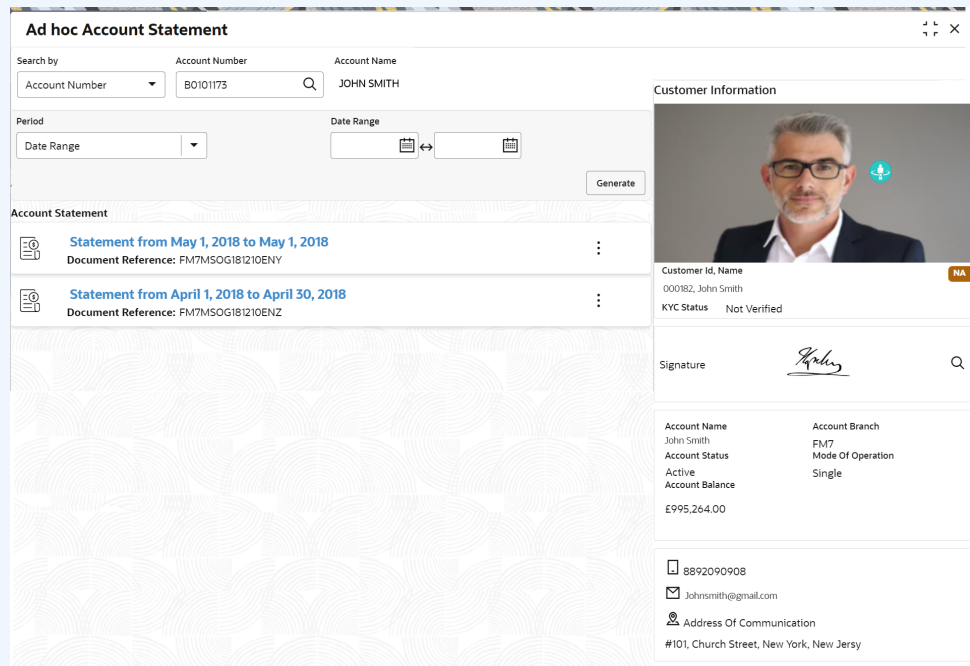


2. Enter the **Account Number**.  
**Ad hoc Account Statement** details are displayed.

**Note:**

Account statement details get displayed if any statement is generated today.

**Figure 3-46 Ad hoc Account Statement Details**



3. On the **Ad hoc Account Statement** screen, specify the fields. For more information on fields, refer to the field description table below.

Table 3-26 Ad hoc Account Statement - Field Description



Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div data-bbox="737 850 1469 1136"> <b>Note:</b> The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</div>



Table 3-26 (Cont.) Ad hoc Account Statement - Field Description

Field	Description
<b>Period</b>	<p>Users can select the period for account statement generation from the drop-down list. The drop-down lists the below values:</p> <ul style="list-style-type: none"> <li>• Date Range</li> <li>• Last Month</li> <li>• Last 2 Months</li> <li>• Last 3 Months</li> <li>• Last 6 Months</li> </ul> <p>When you select the Date Range in the Period drop-down, you can specify the account statement generation date manually.</p> <p>When you select the Last Month or Last 2 Months or Last 3 Months or Last 6 months in the Period drop-down, the Date Range field defaults, and the user cannot modify the date.</p> <p>For Example:</p> <ul style="list-style-type: none"> <li>• If the user selects the Period drop-down as Last Month, the date will be default as last one month from the current date.</li> <li>• If the user selects the Period drop-down as Last 2 Months, the system defaults the account statement generation date as last 2 months from the current date, and the user cannot modify the date.</li> <li>• If the user selects the Period drop-down as Last 3 Months, the system defaults the account statement generation date as last 3 months from the current date, and the user cannot modify the date.</li> <li>• If the user selects the Period drop-down as Last 6Months, the system defaults the account statement generation date as last 6 months from the current date, and the user cannot modify the date.</li> </ul>
<b>Date Range</b>	<p>Click the calendar and specify the from date and to date.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The <b>Date Range</b> cannot be blank and less than from date.</p> </div>

4. On the **Ad hoc Account Statement** screen, click **Generate** button to generate the account statement for selected period.
5. On the **Generated Account Statement**, the following details are displayed:
  - Statement Period
  - Document Reference
6. Click the **Action** icon to view, or print the generated account statement.

## 3.7.2 Account Statement Frequency

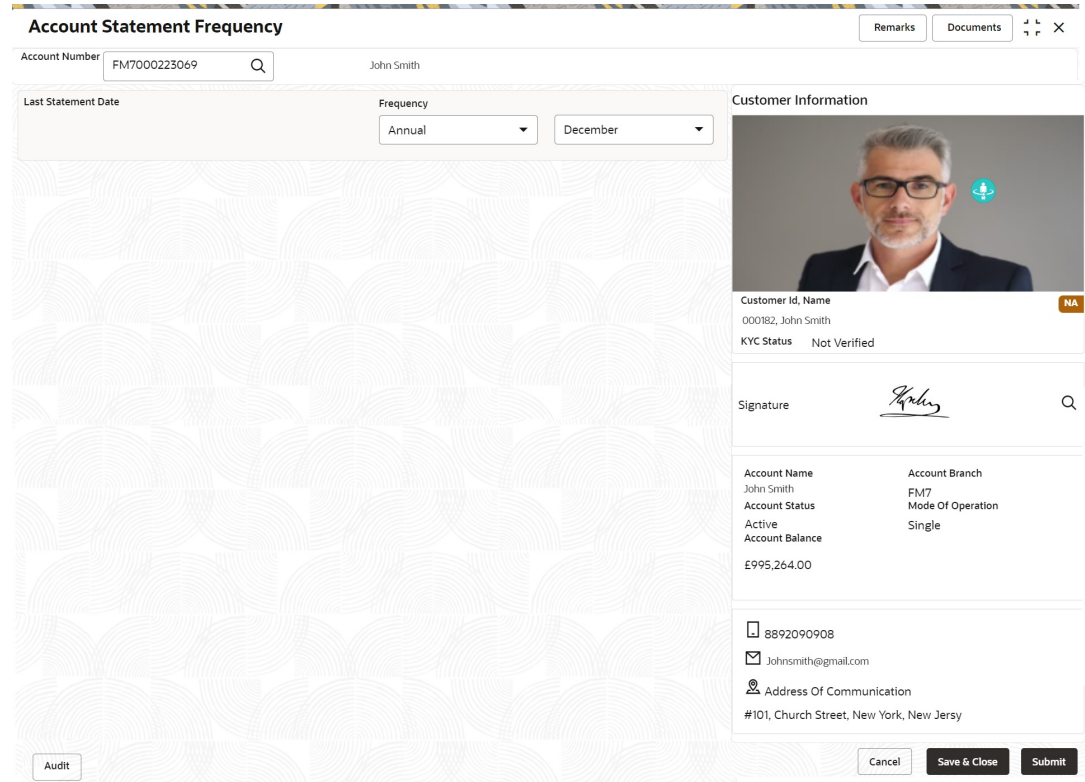
This topic describes the systematic instruction about Account Statement Frequency Update. After specifying the account number, system displays existing account statement cycle details, and the user can modify the frequency.

**To modify the account statement frequency:**

1. On the **Home** screen, from **Retail Account Services**, under **Statement**, click **Account Statement Frequency**, or specify the **Account Statement Frequency** in the Search icon bar.

**Account Statement Frequency** screen is displayed.

**Figure 3-47 Account Statement Frequency**



2. On **Account Statement Frequency** screen, specify the account number. For more information on fields, refer to the field description table.

**Table 3-27 Account Statement Frequency - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Account Name</b>	<b>Account Name</b> is displayed by default based on the account selected.
<b>Last Statement Date</b>	The last statement generation date will be displayed.

**Table 3-27 (Cont.) Account Statement Frequency - Field Description**

Field	Description
<b>Frequency</b>	<p>Users can modify the frequency for generating the account statements. To specify the frequency of the statements, click on the adjoining drop-down list. The following list is displayed:</p> <ul style="list-style-type: none"> <li>• Annual</li> <li>• Semiannual</li> <li>• Quarterly</li> <li>• Monthly</li> <li>• Fortnightly</li> <li>• Weekly</li> <li>• Daily</li> </ul> <p>For the Annual, Semiannual, Quarterly and Daily cycles, the account statement will be generated on the last day of that cycle.</p> <p>For a weekly and fortnightly statement, the user can specify the day of the week on which account statements must be generated. To specify weekly and fortnightly statements, click on the adjoining drop-down list. The following list of days will be displayed:</p> <ul style="list-style-type: none"> <li>• Sunday</li> <li>• Monday</li> <li>• Tuesday</li> <li>• Wednesday</li> <li>• Thursday</li> <li>• Friday</li> <li>• Saturday</li> </ul> <p>For monthly statements the user can specify the dates of the month, between 1 and 31(corresponding to the system date).</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• If the user selected the statement date to 30, then account statements will be generated on the last working day for months with &lt; 30 days.</li> <li>• If the user sets the statement date to 31, then account statements will be generated on the last working day for months with &lt;31 days.</li> <li>• If 30th or 31st is a holiday on the next working day the account statement gets generated.</li> </ul>

3. Click **Submit**.

## 3.8 Status Update

Under the **Status Update** menu, you can update the status of an account.

This topic contains the following subtopics:

- [Activate Dormant Account](#)  
You can activate a Dormant account based on the account holder's request using the **Activate Dormant Account** screen.
- [Account Status Change](#)  
This topic describes the systematic instructions about account status change. The bank can update the status of an account to No Debit, No Credit, and Frozen.

## 3.8.1 Activate Dormant Account

You can activate a Dormant account based on the account holder's request using the **Activate Dormant Account** screen.

**To activate dormant account:**

1. On the **Home** screen, from **Retail Account Services**, under **Status Update**, click **Activate Dormant Account**, or specify the **Activate Dormant Account** in the Search icon bar.

The **Activate Dormant Account** screen is displayed.

**Figure 3-48** Activate Dormant Account

**Activate Dormant Account**

Remarks Documents


Search by Account Number Account Name

Account Number B0101173 Account Name JOHN SMITH

Activate Dormant Account


Account Status  
Active

**Customer Information**



Customer Id, Name  
000182, John Smith NA

KYC Status Not Verified

Signature 

Account Name John Smith Account Branch FM7

Account Status Active Mode Of Operation Single

Account Balance £995,264.00

8892090908



johnsmith@gmail.com

Address Of Communication  
#101, Church Street, New York, New Jersey


Audit Cancel Save & Close Submit

2. On **Activate Dormant Account** screen, specify the fields. For more information on fields, refer to the field description table below.

Table 3-28 Activate Dormant Account - Field Description

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Activate Dormant Account</b>	This section displays the current status of the account.
<b>Account Status</b>	<p>Displays the current account status.</p> <p>The possible options are:</p> <ul style="list-style-type: none"> <li>• <b>Active</b></li> <li>• <b>Dormant</b></li> </ul>
<b>Dormant Since</b>	<p>Dormant Since is a display-only field, the system defaults the dormant date while choosing/entering the Account Number.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is not displayed, if the status of the account is Active.</p> </div>

**Table 3-28 (Cont.) Activate Dormant Account - Field Description**

Field	Description
<b>Activate Account</b>	<p>The user can activate the dormant account by enabling the toggle button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is not displayed, if the status of the account is Active.</p> </div>

3. Click **Submit**.

The screen is successfully submitted for authorization.

## 3.8.2 Account Status Change

This topic describes the systematic instructions about account status change. The bank can update the status of an account to No Debit, No Credit, and Frozen.

**To change account status:**


1. On the **Home** screen, from **Retail Account Services**, under **Status Update**, click **Account Status Change**, or specify the **Account Status Change** in the Search icon bar. **Account Status Change** screen is displayed.

**Figure 3-49 Account Status Change**

2. On **Account Status Change** screen, specify the fields.

For more information on fields, refer to the field description table.

**Table 3-29 Account Status Change - Field Description**

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Account Status</b>	<p>The existing account statuses will be displayed, and users can modify them (No Debit, No Credit, and Frozen) by enabling or disabling the toggle button.</p>

## 3.9 Limits

Under the **Limits** menu, you can perform actions related to limits for an account.

This topic contains the following subtopics:

- [Unsecured Overdraft Limits](#)  
This topic provides systematic instructions to create an unsecured limit for an account and to update, modify, or delete the existing unsecured limits on the account.
- [Temporary Overdraft Limit](#)  
This topic describes the systematic instructions to maintain Temporary Overdraft Limit. The temporary OD limit is the limit up to which any overdraft is allowed for a specified time over and above the limit provided for an account.

- [Advance against Uncollected Funds](#)  
This topic provides systematic instructions to capture details of limits granted to the account holder towards advance against uncollected funds and to update, modify or delete the existing limits.

### 3.9.1 Unsecured Overdraft Limits

This topic provides systematic instructions to create an unsecured limit for an account and to update, modify, or delete the existing unsecured limits on the account.



#### Note:

The fields marked as **Required** are mandatory.

#### To create or update unsecured limit for an account:


1. On the **Home** screen, from **Retail Account Services**, under **Limits**, click **Unsecured Overdraft Limits**, or specify the **Unsecured Overdraft Limits** in the Search icon bar.  
The **Unsecured Overdraft Limits** screen is displayed.

**Figure 3-50 Unsecured Overdraft Limits**

2. On **Unsecured Overdraft Limits** screen, specify the fields. For more information on fields, refer to the field description table below.



**Table 3-30 Unsecured Overdraft Limits - Field Description**

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div data-bbox="737 850 1464 1136" style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>

**Customer Information** and **Limits Summary** is displayed for the selected **Account Number** with existing records.

Figure 3-51 Customer Information - Unsecured Overdraft Limits

**Unsecured Overdraft Limits** Remarks Documents

Search by Account Number Account Name

Account Number B0101173 JOHN SMITH

Limits Summary All amounts in GBP

Limit Reference	Validity	Linked Amount	Actions
123234324	May 1, 2018-	200.00	...
		200.00	View Edit Delete

Customer Information

Customer Id, Name: 000182, John Smith NA

KYC Status: Not Verified

Signature: *John Smith*

Account Name: John Smith Account Branch: FM7  
Account Status: Active Mode Of Operation: Single  
Account Balance: £995,264.00

8892090908  
Johnsmith@gmail.com  
Address Of Communication: #101, Church Street, New York, New Jersey

Audit Cancel Save & Close Submit

- On **Unsecured Overdraft Limits** screen, under **Limits Summary**, click the **Action** icon. The system displays the following options:
  - View**
  - Edit**
  - Delete**
- Click the **View** or **Delete** option to view or delete the existing unsecured limits record. The non-editable **Unsecured Limits** window is displayed.

Figure 3-52 Unsecured Limits - View or Delete

---

**Unsecured Limits**

Line Reference	Linked Amount
123234324	200.00
Start Date	End Date
May 1, 2018	

**Interest Details**

Interest Rate	Spread
<input type="radio"/> Fixed <input checked="" type="radio"/> Floating	30
Final Rate	
30	

5. Click the **Edit** option to modify the existing unsecured limits record. The editable **Unsecured Limits** window is displayed.

Figure 3-53 Unsecured Limits - Edit

**Unsecured Limits**

Line Reference: 123234324

Linked Amount: 200.00

Start Date: May 1, 2018

End Date:

**Interest Details**

Interest Rate: Fixed Floating 30

Spread:

Final Rate: 30

Save Cancel

- To add new unsecured limits, click the **Add** icon.  
**Unsecured Limits** window is displayed.

Figure 3-54 Unsecured Limits

### Unsecured Limits

Line Reference

Required

Linked Amount

Required

Start Date

Required

End Date

Required

### Interest Details

Interest Rate

Fixed

Floating

Required

Spread



Final Rate

7. On **Unsecured Limits** window, specify the fields. For more information on fields, refer to the field description table below.

Table 3-31 Unsecured Limits - Field Description

Field	Description
<b>Line Reference</b>	Enter any reference number to identify the clean unsecured limit being granted to the account holder.
<b>Linked Amount</b>	Enter the amount of unsecured limit being granted to the customer.
<b>Start Date</b>	<p>The system defaults the <b>Start date</b> as the current branch date. You can modify the <b>Start Date</b> to any future date using the adjoining calendar button.</p> <div style="border-left: 2px solid #0070c0; border-right: 2px solid #0070c0; border-bottom: 2px solid #0070c0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b> The <b>Start Date</b> cannot be backdated.</p> </div>
<b>End Date</b>	Click on the adjoining calendar icon and specify the <b>End Date</b> of the unsecured limit.

Table 3-31 (Cont.) Unsecured Limits - Field Description

Field	Description
<b>Interest Rate</b>	<p>Displays the interest rate as <b>Fixed</b>.</p> <p> <b>Note:</b></p> <p><b>Interest Rate Type</b> and actual <b>Interest Rates</b> defaults from the account class level if defined. In such cases, the <b>Interest Rate Type</b> and <b>Interest Rates</b> automatically defaults in these fields.</p>
<b>Spread</b>	<p>This is an optional field and can be Positive Spread or Negative Spread.</p>
<b>Final Rate</b>	<p>The system defaults the Final Rate by adding the Interest rate.</p> <p> <b>Note:</b></p> <p>The additional of interest rate can be +/- spread.</p>

On clicking **Save** button, newly added unsecured limit is displayed in the **Limits Summary**.

## 3.9.2 Temporary Overdraft Limit

This topic describes the systematic instructions to maintain Temporary Overdraft Limit. The temporary OD limit is the limit up to which any overdraft is allowed for a specified time over and above the limit provided for an account.

This limit is independent of any credit line linked to the account. This facility is mostly opted by the customer for short-term overdrawing.

**To maintain temporary overdraft limit:**

1. On the **Home** screen, from **Retail Account Services**, under **Limits**, click **Temporary Overdraft Limit**, or specify the **Temporary Overdraft Limit** in the Search icon bar.

**Temporary Overdraft Limit** screen is displayed.

Figure 3-55 Temporary Overdraft Limit

**Temporary Overdraft Limit** Remarks Documents

Search by Account Number Account Name

Account Number B0101173 JOHN SMITH

Temporary Overdraft Start Date May 1, 2018

Temporary Overdraft End Date

Temporary Overdraft Limit GBP 80.00

Temporary Overdraft Renewal

Renewal Frequency 2 Days

Next Renewal Limit GBP 30.00

**Customer Information**

Customer Id, Name 000182, John Smith NA

KYC Status Not Verified

Signature

Account Name John Smith Account Branch FM7

Account Status Active Mode Of Operation Single

Account Balance £995,264.00

8892090908


johnsmith@gmail.com

Address Of Communication #101, Church Street, New York, New Jersey

Audit Cancel Save & Close Submit

2. On **Temporary Overdraft Limit** screen, specify the fields. For more information on fields, refer to the field description table below.

Table 3-32 Temporary Overdraft Limit - Field Description

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Temporary Overdraft Start Date</b>	The current Business Date defaults in the Temporary Overdraft Start Date field. This can be changed to any future date. However, it cannot be backdated.
<b>Temporary Overdraft End Date</b>	The date on which the temporary overdraft limit comes to an end. This date cannot be lesser than the Temporary Overdraft Start Date. Input to this field is optional. If a date is not specified it means that the temporary overdraft facility is extended to the customer for an indefinite period.
<b>Temporary Overdraft Limit</b>	<p>The limit amount can be input in the Temporary Overdraft Limit field. The ISO currency code will be defaulted in this field based on the Account Currency.</p> <p>This field highlights the limit up to which any overdraft is allowed for a specified period over and above the limit set for this account.</p> <p>This limit is independent of any credit line linked to this account. This is mostly used for short-term overdrawing. Any amount greater than equal one can be input. Negative values not allowed.</p>
<b>Temporary Overdraft Renewal</b>	<p>Optionally, temporary overdraft renewal details can also be specified. Fields specific to renewal become visible only when the Temporary Overdraft Renewal slider is turned on.</p> <p>When the Temporary Overdraft Renewal slider is turned on, specifying Renewal Unit, Renewal Frequency and Next Renewal Limit becomes mandatory.</p>



**Table 3-32 (Cont.) Temporary Overdraft Limit - Field Description**

Field	Description
<b>Renewal Frequency</b>	Renewal frequency for temporary overdraft is specified in the Renewal Frequency field. The user has the option to specify the renewal frequency in: <ul style="list-style-type: none"> <li>• Days</li> <li>• Months</li> <li>• Years</li> </ul>
<b>Next Renewal Limit</b>	Specify the new renewal limit amount in the Next Renewal Limit field. A value greater than or equal to 1 is specified.

### 3.9.3 Advance against Uncollected Funds

This topic provides systematic instructions to capture details of limits granted to the account holder towards advance against uncollected funds and to update, modify or delete the existing limits.

 **Note:**

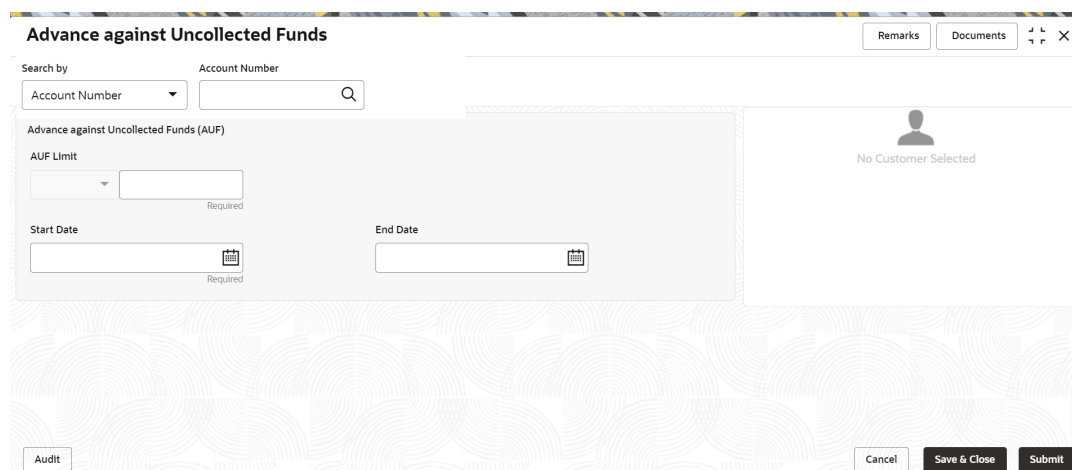
The fields marked as **Required** are mandatory.

Uncollected funds are the funds whose value date for the fund availability is in the future. Typically in a Retail banking scenario, cheques deposited into the account for collection represent an uncollected funds since the clearing process generally takes time.

**To perform action on uncollected funds:**


1. On the **Home** screen, from **Retail Account Services**, under **Limits**, click **Advance against Uncollected Funds**, or specify the **Advance against Uncollected Funds** in the Search icon bar.

**Advance against Uncollected Funds** screen is displayed.

**Figure 3-56 Advance against Uncollected Funds**


2. On **Advance against Uncollected Funds** screen, specify the account number. For more information on fields, refer to the field description table below.

**Table 3-33 Advance against Uncollected Funds - Field Description**

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div data-bbox="737 850 1464 1136" style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Account Name</b>	<b>Account Name</b> is displayed by default based on the account selected.

If an existing AUF Limit is present for the account, the system displays the AUF Limit and if there are no records found, the message 'Given account does not have any AUF limit' is displayed.

**Customer Information** is displayed for the entered Account Number.

Figure 3-57 Customer Information - Advance against Uncollected Funds

- On **Advance against Uncollected Funds** screen, specify the fields. For more information on fields, refer to the field description table below.

Table 3-34 Advance against Uncollected Funds - Field Description

Field	Description
<b>AUF Limits</b>	Enter the <b>AUF Limit</b> amount. The withdrawable uncollected fund for an account will be either the AUF limit or the uncollected fund whichever is lesser. <b>AUF Limit</b> is always displayed in the account currency.
<b>Start Date</b>	The system defaults the <b>Start Date</b> as the current branch date. You can modify the start date to any future date using the adjoining calendar button.

 **Note:**

**Start Date** cannot be backdated.

**Table 3-34 (Cont.) Advance against Uncollected Funds - Field Description**

Field	Description
<b>End Date</b>	This is an optional field. Click the calendar icon and specify the expiry date.

 **Note:**  
**End Date** cannot be less than **Start Date**.

4. Click **Submit**.

The transaction is initiated successfully.

## 3.10 Amount Block

Under the **Amount Block** menu, you can perform the amount block related actions for an account.

This topic contains the following subtopics:

- [Amount Block](#)  
This topic describes the systematic instruction about Amount Block. An amount block is that part of the balance in a customer's account, which is reserved for a specific purpose.
- [View and Modify Amount Block](#)  
This topic describes the systematic instruction to View, Modify and Close the Amount Block. The View and Modify Amount Block screen displays the summary of all amount blocks that are present against a Customer's account and allows the user to modify or close the existing amount block.

### 3.10.1 Amount Block

This topic describes the systematic instruction about Amount Block. An amount block is that part of the balance in a customer's account, which is reserved for a specific purpose.

It can be specified for an account either on the directions of the customer or of that of the bank. When an amount block is set for an account, the balance available for withdrawal is the current balance of the account minus the blocked amount. On the expiry of the period for which the amount block is defined, the system automatically updates the amount block check in the Customer Accounts table.

**To create amount block:**

1. On the **Home** screen, from **Retail Account Services**, under **Amount Block**, click **Amount Block**, or specify the **Amount Block** in the Search icon bar.

**Amount Blocks**screen is displayed.

Figure 3-58 Amount Block

2. On the **Amount Block** screen, specify the fields. For more information on fields, refer to the field description table below.

Table 3-35 Amount Block - Field Description


Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Account Name</b>	<b>Account Name</b> is displayed by default based on the account selected.
<b>Amount To be Blocked</b>	Specify the amount to be blocked. The ISO currency code will be defaulted in this field based on the Account Currency.
<b>Effective Date</b>	The date from which the funds in the account need to be blocked can be specified in the Effective Date field. The effective date is the current date of the Branch and is defaulted. The effective date can be changed to a future date. However, backdating the effective date is not allowed.
<b>Expiry date</b>	The date on which the amount block is to be released can be specified in the Expiry Date field. From this date onwards, the blocked amount will be unlocked and is available for withdrawal to the customer. Block instruction amount cannot be modified after the expiry date. This is an optional input field and can be left blank which would mean that the block would remain on the account for an indefinite period.

Table 3-35 (Cont.) Amount Block - Field Description

Field	Description
<b>Block Reason</b>	Click the search icon to view the <b>Block Code</b> pop-up window. By default, this window lists all the available Block Codes. You can search for a specific Block Reason by providing <b>Block Code</b> or <b>Block Description</b> and clicking on the <b>Fetch</b> button. The available fields on the <b>Block Code</b> Pop-Up window are: <ul style="list-style-type: none"> <li>Block Code</li> <li>Block Description</li> </ul> When a Block Reason is selected, the Block Description is automatically populated.
<b>Narrative</b>	The <b>Narrative</b> is defaulted to Amount Block. You can edit the defaulted narrative to a narrative of your choice.

## 3.10.2 View and Modify Amount Block

This topic describes the systematic instruction to View, Modify and Close the Amount Block. The View and Modify Amount Block screen displays the summary of all amount blocks that are present against a Customer's account and allows the user to modify or close the existing amount block.

If the Branch Transfer fails for any reason, details of such failed transfers are updated in the Branch Transfer Log. After clearing the faults due to which the Account Branch transfer failed, this screen allows you to resubmit the transfer request again for processing.

**To view and modify amount block:**

1. On the **Home** screen, from **Retail Account Services**, under **Amount Block**, click **View and Modify Amount Block**, or specify the **View and Modify Amount Block** in the Search icon bar.


If active amount blocks are available for the account number, the system displays them in tile layout and displays the total amount blocked for all the blocks.

**View and Modify Amount Block** screen is displayed.

Figure 3-59 View and Modify Amount Block

2. On the **View and Modify Amount Block** screen, specify the fields. For more information on fields, refer to the field description table below.

Table 3-36 View and Modify Amount Block - Field Description

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>

 **Note:**

If an active amount blocks are unavailable for the account number, then a message that no amount blocks are present for the given account number is displayed in the **Amount Block Details** section.

3. Click **Create Amount Block**, to add a new amount block.  
**Amount Block** screen is displayed.



Figure 3-60 Amount Block

**Amount Block**

Remarks Documents

Search by Account Number Account Name

Account Number B0101173 John Smith

**Amount To Be Blocked**

GBP 200.00

**Block Reason**

28-ATM FEE

**Effective Date**

March 30, 2018

**Narrative**

Amount Block

**Customer Information**

Customer Id, Name  
000182, John Smith

KYC Status Not Verified

Signature

Account Name John Smith  
Account Status Active  
Account Balance E995,264.00

Account Branch FM7  
Mode Of Operation Single

8892090908  
Johnsmith@gmail.com  
Address Of Communication  
#101, Church Street, New York, New Jersey

Audit Cancel Save & Close Submit

4. On the **Amount Block** screen, specify the fields and click **Submit** button.

For more information on fields, refer to [Table 3-35](#).

A new amount block tile is displayed on the **View and Modify Amount Block** screen.

5. On the **View and Modify Amount Block** screen, under **Amount Block Details**, click **Edit** on the tile to modify the Amount Block.

**Modify Amount Block** screen is displayed.

**Figure 3-61 Modify Amount Block**

6. On the **Modify Amount Block** screen, specify the fields the user can modify. For more information on fields, refer to the field description table below.

**Table 3-37 Modify Amount Block - Field Description**

Field	Description
<b>Amount To be Blocked</b>	You can can modify the Amount To be Blocked. The ISO currency code is defaulted based on the Account Currency.
	<div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b> The amount cannot be in negative or zero value.</p> </div>
<b>Block Reason</b>	You can modify the block reason, by clicking the search icon. You can search for a specific Block Reason, by providing <b>Block Code</b> or <b>Block Description</b> and clicking on the <b>Fetch</b> button. When a Block Reason is selected, the Block Description is automatically updated in the field.
<b>Effective Date</b>	You can modify the effective date. The effective date can be changed to a future date.
	<div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b> The <b>Effective Date</b> cannot be backdated.</p> </div>

**Table 3-37 (Cont.) Modify Amount Block - Field Description**

Field	Description
<b>Expiry Date</b>	This is an optional input field. Users can modify the expiry date. From this date onwards, the blocked amount will be unlocked and is available for withdrawal to the customer.
<b>Narrative</b>	You can modify the Narrative field.

- Click the **Submit** button.
- On **View and Modify Amount Block** screen, under **Amount Block Details**, click the **Close** icon on the tile to close the Amount block.

**Close Amount Block** screen is displayed.

**Note:**

All the fields are non-editable.

**Figure 3-62 Close Amount Block**

**Close Amount Block** [Remarks] [Documents] [Close]

Search by: Account Number [B0101173] Account Name [John Smith]


**Amount To Be Blocked**

GBP	12.00	Block Reason	28-ATM FEE
Effective Date	March 30, 2018	Expiry Date	

**Narrative**


Amount Block

**Customer Information**



Customer Id, Name: 000182, John Smith [NA]

KYC Status: Not Verified

Signature: 

Account Name: John Smith Account Branch: FM7  
Account Status: Active Mode Of Operation: Single  
Account Balance: £995,264.00

8892090908  
Johnsmith@gmail.com  
Address Of Communication: #101, Church Street, New York, New Jersey

[Audit] [Cancel] [Save & Close] [Submit]

- Close the Amount Block by clicking on the **Submit** button.

## 3.11 Cheque Book

Under the **Cheque Book** menu, you can perform the check book related actions for an account.

This topic contains the following subtopics:

- [Cheque Book Request](#)  
This topic describes the systematic instructions to request Cheque book. Subject to the facility being available for the category of account the Customer owns, Cheque Books can be requested by the Customer.
- [Cheque Book Status](#)  
This topic describes the systematic instructions about the Cheque Book Status.
- [Stop Cheque Payment](#)  
This topic describes the systematic instructions for stopping the payment of the cheque. Based on customer requests, the bank can stop payment on an uncleared cheque. Stop payment requests can either be for a single cheque or a continuous sequence of cheques or an amount.
- [View and Modify Stop Cheque Payment](#)  
You can modify or delete an existing stop payment cheque, based on the customer request.

### 3.11.1 Cheque Book Request

This topic describes the systematic instructions to request Cheque book. Subject to the facility being available for the category of account the Customer owns, Cheque Books can be requested by the Customer.

Generally, Cheque Books come in pre-defined book sizes and customers can request for issuance of new Cheque books when they run out of Cheque leaves.

**To request cheque book:**

1. On the **Home** screen, from **Retail Account Services**, under **Cheque Book**, click **Cheque Book Request**, or specify the **Cheque Book Request** in the Search icon bar.  
**Cheque Book Request** screen is displayed.

Figure 3-63 Cheque Book Request


**Cheque Book Request**
Remarks Documents

Search by Account Number Account Name

Account Number:

Account Name:


**Customer Information**



Customer Id, Name: 000182, John Smith NA

KYC Status: Not Verified

---

Signature: 

---

Account Name: John Smith	Account Branch: FM7
Account Status: Active	Mode Of Operation: Single
Account Balance: £995,264.00	

---

8892090908

Johnsmith@gmail.com

Address Of Communication

#101, Church Street, New York, New Jersey

Number Of Cheque Leaves:

Delivery Mode:

Narrative:

Request Date:

Delivery Branch:

2. On **Cheque Book Request** screen, specify the fields. For more information on fields, refer to the field description table below.

