

Oracle Banking Branch

Current Account and Saving Account User Guide



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Preface

This manual is designed to help you quickly get acquainted with the Oracle Banking Branch Current Account and Savings Account Services. It provides an overview of the module and provides information on using the Current and Savings Account sub-module of Oracle Banking Branch Current Account and Savings Account Services.

- [Audience](#)
- [Conventions](#)
- [Symbols, Definitions and Abbreviations](#)
- [List of Topics](#)
- [Screenshot Disclaimer](#)

Audience

This manual is for the Customer Service Representatives (CSRs) and staff in charge of setting up new products in your bank.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	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.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Symbols, Definitions and Abbreviations

The following are some of the Symbols you are likely to find in the manual:

Table 1 Symbols


Icons and Buttons	Description
	Edit Icon

Table 1 (Cont.) Symbols






















Icons and Buttons	Description
	Delete Icon
	Exit Icon
	Search Icon
	Customer Information Icon
	Add Tiles to Dashboard
	Add New Event
	Calendar Icon
	Filter
	First
	Last
	Previous
	Next
	Expand
	Collapse
	View
	Modify
	Close
	Bell
	Attachments
	Alert
	Information

Table 2 Common Icons and its Definitions

Icon Names	Applicable Stages	Operation
Document	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.
Change Log	Approval	When the authorizer clicks on the Change Log 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 Change Log button has two options, All and Updated. All button displays both modified and non-modified fields and the Updated button displays only the modified fields. All the modified values are displayed in red that helps the authorizer to compare and simplify the authorization process.
Remarks	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.
Host Error	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.
i icon	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.
Minimize	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.
Maximize	Initiation, Approval and Hand off Retry	User can maximize the transaction input screen.
Close	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.
Save and Close	Initiation	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. On 'Save & 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.
Submit	Initiation	On completion of input of all parameters for a particular transaction, click the 'Submit' icon to move the transaction from the initiation stage to the approval stage. Authorizer can select the transaction from 'Free Task' for approval.

Table 2 (Cont.) Common Icons and its Definitions

Icon Names	Applicable Stages	Operation
Cancel	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.
Approve	Approval	Click Approval. The system displays a pop-up screen where approval remarks if any can be input. Click OK to submit the transaction to the Host for approval through Oracle Banking Routing Hub.
Reject	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.
Retry	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.
Audit	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.
Reset	Hand off Retry	The reset button clears all the details displayed on the screen and allows input or selection of a different customer number.
Overrides	Initiation, Approval and Hand-off Retry	<p>After submitting the initiation stage, the system validates the transaction with the host and displays an errors/overrides if any. In case of an error, the user can modify and resubmit or cancel the transaction. In case of an override, the user can modify and resubmit or proceed with the transaction by accepting the overrides.</p> <p>On the Override Details pop-up window, click Decline button to go back to the transaction screen to modify or cancel it, or click the Accept button to complete the initiation stage and move the transaction to the approval stage.</p> <p>If there are any overrides present, then the Overrides button is displayed in the approval and hand-off retry stage. With a click of the Overrides button, the system displays the latest overrides accepted by the maker. After verifying the transaction and override details, the authorizer can approve or reject it. The existing Approve Transaction pop-up window is modified to display the overrides if any overrides are raised during the initiation submits.</p> <p>When the authorizer confirms the approval, the transaction is sent to the host through OBRH. The host validates the transaction again and the transaction is created if all the validations are succeeded. If the transaction is failed, the system displays an error message and the transaction is moved to the hand-off retry stage. 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>

List of Topics

This manual is organized as follows:

Table 3 List of Topics

Topics	Description
Preface	This topic provides the general information about the manual. It also list the various topics covered in the User Manual.
Dashboard	The 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. <ul style="list-style-type: none"> • Pending Documentation • Bulletin Board • My Diary • Service Request • My Pending Tasks
Standing Instruction Maintenance	The topics which are part of Standing Instructions are: <ul style="list-style-type: none"> • Scheduled Transfer • View and Modify Scheduled Transfer • Sweep In to Account • View and Modify Sweep In to Account • Sweep Out from Account • View and Modify Sweep Out from Account • Term Deposit Instruction • Online Account Sweep In
Cheque Book	The topics which are part of Cheque Book are: <ul style="list-style-type: none"> • Stop Cheque Payment • Cheque Book Status • Cheque Book Request
Debit Card	The topics which are part of Debit Card are: <ul style="list-style-type: none"> • Card Status Change • ATM and POS Limits • Debit Card Request
Status Update	The topics which are part of Status update are: <ul style="list-style-type: none"> • Activate Dormant Account • Account Status Change
Others	The topics which are part of Others are: <ul style="list-style-type: none"> • Account Branch Transfer • Uncollected Funds Release • Tax Waiver at Customer Level • Branch Transfer Log • Account Product Transfer
Statement	The topics which are part of Statement are: <ul style="list-style-type: none"> • Ad hoc Account Statement • Account Statement Frequency

Table 3 (Cont.) List of Topics

Topics	Description
Limits	The topics which are part of Limits are: <ul style="list-style-type: none"> • Overdraft Limits Summary • Temporary Overdraft Limit • Secured Overdraft Limits • Unsecured Overdraft Limits • Advance against Uncollected Funds
Amount Block	The topics which are part of Amount Block are: <ul style="list-style-type: none"> • Amount Block • View and Modify Amount Block • Consolidated Amount Block
Maintenance	The topics which are part of Maintenance are: <ul style="list-style-type: none"> • Account Address Update • Account Documents Update • Primary Party Change • Joint Holder Maintenance • Nominee Details Update • Memo Maintenance • Bulletin Board Maintenance
Inquiry	The topics which are part of Inquiry are: <ul style="list-style-type: none"> • Account 360 • Account Balance Inquiry • Account Transaction Inquiry • Cheque Status Inquiry • Tax Deducted at Source Inquiry • Online Account Sweep History
Track Receivables	This topic describes about the Track Receivables <ul style="list-style-type: none"> • Release Track Receivable • Delete Track Receivable

Screenshot Disclaimer

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

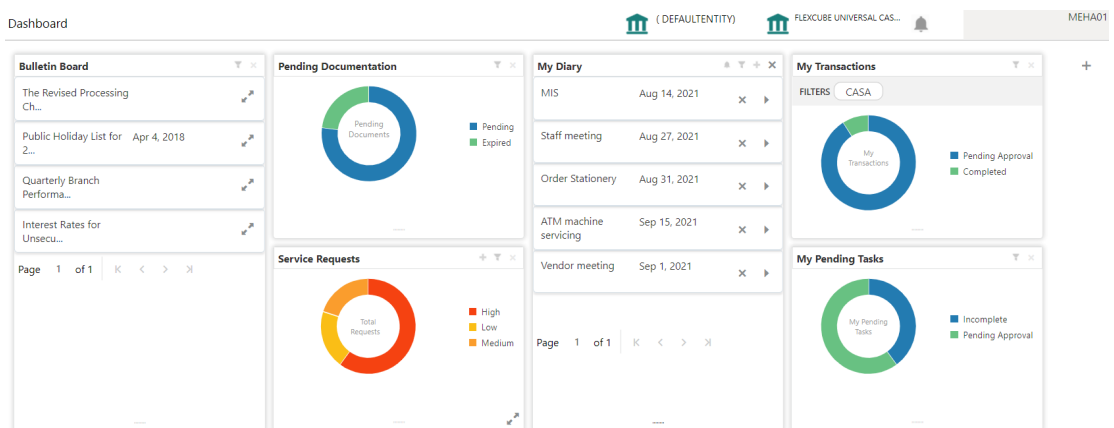
1

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 1-1 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:

- [Pending Documentation](#)
This topic describes the systematic instruction about the Pending Documentation widget in Dashboard.
- [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.
- [Service Request](#)
This topic describes the systematic instruction about the Service Request widget in Dashboard.

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

1.1 Pending Documentation

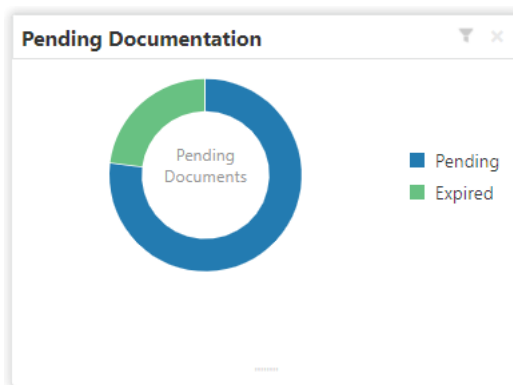
This topic describes the systematic instruction about the Pending Documentation widget in Dashboard.

The Pending documentation widget provides users a view of pending, expired, expiring this month documents.

The Pending Documentation doughnut is classified as follows:

- Pending
- Expired
- Expiring this Month

Figure 1-2 Pending Documentation

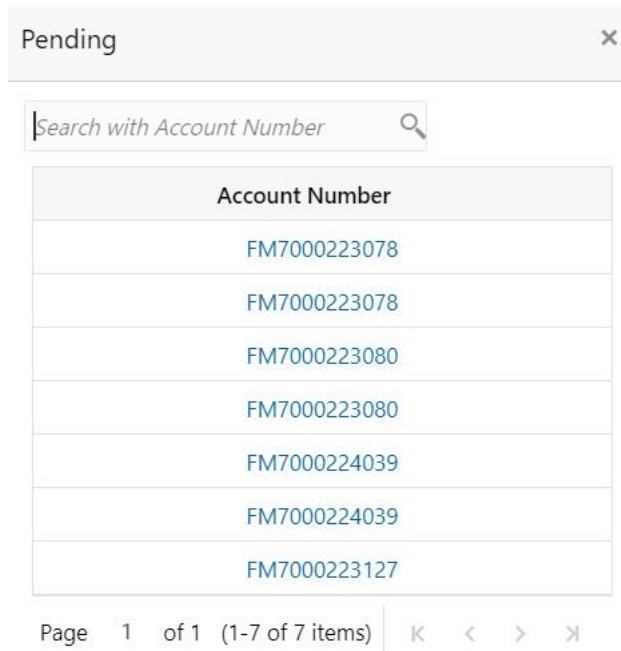


1. Hover the mouse on each section of the widget, it displays the total number of documents outstanding for each respective segment.
2. Click on a particular section of the widget.

For example, when you click on the Pending section, the pop-up window lists all the account numbers from which documents are pending to be collected.

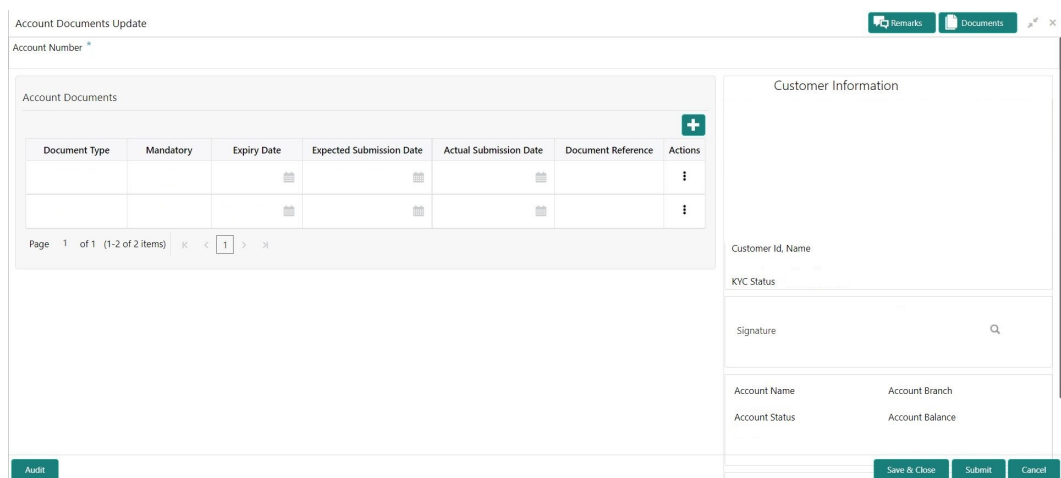
A pop-up window displays the account numbers available.

Figure 1-3 Pending



3. Search for a specific account number by entering the search field and click the search icon.
4. Click the account number.
Account Documents Update screen is displayed.


Figure 1-4 Account Documents Update



5. On the **Account Documents Update** screen, the following fields are displayed.
 - a. Document Type
 - b. Mandatory
 - c. Expiry Date

- d. Expected Submission Date
- e. Actual Submission Date
- f. Document Reference
- g. Actions


For more information on the fields, refer to .

6. Click  to filter the pending documentation based on the sub domain and product.

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

Table 1-1 Pending Documentation-Filter


Field	Description
Filter by Sub Domain	Displays all the modules supported by widget from the drop down list.
Filter by Product	Enter the Account Class Code or click the search icon to view the Filter by Product pop-up window. By default, this window lists all the Account Class codes present in the system. You can search Account Class code , Account Class description or Account Type and click on the Fetch button.

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

1.2 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

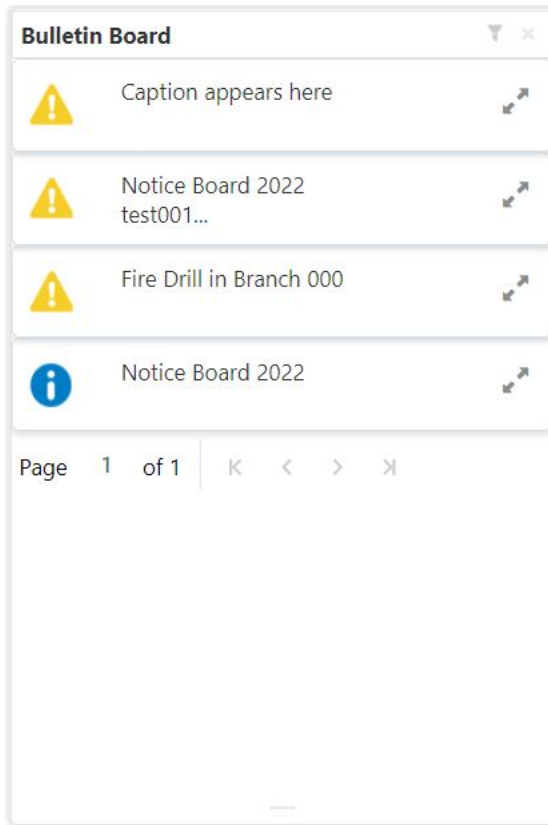
and its customers. If the bulletin message is Alert, the  icon is displayed and if

the bulletin message is information, the  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 1-5 Bulletin Board




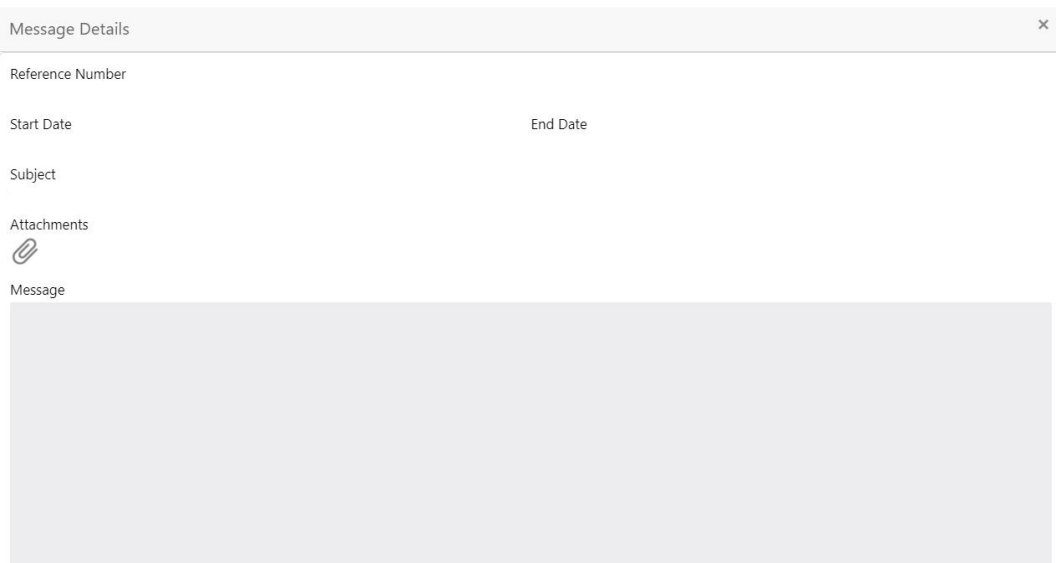
1. To view the details of the bulletin, click  icon. **Message Details** pop-up window is displayed.

Figure 1-6 Message Details




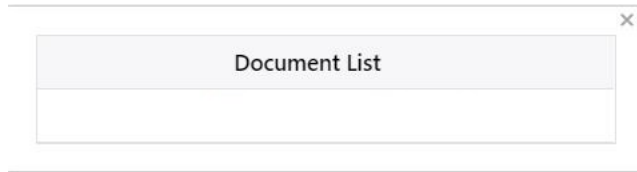
- Click the  icon, to view the list of attachments.
Document List pop-up window is displayed.

Figure 1-7 Document List



- Click the attachment to view the document.
- Click  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 1-2 Bulletin Board-Filter - Field Description

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

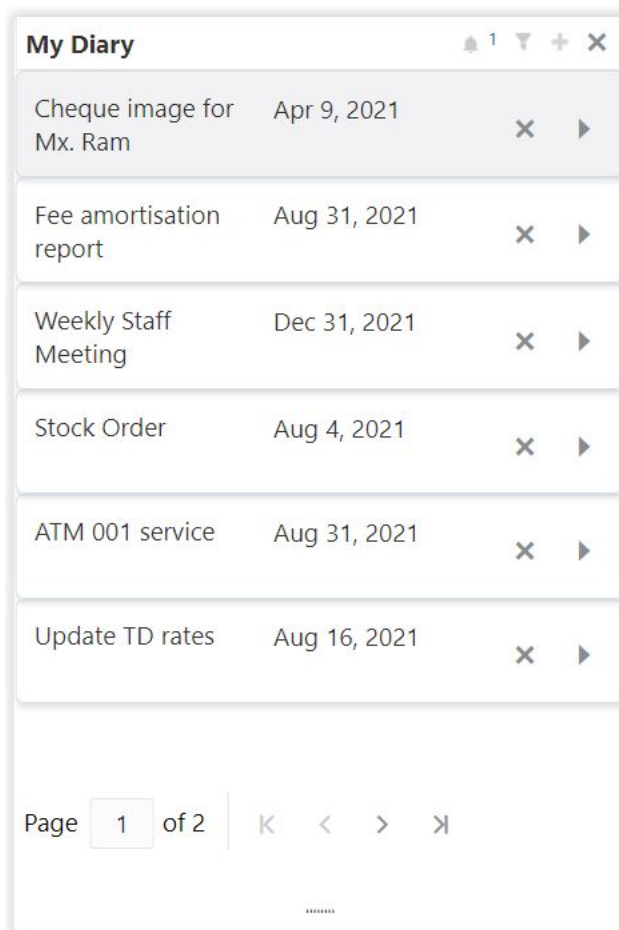
- Click the **Filter** button.
The applied Filters will appear in the band within the widget.
- To remove the filters, click  icon and click the clear button.