Table 3-38 Cheque Book Request - Field Description





Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div data-bbox="737 850 1471 1136" style="background-color: #e6f2ff; padding: 10px; border: 1px solid #0070c0;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Number of Cheque Leaves</b>	<p>Input the <b>Number of Cheque Leaves</b> per Cheque book. The number of leaves is a drop-down field that contains numbers that define the size of the Cheque book.</p> <div data-bbox="737 1304 1471 1507" style="background-color: #e6f2ff; padding: 10px; border: 1px solid #0070c0;"> <p> <b>Note:</b></p> <p>The cheque book sizes for a given account number can differ based on the configuration maintained in the Business Product Maintenance.</p> </div>
<b>Request Date</b>	<p>The <b>Request Date</b> defaults to the current business date and this field is not allowed to edit.</p>

Table 3-38 (Cont.) Cheque Book Request - Field Description

Field	Description
<b>Delivery Mode</b>	<p>In the <b>Delivery Mode</b> drop-down, the available options are:</p> <ul style="list-style-type: none"> <li>• <b>Post/Courier</b></li> <li>• <b>Branch</b></li> </ul> <p>Selecting the <b>Branch</b> option indicates that the customer would collect the Cheque book at the Branch whereas selecting the <b>Post/Courier</b> option indicates that the Cheque book will be delivered at the registered mailing address of the account.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>There will be no option to select a delivery address since the mailing address is verified at the time of account opening and all customer communication happens at this address.</p> </div>
<b>Delivery Address</b>	<p>If the <b>Delivery Mode</b> field is selected as <b>Post/Courier</b>, the <b>Delivery Address</b> field displays. The <b>Delivery Address</b> defaults to the address maintained at the Account. This field cannot be edited.</p>
<b>Delivery Branch</b>	<p>If the <b>Delivery Mode</b> field is selected as <b>Branch</b>, the <b>Delivery Branch</b> field displays. The <b>Delivery Branch</b> field displays the account branch by default but this field can be edited.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field allows selecting a branch Id different from the account branch while requesting a new cheque book to be delivered or collected. Enter the new <b>Delivery Branch</b> or click the <b>Search</b> icon to view the <b>Branch ID</b> pop-up window. By default, this window lists all the branches present in the system. You can search for a specific <b>Delivery Branch</b> by providing a <b>Branch ID</b> or <b>Branch Name</b>, and click on the <b>Fetch</b> button.</p> </div>
<b>Narrative</b>	<p>The <b>Narrative</b> field defaults to the <b>Cheque Book Request</b> and allows editing.</p>

3. Click **Submit**.

The screen is successfully submitted for authorization.

### 3.11.2 Cheque Book Status

This topic describes the systematic instructions about the Cheque Book Status.

The Cheque Book Status screen helps the user to inquire about the delivery status of the cheque book that the customer has requested for and be able to update its status to Delivered once it is delivered to the customer.

**To view the cheque book status:**

1. On the **Home** screen, from **Retail Account Services**, under **Cheque Book**, click **Cheque Book Status**, or specify the **Cheque Book Status** in the Search icon bar.

Cheque Book Status screen is displayed.


Figure 3-64 Cheque Book Status

**Cheque Book Status** [Remarks] [Documents] [Full Screen] [Close]

Search by: Account Number: B0101173 Account Name: John Smith


First Cheque Number	Status	Requested Date	Delivery Date	Delivery Mode	Address	Actions
No data to display.						

**Customer Information**



Customer Id, Name: 000182, John Smith NA

KYC Status: Not Verified

Signature:  [Search]

Account Name: John Smith	Account Branch: FM7
Account Status: Active	Mode Of Operation: Single
Account Balance: E995,264.00	

8892090908

Johnsmith@gmail.com

Address Of Communication: #101, Church Street, New York, New Jersey

[Audit] [Cancel] [Save & Close] [Submit]

- On **Cheque Book Status** specify the fields. For more information on fields, refer to the field description table below.



Table 3-39 Cheque Book Status - Field Description



Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Account Name</b>	<b>Account Name</b> is displayed based on the account selected.
<b>First Cheque Number</b>	By default, the system displays the most recent Cheque book request that the customer has made.
<b>Status</b>	<p>The system displays the following status of the Cheque book request.</p> <ul style="list-style-type: none"> <li>• Requested</li> <li>• Delivered</li> <li>• Destroyed</li> </ul> <p>Delivery Awaited or Destruction Awaited is updated as interim status when the transaction is pending approval for delivery or destruction.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>When the cheque book is updated as <b>Destroyed</b>, the delivery date is updated to the current business date and highlighted in red.</p> </div>
<b>Requested Date</b>	The system displays the date on which the customer requested the cheque book.

Table 3-39 (Cont.) Cheque Book Status - Field Description

Field	Description
<b>Delivery Date</b>	The system displays the date on which the cheque book is delivered to the customer. Automatically the current business date is updated when the status of the cheque book is changed to <b>Delivered</b> . The delivery date is blank for cheque books where the status is <b>Requested</b> .
<b>Delivery Mode</b>	The system defaults the following type of cheque delivery mode. <ul style="list-style-type: none"> <li>• Branch</li> <li>• Delivery</li> </ul>
<b>Address</b>	The system displays the Branch Code and Name by default when the delivery mode is Branch. The system displays the Account Address by default when the delivery mode is Delivery.
<b>Actions</b>	Click the <b>Action</b> icon to update the cheque book status from updated to: <ul style="list-style-type: none"> <li>• Deliver</li> <li>• Destory</li> </ul>

3. On click of the **Deliver** option, the status is updated as **Delivery Pending**. Upon authorization the status is updated as **Delivered**.
4. On click of the **Destory** option, the status is updated as **Desctruction Pending**. Upon authorization the status is updated as **Destroyed**.
5. Click **Submit**.

The screen is successfully submitted for authorization.

### 3.11.3 Stop Cheque Payment

This topic describes the systematic instructions for stopping the payment of the cheque. Based on customer requests, the bank can stop payment on an uncleared cheque. Stop payment requests can either be for a single cheque or a continuous sequence of cheques or an amount.

#### Note:

Users can select the option Single Cheque or Range of Cheques or Amount for a stop payment. If stop payment to be performed for multiple sequential cheque numbers, the user has to select the Range of cheques option. To input a stop payment instruction based on Amount, the user has to select the Amount option.

#### To stop cheque payment:

1. On the **Home** screen, from **Retail Account Services**, under **Cheque Book**, click **Stop Cheque Payment**, or specify the **Stop Cheque Payment** in the Search icon bar.

The **Stop Cheque Payment** screen is displayed.

Figure 3-65 Stop Cheque Payment - Single Cheque tab

**Stop Cheque Request**
Remarks Documents

Search by

Account Number

Account Name

Single Cheque
Range of Cheques
Amount


Cheque Number

Stop Reason

Effective Date

Expiry Date


**Customer Information**



Customer Id, Name  
000182, John Smith NA

KYC Status Not Verified

---

Signature 

---

Account Name John Smith      Account Branch FM7  
 Account Status Active      Mode Of Operation Single  
 Account Balance £995,264.00

---

#101, Church Street, New York, New Jersey

Figure 3-66 Stop Cheque Payment - Range of Cheque tab

**Stop Cheque Request**
Remarks Documents

Search by

Account Number

Account Name

Single Cheque
Range of Cheques
Amount

Cheque Start Number


Cheque End Number

Effective Date

Expiry Date

Stop Reason


**Customer Information**



Customer Id, Name  
000182, John Smith NA

KYC Status Not Verified

---

Signature 

---

Account Name John Smith      Account Branch FM7  
 Account Status Active      Mode Of Operation Single  
 Account Balance £995,264.00

---

#101, Church Street, New York, New Jersey

Figure 3-67 Stop Cheque Payment - Amount tab

**Stop Cheque Request**
Remarks Documents

Search by

Account Number

B0101173

John Smith

Single Cheque
Range of Cheques
Amount

Amount

GBP

2,000.00

Stop Reason

Low Balance

Effective Date


March 30, 2018

📅

Expiry Date

📅


**Customer Information**



Customer Id, Name  
000182, John Smith NA

KYC Status Not Verified

---

Signature  Q

---

Account Name	Account Branch
John Smith	FM7
Account Status	Mode Of Operation
Active	Single
Account Balance	
£995,264.00	

---

📞 8892090908

✉️ Johnsmith@gmail.com

📍 Address Of Communication

#101, Church Street, New York, New Jersey

Audit
Cancel
Save & Close
Submit

2. On **Stop Cheque Payment** screen, specify the fields. For more information on fields, refer to the field description table below.

Table 3-40 Stop Payment Cheque - Single Cheque - Field Description




Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Account Name</b>	<b>Account Name</b> is displayed by default based on the account selected.
<b>Cheque Number</b>	Enter the Cheque Number on which payment has to be stopped.
	<div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The option to input a single cheque number is available when <b>Single Cheque</b> is selected. This field is mandatory.</p> </div>
<b>Stop Reason</b>	User can capture the reason for stop payment instruction.
<b>Effective Date</b>	Select or specify the start date for the stop cheque payment instruction based.
	<div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The effective date should be equal or greater than the current business date.</p> </div>

Table 3-40 (Cont.) Stop Payment Cheque - Single Cheque - Field Description


Field	Description
<b>Expiry Date</b>	<p>Select or specify the end date for the stop cheque payment instruction.</p> <p> <b>Note:</b></p> <p>The effective date should be equal or greater than the current business date.</p>

Table 3-41 Stop Payment Cheque - Range of Cheque - Field Description



Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p>
<b>Cheque Start Number</b>	<p>Enter the first cheque number in a series of cheques on which payment has to be stopped.</p> <p> <b>Note:</b></p> <p>The option to input <b>Cheque Start Number</b> is available when <b>Range of Cheques</b> is selected.</p>
<b>Cheque End Number</b>	<p>Enter the last cheque number in a series of cheques on which payment has to be stopped.</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• The option to input <b>Cheque End Number</b> is available when <b>Range of Cheques</b> is selected.</li> <li>• <b>Cheque End Number</b> cannot be less than the <b>Cheque Start Number</b>.</li> <li>• The cheque numbers must always be sequential.</li> </ul>
<b>Stop Reason</b>	User can capture the reason for stop payment instruction.

Table 3-41 (Cont.) Stop Payment Cheque - Range of Cheque - Field Description





Field	Description
<b>Effective Date</b>	<p>Select or specify the start date for the stop cheque payment instruction.</p> <p> <b>Note:</b></p> <p>The effective date should be equal or greater than the current business date.</p>
<b>Expiry Date</b>	<p>Select or specify the end date for the stop cheque payment instruction.</p> <p> <b>Note:</b></p> <p>The effective date should be equal or greater than the current business date.</p>

Table 3-42 Stop Payment Cheque - Amount - Field Description

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button.
<b>Account Name</b>	<b>Account Name</b> is displayed based on the account selected.
<b>Amount</b>	Enter the amount on which payment has to stop. If the <b>Stop Payment Type</b> is selected as an <b>Amount</b> , the cheque amount represents the amount for which the cheque was drawn.
<b>Expiry Date</b>	Click the <b>Calendar</b> icon and specify the expiry date. The stop payment expires on the selected date. A stop payment is effective till the End of Day is executed on the expiry date.
<b>Stop Reason</b>	Specify the reason for including the Stop Cheque Payment instruction.
<b>Effective Date</b>	<p>Select or specify the start date for the stop cheque payment instruction.</p> <p> <b>Note:</b></p> <p>The effective date should be equal or greater than the current business date.</p>

**Table 3-42 (Cont.) Stop Payment Cheque - Amount - Field Description**

Field	Description
<b>Expiry Date</b>	<p>Select or specify the end date for the stop cheque payment instruction.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The effective date should be equal or greater than the current business date.</p> </div>

3. Click **Submit**.

The screen is successfully submitted for authorization.

### 3.11.4 View and Modify Stop Cheque Payment

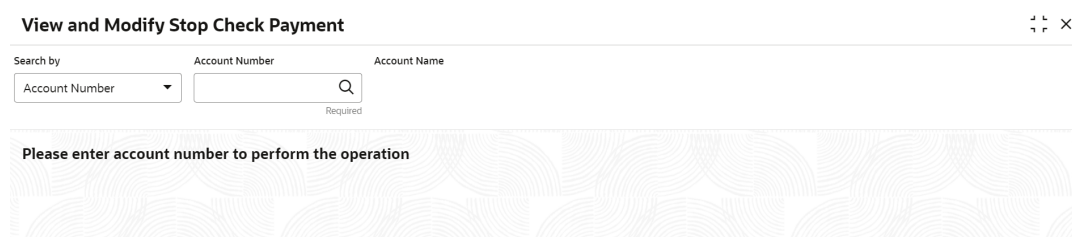
You can modify or delete an existing stop payment cheque, based on the customer request.

When such an action is performed, the status of the cheque or a series of cheques is updated to **Not Used**. In future, when a cheque based transaction is initiated by the customer using any of these cheque numbers, payments are honored by the bank.

**To manage the stop cheque payment details:**

1. On the **Home** screen, from **Retail Account Services**, under **Cheque Book**, click **View and Modify Stop Cheque Payment**, or specify the **View and Modify Stop Cheque Payment** in the Search icon bar.

The **View and Modify Stop Cheque Payment** screen is displayed.

**Figure 3-68 View and Modify Stop Cheque Payment**


2. On the **View and Modify Stop Cheque Payment** screen, click the **Search** icon or specify the account number in the **Account Number** field, and press **Tab** or **Enter**.

The details are displayed in the **Stopped Cheques** section.



Figure 3-69 Stopped Cheques Detail

**View and Modify Stop Cheque Payment** ⌵ ⌵ ⌵

Search by Account Number Account Name

Account Number   Priya

Stopped Cheques



Amount 12	Cheque Numbers 0158-0159	Cheque Number 0151	Cheque Number 0003
Effective Date March 30,2018	Effective Date March 30,2018	Effective Date March 30,2018	Effective Date March 30,2018
Expiry Date December 02,2022	Expiry Date January 18,2023	Expiry Date	Expiry Date

 **Note:**

If there are no stop payment records available for a given account number, the system displays a message that there are no stopped payments for the account.

3. On the **View and Modify Stop Cheque Payment** screen, you can view a summary of the stopped cheques for the account. For more information on fields, refer to the field description table below.

Table 3-43 View and Modify Stop Cheque Payment - Field Description

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Stopped Cheques</b>	This section lists all the cheques for which the payments are stopped.
<b>Amount, Cheque Numbers, or Cheque Number</b>	<p>Displays the type of stop cheque payment created for the account.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>While creating the stop cheque payment:</p> <ul style="list-style-type: none"> <li>• If you select the <b>Amount</b> option, then <b>Amount</b> is displayed in the widget.</li> <li>• If you select the <b>Range of Cheques</b> option, then <b>Cheque Numbers</b> is displayed in the widget.</li> <li>• If you select the <b>Single Cheque</b> option, then <b>Cheque Number</b> is displayed in the widget.</li> </ul> <p>For more information on creating stop cheque payment, refer Stop Cheque Payment screen.</p> </div>
<b>Effective Date</b>	Displays the effective date from when the stop cheque payment is active.
<b>Expiry Date</b>	Displays the end date till when the stop cheque payment should be active.

4. On the **View and Modify Stop Cheque Payment** screen, you can perform any of the following actions:
  - **Create Stop Cheque Payment:** The Stop Cheque Payment screen is displayed. You can perform the required action in this screen. For more information, refer the [Stop Cheque Payment](#) screen.
  - **View Stop Cheque Payment Details:** The Stop Cheque Payment screen is displayed. For more information, refer [View Stop Cheque Payment](#).
  - **Modify Stop Cheque Payment:** The Stop Cheque Payment screen is displayed. For more information, refer [Modify Stop Cheque Payment](#).
  - **Close Stop Cheque Payment:** The Stop Cheque Payment screen is displayed. For more information, refer [Close Stop Cheque Payment](#).

 **Note:**

While performing a reversal of stop cheque payment, you are allowed to select only one action, that is View, Edit, or Close.

- [View Stop Cheque Payment](#)  
You can view the detailed information of the stop cheque payment in this screen.
- [Modify Stop Cheque Payment](#)  
You can modify the required information of the stop cheque payment in this screen.
- [Close Stop Cheque Payment](#)  
You can close or delete a stop payment request placed on a cheque, series of cheques, or stop payments based on amounts before the expiry date of the instruction using this screen.

### 3.11.4.1 View Stop Cheque Payment

You can view the detailed information of the stop cheque payment in this screen.

**To view the stop cheque payment details:**

1. From the **View and Modify Stop Cheque Payment** screen, click **View** icon from the required widget, in the **Stopped Cheques** section.

The **Stop Cheque Payment** screen is displayed.

### Stop Cheque Payment

Remarks Documents ⌵ ✕

Search by

Account Number ▼

Account Name

Account Number

B0101173


Account Name

John Smith

#### View Stop Cheque Payment

Amount	Stop Reason
12.00	reason 2
Effective Date	Expiry Date
March 30, 2018	December 2, 2022


#### Customer Information



Customer Id, Name  
000182, John Smith NA

KYC Status Not Verified

---

Signature  🔍

---

Account Name	Account Branch
John Smith	FM7
Account Status	Mode Of Operation
Active	Single
Account Balance	
E995,264.00	

---

📞 8892090908

✉️ Johnsmith@gmail.com

📍 Address Of Communication

#101, Church Street, New York, New Jersey

Audit
Cancel
Save & Close
Submit

2. You can view the details in the **View Stop Cheque Payment** section.  
For more information on fields, refer to the field description table.

Table 3-44 View Stop Cheque Payment - Field Description








Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div data-bbox="737 848 1474 1136" style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>View Stop Cheque Payment</b>	This section displays the stop cheque payment details.
<b>Amount</b>	<p>Displays the cheque amount for stop cheque payment.</p> <div data-bbox="737 1310 1474 1486" style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px;"> <p> <b>Note:</b></p> <p>This field is displayed if the stop cheque payment is of <b>Amount</b> type.</p> </div>
<b>Stop Reason</b>	<p>Displays the reason for stop cheque payment.</p> <div data-bbox="737 1591 1474 1768" style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px;"> <p> <b>Note:</b></p> <p>This field is displayed if the stop cheque payment is of <b>Amount</b>, <b>Single Cheque</b>, and <b>Range of Cheques</b> types.</p> </div>

Table 3-44 (Cont.) View Stop Cheque Payment - Field Description

Field	Description
<b>Effective Date</b>	<p>Displays the effective date from when the stop cheque payment is active.</p> <p> <b>Note:</b> This field is displayed if the stop cheque payment is of <b>Amount, Single Cheque,</b> and <b>Range of Cheques</b> types.</p>
<b>Expiry Date</b>	<p>Displays the end date till when the stop cheque payment should be active.</p> <p> <b>Note:</b> This field is displayed if the stop cheque payment is of <b>Amount, Single Cheque,</b> and <b>Range of Cheques</b> types.</p>
<b>Start Cheque Number</b>	<p>Displays the start cheque number issued for the stop cheque payment.</p> <p> <b>Note:</b> This field is displayed if the stop cheque payment is of <b>Single Cheque</b> and <b>Range of Cheques</b> types.</p>
<b>End Cheque Number</b>	<p>Displays the end cheque number issued for the stop cheque payment.</p> <p> <b>Note:</b> This field is displayed if the stop cheque payment is of <b>Single Cheque</b> and <b>Range of Cheques</b> types.</p>

3. Click **Submit**.

The **View and Modify Stop Cheque Payment** screen is displayed.

### 3.11.4.2 Modify Stop Cheque Payment

You can modify the required information of the stop cheque payment in this screen.

**To modify the stop cheque payment details:**

1. From the **View and Modify Stop Cheque Payment** screen, click **Modify** icon from the required widget, in the **Stopped Cheques** section.

The **Stop Cheque Payment** screen is displayed.

### Stop Cheque Payment

Remarks
Documents
⌵ ⌶ ⌷

Search by

Account Number

Account Number

B0101173

Account Name

John Smith

#### Modify Stop Cheque Payment

Start Cheque Number

0002

Effective Date

March 30, 2018

Stop Reason


tests

End Cheque Number

0005


Expiry Date

#### Customer Information



Customer Id, Name  
000182, John Smith

KYC Status Not Verified

Signature 

Account Name	Account Branch
John Smith	FM7
Account Status	Mode Of Operation
Active	Single
Account Balance	
£995,264.00	

8892090908

Johnsmith@gmail.com

Address Of Communication

#101, Church Street, New York, New Jersey

Audit
Cancel
Save & Close
Submit

2. You can modify the details in the **Modify Stop Cheque Payment** section. For more information on fields, refer to the field description table.

Table 3-45 Modify Stop Cheque Payment - Field Description



Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div data-bbox="737 852 1474 1136" style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; margin-top: 20px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Modify Stop Cheque Payment</b>	This section displays the stop cheque payment details, which can be modified based on your requirement.
<b>Amount</b>	<p>Specify the cheque amount for stop cheque payment.</p> <div data-bbox="737 1314 1474 1587" style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; margin-top: 20px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• By default, the existing stop cheque payment amount is displayed in this field. You can modify the amount if required.</li> <li>• This field is displayed if the stop cheque payment is of <b>Amount</b> type.</li> </ul> </div>



Table 3-45 (Cont.) Modify Stop Cheque Payment - Field Description






Field	Description
<b>Stop Reason</b>	<p>Specify the reason for stop cheque payment.</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"><li>• By default, the existing reason for stop cheque payment is displayed in this field. You can modify the amount if required.</li><li>• This field is displayed if the stop cheque payment is of <b>Amount, Single Cheque</b> and <b>Range of Cheques</b> types.</li></ul>
<b>Effective Date</b>	<p>Specify the effective date from when the stop cheque payment should be active.</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"><li>• By default, the existing effective date for stop cheque payment is displayed in this field. You can modify the amount if required.</li><li>• This field is displayed if the stop cheque payment is of <b>Amount, Single Cheque</b> and <b>Range of Cheques</b> types.</li></ul>
<b>Expiry Date</b>	<p>Specify the end date till when the stop cheque payment will be active.</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"><li>• By default, the existing expiry date for stop cheque payment is displayed in this field. You can modify the amount if required.</li><li>• This field is displayed if the stop cheque payment is of <b>Amount, Single Cheque</b> and <b>Range of Cheques</b> types.</li></ul>

Table 3-45 (Cont.) Modify Stop Cheque Payment - Field Description

Field	Description
<b>Start Cheque Number</b>	<p>Displays the start cheque number initiated for the stop cheque payment.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>By default, the existing expiry date for stop cheque payment is displayed in this field. You can modify the amount if required.</li> <li>This field is displayed if the stop cheque payment is of <b>Amount, Single Cheque</b> and <b>Range of Cheques</b> types.</li> </ul> </div>
<b>End Cheque Number</b>	<p>Displays the end cheque number initiated for the stop cheque payment.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>By default, the existing expiry date for stop cheque payment is displayed in this field. You can modify the amount if required.</li> <li>This field is displayed if the stop cheque payment is of <b>Amount, Single Cheque</b> and <b>Range of Cheques</b> types.</li> </ul> </div>

3. Click **Submit**.

The transaction is submitted for authorization. The **View and Modify Stop Cheque Payment** screen is displayed.

### 3.11.4.3 Close Stop Cheque Payment

You can close or delete a stop payment request placed on a cheque, series of cheques, or stop payments based on amounts before the expiry date of the instruction using this screen.

**To close the stop cheque payment:**

- From the **View and Modify Stop Cheque Payment** screen, click **Close** icon from the required widget, in the **Stopped Cheques** section.

The **Stop Cheque Payment** screen is displayed.

### Stop Cheque Payment

Remarks Documents ⌵ ⌵ ✕

Search by

Account Number

Account Name

Account Number

B0101173


Account Name

John Smith

**Close Stop Cheque Payment**

Amount	Stop Reason
12.00	reason 2
Effective Date	Expiry Date
March 30, 2018	December 2, 2022


**Customer Information**



Customer Id, Name  
000182, John Smith NA

KYC Status Not Verified

---

Signature  Q

---

Account Name	Account Branch
John Smith	FM7
Account Status	Mode Of Operation
Active	Single
Account Balance	
£995,264.00	

---

8892090908

Johsmith@gmail.com

Address Of Communication

#101, Church Street, New York, New Jersey

Audit
Cancel
Save & Close
Submit

2. You can view the details in the **Close Stop Cheque Payment** section.  
For more information on fields, refer to the field description table.

Table 3-46 Close Stop Cheque Payment - Field Description








Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Close Stop Cheque Payment</b>	This section displays the stop cheque payment details of the account.
<b>Start Cheque Number</b>	<p>Displays the start cheque number of the cheque initiated for stop cheque payment.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is displayed if the stop cheque payment is of <b>Cheque Number</b> and <b>Cheque Numbers</b> types.</p> </div>
<b>End Cheque Number</b>	<p>Displays the end cheque number of the cheque initiated for stop cheque payment.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is displayed if the stop cheque payment is of <b>Cheque Number</b> and <b>Cheque Numbers</b> types.</p> </div>

Table 3-46 (Cont.) Close Stop Cheque Payment - Field Description

Field	Description
<b>Effective Date</b>	<p>Displays the effective date from when the stop cheque payment is active.</p> <p> <b>Note:</b> This field is displayed if the stop cheque payment is of <b>Amount, Cheque Number, and Cheque Numbers</b> types.</p>
<b>Expiry Date</b>	<p>Displays the end date till when the stop cheque payment should be active.</p> <p> <b>Note:</b> This field is displayed if the stop cheque payment is of <b>Amount, Cheque Number, and Cheque Numbers</b> types.</p>
<b>Stop Reason</b>	<p>Displays the reason for stop cheque payment was initiated.</p> <p> <b>Note:</b> This field is displayed if the stop cheque payment is of <b>Amount, Cheque Number, and Cheque Numbers</b> types.</p>
<b>Amount</b>	<p>Displays the cheque amount for stop cheque payment.</p> <p> <b>Note:</b> This field is displayed if the stop cheque payment is of <b>Amount</b> type.</p>

3. Click **Submit**.

The **View and Modify Stop Cheque Payment** screen is displayed.

## 3.12 Inquiry

Under the **Inquiry** menu, you can perform inquire the details of a CASA account.

This topic contains the following subtopics:

- [Account Transactions](#)

This topic provides the systematic instructions for the users to view, and download all the transactions posted to the current account and saving accounts for a particular date range or last n transactions.

- [Cheque Status Inquiry](#)  
This topic describes the systematic instructions about Cheque Status Inquiry. This screen helps the user to inquire the status of a cheque and its beneficiary details for a given account number and cheque number.
- [Account Closure Inquiry](#)

## 3.12.1 Account Transactions

This topic provides the systematic instructions for the users to view, and download all the transactions posted to the current account and saving accounts for a particular date range or last n transactions.

**To view account transaction details:**

1. On the **Home** screen, from **Retail Account Services**, under **Inquiry**, click **Account Transactions**, or specify the **Account Transaction Inquiry** in the Search icon bar.

**Account Transactions** screen is displayed.

**Figure 3-70 Account Transactions**

The screenshot shows the 'Account Transactions' interface. At the top, there are search fields for 'Account Number' (BO1M000000071) and 'Account Name' (PHIL FRANZ). Below these are search filters for 'Transaction Type' (Debits & Credits) and 'Last Number of Transactions' (15). A 'Search' button is present. Under 'Transaction Details', there is a 'Type to filter' input field. The results section shows '1 Results' and a table with columns: Transaction Date, Reference Number, Transaction Description, Instrument Number, Value Date, Debit Amount, and Credit Amount. The table contains one row: March 30, 2018, 000ZXRD1808902BG, Account Transfer, March 30, 2018, 1,000,000,000.00. A footer indicates 'Page 1 of 1 (1 of 1 items)'.

Transaction Date	Reference Number	Transaction Description	Instrument Number	Value Date	Debit Amount	Credit Amount
March 30, 2018	000ZXRD1808902BG	Account Transfer		March 30, 2018		1,000,000,000.00

2. On **Account Transactions** screen, specify the fields.  
For more information on fields, refer to the field description table.

Table 3-47 Account Transactions - Field Description






Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Search Transactions</b>	This section displays the fields to perform the search.
<b>Transaction Type</b>	<p>Select the type of transactions to be searched. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Debits &amp; Credits</b></li> <li>• <b>Debits</b></li> <li>• <b>Credits</b></li> </ul> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Transaction type is always <b>Debits &amp; Credits</b> if you select the <b>Search Type</b> as the <b>Last Number of Transactions</b>.</p> </div>
<b>Search Type</b>	<p>Select the search type for the transaction. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Data Range</b></li> <li>• <b>Current Month</b></li> <li>• <b>Current Month Plus Previous Month</b></li> <li>• <b>Current Month Plus Previous 3 Month</b></li> <li>• <b>Current Month Plus Previous 6 Month</b></li> <li>• <b>Last Number of Transactions</b></li> </ul>

Table 3-47 (Cont.) Account Transactions - Field Description

Field	Description
<b>Date Range</b>	Select or specify the from and to date for fetching the transaction details.   <b>Note:</b> This field is displayed if you select <b>Date Range</b> from the <b>Search Type</b> field.
<b>Last Number of Transactions</b>	Select or specify the last number of the transaction to be fetched.   <b>Note:</b> This field is displayed if you select <b>Last Number of Transactions</b> from the <b>Search Type</b> field.
<b>Transactional Details</b>	This section displays the transaction details for the account selected.   <b>Note:</b> You can click the <b>Column Filter</b> icon to view only the selected transaction details.
<b>Filter</b>	Specify a value to filter the details as required.
<b>Transaction Date</b>	Displays the date of the transaction.
<b>Reference Number</b>	Displays the transaction's reference number.
<b>Transaction Description</b>	Displays the description for the transaction.
<b>Instrument Number</b>	Displays the instrument number used for the transaction.
<b>Value Date</b>	Displays the value date of the transaction.
<b>Debit Amount</b>	Displays the transaction's debit amount.
<b>Credit Amount</b>	Displays the transaction's credit amount.

### 3.12.2 Cheque Status Inquiry

This topic describes the systematic instructions about Cheque Status Inquiry. This screen helps the user to inquire the status of a cheque and its beneficiary details for a given account number and cheque number.

If the cheque is archived, the screen displays two additional fields, Archival Date and Remarks.

**To inquire the cheque status:**

1. On the **Home** screen, from **Retail Account Services**, under **Inquiry**, click **Cheque Status Inquiry**, or specify the **Cheque Status Inquiry** in the Search icon bar.


**Cheque Status Inquiry** screen is displayed.



Figure 3-71 Cheque Status Inquiry

2. On **Cheque Status Inquiry** screen, specify the fields. For more information on fields, refer to the field description table below.

Table 3-48 Cheque Status Inquiry - Field Description

Field	Description
<b>Search By</b>	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>
<b>Cheque Number</b>	Enter the <b>Cheque Number</b> and click the <b>Search</b> button to view the Input Cheque Number details.
<b>Input Cheque Number</b>	This section displays the details of specified cheque number.

**Table 3-48 (Cont.) Cheque Status Inquiry - Field Description**

Field	Description
<b>Status</b>	The <b>Status</b> displays if the cheque is Used, Not Used, Canceled, Rejected and Part Used. For cheques that are stopped from payment, an additional remark, 'Stopped' will be displayed in the status.
<b>Amount</b>	Displays the <b>Amount</b> for which the cheque is drawn.
<b>Presented On</b>	Displays the date on which the Cheque was presented for encashment.
<b>Date On Cheque</b>	Displays the date mentioned on the cheque.
<b>Beneficiary</b>	Displays the beneficiary of the cheque.

3. After input of the account number, the Sweep History details are displayed in a tabular format.
4. On **Sweep History** details, users can view the fields. For more information on fields, refer to the field description table below.

**Table 3-49 Sweep History Details**

Field	Description
<b>Account Number</b>	Displays the linked Account Number.
<b>Branch</b>	Displays the branch code for the account number.
<b>Account Type</b>	Displays if the linked account is Savings Account, Auto Deposit or Term Deposit.
<b>Operation</b>	Displays the operation performed on the sweep transaction if it is a Sweep In or Reverse Sweep In transaction.
<b>Transaction Date</b>	Displays the date of sweep in or reverse sweep in transaction.
<b>Transfer Amount</b>	Displays the transfer amount involved in sweep in or reverse sweep in.

5. **View Sweep Setup** remains inactive until the account number is input and the Search button is clicked. When users click on the **View Sweep Setup, Account Sweep In Definition** pop up window is displayed.
6. In the **Account Sweep In Definition** screen, users can view the Account Sweep In details. The details are as follows:
  - a. Enable Reverse Sweep In
  - b. Savings Accounts
  - c. Auto Deposits
  - d. Term Deposits

### 3.12.3 Account Closure Inquiry

This helps to inquire account closure status at different stages of the account closure process and view the below details,

- Display all the applicable stages of account closure and status
- Failure Reason/Related error message in case of failure
- Account closure request details

- Account closure status
- Closure Initiation Date
- Closure Date
- Estimated Payout (Applicable before IC online Liquidation)
- Final Settlement Amount (Applicable after IC online liquidation with latest balance)
- Transaction Reference Number.

 **Note:**

The system displays the latest account closure request details in case more than one account closure happened for the account (in case of close and reopen).

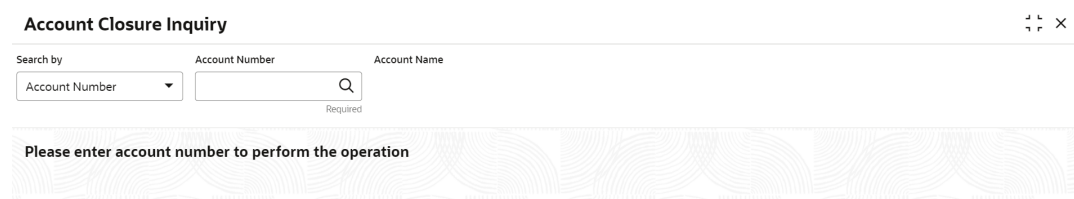
 **Note:**

The fields marked as **Required** are mandatory.

1. On **Home** screen, from **Retail Account Services**, under **Inquiry**, click **Account Closure Inquiry**, or specify the **Account Closure Inquiry** in the Search icon bar.

The **Account Closure Inquiry** screen is displayed.

**Figure 3-72 Account Closure Inquiry**



Account Closure Inquiry

Search by Account Number Account Name

Account Number

Required

Please enter account number to perform the operation

2. Click the **Search** icon or specify the account number in the **Account Number** field, and press **Enter** or **Tab**.

The account closure inquiry details are displayed in the screen.

**Figure 3-73 Account Closure Inquiry Details**

The screenshot displays the 'Account Closure Inquiry' interface. At the top, there are search fields for 'Search by' (set to 'Account Number'), 'Account Number' (B01000000010904), and 'Account Name' (Jacob Mathew). Below this is a progress bar for 'Account Closure Stage' with five steps: Validation, Approve, IC Liquidation, Settlement, and Close Account, all marked with green checkmarks. The 'Account Details' section shows 'Final Payout' as GBP 3,001.00, 'Closure Date' as December 7, 2018, and 'Closure Status' as Closed. The 'Account Closure Reason' is listed as 'Customer Service Issue'. The 'Settlement Details' table shows one entry with Payment Mode 'Ledger', Ledger Code '111000001', Description '111000001', and Reference Number '1235102280350400514'.

For more information on fields, refer to the field description table.

**Table 3-50 Account Closure - Field Description**




Field	Description
Search By	<p>Users can search for an account number by using any of the available search criteria.</p> <p>The account number is set as the default search option. Users can specify the account number directly in the adjacent field or search for an account number by clicking the <b>Search</b> icon. Users can also search for the specific account number by providing customer ID, account number, or account name.</p> <p>Other search options available in the Search by field are Customer ID, SSN, Mobile Number, and Email.</p> <p>A specific customer ID can be searched by providing the customer name or customer ID. If SSN, mobile, or email IDs are chosen to find an account number, the respective IDs have to be input entirely in the adjacent field for the system to display the account number. For a given search criteria, multiple account numbers may be linked.</p> <p>For example, two or more account numbers can be linked to a single mobile number. In such cases, the system displays all the account number matches and the user can select the relevant account number on which to perform a servicing operation.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The label of the field adjacent to the Search by field changes dynamically. For example, if the Account number is chosen as the search criteria, the label of the adjacent field is displayed as the Account Number. If SSN is chosen as the search criteria, then the adjacent field would display the label as SSN.</p> </div>

Table 3-50 (Cont.) Account Closure - Field Description

Field	Description
<b>Account Closure Stage</b>	Displays all applicable stages of account closure with status. <ul style="list-style-type: none"> <li>• Red colour indicates <b>Failed</b>.</li> <li>• Green colour indicates <b>Success</b>.</li> <li>• Black colour indicates <b>Pending</b>.</li> <li>• Gray colour indicates <b>Yet to Start</b>.</li> </ul>
<b>Account Details</b>	Displays the closure account details such as final payout amount, closure initiated date, and status of the account.
<b>Final payout</b>	It displays after IC online liquidation with the latest account balance. <ul style="list-style-type: none"> <li>• Credit indicator is displayed if payout amount is greater than zero.</li> <li>• Debit indicator should be displayed if the payout amount is less than zero.</li> <li>• Debit or Credit indicator will not be displayed if payout amount is zero.</li> </ul>
<b>Closure Initiated</b>	It displays the account closure initiation date. <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b> This field will not be displayed after an account is closed.</p> </div>
<b>Account Closure Date</b>	It displays the account closure date. <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b> This field will be displayed once the account is closed.</p> </div>
<b>Closure Status</b>	It displays the closure status of an account. <ul style="list-style-type: none"> <li>• <b>In Progress</b> - An account closure request is in process/pending approval.</li> <li>• <b>Failed</b> - If an account closure request is failed.</li> <li>• <b>Rejected</b> - If an account closure request is rejected by the approver.</li> <li>• <b>Closed</b> - If an account closure is successfully completed.</li> </ul>
<b>Closure Reason</b>	Displays the reason for account closure.

**Table 3-50 (Cont.) Account Closure - Field Description**

Field	Description
<b>Settlement Details</b>	<p>If the payment mode is an <b>Account</b>. It displays the below values.</p> <ul style="list-style-type: none"> <li>• <b>Account Number</b> - Displays an offset account number for transferring the outstanding balance.</li> <li>• <b>Account Name</b> - Displays an offset account name.</li> <li>• <b>Transaction Reference Number</b> - Displays the transaction reference number of account to account transfer.</li> <li>• <b>Currency</b> - Displays an offset account/settlement account currency code.</li> <li>• <b>Exchange Rate</b> - In case of cross-currency settlement system derives the exchange rate based on account closure servicing preference maintenance and display the exchange rate.</li> </ul> <p>If the payment mode is <b>Ledger</b>. It displays the below values.</p> <ul style="list-style-type: none"> <li>• <b>Ledger Code</b> - Displays the selected ledger code.</li> <li>• <b>Description</b> - Displays the ledger description.</li> <li>• <b>Transaction Reference Number</b> - Display the transaction reference number of account to GL transfer.</li> </ul>

3. Click **Close** icon to close this screen.

## 3.13 Business Events in Oracle Banking Retail Accounts

This topic describes the processing of business events in online for Oracle Banking Retail Accounts in Oracle Banking Retail Accounts.

The System has the capability to generate events based customer-initiated or system-initiated actions. The system generates these events related to a customer and their accounts when activities or actions related to the customer or accounts take place that are useful for a service interaction. Some of these generated events are also important to be communicated to customers in a timely manner as per regulations.

The system has the capability to generate and hand over the event with the required details to an external system through Event Delivery Platform (EDP) for their consumption and the external system can use the data handed over for any purpose as deemed necessary.

The following business events is available as follows:

- Account Creation
- Debit transaction
- Credit transaction
- Minimum Credit or Debit transaction threshold
- Maximum Credit or Debit transaction threshold

The static data is factory shipped as part of this release as below.

When the event happens and passes the underlying rule, the system will publish the event with necessary facts (Data) as shown in the table for the multiple third party systems to consume. A single event can be published to multiple consumers.

 **Note:**

Facts and Rules are the key elements for generating the Business Events. Banks can configure the Facts and Rules, with the naming convention specified in the below tables respectively.

**Table 3-51 List of Facts**

Domain	Category	Event	Fact Name	Fact Description
OBRACC	NONFINANCIAL	ACCREATE	F_ACCOUNT_BR ANCH	Account Branch
OBRACC	NONFINANCIAL	ACCREATE	F_ACCOUNT_CLA SS	Business Product
OBRACC	NONFINANCIAL	ACCREATE	F_ACCOUNT_CU RRENCY	Account Currency
OBRACC	NONFINANCIAL	ACCREATE	F_ACCOUNT_CU STNAME	Account Customer Name
OBRACC	NONFINANCIAL	ACCREATE	F_ACCOUNT_CU STNO	Account Customer Number
OBRACC	NONFINANCIAL	ACCREATE	F_ACCOUNT_NA ME	Account Name
OBRACC	NONFINANCIAL	ACCREATE	F_ACCOUNT_NO	Account Number
OBRACC	NONFINANCIAL	ACCREATE	F_ACCOUNT_OP ENDATE	Account Open Date
OBRACC	NONFINANCIAL	ACCREATE	F_ACCOUNT_TYP E	Account Type
OBRACC	FINANCIAL	ACTXN	F_TXN_ACCOUNT _BRANCH	Transaction Account Branch
OBRACC	FINANCIAL	ACTXN	F_TXN_ACCOUNT _CURRENCY	Transaction Account Currency
OBRACC	FINANCIAL	ACTXN	F_TXN_ACCOUNT _NO	Transaction Account Number
OBRACC	FINANCIAL	ACTXN	F_TXN_ACY_AMO UNT	Transaction Account Currency Amount
OBRACC	FINANCIAL	ACTXN	F_TXN_CUSTOM ER_NO	Transaction Customer Number
OBRACC	FINANCIAL	ACTXN	F_TXN_DRCRIND	Recon Transaction Debit-Credit Indicator
OBRACC	FINANCIAL	ACTXN	F_TXN_VALUEDA TE	Recon Transaction Value Date

**Table 3-52 List of Rules**

Rule Name	Rule Description
EVENT_RULCACRE	Checking Account Creation
EVENT_RULSACRE	Savings Account Creation
EVENT_RULDRTXN	Debit Transaction
EVENT_RULCRTXN	Credit Transaction

**Table 3-52 (Cont.) List of Rules**

Rule Name	Rule Description
EVENT_RULMINDR	Minimum Debit Threshold
EVENT_RULMINCR	Minimum Credit Threshold
EVENT_RULMAXDR	Maximum Debit Threshold
EVENT_RULMAXCR	Maximum Credit Threshold

**Notifications**

The below list of notifications are supported as follow:

- Account Dormancy
- Reg D Warning
- Reg D Violation
- Reg D Monthly Threshold Violation
- Reg D Violation for the Calendar Month
- Reg D Automatic Product Switch (Savings to Checking account)
- Signatory Change on Account
- Account Closure
- Extension of Reg CC Hold
- Garnishment Placement
- Account Block has been placed
- Notification for Statement Generation

**Table 3-53 List of Facts**

Domain	Category	Event	Fact Name	Fact Description
OBRACC	NOTICES	ACCOUNTSTATUS	F_ACC_NO	Account Number
OBRACC	NOTICES	ACCOUNTSTATUS	F_ACC_CLOSURE_DATE	Closure Date
OBRACC	NOTICES	ACCOUNTSTATUS	F_ACC_STATUS	Account Status
OBRACC	NOTICES	ACCOUNTSTATUS	F_ESCHEATMENT_DATE	Escheatment Date
OBRACC	NOTICES	ACCOUNTSTATUS	F_CLOSURE_REASON	Closure Reason
OBRACC	NOTICES	ACCOUNTSTATUS	F_CUST_NO	Customer No
OBRACC	NOTICES	ACCOUNTSTATUS	F_ACC_NAME	Account Name
OBRACC	NOTICES	ACCOUNTSTATUS	F_ACC_TYPE	Account Type
OBRACC	NOTICES	ACCOUNTSTATUS	F_CUST_NAME	Customer Name
OBRACC	NOTICES	ACCOUNTSTATUS	F_CUST_TYPE	Customer Type
OBRACC	NOTICES	ACCSIGNATORY	F_ACC_TYPE	Account Type
OBRACC	NOTICES	ACCSIGNATORY	F_ACC_NO	Account Number
OBRACC	NOTICES	ACCSIGNATORY	F_ACC_NAME	Account Name
OBRACC	NOTICES	ACCSIGNATORY	F_JNT HOLDER_CUST_NO	Joint Holder Customer No



**Table 3-53 (Cont.) List of Facts**

Domain	Category	Event	Fact Name	Fact Description
OBRACC	NOTICES	ACCSIGNATORY	F_SIGNATORY_CHANGE_DATE	Signatory Changed Date
OBRACC	NOTICES	ACCSIGNATORY	F_JNT_HOLDER_CUST_NAME	Joint Holder Customer Name
OBRACC	NOTICES	ACCSIGNATORY	F_GUARDIAN_CUST_NO	Guardian Customer No
OBRACC	NOTICES	ACCSIGNATORY	F_CUST_NO	Customer No
OBRACC	NOTICES	ACCSIGNATORY	F_CUST_NAME	Customer Name
OBRACC	NOTICES	ACCSIGNATORY	F_CUST_TYPE	Customer Type
OBRACC	NOTICES	ACCSIGNATORY	F_GUARDIAN_CUST_NAME	Guardian Customer Name
OBRACC	NOTICES	ACCSIGNATORY	F_GUARDIAN_CUST_TYPE	Joint Holder Customer Type
OBRACC	NOTICES	ACCSIGNATORY	F_JNT_HOLDER_CUST_TYPE	Guardian Customer Type
OBRACC	NOTICES	ACCSTATEMENT	F_ACC_NO	Account Number
OBRACC	NOTICES	ACCSTATEMENT	F_STMT_MODE	Statement Mode
OBRACC	NOTICES	ACCSTATEMENT	F_STMT_GENERATION_DATE	Statement Generation Date
OBRACC	NOTICES	ACCSTATEMENT	F_CUST_NO	Customer No
OBRACC	NOTICES	ACCSTATEMENT	F_ACC_TYPE	Account Type
OBRACC	NOTICES	ACCSTATEMENT	F_ACC_NAME	Account Name
OBRACC	NOTICES	ACCSTATEMENT	F_CUST_NAME	Customer Name
OBRACC	NOTICES	ACCSTATEMENT	F_CUST_TYPE	Customer Type
OBRACC	NOTICES	AMOUNTBLOCK	F_GARNISHMENT_BLK_AMOUNT	Garnishment Block Amount
OBRACC	NOTICES	AMOUNTBLOCK	F_ACC_NO	Account Number
OBRACC	NOTICES	AMOUNTBLOCK	F_GARNISHMENT_ORDER_DATE	Garnishment Order Date
OBRACC	NOTICES	AMOUNTBLOCK	F_GARNISHMENT_STATUS	Garnishment Status
OBRACC	NOTICES	AMOUNTBLOCK	F_GARNISHMENT_END_DATE	Garnishment End Date
OBRACC	NOTICES	AMOUNTBLOCK	F_CUST_NO	Customer No
OBRACC	NOTICES	AMOUNTBLOCK	F_ACC_TYPE	Account Type
OBRACC	NOTICES	AMOUNTBLOCK	F_ACC_NAME	Account Name
OBRACC	NOTICES	AMOUNTBLOCK	F_CUST_TYPE	Customer Type
OBRACC	NOTICES	AMOUNTBLOCK	F_CUST_NAME	Customer Name
OBRACC	NOTICES	REGD	F_ACC_CLASS	Current Account Class
OBRACC	NOTICES	REGD	F_DATE_OF_WARNING_THRESHOLD_BREACH	Date Of Warning Threshold Breach
OBRACC	NOTICES	REGD	F_VIOLATION_TRANSACTION_MONTH_AND_YEAR	Reg D Violation Transaction Month And Year

**Table 3-53 (Cont.) List of Facts**

Domain	Category	Event	Fact Name	Fact Description
OBRACC	NOTICES	REGD	F_TXN_DESCRIP TION	Transaction Description
OBRACC	NOTICES	REGD	F_TXN_DATE	Transaction Date
OBRACC	NOTICES	REGD	F_TXN_CODE	Transaction Code
OBRACC	NOTICES	REGD	F_REG_D_WARNI NG_TRANSACTIO N_THRESHOLD	Reg D Warning Threshold
OBRACC	NOTICES	REGD	F_ACC_NO	Account Number
OBRACC	NOTICES	REGD	F_DATE_OF_VIOL ATION_THRESHO LD_BREACH	Reg D Warning BreachDate
OBRACC	NOTICES	REGD	F_WARNING_TXN _MONTH_AND_Y EAR	Reg D Warning Transaction MonthYear
OBRACC	NOTICES	REGD	F_REG_D_12_MO NTH_ROLLING_P ERIOD_VIOLATIO N_THRESHOLD	Reg D 12 Month Rolling Period Violation Threshold
OBRACC	NOTICES	REGD	F_REG_D_MONT HLY_VIOLATION_ THRESHOLD	Reg D Monthly Violation Threshold
OBRACC	NOTICES	REGD	F_REG_D_TXN_C OUNT_FOR_THE_ MONTH	Reg D Transaction Count For The Month
OBRACC	NOTICES	REGD	F_REG_D_VIOLAT ION_MONTHS_IN _12_MONTH_ROL LING_PERIOD	Reg D Yearly Violation
OBRACC	NOTICES	REGD	F_REG_D_VIOLAT ION_THRESHOLD	Reg D Violation Threshold
OBRACC	NOTICES	REGD	F_CUST_NO	Customer No
OBRACC	NOTICES	REGD	F_ACC_TYPE	Account Type
OBRACC	NOTICES	REGD	F_ACC_NAME	Account Name
OBRACC	NOTICES	REGD	F_CUST_NAME	Customer Name
OBRACC	NOTICES	REGD	F_CUST_TYPE	Customer Type
OBRACC	NOTICES	REGD	F_NEW_ACC_CLA SS	New Account Class

**Table 3-54 List of Rules**

Rule Name	Rule Description
EVENT_JOINT	Joint Holder
EVENT_GUAR	Guardian
EVENT_REGD_V_CAL_MNTH	Violation For Calendar Month
EVENT_REGD_V_YRLY	Yearly Violation
EVENT_REGD_V_MNTHLY	Monthly Threshold Violation
EVENT_REGD_WARN	Reg D Warning

**Table 3-54 (Cont.) List of Rules**

<b>Rule Name</b>	<b>Rule Description</b>
EVENT_GARN	Garnishment
EVENT_STMT_PERIODIC	Periodic
EVENT_CLOSURE	Closure
EVENT_ESCH_CLOS	Escheatment Closure

# A

## Functional Activity Codes

This topic contains the functional activity codes available in Oracle Banking Retail Accounts.

Screen Name/API Name	Functional Activity Code	Action	Description
Business Product Maintenance	OBRACC_FA_ACCOUNTCLASSAGGREGATE_AMEND	MODIFY	To amend an account class
Business Product Maintenance	OBRACC_FA_ACCOUNTCLASSAGGREGATE_AUTHORIZE	AUTHORIZE	To authorize an account class
Business Product Maintenance	OBRACC_FA_ACCOUNTCLASSAGGREGATE_CLOSE	CLOSE	To close an account class
Business Product Maintenance	OBRACC_FA_ACCOUNTCLASSAGGREGATE_DELETE	DELETE	To delete an account class
Business Product Maintenance	OBRACC_FA_ACCOUNTCLASSAGGREGATE_NEW	NEW	To make a new account class
Business Product Maintenance	OBRACC_FA_ACCOUNTCLASSAGGREGATE_REMOVELOCK	All Operations	To remove lock on an account class resource
Business Product Maintenance	OBRACC_FA_ACCOUNTCLASSAGGREGATE_REOPEN	REOPEN	To reopen an account class
Business Product Maintenance	OBRACC_FA_ACCOUNTCLASSAGGREGATE_SUBMIT	SUBMIT	To submit an account class
Business Product Maintenance	OBRACC_FA_ACCOUNTCLASSAGGREGATE_VALIDATE	VALIDATE	To validate an account class
Business Product Maintenance	OBRACC_FA_ACCOUNTCLASSAGGREGATE_VIEW	VIEW	To view an account class
Business Product Maintenance	OBRACC_FA_SER_ACCOUNTCLASSAGGREGATE_AMEND	UNLOCK	Update business product service API
Business Product Maintenance	OBRACC_FA_SER_ACCOUNTCLASSAGGREGATE_CLOSE	CLOSE	Close business product service API
Business Product Maintenance	OBRACC_FA_SER_ACCOUNTCLASSAGGREGATE_NEW	NEW	Create business product service API
Business Product Maintenance	OBRACC_FA_SER_ACCOUNTCLASSAGGREGATE_REOPEN	REOPEN	Reopen business product service API

Screen Name/API Name	Functional Activity Code	Action	Description
<b>Business Product Maintenance</b>	OBRACC_FA_SER_AC COUNTCLASSAGGREGATE_VIEW	VIEW	View business product service API
<b>Business Events</b>	CDDAPP_FA_LOG_NOTICE_EVENTGENERATION_SAVE	SAVE	Notice Event Generation Logging
<b>Statement</b>	DDASTMT_FA_DOWNLOAD_STATEMENT_SERVICE	VIEW	Download Account Statement Service
<b>Statement</b>	DDASTMT_FA_GENERATE_CONSOLIDATED_STATEMENT_SERVICE	NEW	Generate consolidated statement service
<b>Statement</b>	DDASTMT_FA_GENERATE_STATEMENT_SERVICE	NEW	Generate Account Statement Service
<b>Statement</b>	DDASTMT_FA_GET_STATEMENT_SERVICE	VIEW	Get Account Statement Service
<b>Statement</b>	DDASTMT_FA_SERVICE_GET_STATEMENT_REFERENCE	VIEW	Get Account Statement Preferences
<b>External Relationship Code</b>	DDACFG_FA_EXTRELATIONSHIPCODE_GETSUMMARY	VIEW	View external relationship summary API
<b>Cheque Book Service</b>	CDDAPP_FA_SER_CHEQUEBOOKSERVICE_AMEND	UNLOCK	Update Cheque Book Services for Service API
<b>Cheque Book Service</b>	CDDAPP_FA_SER_CHEQUEBOOKSERVICE_CLOSE	CLOSE	Close Cheque Book Services for Service API
<b>Cheque Book Service</b>	CDDAPP_FA_SER_CHEQUEBOOKSERVICE_NEW	NEW	Create Cheque Book Services for Service API
<b>Cheque Book Service</b>	CDDAPP_FA_SER_CHEQUEBOOKSERVICE_REOPEN	REOPEN	Reopen Cheque Book Services for Service API
<b>Cheque Book Service</b>	CDDAPP_FA_SER_CHEQUEBOOKSERVICE_VIEW	VIEW	View Cheque Book Services for Service API
<b>Cheque Book Service</b>	CDDAPP_FA_SER_STOPPAYMENT_AMEND	UNLOCK	Update Stop Payment Services for Service API
<b>Cheque Book Service</b>	CDDAPP_FA_SER_STOPPAYMENT_CLOSE	CLOSE	Close Stop Payment Services for Service API
<b>Cheque Book Service</b>	CDDAPP_FA_SER_STOPPAYMENT_NEW	NEW	Create Stop Payment Services for Service API
<b>Cheque Book Service</b>	CDDAPP_FA_SER_STOPPAYMENT_REOPEN	REOPEN	Reopen Stop Payment Services for Service API
<b>Cheque Book Service</b>	CDDAPP_FA_SER_STOPPAYMENT_VIEW	VIEW	View Stop Payment Services for Service API
<b>Account Service</b>	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_ALLBRANCHACCOUNT	VIEW	To get all accounts of a branch

Screen Name/API Name	Functional Activity Code	Action	Description
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_AMEND	MODIFY	To amend an account
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_AUTHORIZE	AUTHORIZE	To authorize an account
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_CLOSE	CLOSE	To close an account
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_DELETE	DELETE	To delete an account
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_LISTALLACCOUNT	VIEW	To list all accounts
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_NEW	NEW	To create a new account
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_REMOVELOCK	All Operations	To remove lock on an account resource
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_REOPEN	REOPEN	To reopen an account
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_SUBMIT	SUBMIT	To submit an account
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_VALIDATE	VALIDATE	To validate an account
Account Service	OBRACC_FA_ACCOUNTSERVICESAGGREGATE_VIEW	VIEW	To view an account
Account Service	OBRACC_FA_ACCOUNTSERVICES_MIGRATEACCOUNT	NEW	To migrate an external account
Integration Service	OBRACC_FA_GET_CUSTOMERDATA	VIEW	To Get customer data
Integration Service	OBRACC_FA_INTEGRATIONSERVICES_ALERTS	VIEW	To Get customer alerts
Integration Service	OBRACC_FA_INTEGRATIONSERVICES_ASSETSLIAB	VIEW	To Get customer assets liability details
Integration Service	OBRACC_FA_INTEGRATIONSERVICES_CASA SUMMARY	VIEW	To Get casa summary
Integration Service	OBRACC_FA_INTEGRATIONSERVICES_HOUSEHOLD	VIEW	To Get customer details

Screen Name/API Name	Functional Activity Code	Action	Description
Integration Service	OBRACC_FA_INTEGRATIONSERVICES_HOUSEHOLDBALANCE	VIEW	To Get customer balance
Integration Service	OBRACC_FA_INTEGRATIONSERVICES_LASTTXN	VIEW	To Get last 5 transactions
Integration Service	OBRACC_FA_INTEGRATIONSERVICES_SUMMARY	VIEW	To Get customer summary
Product Switch	OBRACC_FA_SER_ACCOUNTBATCHSERVICE_NEW	NEW	For Product switch batch
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_AMEND	MODIFY	To update account basic details
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_AMEND_BASICDETAILS	MODIFY	To update account basic details
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_AUTO_AMEND	MODIFY	To auto modify account
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_CHEQUEBOOK	NEW	To create chequebook for given accounts
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_CLOSE	CLOSE	To close the account
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_EXTERNALACCOUNTVALIDATION	VALIDATE	To validate external account
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_GETCUSTACCOUNTS	VIEW	To get customer accounts
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_GETERRORCODEENTRIES	VIEW	To get error code entries
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_NEW	NEW	To create a new account
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_POPULATE_PRE_RECORD	NEW	To create pre record in external system
Account Service	OBRACC_FA_SER_ACCOUNTSERVICESAGGREGATE_PUSH_ACCOUNTMIS	All Operations	To push account mis

Screen Name/API Name	Functional Activity Code	Action	Description
Account Service	OBRACC_FA_SER_AC COUNTSERVICESAGG REGATE_PUSH_CMCE XTERNAL	All Operations	To account to cmc external
Account Service	OBRACC_FA_SER_AC COUNTSERVICESAGG REGATE_PUSH_CMCS TRADDRESS	All Operations	To push cmc structured address accounts
Account Service	OBRACC_FA_SER_AC COUNTSERVICESAGG REGATE_PUSH_ICACC OUNT	All Operations	To push IC accounts
Account Service	OBRACC_FA_SER_AC COUNTSERVICESAGG REGATE_PUSH_MCY	All Operations	To push to mcy account
Account Service	OBRACC_FA_SER_AC COUNTSERVICESAGG REGATE_PUSH_STATE MENT	All Operations	To push account to statement service
Account Service	OBRACC_FA_SER_AC COUNTSERVICESAGG REGATE_REOPEN	REOPEN	To reopen a closed account
Account Service	OBRACC_FA_SER_AC COUNTSERVICESAGG REGATE_UPDATE_FIN AL_STATUS	All Operations	To update final external handoff status
Account Service	OBRACC_FA_SER_AC COUNTSERVICESAGG REGATE_VALIDATEAN DGETACCOUNTS	VALIDATE	To validate and get accounts
Account Service	OBRACC_FA_SER_AC COUNTSERVICESAGG REGATE_VIEW	VIEW	To view an account
Product Switch	OBRACC_FA_SER_PO PULATEACCPRODSWI TCH_NEW	NEW	To populate account product switch entries
Mode Of Operation	RDDA_FA_ACCOPERA TINGINSTR_AMEND	MODIFY	To update account operating instruction
Mode Of Operation	RDDA_FA_ACCOPERA TINGINSTR_AUTHORIZ E	AUTHORIZE	To authorize account operating instruction
Mode Of Operation	RDDA_FA_ACCOPERA TINGINSTR_CLOSE	CLOSE	To close account operating instruction
Mode Of Operation	RDDA_FA_ACCOPERA TINGINSTR_DELETE	DELETE	To delete account operating instruction
Mode Of Operation	RDDA_FA_ACCOPERA TINGINSTR_NEW	NEW	To create new account operating instruction
Mode Of Operation	RDDA_FA_ACCOPERA TINGINSTR_REMOVE LOCK	All Operations	To remove lock on account operating instruction
Mode Of Operation	RDDA_FA_ACCOPERA TINGINSTR_REOPEN	REOPEN	To reopen a closed account operating instruction



Screen Name/API Name	Fucntional Activity Code	Action	Description
<b>Mode Of Operation</b>	RDDA_FA_ACCOPERATINGINSTR_SUBMIT	SUBMIT	To submit account operating instruction
<b>Mode Of Operation</b>	RDDA_FA_ACCOPERATINGINSTR_VALIDATE	VALIDATE	To validate account operating instruction
<b>Mode Of Operation</b>	RDDA_FA_ACCOPERATINGINSTR_VIEW	VIEW	To view account operating instruction
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_AMEND	MODIFY	To update auto product switch
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_AUTHORIZE	AUTHORIZE	To authorize auto product switch
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_CLOSE	CLOSE	To close auto product switch
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_DELETE	DELETE	To delete auto product switch
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_NEW	NEW	To create new auto product switch
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_REMOVELOCK	All Operations	To remove lock on auto product switch
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_REOPEN	REOPEN	To reopen a closed auto product switch
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_SUBMIT	SUBMIT	To submit auto product switch
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_SUMMARYEVENT	VIEW	To get summary by event
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_VALIDATE	VALIDATE	To validate auto product switch
<b>Product Switch</b>	RDDA_FA_AUTOPROD_SWITCH_VIEW	VIEW	To view auto product switch
<b>Garnishment Parameters</b>	RDDA_FA_GARNISHMENTPARAMS_AMEND	MODIFY	To update garnishment parameters
<b>Garnishment Parameters</b>	RDDA_FA_GARNISHMENTPARAMS_AUTHORIZE	AUTHORIZE	To authorize garnishment parameters
<b>Garnishment Parameters</b>	RDDA_FA_GARNISHMENTPARAMS_CLOSE	CLOSE	To close garnishment parameters
<b>Garnishment Parameters</b>	RDDA_FA_GARNISHMENTPARAMS_DELETE	DELETE	To delete garnishment parameters
<b>Garnishment Parameters</b>	RDDA_FA_GARNISHMENTPARAMS_NEW	NEW	To create new garnishment parameters
<b>Garnishment Parameters</b>	RDDA_FA_GARNISHMENTPARAMS_REMOVELOCK	All Operations	To remove lock on garnishment parameters
<b>Garnishment Parameters</b>	RDDA_FA_GARNISHMENTPARAMS_REOPEN	REOPEN	To reopen a closed garnishment parameters
<b>Garnishment Parameters</b>	RDDA_FA_GARNISHMENTPARAMS_SUBMIT	SUBMIT	To submit garnishment parameters
<b>Garnishment Parameters</b>	RDDA_FA_GARNISHMENTPARAMS_VALIDATE	VALIDATE	To valdiate garnishment parameters

Screen Name/API Name	Functional Activity Code	Action	Description
Garnishment Parameters	RDDA_FA_GARNISHMENTPARAMS_VIEW	VIEW	To view garnishment parameters
Joint Holder Type	RDDA_FA_JOINTHOLDERTYPE_AMEND	MODIFY	To update joint holder type
Joint Holder Type	RDDA_FA_JOINTHOLDERTYPE_AUTHORIZE	AUTHORIZE	To authorize joint holder type
Joint Holder Type	RDDA_FA_JOINTHOLDERTYPE_CLOSE	CLOSE	To close joint holder type
Joint Holder Type	RDDA_FA_JOINTHOLDERTYPE_DELETE	DELETE	To delete joint holder type
Joint Holder Type	RDDA_FA_JOINTHOLDERTYPE_NEW	NEW	To create new joint holder type
Joint Holder Type	RDDA_FA_JOINTHOLDERTYPE_REMOVELOCK	All Operations	To remove lock on joint holder type
Joint Holder Type	RDDA_FA_JOINTHOLDERTYPE_REOPEN	REOPEN	To reopen a closed joint holder type
Joint Holder Type	RDDA_FA_JOINTHOLDERTYPE_SUBMIT	SUBMIT	To submit joint holder type
Joint Holder Type	RDDA_FA_JOINTHOLDERTYPE_VALIDATE	VALIDATE	To validate joint holder type
Joint Holder Type	RDDA_FA_JOINTHOLDERTYPE_VIEW	VIEW	To view joint holder type
Balance Enquiry	RDDA_FA_PP_TXNBS_GET_BALANCES	VIEW	To get balances
Balance Enquiry	RDDA_FA_PP_TXNBS_GET_BALANCES_SERVICE	VIEW	To get balances
Product Switch	RDDA_FA_PP_TXNBS_REGD_VIOLATION	NEW	To trigger product switch if account has regulatory violation
Relationship Type	RDDA_FA_RELATIONSHIPTYPE_AMEND	MODIFY	To update relationship type
Relationship Type	RDDA_FA_RELATIONSHIPTYPE_AUTHORIZE	AUTHORIZE	To authorize relationship type
Relationship Type	RDDA_FA_RELATIONSHIPTYPE_CLOSE	CLOSE	To close relationship type
Relationship Type	RDDA_FA_RELATIONSHIPTYPE_DELETE	DELETE	To delete relationship type
Relationship Type	RDDA_FA_RELATIONSHIPTYPE_NEW	NEW	To create new relationship type
Relationship Type	RDDA_FA_RELATIONSHIPTYPE_REMOVELOCK	All Operations	To remove lock on relationship type
Relationship Type	RDDA_FA_RELATIONSHIPTYPE_REOPEN	REOPEN	To reopen a closed relationship type
Relationship Type	RDDA_FA_RELATIONSHIPTYPE_SUBMIT	SUBMIT	To submit a relationship type
Relationship Type	RDDA_FA_RELATIONSHIPTYPE_VALIDATE	VALIDATE	To validate a relationship type