1.3 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 1-8 My Diary




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

Table 1-3 My Diary-Filter

Field	Description
Filter By Due Date	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  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  icon to view the events that are due for the day.
4. Click  to create a new Diary event
Add Event pop up screen is displayed.

Figure 1-9 My Diary - Add Event

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

Table 1-4 My Diary-Add Event

Field	Description
Title	Enter an appropriate title for the diary event. When event is saved, the title appears on the widget.
Message	Enter details about the diary event.
Reminder	Click on the adjoining calendar icon and specify the reminder date.
Reminder Frequency	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.
End Date	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; margin-top: 10px;"> <p> Note: 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.
7. To remove the filters, click  icon and click the clear button.

1.4 Service Request

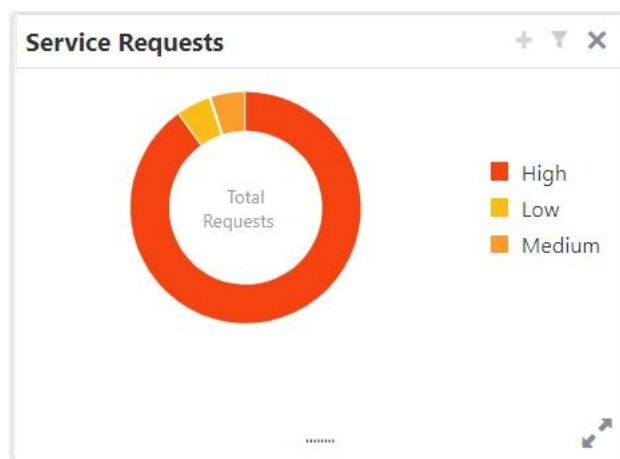
This topic describes the systematic instruction about the Service Request widget in Dashboard.

Service Request widget helps the user to capture the service requests on behalf of customers whose transactions cannot be completed in a straight-through processing sequence or which might take time to analyze or investigate. Transactions such as double debits, incorrect charges, ambiguous transactions fall into this category.

The Service Requests widget is classified based on priority namely:

- High
- Medium
- Low

Figure 1-10 Service Requests




1. To view the Service Requests, hover the mouse on each section of the doughnut.
2. The Service Request details are derived from the function id **STDSRQST** (Service Request Input screen). Users can edit and save the details in this screen.
3. On the Service Request doughnut, when a section is clicked the doughnut pops out. Whenever the page is navigated away from the dashboard, this pop-out will reset and go back to the default view.

Service Request Doughnut pop-out is displayed.

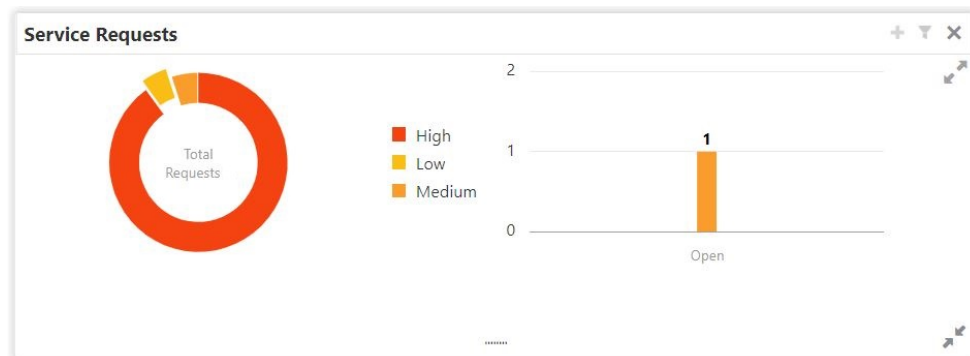
Figure 1-11 Service Request Doughnut pop-out





4. Click  icon to view the bar graph which displays different status of the service requests. Each bar displays the total number of service requests at the top of the bar.

Service Request-Bar Graph is displayed.

Figure 1-12 Service Request-Bar Graph



5. The bar graph displays different status like Open, Closed, Escalated, Pending. For a specific status, users can click the bar to view the following service request details in a tabular format.
 - a. Service Request Number
 - b. Service Request Type
 - c. Customer Number
 - d. Account Number
6. Click  icon to close the bar graph.
7. On the Service Request widget, click  icon to view available service requests for selected priority with the status in tabular format.

Priority Service Request pop-up window gets displayed.

Figure 1-13 Priority Service Request Pop Up Window



Service Request Number	Service Request Type	Customer Number	Account Number	Status
000XXX000024	Auto Payment			Open

8. Users can view the following details in the Service Requests table,
 - a. Service Request Number
 - b. Service Request Type
 - c. Customer Number
 - d. Account Number
 - e. Status
9. Click **+** icon to create New Service Requests.
New Service Request screen is displayed.

Figure 1-14 Service request-New Service request


10. On the **New Service Request** screen, specify the fields.
 For more information on fields, refer to the field description table.

Table 1-5 Service Request-New Service Request

Field	Description
Account Number	Account Number is displayed based on the Customer Number selected. Alternatively, users can also enter or click the search icon to view the Customer Account Details 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 the Account Number or Account Name and click the Fetch button. After the Account Number is selected, the system defaults the Customer Number.
Service Request Type	Select the service request type.
Full Name	Displays the full name defined at the customer record.
Priority	Users can select any one of the Priority Type from the drop-down list. The Priority drop-down lists the below values, <ul style="list-style-type: none"> • High • Medium • Low <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>By default, the Low option is selected.</p> </div>
Telephone	Displays the telephone number defined at the customer record.
Status	Users can select any one of the Status from the drop-down list. The Status drop-down lists the below values, <ul style="list-style-type: none"> • Open • Pending • Closed • Escalated
Mobile Number	Displays the mobile number defined at the customer record.
Service Request Date	Click on the adjoining calendar icon and specify the Service Request Date . <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>By default, the branch date is displayed.</p> </div>
Email	Display the Email ID defined at the customer record.
Target Completion Date	Click on the adjoining calendar icon and specify the Target Completion Date of the service request.
Service Request Description	Users can enter the description about the Service Request.

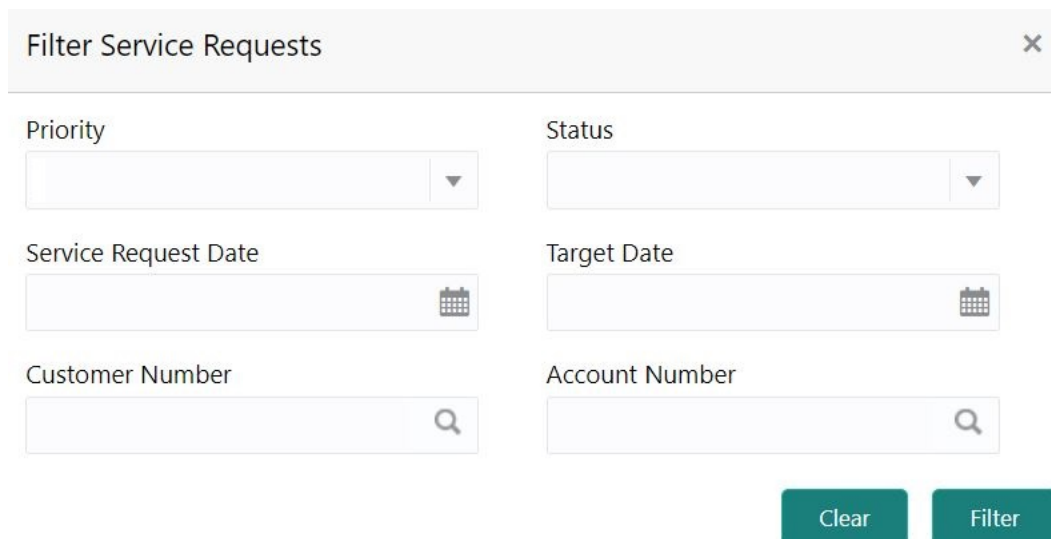
11. After entering all the details users need to click on **Save** button. The system generates a service request number and populates in the Service Request Number field & displays a success message **SR is saved successfully**. When the

user accepts the message, the screen is closed and the service request appears on the widget.

12. Click  to filter the service requests

Filter Service Requests pop up window is displayed.

Figure 1-15 Filter Service Requests Pop Up Window



13. On **Filter Service Requests** pop up window, specify the fields.
For more information on fields, refer to the field description table.

Table 1-6 Filter Service Requests

Field	Description
Priority	Users can select any one of the Priority Type from the drop-down list. The Priority drop-down lists the below values, <ul style="list-style-type: none"> • High • Medium • Low
Status	Users can select any one of the Status from the drop-down list. The Status drop-down lists the below values, <ul style="list-style-type: none"> • Open • Pending • Closed • Escalated
Service Request Date	Click on the adjoining calendar icon and specify the Service Request Date .
Target Date	Click on the adjoining calendar icon and specify the Target Date of the service request.
Customer Number	Enter the Customer Number or click the search icon to view the Customer Details pop-up window. By default, this window lists all the Customer Numbers present in the system. You can search for a specific Customer Details by providing Customer Number or Customer Name and click the Fetch button.

Table 1-6 (Cont.) Filter Service Requests

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Customer Account Details pop-up window. By default, this window lists all the Customer Numbers present in the system. You can search for a specific Customer Account Details by providing Customer Number , Account Number or Account Name and click the Fetch button.

14. Click the **Filter** button.

The applied Filters will appear in the band within the widget.

15. To remove the filters, click  icon and click the clear button.

1.5 My Pending Tasks

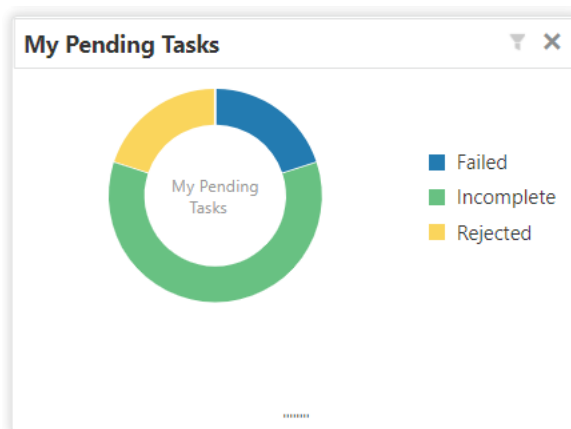
This topic describes the systematic instruction about My Pending Tasks widget in Dashboard.

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 1-16 My Pending Tasks




1. To view the Pending Tasks, hover the mouse on each section of the doughnut.

2. Click  to display the transactions based on process name.

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

Table 1-7 My Pending Tasks-Filter

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

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

2

Schedule Transfer

This topic describes the systematic instruction to maintain scheduled transfer. A customer can issue standing instructions to the bank, to perform a certain transaction for a particular period without any follow-up or intervention by either party.

For example, a customer can instruct the bank to debit a CASA account by a fixed amount at a predefined frequency and transfer the funds to another account. When the customer requests a scheduled transfer to CASA, the operation officer can capture the instruction details on this screen.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Scheduled Transfer**, or specify the **Scheduled Transfer** in the Search icon bar.

Scheduled Transfer screen is displayed.


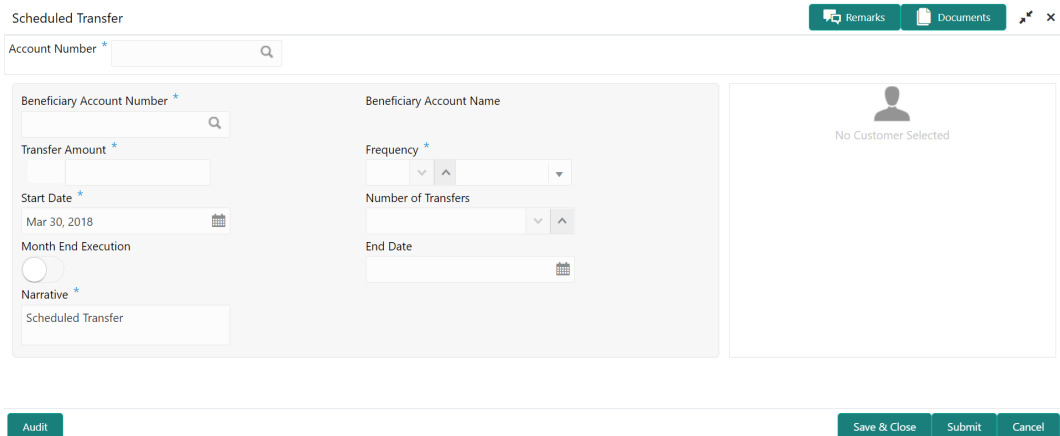
 **Note:**
The fields which are marked in asterisk blue are mandatory fields.

Figure 2-1 Scheduled Transfer



Scheduled Transfer

Account Number *

Beneficiary Account Number *

Transfer Amount *

Start Date *
Mar 30, 2018

Month End Execution

Narrative *
Scheduled Transfer

Beneficiary Account Name

Frequency *

Number of Transfers

End Date

No Customer Selected

Audit Save & Close Submit Cancel

2. On **Scheduled Transfer** specify the fields.

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

Table 2-1 Scheduled Transfer - Field Description



Field	Description
Debit Account Number	Enter the debit account number or click the search icon to view the Debit Account Number 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 Customer ID, Debit Account Number, or Debit Account Name and clicking on the Fetch button.
Debit Account Name	Debit Account Name is displayed based on the account selected.
Credit Account Number	Enter the credit account number, or click the search icon to view the Credit Account Number 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 Customer ID, Credit Account Number, or Credit Account Name and click Fetch .
Credit Account Name	Credit Account Name is displayed based on the account selected.
Transfer Amount	Input the Transfer Amount for scheduled transfer, this amount will be transferred on a predefined frequency. Field Transfer Amount is appended with transaction currency. Credit account number currency will be default as transfer amount currency while choosing the credit account number.
Frequency	The user can select the execution frequency from the Frequency drop-down list. Standing instruction transfer to CASA will be executed on the selected frequency. Frequency drop-down list the below values: <ul style="list-style-type: none"> • Days • Months • Years
Start Date	The system defaults the start date as the current branch date and the user can modify the start date to any future date using the adjoining calendar button. The first Standing instruction will be executed on the start date. <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;">  Note: Start Date cannot be backdated. </div>
Number of Transfers	The User can define the number of transfers to be executed on a predefined frequency, it is not a mandatory field, if the user sets the number of transfers, the expiry date will be auto-calculated based on the Start date, Frequency, Month End Execution, and the number of transfers. The value for the Number of Transfers can be increased or decreased using the Up and Down buttons.
Month End Execution	The user can make sure that the standing instruction transfer to CASA is executed every month-end by enabling the month-end execution. Month End execution cannot be defined as the daily frequency. By default month-end, execution will be off.

Table 2-1 (Cont.) Scheduled Transfer - Field Description

Field	Description
End Date	<p>Click the calendar and specify the expiry date. The expiry date is a non-mandatory field. If the expiry date is not captured, the system considers the standing instruction as open-ended</p> <div data-bbox="716 422 1383 569" style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 5px;"><p> Note:</p><p>End Date cannot be less than Start Date.</p></div>
Narrative	The Narrative defaults as Scheduled Transfer. The user can modify the defaulted value.

3

View and Modify Scheduled Transfer

This topic describes the systematic instruction to View, Modify and Close the Schedule Transfer. A new User Interface is required for finding the existing scheduled transfer contract and modifying or closing the contract or viewing the schedule transfer cycle details.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, click **View and Modify Scheduled Transfer**, or specify the **View and Modify Scheduled Transfer** in the Search icon bar.

View and Modify Scheduled Transfer screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 3-1 View and Modify Scheduled Transfer

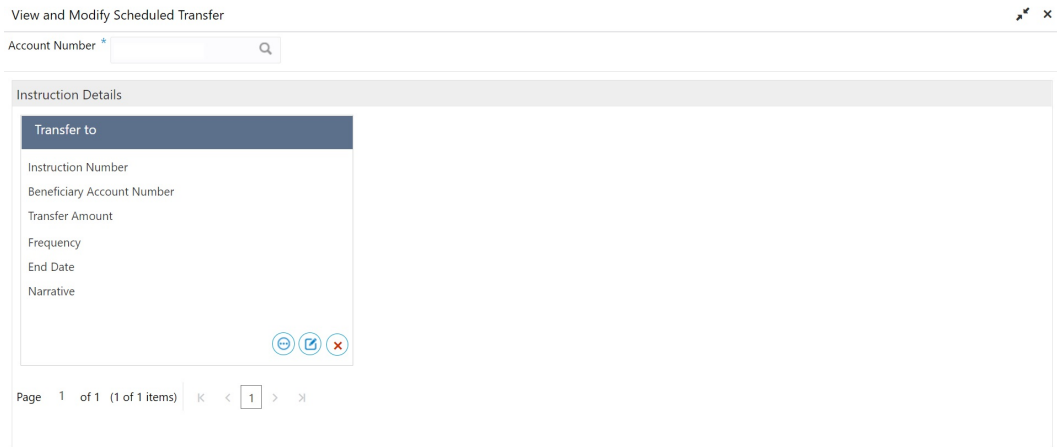


Figure 3-2 Schedule Transfer Cycle Details

Scheduled Transfer Cycle Details ✕

Instruction Details

Basic Details	Execution Preferences
Instruction Number	Frequency
Beneficiary Account Number	Number of Transfers
Beneficiary Account Name	Month End Execution
Transfer Amount	Next Execution Date
Start Date	Last Cycle Number
End Date	Suspend Execution
Narrative	

Cycle Details


Cycle	Scheduled Date	Success Date	Retry Count	Transfer Amount	Execution Status
No data to display.					

Page 1 (0 of 0 items) ⏪ < 1 > ⏩

Figure 3-3 Modify Scheduled Transfer

Modify Scheduled Transfer Remarks Documents ✕


Account Number * 000008155204 John Gilbert Ben

<p>Beneficiary Account Number 000008155215</p> <p>Transfer Amount * GBP 1,300.00</p> <p>Start Date Mar 30, 2018</p> <p>Month End Execution <input type="checkbox"/></p> <p>Narrative * House Rent Payment</p>	<p>Beneficiary Account Name John Gilbert Ben</p> <p>Frequency * 1 Days</p> <p>Number of Transfers 2</p> <p>End Date <input type="text"/></p> <p>Suspend Execution <input type="checkbox"/></p>	 No Customer Selected
---	--	---

Audit
Save & Close Submit Cancel

2. On View and Modify Scheduled Transfer screen, specify the fields.
For more information on fields, refer to the field description table.

Table 3-1 View and Modify Scheduled Transfer - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>
Instruction Details	This section displays the instruction details for the account selected.
Transfer to <>	Displays the transfer account number.
Search Result	<p>The contract details are displayed in tile format. The available basic details displayed are:</p> <ul style="list-style-type: none"> • Instruction Number • Beneficiary Account Number • Transfer Amount • Frequency • End Date • Narrative
View Transaction	Click to view the Schedule Transfer Cycle Details . For more information, refer to the Schedule Transfer Cycle Details – Field Description.