Screen Name/API Name	Functional Activity Code	Action	Description
Relationship Type	RDDA_FA_RELATIONS HIPTYPE_VIEW	VIEW	To view relationship type
Initial Deposit	RDDA_FA_PP_TXN_US _GET_INITIALDEPOSIT	VIEW	Get all valid Initial funded accounts
Initial Deposit	RDDA_FA_PP_TXN_US _PROCESS_ACCOUNTS	VIEW	Initial funding batch process
Initial Deposit	RDDA_FA_PP_TXN_US _PROCESS_BATCH	VIEW	Initial funding batch to release the allocation
Initial Deposit	RDDA_FA_PP_TXN_US _RELEASE_ALLOCATION	VIEW	Common Endpoints exposed by plato- batch-dependencies
Initial Deposit	PLATO_FA_BATCH_OB CDDATXNUS_FUNC	VIEW	Common Endpoints exposed by plato- batch-dependencies
Initial Deposit	PLATO_FA_BATCH_OB RACCTXNUS_FUNC	VIEW	Common Endpoints exposed by plato- batch-dependencies
Account Batch	RDDA_FA_PP_ACC_BT CH_AUTO_PROD_SWITCH_BATCH	VIEW	The endpoint supports for online and Batch as it reads these records from driver table and updates the record with status Processded or Error in driver.
Account Batch	RDDA_FA_PP_ACC_BT CH_POPULATE_PROD_ENTRIES	VIEW	The endpoint is used to populate product details such as old account class,new account class, source system,status,business date and branch in driver table.
Account Batch	CDDA_FA_PP_ACC_BT CH_POPULATE_PROD_ENTRIES	VIEW	The endpoint is used to populate product details such as old account class,new account class, source system,status,business date and branch in driver table.
Account Batch	CDDA_FA_PP_ACC_BT CH_AUTO_PROD_SWITCH_BATCH	VIEW	The endpoint supports for online and Batch as it reads these records from driver table and updates the record with status Processded or Error in driver.
Account Batch	PLATO_FA_BATCH_RD DAPPACCBATCH_FUNC	VIEW	Common Endpoints exposed by plato- batch-dependencies
Account Batch	PLATO_FA_BATCH_DD APPACCBATCH_FUNC	VIEW	Common Endpoints exposed by plato- batch-dependencies
Event Generation	CDDAPP_FA_LOG_NOTICE_EVENTGEN_SAVE	SAVE	To log notice events in event generation service
Insolvency Block Details	DDACFG_FA_INSOLVE NCYBLOCK_NEW	NEW	Creating new Insolvency Block Details
Insolvency Block Details	DDACFG_FA_INSOLVE NCYBLOCK_AMEND	UNLOCK	Modify/Amend Insolvency Block Details
Insolvency Block Details	DDACFG_FA_INSOLVE NCYBLOCK_VIEW	VIEW	View Insolvency Block Details
Insolvency Block Details	DDACFG_FA_INSOLVE NCYBLOCK_AUTHORIZE	AUTHORIZE	Authorize Insolvency Block Details

Screen Name/API Name	Functional Activity Code	Action	Description
Insolvency Block Details	DDACFG_FA_INSOLVE NCYBLOCK_DELETE	DELETE	Delete Insolvency Block Details
Insolvency Block Details	DDACFG_FA_INSOLVE NCYBLOCK_CLOSE	CLOSE	Close Insolvency Block Details
Insolvency Block Details	DDACFG_FA_INSOLVE NCYBLOCK_REOPEN	REOPEN	Reopen Insolvency Block Details
Insolvency Block Details	DDACFG_FA_INSOLVE NCYBLOCK_REJECT	REJECT	Reject Insolvency Block Details
Insolvency Block Details	DDACFG_FA_INSOLVE NCYBLOCK_GETSUM MARY	VIEW	Get summary of Insolvency Block Details
Insolvency Batch	OBRACC_FA_INSOLVE NCYBTCH_PREPROCES S	NEW	Insolvency preprocess batch for allocation
Insolvency Batch	OBRACC_FA_INSOLVE NCYBTCH_BATCHRUN	NEW	Insolvency batch process that are allocated in the preprocess batch
Insolvency Batch	OBRACC_FA_INSOLVE NCYBTCH_ABORT	NEW	Abort insolvency batch

**Table A-1 Functional Activity Codes for Account Servicing Screens**

Screen Name/API Name	Functional Activity Code	Action	Description
Account 360	CSR_FA_CASA_DASH	Query Details	Get the details of the account and balance.
Account 360	CASA_FA_CUST_ACC_360_ACC OUNT_AMOUNTSANDDATES	Query Details	Get the details of the standing instructions.
Account 360	CASA_FA_CUST_ACC_360_LAST _TXN_FETCH	Query Details	Get the details of recent transaction of the account.
Address Update	CSR_FA_ADDR_SAVE	Initiation	Initiate the address update request.
Address Update	CSR_FA_ADDR_AUTH	Authorization	Approve or Reject the address update request.
Address Update	CSR_FA_ADDR_RETRY	Handoff Retry	Retry or Reject the address update request from handoff retry stage.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_SAVE	Initiation	Initiate the joint holder update request.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_AUTH	Authorization	Approve or Reject the joint holder update request.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_RETR Y	Handoff Retry	Retry or Reject the joint holder update request from handoff retry stage.
Nominee Update	CSR_FA_NOM_SAVE	Initiation	Initiate the nominee update request.
Nominee Update	CSR_FA_NOM_AUTH	Authorization	Approve or Reject the nominee update request.
Nominee Update	CSR_FA_NOM_RETRY	Handoff Retry	Retry or Reject the nominee update request from handoff retry stage.

Table A-1 (Cont.) Functional Activity Codes for Account Servicing Screens

Screen Name/API Name	Functional Activity Code	Action	Description
Account Closure	CSR_FA_ACC_CLSR_SAVE	Initiation	Initiate the Account closure request.
Account Closure	CSR_FA_ACC_CLSR_AUTH	Authorization	Approve or Reject the Account closure request.
Account Closure	CSR_FA_ACC_CLSR_RETRY	Handoff Retry	Retry or Reject the Account closure request from handoff retry stage.
Account Closure	CSR_FA_ACC_CLSR_VALIDATE	Validation Retry	Retry or delete the account closure validation failures.
Account Closure Inquiry	CSR_FA_ACC_CLSR_INQ	Inquiry	Inquire the Account closure details.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_CREATE_RESOURCE	Create	Create the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_GETBY_RESOURCEID	Create	Create the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_UPDATE_RESOURCE	Modify	Modify the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_DELETE_RESOURCE	Delete	Delete the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_VALIDATE_RESOURCE	Validate	Validate the Bulletin maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_SUBMIT_RESOURCE	Create	Create the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_GET_UNAUTHRESOURCE	Authorize	Authorize the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_AUTHORIZE_RESOURCE	Authorize	Authorize Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_REMOVE_RESOURCELOCK	Create	Create Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_GET_PERMACT_ONRES	Inquiry	Inquire the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_GET_RESOURCEHIST	Inquiry	Inquire the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_CLOSE_RESOURCE	Close	Close the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_REOPEN_RESOURCE	Reopen	Reopen the Bulletin Maintenance.
View Bulletin	OBBRN_FA_BULLETINDETAIL_GET_BOARD	View	View the bulletin board details.
View Bulletin	OBBRN_FA_BULLETINDETAIL_GET_RESOURCEAGGR	View	View the bulletin board details.
Transaction View and Print	OBBRN_FA_APPLICATION_WORKFLOW_MAPPING_GET	Inquiry	Process Driver stage Submit
User Dashboard	CMC_MENU_FA_DASHBOARD	Inquiry	Display the User Dashboard details.
Ad hoc Account Statement	CSR_FA_ACC_STMT_GEN	Fetch existing	Get the existing details.

Table A-1 (Cont.) Functional Activity Codes for Account Servicing Screens

Screen Name/API Name	Functional Activity Code	Action	Description
<b>Ad hoc Account Statement</b>	CSR_FA_ACC_STMT_REQ_SAVE	Initiation	Initiate the ad hoc account statement request.
<b>Account Statement Frequency</b>	CSR_FA_ACCT_STATEMENT_FREQ_SAVE	Initiation	Initiate the account statement frequency request.
<b>Account Statement Frequency</b>	CSR_FA_ACCT_STATEMENT_FREQ_AUTH	Authorization	Approve or Reject the account statement frequency request.
<b>Account Statement Frequency</b>	CSR_FA_ACCT_STATEMENT_FREQ_RETRY	Handoff Retry	Retry or Reject the account statement frequency from handoff retry stage.
<b>Activate Dormant Account</b>	CSR_FA_ACTIVATE_DORMANT_ACCT_SAVE	Initiation	Initiate the activation of Inactive or Dormant account request.
<b>Activate Dormant Account</b>	CSR_FA_ACTIVATE_DORMANT_ACCT_RETRY	Authorization	Approve or Reject the activation of Inactive or Dormant account request.
<b>Activate Dormant Account</b>	CSR_FA_ACTIVATE_DORMANT_ACCT_AUTH	Handoff Retry	Retry or Reject the activation of Inactive or Dormant account from handoff retry stage.
<b>Account Status Change</b>	CSR_FA_ACCSTAT_CHANGE_SAVE	Initiation	Initiate the account status change request.
<b>Account Status Change</b>	CSR_FA_ACCSTAT_CHANGE_AUTH	Authorization	Approve or Reject the account status change request.
<b>Account Status Change</b>	CSR_FA_ACCSTAT_CHANGE_RETRY	Handoff Retry	Retry or Reject the account status change request from handoff retry stage.
<b>Overdraft Limit Summary</b>	CSR_FA_LIMITS_SUMMARY	Inquiry	Fetch all Overdraft details for the account.
<b>Secured Overdraft Limit</b>	CSR_FA_ACC_LMT_SAVE	Initiation	Initiate the Secured Overdraft Limit request.
<b>Secured Overdraft Limit</b>	CSR_FA_ACC_LMT_AUTH	Authorization	Approve or Reject the Secured Overdraft Limit request.
<b>Secured Overdraft Limit</b>	CSR_FA_ACC_LMT_RETRY	Handoff Retry	Retry or Reject the Secured Overdraft Limit request from handoff retry stage.
<b>Unsecured Overdraft Limit</b>	CSR_FA_ACCLMTUNSEC_SAVE	Initiation	Initiate the Unsecured Overdraft Limit request.
<b>Unsecured Overdraft Limit</b>	CSR_FA_ACCLMTUNSEC_AUTH	Authorization	Approve or Reject the Unsecured Overdraft Limit request.
<b>Unsecured Overdraft Limit</b>	CSR_FA_ACCLMTUNSEC_RETRY	Handoff Retry	Retry or Reject the Unsecured Overdraft Limit request from handoff retry stage.

Table A-1 (Cont.) Functional Activity Codes for Account Servicing Screens

Screen Name/API Name	Functional Activity Code	Action	Description
<b>Advance Against Uncollected Funds</b>	CSR_FA_AUF_SAVE	Initiation	Initiate the Advance Against Uncollected Funds request.
<b>Create Amount Block</b>	CSR_FA_AMNT_SAVE	Initiation	Initiate the create amount block request.
<b>Create Amount Block</b>	CSR_FA_AMNT_AUTH	Authorization	Approve or Reject the create amount block request.
<b>Create Amount Block</b>	CSR_FA_AMNT_RETRY	Handoff Retry	Retry or Reject the create amount block from handoff retry stage.
<b>View and Modify Amount Block</b>	CSR_FA_AMNTM_SAVE	Initiation	Initiate the modify amount block request.
<b>View and Modify Amount Block</b>	CSR_FA_AMNTM_AUTH	Authorization	Approve or Reject the modify amount block request.
<b>View and Modify Amount Block</b>	CSR_FA_AMNTM_RETRY	Handoff Retry	Retry or Reject the modify amount block from handoff retry stage.
<b>View and Modify Amount Block</b>	CSR_FA_CLOSE_AMNTM_SAVE	Initiation	Initiate the close amount block request.
<b>View and Modify Amount Block</b>	CSR_FA_CLOSE_AMNTM_AUTH	Authorization	Approve or Reject the close amount block request.
<b>View and Modify Amount Block</b>	CSR_FA_CLOSE_AMNTM_RETRY	Handoff Retry	Retry or Reject the close amount block from handoff retry stage.
<b>Cheque Book Request</b>	CSR_FA_CHEQUEBOOKREQ_POST	Initiation	Initiate the cheque book request.
<b>Cheque Book Request</b>	CSR_FA_CHEQUEBOOKREQ_AUTH	Authorization	Approve or Reject the cheque book request.
<b>Cheque Book Request</b>	CSR_FA_CHEQUEBOOKREQ_RETRY	Handoff Retry	Retry or Reject the cheque book request from handoff retry stage.
<b>Stop Cheque Payment</b>	CSR_FA_STOPCHEQUE_SAVE	Initiation	Initiate the stop cheque payment request.
<b>Stop Cheque Payment</b>	CSR_FA_STOPCHEQUE_AUTH	Authorization	Approve or Reject the stop cheque payment request.
<b>Stop Cheque Payment</b>	CSR_FA_STOPCHEQUE_RETRY	Handoff Retry	Retry or Reject the stop cheque payment request from handoff retry stage.
<b>View and Modify Stop Cheque</b>	CSR_FA_STOPCHEQUE_SAVE	Initiation	Initiate the Modify Stop Cheque request.
<b>View and Modify Stop Cheque</b>	CSR_FA_STOPCHEQUE_AUTH	Authorization	Approve or Reject the Modify Stop Cheque request.
<b>View and Modify Stop Cheque</b>	CSR_FA_STOPCHEQUE_RETRY	Handoff Retry	Retry or Reject the Modify Stop Cheque request from handoff retry stage.
<b>View and Modify Stop Cheque</b>	CSR_FA_STOP_CHEQUE_DELETE	Close	Close the stop Cheque request.
<b>Cheque Book Status Change</b>	CSR_FA_CHEQSTATCHANGE_SAVE	Initiation	Initiate the cheque book status change request.



**Table A-1 (Cont.) Functional Activity Codes for Account Servicing Screens**

Screen Name/API Name	Functional Activity Code	Action	Description
<b>Cheque Book Status Change</b>	CSR_FA_CHEQSTATCHANGE_AUTH	Authorization	Approve or Reject the cheque book status change request.
<b>Cheque Book Status Change</b>	CSR_FA_CHEQSTATCHANGE_RETRY	Handoff Retry	Retry or Reject the cheque book status change request from handoff retry stage.
<b>Account Transactions</b>	CSR_FA_ACC_TRN	Query Details	Get the account transactions.
<b>Cheque Status Inquiry</b>	CSR_FA_CHEQUE_STATUS_INQUIRY	Query Details	Perform cheque status inquiry.
<b>Account Product Transfer</b>	CSR_FA_ACCTPRODTRANSFER_SAVE	Initiation	Initiate Account Product Transfer request.
<b>Account Product Transfer</b>	CSR_FA_ACCTPRODTRANSFER_AUTH	Authorization	Approve or Reject Account Product Transfer request.
<b>Account Product Transfer</b>	CSR_FA_ACCTPRODTRANSFER_RETRY	Handoff Retry	Retry or Reject Account Product Transfer request.



# B

## Error Codes and Messages

This topic contains error codes and messages found while using Oracle Banking Retail Accounts Service.

**Table B-1 List of Error Codes and Messages**

Error Code	Error Message
CAPM-COM-001	Record does not exist
CAPM-COM-002	Unable to parse JSON
CAPM-COM-003	Application Number cannot be blank or "null".
CAPM-COM-004	Process Ref Number cannot be blank or "null".
CAPM-COM-005	Error saving the datasegment
CAPM-COM-006	Unexpected error occurred during runtime
CAPM-COM-007	Application Initiated Successfully
CAPM-DEL-001	Record deleted successfully
CAPM-DEL-002	Record(s) deleted successfully
CAPM-DEL-003	Failed to Delete the record
CAPM-MOD-001	Record Successfully Modified
CAPM-MOD-002	Failed to Update the record
CAPM-SAV-001	Record Saved Successfully.
CAPM-SAV-002	Failed to create the record
CAPM-SAV-003	The record is validated and saved successfully.
CAPM-SAV-004	Record already exists
CAPM-VAL-001	The record is successfully validated.
CAPM-VAL-002	Error in fetching Summary Info.
CAPM-TJS-VAL-00	Process code is not set for the selected Lifecycle
CAPM-TJS-VAL-01	AccountType, LifeCycleCode, BranchCode cannot be null
CAPM-TJS-VAL-02	BusinessProcess Code cannot be null
CAPM-TJS-VAL-03	Failed to generate the reference number
CAPM-TJS-VAL-04	No business process code found
CAPM-TJS-VAL-05	Application Initiation Failed
CAPM-TJS-VAL-06	Unable to Parse Application Initiation Json
CAPM-TJS-VAL-07	Process Code cannot be null for the lifecycle
CAPM-TJS-VAL-08	Error in retrieving application category
CAPM-TJS-VAL-09	Error in retrieving TaskID List
CAPM-TJS-VAL-10	Workflow Definition Not Found
CAPM-TJS-VAL-11	Error while checking workflow definition existence
CAPM-TJS-VAL-12	Response from EA service is null
CAPM-TJS-VAL-13	Only maximum 4 characters are allowed
CAPM-TJS-VAL-14	Invalid Event Serial Number. Value should be a positive number
CAPM-TJS-VAL-15	The record is successfully validated.
CAPM-TJS-MOD-00	Record Successfully Modified

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-TJS-SAV-00	Record Saved Successfully.
CAPM-TJS-COM-00	Unable to parse JSON
CAPM-TJS-COM-01	Application Number cannot be blank or "null".
CAPM-TJS-COM-02	Unexpected error occurred during runtime
CAPM-TJS-COM-03	Application Initiated Successfully
CAPM-TJS-COM-04	Application Number cannot be blank or "null".
CAPM-TJS-VAL-16	Error while checking workflow definition existence
CAPM-TJS-COM-05	Update status failed
CAPM-TJS-COM-06	Unable to get sub-domain info
CAPM-TJS-VAL-17	Application date parsing failed
CAPM-TJS-VAL-18	Application number not valid
CAPM-TJS-VAL-19	Unable to parse application transaction flow JSON
CAPM-TJS-VAL-21	Failed in parsing date
CAPM-TJS-SAV-01	Record Saved Successfully.
CAPM-TJS-VAL-22	Source code cannot be null or empty
CAPM-TJS-VAL-23	Error while parsing source code from DDA-CONFIG-SOURCECODE-SERVICES
CAPM-TJS-VAL-24	Source code is invalid
CAPM-TJS-VAL-25	Error in getting data from DDA-CONFIG-SOURCECODE-SERVICES
CAPM-TJS-VAL-26	Error in validating the record.
CAPM-TJS-DEF-00	Error in defaulting source code details
CAPM-TJS-VAL-27	Invalid entry type
CAPM-TJS-VAL-28	Invalid posting into
CAPM-TJS-VAL-29	Account currency amount cannot be NULL or empty
CAPM-TJS-VAL-30	Exchange rate cannot be NULL or empty
CAPM-TJS-VAL-31	Branch currency amount cannot be NULL or empty
CAPM-TJS-VAL-32	Invalid value date format
CAPM-TJS-VAL-33	Value date cannot be NULL or empty
CAPM-TJS-VAL-34	Invalid availability info
CAPM-TJS-VAL-35	Availability info cannot be NULL or empty
CAPM-ACS-COM-F1	Direct Banking Required must be Y/N only
CAPM-ACS-COM-F2	Current Status is invalid
CAPM-ACS-COM-G0	Multi Currency Account must be Y/N only
CAPM-ACS-COM-G1	Renew Unit must be positive Number
CAPM-ACS-COM-G2	Next Renew Limit must be greater than Zero
CAPM-ACS-COM-G3	Renew Frequency must Daily (D)/Yearly (Y)/Monthly(M)
CAPM-ACS-COM-G4	Request Status is Invalid
CAPM-ACS-COM-G5	Cheque Level Reorder must be empty/null
CAPM-ACS-COM-G6	No Of Leaves Reorder must be empty/null
CAPM-ACS-COM-G7	Cheque Level Reorder is Invalid
CAPM-ACS-COM-G8	No Of Leaves Reorder is Invalid
CAPM-ACS-COM-G9	Reporting GL is not allowed
CAPM-ACS-COM-H0	At least one limit Type is required

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-ACS-COM-H1	Tod Limit should be greater than Zero
CAPM-ACS-COM-H2	Daylight Limit should be greater than Zero
CAPM-ACS-DEF-01	Error in defaulting Account Statement Preferences
CAPM-ACS-DEF-02	Error in Defaulting Provisioning and Reporting Line
CAPM-ACS-DEF-03	Error in defaulting Account Preferences
CAPM-ACS-DEF-04	Error in defaulting Account Status
CAPM-ACS-DEF-05	Error in defaulting Account Features
CAPM-ACS-DEF-06	Error in defaulting Account Limits
CAPM-ACS-DEF-07	Error in defaulting Account Signatory
CAPM-ACS-DEF-08	Error in defaulting initial funding
CAPM-ACS-DEF-09	Error in defaulting multi Currency Account
CAPM-ACS-DEF-10	Error in defaulting Account Address
CAPM-ACS-DEF-AA	Error in defaulting Interest Details
CAPM-ACS-DEF-AC	Error in defaulting Charges
CAPM-ACS-DEF-AD	Error in defaulting Account Status
CAPM-ACS-DEF-AE	Error in defaulting Account Statement Preferences
CAPM-ACS-DEF-AF	Error in defaulting Provisioning ReportingLine
CAPM-ACS-DEF-AG	Error in defaulting AccountPreferences
CAPM-ACS-DEF-AH	Error in defaulting Account Features
CAPM-ACS-DEF-AI	Error in defaulting Account Limits
CAPM-ACS-DEF-AJ	Error in defaulting Account Mis
CAPM-ACS-DEF-AK	Error in defaulting Account Signatory
CAPM-ACS-DEF-AL	Error in defaulting Initial Funding
CAPM-ACS-DEF-AM	Error in defaulting MultiCurrency
CAPM-ACS-DEF-AN	Error in defaulting Account Address
CAPM-ACS-VAL-01	Auto Debit Card Request cannot be null.
CAPM-ACS-VAL-02	Request Reference Number cannot be null.
CAPM-ACS-VAL-M0	Process code is not set for the selected Lifecycle
CAPM-ACS-VAL-M1	Account Type,Life Cycle Code, Branch Code cannot be null
CAPM-ACS-VAL-M2	Business Process Code cannot be null
CAPM-ACS-VAL-M4	Failed to generate the reference number
CAPM-ACS-VAL-M3	Error in parsing date. Date should be in yyyy-MM-dd
CAPM-ACS-VAL-M5	No business process code found
CAPM-ACS-VAL-M6	Application Initiation Failed
CAPM-ACS-VAL-M7	Unable to Parse Application Initiation Json
CAPM-ACS-VAL-M8	Process Code cannot be null for the lifecycle
CAPM-ACS-VAL-M9	Error in retrieving application category
CAPM-ACS-VAL-N0	Error in retrieving TaskID List
CAPM-ACS-VAL-N3	Fail to acquire Plato Task
CAPM-ACS-VAL-N1	Workflow Definition Not Found
CAPM-ACS-VAL-N2	Error while checking workflow definition existence
CAPM-ACS-VAL-N4	No data found for this Application Number
CAPM-ACS-VAL-N5	Failed To Invoke OBRH

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-ACS-VAL-N6	Handoff Completed Successfully
CAPM-ACS-VAL-N7	Handoff Failed due to network issue
CAPM-ACS-COM-00	Customer Account Basic Details is NULL
CAPM-ACS-COM-01	Account Group is Empty/NULL
CAPM-ACS-COM-02	Invalid Account Number
CAPM-ACS-COM-03	Invalid Customer Number
CAPM-ACS-COM-04	Invalid Branch Code
CAPM-ACS-COM-05	Invalid Currency
CAPM-ACS-COM-06	Invalid Account Class
CAPM-ACS-COM-07	Invalid Account Type
CAPM-ACS-COM-08	Not a Multi Currency Account Class. MultiCurrency_Account flag should be N
CAPM-ACS-COM-09	MultiCurrency Account Class. MultiCurrency_Account flag should be Y
CAPM-ACS-COM-10	RTL should be N
CAPM-ACS-COM-11	IBAN should be N
CAPM-ACS-COM-12	Referral Required should be N
CAPM-ACS-COM-13	Account Preferences is empty
CAPM-ACS-COM-14	ATM Required should be N
CAPM-ACS-COM-15	Cheque Book Required should be N
CAPM-ACS-COM-16	Cheque Book Autoreorder should be N
CAPM-ACS-COM-17	Invalid max Cheque rejections
CAPM-ACS-COM-18	Direct Banking Required should be N
CAPM-ACS-COM-19	Direct Banking Required should be Y
CAPM-ACS-COM-20	NULL Account number in Account status
CAPM-ACS-COM-21	NULL Branch Code in Account status
CAPM-ACS-COM-22	Invalid value for Status change automatic
CAPM-ACS-COM-23	Invalid value for No Debits
CAPM-ACS-COM-24	Invalid value for No Credits
CAPM-ACS-COM-25	Invalid value for Stop Payment
CAPM-ACS-COM-26	Invalid value for Dormant
CAPM-ACS-COM-27	Invalid value for Frozen
CAPM-ACS-COM-28	Current Status to be NORM in Account opening
CAPM-ACS-COM-29	Dormancy Parameter must be D(Debit) or C(Credit) or A(Any of Credit or Debit) or M(Manual)
CAPM-ACS-COM-30	Invalid date for Status Since
CAPM-ACS-COM-31	Cheque Leaves must be numeric
CAPM-ACS-COM-32	Invalid date for Order Date
CAPM-ACS-COM-33	First Cheque Number has to be numeric
CAPM-ACS-COM-34	Invalid value for Cheque leaves
CAPM-ACS-COM-36	Branch Code in Cheque Book request is empty"
CAPM-ACS-COM-37	Account number in Cheque Book request is empty
CAPM-ACS-COM-38	Cheque Book number in Cheque Book request is empty
CAPM-ACS-COM-39	Cheque number in Cheque Book request is empty

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-ACS-COM-40	Leaf Number Status of Cheque Details cannot be empty
CAPM-ACS-COM-41	Interest Details must not be Empty/Null
CAPM-ACS-COM-42	Currency cannot be duplicated
CAPM-ACS-COM-43	Invalid value for Waive Interest
CAPM-ACS-COM-44	Invalid value for Open, can be Y or N
CAPM-ACS-COM-45	Invalid value for Variance
CAPM-ACS-COM-46	Duplicate Currency selected in MultiCurrency
CAPM-ACS-COM-47	Invalid Fund Utilization sequence
CAPM-ACS-COM-48	OD required in Account Class is N. AUF limit should not be entered
CAPM-ACS-COM-49	OD required in Account Class is N. AUF limit start date should not be entered
CAPM-ACS-COM-50	OD required in Account Class is N. AUF limit end date should not be entered
CAPM-ACS-COM-51	OD required in Account Class is N. AUF margin should not be entered
CAPM-ACS-COM-52	Invalid AUF limit start date
CAPM-ACS-COM-53	Invalid AUF limit end date
CAPM-ACS-COM-54	AufMargin must not be empty when Od FacReq is set to Y in Account Class
CAPM-ACS-COM-55	OD required in Account Class is N. TOD limit should not be entered
CAPM-ACS-COM-56	OD required in Account Class is N. TOD limit start date should not be entered
CAPM-ACS-COM-57	OD required in Account Class is N. TOD limit end date should not be entered
CAPM-ACS-COM-58	TodLimit is must not be empty when OdFacReq is set to Y in Account Class
CAPM-ACS-COM-59	Invalid TOD limit start date
CAPM-ACS-COM-60	Invalid TOD limit end date
CAPM-ACS-COM-61	OD required in Account Class is N. Day light limit should not be entered
CAPM-ACS-COM-62	Invalid Renew TOD
CAPM-ACS-COM-63	Renew TOD is N. Renew frequency should be NULL
CAPM-ACS-COM-64	Renew TOD is N. Renew unit should be NULL
CAPM-ACS-COM-65	Renew TOD is N. Next renewal limit should be NULL
CAPM-ACS-COM-66	Invalid Linkage reference
CAPM-ACS-COM-67	Linked Amount must be Numeric
CAPM-ACS-COM-68	Invalid Effective date
CAPM-ACS-COM-69	Account number different from the master
CAPM-ACS-COM-70	Currency different from the master
CAPM-ACS-COM-71	Invalid Provisioning and GL
CAPM-ACS-COM-72	Invalid Status
CAPM-ACS-COM-73	Invalid Debit GL
CAPM-ACS-COM-74	Invalid Credit GL
CAPM-ACS-COM-75	Propagate reporting GL is Y. Status should not be entered
CAPM-ACS-COM-76	Propagate reporting GL is Y. Debit GL should not be entered
CAPM-ACS-COM-77	Propagate reporting GL is Y. Credit GL should not be entered

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-ACS-COM-78	Invalid Language Code
CAPM-ACS-COM-79	Account address is Empty / NULL
CAPM-ACS-COM-80	Address type is Empty / NULL
CAPM-ACS-COM-81	Order details is Empty / NULL
CAPM-ACS-COM-82	Invalid IBAN Account number
CAPM-ACS-COM-83	Invalid Product Code
CAPM-ACS-COM-84	Invalid UDE Currency
CAPM-ACS-COM-85	Invalid UDE element id
CAPM-ACS-COM-86	Invalid Rate Code
CAPM-ACS-COM-87	Invalid Calculation Account
CAPM-ACS-COM-88	Invalid Interest Booking Branch Code
CAPM-ACS-COM-89	Invalid Interest Booking Account
CAPM-ACS-COM-90	Effective date is before Account open date
CAPM-ACS-COM-91	Start date is before Account open date
CAPM-ACS-COM-92	Effective date is before Account open date
CAPM-ACS-COM-93	Status since should be Account open date
CAPM-ACS-COM-A1	AddressType length is more then 22.
CAPM-ACS-COM-A2	PostCode can not be blank and empty
CAPM-ACS-COM-A3	TownName can not be blank and empty
CAPM-ACS-COM-A4	Country can not be blank and empty
CAPM-ACS-COM-A5	Department length is out of limit
CAPM-ACS-COM-A6	SubDepartment length is out of limit
CAPM-ACS-COM-A7	StreetName length is out of limit
CAPM-ACS-COM-A8	BuildingNumber length is out of limit
CAPM-ACS-COM-A9	BuildingName length is out of limit
CAPM-ACS-COM-A0	Floor length is out of limit
CAPM-ACS-COM-B0	PostBox length is out of limit
CAPM-ACS-COM-B1	Room length is out of limit
CAPM-ACS-COM-B2	PostCode length is out of limit
CAPM-ACS-COM-B3	TownName length is out of limit
CAPM-ACS-COM-B4	TownLocationName length is out of limit
CAPM-ACS-COM-B5	DistrictName length is out of limit
CAPM-ACS-COM-B6	CountrySubDivision length is out of limit
CAPM-ACS-COM-B7	Country length is out of limit
CAPM-ACS-COM-C1	RealTimeLiquidity must be Y/N only
CAPM-ACS-COM-C2	IBAN Required must be Y/N only
CAPM-ACS-COM-C3	ReferralRequired can be Y/N only
CAPM-ACS-COM-C4	ATM Required must be Y/N only
CAPM-ACS-COM-C5	Cheque Book Required must be Y/N only
CAPM-ACS-COM-C6	Cheque Book AutoReorder must be Y/N only
CAPM-ACS-VAL-U4	Minimum one address should be marked as default
CAPM-ACS-VAL-U5	Default address must have mail media
CAPM-ACS-VAL-C8	Invalid Advice

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-ACS-VAL-70	Customer Number not valid
CAPM-ACS-VAL-71	Currency not valid
CAPM-ACS-VAL-72	Account Class not valid
CAPM-ACS-VAL-04	Account Number cannot be null.
CAPM-ACS-VAL-78	When the statement type is chosen as None then Cycle and On should not be captured.
CAPM-ACS-VAL-79	Primary Cycle must not be Empty/Null
CAPM-ACS-VAL-80	Primary On must not be Empty/Null
CAPM-ACS-VAL-S2	Primary Statement Format must not be Empty/Null
CAPM-ACS-VAL-R1	Primary Swift Address required only when Swift Required is set to Y
CAPM-ACS-VAL-S4	Primary Statement Swift Address must not be Empty/Null
CAPM-ACS-VAL-82	Secondary Cycle must not be Empty/Null
CAPM-ACS-VAL-93	Invalid Primary Cycle
CAPM-ACS-VAL-S5	Secondary Statement Format must not be Empty/Null
CAPM-ACS-VAL-R2	Secondary SwiftAddress required only when Swift Required is set to Y
CAPM-ACS-VAL-S7	Secondary Swift Address must not be Empty/Null
CAPM-ACS-VAL-86	Tertiary On must not be Empty/Null
CAPM-ACS-VAL-S8	Tertiary Statement Format must not be Empty/Null
CAPM-ACS-VAL-R3	Tertiary Swift Address required only when Swift Required is set to Y
CAPM-ACS-VAL-R0	Tertiary Swift Address must not be Empty/Null
CAPM-ACS-VAL-94	Invalid Secondary Cycle
CAPM-ACS-VAL-95	Invalid Tertiary Cycle
CAPM-ACS-VAL-27	Language Code does not match from the LOV.
CAPM-ACS-VAL-E8	Branch Date is null
CAPM-ACS-VAL-E9	Amount not valid
CAPM-ACS-VAL-F0	Effective Date is not valid
CAPM-ACS-VAL-F1	Effective date should not be before branch date
CAPM-ACS-VAL-F2	Expiry Date date should not be before branch date
CAPM-ACS-VAL-F3	Expiry Date date should not be before effective date
CAPM-ACS-VAL-S0	Duplicate sub account currency not allowed
CAPM-ACS-VAL-34	Customer Name cannot be null.
CAPM-ACS-VAL-35	Party Type cannot be null
CAPM-ACS-VAL-36	Country of Incorporation cannot be null.
CAPM-ACS-VAL-37	Date of Incorporation cannot be null
CAPM-ACS-VAL-38	Place of Incorporation cannot be null
CAPM-ACS-VAL-39	KYC status cannot be null
CAPM-ACS-VAL-40	Preferred language cannot be null
CAPM-ACS-VAL-41	Media in Customer Address Maintenance cannot be null
CAPM-ACS-VAL-42	Address Type in Customer Address Maintenance cannot be null
CAPM-ACS-VAL-43	Country code value does not match from the LOV API
CAPM-ACS-VAL-44	Preferred Language does not match from the LOV.
CAPM-ACS-VAL-45	House/Building, city, zip code, email address and state cannot be null
CAPM-ACS-VAL-46	Mail address is mandatory



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-ACS-VAL-47	Swift, mobile,fax or phone either one should be have details.
CAPM-ACS-VAL-C7	Reporting GL must contain atleast one NORM status during SAVE
CAPM-ACS-VAL-G3	Stop Payments Type should be A or C
CAPM-ACS-VAL-G4	Effective Date is not valid
CAPM-ACS-VAL-G5	Effective date should not be before branch date
CAPM-ACS-VAL-G6	Expiry Date date should not be before branch date
CAPM-ACS-VAL-G7	Expiry Date date should not be before effective date
CAPM-ACS-VAL-N8	Record already Handed off
CAPM-ACS-VAL-N9	Failed to parse data to ProductProcess due to network issue
CAPM-ACS-VAL-T1	Customer Number not generated
PLATO-EVNT-001	Failed to update
PLATO-EVNT-002	Record already exists
CAPM-ACS-VAL-05	Cannot have Request Reference Number for empty Card Products.
CAPM-COM-020	Unable to get Sub-domain info from Transaction Controller
CAPM-ACS-VAL-H9	\$1 is an invalid branch code
CAPM-ACS-VAL-H8	Chequebook required flag is disabled for account \$1
CAPM-ACS-COM-J0	Failed to get amount block details
CAPM-ACS-COM-J1	Error while get amount block details
CAPM-ACS-COM-J2	Failed to post amount block details
CAPM-ACS-COM-J3	Error while post amount block details
CAPM-ACS-COM-J4	Failed to update amount block details
CAPM-ACS-COM-J5	Error while amend amount block details
CAPM-ACS-COM-J6	Failed to close amount block
CAPM-ACS-COM-J7	Error while close amount block
GCS-AUTH-01	Record Successfully Authorized
GCS-AUTH-02	Valid modifications for approval were not sent. Failed to match
GCS-AUTH-03	Maker cannot authorize
GCS-AUTH-04	No Valid unauthorized modifications found for approval.
GCS-AUTH-05	Failed to Authorize the record
GCS-CLOS-002	Record Successfully Closed
GCS-CLOS-01	Record Already Closed
GCS-CLOS-02	Record Successfully Closed
GCS-CLOS-03	Unauthorized record cannot be closed, it can be deleted before first authorization
GCS-CLOS-04	Failed to Close the record
GCS-COM-001	Record does not exist
GCS-COM-002	Invalid version sent, operation can be performed only on latest version
GCS-COM-003	Please Send Proper ModNo
GCS-COM-004	Please send makerId in the request
GCS-COM-005	Request is Null. Please Resend with Proper SELECT
GCS-COM-006	Unable to parse JSON
GCS-COM-007	Request Successfully Processed
GCS-COM-008	Modifications should be consecutive.



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
GCS-COM-009	Resource ID cannot be blank or "null".
GCS-COM-010	Successfully canceled \$1.
GCS-COM-011	\$1 failed to update.
GCS-COM-012	Error saving child datasegment, Master validation failed
GCS-COM-013	Error saving the datasegment
GCS-COM-014	Error validating the datasegment
GCS-COM-015	Error submitting the datasegment
GCS-COM-016	Unexpected error occurred during runtime
GCS-COM-017	Error deleting the extended datasegment
GCS-COM-018	Remove lock failed
GCS-COM-019	Revert call to extended datasegment failed
GCS-COM-020	Revert call to sub-domain datasegment failed
GCS-COM-021	Error deleting the sub-domain datasegment
GCS-COM-022	Authorize call to extended datasegment failed
GCS-COM-023	Authorize call to sub-domain datasegment failed
GCS-COM-025	Client error occurred during API call
GCS-COM-026	Invalid datasegment code
GCS-DEL-001	Record deleted successfully
GCS-DEL-002	Record(s) deleted successfully
GCS-DEL-003	Modifications didn't match valid unauthorized modifications that can be deleted for this record
GCS-DEL-004	Send all unauthorized modifications to be deleted for record that is not authorized even once.
GCS-DEL-005	Only Maker of first version of record can delete modifications of record that is not once authorized.
GCS-DEL-006	No valid unauthorized modifications found for deleting
GCS-DEL-007	Failed to delete. Only maker of the modification(s) can delete.
GCS-DEL-008	Failed to Delete the record
GCS-DEL-009	No valid pre-validated modifications found for deletion
GCS-MOD-001	Closed Record cannot be modified
GCS-MOD-002	Record Successfully Modified
GCS-MOD-003	Record marked for close, cannot modify.
GCS-MOD-004	Only maker of the record can modify before once authorised
GCS-MOD-005	Not amendable field, cannot modify
GCS-MOD-006	Natural Key cannot be modified
GCS-MOD-007	Only the maker can modify the pending records.
GCS-MOD-008	Failed to Update the record
GCS-REOP-003	Successfully Reopened
GCS-REOP-01	Unauthorized Record cannot be Reopened
GCS-REOP-02	Failed to Reopen the Record, cannot reopen Open records
GCS-REOP-03	Successfully Reopened
GCS-REOP-04	Unauthorized record cannot be reopened, record should be closed and authorized
GCS-REOP-05	Failed to Reopen the record

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
GCS-REVT-01	Record reverted successfully
GCS-REVT-02	Failed to Revert the record
GCS-SAV-001	Record already exists
GCS-SAV-002	Record Saved Successfully.
GCS-SAV-003	The record is saved and validated successfully.
GCS-SAV-004	Failed to create the record
GCS-VAL-001	The record is successfully validated.
GCS-LOCK-01	Remove dirty lock failed
CAPM-ACT-VAL-01	AccountType is Mandatory.
CAPM-ACT-VAL-02	AccountType Code is Mandatory.
CAPM-ACT-VAL-03	AccountType Description is Mandatory.
CAPM-ACT-LOV-01	Error in getting data from Account class service
CAPM-ACT-LOV-02	Error while Parsing data from Account Class service
CAPM-ACT-LOV-03	Account class code is invalid
CAPM-BPC-CDS-00	Account Type of Advices not matching with Basic Details
CAPM-BPC-CDS-01	Branch Code of Advices not matching with Basic Details
CAPM-BPC-CDS-02	Account Type of Checklists not matching with Basic Details
CAPM-BPC-CDS-03	BranchCode of Checklists not matching with Basic Details
CAPM-BPC-CDS-04	Account Type of Data segments not matching with Basic Details
CAPM-BPC-CDS-05	Branch Code of Data segments not matching with Basic Details
CAPM-BPC-CDS-06	Account Type of Documents not matching with Basic Details
CAPM-BPC-CDS-07	Branch Code of Documents not matching with Basic Details
CAPM-BPC-MAN-00	LIFE CYCLE is Mandatory
CAPM-BPC-MAN-01	Work Flow Definition is Mandatory
CAPM-BPC-MAN-02	Account Type is Mandatory
CAPM-BPC-MAN-03	Branch Code is Mandatory
CAPM-BPC-MAN-04	Business Process Code is Mandatory in \$1
CAPM-BPC-MAN-05	Party Role Code is Mandatory in \$1
CAPM-BPC-MAN-06	Account Type is Mandatory in \$1
CAPM-BPC-MAN-07	Branch Code is Mandatory in \$1
CAPM-BPC-MAN-08	Account Type is Mandatory in \$1
CAPM-BPC-MAN-09	Branch Code is Mandatory in \$1
CAPM-BPC-MAN-10	Account Type is Mandatory in \$1
CAPM-BPC-MAN-11	Branch Code is Mandatory in \$1
CAPM-BPC-MAN-12	Account Type is Mandatory in \$1
CAPM-BPC-MAN-13	Branch Code is Mandatory in \$1
CAPM-BPC-MAN-14	Functional Code and Functional Desc is Mandatory in \$1
CAPM-BPC-MAN-15	Service Name and Service endpoint is Mandatory in \$1
CAPM-BPC-MAN-18	Stage configuration is Mandatory
CAPM-BPC-MAN-19	StageDatasegment configuration is Mandatory
CAPM-BPC-MAN-20	No Stage configured in this process
CAPM-BPC-VAL-00	Source stage value should be either Y/N
CAPM-BPC-VAL-01	Cannot have more than 1 source Stage

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-BPC-VAL-02	Business process code should be in Upper Case and should not contain any special characters
CAPM-BPC-VAL-03	\$1 Functional code is invalid
CAPM-BPC-VAL-04	Business process code should be of length 6
CAPM-BPC-VAL-05	Record already exist with same Lifecycle and AccountType
CAPM-BPC-VAL-06	Unable to fetch and validateLifecycle Code data
CAPM-BPC-VAL-07	Unable to fetch and validate branch Code data
CAPM-BPC-VAL-08	Unable to fetch and validate AccountType
CAPM-BPC-LOV-00	\$1 is not a valid LifeCycle Code
CAPM-BPC-LOV-01	\$1 is not a valid AccountType Code in BasicDetails
CAPM-BPC-LOV-02	\$1 is not a valid Branch Code in BasicDetails
CAPM-BPC-LOV-03	\$1 is not a valid AccountType in Advice
CAPM-BPC-LOV-04	\$1 is not a valid BranchCode in Advice
CAPM-BPC-LOV-13	\$1 is not a valid RoleCode in Advice
CAPM-BPC-LOV-05	\$1 is not a valid AccountType in Checklist
CAPM-BPC-LOV-06	\$1 is not a valid BranchCode in Checklist
CAPM-BPC-LOV-07	\$1 is not a valid AccountType in Document
CAPM-BPC-LOV-08	\$1 is not a valid BranchCode in Document
CAPM-BPC-LOV-09	\$1 is not a valid DocumentCode
CAPM-BPC-LOV-10	\$1 is not a valid AccountType in Datasegments
CAPM-BPC-LOV-11	\$1 is not a valid BranchCode in Datasegments
CAPM-BPC-LOV-12	\$1 is not a valid DatasegmentCode
CAPM-BPC-OVR-00	No Advices configured in this process
CAPM-BPC-OVR-01	No Checklist configured in this process
CAPM-BPC-OVR-02	No Document configured in this process
CAPM-BPC-VAL-09	\$1 Stage : Service Name and Endpoint is invalid
CAPM-BPC-VAL-10	Unable to fetch and validate Service Endpoint
CAPM-BPC-VAL-11	Unable to fetch and validate FunctionalActivity
CAPM-TRO-001	Failed in Updating Task
CAPM-TRO-002	Stage Updated Successfully
CAPM-TRO-003	Failed in Updating Transaction Log
CAPM-TRO-004	Application Number, Process Code and Stagecode are mandatory
CAPM-TRO-005	No transaction exists with the given application number
CAPM-TRO-007	Approval Pending for Business Overrides
CAPM-TRO-008	Workflow and TaskID are mandatory
CAPM-TRO-009	Failed in updating stage
CAPM-TRO-010	Sending advice failed, Preferred Contact Media Not Found
CAPM-TRO-011	Task Not Found in Current Branch
CAPM-TRO-012	\$1 Datasegment is Mandatory
CAPM-TRO-013	Upload Mandatory Documents
CAPM-TRO-014	Upload Mandatory Checklist
CAPM-TRO-015	ProcessRef Number is Mandatory
CAPM-TRO-016	Initiation Process Failed

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-TRO-017	Workflow definition not found
CAPM-TRO-018	Error while checking workflow definition existence
CAPM-TRO-019	Failed in task search API call
CAPM-TRO-021	Business process not available for the given productCode
CAPM-TRO-023	Failed in task search API call
CAPM-TRO-022	Business process fetch failed due to some error
CAPM-TRO-020	Failed in Getting Descriptions
CAPM-TRO-024	Unable to Fetch Dashboard filter
CAPM-TRO-025	Unable to update Dashboard filter
CAPM-COM-015	Mandatory Document check failed
CAPM-COM-016	Mandatory Datasegment check failed
CAPM-COM-017	Checklist check failed
CAPM-COM-018	Overrides check failed
CAPM-COM-019	Domain data validation failed
CAPM-ACS-VAL-F9	Duplicate Account Number
CAPM-STP-VAL-24	Invalid Cheque Number given
CAPM-ACS-COM-I5	Primary Swift Address Not Allowed
CAPM-ACS-COM-I6	Secondary Swift Address Not Allowed
CAPM-ACS-COM-I7	Tertiary Swift Address Not Allowed
CAPM-TJS-VAL-36	Related account cannot be NULL or empty for the selected posting into
CAPM-TJS-VAL-37	Reversal Accounting Reference cannot be NULL or empty if reversal is set to true
CAPM-TJS-VAL-38	Account number not matching with the list of account numbers in core-account-service
CAPM-TJS-VAL-39	Account number cannot be NULL or empty
CAPM-TJS-VAL-40	Account number cannot be defaulted from source code as it is not present in source-code-services
CAPM-TJS-VAL-41	Account branch cannot be NULL or empty
CAPM-TJS-VAL-42	Account currency cannot be NULL or empty
CAPM-TJS-VAL-43	Account currency amount cannot be NULL or empty
CAPM-TJS-VAL-44	Invalid booking date/transaction init date format
CAPM-TJS-VAL-45	Booking date/transaction init date is neither specified by user nor available in branch service
CAPM-TJS-VAL-46	Error while fetching date from branch service
CAPM-TJS-VAL-47	Value date of transaction account is less than account open date
CAPM-TJS-VAL-48	Value date is earlier than the permitted back value days
CAPM-TJS-VAL-49	Error while fetching account open date
CAPM-TJS-VAL-50	Error while fetching branch parameters details from config service
CAPM-TJS-VAL-51	Error while parsing branch parameters details from config service
CAPM-TJS-VAL-52	Error while validating value date with branch parameters as the required info is NULL
CAPM-TJS-VAL-53	Error while parsing account number from core-account-service
CAPM-TJS-VAL-54	Error while fetching account numbers from core-account-service
CAPM-TJS-VAL-55	Branch parameters details is not available for the selected branch

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-TJS-VAL-56	Account branch cannot be defaulted from account, as the configured value is NULL or empty
CAPM-TJS-VAL-57	Account currency cannot be defaulted from account, as the configured value is NULL or empty
CAPM-TJS-VAL-58	Exchange rate cannot be defaulted, as the required branch parameters is not available for the selected branch
CAPM-TJS-VAL-59	Exchange rate cannot be defaulted, as either account currency or branch local currency is NULL or empty
CAPM-TJS-VAL-60	Account open date cannot be defaulted from account, as the configured value is NULL or empty
CAPM-TJS-VAL-61	Error while parsing transaction code from transaction-code-services
CAPM-TJS-VAL-62	Available days cannot be defaulted from transaction code, as the configured value is NULL or empty
CAPM-TJS-VAL-63	Available days cannot be defaulted, as the required entry is not available for the selected transaction code
CAPM-TJS-VAL-64	Error while parsing available days from transaction code service response
CAPM-TJS-VAL-65	Error while calling business process services to fetch business process code details
CAPM-STP-VAL-01	Branch Date is null.
CAPM-STP-VAL-02	Branch Code must be the Branch you logged in
CAPM-STP-VAL-03	Account Number is not valid or not having chequebook facility
CAPM-STP-VAL-04	Stop PaymentType must be A or C Type
CAPM-STP-VAL-05	Effective Date is not valid
CAPM-STP-VAL-06	Effective date should not be before branch date
CAPM-STP-VAL-07	Expiry Date date should not be before branch date
CAPM-STP-VAL-08	Expiry Date date should not be before effective date
CAPM-STP-VAL-09	Both Start Cheque Number/Amount cannot be Null/Empty at the Same time
CAPM-STP-VAL-10	Amount is invalid ,should must greater than 0
CAPM-STP-VAL-11	Stop Payment can be requested either with ChequeNumber or Amount, not both
CAPM-STP-VAL-12	Resource Id and operation Type must not be null.
CAPM-STP-VAL-13	Stop payment type cannot be changed
CAPM-STP-VAL-14	Start Cheque Number cannot be changed
CAPM-STP-VAL-15	End Cheque Number cannot be changed
CAPM-STP-VAL-16	Amount cannot be changed
CAPM-STP-VAL-17	Effective date cannot be changed
CAPM-STP-VAL-18	Source code cannot be changed
CAPM-STP-VAL-19	Start and End Cheque Number should be within the assigned chequebook number range
CAPM-STP-VAL-22	stop payment already issued for this cheque number
CAPM-STP-VAL-23	Expiry Date cannot overlap with existing Stop Payment date
CAPP-ACC-VAL-01	Account Class Parameter In One or More Account Mask is Not match with Entered Account Class Length
CAPP-ACC-VAL-02	Start date should be in yyyy-MM-dd format

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACC-VAL-03	End date should be in yyyy-MM-dd format
CAPP-ACC-VAL-04	Start date should not be blank if end date is selected
CAPP-ACC-VAL-05	End date should not be before start date
CAPP-ACC-VAL-06	Daily Fixed Time is not a valid time
CAPP-ACC-VAL-07	Account type should be of S or U or C or D
CAPP-ACC-VAL-08	Account code should be should be 4 character alpha numeric
CAPP-ACC-VAL-09	Unauthorized account inactive close day should be between 0 and 999
CAPP-ACC-VAL-10	Authorized account inactive close day should be between 0 and 999
CAPP-ACC-VAL-11	Notice frequency should be O or D or W or M or Y or N
CAPP-ACC-VAL-12	Inactive account notice generation days should be between 0 and 999
CAPP-ACC-VAL-13	Limit for unprinted transactions can be entered only if compression required is selected.
CAPP-ACC-VAL-14	Transaction code for unprinted transactions can be entered only if compression required is selected.
CAPP-ACC-VAL-15	Limit for Unprinted Transaction is mandatory if Compression Required is selected.
CAPP-ACC-VAL-16	Transaction Code is mandatory if Compression Required is selected
CAPP-ACC-VAL-17	Iban account type is mandatory if Compression Required is selected
CAPP-ACC-VAL-18	Iban account type should be 4 character alpha numeric
CAPP-ACC-VAL-19	Daily Fixed Time value should be with respect to STDCAMPM
CAPP-ACC-VAL-20	Cheque Book Required can either be Y/N
CAPP-ACC-VAL-21	Lodgement book should be empty as Passbook Facility Req is Y
CAPP-ACC-VAL-22	Cheque Book related data is not applicable as Checkbook Required is N
CAPP-ACC-VAL-23	Reorder Level cannot be null or zero
CAPP-ACC-VAL-24	Reorder Number cannot be null or zero
CAPP-ACC-VAL-25	Max Check Reject cannot be null or < 1
CAPP-ACC-VAL-26	Channel Details is not applicable as Direct Banking Req is N
CAPP-ACC-VAL-27	Margin on Advance against Uncollected Funds should be between 0 or 100
CAPP-ACC-VAL-28	Sequence cannot have null value
CAPP-ACC-VAL-29	RateValue should be between 0 or 100
CAPP-ACC-VAL-30	Max Rate cannot be a negative value
CAPP-ACC-VAL-31	Max Rate should be between 0 or 100
CAPP-ACC-VAL-32	Max Rate cannot have null value
CAPP-ACC-VAL-33	Min Rate cannot be a negative value
CAPP-ACC-VAL-34	MaxRate should be between 0 or 100
CAPP-ACC-VAL-35	Maximum Rate should be greater than or equal to Minimum Rate
CAPP-ACC-VAL-36	Entered rate outside acceptable range for interest rate
CAPP-ACC-VAL-37	Input either rate code or interest rate for a limit category
CAPP-ACC-VAL-38	Atleast one of Rate Code or Rate Value should be available on Save. For Term Deposits both can be null if Default Deposit Rate is Yes.
CAPP-ACC-VAL-39	Statement cycles should be blank when Statement Type is None
CAPP-ACC-VAL-40	Statement Day cannot be blank
CAPP-ACC-VAL-41	Statement cycles have to be different

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACC-VAL-42	If Hourly Cycle is selected only Hourly Frequency should have the value
CAPP-ACC-VAL-43	If Daily Cycle is selected only Daily Fixed Time should have the value
CAPP-ACC-VAL-44	Hourly Frequency or Daily Fixed Time cannot be selected when Cycle is NULL
CAPP-ACC-VAL-45	Statement Fee ON field not applicable for Daily Cycle
CAPP-ACC-VAL-46	Invalid Statement Fee Cycle
CAPP-ACC-VAL-47	Primary ON field contains invalid Month
CAPP-ACC-VAL-48	Primary ON field is not applicable for Daily Cycle
CAPP-ACC-VAL-49	Secondary ON field should have values between 1 to 31
CAPP-ACC-VAL-50	Secondary ON field contains invalid week
CAPP-ACC-VAL-51	Secondary ON field contains invalid Month
CAPP-ACC-VAL-52	Secondary ON field is not applicable for Daily Cycle
CAPP-ACC-VAL-53	Invalid Primary Cycle
CAPP-ACC-VAL-54	Invalid Secondary Cycle
CAPP-ACC-VAL-55	Invalid Tertiary Cycle
CAPP-ACC-VAL-56	Tertiary ON field should have values between 1 to 31
CAPP-ACC-VAL-57	Tertiary ON field contains invalid week
CAPP-ACC-VAL-58	Tertiary ON field contains invalid Month
CAPP-ACC-VAL-59	Tertiary ON field is not applicable for Daily Cycle
CAPP-ACC-VAL-60	Invalid Provisioning Frequency
CAPP-ACC-VAL-61	Invalid Provisioning Currency
CAPP-ACC-VAL-62	Invalid Natural GL
CAPP-ACC-VAL-63	LiquidationDays should be greater than or equal to zero and should be a non-decimal value
CAPP-ACC-VAL-64	Fee Period should be greater than or equal to zero and should be a non-decimal value
CAPP-ACC-VAL-65	Advice Days should be greater than or equal to zero and should be a non-decimal value
CAPP-ACC-VAL-66	Verify Funds cannot be Y if Liquidation Mode is Manual
CAPP-ACC-VAL-67	Advice days is not applicable as Charge Start Advice is N
CAPP-ACC-VAL-68	Charge Start Advice can either be Y/N
CAPP-ACC-VAL-69	Verify Funds can either be Y/N
CAPP-ACC-VAL-70	Debit Notice can either be Y/N
CAPP-ACC-VAL-71	Interest And Charges Required can either be Y/N
CAPP-ACC-VAL-72	Liquidate Receivable can either be Y/N
CAPP-ACC-VAL-73	MinRate cannot be null
CAPP-ACC-VAL-74	Not a valid Limit Type
CAPP-ACC-VAL-75	Auto Reorder Cheque Book can either be Y/N
CAPP-ACC-VAL-76	Direct Banking Required can either be Y/N
CAPP-ACC-VAL-77	Daylight Limit can either be Y/N
CAPP-ACC-VAL-78	Allow Collateral Linkage can either be Y/N
CAPP-ACC-VAL-79	OD Facility Required can either be Y/N
CAPP-ACC-VAL-80	Dormancy Days should be > 0
CAPP-ACC-VAL-81	Account Class should not be more than 6 character



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACC-MAN-01	Account class is mandatory
CAPP-ACC-MAN-02	Account type is mandatory
CAPP-ACC-MOD-01	Account class already used in account service
CAPP-ACC-CLO-01	Account class already used in account service
CAPP-ACC-LOV-01	\$1 is not a valid Event Class code
CAPP-ACC-LOV-02	\$1 is not a valid Source Code
CAPP-ACC-LOV-03	\$1 is not a valid Banking Channel
CAPP-ACC-LOV-04	\$1 is not a valid Status in Status Rule Definition
CAPP-ACC-LOV-05	\$1 is not a valid Status in GL Details
CAPP-ACC-LOV-06	\$1 is not a valid EventClass code
CAPP-ACC-LOV-07	\$1 is not a valid Exposure Category
CAPP-ACC-LOV-08	\$1 is not a valid Accounting Role
CAPP-ACC-LOV-09	\$1 is not a valid GL Line
CAPP-ACC-LOV-10	\$1 is invalid data in Primary ON field
CAPP-ACC-LOV-11	\$1 is invalid data in Secondary ON field
CAPP-ACC-LOV-12	\$1 is invalid data in Tertiary ON field
CAPP-ACC-LOV-13	\$1 is invalid data in Statement Fee ON field
CAPP-ACC-LOV-14	\$1 is invalid data in credit GL Line
CAPP-ACC-LOV-15	\$1 is invalid data in debit GL Line
CAPP-ACC-LOV-16	\$1 is invalid data in Account Head
CAPP-ACC-LOV-17	Error parsing time , Time should be in hh:mm:ss format
CAPP-ACC-LOV-18	Invalid Mis Group
CAPP-ACC-LOV-19	Mis class/code/type mismatch for \$1/\$2/\$3
CAPP-ACC-LOV-20	No data found from Bank configuration for validations
CAPP-ACC-LOV-21	Unable to get camStartDate from Bank Configuration
CAPP-ACC-LOV-22	Unable to get camEndDate from Bank Configuration
CAPP-ACC-LOV-23	Unable to get account mask from Bank Configuration
CAPP-ACC-LOV-24	Unable to get event class code from Event Class Configuration
CAPP-ACC-LOV-25	No data found in Event Class Configuration for validations
CAPP-ACC-LOV-26	Unable to get event class code summary from Event Class Configuration
CAPP-ACC-LOV-27	No data found for event class code summary in Event Class Configuration for validations
CAPP-ACC-LOV-28	Unable to get accounting role from Event Class Configuration
CAPP-ACC-LOV-29	No data found for accounting role in Event Class Configuration for validations
CAPP-ACC-LOV-30	Unable to get exposure category from Exposure Category Configuration
CAPP-ACC-LOV-31	No data found from Exposure Category Configuration for validations
CAPP-ACC-LOV-32	Unable to get gl code from CMC External Chart Configuration
CAPP-ACC-LOV-33	No data found from CMC External Chart Configuration for validations
CAPP-ACC-LOV-34	Unable to get gl code from Customer GL Configuration
CAPP-ACC-LOV-35	No data found from Customer GL Configuration for validations
CAPP-ACC-LOV-36	No data found from CMC MIS Group Configuration for validations
CAPP-ACC-LOV-37	Unable to get misGroup from CMC MIS Group Configuration



**Table B-1 (Cont.) List of Error Codes and Messages**

Error Code	Error Message
CAPP-ACC-LOV-38	No data found from CMC MIS Class Configuration for validations
CAPP-ACC-LOV-39	Unable to get mis class/mis type from CMC MIS Group Configuration
CAPP-ACC-LOV-40	No statement maintenance data found from Maintenance services(static data) for validations
CAPP-ACC-LOV-41	Unable to get statement maintenance data from Maintenance(static data) services
CAPP-ACC-LOV-42	Unable to get status code from Status Code Configuration
CAPP-ACC-LOV-43	No data found from Status Code Configuration for validations
CAPP-ACC-LOV-44	No maintenance data found from Maintenance services(static data) for validations
CAPP-ACC-LOV-45	Unable to get maintenance data from Maintenance(static data) services
CAPP-ACC-CDS-01	IBAN required is set to true in account feature datasegment
CAPP-ACC-CDS-02	IBAN required is set to false in account feature datasegment
CAPP-ACC-VAL-82	Duplicate Source Code is not allowed
CAPP-ACC-VAL-83	Duplicate Bank channel is not allowed
CAPP-ACC-VAL-84	Source Code should not be null or empty
CAPP-ACC-VAL-85	Duplicate Account Role is not allowed
CAPP-ACC-VAL-86	Account Role cannot be null
CAPP-ACC-VAL-87	Duplicate Status is not allowed
CAPP-ACC-VAL-88	Status cannot be null
CAPP-ACC-VAL-89	Dormancy days should be greater than zero
CAPP-ACC-VAL-90	Dormancy parameter should be D or C or B or M
CAPP-ACC-VAL-91	Status code cannot be Null or Empty
CAPP-ACC-VAL-92	Sequence number cannot be Null or Empty
CAPP-ACC-VAL-93	Rule Id cannot be Null or Empty
CAPP-ACC-LOV-46	\$1 is not a valid Status code
CAPP-ACC-LOV-47	\$1 is not a valid Status Sequence Number
CAPP-ACC-LOV-48	\$1 is not a valid Rule Id
CAPP-ACC-LOV-49	No rules found in Rule List from rule service
CAPP-ACC-LOV-50	Unable to fetch rule list from rule service
CAPP-ACC-VAL-94	Currencies cannot be empty when multi currency required is true
CAPP-ACC-VAL-95	Currency cannot be null or empty
CAPP-ACC-VAL-96	Currencies should be empty when multi currency required is false
CAPP-ACC-LOV-51	\$1 is not a valid currency
CAPP-ACC-LOV-52	No currency code found in Currency List from CMC-Currency-Service
CAPP-ACC-LOV-53	Unable to get data from CMC-Currency-Service
CAPP-ACC-CLI-01	OBIC - Create External Group Failed
CAPP-ACC-CLI-02	IC - Product Mapping Failed
CAPP-ACC-LOV-54	Unable to get sources from cmc-external-system-services
CAPP-ACC-VAL-97	Product code cannot be null or empty
CAPP-ACC-VAL-98	Open cannot be null or empty
CAPP-ACC-VAL-99	Open should be either Y or N
CAPP-ACC-VAL-AA	Duplicate status is not allowed in rule definition
CAPP-ACC-VAL-AB	Duplicate combination of Product Code and Currency not allowed

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACC-VAL-AC	Atleast one rule definition is required when Automatic status change is on
CAPP-ACC-VAL-AD	Rule definition is allowed only when Automatic status change is on
CAPP-ACC-VAL-AE	Atleast one GL reporting with NORM status is mandatory
CAPP-ACC-VAL-AF	Credit GL cannot be null or empty
CAPP-ACC-VAL-AG	Debit GL cannot be null or empty
CAPM-ACS-VAL-06	Cannot have empty Request Reference Number for Card Products.
CAPM-ACS-VAL-07	Account Open Date cannot be after card Application Date.
CAPM-ACS-VAL-10	Account Open Date cannot be after orderDate.
CAPM-ACS-VAL-11	First Check Number is not null hence Check Number Mask cannot be empty
CAPM-ACS-VAL-12	Sum of First Cheque Number and Cheque Leaves is greater than the numeric values in Cheque Number Mask
CAPM-ACS-VAL-13	Cheque Number Mask in numeric and Length of First Cheque Number and Cheque Number Mask does not match
CAPM-ACS-VAL-14	Cheque Number Mask in alphanumeric and Length of First Cheque Number and Cheque Number Mask does not match.
CAPM-ACS-VAL-15	Length of alpha part of First Cheque Number not equal to the length of alpha_part of Cheque Number Mask.
CAPM-ACS-VAL-16	Length of numeric part of First Cheque Number not equal to the length of numeric part of Cheque Number Mask.
CAPM-ACS-VAL-17	First Cheque Number has to be numeric
CAPM-ACS-VAL-18	Cheque Leaves cannot be null or 0
CAPM-ACS-VAL-19	Branch Code cannot be empty
CAPM-ACS-VAL-20	Account Number cannot be empty
CAPM-ACS-VAL-21	Cheque Leaves cannot be empty
CAPM-ACS-VAL-22	Branch Code of Cheque Details cannot be empty
CAPM-ACS-VAL-23	Account number of Cheque Details cannot be empty
CAPM-ACS-VAL-24	Cheque Book Number of Cheque Details cannot be empty
CAPM-ACS-VAL-25	Cheque Number of Cheque Details cannot be empty
CAPM-ACS-VAL-26	Leaf Number Status of Cheque Details cannot be empty
CAPM-ACS-VAL-51	Account Address is Mandatory.
CAPM-ACS-VAL-52	Account Branch must not be Empty/Null.
CAPM-ACS-VAL-53	Account Name must not be Empty/Null
CAPM-ACS-VAL-54	Address Type is Mandatory.
CAPM-ACS-VAL-56	Valid Media is Mandatory.
CAPM-ACS-VAL-57	Valid Language is Mandatory.
CAPM-ACS-VAL-58	Language is Mandatory.
CAPM-ACS-VAL-59	Interest Details must not be Empty/Null
CAPM-ACS-VAL-60	Interest Start Date must not be Empty/Null
CAPM-ACS-VAL-61	Charge Start Date must not be Empty/Null
CAPM-ACS-VAL-62	Interest start date cannot be before account open date
CAPM-ACS-VAL-63	Charge start date cannot be before account open date
CAPM-ACS-VAL-64	Customer Account Basic Details must not be Empty/Null
CAPM-ACS-VAL-65	Customer Number must not be Empty/Null