3. Click  icon to view the more details in the **Schedule Transfer Cycle Details** screen.

Table 3-2 Schedule Transfer Cycle Details – Field Description

Field	Description
Instruction Details	This section displays the instruction details for the account selected.
Basic Details	This section displays the basic instruction details.
Instruction Number	Displays the instruction number.
Beneficiary Account Number	Displays the account number of the beneficiary.
Beneficiary Account Name	Displays the account name of the beneficiary.
Transfer Amount	Displays the amount for transfer.
Start Date	Displays the start date of the instruction.
End Date	Displays the end date of the instruction.
Narrative	Displays the narration for the instruction.
Execution Preferences	This section displays the execution preferences for the instruction.
Frequency	Displays the frequency defined for the instruction.
Number of Transfers	Displays the number of transfers allowed.
Month End Execution	Displays whether month end execution is allowed or not.

Table 3-2 (Cont.) Schedule Transfer Cycle Details – Field Description

Field	Description
Next Execution Date	Displays the date for the new execution.
Last Cycle Number	Displays the last cycle number of the instruction.
Suspend Execution	Displays whether there was a suspend execution.
Cycle Details	This section displays the cycle details for the selected account.
Cycle	Displays the cycle number.
Scheduled Date	Displays the scheduled date for the transfer cycle.
Success Date	Displays the success date of the transfer cycle.
Retry Count	Displays the number of retries in the transfer cycle.
Transfer Amount	Displays the transfer amount in the cycle.
Execution Status	Displays the execution status in the transfer cycle.



4. Click  icon to edit the details in the **Modify Scheduled Transfer** screen. For more information on fields, refer to the field description table.

Table 3-3 Modify Transaction - Field Description

Field	Description
Modify Transaction	Click to modify the scheduled transfer contract details. User can modify the below details: <ul style="list-style-type: none"> • Transfer Amount • Frequency • Number of Transfers • Month End Execution • End Date • Narrative • Suspend Execution
Transfer Amount	The Transfer Amount displayed can be modified by the user.
Frequency	Users can modify the execution frequency from the Frequency drop-down list. Standing instruction transfer to Current and Savings Account will be executed on the selected frequency. Frequency drop-down list the below values: <ul style="list-style-type: none"> • Days • Months • Years Users can easily increase or decrease the value for the selected the frequency with the up and down button.
Number of Transfers	Users can modify the number of transfers to be executed on predefined frequency, it is not a mandatory field, if the user sets the number of transfers, the expiry date will be auto-calculated based on the following criteria: <ul style="list-style-type: none"> • Start Date • Frequency • Month End Execution • Number of Transfer

Table 3-3 (Cont.) Modify Transaction - Field Description

Field	Description
Month End Execution	User can modify and ensure that standing instruction transfer to Current and Savings Account is executed every month-end by enabling the month-end execution. Month End flag can be enabled only if the start date is falling on month-end. Month End flag cannot be enabled for daily frequency.
End Date	The system displays the existing value and the user can modify the value, user can modify the expiry date from the adjoining calendar. The expiry date is a non-mandatory Field, if the expiry date is not captured, the system considers the standing instruction as open-ended. In case the number of transfers is defined, the system updates the expiry date based on Start Date, Frequency , and month-end execution. Date format example- Sep 15, 2020. System updates the number of transfers based on start date, Frequency, and End date.
Narrative	The Narrative defaults as Scheduled Transfer. <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note: Users can modify the defaulted value.</p> </div>
Suspend Execution	Scheduled Transfer execution can be stopped or started by enabling or disabling Suspend Execution.

- On **View and Modify Schedule Transfer** screen, under **Instruction Details**, click on the tile to close the scheduled transfer.

Close Scheduled Transfer screen is displayed.

Figure 3-4 Close Scheduled Transfer

- Close the schedule transfer by clicking on the **Submit** button.

4

Sweep In to Account

This topic describes the systematic instructions to request Sweep In to Account. This screen helps to define sweep requests on customer accounts that get executed when the account balance falls below a predefined threshold value.

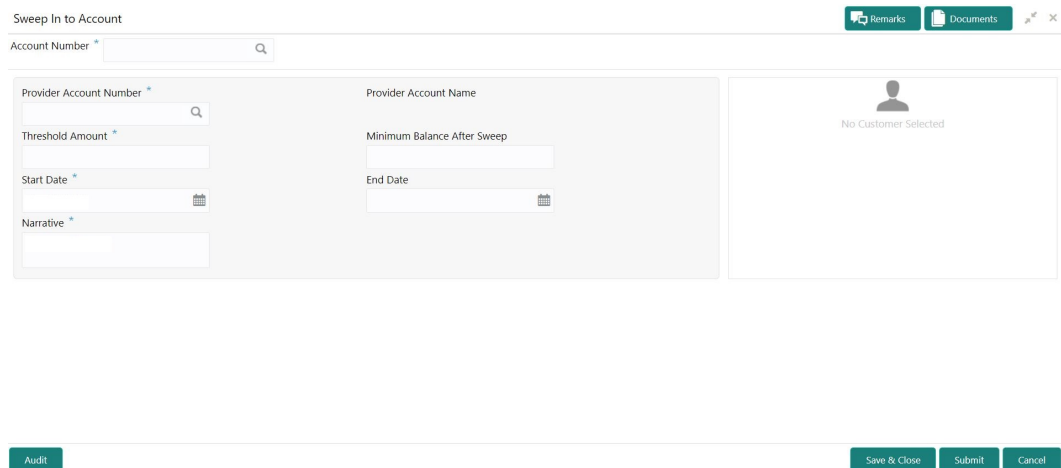
1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Sweep In To Account**, or specify the **Sweep In To CASA** in the Search icon bar.

Sweep In To Account screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory fields.

Figure 4-1 Sweep In to Account



The screenshot shows the 'Sweep In to Account' form. At the top right, there are 'Remarks' and 'Documents' buttons. Below them is a search bar for 'Account Number'. The main form area is divided into two columns. The left column contains 'Provider Account Number', 'Threshold Amount', 'Start Date', and 'Narrative'. The right column contains 'Provider Account Name', 'Minimum Balance After Sweep', and 'End Date'. A customer selection panel on the right shows 'No Customer Selected'. At the bottom, there are 'Audit', 'Save & Close', 'Submit', and 'Cancel' buttons.

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

Table 4-1 Sweep In to Account - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.

Table 4-1 (Cont.) Sweep In to Account - Field Description

Field	Description
Account Name	Account Name is displayed based on the account number selected.
Provider Account Number	Enter the Provider Account Number or click the search icon to view the Provider Account Number 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 Customer ID, Provider Account Number, or Provider Account Name , and click Fetch button.
Provider Account Name	Provider Account Name is displayed by default based on the Provider Account Number selected.
Threshold Amount	Enter the Threshold Amount , and the account currency is defaulted. The sweep in the transaction will be executed during the end-of-day batch process if the balance in the credit account goes below the threshold amount.
Minimum Balance After Sweep	Minimum Balance After Sweep is the amount that is left in the Provider Account after the Sweep In instruction is executed. The minimum balance after sweep ensures that a certain balance is left in the Provider Account and only the excess amount is swept. This is an optional field.
Start Date	Users can define the Start Date for the sweep in instruction. Start date cannot be backdated.
End Date	Users can define the End Date for Sweep In instruction, Sweep In instruction will be closed after the end date.
Narrative	The narrative will be defaulted to Sweep In to Account. The defaulted value is modifiable.

5

View and Modify Sweep In to Account

This topic describes the systematic instructions to **View and Modify Sweep In to Account**. This screen will help the user to Modify, View or Close the existing Sweep In To Account instruction.

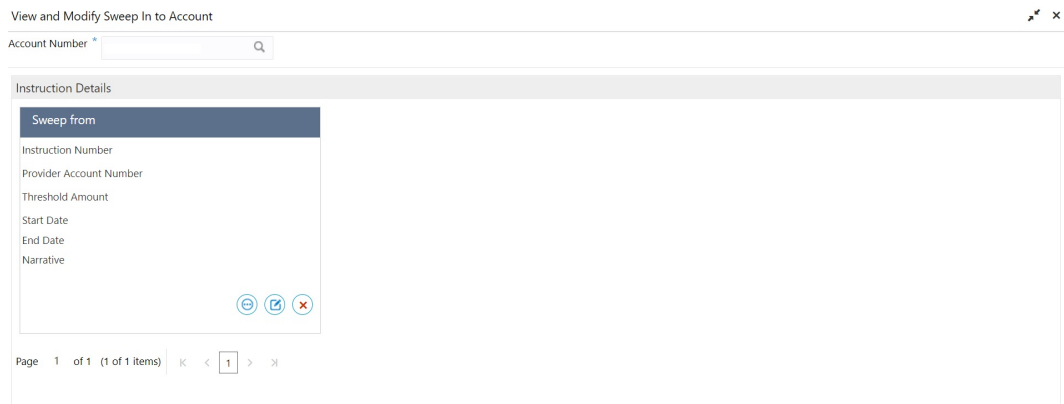
1. On the **Homepage**, from Account Services, under **Standing Instructions**, click **View and Modify Sweep In to Account**, or specify the **View and Modify Scheduled Transfer** in the Search icon bar.

View and Modify Sweep In to Account screen is displayed.

 **Note:**


The fields which are marked in asterisk blue are mandatory fields.


Figure 5-1 View and Modify Sweep In to Account



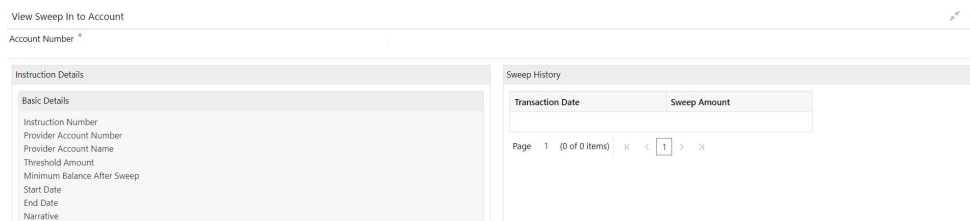
2. On **View and Modify Sweep In to Account** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 5-1 View and Modify Sweep In to Account - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button.  Note: The Account Name is displayed adjacent to this field as the account number is selected.
Instruction Details	This section displays the instruction details for the account selected.
Sweep from <Account Name>	Displays the account name from which sweep in is to be performed.
Instruction Number	Displays the instruction number for sweep in.
Provider Account Number	Displays the account number of the sweep in provider.
Threshold Amount	Displays the threshold amount with currency for sweep in.
Start Date	Displays the start date for sweep in.
End Date	Displays the end date for sweep in.
Narrative	Displays if any narration or description for sweep in.

3. On **View and Modify Sweep In to Account** under **Instruction Details**, click  on the tile to view the sweep-in instruction.

View Sweep In To Account screen is displayed.

Figure 5-2 View Sweep In To Account


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

Table 5-2 View Sweep In to Account - Field Description

Field	Description
Account Number	Displays the account number and account name selected in the View and Modify Sweep In to Account screen.
Instruction Details	This section displays the instruction details for the account selected.
Basic Details	This section displays the basic instruction details.
Instruction Number	Displays the instruction number.
Provider Account Number	Displays the account number of the provider.
Provider Account Name	Displays the account name of the provider.
Threshold Amount	Displays the threshold amount for the instruction.
Minimum Balance Sweep	Displays the minimum sweep amount balance.
Start Date	Displays the start date of the instruction.
End Date	Displays the end date of the instruction.
Narrative	Displays the narration for the instruction.
Sweep History	This section displays the history for the sweep.
Transaction Date	Displays the sweep transaction date.
Sweep Amount	Displays the sweep amount.

 **Note:**

By default, the latest transaction is displayed as the first record in sweep history.

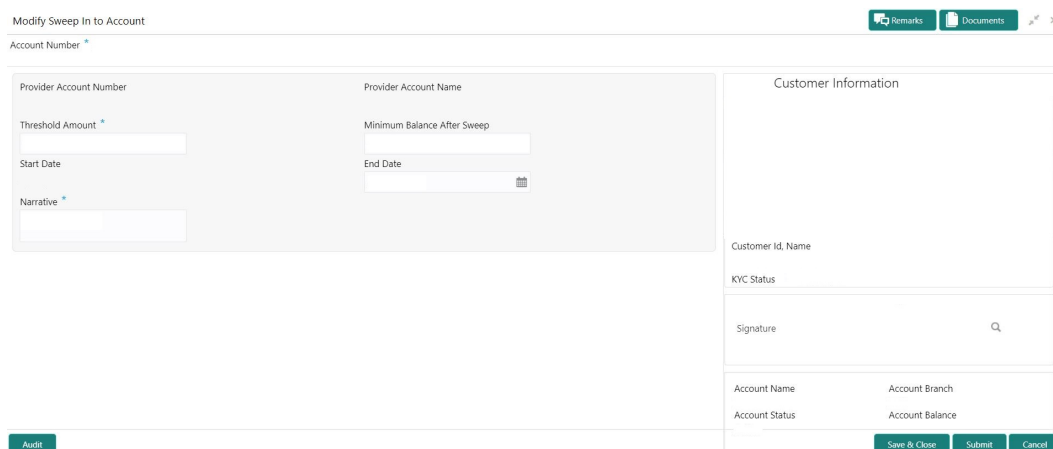
4. On **View and Modify Sweep In To Account** screen, under **Instruction Details**, click



on the tile to modify the sweep-in instruction.




Modify Sweep In to Account screen is displayed.

Figure 5-3 Modify Sweep In To Account




5. On the **Modify Sweep In To Account** screen, specify the fields that the user can modify. For more information on fields, refer to the field description table.
- For more information on fields, refer to the field description table.

Table 5-3 Modify Sweep In To Account - Field Description

Field	Description
Threshold Amount	<p>Users can modify the threshold amount. The sweep in to account instruction will be executed during the end-of-day batch process if the balance in the account goes below the threshold amount.</p> <p> Note: The amount cannot be in negative or zero value.</p>
Minimum Balance After Sweep	<p>Users can modify the Minimum Balance After Sweep. Minimum Balance After Sweep is the amount that is left in the Provider Account after the Sweep In instruction is executed. The minimum balance after sweep ensures that a certain balance is left in the Provider Account and only the excess amount is swept.</p> <p> Note: The amount cannot be in negative value.</p>
End Date	<p>Users can modify the end date for Sweep In instruction, Sweep In instruction will be closed after the end date. The calendar will display the branch holiday details.</p> <p> Note: End Date cannot be less than Start Date.</p>
Narrative	Users can modify the Narrative field.

6. On **View and Modify Sweep In To Account** screen, under **Instruction Details**,

click  on the tile to close the sweep-in instruction.

Close Sweep In To Account screen is displayed.

Figure 5-4 Close Sweep in To Account

Close Sweep In to Account

Account Number *

Remarks Documents

Provider Account Number	Provider Account Name	Customer Information
Threshold Amount	Minimum Balance After Sweep	
Start Date	End Date	
Narrative		
		Customer Id. Name
		KYC Status
		Signature <input type="text"/>
		Account Name
		Account Branch
		Account Status
		Account Balance

Audit

Submit Cancel

7. Click **Submit** to close the sweep-in instruction.

6

Sweep Out from Account

This topic describes the systematic instructions to request Sweep Out from Account. This screen will help to define sweep-out requests on customer accounts that get executed when the account balance goes above the threshold value.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, click **Sweep Out from Account**, or specify the **Sweep Out from Account** in the Search icon bar.

Sweep Out from Accounts screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.


Figure 6-1 Sweep Out from Account

2. On **Sweep Out from Account** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 6-1 Sweep Out from Account - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.

Table 6-1 (Cont.) Sweep Out from Account - Field Description

Field	Description
Account Name	Account Name is displayed by default based on the account selected.
Threshold Amount	Enter the Threshold Amount . The currency is defaulted based on the account currency. The Sweep-Out transaction will be executed during the end-of-day batch process if the balance in the account goes above the threshold amount.
Minimum Sweep Amount	The Minimum Sweep Amount and currency will be defaulted based on the product parameter and account currency. Sweep out instruction is executed only if the derived sweep amount (Account balance minus the Threshold Amount) is greater than or equal to Minimum Sweep Amount. This is an optional field that can be input during the sweep setup.
Beneficiary Account Number	Enter the Beneficiary Account Number or click the search icon to view the Beneficiary Account Number 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 Customer ID, Beneficiary Account Number, or Beneficiary Account Name and click the Fetch button.
Beneficiary Account Name	Beneficiary Account Name is displayed based on the Beneficiary account number selected.
Start Date	Users can define the Start Date for sweep-out instruction. The start date cannot be backdated.
End Date	Users can define the End Date for sweep-out instruction, Sweep out instruction will be closed after the end date. <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 5px; margin-top: 10px;">  Note: End Date cannot be less than Start Date. </div>
Narrative	The narrative will be defaulted as Sweep Out from Account. The defaulted value is modifiable.

7

View and Modify Sweep Out from Account

This topic describes the systematic instructions to View and Modify Sweep Out to Account. This screen will help the user to Modify, View or Close the existing Sweep Out from Account instruction.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, click **View and Modify Sweep Out from Account**, or specify the **View and Modify Sweep Out from Account** in the Search icon bar.

View and Modify Sweep Out from Accounts screen is displayed.

Note:

The fields which are marked in asterisk blue are mandatory.

Figure 7-1 View and Modify Sweep Out from Account

View and Modify Sweep Out from Account

Account Number *


Instruction Details

Sweep to
Instruction Number
Beneficiary Account Number
Start Date
End Date
Threshold Amount
Narrative


Page 1 of 1 (1 of 1 items)

2. On **View and Modify Sweep Out from Account** screen, specify the fields. For more information on fields, refer to the field description table.

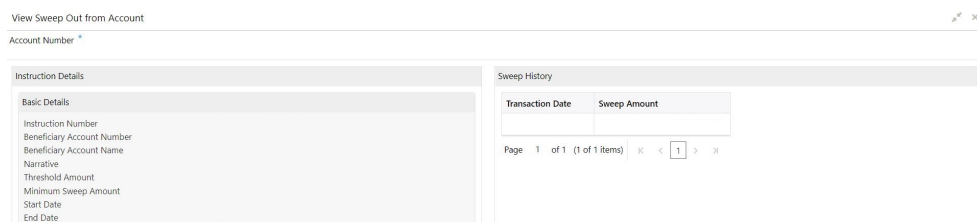
Table 7-1 View and Modify Sweep Out from Account - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. <div style="border: 1px solid #0070c0; padding: 5px; background-color: #e6f2ff;"> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>
Instruction Details	This section displays the instruction details for the account selected.
Sweep to <>	Displays the sweep to account holder's name.
Instruction Number	Displays the instruction number.
Beneficiary Account Number	Displays the account number of the beneficiary.
Start Date	Displays the start date of the instruction.
End Date	Displays the end date of the instruction.
Threshold Amount	Displays the threshold amount for the instruction.
Narrative	Displays the narration for the instruction.

3. On **View and Modify Sweep Out from Account** screen, under **Instruction**

Details, click  on the tile to view the sweep-out instruction.

View Sweep Out from Account screen is displayed.

Figure 7-2 View Sweep Out from Account


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

Table 7-2 View Sweep Out from Account - Field Description


Field	Description
Account Number	Displays the account number and account name selected in the View and Modify Sweep Out From Account screen.

Table 7-2 (Cont.) View Sweep Out from Account - Field Description

Field	Description
Instruction Details	This section displays the instruction details for the account selected.
Basic Details	This section displays the basic instruction details.
Instruction Number	Displays the instruction number.
Beneficiary Account Number	Displays the account number of the beneficiary.
Beneficiary Account Name	Displays the account name of the beneficiary.
Narrative	Displays the narration for the instruction.
Threshold Amount	Displays the threshold amount for the instruction.
Minimum Sweep Amount	Displays the minimum sweep amount for the instruction.
Start Date	Displays the start date of the instruction.
End Date	Displays the end date of the instruction.
Sweep History	This section displays the history for the sweep.
Transaction Date	Displays the sweep transaction date.
Sweep Amount	Displays the sweep amount.

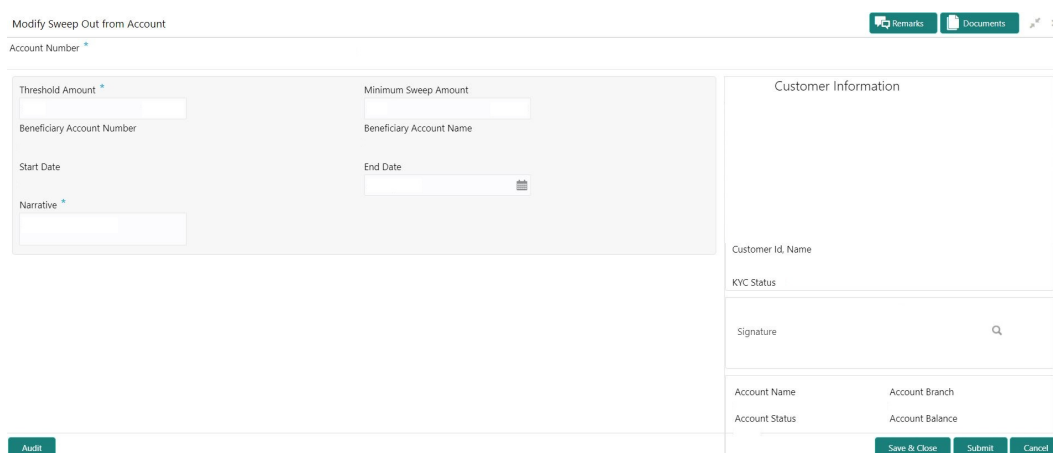
 **Note:**

By default, the latest transaction is displayed as the first record in sweep history.

- On **View and Modify Sweep Out from Account** screen, under **Instruction Details**, click  on the tile to modify the sweep-out instruction.

Modify Sweep Out from Account screen is displayed.

Figure 7-3 Modify Sweep Out from Account






The screenshot shows the 'Modify Sweep Out from Account' interface. At the top, there are tabs for 'Remarks' and 'Documents'. Below the title bar, the 'Account Number' field is visible. The main form area is divided into two columns. The left column contains fields for 'Threshold Amount', 'Beneficiary Account Number', 'Start Date', and 'Narrative'. The right column contains fields for 'Minimum Sweep Amount', 'Beneficiary Account Name', and 'End Date'. To the right of the main form is a 'Customer Information' panel with fields for 'Customer Id, Name', 'KYC Status', and 'Signature'. At the bottom of the screen, there are four buttons: 'Audit', 'Save & Close', 'Submit', and 'Cancel'.


- On the **Modify Sweep Out from Account** screen, specify the fields that the user can modify.

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

Table 7-3 Modify Sweep Out from Account - Field Description

Field	Description
Threshold Amount	<p>Users can modify the Threshold Amount. The sweep out from account instruction will be executed during the end-of-day batch process if the balance in the account goes above the threshold amount.</p> <p> Note: The amount cannot be in negative or zero value.</p>
Minimum Sweep Amount	<p>Users can modify the Minimum Sweep Amount. The Sweep out instruction is executed only if the derived sweep amount (Account balance minus the Threshold Amount) is greater than or equal to Minimum Sweep Amount.</p> <p> Note: The amount cannot be in negative value.</p>
End Date	<p>Users can modify the end date for Sweep Out instruction, Sweep Out instruction will be closed after the end date.</p> <p> Note: End Date cannot be less than Start Date.</p>
Narrative	Users can modify the Narrative field.

6. On **View and Modify Sweep Out from Account** screen, under **Instruction**

Details, click  on the tile to close the sweep-out instruction.

Close Sweep Out from Account screen is displayed.

Figure 7-4 Close Sweep Out from Account

Close Sweep Out from Account

Account Number *

Remarks Documents

Threshold Amount	Minimum Sweep Amount	Customer Information
Beneficiary Account Number	Beneficiary Account Name	
Start Date	End Date	
Narrative		
Audit		Customer Id, Name
		KYC Status
		Signature <input type="text"/>
		Account Name
		Account Branch
		Account Status
		Account Balance
		Submit Cancel

7. Click **Submit** to close the sweep-out instruction.

8

Term Deposit Instruction

This topic describes the systematic instructions to Create Term Deposit Instruction, Modify or Close the existing term deposit instruction.

This screen helps to capture the customer requests for creating a term deposit account if the account balance goes above the threshold limit. This will ensure a better interest return to account holders.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, click **Term Deposit Instruction**, or specify the **Term Deposit Instruction** in the Search icon bar.

Term Deposit Instruction screen is displayed.

Note:

The fields which are marked in asterisk blue are mandatory.



Figure 8-1 Term Deposit Instruction

The screenshot shows the 'Term Deposit Instruction' interface. At the top, there's a search bar for 'Account Number'. Below it, the 'Create Instruction' section contains several fields: 'Threshold Amount *', 'Sweep Multiples', 'Start Date *', 'End Date', and 'Tenor *'. The 'Customer Information' section on the right includes 'Customer Id. Name', 'KYC Status', and 'Signature'. At the bottom, there are buttons for 'Audit', 'Save & Close', 'Submit', and 'Cancel'.

2. When the user inputs the account number, the system displays **Create Instruction** screen, If an active deposit instruction is unavailable.
3. On **Term Deposit Instruction** screen, specify the fields.

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

Table 8-1 View and Modify Scheduled Transfer - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.
Threshold Amount	Account Currency will default to Threshold Amount filed. User can define the threshold amount for creating the term deposit account if the current account and savings account balance exceed the threshold amount, the system creates a term deposit account for the excess amount after considering the sweep multiples.
Sweet Multiples	Users can define the sweep multiples of which the term deposit to be created, this will avoid term deposit creation for a small amount.
Start Date	Users can define the start date from which the term deposit instruction to be valid, using the adjoining calendar. The system will default the start date as the current branch date, user can modify the start date to any future date. <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note: Start Date cannot be backdated.</p> </div>
End Date	Users can define the end date of term deposit instruction, using the adjoining calendar, the system will not execute the term deposit instruction after the end date. <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note: End Date cannot be less than Start Date.</p> </div>
Tenor	Users can define the tenor details for creating the term deposit account. Term Deposit account will be created for the selected tenor. The tenor drop down list the below values: <ul style="list-style-type: none"> • Days • Months • Years Users can increase or decrease the selected tenor with up and down arrow buttons.

4. When the user input the account number, the system displays **Edit instruction** screen with existing instruction details, If an active deposit instruction is available. **Edit Instruction** screen is displayed.

Figure 8-2 Edit Instruction

Term Deposit Instruction

Account Number *

Remarks Documents

Edit Instruction Close Instruction

Threshold Amount *

Start Date *

Tenor *

Sweep Multiples

End Date

Customer Information

Customer Id, Name

KYC Status

Signature

Audit Save & Close Submit Cancel

5. On the **Edit Instruction** screen, users can modify the following details:
 - a. Threshold Amount
 - b. Sweep Multiples
 - c. End Date
 - d. Tenor
6. To close the **Term Deposit Instruction**, click on **Close Instruction** button on the **Edit Instruction** screen and click **Submit**.

9

Online Account Sweep In

This topic describes the systematic instructions about Online Account Sweep In. This screen helps the users to link Savings accounts, Auto Deposits, and Term Deposits to a Primary Account to enable online sweep-in and reverse sweep-in feature.

Online sweep enables the customer to utilize funds available in these accounts when there is a shortfall of balance in the Primary Account during a debit transaction.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Online Account Sweep In**, or specify the **Online Account Sweep In** in the Search icon bar.

Online Account Sweep In screen is displayed.

Note:

The fields which are marked in asterisk blue are mandatory fields.

Figure 9-1 Online Account Sweep In

Online Account Sweep In

Account Number

Enable Reverse Sweep In

Savings Account

Savings Account*	Branch	Details	Retain Minimum Balance	Max Sweep Limit	Limit Frequency	Utilized Amount	Actions
		<input checked="" type="checkbox"/>	<input type="checkbox"/>		Per Transaction		<input type="checkbox"/> <input type="checkbox"/>
		<input checked="" type="checkbox"/>	<input type="checkbox"/>		Per Transaction		<input type="checkbox"/> <input type="checkbox"/>

Auto Deposits

Deposit Account	Branch	Original Deposit Amount	Available Amount	Utilized Amount	Actions
No data to display.					

Term Deposits

Deposit Account*	Branch	Original Deposit Amount	Linked Amount	Available Amount	Utilized Amount	Actions
						<input type="checkbox"/> <input type="checkbox"/>

Customer Information

Customer Id Name: No Customer Image to display

KYC Status: No Signature data to display

Account Name: Account Branch

Account Status: Account Balance


N/A
 N/A
Address Of Communication

Audit


Save/Close Submit Cancel


2. On **Online Account Sweep In** screen, specify the fields.
For more information on fields, refer to the field description table.


Table 9-1 Scheduled Transfer - Field Description


Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and click on the Fetch button.</p> <p> Note:</p> <ul style="list-style-type: none"> The Account Name is displayed adjacent to this field as the account number is selected. The customer information is also displayed to the left of the screen.
Search	Users need to click on Search button to view the Sweep History details.

- After clicking on the Search button, the system displays the existing records for Savings Account, Auto Deposits, and Term Deposits in a tabular format. If no records are found, the system displays a message 'No records exist for the given account number'.

- Users can link new Savings Account, Term Deposits by clicking on  icon.

- To input the editable fields like Savings Account, Seep Limit, Limit Frequency, Deposit Account, Linkage Percentage, Linked Amount click  icon.

- To link the new Savings Account, Term Deposits click  icon.

- To delete the linked Savings Account, Auto Deposits and Term Deposits by clicking  icon.



- On **Savings Account**, specify the fields.

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

Table 9-2 Online Account Sweep In-Savings Account

Field	Description
Savings Account	Displays the saving account numbers that are linked as a part of the sweep structure.
Branch	Displays the branch code for the selected Savings account number.

Table 9-2 (Cont.) Online Account Sweep In-Savings Account

Field	Description
Details	<p>Displays  icon to view more details about the cover account that is linked to the parent account.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>If you click the icon, the following details are displayed:</p> <ul style="list-style-type: none"> • Customer Name • Available Balance • Currency • Last sweep in Amount </div>
Retain Minimum Balance	<p>Users can click on the toggle button to enable or disable the minimum balance.</p> <p>When the Toggle button is enabled, the amount swept from the Savings Account is the difference between the available balance and the minimum balance maintained. The system considers the minimum balance of the Savings Account when the account balance goes below the minimum balance.</p> <p>If the toggle button is not enabled, the available balance in the Savings Account is swept during a transaction.</p>
Sweep Limit	Users can input the maximum amount to be swept from the Savings Account.
Limit Frequency	<p>Users can select the Limit Frequency from the drop-down list. The drop-down lists the below values:</p> <ul style="list-style-type: none"> • Per Transaction - The sweep limit maintained for the Savings Account is applied for every transaction that requires the amount to be swept from the Savings Account. • Daily - The sweep limit maintained for the Savings Account is the cumulative limit up to which the sweep transactions will be allowed for the day.
Utilized Amount	Displays the amount utilized by the receiving account number during a sweep in transaction.
Actions	Enables the options to Create, Modify, Delete.


9. When Primary Account and Auto Deposit account classes are enabled for Sweep in, then the system by default includes auto deposits of a primary account in Sweep structure maintained for the primary account and allocates 100% of Auto Deposit amount as Linked Amount.
10. On Auto Deposits, system displays the following fields.
 - a. Linkage Order
 - b. Branch
 - c. Deposit Account
 - d. Original Deposit Amount
 - e. Available Amount

f. Utilized Amount

11. On **Term Deposits**, specify the fields.

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

Table 9-3 Online Account Sweep In-Term Deposits

Field	Description
Linkage Order	Displays the sequential order of the Term Deposit account linked. This is automatically updated by the system.
Branch	Displays the branch code for the selected Deposit account number.
Deposit Account	Enter the Deposit Account number or click on the search icon to view the Deposit Account pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Deposit Account by providing Customer ID , Account Number , or Account Name and click on the Fetch button.
Credit Account Name	Credit Account Name is displayed based on the account selected.
Original Deposit Amount	Displays the amount for the Deposit Account.
Linkage Percentage	Users can input the percentage. The value can be less than or equal to 100.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;">  Note: The value cannot be in negative value. If the entered value is more than 100, the system displays an error. </div>	
Linked Amount	Users can specify the amount. This amount cannot be greater than the available deposit amount.
Available Amount	Displays the available amount for the Deposit Account.
Utilized Amount	Displays the amount utilized by the receiving account number during a sweep in transaction.
Actions	Enables the options to Delete, Create.

12. To **Enable Reverse Sweep In**, click on the toggle button.

10

Online Account Sweep History

This topic describes the systematic instructions about Online Account Sweep History. This screen helps in inquiring about the sweep in and reverse sweep in transactions that have taken place as a result of the customer opting for the Current Account and Savings Account sweep in feature on the primary account.

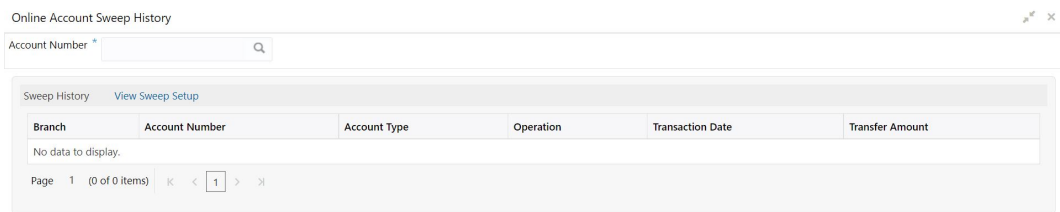
The system computes the Sweep history details when Savings Accounts, Auto Deposits or Term Deposits are linked to the primary account in 'Online Account Sweep In' screen at a customer account level.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Online Account Sweep History**, or specify the **Online Account Sweep History** in the Search icon bar. **Online Account Sweep History** screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 10-1 Online Account Sweep History




Branch	Account Number	Account Type	Operation	Transaction Date	Transfer Amount
No data to display.					

Close

2. On **Online Account Sweep History** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 10-1 Sweep History

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and click Fetch.</p> <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>

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.

Table 10-2 Sweep History Details

Field	Description
Account Number	Displays the linked Account Number.
Branch	Displays the branch code for the account number.
Account Type	Displays if the linked account is Savings Account, Auto Deposit or Term Deposit.
Operation	Displays the operation performed on the sweep transaction if it is a Sweep In or Reverse Sweep In transaction.
Transaction Date	Displays the date of sweep in or reverse sweep in transaction.
Transfer Amount	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

11

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.

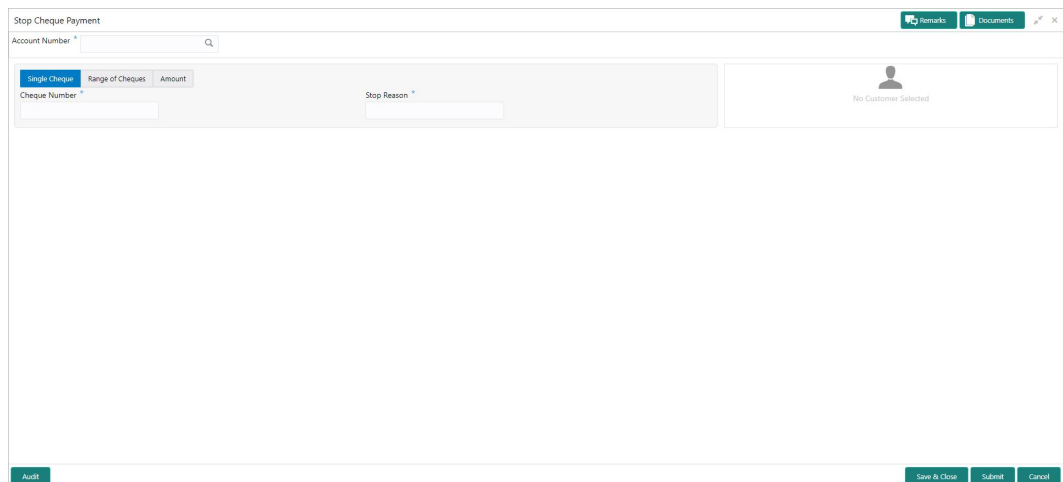
1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Stop Cheque Payment**, or specify the **Stop Cheque Payment** in the Search icon bar.

Stop Cheque Payment screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 11-1 Stop Cheque Payment - Single Cheque tab



The screenshot shows the 'Stop Cheque Payment' application window. At the top, there are tabs for 'Remarks' and 'Documents'. Below this is a search bar for 'Account Number *'. A navigation bar contains three options: 'Single Cheque' (highlighted in blue), 'Range of Cheques', and 'Amount'. The main form area includes a 'Cheque Number *' field, a 'Stop Reason *' field, and a 'No Customer Selected' message with a user icon. At the bottom, there are buttons for 'Audit', 'Save & Close', 'Submit', and 'Cancel'.

Figure 11-2 Stop Cheque Payment - Range of Cheque tab
Figure 11-3 Stop Cheque Payment - Amount tab

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

Table 11-1 Stop Payment Cheque - Single Cheque - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.

Table 11-1 (Cont.) Stop Payment Cheque - Single Cheque - Field Description


Field	Description
Cheque Number	<p>Enter the Cheque Number on which payment has to be stopped.</p> <p> Note:</p> <p>The option to input a single cheque number is available when Single Cheque is selected. This field is mandatory.</p>
Stop Reason	User can capture the reason for stop payment instruction.

Table 11-2 Stop Payment Cheque - Range of Cheque - Field Description



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

Table 11-3 Stop Payment Cheque - Amount - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button.
Account Name	Account Name is displayed based on the account selected.
Amount	Enter the amount on which payment has to stop. If the Stop Payment Type is selected as an Amount , the cheque amount represents the amount for which the cheque was drawn.
Expiry Date	Click the Calendar 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.
Stop Reason	Specify the reason for including the Stop Cheque Payment instruction.

12

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.