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-ACS-VAL-66	Currency must not be Empty/Null
CAPM-ACS-VAL-67	Account Class must not be Empty/Null
CAPM-ACS-VAL-68	Account Number must not be Empty/Null
CAPM-ACS-VAL-69	Branch must not be Empty/Null
CAPM-ACS-VAL-73	Account Statement Preferences must not be Empty/Null
CAPM-ACS-VAL-74	Iban On Advices must not be Empty/Null
CAPM-ACS-VAL-75	Interest Statement must not be Empty/Null
CAPM-ACS-VAL-76	Debit Credit Advices must not be Empty/Null
CAPM-ACS-VAL-77	Primary Statement Type must not be Empty/Null
CAPM-ACS-VAL-81	Secondary Statement Type must not be Empty/Null
CAPM-ACS-VAL-83	SecondaryOn must not be Empty/Null
CAPM-ACS-VAL-84	Tertiary Statement Type must not be Empty/Null
CAPM-ACS-VAL-85	Tertiary Cycle must not be Empty/Null
CAPM-ACS-VAL-87	Camt052 Cycle must not be Empty/Null
CAPM-ACS-VAL-88	Hourly Frequency must not be Empty/Null
CAPM-ACS-VAL-89	Daily Fixed Time must not be Empty/Null
CAPM-ACS-VAL-90	Statement Fees Req must not be Empty/Null
CAPM-ACS-VAL-91	Statement Fees Cycle and Statement Fees On must not be Empty/Null
CAPM-ACS-VAL-92	Statement Fees Cycle and Statement Fees On must be Empty/Null
CAPM-ACS-VAL-96	Hourly Frequency not valid
CAPM-ACS-VAL-97	Invalid Branch Code
CAPM-ACS-VAL-98	Invalid Account Number
CAPM-ACS-VAL-A1	Account Preferences must not be Empty/Null
CAPM-ACS-VAL-A2	ATM Required must not be Empty/Null
CAPM-ACS-VAL-A3	ATM Required is a mandatory field. If NOT checked it denotes that the preference is not enabled for the account
CAPM-ACS-VAL-A4	Daily Amount Limit field will be enabled if ATM required is Yes
CAPM-ACS-VAL-A5	Daily Count Limit field will be enabled if ATM required is Yes
CAPM-ACS-VAL-A6	Cheque Book Required is a mandatory field. If NOT checked it denotes that the preference is not enabled for the account
CAPM-ACS-VAL-A7	Auto Reorder Of ChequeBook field will be enabled if Cheque book required is Yes
CAPM-ACS-VAL-A8	Reorder Cheque Level field will be enabled if Cheque book required is Yes and Auto reorder of cheque book is Yes
CAPM-ACS-VAL-A9	Reorder No Of Leaves field will be enabled if Cheque book required is Yes and Auto reorder of cheque book is Yes
CAPM-ACS-VAL-B1	Max No Of Cheque Rejections field will be enabled if Cheque book required is Yes
CAPM-ACS-VAL-B2	MediaType must not be Empty/Null
CAPM-ACS-VAL-B3	Media Address must not be Empty/Null
CAPM-ACS-VAL-B4	Media must not be Empty/Null
CAPM-ACS-VAL-B5	Invalid Exposure category
CAPM-ACS-VAL-B6	Invalid Status Code
CAPM-ACS-VAL-B7	Invalid DebitGL

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-ACS-VAL-B8	Invalid CreditGL
CAPM-ACS-VAL-B9	Account Signatory must not be Empty/Null
CAPM-ACS-VAL-C0	Account Message must not be Empty/Null
CAPM-ACS-VAL-C1	Minimum Number Of Signatures must not be Empty/Null
CAPM-ACS-VAL-C2	CifID must not be Empty/Null
CAPM-ACS-VAL-C3	CIF Signature Id must not be Empty/Null
CAPM-ACS-VAL-C4	Signature Message must not be Empty/Null
CAPM-ACS-VAL-C5	Signature Type must not be Empty/Null
CAPM-ACS-VAL-C6	Account Group must not be Empty/Null
CAPM-ACS-VAL-C9	Unable to fetch account class data
CAPM-ACS-VAL-D0	Unable to fetch Advice data
CAPM-ACS-VAL-D1	Unable to fetch GLCode data
CAPM-ACS-VAL-D2	Unable to fetch statement maintenance data
CAPM-ACS-VAL-D3	Unable to fetch statusCode data
CAPM-ACS-VAL-D4	AddressType \$1 length is more then 22.
CAPM-ACS-VAL-D5	\$1 size is more than \$2
CAPM-ACS-VAL-D6	Business Process does not support Multi Currency Account
CAPM-ACS-VAL-R6	Failed to validate AccountNumber
CAPM-ACS-VAL-R7	Failed to validate Multicurrency AccountNumber
CAPM-ACS-VAL-R8	Failed to generate AccountNumber
CAPM-ACS-VAL-S1	Failed to generate IBAN Number
CAPM-ACS-VAL-R9	Failed to validate IBAN AccountNumber
CAPM-ACS-VAL-R4	Failed to generate Multicurrency AccountNumber
CAPM-ACS-VAL-R5	Multi Currency Sub Account Number cannot be null
CAPM-ACS-DEF-AR	Error in defaulting AccountAddress
CAPM-ACS-DEF-AB	Error in defaulting Chequebook
CAPM-ACS-VAL-T2	Unable to fetch BranchInformation
CAPM-ACS-VAL-T3	Unable to fetch Country Code Maintenance
CAPM-ACS-VAL-K1	\$1 not permissible currency for multi currency account
DDA-ANG-001	Error in Generating Account Number
DDA-ANG-002	The account number is not between start and end account number
DDA-ANG-003	Unable to fetch Account Mask Info
DDA-ANG-004	Unable to Fetching CustomerDetails
DDA-ANG-005	Unable to Fetching Bank/Branch Details
DDA-ANG-006	Unable to Fetching Bank Code
DDA-ANG-007	Branch Code cannot be null
DDA-ANG-008	Length of Account class Code is greater than Account Mask
DDA-ANG-009	Length of Currency is greater than Account Mask
DDA-ANG-010	Length of Currency Type is greater than Account Mask
DDA-ANG-011	Length of Account Code is greater than Account Mask
DDA-ANG-012	Length of Branch Code is greater than Account Mask
DDA-ANG-013	Length of Sequence Number is greater than Account Mask
DDA-ANG-014	Length of Serial Number is greater than Account Mask

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
DDA-ANG-015	Unable to validate Account Mask Info
DDA-ANG-016	Mandatory Field - User input-able mask value - blank or Invalid
DDA-ANG-017	Accountclass Code mismatch with the generated Account number
DDA-ANG-018	Currency Code mismatch with the generated Account number
DDA-ANG-019	Customer Number mismatch with the generated Account number
DDA-ANG-020	Branch Code mismatch with the generated Account number
DDA-ANG-021	Customer Account Mask is not of Numeric Type
DDA-ANG-022	Account Number is not as per the mask
DDA-ANG-023	Account Code is part of the mask and is not maintained for the Account Class
DDA-ANG-024	CustomerNumber Length is greater than Account Mask
DDA-ANG-025	Account Number Length is lesser than Customer Account Mask
DDA-ANG-026	MOD97 cannot be done as AccountNumber contains alphabet
DDA-ANG-027	Duplicate account Number generated
DDA-ANG-028	Validation Failed due to invalid Account Number
DDA-ANG-029	Account Number cannot be a null value
DDA-ANG-030	Duplicate IbanNumber generated
DDA-ANG-031	Iban Number already linked with other Account
DDA-ANG-032	Unable to Fetching IBAN Mask details from Branch Parameter
DDA-ANG-033	Unable to Fetching Iban Mask details from Iban Maintenance
DDA-ANG-034	BbanBankCode mismatch with the generated IbanNumber
DDA-ANG-035	Bban Branch Code mismatch with the generated IbanNumber
DDA-ANG-036	Account Number mismatch with the generated Iban Number
DDA-ANG-037	Country Code mismatch with the generated Iban Number
DDA-ANG-038	Length of Bban BankCode is greater than Iban Mask
DDA-ANG-039	Length of Iban CountryCode is greater than IbanMask
DDA-ANG-040	Length of Bban Branch Code is greater than Iban Mask
DDA-ANG-041	Bban Bank Code cannot be a null value
DDA-ANG-042	Length of Account Number is greater than Iban Mask
DDA-ANG-043	Bban Branch Code cannot be a null value
DDA-ANG-044	Country Code cannot be a null value
CAPM-ACS-DEF-AO	Error in defaulting basic Details
CAPM-ACS-DEF-AP	Error in defaulting legal block
CAPM-ACS-DEF-AQ	Error in defaulting stop payments
CAPM-ACS-COM-H3	Account Open Date is past dated
CAPM-ACS-COM-H4	Account Open Date is invalid
CAPM-ACS-VAL-D7	Account Class does not support Multi Currency Account
CAPM-ACS-VAL-D8	Error in Account Number Generation
CAPM-ACS-VAL-D9	selected primary currency not supported by multi currency account class
CAPM-ACS-VAL-E1	Branch Code must not be Empty/Null
CAPM-ACS-VAL-E2	Account Number must not be Empty/Null
CAPM-ACS-VAL-E3	Customer Number not be Empty/Null

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-ACS-VAL-E4	Customer Name must not be Empty/Null
CAPM-ACS-VAL-E5	Currency must not be Empty/Null
CAPM-ACS-VAL-E6	Amount must not be Empty/Null
CAPM-ACS-VAL-E7	Expiry Date must not be Empty/Null
CAPM-ACS-VAL-F5	Branch Code must not be Empty/Null
CAPM-ACS-VAL-F6	Account Number must not be Empty/Null
CAPM-ACS-VAL-F7	Stop Payment Type not be Empty/Null
CAPM-ACS-VAL-F8	Start Check Number must not be Empty/Null
CAPM-ACS-VAL-G0	Currency must not be Empty/Null
CAPM-ACS-VAL-G1	Amount must not be Empty/Null
CAPM-ACS-VAL-G2	Expiry Date must not be Empty/Null
CAPM-ACS-VAL-G8	Amount is invalid.. should be greater than 1
CAPM-ACS-VAL-H6	Currency cannot be duplicated
CAPM-ACS-VAL-S3	Primary Statement Swift Req must not be Empty/Null
CAPM-ACS-VAL-S6	Secondary Swift Req must not be Empty/Null
CAPM-ACS-VAL-S9	TertiarySwift Req must not be Empty/Null
CAPM-ACS-VAL-T0	Cheque Leaves cannot be null when cheque required is Yes
CAPM-ACS-VAL-U0	\$1 can not be blank and empty
CAPM-ACS-VAL-U1	primary currency not allowed as sub account currency
CAPM-ACS-VAL-U2	UDEID for same effective date not allowed
CAPM-ACS-VAL-U3	Mail address type must marked as default address
CAPM-ACS-VAL-U6	Effective Date can not be null/empty
CAPM-ACS-VAL-U7	UDE can not be null/empty
CAPM-ACS-VAL-U8	AUF Margin within range 0% to 100%
CAPM-ACS-VAL-Z1	successfully initiated party flow.
CAPM-ACS-VAL-Z2	no new customer onboarding details available from the entry stage.
CAPM-ACS-VAL-Z3	error occurred while initiating the party flow.
CAPM-ACS-VAL-V1	Invalid Account Number
CAPM-ACS-VAL-V2	Invalid StopPayment Number
CAPM-ACS-VAL-V3	Start Cheque Number cannot be changed
CAPM-ACS-VAL-V4	End Cheque Number cannot be changed
CAPM-ACS-VAL-V5	Amount cannot be changed
CAPM-ACS-VAL-V6	Effective date cannot be changed
CAPM-ACS-VAL-V7	Source code cannot be changed
CAPM-ACS-VAL-V8	Stop payment type cannot be changed
CAPM-ACS-VAL-V9	Stop payment validation failed
CAPM-ACS-VAL-H7	Active Request Pending for A/C no. \$1
CAPM-ACS-VAL-H2	Multi currency account not yet configured
CAPM-STP-VAL-25	Stop payments cannot be issued for chequebooks which are not in delivered state
CAPM-ACS-COM-H5	Either Rate Code or udeValue is allowed
CAPM-ACS-COM-H6	Variance is not allowed with UdeValue
CAPM-ACS-COM-I0	Online Liquidation Failed

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPM-ACS-COM-I1	Online Liquidation Is Successful
CAPM-ACS-COM-I3	Cheque Book Closure Failed
CAPM-ACS-COM-I2	Cheque Book Closure Is Successful
CAPM-ACS-COM-H7	Invalid Primary Swift Address
CAPM-ACS-COM-H8	Invalid Secondary Swift Address
CAPM-ACS-COM-H9	Invalid Tertiary Swift Address
CAPM-ACS-VAL-00	Chequebook order date cannot be prior to the account open date
CAPM-ACS-COM-J8	Failed to get account balance details
CAPM-ACS-COM-J9	Error while get account balance details
DDA-ANG-008	Length of Accountclass Code is greater than Account Mask
DDA-ANG-009	Length of Currency is greater than Account Mask
DDA-ANG-010	Length of Currency Type is greater than Account Mask
DDA-ANG-011	Length of Account Code is greater than Account Mask
DDA-ANG-012	Length of Branch Code is greater than Account Mask
DDA-ANG-013	Length of Sequence Number is greater than Account Mask
DDA-ANG-014	Length of Serial Number is greater than Account Mask
DDA-ANG-015	Unable to validate Account Mask Info
DDA-ANG-016	Mandatory Field - User input-able mask value - blank or Invalid
DDA-ANG-017	Account class Code mismatch with the generated Account number
DDA-ANG-018	Currency Code mismatch with the generated Account number
DDA-ANG-019	Customer Number mismatch with the generated Account number
DDA-ANG-020	Branch Code mismatch with the generated Account number
DDA-ANG-021	Customer Account Mask is not of Numeric Type
DDA-ANG-022	Account Number is not as per the mask
DDA-ANG-023	Account Code is part of the mask and is not maintained for the Account Class
DDA-ANG-024	CustomerNumber Length is greater than Account Mask
DDA-ANG-025	Account Number Length is lesser than Customer Account Mask
DDA-ANG-026	MOD97 cannot be done as AccountNumber contains alphabet
DDA-ANG-027	Duplicate accountNumber generated
DDA-ANG-028	Validation Failed due to invalid Account Number
DDA-ANG-029	Account Number cannot be a null value
DDA-ANG-030	Duplicate IbanNumber generated
DDA-ANG-031	Iban Number already linked with other Account
DDA-ANG-032	Unable to Fetching IBAN Mask details from Branch Parameter
DDA-ANG-033	Unable to Fetching Iban Mask details from Iban Maintenance
DDA-ANG-034	Bban Bank Code mismatch with the generated IbanNumber
DDA-ANG-035	Bban Branch Code mismatch with the generated IbanNumber
DDA-ANG-036	Account Number mismatch with the generated IbanNumber
DDA-ANG-037	CountryCode mismatch with the generated IbanNumber
DDA-ANG-038	Length of Bban Bank Code is greater than Iban Mask
DDA-ANG-039	Length of Iban Country Code is greater than Iban Mask
DDA-ANG-040	Length of BbanBranchCode is greater than Iban Mask



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
DDA-ANG-041	BbanBankCode cannot be a null value
DDA-ANG-042	Length of AccountNumber is greater than IbanMask
DDA-ANG-043	Bban Branch Code cannot be a null value
DDA-ANG-044	Country Code cannot be a null value
CAPP-ACS-COM-F2	Current Status is invalid
CAPP-ACS-COM-F1	Direct Banking Required must be Y/N only
CAPP-ACS-COM-G0	Multi Currency Account must be Y/N only
CAPP-ACS-COM-G1	Renew Unit must be positive Number
CAPP-ACS-COM-G2	Next Renew Limit must be greater than Zero
CAPP-ACS-COM-G3	Renew Frequency must Daily (D)/Yearly (Y)/Monthly(M)
CAPP-ACS-COM-G4	RequestStatus is Invalid
CAPP-ACS-COM-G5	Cheque Level Reorder must be empty/null
CAPP-ACS-COM-G6	No Of Leaves Reorder must be empty/null
CAPP-ACS-COM-G7	Cheque Level Reorder is Invalid
CAPP-ACS-COM-G8	No Of Leaves Reorder is Invalid
CAPP-ACS-COM-G9	Reporting GL is not allowed
CAPP-ACS-COM-H0	At least one limit Type is required
CAPP-ACS-COM-H1	Tod Limit should be greater than Zero
CAPP-ACS-COM-H2	Daylight Limit should be greater than Zero
CAPP-ACS-COM-H3	Account Open Date is past dated
CAPP-ACS-COM-H4	Account Open Date is invalid
CAPP-ACS-COM-E8	Account Group is invalid
CAPP-ACC-VAL-AH	Statement Format is required when Swift Required is disabled
CAPP-DBF-001	Invalid Filter Name, should not contain special characters.
CAPP-DBF-002	Invalid Filter Description, should not contain special characters.
CAPP-CHQ-VAL-31	chequebook is requested
CAPP-ACS-VAL-K5	Atleast One Address is Mandatory for Account Creation
CACG-QUC-VAL-01	Selected Error Codes \$1 is already linked to a Queue.
CACG-OVC-VAL-01	Combination of Exception code \$1 and Source code \$2 has to be unique for an override configuration.
CACG-OVC-VAL-02	Minimum one Language record is mandatory for Exception Code \$1
CACG-OVC-VAL-03	Child Level Source Code cannot be the same as the Origin Source Code or its Parent Source Code.
CACG-QUC-VAL-02	\$1 is not a valid queue name
CAPP-STP-VAL-24	Invalid Cheque Number given
CAPP-STP-VAL-25	Stop payments cannot be issued for chequebooks which are not in delivered state
CAPP-ACS-COM-H7	Invalid Primary Swift Address
CAPP-ACS-COM-H8	Invalid Secondary Swift Address
CAPP-ACS-COM-H9	Invalid Tertiary Swift Address
CAPP-ACS-COM-I5	Primary Swift Address Not Allowed
CAPP-ACS-COM-I6	Secondary Swift Address Not Allowed
CAPP-ACS-COM-I7	Tertiary Swift Address Not Allowed
GCS-COM-027	Not a valid Key Id: \$1)



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACS-VAL-51	Account Address is Mandatory.
CAPP-ACS-VAL-54	AddressType is Mandatory.
CAPP-ACS-VAL-D4	AddressType \$1 length is more then 15.
CAPP-ACS-VAL-64	Customer Account Basic Details must not be Empty/Null
CAPP-ACS-VAL-67	Account Class must not be Empty/Null
CAPP-ACS-VAL-69	Branch must not be Empty/Null
CAPP-ACS-VAL-C6	AccountGroup must not be Empty/Null
CAPP-ACS-VAL-A1	AccountPreferences must not be Empty/Null
CAPP-ACS-VAL-B9	Account Signatory must not be Empty/Null
CAPP-ACS-VAL-C0	Account Message must not be Empty/Null
CAPP-ACS-VAL-C1	Minimum Number Of Signatures must not be Empty/Null
CAPP-ACS-VAL-C2	CifID must not be Empty/Null
CAPP-ACS-VAL-C3	CIF Signature Id must not be Empty/Null
CAPP-ACS-VAL-C4	Signature Message must not be Empty/Null
CAPP-ACS-VAL-C5	Signature Type must not be Empty/Null
CAPP-ACS-VAL-01	Auto Debit Card Request cannot be null.
CAPP-ACS-VAL-02	Request Reference Number cannot be null.
CAPP-ACS-VAL-03	Customer Number cannot be null.
CAPP-ACS-VAL-05	Cannot have Request Reference Number for empty Card Products.
CAPP-ACS-VAL-06	Cannot have empty Request Reference Number for Card Products.
CAPP-ACS-VAL-17	First Cheque Number has to be numeric
CAPP-ACS-VAL-18	Cheque Leaves cannot be null or 0
CAPP-ACS-VAL-21	Cheque Leaves cannot be empty
CAPP-ACS-VAL-22	Branch Code of Cheque Details cannot be empty
CAPP-ACS-VAL-23	Account number of Cheque Details cannot be empty
CAPP-ACS-VAL-24	Cheque Book Number of Cheque Details cannot be empty
CAPP-ACS-VAL-25	Cheque Number of Cheque Details cannot be empty
CAPP-ACS-VAL-26	Leaf Number Status of Cheque Details cannot be empty
CAPP-ACS-VAL-59	Interest Details must not be Empty/Null
CAPP-ACS-VAL-60	Interest Start Date must not be Empty/Null
CAPP-ACS-VAL-61	Charge Start Date must not be Empty/Null
CAPP-ACS-VAL-E1	Branch Code must not be Empty/Null
CAPP-ACS-VAL-E2	AccountNumber must not be Empty/Null
CAPP-ACS-VAL-E3	Customer Number not be Empty/Null
CAPP-ACS-VAL-E4	Customer Name must not be Empty/Null
CAPP-ACS-VAL-E5	Currency must not be Empty/Null
CAPP-ACS-VAL-E6	Amount must not be Empty/Null
CAPP-ACS-VAL-F5	Branch Code must not be Empty/Null
CAPP-ACS-VAL-F6	Account Number must not be Empty/Null
CAPP-ACS-VAL-F7	Stop Payment Type not be Empty/Null
CAPP-ACS-VAL-F8	Start Check Number must not be Empty/Null
CAPP-ACS-VAL-G0	Currency must not be Empty/Null
CAPP-ACS-VAL-G1	Amount must not be Empty/Null

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACS-VAL-G2	Expiry Date must not be Empty/Null
CAPP-COM-001	Account Basic Details is Master DS,cannot be blank or "null".
CAPP-ACS-COM-00	Customer Account Basic Details is NULL
CAPP-ACS-COM-01	Account Group is Empty/NULL
CAPP-ACS-COM-02	Invalid Account Number
CAPP-ACS-COM-03	Invalid Customer Number
CAPP-ACS-COM-04	Invalid Branch Code
CAPP-ACS-COM-05	Invalid Currency
CAPP-ACS-COM-06	Invalid Account Class
CAPP-ACS-COM-07	Invalid Account Type
CAPP-ACS-COM-08	Not a Multi Currency Account Class.Multi Currency_Account flag should be N
CAPP-ACS-COM-09	Multi Currency Account Class.MultiCurrency_Account flag should be Y
CAPP-ACS-COM-10	RTL should be N
CAPP-ACS-COM-11	IBAN should be N
CAPP-ACS-COM-12	Referral Required should be N
CAPP-ACS-COM-13	Account Preferences is empty
CAPP-ACS-COM-14	ATM Required should be N
CAPP-ACS-COM-15	Cheque Book Required should be N
CAPP-ACS-COM-16	Cheque Book Autoreorder should be N
CAPP-ACS-COM-17	Invalid max Cheque rejections
CAPP-ACS-COM-18	Direct Banking Required should be N
CAPP-ACS-COM-19	Direct Banking Required should be Y
CAPP-ACS-COM-20	NULL Account number in Account status
CAPP-ACS-COM-21	NULL Branch Code in Account status
CAPP-ACS-COM-22	Invalid value for Status change automatic
CAPP-ACS-COM-23	Invalid value for No Debits
CAPP-ACS-COM-24	Invalid value for No Credits
CAPP-ACS-COM-25	Invalid value for Stop Payment
CAPP-ACS-COM-26	Invalid value for Dormant
CAPP-ACS-COM-27	Invalid value for Frozen
CAPP-ACS-COM-28	Current Status to be NORM in Account opening
CAPP-ACS-COM-29	Dormancy Parameter must be D(Debit) or C(Credit) or A(Any of Credit or Debit) or M(Manual)
CAPP-ACS-COM-30	Invalid date for Status Since
CAPP-ACS-COM-31	Cheque Leaves must be numeric
CAPP-ACS-COM-32	Invalid date for Order Date
CAPP-ACS-COM-33	First Cheque Number has to be numeric
CAPP-ACS-COM-34	Invalid value for Cheque leaves
CAPP-ACS-COM-36	Branch Code in Cheque Book request is empty"
CAPP-ACS-COM-37	Account number in Cheque Book request is empty
CAPP-ACS-COM-38	Cheque Book number in Cheque Book request is empty
CAPP-ACS-COM-39	Cheque number in Cheque Book request is empty

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACS-COM-40	Leaf Number Status of Cheque Details cannot be empty
CAPP-ACS-COM-41	Interest Details must not be Empty/Null
CAPP-ACS-COM-42	Currency cannot be duplicated
CAPP-ACS-COM-43	Invalid value for Waive Interest
CAPP-ACS-COM-44	Invalid value for Open, can be Y or N
CAPP-ACS-COM-45	Invalid value for Variance
CAPP-ACS-COM-46	Duplicate Currency selected in MultiCurrency
CAPP-ACS-COM-47	Invalid Fund Utilization sequence
CAPP-ACS-COM-48	OD required in Account Class is N. AUF limit should not be entered
CAPP-ACS-COM-49	OD required in Account Class is N. AUF limit start date should not be entered
CAPP-ACS-COM-50	OD required in Account Class is N. AUF limit end date should not be entered
CAPP-ACS-COM-51	OD required in Account Class is N. AUF margin should not be entered
CAPP-ACS-COM-52	Invalid AUF limit start date
CAPP-ACS-COM-53	Invalid AUF limit end date
CAPP-ACS-COM-54	AufMargin must not be empty when OdFacReq is set to Y in Account Class
CAPP-ACS-COM-55	OD required in Account Class is N. TOD limit should not be entered
CAPP-ACS-COM-56	OD required in Account Class is N. TOD limit start date should not be entered
CAPP-ACS-COM-57	OD required in Account Class is N. TOD limit end date should not be entered
CAPP-ACS-COM-58	TodLimit is must not be empty when OdFacReq is set to Y in Account Class
CAPP-ACS-COM-59	Invalid TOD limit start date
CAPP-ACS-COM-60	Invalid TOD limit end date
CAPP-ACS-COM-61	OD required in Account Class is N. Day light limit should not be entered
CAPP-ACS-COM-62	Invalid Renew TOD
CAPP-ACS-COM-63	Renew TOD is N. Renew frequency should be NULL
CAPP-ACS-COM-64	Renew TOD is N. Renew unit should be NULL
CAPP-ACS-COM-65	Renew TOD is N. Next renewal limit should be NULL
CAPP-ACS-COM-66	Invalid Linkage reference
CAPP-ACS-COM-67	Linked Amount must be Numeric
CAPP-ACS-COM-68	Invalid Effective date
CAPP-ACS-COM-69	Account number different from the master
CAPP-ACS-COM-70	Currency different from the master
CAPP-ACS-COM-71	Invalid Provisioning and GL
CAPP-ACS-COM-72	Invalid Status
CAPP-ACS-COM-73	Invalid Debit GL
CAPP-ACS-COM-74	Invalid Credit GL
CAPP-ACS-COM-75	Propagate reporting GL is Y. Status should not be entered
CAPP-ACS-COM-76	Propagate reporting GL is Y. Debit GL should not be entered
CAPP-ACS-COM-77	Propagate reporting GL is Y. Credit GL should not be entered

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACS-COM-78	Invalid Language Code
CAPP-ACS-COM-79	Account address is Empty / NULL
CAPP-ACS-COM-80	Address type is Empty / NULL
CAPP-ACS-COM-81	Order details is Empty / NULL
CAPP-ACS-COM-82	Invalid IBAN Account number
CAPP-ACS-COM-83	Invalid Product Code
CAPP-ACS-COM-84	Invalid UDE Currency
CAPP-ACS-COM-85	Invalid UDE element id
CAPP-ACS-COM-86	Invalid Rate Code
CAPP-ACS-COM-87	Invalid Calculation Account
CAPP-ACS-COM-88	Invalid Interest Booking Branch Code
CAPP-ACS-COM-89	Invalid Interest Booking Account
CAPP-ACS-COM-90	Effective date is before Account open date
CAPP-ACS-COM-91	Start date is before Account open date
CAPP-ACS-COM-92	Effective date is before Account open date
CAPP-ACS-COM-93	Status since should be Account open date
CAPP-ACS-COM-A1	AddressType length is more than 22.
CAPP-ACS-COM-A2	PostCode can not be blank and empty
CAPP-ACS-COM-A3	TownName can not be blank and empty
CAPP-ACS-COM-A4	Country can not be blank and empty
CAPP-ACS-COM-A5	Department length is out of limit
CAPP-ACS-COM-A6	SubDepartment length is out of limit
CAPP-ACS-COM-A7	StreetName length is out of limit
CAPP-ACS-COM-A8	BuildingNumber length is out of limit
CAPP-ACS-COM-A9	BuildingName length is out of limit
CAPP-ACS-COM-A0	Floor length is out of limit
CAPP-ACS-COM-B0	PostBox length is out of limit
CAPP-ACS-COM-B1	Room length is out of limit
CAPP-ACS-COM-B2	Post Code length is out of limit
CAPP-ACS-COM-B3	Town Name length is out of limit
CAPP-ACS-COM-B4	Town LocationName length is out of limit
CAPP-ACS-COM-B5	DistrictName length is out of limit
CAPP-ACS-COM-B6	Country Sub Division length is out of limit
CAPP-ACS-COM-B7	Country length is out of limit
CAPP-ACS-COM-C1	Real Time Liquidity must be Y/N only
CAPP-ACS-COM-C2	IBAN Required must be Y/N only
CAPP-ACS-COM-C3	Referral Required can be Y/N only
CAPP-ACS-COM-C4	ATM Required must be Y/N only
CAPP-ACS-COM-C5	Cheque Book Required must be Y/N only
CAPP-ACS-COM-C6	Cheque Book AutoReorder must be Y/N only
CAPP-ACS-VAL-07	Resource Id and operationType must not be null.
CAPP-ACS-VAL-R1	Failed to validate AccountNumber
CAPP-CHQ-VAL-01	Chequebook not delivered

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-CHQ-VAL-02	Chequebook not delivered
CAPP-CHQ-VAL-03	Cheque used
CAPP-CHQ-VAL-04	Cheque rejected
CAPP-CHQ-VAL-05	Cheque canceled
CAPP-CHQ-VAL-06	Cheque stopped
CAPP-CHQ-VAL-07	Cheque blocked
CAPP-CHQ-VAL-08	Cheque partially used
CAPP-CHQ-VAL-09	Cheque not exist
CAPP-CHQ-VAL-10	Transaction Details Update Failed
CAPP-CHQ-VAL-11	Cheque invalid state and it should be in unused state
CAPP-CHQ-VAL-12	ChequeNumber should not be null
CAPP-CHQ-VAL-13	BlockRefNo should not be null
CAPP-CHQ-VAL-14	AccountNumber should not be null
CAPP-CHQ-VAL-15	BranchCode should not be null
CAPP-CHQ-VAL-16	Amount should not be null
CAPP-CHQ-VAL-17	Cheque book not available for given account, branch and cheque number
CAPP-CHQ-VAL-18	Utilization Ref No should not be null
CAPP-CHQ-VAL-19	Allow either utilization Ref No or blockRefNo
CAPP-CHQ-VAL-20	Both block Ref No and utilization Ref No should not be allowed
CAPP-CHQ-VAL-21	Transaction Successful
CAPP-CHQ-VAL-22	Utilization amount should not be greater than the blocked amount.
CAPP-CHQ-VAL-24	Cheque Block can not be exist for undo
CAPP-CHQ-VAL-25	Max Retry Limit Reached,Error allocating Cheque Number
CAPP-CHQ-VAL-26	Unique For Branch is unavailable
CAPP-CHQ-VAL-27	Cheque number reached it max limits
CAPP-CHQ-VAL-28	Cheque Mask is unavailable
CAPP-CHQ-VAL-29	Cheque Book is not available for the given account number.
CAPP-CHQ-VAL-30	Resource Id and operationType must not be null.
CAPP-STP-VAL-01	Branch Date is null.
CAPP-STP-VAL-02	Branch Code must be the Branch you logged in
CAPP-STP-VAL-03	Account Number is not valid or not having chequebook facility
CAPP-STP-VAL-04	Stop Payment Type must be A or C Type
CAPP-STP-VAL-05	Effective Date is not valid
CAPP-STP-VAL-06	Effective date should not be before branch date
CAPP-STP-VAL-07	ExpiryDate date should not be before branch date
CAPP-STP-VAL-08	ExpiryDate date should not be before effective date
CAPP-STP-VAL-09	Both StartCheque Number/Amount cannot be Null/Empty at the Same time
CAPP-STP-VAL-10	Amount is invalid ,should must greater than 0
CAPP-STP-VAL-11	Stop Payment can be requested either with ChequeNumber or Amount, not both
CAPP-STP-VAL-12	ResourceId and operationType must not be null.
CAPP-SAV-001	Record Saved Successfully.