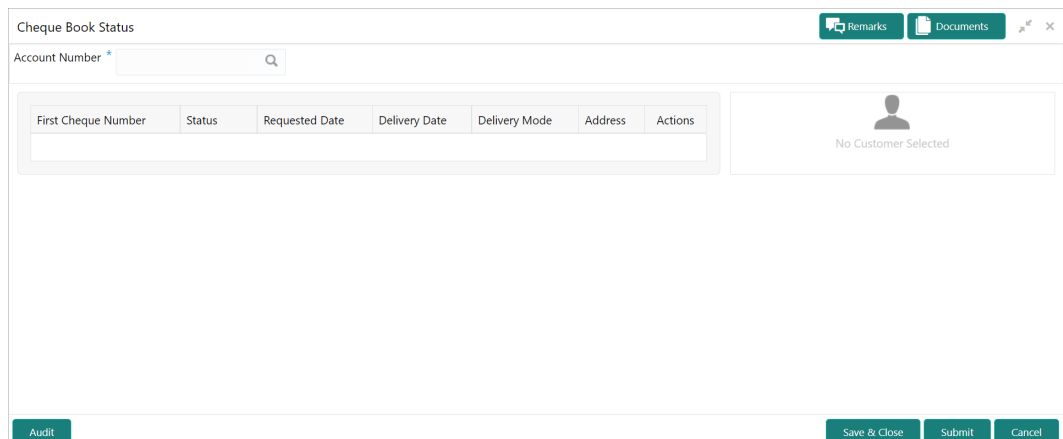
1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Cheque Book Status**, or specify the **Cheque Book Status** in the Search icon bar.

Cheque Book Status screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory fields.

Figure 12-1 Cheque Book Status





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

Table 12-1 Cheque Book Status - Field Description

Field	Description
Account Number	Enter the debit account number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button.
Account Name	Account Name is displayed based on the account selected.

Table 12-1 (Cont.) Cheque Book Status - Field Description

Field	Description
First Cheque Number	By default, the system displays the most recent Cheque book request that the customer has made.
Status	<p>The system displays the following status of the Cheque book request.</p> <ul style="list-style-type: none"> • Requested • Delivered • Destroyed <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: 10px; margin-top: 10px;"> <p> Note:</p> <p style="text-align: right;">Destroyed</p> <p>When the cheque book is updated as Destroyed, the delivery date is updated to the current business date and highlighted in red.</p> </div>
Requested Date	The system displays the date on which the customer requested the cheque book.
Delivery Date	<p>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 Delivered.</p> <p>The delivery date is blank for cheque books where the status is Requested.</p>
Delivery Mode	<p>The system defaults the following type of cheque delivery mode.</p> <ul style="list-style-type: none"> • Branch • Delivery
Address	<p>The system displays the Branch Code and Name by default when the delivery mode is Branch.</p> <p>The system displays the Account Address by default when the delivery mode is Delivery.</p>
Actions	<p>Click  icon to update the cheque book status from updated to:</p> <ul style="list-style-type: none"> • Deliver • Destory

- On click of the **Deliver** option, the status is updated as **Delivery Pending**. Upon authorization the status is updated as **Delivered**.
- On click of the **Destory** option, the status is updated as **Destruction Pending**. Upon authorization the status is updated as **Destroyed**.

13

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.

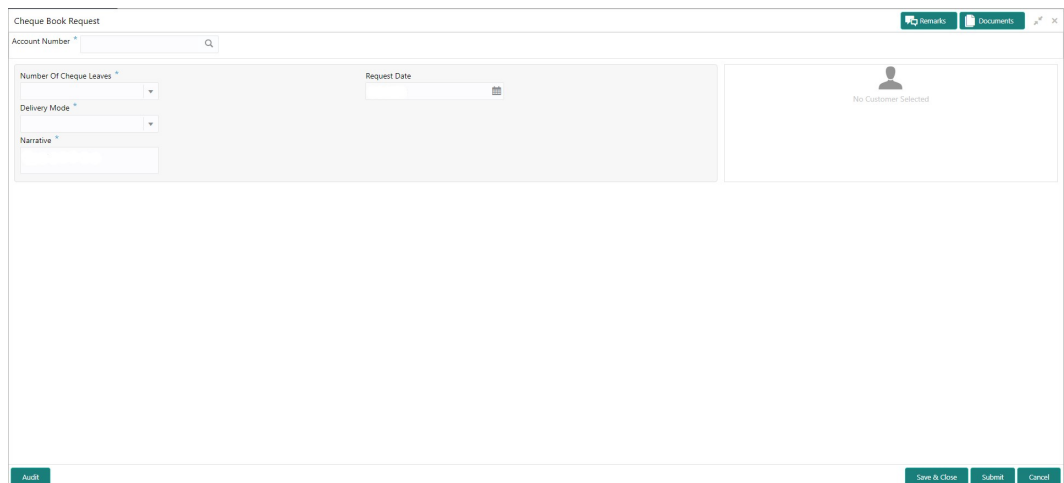
1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Cheque Book Request**, or specify the **Cheque Book Request** in the Search icon bar.

Cheque Book Request screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 13-1 Cheque Book Request



The screenshot shows the 'Cheque Book Request' form. At the top, there is a search bar for 'Account Number *'. Below this, the form is divided into two main sections. The left section contains four mandatory fields: 'Number Of Cheque Leaves *' (a dropdown menu), 'Delivery Mode *' (a dropdown menu), 'Narrative *' (a text input field), and 'Request Date' (a date picker). The right section shows a user profile icon and the text 'No Customer selected'. At the bottom of the form, there are three buttons: 'Save & Close', 'Submit', and 'Cancel'. An 'Audit' button is also visible at the bottom left.

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

Table 13-1 Cheque Book Request - Field Description





Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <p> Note:</p> <ul style="list-style-type: none"> The Account Name is displayed adjacent to this field as the account number is selected. The customer information is also displayed to the left of the screen.
Number of Cheque Leaves	<p>Input the Number of Cheque Leaves per Cheque book. The number of leaves is a drop-down field that contains numbers that define the size of the Cheque book.</p> <p> Note:</p> <p>The cheque book sizes for a given account number can differ based on the configuration maintained in the Business Product Maintenance.</p>
Request Date	<p>The Request Date defaults to the current business date and this field is not allowed to edit.</p>
Delivery Mode	<p>In the Delivery Mode drop-down, the available options are:</p> <ul style="list-style-type: none"> Post/Courier Branch <p>Selecting the Branch option indicates that the customer would collect the Cheque book at the Branch whereas selecting the Post/Courier option indicates that the Cheque book will be delivered at the registered mailing address of the account.</p> <p> Note:</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>
Delivery Address	<p>If the Delivery Mode field is selected as Post/Courier, the Delivery Address field displays. The Delivery Address defaults to the address maintained at the Account. This field cannot be edited.</p>

Table 13-1 (Cont.) Cheque Book Request - Field Description

Field	Description
Delivery Branch	<p>If the Delivery Mode field is selected as Branch, the Delivery Branch field displays. The Delivery Branch field displays the account branch by default but this field can be edited.</p> <div data-bbox="716 422 1383 800" style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px;"> <p> Note:</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 Delivery Branch or click the Search icon to view the Branch ID pop-up window. By default, this window lists all the branches present in the system. You can search for a specific Delivery Branch by providing a Branch ID or Branch Name, and click on the Fetch button.</p> </div>
Narrative	The Narrative field defaults to the Cheque Book Request and allows editing.

14

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.

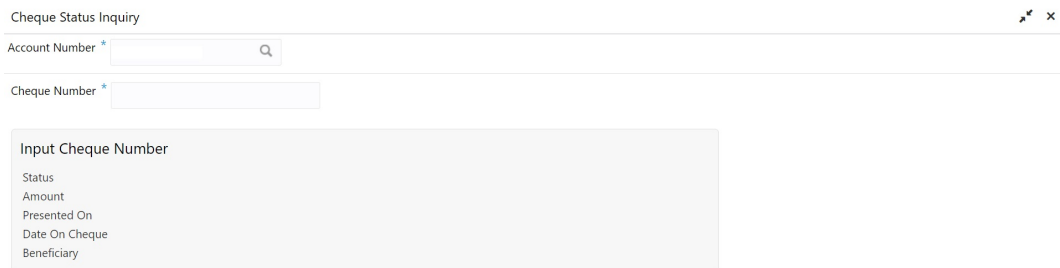
1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Cheque Status Inquiry**, or specify the **Cheque Status Inquiry** in the Search icon bar.

Cheque Status Inquiry screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.


Figure 14-1 Cheque Status Inquiry



Input Cheque Number
Status
Amount
Presented On
Date On Cheque
Beneficiary

2. On **Cheque Status Inquiry** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 14-1 Cheque Status Inquiry - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and click Fetch .  Note: The Account Name is displayed adjacent to this field as the account number is selected.
Cheque Number	Enter the Cheque Number and click the Search button to view the Input Cheque Number details.
Input Cheque Number	This section displays the details of specified cheque number.
Status	The Status 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.
Amount	Displays the Amount for which the cheque is drawn.
Presented On	Displays the date on which the Cheque was presented for encashment.
Date On Cheque	Displays the date mentioned on the cheque.
Beneficiary	Displays the beneficiary of the cheque.

- After input of the account number, the Sweep History details are displayed in a tabular format.
- On **Sweep History** details, users can view the fields.

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

Table 14-2 Sweep History Details

Field	Description
Account Number	Displays the linked Account Number.
Branch	Displays the branch code for the account number.
Account Type	Displays if the linked account is Savings Account, Auto Deposit or Term Deposit.
Operation	Displays the operation performed on the sweep transaction if it is a Sweep In or Reverse Sweep In transaction.
Transaction Date	Displays the date of sweep in or reverse sweep in transaction.
Transfer Amount	Displays the transfer amount involved in sweep in or reverse sweep in.

- 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.
- 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

15

Card Status Change

This topic describes the systematic instructions about Card Status Change.

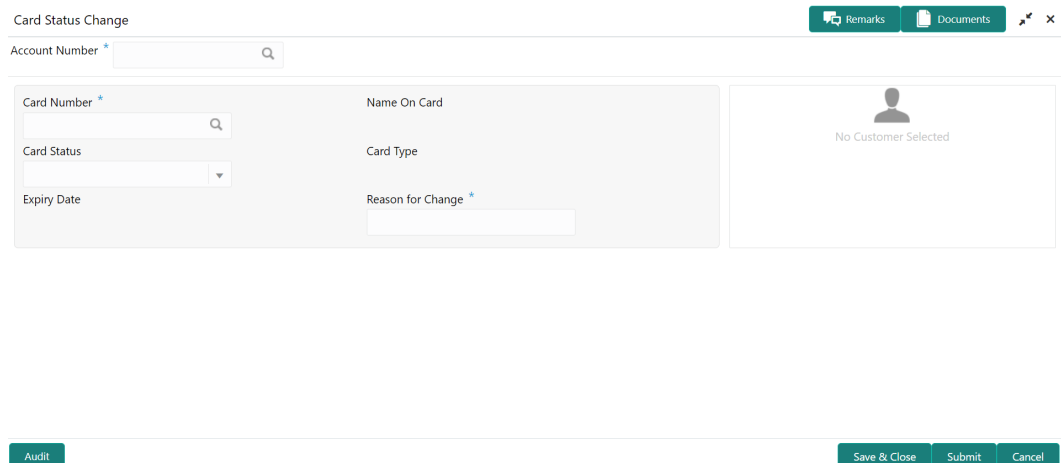
1. On the **Homepage**, from **Account Services**, under **Debit Card**, click **Card Status Change**, or specify the **Card Status Change** in the Search icon bar.

Card Status Change screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 15-1 Card Status Change



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

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

Table 15-1 Card Status Change - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.

Table 15-1 (Cont.) Card Status Change - Field Description

Field	Description
Card Number	Enter the Card Number or click the search icon to view the Card Number pop-up window. By default, this window lists all the Card Numbers linked to the Account Number. You can search for a specific Card Number by providing Card Number , Name on the Card , or Card Type and click on the Fetch button.
Name on the Card	The system defaults this field, based on the Card Number.
Card Type	The system defaults this field based on the Card Number.
Expiry Date	Expiry Date of the Card is defaulted based on the Card Number.
Card Status	Select the Card status from the drop-down list. Users can Block or Activate the Card by selecting the appropriate value in the drop-down list.
Reason for change	Specify the reason for change.

16

ATM and POS Limits

This topic describes the systematic instructions about ATM and POS Limits. This screen will help to capture the customer's request for editing the existing limits on ATM and POS transactions defined on the debit card.

Online sweep enables the customer to utilize funds available in these accounts when there is a shortfall of balance in the Primary Account during a debit transaction.

1. On the **Homepage**, from **Account Services**, under **Debit Card**, click **ATM and POS Limits**, or specify the **ATM and POS Limits** in the Search icon bar.

ATM and POS Limits screen is displayed.


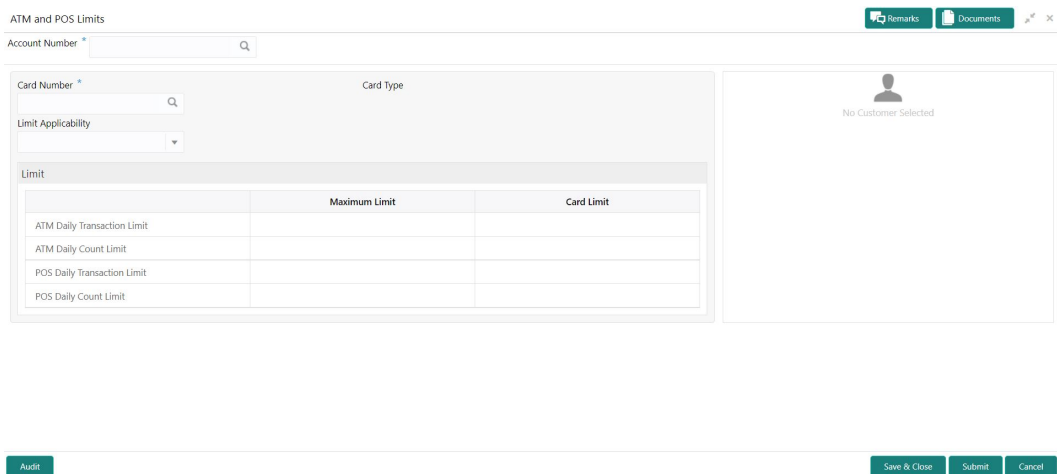
 **Note:**
The fields which are marked in asterisk blue are mandatory fields.

Figure 16-1 ATM and POS Limits



	Maximum Limit	Card Limit
ATM Daily Transaction Limit		
ATM Daily Count Limit		
POS Daily Transaction Limit		
POS Daily Count Limit		

2. On **ATM and POS Limits** screen, specify the fields
For more information on fields, refer to the field description table.

Table 16-1 ATM and POS Limits - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed based on the account number selected.
Card Number	Enter the Card Number or click the search icon to view the Card Number pop-up window. By default, this window lists all the Card Numbers linked to the Account Number. You can search for a specific Card Number by providing, Card Number or Card Type and click on the Fetch button. Once the Card Number is fetched from Card Number pop-up window, the system will populate the Card Type, Limit Applicability, Maximum Limit, and Card Limit fields.
Card type	The system defaults this field based on the Card Number.
Limit Applicability	The Limit Applicability type will be displayed once the card number is selected. Users can select the Limit Applicability from the drop-down list. The drop-down lists the below values: <ul style="list-style-type: none"> • Default - The Maximum Limit and Card Limit values will be the same and remain non-editable. • Special - The system allows the users to enter or edit the daily ATM/POS limits in the Card Limit column.

3. In the **ATM and POS Limits**, under **Limits**, specify the fields.

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

Table 16-2 Limits - Field Description

Field	Description
Maximum Limit	Account Currency is defaulted when the user inputs the account number. The Maximum Limit column displays the ATM/POS limits maintained at the Card Transaction limit and will remain non-editable.
Card Limit	Account Currency is defaulted when the user inputs the account number. The Card Limit column displays the ATM/POS limits maintained at the Card Transaction limit. Users can edit the Card Limit only when the Limit Applicability is set to Special.

 **Note:**

If the user maintain the ATM/POS Card limit amount that exceeds the 'Maximum Limit', a validation error will be displayed.

Table 16-2 (Cont.) Limits - Field Description

Field	Description
ATM Daily Transaction Limit	Daily transaction limit applicable for ATM transactions.
ATM Daily Count Limit	Daily limit for number of ATM transactions.
POS Daily Transaction Limit	Daily transaction limit applicable for POS transactions.
POS Daily Count Limit	Daily limit for number of POS transactions.

17


Debit Card Request

This topic describes the systematic instructions about Debit Card Request. This screen will help the user to capture the request for a new debit card or reissue an existing debit card or request for an add-on card.

Service Request widget helps the user to capture the service requests on behalf of customers whose transactions cannot be completed in a straight-through processing sequence or which might take time to analyze or investigate. Transactions such as double debits, incorrect charges, ambiguous transactions fall into this category.

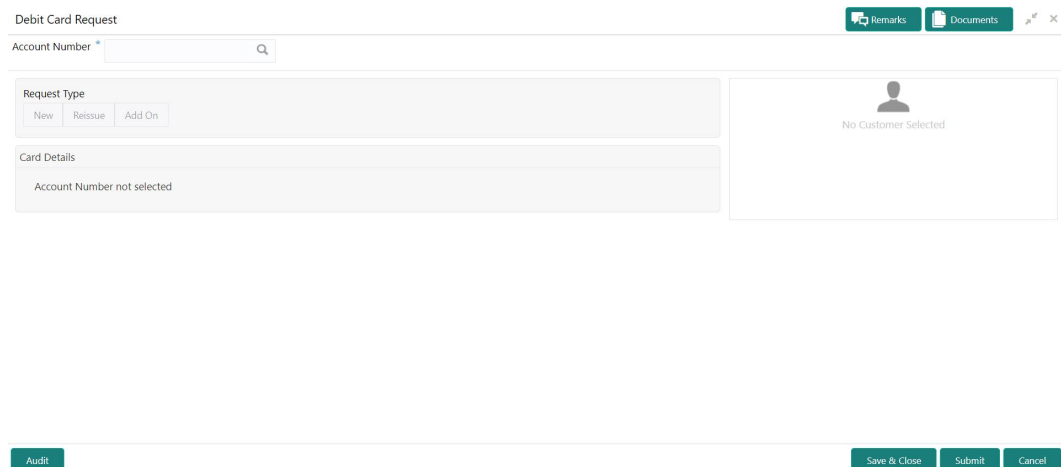
1. On the **Homepage**, from **Account Services**, under **Debit Card**, click **Debit Card Request**, or specify the **Debit Card Request** in the Search icon bar.

Debit Card Request screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory fields.

Figure 17-1 Debit Card Request



2. On **Debit Card Request** screen, specify the fields.

On the **Account Name**, click the **i** icon to view the Customer Information.

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

Table 17-1 Debit Card Request - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and click on the Fetch button.
Account Name	Account Name is displayed based on the account number selected.
Request Type	By default the Request Type will be disabled. On the Request Type the following options are available: <ul style="list-style-type: none"> • New • Reissue • Add On The button will be enabled only after entering an active account number.

- On **Debit Card Request** screen, under **Card Details**, the **New Debit Card** request screen will be enabled if the account holder does not have any debit card. **New Card** screen is displayed.

Figure 17-2 Debit Card Request-New Card

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

Table 17-2 New Card - Field Description

Field	Description
Name On Card	The customer name will be displayed, on selecting the Account number. The user is can change the defaulted name. This name will be printed on the Debit Card.

Table 17-2 (Cont.) New Card - Field Description

Field	Description
Card Type	Enter the Card Type or click the search icon to view the Card Type pop-up window. By default, this window lists all the Card Type present in the system. You can search for a specific Card Type by providing Card Type , Card product , or Card Bin and click on the Fetch button.
Card Limits	The Card Limits link will be displayed on selecting the card type. Click on Card limits link to view the Card Limits pop-up window. Users can view the ATM and POS limits details for the selected card type.
Pin Delivery Channel	Users can select the appropriate Pin Delivery Channel from the drop-down list.
Card Delivery Channel	Users can select the appropriate Card Delivery Channel from the drop-down list.

5. On **Debit Card Request** screen, under **Card Details**, the **Reissue Debit Card** request screen will be active if the account holder has any debit card. **Reissue Card** screen is displayed.

Figure 17-3 Debit Card Request-Reissue Card

6. On **Reissue Card** screen, specify the fields. For more information on fields, refer to the field description table.

Table 17-3 Reissue Card - Field Description

Field	Description
Reason	Users can select the Reason from the drop-down list. Reason drop-down list the below values: <ul style="list-style-type: none"> • Damaged • Renewal • Lost

Table 17-3 (Cont.) Reissue Card - Field Description

Field	Description
Select Card	On the Select Card drop-down, users can view all the cards available to the customer. The Card Numbers are masked to protect the data privacy of the customers. Hence the last 4 digits of the card are displayed.
Name On Card	The customer name will be displayed, on selecting the Account number. The user is can change the defaulted name. This name will be printed on the Debit Card.
Card Type	The Existing card type is displayed on selecting the Card Number. Users can change the Card Type based on the customer request. Click the search icon to view the Card Type pop-up window. By default, this window lists all the Card Type present in the system. You can search for a specific Card Type by providing Card Type , Card product , or Card Bin and click on the Fetch button.
Card Limits	The Card Limits link will be displayed on selecting the card type. Click on Card limits link to view the Card Limits pop-up window. Users can view the ATM and POS limits details for the selected card type.
Pin Delivery Channel	Users can select the appropriate Pin Delivery Channel from the drop-down list.
Card Delivery Channel	Users can select the appropriate Card Delivery Channel from the drop-down list.

7. On **Debit Card Request** screen, under **Card Details**, the **Add On Card request** screen will be active if the account holder has any debit card.

Add On Card screen is displayed.

Figure 17-4 Debit Card Request-Add On Card

The screenshot displays the 'Debit Card Request' interface. At the top, there are tabs for 'Remarks' and 'Documents'. Below, the 'Account Number' and 'Saving Account' fields are visible. The 'Request Type' section includes 'New', 'Reissue', and 'Add On' buttons, with 'Add On' being the active selection. The 'Add On Card' section contains several input fields: 'Name On Card', 'Card Type' (with a search icon), 'Additional Holder Date Of Birth' (with a calendar icon), 'Additional Holder Relation' (with a dropdown arrow), 'Pin Delivery Channel' (with a dropdown arrow), and 'Card Delivery Channel' (with a dropdown arrow). A 'Card Limits' link is positioned to the right of the 'Card Type' field. On the right side, the 'Customer Information' panel shows a placeholder for a customer image, 'Customer Id. Name', 'KYC Status', and 'No Signature data to display'. At the bottom, there are buttons for 'Audit', 'Save & Close', 'Submit', and 'Cancel'.

8. On **Add On Card** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 17-4 Add On Card - Field Description

Field	Description
Name On Card	Users can enter the name, this name will be printed on the Debit Card.
Card Type	Users can modify or retain the Card Type based on the customer request. Click the search icon to view the Card Type pop-up window. By default, this window lists all the Card Type present in the system. You can search for a specific Card Type by providing Card Type , Card product , or Card Bin and click on the Fetch button.
Card Limits	The Card Limits link will be displayed on selecting the card type. Click on Card limits link to view the Card Limits pop-up window. Users can view the ATM and POS limits details for the selected card type
Additional Holder Date Of Birth	Click on the adjoining calendar icon and specify Additional Holder Date Of Birth .
Additional Holder Relation	Users need to select the Relation type from the drop-down list. The Additional Holder Relation drop-down list the below values, <ul style="list-style-type: none"> • Father • Mother • Son • Daughter • Spouse
Pin Delivery Channel	Users can select the appropriate Pin Delivery Channel from the drop-down list.
Card Delivery Channel	Users can select the appropriate Card Delivery Channel from the drop-down list.

18

Activate Dormant Account

This topic describes the systematic instruction for Activating Dormant Account based on the account holder's request.

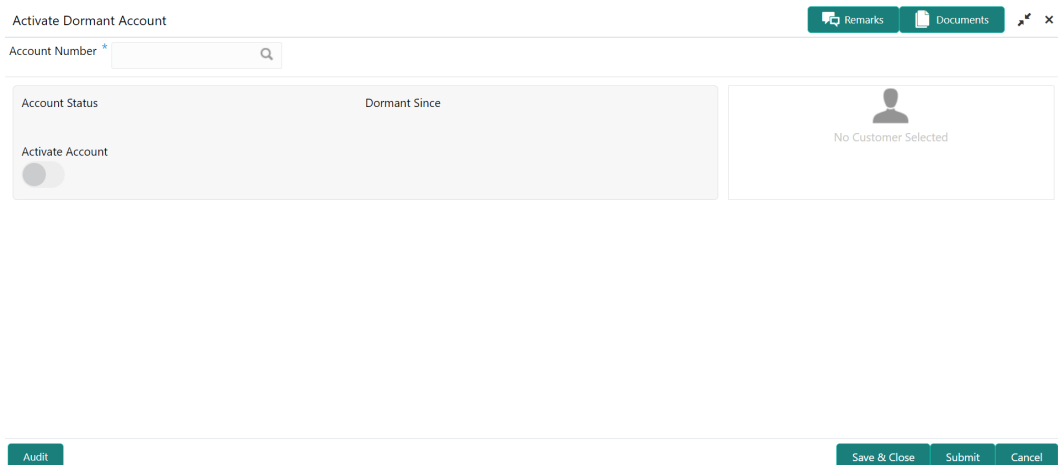
1. On the **Homepage**, from **Account Services**, under **Status Update**, click **Activate Dormant Account**, or specify the **Activate Dormant Account** in the Search icon bar.

Activate Dormant Account screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 18-1 Activate Dormant Account



Activate Dormant Account

Account Number *

Account Status	Dormant Since
Activate Account	

No Customer Selected

Audit Save & Close Submit Cancel

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

Table 18-1 Activate Dormant Account - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.

Table 18-1 (Cont.) Activate Dormant Account - Field Description

Field	Description
Account Status	Account Status is display-only field. The system displays the current account status (Dormant/Active).
Dormant Since	Dormant Since is a display-only field, the system defaults the dormant date while choosing/entering the Account Number. No value will be displayed if the account is active.
Activate Account	The user can activate the dormant account by enabling the toggle button.

19

Account Status Change

This topic describes the systematic instructions about account status change. The bank or the customer can request for changing the status of current and savings account status like No Debit, No Credit, Debit Override, Credit Override, and Frozen.

1. On the **Homepage**, from **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.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 19-1 Account Status Change

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

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

Table 19-1 Account Status Change - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.

Table 19-1 (Cont.) Account Status Change - Field Description

Field	Description
Account Name	Account Name is displayed by default based on the account selected.
Account Status	The existing account statuses will be displayed, and users can modify them (No Debit, No Credit, Debit Override, Credit Override, and Frozen) by enabling or disabling the toggle button.

Release Track Receivable

This topic describes the systematic instructions to release the amount tracked against the receivables due. This increases the available balance in the account since the amount is released, and customers can utilize the amount for other priority transactions.

The Release Track Receivable screen helps the user view receivable due transaction details and release the amount tracked against the due amount.

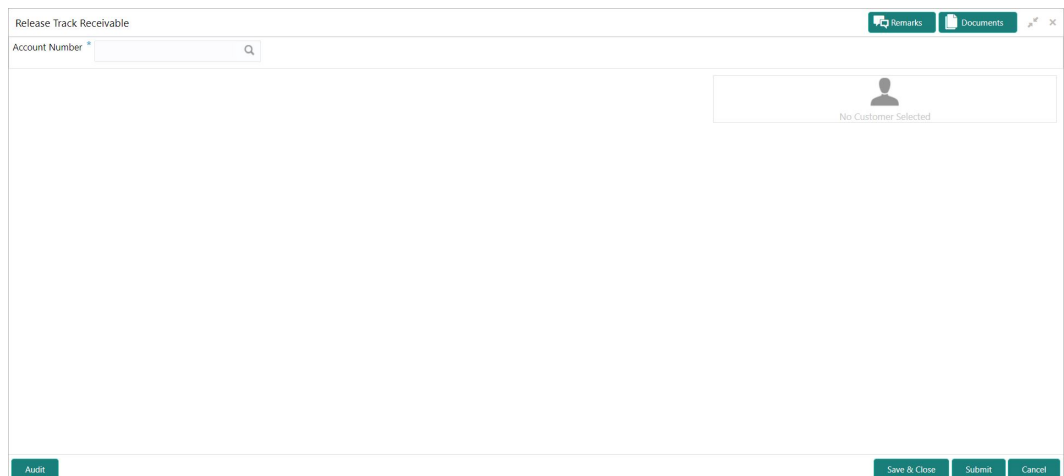
1. On the **Homepage**, from **Account Services**, under **Track Receivables**, click **Release Track Receivable**, or specify the **Release Track Receivable** in the Search icon bar.

Release Track Receivable screen is displayed.

Note:

The fields which are marked in asterisk blue are mandatory fields.

Figure 20-1 Release Track Receivable



2. On **Release Track Receivable** screen, specify the account number.

Release Track Receivable details for account is displayed.

Note:

The system displays the message **Track receivable not available for the account** if no record is available for a selected account for release.

Figure 20-2 Release Track Receivable for Active Account

3. On the **Release Track Receivable** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 20-1 Release Track Receivable - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed based on the account number selected.
Account Currency	Account Currency is displayed based on the account number selected.
Receivable Due	The system displays the total receivable due against the account.
Receivable Available	The system displays the total amount tracked to settle the receivable due amount.
Releasing Amount	The system displays the total amount selected for release. When the user selects the record for release, the system updates the releasing amount.
Release All	Users can enable the Release All toggle button to select all records for release track receivable and vice versa.
Booking Date	The system displays the date on which the track receivable record is created.
Reference Number	The system displays the contract reference number of the track receivable record.
Product	The system displays the Product description of the track receivable record.

Table 20-1 (Cont.) Release Track Receivable - Field Description

Field	Description
Component	The system displays the component code of the track receivable record.
Receivable Due	The system display the receivable due amount for the component.
Receivable Available	The system displays the amount which is tracked against the receivable due.
Release	Users can enable the toggle button to select the record for release track receivable.

4. Click the **Submit** button to submit the record for release.

 **Note:**

On submitting, the system validates whether the user selected any record for release; else, the system displays the error message **Record not selected for release**.

21

Delete Track Receivable

This topic describes the systematic instructions to delete the track receivable records which are not required to be processed.

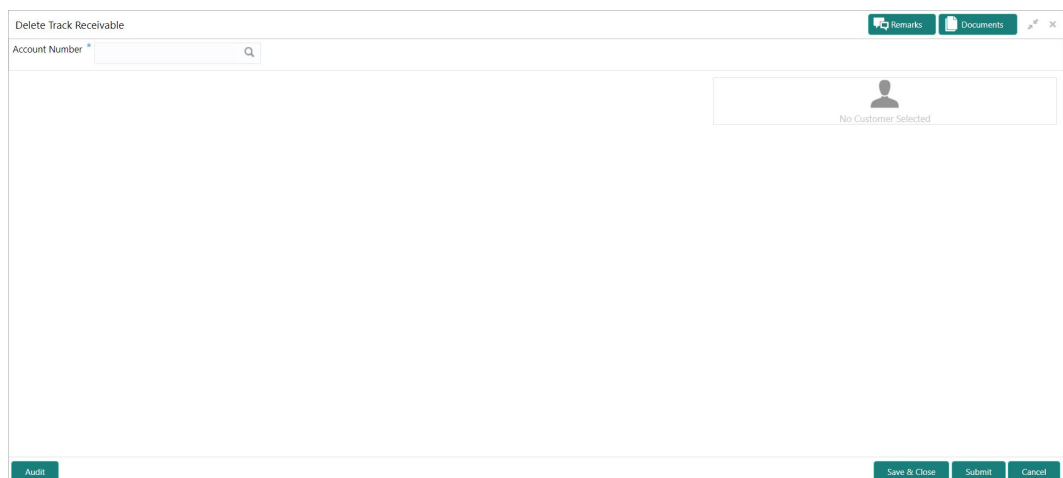
1. On the **Homepage**, from **Account Services**, under **Track Receivables**, click **Delete Track Receivable**, or specify the **Delete Track Receivable** in the Search icon bar.

Delete Track Receivable screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory fields.

Figure 21-1 Delete Track Receivable

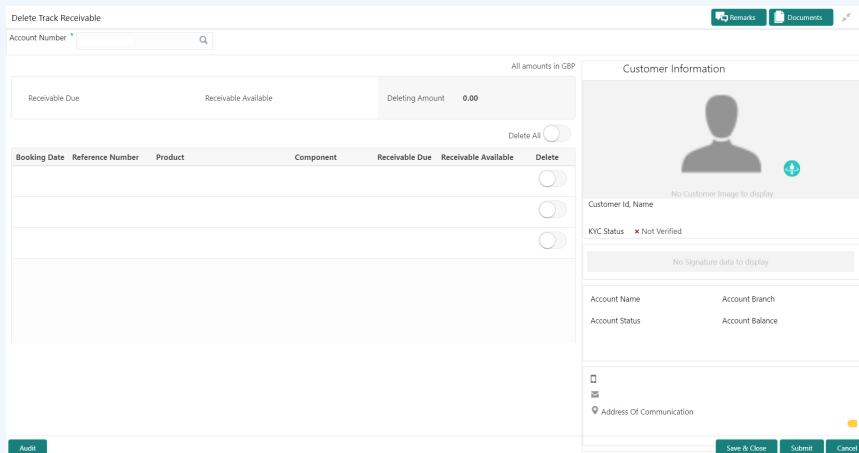


2. On **Delete Track Receivable** screen, specify the account number.
Delete Track Receivable details for account is displayed.

 **Note:**

The system displays the message **Track receivable not available for the account** if no record is available for a selected account for release.

Figure 21-2 Delete Track Receivable for Active Account



3. On **Delete Track Receivable** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 21-1 Delete Track Receivable - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed based on the account number selected.
Account Currency	Account Currency is displayed based on the account number selected.
Receivable Due	The system displays the total receivable due against the account.
Receivable Available	The system displays the total amount tracked to settle the receivable due amount.
Deleting Amount	The system displays the total amount selected for delete. When the user selects the record to delete, the system updates the deleting amount.

Table 21-1 (Cont.) Delete Track Receivable - Field Description

Field	Description
Delete All	Users can enable the Delete All toggle button to select all records for delete track receivable and vice versa.
Booking Date	The system displays the date on which the track receivable record is created.
Reference Number	The system displays the contract reference number of the track receivable record.
Product	The system displays the Product description of the track receivable record.
Component	The system displays the component code of the track receivable record.
Receivable Due	The system displays the receivable due amount for the component.
Receivable Available	The system displays the amount which is tracked against the receivable due.
Delete	Users can enable the toggle button to delete the record for delete track receivable.

4. Click the **Submit** button to submit the record for delete.

 **Note:**


On submitting, the system validates whether the user selected any record for delete; else, the system displays the error message as **Record not selected for delete**.

Account Branch Transfer

This topic describes the systematic instructions about customer requests for the transfer of their Current and Saving accounts from one branch to a different branch.

1. On the **Homepage**, from **Account Services**, under **Others**, click **Account Branch Transfer**, or specify the **Account Branch Transfer** in the Search icon bar.

Account Branch Transfer screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory fields.

Figure 22-1 Account Branch Transfer

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

Table 22-1 Account Branch Transfer - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed based on the account number selected.

Table 22-1 (Cont.) Account Branch Transfer - Field Description

Field	Description
Current Branch Code	Current Branch Code is displayed based on the account number selected.
Current Branch Name	Current Branch Name is displayed based on the account number selected.
Transfer Branch Code	Enter the Transfer Branch Code or click the search icon to view the list of available branch codes. You can search a specif branch code by providing Branch Code or Branch Name and click on the Fetch button.
Transfer Branch Name	The system displays the transfer branch name based on the transfer branch selected.
Transfer Date	Click on the Calender icon, and select the From and To date for account statement generation.

 **Note:**

Transfer Date cannot be current date or back dated.

Uncollected Funds Release

This topic describes the systematic instructions to view or release uncollected funds on a customer account.

Uncollected funds are funds that become available to the customer for withdrawal after a specified time interval. The availability information is maintained for each kind of transaction at the Bank, represented by transaction codes. The Bank can release uncollected funds before the value date is reached based on the customer request. This screen displays a summary of all uncollected funds, available dates, and the cumulative amount present against a customer's account.

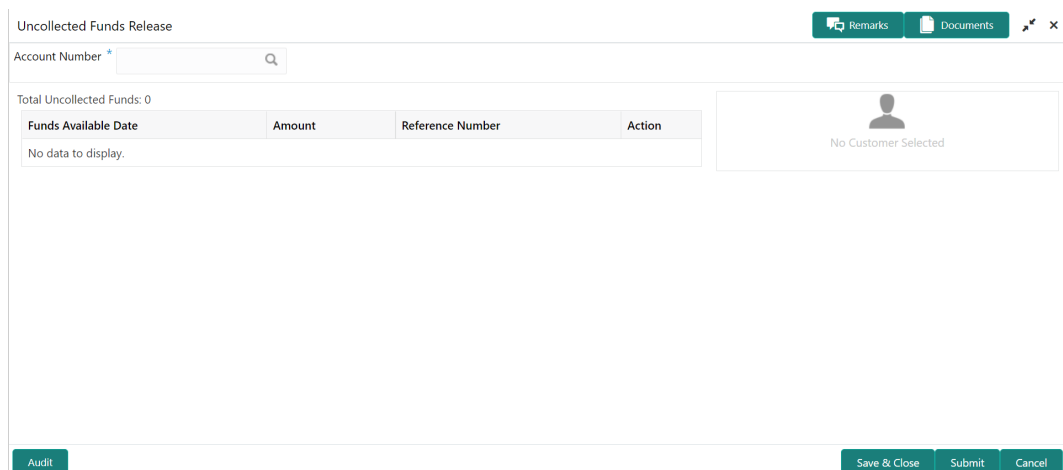
1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Uncollected Funds Release**, or specify the **Uncollected Funds Release** in the Search icon bar.