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-SAV-002	Record Updated Successfully.
CAPP-DEL-001	Record Deleted Successfully.
CAPP-COM-002	Exception Occurred - Illegal State Exception
CAPP-COM-003	Exception Occurred While Executing Query
CAPP-COM-004	Server Error Occurred during API call
CAPP-COM-005	Client Error Occurred during API call
CAPP-COM-006	Exception Occurred while creating Bean
CAPP-COM-007	Exception Occurred while converting string to number
CAPP-RVL-BAT-01	Account reval batch job failed
CAPP-RVL-BAT-02	Account reval batch step building failed
CAPP-RVL-BAT-03	Account reval batch job reader has failed
CAPP-RVL-BAT-04	Unable to fetch data from DDA-CONFIG-REVALUATIONSETUP-SERVICES for GLCode
CAPP-RVL-BAT-05	Unable to fetch data from CMC-CURRENCY-SERVICES
CAPP-RVL-BAT-06	Unable to fetch branch LCY from CMC-BRANCH-SERVICES
CAPP-RVL-BAT-07	AccountStatus is not available for \$1 and \$2
CAPP-RVL-BAT-08	AccountClass is not available for \$1 and \$2
CAPP-RVL-BAT-09	Unable to get reporting GL for \$1 and \$2
CAPP-RVL-BAT-10	Unable to get credit GL for \$1 and \$2
CAPP-RVL-BAT-11	Unable to get debit GL for \$1 and \$2
CAPP-RVL-BAT-12	Unable to get current balance for \$1 and \$2
CAPP-RVL-BAT-13	Current balance is zero for \$1 and \$2
CAPP-RVL-BAT-14	Unable to fetch reval setup data for \$1 and \$2
CAPP-RVL-BAT-15	
CAPP-RVL-BAT-16	Reval setup information incomplete for \$1 and \$2
CAPP-RVL-BAT-17	Unable to fetch currency conversion data for \$1 and \$2
CAPP-RVL-BAT-18	
CAPP-RVL-BAT-19	Unable to get LCY current balance for \$1 and \$2
CAPP-RVL-BAT-20	Unable to get opening balance for \$1 and \$2
CAPP-RVL-BAT-21	
CAPP-RVL-BAT-22	
CAPP-RVL-BAT-23	Unable to get LCY opening balance for \$1 and \$2
CAPP-RVL-BAT-24	Unable to process reval for \$1 and \$2
CAPP-RVL-BAT-25	Account revaluation writer failed to write for \$1 and \$2
CAPP-RVL-BAT-26	Reval account posting batch step building failed
CAPP-RVL-BAT-27	Reval account posting batch job reader has failed
CAPP-RVL-BAT-28	Unable to process account reval for \$1 and \$2
CAPP-RVL-BAT-29	Unable to post account and non netted gl to transaction service for \$1 and \$2
CAPP-RVL-BAT-30	Reval netted GL posting batch step building failed
CAPP-RVL-BAT-31	Reval netted GL posting batch job reader has failed
CAPP-RVL-BAT-32	Unable to process netted GL reval for \$1 and \$2
CAPP-RVL-BAT-33	Unable to post netted GL reval to transaction service for \$1 and \$2

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-PP-BAT-01	Error in Reader at branch \$1 , partitionNumber \$2
CAPP-PP-BAT-02	Error in Writer while processing VDBalances for accNo \$1 , branch \$1 , partition Number \$2
CAPP-PP-BAT-03	Error in Writer while processing ICVDBalances for accNo \$1 , branch \$1 , partition Number \$2
CAPP-PP-BAT-04	Error in Writer while processing BDBalances for accNo \$1 , branch \$1 , partition Number \$2
CAPP-PP-BAT-05	Error in Writer while processing TurnOverBalances for accNo \$1 , branch \$1 , partition Number \$2
CAPP-PP-BAT-06	Error in Writer while saving balances for branch \$1 , partition Number \$2
CAPP-PP-BAT-07	Error in Writer while inserting into ICVDBalances for branch \$1 , partition Number \$2
CAPP-PP-BLQ-01	Invalid Request
CAPP-PP-BLQ-02	\$1 balance queries are only allowed in a request
CAPP-PP-BLQ-03	FromDate \$1 cannot be later than ToDate \$2
CAPP-PP-BLQ-04	Date range search cannot exceed \$1 days
CAPP-PP-BLQ-05	No balance details found for given criteria
CAPP-PP-BLQ-06	Error occurred while fetching the balance details
CAPP-ACS-VAL-70	Version Number Mismatch while Account Amendment for Account Address
CAPP-ACS-VAL-71	Version Number Mismatch while Account Amendment for Account Features
CAPP-ACS-VAL-72	Version Number Mismatch while Account Amendment for Account Mis
CAPP-ACS-VAL-73	Version Number Mismatch while Account Amendment for Account Operating Instructions
CAPP-ACS-VAL-74	Version Number Mismatch while Account Amendment for Account Preferences
CAPP-ACS-VAL-75	Version Number Mismatch while Account Amendment for Account Signatory
CAPP-ACS-VAL-76	Version Number Mismatch while Account Amendment for Account Statement Preferences
CAPP-ACS-VAL-77	Version Number Mismatch while Account Amendment for Account Status
CAPP-ACS-VAL-78	Version Number Mismatch while Account Amendment for ATM
CAPP-ACS-VAL-79	Version Number Mismatch while Account Amendment for Charges
CAPP-ACS-VAL-80	Version Number Mismatch while Account Amendment for ChequeBook
CAPP-ACS-VAL-81	Version Number Mismatch while Account Amendment for Initial Funding
CAPP-ACS-VAL-82	Version Number Mismatch while Account Amendment for Interest Details
CAPP-ACS-VAL-83	Version Number Mismatch while Account Amendment for Limits
CAPP-ACS-VAL-84	Version Number Mismatch while Account Amendment for Multi CurrencyAccount
CAPP-ACS-VAL-85	Version Number Mismatch while Account Amendment for Provisioning And GI
CAPP-ACS-VAL-86	Pushing Authorized Account to CMC External Account Failed
CAPP-ACS-VAL-W1	Pushing Account to MCYAccount Failed



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACS-VAL-88	Pushing AAddress to CMC External Customer Structured Address Failed
CAPP-ACS-VAL-87	Failed to parse data to ChequebookService due to network issue
CAPP-ACS-VAL-92	Error in defaulting Account Preferences
CAPP-ACS-VAL-93	ModNo Mismatch while Account Amendment
CAPP-ACS-VAL-95	Error in defaulting master DS
CAPP-ACS-VAL-G3	Account not found
CAPP-ACS-VAL-G4	Account is marked for No Credit
CAPP-ACS-VAL-G5	Account status is Frozen
CAPP-ACS-VAL-G6	Account is marked for closure
CAPP-ACS-VAL-G7	Account is marked for No Debit
CAPP-ACS-VAL-G9	Account is closed
CAPP-ACS-VAL-H0	Account status is Dormant
CAPP-ACS-VAL-H1	Account validation failed
CAPP-ACS-VAL-H2	Invalid account \$1 and branch \$2 combination
CAPP-ACS-VAL-H3	Invalid account \$1 and currency \$2 combination
CAPP-ACS-VAL-H4	Transaction date is before account open date
CAPP-ACS-VAL-H5	Incorrect transaction date format
CAPP-ACS-VAL-H6	Account balance service not found.
CAPP-ACS-VAL-H7	Failed to get account balance.
CAPP-ACS-VAL-H8	Failed to get cheque book details.
CAPP-ACS-VAL-H9	Account balance should be zero.
CAPP-ACS-VAL-I0	Account is having stopped or blocked cheques.
CAPP-ACS-COM-H5	Either RateCode or udeValue is allowed
CAPP-ACS-COM-H6	Variance is not allowed with UdeValue
CAPP-STP-VAL-19	Start and End Cheque Number should be within the assigned chequebook number range
CAPP-STP-VAL-14	Start Cheque Number cannot be changed
CAPP-STP-VAL-15	End Cheque Number cannot be changed
CAPP-STP-VAL-16	Amount cannot be changed
CAPP-STP-VAL-17	Effective date cannot be changed
CAPP-STP-VAL-18	Source code cannot be changed
CAPP-STP-VAL-13	Stop payment type cannot be changed
CAPP-STP-VAL-22	stop payment already issued for this cheque number
CAPP-STP-VAL-23	Expiry Date cannot overlap with existing Stop Payment date
CAPP-ACC-VAL-AI	Interest Required is Yes, but no Interest Product is attached
GCS-AUTH-01	Record Successfully Authorized
GCS-AUTH-02	Valid modifications for approval were not sent. Failed to match
GCS-AUTH-03	Maker cannot authorize
GCS-AUTH-04	No Valid unauthorized modifications found for approval.
GCS-AUTH-05	Failed to Authorize the record
GCS-CLOS-002	Record Successfully Closed
GCS-CLOS-01	Record Already Closed



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
GCS-CLOS-02	Record Successfully Closed
GCS-CLOS-03	Unauthorized record cannot be closed, it can be deleted before first authorization
GCS-CLOS-04	Failed to Close the record
GCS-COM-001	Record does not exist
GCS-COM-002	Invalid version sent, operation can be performed only on latest version
GCS-COM-003	Please Send Proper ModNo
GCS-COM-004	Please send makerId in the request
GCS-COM-005	Request is Null. Please Resend with Proper SELECT
GCS-COM-006	Unable to parse JSON
GCS-COM-007	Request Successfully Processed
GCS-COM-008	Modifications should be consecutive.
GCS-COM-009	Resource ID cannot be blank or "null".
GCS-COM-010	Successfully canceled \$1.
GCS-COM-011	\$1 failed to update.
GCS-COM-012	Error saving child datasegment, Master validation failed
GCS-COM-013	Error saving the datasegment
GCS-COM-014	Error validating the datasegment
GCS-COM-015	Error submitting the datasegment
GCS-COM-016	Unexpected error occurred during runtime
GCS-COM-017	Error deleting the extended datasegment
GCS-COM-018	Remove lock failed
GCS-COM-019	Revert call to extended datasegment failed
GCS-COM-020	Revert call to sub-domain datasegment failed
GCS-COM-021	Error deleting the sub-domain datasegment
GCS-COM-022	Authorize call to extended datasegment failed
GCS-COM-023	Authorize call to sub-domain datasegment failed
GCS-COM-025	Client error occurred during API call
GCS-COM-026	Invalid datasegment code
GCS-DEL-001	Record deleted successfully
GCS-DEL-002	Record(s) deleted successfully
GCS-DEL-003	Modifications didn't match valid unauthorized modifications that can be deleted for this record
GCS-DEL-004	Send all unauthorized modifications to be deleted for record that is not authorized even once.
GCS-DEL-005	Only Maker of first version of record can delete modifications of record that is not once authorized.
GCS-DEL-006	No valid unauthorized modifications found for deleting
GCS-DEL-007	Failed to delete. Only maker of the modification(s) can delete.
GCS-DEL-008	Failed to Delete the record
GCS-DEL-009	No valid pre-validated modifications found for deletion
GCS-MOD-001	Closed Record cannot be modified
GCS-MOD-002	Record Successfully Modified
GCS-MOD-003	Record marked for close, cannot modify.

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
GCS-MOD-004	Only maker of the record can modify before once auth
GCS-MOD-005	Not amendable field, cannot modify
GCS-MOD-006	Natural Key cannot be modified
GCS-MOD-007	Only the maker can modify the pending records.
GCS-MOD-008	Failed to Update the record
GCS-REOP-003	Successfully Reopened
GCS-REOP-01	Unauthorized Record cannot be Reopened
GCS-REOP-02	Failed to Reopen the Record, cannot reopen Open records
GCS-REOP-03	Successfully Reopened
GCS-REOP-04	Unauthorized record cannot be reopened, record should be closed and authorized
GCS-REOP-05	Failed to Reopen the record
GCS-REVT-01	Record reverted successfully
GCS-REVT-02	Failed to Revert the record
GCS-SAV-001	Record already exists
GCS-SAV-002	Record Saved Successfully.
GCS-SAV-003	The record is saved and validated successfully.
GCS-SAV-004	Failed to create the record
GCS-VAL-001	The record is successfully validated.
GCS-LOCK-01	Remove dirty lock failed
CAPP-ACC-VAL-01	Account Class Parameter In One or More Account Mask is Not match with Entered Account Class Length
CAPP-ACC-VAL-02	Start date should be in yyyy-MM-dd format
CAPP-ACC-VAL-03	End date should be in yyyy-MM-dd format
CAPP-ACC-VAL-04	Start date should not be blank if end date is selected
CAPP-ACC-VAL-05	End date should not be before start date
CAPP-ACC-VAL-06	Daily Fixed Time is not a valid time
CAPP-ACC-VAL-07	Account type should be of S or U or C or D
CAPP-ACC-VAL-08	Account code should be should be 4 character alpha numeric
CAPP-ACC-VAL-09	Unauthorized account inactive close day should be between 0 and 999
CAPP-ACC-VAL-10	Authorized account inactive close day should be between 0 and 999
CAPP-ACC-VAL-11	Notice frequency should be O or D or W or M or Y or N
CAPP-ACC-VAL-12	Inactive account notice generation days should be between 0 and 999
CAPP-ACC-VAL-13	Limit for unprinted transactions can be entered only if compression required is selected.
CAPP-ACC-VAL-14	Transaction code for unprinted transactions can be entered only if compression required is selected.
CAPP-ACC-VAL-15	Limit for Unprinted Transaction is mandatory if Compression Required is selected.
CAPP-ACC-VAL-16	Transaction Code is mandatory if Compression Required is selected
CAPP-ACC-VAL-17	Iban account type is mandatory if Compression Required is selected
CAPP-ACC-VAL-18	Iban account type should be 4 character alpha numeric
CAPP-ACC-VAL-19	Daily Fixed Time value should be with respect to STDCAMPM
CAPP-ACC-VAL-20	Cheque Book Required can either be Y/N

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACC-VAL-21	Lodgement book should be empty as Passbook Facility Req is Y
CAPP-ACC-VAL-22	ChequeBook related data is not applicable as Checkbook Required is N
CAPP-ACC-VAL-23	Reorder Level cannot be null or zero
CAPP-ACC-VAL-24	Reorder Number cannot be null or zero
CAPP-ACC-VAL-25	Max Check Reject cannot be null or < 1
CAPP-ACC-VAL-26	Channel Details is not applicable as Direct Banking Req is N
CAPP-ACC-VAL-27	Margin on Advance against Uncollected Funds should be between 0 or 100
CAPP-ACC-VAL-28	Sequence cannot have null value
CAPP-ACC-VAL-29	RateValue should be between 0 or 100
CAPP-ACC-VAL-30	Max Rate cannot be a negative value
CAPP-ACC-VAL-31	Max Rate should be between 0 or 100
CAPP-ACC-VAL-32	Max Rate cannot have null value
CAPP-ACC-VAL-33	Min Rate cannot be a negative value
CAPP-ACC-VAL-34	Max Rate should be between 0 or 100
CAPP-ACC-VAL-35	Maximum Rate should be greater than or equal to Minimum Rate
CAPP-ACC-VAL-36	Entered rate outside acceptable range for interest rate
CAPP-ACC-VAL-37	Input either rate code or interest rate for a limit category
CAPP-ACC-VAL-38	Atleast one of Rate Code or Rate Value should be available on Save. For Term Deposits both can be null if Default Deposit Rate is Yes.
CAPP-ACC-VAL-39	Statement cycles should be blank when Statement Type is None
CAPP-ACC-VAL-40	Statement Day cannot be blank
CAPP-ACC-VAL-41	Statement cycles have to be different
CAPP-ACC-VAL-42	If Hourly Cycle is selected only Hourly Frequency should have the value
CAPP-ACC-VAL-43	If Daily Cycle is selected only Daily Fixed Time should have the value
CAPP-ACC-VAL-44	Hourly Frequency or Daily Fixed Time cannot be selected when Cycle is NULL
CAPP-ACC-VAL-45	Statement Fee ON field not applicable for Daily Cycle
CAPP-ACC-VAL-46	Invalid Statement Fee Cycle
CAPP-ACC-VAL-47	Primary ON field contains invalid Month
CAPP-ACC-VAL-48	Primary ON field is not applicable for Daily Cycle
CAPP-ACC-VAL-49	Secondary ON field should have values between 1 to 31
CAPP-ACC-VAL-50	Secondary ON field contains invalid week
CAPP-ACC-VAL-51	Secondary ON field contains invalid Month
CAPP-ACC-VAL-52	Secondary ON field is not applicable for Daily Cycle
CAPP-ACC-VAL-53	Invalid Primary Cycle
CAPP-ACC-VAL-54	Invalid Secondary Cycle
CAPP-ACC-VAL-55	Invalid Tertiary Cycle
CAPP-ACC-VAL-56	Tertiary ON field should have values between 1 to 31
CAPP-ACC-VAL-57	Tertiary ON field contains invalid week
CAPP-ACC-VAL-58	Tertiary ON field contains invalid Month
CAPP-ACC-VAL-59	Tertiary ON field is not applicable for Daily Cycle
CAPP-ACC-VAL-60	Invalid Provisioning Frequency
CAPP-ACC-VAL-61	Invalid Provisioning Currency

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACC-VAL-62	Invalid Natural GL
CAPP-ACC-VAL-63	Liquidation Days should be greater than or equal to zero and should be a non-decimal value
CAPP-ACC-VAL-64	Fee Period should be greater than or equal to zero and should be a non-decimal value
CAPP-ACC-VAL-65	Advice Days should be greater than or equal to zero and should be a non-decimal value
CAPP-ACC-VAL-66	Verify Funds cannot be Y if Liquidation Mode is Manual
CAPP-ACC-VAL-67	Advice days is not applicable as Charge Start Advice is N
CAPP-ACC-VAL-68	Charge Start Advice can either be Y/N
CAPP-ACC-VAL-69	Verify Funds can either be Y/N
CAPP-ACC-VAL-70	Debit Notice can either be Y/N
CAPP-ACC-VAL-71	Interest And Charges Required can either be Y/N
CAPP-ACC-VAL-72	Liquidate Receivable can either be Y/N
CAPP-ACC-VAL-73	MinRate cannot be null
CAPP-ACC-VAL-74	Not a valid Limit Type
CAPP-ACC-VAL-75	Auto Reorder Cheque Book can either be Y/N
CAPP-ACC-VAL-76	Direct Banking Required can either be Y/N
CAPP-ACC-VAL-77	Daylight Limit can either be Y/N
CAPP-ACC-VAL-78	Allow Collateral Linkage can either be Y/N
CAPP-ACC-VAL-79	OD Facility Required can either be Y/N
CAPP-ACC-VAL-80	Dormancy Days should be > 0
CAPP-ACC-VAL-81	Account class length should be 6
CAPP-ACC-MAN-01	Account class is mandatory
CAPP-ACC-MAN-02	Account type is mandatory
CAPP-ACC-MOD-01	Account class already used in account service
CAPP-ACC-CLO-01	Account class already used in account service
CAPP-ACC-LOV-01	\$1 is not a valid Event Class code
CAPP-ACC-LOV-02	\$1 is not a valid Source Code
CAPP-ACC-LOV-03	\$1 is not a valid Banking Channel
CAPP-ACC-LOV-04	\$1 is not a valid Status in Status Rule Definition
CAPP-ACC-LOV-05	\$1 is not a valid Status in GL Details
CAPP-ACC-LOV-06	\$1 is not a valid EventClass code
CAPP-ACC-LOV-07	\$1 is not a valid Exposure Category
CAPP-ACC-LOV-08	\$1 is not a valid Accounting Role
CAPP-ACC-LOV-09	\$1 is not a valid GL Line
CAPP-ACC-LOV-10	\$1 is invalid data in Primary ON field
CAPP-ACC-LOV-11	\$1 is invalid data in Secondary ON field
CAPP-ACC-LOV-12	\$1 is invalid data in Tertiary ON field
CAPP-ACC-LOV-13	\$1 is invalid data in Statement Fee ON field
CAPP-ACC-LOV-14	\$1 is invalid data in credit GL Line
CAPP-ACC-LOV-15	\$1 is invalid data in debit GL Line
CAPP-ACC-LOV-16	\$1 is invalid data in Account Head
CAPP-ACC-LOV-17	Error parsing time , Time should be in hh:mm:ss format

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACC-LOV-18	Invalid Mis Group
CAPP-ACC-LOV-19	Mis class \$1 is mandatory
CAPP-ACC-LOV-20	No data found from Bank configuration for validations
CAPP-ACC-LOV-21	Unable to get camStartDate from Bank Configuration
CAPP-ACC-LOV-22	Unable to get camEndDate from Bank Configuration
CAPP-ACC-LOV-23	Unable to get account mask from Bank Configuration
CAPP-ACC-LOV-24	Unable to get event class code from Event Class Configuration
CAPP-ACC-LOV-25	No data found in Event Class Configuration for validations
CAPP-ACC-LOV-26	Unable to get event class code summary from Event Class Configuration
CAPP-ACC-LOV-27	No data found for event class code summary in Event Class Configuration for validations
CAPP-ACC-LOV-28	Unable to get accounting role from Event Class Configuration
CAPP-ACC-LOV-29	No data found for accounting role in Event Class Configuration for validations
CAPP-ACC-LOV-30	Unable to get exposure category from Exposure Category Configuration
CAPP-ACC-LOV-31	No data found from Exposure Category Configuration for validations
CAPP-ACC-LOV-32	Unable to get gl code from CMC External Chart Configuration
CAPP-ACC-LOV-33	No data found from CMC External Chart Configuration for validations
CAPP-ACC-LOV-34	Unable to get gl code from Customer GL Configuration
CAPP-ACC-LOV-35	No data found from Customer GL Configuration for validations
CAPP-ACC-LOV-36	No data found from CMC MIS Group Configuration for validations
CAPP-ACC-LOV-37	Unable to get misGroup from CMC MIS Group Configuration
CAPP-ACC-LOV-38	No data found from CMC MIS Class Configuration for validations
CAPP-ACC-LOV-39	Unable to get mis class/mis type from CMC MIS Group Configuration
CAPP-ACC-LOV-40	No statement maintenance data found from Maintenance services(static data) for validations
CAPP-ACC-LOV-41	Unable to get statement maintenance data from Maintenance(static data) services
CAPP-ACC-LOV-42	Unable to get status code from Status Code Configuration
CAPP-ACC-LOV-43	No data found from Status Code Configuration for validations
CAPP-ACC-LOV-44	No maintenance data found from Maintenance services(static data) for validations
CAPP-ACC-LOV-45	Unable to get maintenance data from Maintenance(static data) services
CAPP-ACC-CDS-01	Iban required is set to true in account feature datasegment
CAPP-ACC-CDS-02	Iban required is set to false in account feature datasegment
CAPP-ACC-VAL-82	Duplicate Source Code is not allowed
CAPP-ACC-VAL-83	Duplicate Bank channel is not allowed
CAPP-ACC-VAL-84	Source Code should not be null or empty
CAPP-ACC-VAL-85	Duplicate Account Role is not allowed
CAPP-ACC-VAL-86	Account Role cannot be null
CAPP-ACC-VAL-87	Duplicate Status is not allowed
CAPP-ACC-VAL-88	Status cannot be null
CAPP-ACC-VAL-89	Dormancy days should be greater than zero

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-ACC-VAL-90	Dormancy parameter should be D or C or B or M
CAPP-ACC-VAL-91	Status code cannot be Null or Empty
CAPP-ACC-VAL-92	Sequence number cannot be Null or Empty
CAPP-ACC-VAL-93	Rule Id cannot be Null or Empty
CAPP-ACC-LOV-46	\$1 is not a valid Status code
CAPP-ACC-LOV-47	\$1 is not a valid Status Sequence Number
CAPP-ACC-LOV-48	\$1 is not a valid Rule Id
CAPP-ACC-LOV-49	No rules found in Rule List from rule service
CAPP-ACC-LOV-50	Unable to fetch rule list from rule service
CAPP-ACC-VAL-94	Currencies cannot be empty when multi currency required is true
CAPP-ACC-VAL-95	Currency cannot be null or empty
CAPP-ACC-VAL-96	Currencies should be empty when multi currency required is false
CAPP-ACC-LOV-51	\$1 is not a valid currency
CAPP-ACC-LOV-52	No currency code found in Currency List from CMC-Currency-Service
CAPP-ACC-LOV-53	Unable to get data from CMC-Currency-Service
CAPP-ACC-CLI-01	OBIC - Create External Group Failed
CAPP-ACC-CLI-02	IC - Product Mapping Failed
CAPP-ACC-LOV-54	\$1 is not a valid product code
CAPP-ACC-VAL-97	Product code cannot be null or empty
CAPP-ACC-VAL-98	Open cannot be null or empty
CAPP-ACC-VAL-99	Open should be either N or C
CAPP-ACC-VAL-AA	Duplicate status is not allowed in rule definition
CAPP-ACC-VAL-AB	Duplicate combination of Product Code and Currency not allowed
CAPP-ACC-VAL-AC	Atleast one rule definition is required when Automatic status change is on
CAPP-ACC-VAL-AD	Rule definition is allowed only when Automatic status change is on
CAPP-ACC-VAL-AE	Atleast one GL reporting with NORM status is mandatory
CAPP-ACC-VAL-AF	Credit GL cannot be null or empty
CAPP-ACC-VAL-AG	Debit GL cannot be null or empty
PLATO-EVNT-001	Failed to update
PLATO-EVNT-002	Record already exists
CAPP-ACS-VAL-V0	Error in Parsing Account Data
CAPP-ACS-VAL-V1	Error in Parsing AccountBalance Data
CAPP-ACS-VAL-V2	Unable to fetch AccountBalance Data
CAPP-ACS-VAL-R6	Failed to validate AccountNumber
CAPP-ACS-VAL-R7	Failed to validate Multicurrency AccountNumber
CAPP-ACS-VAL-R8	Failed to generate AccountNumber
CAPP-ACS-VAL-S1	Failed to generate IBAN Number
CAPP-ACS-VAL-R9	Failed to validate IBAN AccountNumber
CAPP-ACS-VAL-R4	Failed to generate Multicurrency AccountNumber
CAPP-ACS-VAL-R5	MultiCurrency Sub Account Number cannot be null
CAPP-ACS-VAL-T2	Unable to fetch BranchInformation
CAPP-ACS-VAL-T3	Unable to fetch Country Code Maintenance

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
DDA-ANG-001	Error in Generating AccountNumber
DDA-ANG-002	The account number is not between start and end account number
DDA-ANG-003	Unable to fetch Account Mask Info
DDA-ANG-004	Unable to Fetching CustomerDetails
DDA-ANG-005	Unable to Fetching Bank/Branch Details
DDA-ANG-006	Unable to Fetching Bank Code
DDA-ANG-007	BranchCode cannot be null
DDA-TBS-ACNT-04	Invalid GL Account Number
IC-INPT-001	No records present for given branch and account
DDA-TBS-BALV-06	Original transaction amount \$1 , reversal Transaction amount \$2 do not match
IC-PRCBT002	To Period Code should be greater than From Period Code
INT-MCT-001	Release CutOff is not processed for previous mark CutOff
INT-MCT-002	Branch Code Not Valid
INT-MCT-003	Branch Dates Not Set
INT-MCT-004	Branch Dates Not Maintained
INT-MCT-005	Error Occurred in Mark Cutoff
INT-RCT-001	No data found for this branchCode in CutOff
INT-RCT-002	Release CutOff is already processed
INT-RCT-003	Error occurred while processing Release CutOff
INT-RCT-004	Branch Code Not Valid
INT-PRC-001	No data found for this branchCode in BranchDates
INT-PRC-002	Release Cutoff Failed
IC-GETSP-01	No details present for the given Branch and Account
IC-IPTAC-01	Record Already Exists, Failed to save.
IC-IPTVD-01	Ref No in the request must be unique
IC-BRNC-01	Invalid Branch Parameter
IC-MNTBR-01	Error while validation of branch code using common core branch services
IC-MNTBR-02	Branch code not found in core branches
IC-MNTBR-03	IC Period Code Maintenance is not present
IC-MNTBR-04	Error while fetching system date values from CMC Branch Services
IC-MNTBR-05	Branch code not found in system dates
IC-MNRUL-01	System elements not mapped to the Rule
IC-INPER-01	Account is Mandatory
IC-INPER-02	Account Group Code is Mandatory
IC-INPER-03	Account Open Date is Mandatory
IC-INPER-04	Branch is Mandatory
IC-INPER-05	Currency is Mandatory
IC-INPER-06	Customer Number is Mandatory
IC-INPER-07	Source System is Mandatory
IC-INPER-09	No Records to process
IC-INPER-11	Maint Queue Population Failed



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
IC-INPER-20	Branch Parameter Not maintained
IC-PRD062	Branch Parameter not maintained
IC-GRC001	Effective Date cannot be Back Dated.
IC-GRC002	Current IC Group and New IC Group cannot be same.
IC-GRC003	Account Branch and currency cannot be *.* for given Account.
IC-GRC004	Pending request is active for an Account, therefore new change request is not allowed to be saved
CACG-QUC-VAL-02	\$1 is not a valid queue name
CAPP-RVL-BAT-01	Account reval batch job failed
CAPP-RVL-BAT-02	Account reval batch step building failed
CAPP-RVL-BAT-03	Account reval batch job reader has failed
CAPP-RVL-BAT-04	Unable to fetch data from DDA-CONFIG-REVALUATIONSETUP-SERVICES for GLCode
CAPP-RVL-BAT-05	Unable to fetch data from CMC-CURRENCY-SERVICES
CAPP-RVL-BAT-06	Unable to fetch branch LCY from CMC-BRANCH-SERVICES
CAPP-RVL-BAT-07	AccountStatus is not available for \$1 and \$2
CAPP-RVL-BAT-08	AccountClass is not available for \$1 and \$2
CAPP-RVL-BAT-09	Unable to get reporting GL for \$1 and \$2
CAPP-RVL-BAT-10	Unable to get credit GL for \$1 and \$2
CAPP-RVL-BAT-11	Unable to get debit GL for \$1 and \$2
CAPP-RVL-BAT-12	Unable to get current balance for \$1 and \$2
CAPP-RVL-BAT-13	Current balance is zero for \$1 and \$2
CAPP-RVL-BAT-14	Unable to fetch reval setup data for \$1 and \$2
CAPP-RVL-BAT-15	
CAPP-RVL-BAT-16	Reval setup information incomplete for \$1 and \$2
CAPP-RVL-BAT-17	Unable to fetch currency conversion data for \$1 and \$2
CAPP-RVL-BAT-18	
CAPP-RVL-BAT-19	Unable to get LCY current balance for \$1 and \$2
CAPP-RVL-BAT-20	Unable to get opening balance for \$1 and \$2
CAPP-RVL-BAT-21	
CAPP-RVL-BAT-22	
CAPP-RVL-BAT-23	Unable to get LCY opening balance for \$1 and \$2
CAPP-RVL-BAT-24	Unable to process reval for \$1 and \$2
CAPP-RVL-BAT-25	Account revaluation writer failed to write for \$1 and \$2
CAPP-RVL-BAT-26	Reval account posting batch step building failed
CAPP-RVL-BAT-27	Reval account posting batch job reader has failed
CAPP-RVL-BAT-28	Unable to process account reval for \$1 and \$2
CAPP-RVL-BAT-29	Unable to post account and non netted gl to transaction service for \$1 and \$2
CAPP-RVL-BAT-30	Reval netted GL posting batch step building failed
CAPP-RVL-BAT-31	Reval netted GL posting batch job reader has failed
CAPP-RVL-BAT-32	Unable to process netted GL reval for \$1 and \$2
CAPP-RVL-BAT-33	Unable to post netted GL reval to transaction service for \$1 and \$2
CAPP-PP-BAT-01	Error in Reader at branch \$1 , partitionNumber \$2



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
CAPP-PP-BAT-02	Error in Writer while processing VDBalances for accNo \$1 , branch \$1 , partitionNumber \$2
CAPP-PP-BAT-03	Error in Writer while processing ICVDBalances for accNo \$1 , branch \$1 , partitionNumber \$2
CAPP-PP-BAT-04	Error in Writer while processing BDBalances for accNo \$1 , branch \$1 , partitionNumber \$2
CAPP-PP-BAT-05	Error in Writer while processing TurnOverBalances for accNo \$1 , branch \$1 , partitionNumber \$2
CAPP-PP-BAT-06	Error in Writer while saving balances for branch \$1 , partitionNumber \$2
CAPP-PP-BAT-07	Error in Writer while inserting into ICVDBalances for branch \$1 , partitionNumber \$2
CAPP-PP-BLQ-01	Invalid Request
CAPP-PP-BLQ-02	\$1 balance queries are only allowed in a request
CAPP-PP-BLQ-03	FromDate \$1 cannot be later than ToDate \$2
CAPP-PP-BLQ-04	Date range search cannot exceed \$1 days
CAPP-PP-BLQ-05	No balance details found for given criteria
CAPP-PP-BLQ-06	Error occurred while fetching the balance details
DDA-TBS-MAND-01	Mandatory value(s) missing
DDA-TBS-MAND-02	Transaction request is missing
CACG-QUC-VAL-01	Selected Error Codes \$1 is already linked to a Queue.
DDA-TBS-MAND-03	Transaction Branch is mandatory
DDA-TBS-MAND-04	Transaction Reference Number is mandatory
DDA-TBS-MAND-07	Event is mandatory
DDA-TBS-MAND-06	Source is mandatory
GCS-AUTH-01	Record Successfully Authorized
GCS-AUTH-02	Valid modifications for approval were not sent. Failed to match
GCS-AUTH-03	Maker cannot authorize
GCS-AUTH-04	No Valid unauthorized modifications found for approval.
GCS-AUTH-05	Failed to Authorize the record
GCS-CLOS-002	Record Successfully Closed
GCS-CLOS-01	Record Already Closed
GCS-CLOS-02	Record Successfully Closed
GCS-CLOS-03	Unauthorized record cannot be closed, it can be deleted before first authorization
GCS-CLOS-04	Failed to Close the record
GCS-COM-001	Record does not exist
GCS-COM-002	Invalid version sent, operation can be performed only on latest version
GCS-COM-003	Please Send Proper ModNo
GCS-COM-004	Please send makerId in the request
GCS-COM-005	Request is Null. Please Resend with Proper SELECT
GCS-COM-006	Unable to parse JSON
GCS-COM-007	Request Successfully Processed
GCS-COM-008	Modifications should be consecutive.
GCS-COM-009	Resource ID cannot be blank or "null".