Uncollected Funds Release screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 23-1 Uncollected Funds Release



Uncollected Funds Release

Account Number *

Total Uncollected Funds: 0

Funds Available Date	Amount	Reference Number	Action
No data to display.			

No Customer Selected

Audit Save & Close Submit Cancel

2. Enter the **Account Number**.

Uncollected funds details are displayed.


Figure 23-2 Uncollected funds Details for Account

3. On the **Uncollected funds** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 23-1 Uncollected Funds Release - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and click on the Fetch button.
Account Name	Account Name is displayed by default based on the account selected.
Total Uncollected Funds	Total Uncollected Funds displays the cumulative amount of all uncollected funds across business dates.
Funds Available Date	The date when the funds become available to the account holder for use is displayed.
Amount	The system displays the transaction amount.
Reference Number	The system displays the reference number.

Table 23-1 (Cont.) Uncollected Funds Release - Field Description

Field	Description
Action	<p>By default, the actions field is displayed as Release to release the funds immediately to the account. The system displays the following actions:</p> <ul style="list-style-type: none"> • Release • Unrelease <p>Click on the Release button to release and the entire row gets blurred. Once Release is clicked, you have the option of reversing this action before submitting the transaction for approval.</p> <p>Once the Release action is performed, the system automatically updates the Release action to Unreleased action.</p> <div style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>Only one button (or hyperlink) is displayed.</p> </div>

4. When multiple uncollected fund records are released for an account and subsequently submitted for authorization, the authorizer has to either authorize or decline all transactions at once. The system does not provide the option of partially authorizing a few transactions and declining others.

If the authorizer declines a transaction and is deleted by the initiator, the status of uncollected funds will remain unchanged. In such a case, the funds are automatically released to the account on the Funds available date.

Tax Waiver at Customer Level

This topic provides systematic instructions to link a specific Tax Group to a Customer Id. By this, the customer becomes eligible for tax waivers on the credit income earned through account and deposit products.

When a Tax Group is either modified or linked to a customer id in the mid-office, the customer becomes eligible to receive a tax waiver on all the business products that are linked to that tax group where tax waiver percentages are defined.

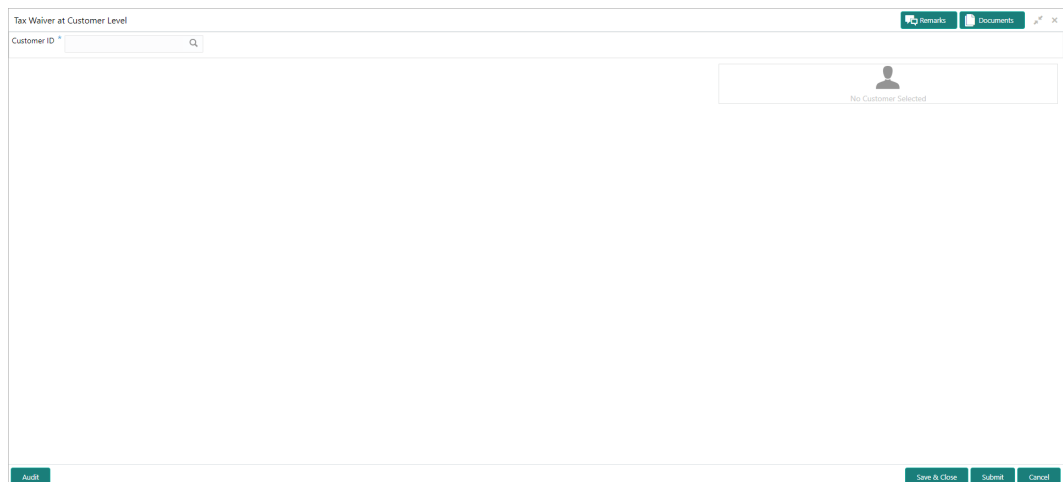
1. On the **Homepage**, from **Account Services**, under **Others**, click **Tax Waiver at Customer Level**, or specify the **Tax Waiver at Customer Level** in the Search icon bar.

Tax Waiver at Customer Level screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory fields.

Figure 24-1 Tax Waiver at Customer Level



2. On **Tax Waiver at Customer Level** screen, specify the fields
For more information on fields, refer to the field description table.

Table 24-1 Tax Waiver at Customer Level - Field Description

Field	Description
Customer ID	Enter the Customer ID or click the search icon to view the Customer ID 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 Customer Number or Customer Name and click on the Fetch button.
Customer Name	Customer Name is displayed based on the Customer ID selected.

Table 24-2 If the customer is already mapped to any of the Tax Group, Current Tax Group details are displayed as following:


Field	Description
Product	This field displays the Product or Account Class for which the tax waiver is defined. The field value ALL indicates that the tax waiver applies to all products and account classes.
Tax Waiver Percentage	Tax waiver in percentage that applies for the defined period. The value should be greater than 0 and less than or equal to 100.
Effective Date	The Effective Date from which the tax waiver rule is applicable.
Expiry Date	Expiry Date is the date up to which the tax waiver rule is effective. This field can also be left blank which indicates that the tax waiver will be for an open-ended period. When a backdated transaction comes in, the waiver maintenance will be picked up based on Effective Date and Expiry Date .
<div style="border-left: 2px solid #0070C0; padding-left: 10px; margin: 10px 0;">  Note: Expiry Date should be greater than or equal to the Effective Date. </div>	
Tax Category	Tax Category for which Tax Waiver is maintained.
Tax Currency	The currency in which the tax waiver is defined. All Currencies indicates that tax waiver is for all currencies.

Figure 24-2 Tax Waiver at Customer Level - Current Tax Group

The screenshot shows the 'Tax Waiver at Customer Level' application window. At the top, there is a search bar for 'Customer ID' and a 'Remarks' button. Below this is a 'Current Tax Group' section with a 'Modify Tax Group' button. The section contains two rows of fields:

Tax Waiver Percentage:	Effective Date:	Tax Category:
Customer ID:	Expiry Date:	Tax Currency:
Tax Waiver Percentage:	Effective Date:	Tax Category:
Customer ID:	Expiry Date:	Tax Currency:

On the right side, there is a user selection area with a person icon and the text 'No Customer Selected'. At the bottom, there are buttons for 'Audit', 'Save & Close', 'Submit', and 'Cancel'.

 **Note:**

If a single Tax Group Id is linked to multiple Tax Waiver records then, each tax waiver record is displayed separately under the Tax Group.

If the customer is not mapped to any Tax Group, **Tax Waiver at Customer Level** screen is displayed as following:

Figure 24-3 Tax Waiver at Customer Level - No Linked Tax Group

The screenshot shows the 'Tax Waiver at Customer Level' application window. At the top, there is a search bar for 'Customer ID' and a 'Remarks' button. Below this is a message: 'Customer is not linked to any Tax Group. Click 'Modify Tax Group' to link the Customer to a Tax Group.' There is a 'Modify Tax Group' button next to the message. On the right side, there is a user selection area with a person icon and the text 'No Customer Selected'. At the bottom, there are buttons for 'Audit', 'Save & Close', 'Submit', and 'Cancel'.

3. Click the **Modify Tax Group** button to modify the existing tax group of the customer or to link the customer to Tax Group.

Modify Tax Group window is displayed.

Figure 24-4 Modify Tax Group

4. On **Modify Tax Group** window, specify the fields.
For more information on fields, refer to the field description table.

Table 24-3 Modify Tax Group - Field Description

Field	Description
Tax Group	Select TAXGRP option from the drop-down list. This window lists all the Tax Groups maintained in the Host (Tax group code and description).
Tax Group Description	Tax Group Description is displayed based on the Tax Group selected.

On selecting the **TAXGRP** from the drop-down list, the system displays the detailed information of the selected Tax Group.

Figure 24-5 Modify Tax Group - New Tax Group Selection

5. To proceed with the transaction, click the **Select** button, or to cancel the transaction, click the **Cancel** button.
On **Tax Waiver at Customer Level** screen, newly selected Tax Group is displayed.
6. On **Tax Waiver at Customer Level** screen, click the **Submit** button and then the **Close** button to end the tax waiver transaction.

Branch Transfer Log

This topic describes the systematic instructions about Branch Transfer Log. Customer requests to transfer their Account from one Branch to another are processed during the End of Day batch process.

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.

1. On the **Homepage**, from **Account Services**, under **Others**, click **Branch Transfer Log**, or specify the **Branch Transfer Log** in the Search icon bar.

Branch Transfer Log screen is displayed.

Figure 25-1 Branch Transfer Log

The screenshot shows a web interface for the Branch Transfer Log. At the top, there is a title bar with 'Branch Transfer Log' and a close button. Below it is a 'Search Filters' panel. This panel contains five search input fields: 'Source Branch', 'Target Branch', 'Transfer Date', 'Customer ID', and 'Account Number'. Each field has a magnifying glass icon to its right. At the bottom right of the panel, there are two buttons: 'Search' and 'Reset'.

2. On the **Branch Transfer Log** screen, provide the search criteria in the **Search Filters** panel.

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

Table 25-1 Branch Transfer Log - Field Description

Field	Description
Source Branch	The Source Branch is the branch from which the account is to be transferred from. Enter the Source Branch or click the search icon to view the Source Branch pop-up window. By default, this window lists all the branch codes present in the system. Users can search for a specific branch codes by providing Source Branch and click the Fetch button.

Table 25-1 (Cont.) Branch Transfer Log - Field Description

Field	Description
Target Branch	The Target Branch is the branch to which the account is to be transferred. Enter the Target Branch or click the search icon to view the Target Branch pop-up window. By default, this window lists all the branch codes present in the system. Users can search for a specific branch codes by providing Target Branch and click the Fetch button.
Transfer Date	Click the calendar icon to specify the date on which the branch transfer transaction was initiated.
Customer ID	Enter the Customer ID on whose behalf account transfer was initiated or click the search icon to view the Customer ID 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 Customer ID or Customer Name and click the Fetch button.
Account Number	Enter the Account Number whose branch was changed or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and click the Fetch button.

3. Click the **Submit** button.

Failed Branch Transfer Details are displayed.

Figure 25-2 Failed Branch Transfer Details

Branch Transfer Log

Search Filters

Failed Branch Transfer Details

Resubmit

<input type="checkbox"/>	Customer ID	Account Number	Account Name	Transfer Date	Source Branch	Target Branch	Transfer Status	Actions
<input type="checkbox"/>								View
<input type="checkbox"/>								View
<input type="checkbox"/>								View
<input type="checkbox"/>								View

4. On the **Failed Branch Transfer Details**, the following details are displayed.
 - a. Customer ID
 - b. Account Number
 - c. Account Name
 - d. Transfer Date
 - e. Source Branch
 - f. Target Branch
 - g. Transfer Status

h. Actions

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

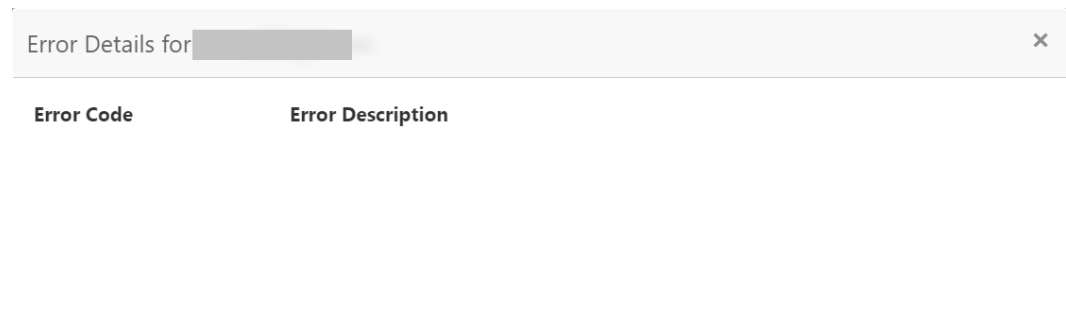
Table 25-2 Failed Branch Transfer Details - Field Description

Field	Description
Account Name	Account Name is displayed based on the account number selected.
Transfer Status	Displays the below values: <ul style="list-style-type: none"> • Error • Resubmitted Error status is displayed when the account branch transfer is failed. When records are selected and Resubmit button is clicked, the value in the Transfer Status changes from Error to Resubmitted.
Actions	Displays only the View button.

5. To view the error details, click the **View** button.

Error Details pop-up window is displayed.

Figure 25-3 Error Details for Account Number



6. On the **Error Details** pop-up window, the system displays the following details.
 - a. Error Code
 - b. Error Description
7. Click **X** icon to close the **Error Details** pop-up window.
8. On the **Failed Branch Transfer Details**, select the Error record and click the **Resubmit** button.

The **Transfer Status** changes from Error to Resubmitted.
9. Click the **Reset** button to clear all specified search criteria.

Account Product Transfer

This topic describes the systematic instructions for Account Product Transfer where the user can change the existing product of the account to a different product. Customers request the account product transfer for enhanced banking features or better facilities and offers without changing the existing account number.

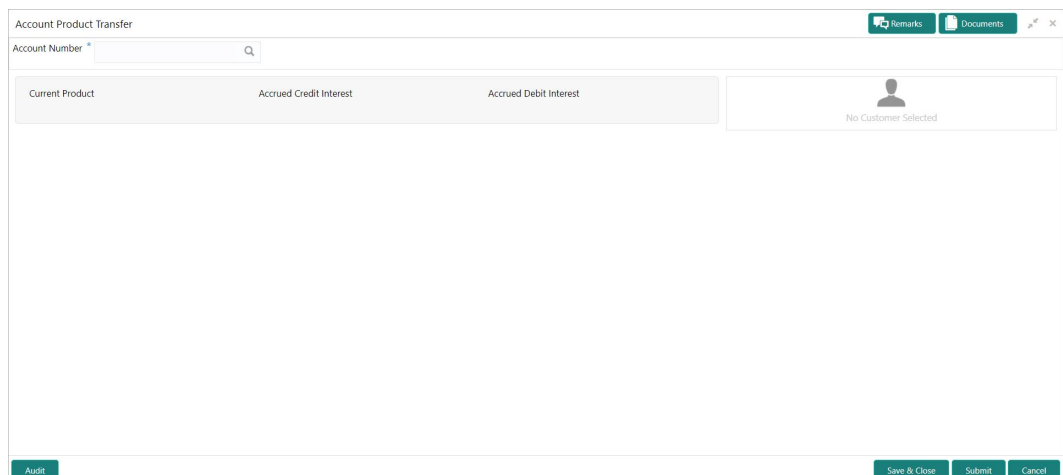
1. On the **Homepage**, from **Account Services**, under **Others**, click **Account Product Transfer**, or specify the **Account Product Transfer** in the Search icon bar.

Account Product Transfer screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 26-1 Account Product Transfer




Current Product	Accrued Credit Interest	Accrued Debit Interest
-----------------	-------------------------	------------------------



No Customer Selected

2. Enter the **Account Number**.

Account Product Transfer details are displayed.

Figure 26-2 Account Product Transfer Details for Account

 **Note:**

If more than 2 products are available click  on or  icons to navigate for other products.

3. On **Account Product Transfer** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 26-1 Account Product Transfer - Field Description


Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> • The Account Name is displayed adjacent to this field as the account number is selected. • The customer information is also displayed to the left of the screen. </div>

Table 26-1 (Cont.) Account Product Transfer - Field Description

Field	Description
Current Product	The system displays the existing product name for the selected account number.
Accrued Credit Interest	The system displays the accrued credit interest details if any accrued interest is available for the account.
Accrued Debit Interest	The system displays the accrued debit interest details if any accrued debit interest available for the account.
Filter	User can search the product by using this search filter.

The system displays all eligible products for the account under the **Select New Product** section. The following details are displayed in this section:

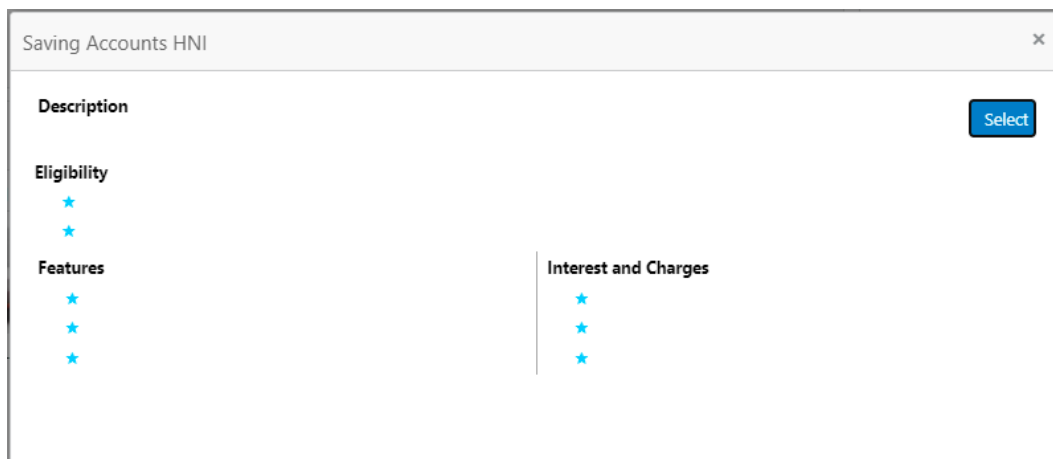
- Product Name
- Product Facilities

 **Note:**

- The above details are displayed when the data is fetched from Oracle Banking Onboarding and this can be configured on OBRH.
- When the data is fetched from Oracle FLEXCUBE Universal Banking, the system displays the following product details:
 - Product Name
 - Product Facilities

4. Select the product for account product transfer and to know more about the product click on **know more**.
5. Click **Know more** hyperlink to view full product details.

Product Details pop-up screen is displayed.

Figure 26-3 Product Details

6. On the **Product Details** pop-up screen, the system displays the following details:
 - a. Product Name
 - b. Product Description
 - c. Eligibility
 - d. Features
 - e. Interest and Charges
7. Click on the **Select** button to which the customer account has to be transferred. Selected product details are defaulted.

Figure 26-4 Selected Product Details

The screenshot shows a 'New Product' form with the following elements:

- Transfer Date ***: A date input field with a calendar icon.
- Transfer Reason ***: A text input field.
- Product Preferences**: Three toggle switches for 'ATM' (checked), 'Cheque Book' (checked), and 'Passbook' (unchecked).
- Account Statement**: A dropdown menu for 'Frequency' with 'Starting' selected below it.
- A **Change** button is located at the top right of the form.

8. User can specify the product transfer details and modify the defaulted details. For more information on fields, refer to the field description table.