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
GCS-COM-010	Successfully canceled \$1.
GCS-COM-011	\$1 failed to update.
GCS-COM-012	Error saving child datasegment, Master validation failed
GCS-COM-013	Error saving the datasegment
GCS-COM-014	Error validating the datasegment
GCS-COM-015	Error submitting the datasegment
GCS-COM-016	Unexpected error occurred during runtime
GCS-COM-017	Error deleting the extended datasegment
GCS-COM-018	Remove lock failed
GCS-COM-019	Revert call to extended datasegment failed
GCS-COM-020	Revert call to subdomain datasegment failed
GCS-COM-021	Error deleting the subdomain datasegment
GCS-COM-022	Authorize call to extended datasegment failed
GCS-COM-023	Authorize call to subdomain datasegment failed
GCS-COM-025	Client error occurred during API call
GCS-COM-026	Invalid datasegment code
GCS-DEL-001	Record deleted successfully
GCS-DEL-002	Record(s) deleted successfully
GCS-DEL-003	Modifications didn't match valid unauthorized modifications that can be deleted for this record
GCS-DEL-004	Send all unauthorized modifications to be deleted for record that is not authorized even once.
GCS-DEL-005	Only Maker of first version of record can delete modifications of record that is not once authorized.
GCS-DEL-006	No valid unauthorized modifications found for deleting
GCS-DEL-007	Failed to delete. Only maker of the modification(s) can delete.
GCS-DEL-008	Failed to Delete the record
GCS-DEL-009	No valid pre-validated modifications found for deletion
GCS-MOD-001	Closed Record cannot be modified
GCS-MOD-002	Record Successfully Modified
GCS-MOD-003	Record marked for close, cannot modify.
GCS-MOD-004	Only maker of the record can modify before once auth
GCS-MOD-005	Not amendable field, cannot modify
GCS-MOD-006	Natural Key cannot be modified
GCS-MOD-007	Only the maker can modify the pending records.
GCS-MOD-008	Failed to Update the record
GCS-REOP-003	Successfully Reopened
GCS-REOP-01	Unauthorized Record cannot be Reopened
GCS-REOP-02	Failed to Reopen the Record, cannot reopen Open records
GCS-REOP-03	Successfully Reopened
GCS-REOP-04	Unauthorized record cannot be reopened, record should be closed and authorized
GCS-REOP-05	Failed to Reopen the record
GCS-REVT-01	Record reverted successfully

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
GCS-REVT-02	Failed to Revert the record
GCS-SAV-001	Record already exists
GCS-SAV-002	Record Saved Successfully.
GCS-SAV-003	The record is saved and validated successfully.
GCS-SAV-004	Failed to create the record
GCS-VAL-001	The record is successfully validated.
GCS-LOCK-01	Remove dirty lock failed
CACG-OVC-VAL-01	Combination of Exception code \$1 and Source code \$2 has to be unique for an override configuration.
CACG-OVC-VAL-02	Minimum one Language record is mandatory for Exception Code \$1
CACG-OVC-VAL-03	Child Level Source Code cannot be the same as the Origin Source Code or its Parent Source Code.
PLATO-EVNT-001	Failed to update
PLATO-EVNT-002	Record already exists
IC-INPT-002	Exceeded accGrp max size 6
IC-INPT-003	AccGrp not sent
IC-INPT-004	Exceeded accGrpDesc max size 2000
IC-INPT-005	AccGrpDesc not sent
IC-INPT-006	Exceeded extAccGrp max size 64
IC-INPT-007	AxtAccGrp not sent
IC-INPT-008	Exceeded extAccGrpDesc max size 2000
IC-INPT-009	ExtAccGrpDesc not sent
IC-INPT-010	Exceeded extAccGrpType max size 1
IC-INPT-011	ExtAccGrpType not sent
IC-INPT-012	Exceeded productCode max size 4
IC-INPT-013	ProductCode not sent
IC-INPT-014	Exceeded ccy max size 3
IC-INPT-015	Ccy not sent
IC-INPT-016	Exceeded open max size 1
IC-INPT-017	Open not sent
IC-ACC-08	Required Parameters for Account Class transfer not maintained
IC-ACC-09	Unhandled Exception occurred during Account Class transfer check
IC-SPRM-001	Service Parameters cannot be empty
IC-GRC005	Booking GL details and accounting details are mandatory if Liquidation mode is Liquidate to GL or Liquidate to Different Account respectively
IC-BAT-142	Error Occurred during Service Call to Pre Branch Resolution
IC-BAT-160	Failed while getting pending count for Intraday Batch
IC-BAT-161	Failed during service call for Intraday Batch
IN-HEAR-583	Period Dates should be within Financial Cycle Start and End Date
GCS-COM-027	Not a valid Key Id: \$1)
IC-PRD120	Defer liquidation days should not be entered when defer liquidation flag is not selected
IC-PRD121	Defer before month end days should not be entered when defer liquidation flag is not selected

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
IC-PRD122	Defer liquidation days or defer before month end days should be entered when defer liquidation flag is selected
IC-PRD123	Both start from account opening and defer liquidation days flags cannot be selected at the same time
IC-PRD124	Days before month end should not be entered for frequency days
IC-PRD125	Both defer liquidation days and defer before month end day cannot be entered at the same time
IC-PRD126	Accrual cycle should be None when accrual frequency is Daily
IN-HEAR-590	The entered characters exceed the maximum length allowed for Period Code
IN-HEAR-586	The entered characters exceed the maximum length allowed for Financial Cycle
IN-HEAR-587	The entered characters exceed the maximum length allowed for Description
IC-PRD131	Min Effective Value cannot be greater than Max Effective Value
IC-PRD132	Minimum Variance cannot be greater than Maximum Variance
DDA-TBS-MAND-08	Event SerialNo is mandatory
DDA-TBS-MAND-09	Transaction details is missing
DDA-TBS-MAND-10	More than 99 entries/blocks/blockModifications are not allowed in a DDA Transaction
DDA-TBS-MAND-11	Account Number is mandatory
DDA-TBS-MAND-12	Account Branch is mandatory
DDA-TBS-MAND-13	Account Currency is mandatory
DDA-TBS-MAND-14	Requested Block Amount \$1 is invalid or less than or equal to Zero
DDA-TBS-MAND-15	Block Expiry Date is mandatory for Lien Block
DDA-TBS-MAND-16	Credit Debit Indicator is invalid
DDA-TBS-MAND-18	One or more revaluation parameter is missing
DDA-TBS-DEFA-01	Error while defaulting Transaction attributes
DDA-TBS-DEFA-02	Source Code \$1 does not exists
DDA-TBS-DEFA-03	TransactionCode \$1 does not exists
DDA-TBS-DEFA-04	No Transaction Code is defined in source preference \$1
DDA-TBS-DEFA-05	Branch \$1 does not exist
DDA-TBS-DEFA-06	Error while fetching Branch date for transaction branch \$1
DDA-TBS-BDRQ-01	Invalid Input
DDA-TBS-BDRQ-02	Block Type is invalid
DDA-TBS-BDRQ-03	Invalid Action given in the Block modification request
DDA-TBS-BDRQ-05	AutoRelease \$1 is invalid
DDA-TBS-BDRQ-06	AvailableDays \$1 is invalid
DDA-TBS-BDRQ-07	Availability Info is invalid
DDA-TBS-DUP-01	More than one block cannot be requested on an account \$1, branch \$2, and currency \$3 in a Transaction
DDA-TBS-DUP-02	Block requested does not exists on account \$1, branch \$2 and currency \$3 under EcaRefNo \$
DDA-TBS-DUP-03	Error in Amount Block Duplicate Validation
DDA-TBS-ACNT-01	Account Number \$1 does not exist

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
DDA-TBS-ACNT-02	Posting into Suspense Entry as Account Number \$1 does not exist
DDA-TBS-CUST-01	Customer \$1 not found of account \$2
DDA-TBS-EAVL-01	Error in External Accounting(EA) Validation
DDA-TBS-EAVL-02	Local Holiday Check for next working day has Failed. Please check whether Local Holiday has been maintained.
DDA-TBS-EAVL-03	Rounded branchLcyAmount \$1 is different from actual branchLcyAmount \$2
DDA-TBS-EAVL-04	BranchLcyAmt \$1 is invalid or less than or equal to Zero
DDA-TBS-EAVL-05	Exchange rate \$1 is invalid or Zero
DDA-TBS-EAVL-06	accountCcyAmt \$1 is invalid
DDA-TBS-EAVL-07	Rounded accountCcyAmount \$1 is different from actual accountCcyAmount \$2
DDA-TBS-OVDH-01	Referral processing is not allowed
DDA-TBS-OVDH-02	Error while sending Referral processing request
DDA-TBS-OVDH-04	Transaction Pending for Referral Approval of accounts \$1
DDA-TBS-OVDH-05	Referral not allowed for accounts \$1
DDA-TBS-TXNH-01	Unexpected Error
DDA-TBS-TXNH-02	Error/Override to be handled
DDA-TBS-RSUP-01	Transaction/Transaction details not found while updating Referral status
DDA-TBS-BALP-01	Insufficient Balance. Need \$1 \$2 to process the accounting / amount block entry
DDA-TBS-BALP-02	Requested decrease amount \$1 is more than Outstanding block amount \$2
DDA-TBS-BALV-01	Requested block amount cannot be negative
DDA-TBS-BALV-02	Amount Block is not active
DDA-TBS-BALV-03	Requested modification amount is equal to outstanding amount
DDA-TBS-BALV-04	Invalid ECA Reference Number
DDA-TBS-BALV-05	Invalid Block Reference Number
DDA-TBS-LMIT-01	Error(s) \$1 raised from Limit system
DDA-TBS-RTL-01	Error(s) \$1 raised from RTL system
DDA-TBS-EAVL-08	\$1 \$2 cannot be positive for a reversal transaction
DDA-TBS-UNVL-01	Error while processing Unauthorized transaction
DDA-TBS-UNVL-02	Transaction cannot be authorized by maker
DDA-TBS-UNVL-03	Transaction has been already deleted by maker
DDA-TBS-UNVL-04	Transaction can be deleted only by maker
DDA-TBS-UNVL-05	Transaction has been already authorized by checker
DDA-TBS-DEFA-07	Transaction status for Source Code \$1 does not exists
DDA-TBS-PTYV-02	Customer Whereabouts are unknown.
DDA-TBS-PTYV-01	Customer is Frozen
DDA-TBS-PTYV-03	Customer is bankrupt
DDA-TBS-CUST-02	Customer validation failed
DDA-TBS-ACNT-03	Unexpected Error while validating account \$1
DDA-TBS-EAVL-10	Error while rounding \$1 , Currency \$2 is not maintained for country \$3
DDA-TBS-CHQE-01	Cheque Block failed

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
DDA-TBS-CHQE-02	Cheque Block and Utilization failed
DDA-TBS-CHQE-03	Cheque Utilization failed
DDA-TBS-CHQE-04	Cheque Undo failed
DDA-TBS-CHQE-05	Instrument code mismatch, should pass the same instrument code that blocked in ECA.
DDA-TBS-BDRQ-08	Number of transaction in single request should be within the range of 1 and \$1
DDA-TBS-BDRQ-09	Number of legs in single transaction request should be within the range of 1 and \$1
DDA-TBS-INLM-01	Temporary Overdraft Limit has been utilized for this transaction
DDA-TBS-INLM-02	DayLight Limit has been utilized for this transaction
DDA-TBS-INLM-03	AUF Limit has been utilized for this transaction
DDA-TBS-BDRQ-04	TxnInitDate is Invalid
DDA-TBS-BDRQ-10	BlockExpiryDate is Invalid
DDA-TBS-BDRQ-11	ValueDate is Invalid
DDA-TBS-UCOL-01	Branch \$1 not found
DDA-TBS-UCOL-02	Data not found
DDA-TBS-UCOL-03	Missing Mandatory Request Parameter(s)
DDA-TBS-UCOL-04	Request Processed Successfully
DDA-TBS-UCOL-05	PreviousWorkingDay of Branch \$1 not found
DDA-TBS-EODP-01	Branch \$1 not found
DDA-TBS-EODP-02	\$1 is not same as previous working day \$2 from core branch
DDA-TBS-EODP-03	Either of branch status or eoDdate is only allowed in the request
DDA-RQS-FAL-001	Error while Processing request
DDA-RQS-SUC-002	Request Processed Successfully
DDA-RQS-VAL-003	Allowed value for listExternalFlag is Y/N
DDA-RQS-VAL-004	Previous level approval is pending
DDA-RQS-VAL-005	Queue overrides had rejected already
DDA-RQS-VAL-006	Referral allowed flag is missing
DDA-RQS-VAL-007	Invalid queue type
DDA-RQS-VAL-008	Invalid override code
DDA-RQS-MAN-009	Override code is missing
DDA-RQS-DUP-010	Duplicate Override code present in txn leg
DDA-RQS-MAN-011	Either Request or Entry ref no is missing
DDA-RQS-VAL-012	Invalid Request
DDA-RQS-VAL-013	Allowed value for approvalStatus is A/R/P/C
DDA-RQS-VAL-014	Invalid external referral
DDA-RQS-VAL-015	Failed to update status to transaction and balance service
DDA-RQS-VAL-016	Account number is mandatory
DDA-RQS-VAL-017	Operation is mandatory
DDA-RQS-VAL-018	TransactionType is mandatory
DDA-RQS-VAL-019	CustomerNo is mandatory
DDA-RQS-VAL-020	Amount is mandatory
DDA-RQS-VAL-021	SourceSystem is mandatory

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
DDA-RQS-VAL-022	EntryMasterRefNo is mandatory
DDA-RQS-VAL-023	Action is mandatory and expected value either A or P
DDA-RQS-DUP-024	Duplicate record found
DDA-RQS-VAL-025	Invalid Queue type
DDA-RQS-VAL-027	Current user not authorized to approve/reject
DDA-RQS-VAL-028	Current user can approve/reject only one level
DDA-RQS-VAL-029	Override code already posted for this entry
DDA-TBS-VALI-01	Error while field validations
DDA-TBS-VALI-02	Case/format of the value for the field \$1 is invalid
DDA-TBS-VALI-03	Length of the value for the field \$1 is invalid
DDA-TBS-VALI-04	Invalid Input for \$1
ACC_PRD-01	Unhandled Exception occurred
ACC_PRD-02	Invalid Product Accounting entry setup
ACC_PRD-03	Product code cannot be null
ACC_PRD-04	IC Branch Date not available for the current branch
BC-00234	Product End Date cannot be less than today
GC-CLS-02	Record Successfully Closed
GC-REOP-03	Successfully Reopened
IC-ACC-01	Branch Dates could not be resolved
IC-ACC-02	Failed while fetching user globals
IC-ACC-03	Could not get account
IC-ACC-04	Failed during Lookup
IC-ACC-05	Unhandled exception occurred during Lookup
IC-ACC-06	Bombed while converting the amount
IC-ACC-07	Unhandled Exception occurred
IC-ACC-50	Exception Occurred while querying Intraday Table for Product Accrual
IC-ACC-51	Exception Occurred while posting Liquidation Netting
IC-ACC-52	Failed while populating Product Accrual Entries
IC-ACC-53	Failed while updating final status
IC-ACC-54	Failed while querying branch parameters
IC-ACC-55	Lookup failed for product code \$1
IC-ACC-57	Failed During Currency Conversion for product \$1
IC-ACC-58	Failed while marking entry passed for product \$1
IC-ACC-59	Exception Occurred while preparing Accounting Entries for Product Accrual for product \$1
IC-CHGERR01	Failed while fetching user globals
IC-CHGERR02	Branch Dates could not be resolved
IC-CHGERR03	Could not get account
IC-CHGERR04	Could not get account
IC-CHGERR05	Error Occurred during Initialization
IC-CHGERR06	Bombed while converting the amount
IC-CHGERR07	Failed while deriving charge amount
IC-CHGERR08	Failed while deriving min/max amount



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
IC-CHGERR09	Failed during LCY Conversion
IC-CHGERR10	Failed While Caching Details for Charge Slab
IC-CHGERR11	Problem as both discount amt and discount percentage maintained
IC-CHGERR12	Failed while fetching Slab Details
IC-CHGERR13	Failed while fetching Tier Details
IC-CHGERR14	Failed during amount round
IC-CHGERR17	Failed while fetching product details
IC-CHGERR19	Failed during currency conversion
IC-CHGERR23	Failed while fetching Charge Entries
IC-CHGERR24	Failed while Processing Charge
IC-CHGERR25	Failed while updating liqd dates
IC-CHGERR28	Could not get the book type
IC-PRD054	Value of Accrual Day should be less than or equal to 31
IC-PRD061	Frequency is blank in product preferences
IC-PRD201	Interest liquidation frequency has to be monthly and Liquidation at Month End flag has to be checked if the Split Interest Adj for Prev Year is required
IC-RL0007	Rule Id has invalid characters
IC-RL0008	Blank characters are not allowed in Rule Id
IC-RL0009	Rule Id - First character should be an alphabet or underscore
IC-RL0048	Requires atleast one formula with a valid expression for a rule
IC-RL0056	Required atleast one booked formula to save the rule
IC-RLM060	Rounding Required should be checked when Book Flag is "Booked" and periodicity is "Daily/Periodic"
IC-RLM061	Accruals Required should be Unchecked when Book Flag is "Non-Booked" and periodicity is "Daily/Periodic"
IC-RLM069	Length of Rule Id should be equal to 4 characters
IC-RULE-01	SDE Id and UDE Id should be different
IC-RULE-02	Result cannot have logical operator
MM-10051	Product Code should be 4 characters
IC-BAT-131	Error Occurred during Service Call to Allocation
IC-BAT-132	Error Occurred during Service Call to Interest Calc
IC-BAT-133	Error Occurred during Service Call to Interest Accrual
IC-BAT-134	Error Occurred during Service Call to Interest Liquidation
IC-BAT-135	Error Occurred during Service Call to Charge
IC-BAT-136	Error Occurred during Service Call to Accounting
IC-BAT-137	Error Occurred during Service Call to Product Accounting
IC-BAT-138	Error Occurred during Service Call to Resolve Branch
IC-BAT-139	Error Occurred during Service Call to Resolve Account
IC-BAT-140	Error Occurred during Service Call to Mark Cutoff
IC-BAT-141	Error Occurred during Service Call to Release Cutoff
IC-BAT-121	Failed in verifying pending process for the branch
CS-PRD002	Product code should be of four characters.
IC-PRCBT003	Profit calculation exclusion batch not executed for the given period



**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
DDA-STMT-001	Inserted successfully
DDA-STMT-002	Failed while inserting into statement
DDA-STMT-003	From date cannot be greater than To date
DDA-STMT-004	To date cannot be a future date
DDA-STMT-005	Successfully Deleted
DDA-STMT-006	Record doesn't exist
DDA-STMT-007	Processing Reference Number is Null.
DDA-STMT-008	Updated successfully
DDA-STMT-009	Failed while updating last statement generation date
DDA-STMT-010	Customer is not maintained
DDA-STMT-011	Statement Preference is not maintained for the Account
DDA-STMT-012	Account provided is not available
DDA-STMT-013	Account number is mandatory
DDA-STMT-015	Stmt Entries for Account is not maintained properly, please check data in entries table
DDA-STMT-019	Request Successfully Processed
DDA-STMT-016	Failed while sending advice
DDA-STMT-017	Failed To Invoke generate statement
DDA-STMT-018	Thank you for your request to download the statement. We are preparing your statement now. You can come back and download it after few minutes.
DDA-STMT-020	Unexpected Error occurred during save
PLATO-EVNT-001	Failed to update
PLATO-EVNT-002	Record already exists
RACC-ACC-COM-A1	Not a Valid Limit Type
RACC-ACC-COM-A2	Start Date can not be greater than End Date
RACC-ACC-COM-A3	Input either rate code or rate value for a limit category
RACC-ACC-COM-A4	Rate Value cannot be equal to or less than zero
RACC-ACC-COM-A5	Limit Type can not be null
RACC-ACC-COM-A6	Linkage Reference can not be null
RACC-ACC-COM-A7	Linkage Branch can not be null
RACC-ACS-VAL-A1	Linked Amount can not be null
RACC-ACS-VAL-A2	Input Either Linked Amount or Linked Percentage for a Limit Category
RACC-ACS-VAL-A3	Source can not be null
RACC-ACS-VAL-A4	Secured OD Details are not allowed when Od Facility required is set to N in Account Class
RACC-ACS-VAL-A5	Unsecured OD Details are not allowed when Od Facility required is set to N in Account Class
RACC-ACS-VAL-A6	OD Facility is required indicating atleast one Limit Type or Unsecured/ Secured details are required
RACC-ACS-VAL-A7	Courtesy Pay Start Date can not be null
RACC-ACS-VAL-A8	Courtesy Pay Start Date can not be after Courtesy Pay End Date
RACC-ACS-VAL-A9	Fund Utilization sequence should be BC Since Courtesy Pay Limit is Required
RACC-ACS-VAL-AA	Courtesy Pay start date can not be before account opening date

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
RACC-ACS-VAL-AB	Linked amount cannot be less than or equal to 0
RACC-ACS-VAL-AC	Invalid limit start date for \$1
RACC-ACS-VAL-C1	Account can be closed only if Status is Normal
RACC-ACS-VAL-C2	Account cannot be closed as limit linkages are available
RACC-ACS-VAL-C3	Account cannot be closed as TOD Limit is available
RACC-ACS-VAL-C4	Account cannot be closed as unauthorised cheque book exists for this account
RACC-ACS-VAL-C5	Account cannot be closed as active cheque book is linked to this account
RACC-ACS-VAL-C6	Account cannot be closed as unused check leaves exists for this account
RACC-ACS-VAL-C7	Account cannot be closed as uncollected funds or unauthorized funds or non-zero balance or amount block exists for this account
RACC-AMA-VAL-E0	Account Auto Modification Web Model cannot be null
RACC-AMA-VAL-E1	Unknown Account Modification Type - \$1
RACC-AMA-VAL-E2	No Account Modification Handler present for the given modification type
RACC-AMA-VAL-E3	New Account Class cannot be null or blank
RACC-AMA-VAL-E4	Invalid Account Basic Details Modification type.
RACC-AMA-VAL-E5	Account Status is null/empty
RACC-AUT-ERR-E0	Unable to fetch state configuration maintenance
RACC-AUT-ERR-E1	State configuration is not available for configKey [accountClass~domain~state~currency] - \$1
RACC-AUT-ERR-E2	Unable to fetch permanent address of customer - \$1
RACC-AUT-ERR-E3	Permanent address state is not maintained for customer - \$1
RACC-CMC-VAL-E0	Unable to fetch customer details
RACC-CMC-VAL-E1	Customer is Frozen
RACC-CMC-VAL-E2	Address Advice Name is not matching with Configured List
RACC-PTY-ERR-E1	Unable to fetch permanent address of customer - \$1
RACC-PTY-ERR-E2	Permanent address state is not maintained for customer - \$1
RACC-STA-ERR-E0	Unable to fetch state configuration maintenance
RACC-STA-ERR-E1	State configuration is not available for configKey [accountClass~domain~state~currency] - \$1
RDDA-ACC-GUA-01	Account Guardian must not be Empty/Null
RDDA-ACC-GUA-02	Guardian CustomerID length is out of limit
RDDA-ACC-GUA-03	Guardian Relationship must not be Empty/Null
RDDA-ACC-GUA-04	Guardian Type must be G/C/S
RDDA-ACC-GUA-05	Account Guardian Details must not be Empty/Null
RDDA-ACC-NOM-01	Minor Flag does not match with Nominee Date of Birth
RDDA-ACC-NOM-02	Guardian details are mandatory when nominee is a minor
RDDA-ACC-NOM-03	Nominee relationship cannot be empty
RDDA-ACC-NOM-04	Account Nominee must not be Empty/Null
RDDA-ACC-NOM-05	Nominee Last Name must not be Empty/Null
RDDA-ACC-NOM-06	Nominee CustomerID length is out of limit
RDDA-ACC-NOM-07	Nominee First Name must not be Empty/Null

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
RDDA-ACC-NOM-08	Nominee FirstName length is out of limit
RDDA-ACC-NOM-09	Nominee Relationship length is out of limit
RDDA-ACC-NOM-10	Nominee DOB must not be Empty/Null
RDDA-ACC-NOM-11	Nominee StreetName length is out of limit
RDDA-ACC-NOM-12	Nominee MiddleName length is out of limit
RDDA-ACC-NOM-13	Nominee LastName length is out of limit
RDDA-ACC-NOM-14	Nominee PostCode length is out of limit
RDDA-ACC-NOM-15	Nominee Locality is out of limit
RDDA-ACC-NOM-16	Nominee Country length is out of limit
RDDA-ACC-NOM-17	Nominee BuildingNumber length is out of limit
RDDA-ACC-NOM-18	Nominee City length is out of limit
RDDA-ACC-NOM-19	Nominee State length is out of limit
RDDA-ACC-NOM-20	Nominee Email length is out of limit
RDDA-ACC-NOM-21	Nominee Phone length is out of limit
RDDA-ACC-NOM-22	Nominee Mobile length is out of limit
RDDA-ACC-NOM-23	Account Nominee Details must not be Empty/Null
RDDA-ACC-NOM-24	Guardian details should not be sent for non minor
RDDA-ACC-NOM-25	Guardian Fname length is out of limit
RDDA-ACC-NOM-26	Guardian Mname length is out of limit
RDDA-ACC-NOM-27	Guardian Lname length is out of limit
RDDA-ACC-NOM-28	Guardian Country length is out of limit
RDDA-ACC-NOM-29	Guardian Relation length is out of limit
RDDA-ACC-NOM-30	Guardian Street length is out of limit
RDDA-ACC-NOM-31	Guardian Building Number length is out of limit
RDDA-ACC-NOM-32	Guardian Locality length is out of limit
RDDA-ACC-NOM-33	Guardian City length is out of limit
RDDA-ACC-NOM-34	Guardian State length is out of limit
RDDA-ACC-NOM-35	Guardian Zipcode length is out of limit
RDDA-ACC-NOM-36	Guardian Email length is out of limit
RDDA-ACC-NOM-37	Guardian Phone length is out of limit
RDDA-ACC-NOM-38	Guardian Mobile length is out of limit
RDDA-ACC-PRF-01	Banking Channels cannot be added when Direct Banking Required is false
RDDA-ACC-PRF-02	Banking Channel details must be provided when Direct Banking Required is true
RDDA-ACC-PRF-03	Invalid Banking Channel: \$1
RDDA-ACC-PRF-04	Direct Banking Required flag can be Y or N only
RDDA-ACC-PRF-05	Auto reorder cannot be enabled if chequebook is not required
RDDA-ACC-PRF-06	Chequebook names should not be sent if chequebook is not required
RDDA-ACC-PRF-07	Reorder details should not be sent if auto reorder is not enabled
RDDA-ACS-VAL-A1	Joint Holder start date can not be before account open date
RDDA-ACS-VAL-A2	Joint Holder details must be sent only when joint account is required
RDDA-ACS-VAL-A3	Joint Holder details must be sent if joint account is required

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
RDDA-ACS-VAL-A4	Primary customer number and joint holder customer number cant be equal
RDDA-ACS-VAL-A5	Mode of operation and Joint account required must match
RDDA-ACS-VAL-B1	Joint Holder must not be Empty/Null
RDDA-ACS-VAL-C1	Customer ID must not be Empty/Null
RDDA-ACS-VAL-C2	Relationship type is not given
RDDA-ACS-VAL-C3	Joint Holder Type is not given
RDDA-ACS-VAL-C4	Start Date must not be Empty/Null
RDDA-ACS-VAL-C5	Joint Holder Details must not be Empty/Null
RDDA-ACS-VAL-C6	Joint Holder Type is invalid
RDDA-ACS-VAL-C7	Relationship Type is invalid
RDDA-ACS-VAL-C8	Joint Holder start date cannot be after end date
RDDA-ACS-VAL-D1	Customer ID length is out of limit
RDDA-ACS-VAL-D2	Relationship length is out of limit
RDDA-ACS-VAL-D3	Joint Holder Type length is out of limit
RACC-ACC-VAL-B1	Not a valid Limit Type
RACC-ACC-VAL-B2	Limit Type cannot have null value
RACC-ACC-VAL-B3	Rate Value should be between 0 or 100
RACC-ACC-VAL-B4	Max Rate cannot be a negative value
RACC-ACC-VAL-B5	Max Rate should be between 0 or 100
RACC-ACC-VAL-B6	Max Rate cannot have null value
RACC-ACC-VAL-B7	Min Rate cannot be a negative value
RACC-ACC-VAL-B8	Min Rate should be between 0 or 100
RACC-ACC-VAL-B9	Min Rate cannot have null value
RACC-ACC-VAL-BA	Maximum Rate should be greater than or equal to Minimum Rate
RACC-ACC-VAL-BB	Entered rate outside acceptable range for interest rate
RACC-ACC-VAL-BC	Input either rate code or rate value for a limit category
RACC-ACC-VAL-BD	Courtesy pay limit required flag value is not valid
RACC-ACC-VAL-BE	Courtesy pay limit can only be given if courtesy Pay limit is required
RACC-ACC-VAL-BF	Courtesy pay limit required flag value cannot be null
RACC-ACC-VAL-BG	Courtesy pay limit can not be less than or equal to 0
RACC-ACC-VAL-BH	Courtesy pay limit should be given if courtesy pay limit is required
RACC-ACC-VAL-BI	OD Facility Required can not be selected if Courtesy pay Limit is Required
RACC-ACC-VAL-BJ	Daylight Limit Required can not be selected if Courtesy pay Limit is Required
RACC-ACC-VAL-BK	Uncollected fund margin can not be given if Courtesy pay Limit is Required
RACC-ACC-VAL-BL	Fund utilization sequence at source code level can not be anything else other than BC
RACC-ACC-VAL-BM	Overdue Parameters are not allowed when courtesy pay limit is required
RACC-ACC-VAL-BN	Courtesy Pay Fee Recieving GL/Account is mandatory if Courtesy Pay Charge Code has been given
RACC-ACC-VAL-BO	Courtesy pay limit has to be a number

**Table B-1 (Cont.) List of Error Codes and Messages**

<b>Error Code</b>	<b>Error Message</b>
RDDA-ACC-VAL-01	Account Type should be of S or U
RDDA-ACC-VAL-02	Account Class cannot be modified
RDDA-ACS-VAL-B1	Joint Holder must not be Empty/Null
RDDA-ACS-VAL-C1	Customer ID must not be Empty/Null
RDDA-ACS-VAL-C2	Relationship must not be Empty/Null
RDDA-ACS-VAL-C3	Joint Holder Type must not be Empty/Null
RDDA-ACS-VAL-C4	Start Date must not be Empty/Null
RDDA-ACS-VAL-C5	Joint Holder Details must not be Empty/Null
RDDA-ACS-VAL-C6	Joint Holder Type is invalid
RDDA-ACS-VAL-C7	Relationship Type is invalid
RDDA-ACS-VAL-C8	Joint Holder Description must not be Empty/Null
RDDA-ACS-VAL-C9	Relationship type must not be Empty/Null
RDDA-ACS-VAL-D1	CustomerID length is out of limit
RDDA-ACS-VAL-D2	Relationship length is out of limit
RDDA-ACS-VAL-D3	Joint Holder Type length is out of limit
RDDA-ACS-VAL-D4	Relationship Description must not be Empty/Null
RDDA-ACS-VAL-D5	Modification is not allowed after authorization
RDDA-ACS-VAL-D6	Cannot have more than one Garnishment record

# Index

## A

---

Account 360, [3-14](#)  
Account Address Update, [3-26](#)  
Account Closure, [3-49](#)  
Account Closure Inquiry, [3-122](#)  
Account Preferences, [3-45](#)  
Account Statement Frequency, [3-65](#)  
Account Status Change, [3-70](#)  
Account Transactions, [3-118](#)  
Activate Dormant Account, [3-68](#)  
Ad hoc Account Statement, [3-62](#)  
Advance against Uncollected Funds, [3-81](#)  
Amount Block, [3-84](#)

## B

---

Bulletin Board Maintenance, [3-56](#)  
Business Events in Oracle Banking Retail  
Accounts, [3-126](#)  
Business Product, [1-1](#)

## C

---

Cheque Book Request, [3-92](#)  
Cheque Book Status, [3-95](#)  
Cheque Status Inquiry, [3-120](#)  
Create Business Process, [2-9](#)  
Create Business Product, [1-2](#), [2-2](#)  
Create Joint Holder Type, [1-20](#)  
Create Relationship Type, [1-22](#)  
Create Service Preferences, [2-17](#)

## D

---

Dashboard, [3-2](#)

## F

---

Functional Activity Codes, [A-1](#)

## J

---

Joint Holder Maintenance, [3-28](#)  
Joint Holder Type, [1-19](#)

## N

---

Nominee Details Update, [3-34](#)

## R

---

Relationship Type, [1-21](#)

## S

---

Stop Cheque Payment, [3-98](#)

## T

---

Temporary Overdraft Limit, [3-78](#)

## U

---

Unsecured Overdraft Limits, [3-72](#)

## V

---

View and Modify Amount Block, [3-87](#)  
View and Modify Stop Cheque Payment, [3-104](#)  
View Business Process, [2-15](#)  
View Business Product, [1-18](#), [2-6](#)  
View Joint Holder Type, [1-20](#)  
View Relationship Type, [1-22](#)  
View Service Preferences, [2-18](#)