Table 26-2 Select New Product - Field Description



Field	Description
Select New Product	This section displays the product and details in each widget.
Change	Click the Change button, and the system displays the account product selection screen where the user can select the product.
Effective Date	<p>By default, the system displays the effective date as next working day and user can modify to any future date. The Effective Date cannot be current date or backdated.</p> <div style="border: 1px solid #0070c0; padding: 10px; background-color: #e6f2ff;"> <p> Note:</p> <p>If the effective date is specified as Holiday, the system displays an error as Transfer date cannot be a holiday.</p> </div>

Table 26-2 (Cont.) Select New Product - Field Description

Field	Description
Transfer Reason	<p>Enter the transfer reason.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note:</p> <p>The Transfer Reason cannot be blank.</p> </div>
ATM	The user can enable or disable the defaulted ATM facility by clicking the toggle button.
Cheque Book	The user can enable or disable the defaulted Cheque Book facility by clicking the toggle button.
Passbook	The user can enable or disable the defaulted Passbook facility by clicking the toggle button.
Frequency	<p>Users can modify the defaulted frequency for generating the account statements from the drop-down. The drop-down lists the below values:</p> <ul style="list-style-type: none"> • Annual • Semi Annual • Quarterly • Monthly • Fortnightly • Weekly • Daily • Blank <p>By default, the Frequency is displayed as Blank from selected product.</p>
Starting	<p>Users can modify the defaulted starting details from the drop-down based on the selected frequency. The value gets defaulted from the selected product. The drop-down lists the below values:</p> <ul style="list-style-type: none"> • January to December - If the user selects statement frequency as Annual or Semi Annual or Quarterly. • 1 to 31 - If the user selects statement frequency as monthly. • Sunday to Saturday - If the user selects statement frequency as weekly or fortnightly. • Blank - The system defaults the blank value if the user selects statement frequency as daily.

9. Click the **Submit** button to submit the transfer request for authorization.

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.

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.

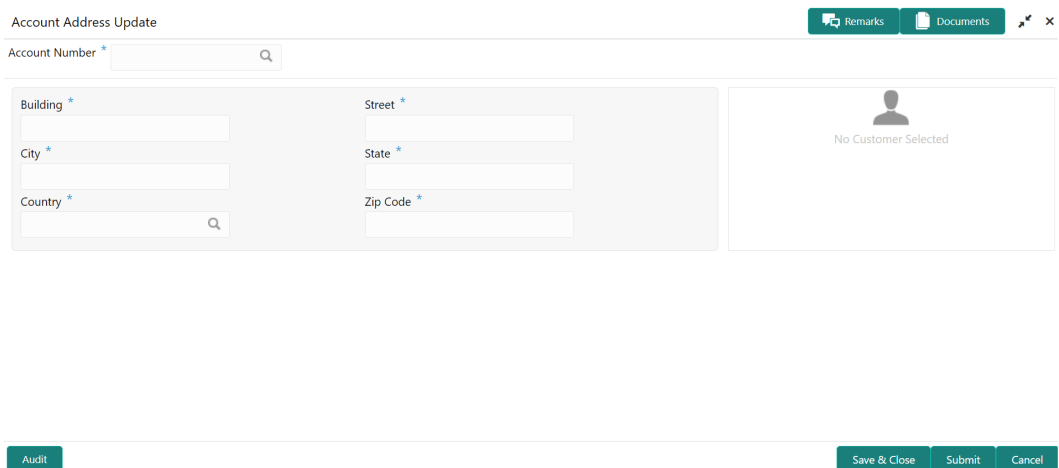
1. On the **Homepage**, from **Account Services**, under **Maintenance**, click **Account Address Update**, or specify the **Account Address Update** in the Search icon bar.

Account Address Update screen is displayed.

 **Note:**


The fields which are marked in asterisk blue are mandatory.

Figure 27-1 Account Address Update



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

Table 27-1 Account Address Update - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> • The Account Name is displayed adjacent to this field as the account number is selected. • The customer information is also displayed to the left of the screen. </div>
Building	Current Building details will be displayed and the user can modify the details.
Street	Current Street details will be displayed and the user can modify the details.
City	Current City details will be displayed and the user can modify the details.
State	The current State will be displayed and the user can modify it.
Country	<p>Click the search icon to view the Country pop-up window. On the Country pop-up window, specify any one of the following fields, and click Fetch. By default, this window lists all the Country codes present in the system. You can search for a specific Country by providing Country Code or Country Name and clicking on the Fetch button. The available fields on the Country Pop-Up window are:</p> <ul style="list-style-type: none"> • Country Code • Country Name
Zip Code	The current Zip code will be displayed, and the user can modify it.

Account Documents Update

This topic describes the systematic instructions about Account Documents Update. This screen helps you view, update, or delete documents submitted by the customer against document types specified for the account class.

The documents in the screen are displayed in the following order:

1. Expected Date of Submission
2. Expiry Date
3. Actual Submission Date
1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Account Documents Update**, or specify the **Account Documents Update** in the Search icon bar. **Account Documents Update** screen is displayed.

Note:

The fields which are marked in asterisk blue are mandatory.

Figure 28-1 Account Documents Update

Account Documents Update

Account Number *

Document Type	Mandatory	Expiry Date	Expected Submission Date	Actual Submission Date	Document Reference	Actions
		Jun 16, 202	Jun 1, 2022			⋮
		Jun 16, 202	Jun 1, 2022			⋮

Page 1 of 1 (1-2 of 2 items)

Customer Information

Customer Id, Name

KYC Status

Signature

Account Name Account Branch

Account Status Mode Of Operation


Audit Save & Close Submit Cancel

Note:


After the Account Number is selected, the system displays the available documents in the Account Documents table.

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

Table 28-1 Account Documents Update - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <p> Note:</p> <ul style="list-style-type: none"> The Account Name is displayed adjacent to this field as the account number is selected. The customer information is also displayed to the left of the screen.

3. By default, the system displays all documents attached to the account. To add a

new document, click  icon on the **Account Documents**. On **Account Documents**, specify the fields.

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

Table 28-2 Account Documents - Field Description




Field	Description
Document Type	Click the search icon to view the Document Type pop-up window. By default, this window lists all the Document Types present in the system. You can search for a specific Document Type and click on the Fetch button.
Mandatory	Displays Yes or No against each document type, which conveys whether a document is mandatory or optional.
Expiry Date	<p>Displays the expiry date for the document.</p> <p> Note:</p> <p>The expiry date cannot be the current business date or lesser than the current business date.</p> <p>If any document does not have an expiry date, then the expiry date is not displayed.</p>

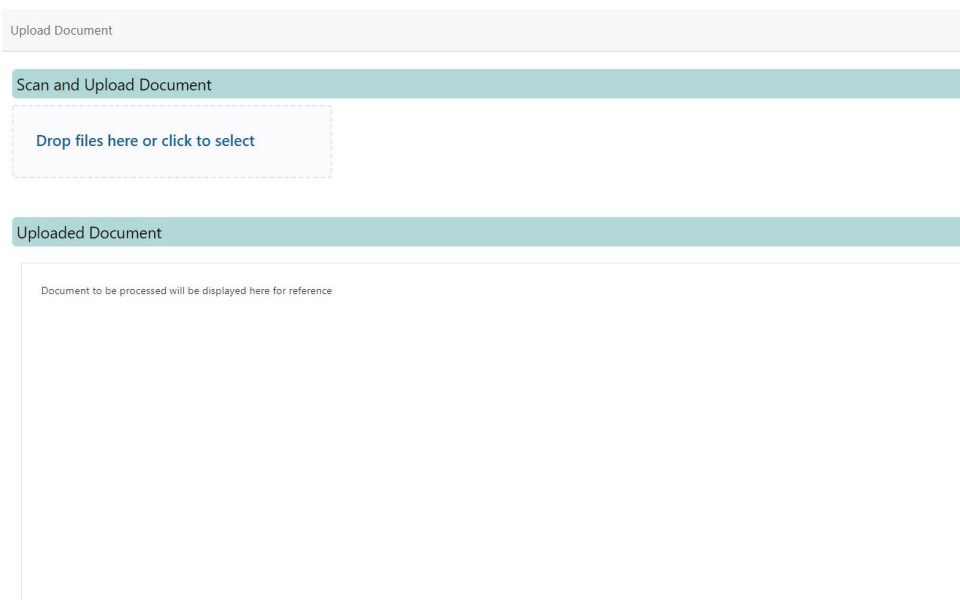
Table 28-2 (Cont.) Account Documents - Field Description

Field	Description
Expected Submission Date	<p>You can click the calendar icon to update the expected date of document submission if the document is not submitted on the current business date. This field is optional by default.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> The expected submission date cannot be the current business date or lesser than the current business date. If a mandatory document is deleted, the user cannot submit the transaction until a new document is uploaded or the Expected Submission Date is updated. </div>
Actual Submission Date	The Actual Submission Date field is automatically updated with the current business date whenever a document is uploaded.
Document Reference	Displays the document name created by the Document Management System when a document is uploaded.
Actions	<p>Click  icon to display the following options:</p> <ul style="list-style-type: none"> View Document Upload Document Delete Document Delete Document Type

4. To upload the document, click the **Upload Document** option from the **Actions** icon. **Upload Document** 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 the **Download** button to download the attached document before viewing.


Figure 28-2 Upload Document

5. On the **Upload Document** screen, drag and drop the files directly or click to select link and browse the file from the local drive.


 **Note:**

- If there is an existing document already, the uploaded document will overwrite the existing document.
- The screen supports only one document upload against one Document type.
- The system will not allow to proceed with document upload, if the document is of 0 KB and have a long name.

6. To view the document, click the **View Document** option from the  icon.

7. To delete the document, click the **Delete Document** option from  icon. For document types marked as Yes, either the document reference number or the Expected date of submission must be present.

A message **Document will be deleted. Do you want to continue?** is displayed. The uploaded document, Document Reference is deleted from the from the Document Management System.

8. To delete the Document Type, click the **Delete Document Type** option from  icon.

The **Document Type** is deleted from the Account Documents list.

9. For the documents that are expired, for such rows, the Expiry Date is highlighted in red.

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.

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

Amount Blockscreen is displayed.

Note:

The fields which are marked in asterisk blue are mandatory.

Figure 29-1 Amount Block

2. On the **Amount Block** screen, specify the fields.

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

Table 29-1 Amount Block - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.
Amount To be Blocked	Specify the amount to be blocked. The ISO currency code will be defaulted in this field based on the Account Currency.
Effective Date	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.
Expiry date	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.
Block Reason	Click the search icon to view the Block Code pop-up window. By default, this window lists all the available Block Codes. You can search for a specific Block Reason by providing Block Code or Block Description and clicking on the Fetch button. The available fields on the Block Code Pop-Up window are: <ul style="list-style-type: none"> • Block Code • Block Description When a Block Reason is selected, the Block Description is automatically populated.
Narrative	The Narrative is defaulted to Amount Block. You can edit the defaulted narrative to a narrative of your choice.

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.

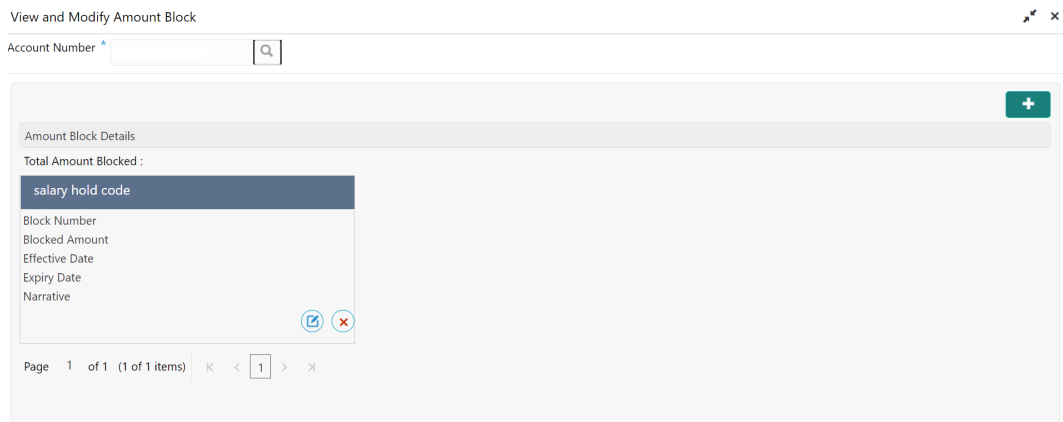
If the Branch Transfer fails for any reason, details of such failed transfers are updated in the Branch Transfer Log. After clearing the faults due to which the Account Branch transfer failed, this screen allows you to resubmit the transfer request again for processing.

1. On the **Homepage**, from **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 30-1 View and Modify Amount Block



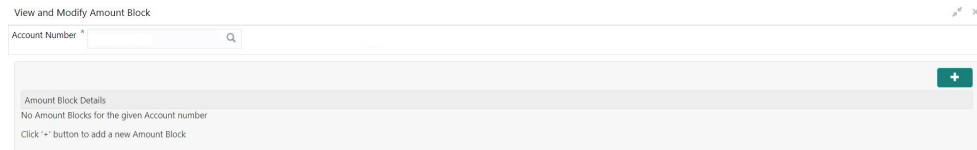
2. On the **View and Modify Amount Block** screen, specify the fields. For more information on fields, refer to the field description table.

Table 30-1 View and Modify Amount Block - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <p> Note:</p> <ul style="list-style-type: none"> The Account Name is displayed adjacent to this field as the account number is selected. The customer information is also displayed to the left of the screen.

If an active amount blocks are unavailable for the account number, the Amount block details display a message **No Amount Blocks for the given Account number**.


View and Modify Amount Block - No Amount Block screen is displayed.

Figure 30-2 View and Modify Amount Block - No Amount Block


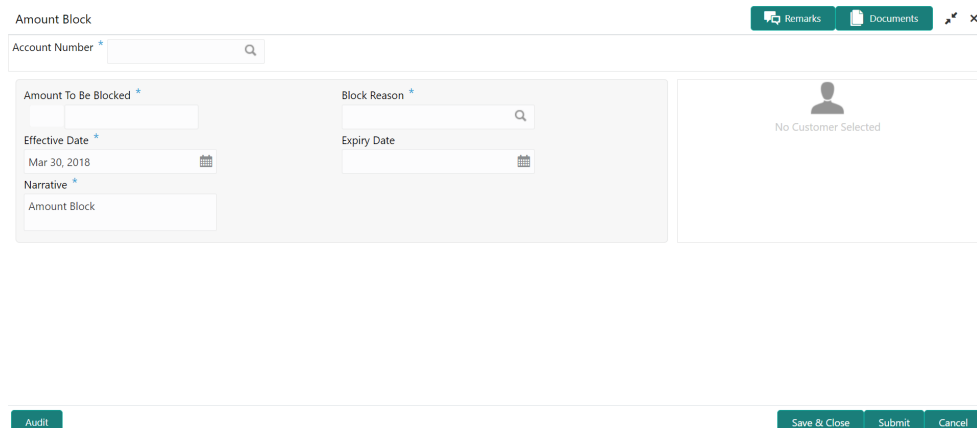
View and Modify Amount Block

Account Number *

Amount Block Details
No Amount Blocks for the given Account number
Click '+' button to add a new Amount Block

- Click the  icon, to add a new amount block.

Amount Block screen is displayed.

Figure 30-3 Amount Block


Amount Block

Account Number *

Amount To Be Blocked *

Effective Date *
Mar 30, 2018

Narrative *
Amount Block

Block Reason *

Expiry Date

No Customer Selected

Audit Save & Close Submit Cancel


4. On the **Amount Block** screen, specify the fields and click **Submit** button.
For more information on fields, refer to [Table 29-1](#).
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  on the tile to modify the Amount Block.
Modify Amount Block screen is displayed.

Figure 30-4 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.

Table 30-2 Modify Amount Block - Field Description



Field	Description
Amount To be Blocked	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: 10px; background-color: #e6f2ff;"> <p> Note: The amount cannot be in negative or zero value.</p> </div>
Block Reason	You can modify the block reason, by clicking the search icon. You can search for a specific Block Reason by providing Block Code or Block Description and clicking on the Fetch button. When a Block Reason is selected, the Block Description is automatically updated in the field.

Table 30-2 (Cont.) Modify Amount Block - Field Description

Field	Description
Effective Date	You can modify the effective date. The effective date can be changed to a future date.
	<div style="border: 1px solid #0070c0; padding: 10px; background-color: #e6f2ff;"> <p> Note: The Effective Date cannot be backdated.</p> </div>
Expiry Date	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.
Narrative	You can modify the Narrative field.

7. Click the **Submit** button.
8. On **View and Modify Amount Block** screen, under **Amount Block Details**, click



on the tile to close the Amount block.

Close Amount Block screen is displayed.

 **Note:**

All the fields are non-editable.

Figure 30-5 Close Amount Block

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

31

Consolidated Amount Block

This topic describes the systematic instructions about the Consolidated Amount Block. The consolidated amount block allows the user to view all the accounts of the customer and the possible amount blocks or No-debits placed on those accounts.

It also allows users to modify existing records, add new ones, or a premature closure. Multiple transactions can be performed at the same time on different accounts before submitting them for authorization.

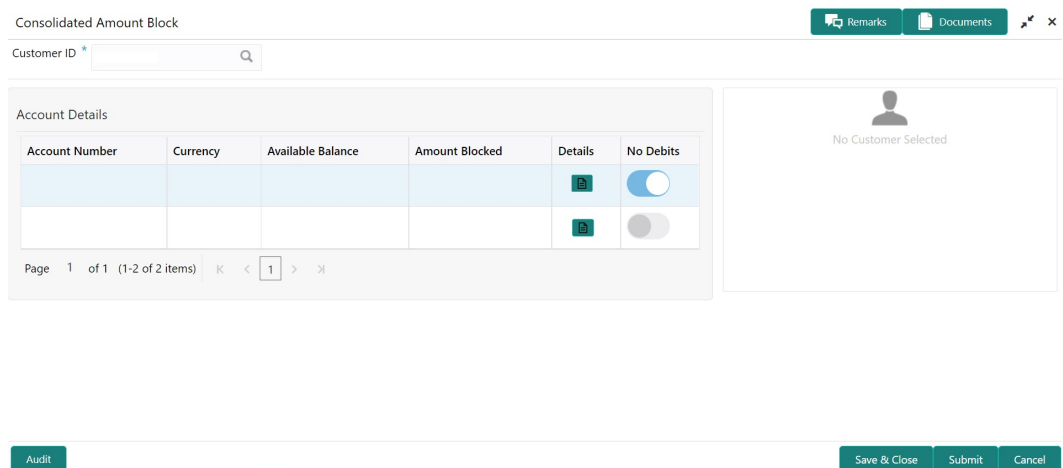
1. On the **Homepage**, from **Account Services**, under **Amount Block**, click **Consolidated Amount Block**, or specify the **Consolidated Amount Block** in the Search icon bar.

Consolidated Amount Blockscreen is displayed.

Note:



The fields which are marked in asterisk blue are mandatory.


Figure 31-1 Consolidated Amount Block






Consolidated Amount Block

Customer ID *

Account Number	Currency	Available Balance	Amount Blocked	Details	No Debits
					<input checked="" type="checkbox"/>
					<input type="checkbox"/>







Page 1 of 1 (1-2 of 2 items) 


2. On **Consolidated Amount Block** screen, specify the fields.

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

Table 31-1 Consolidated Amount Block - Field Description

Field	Description
Customer ID	<p>Enter the Customer ID or click the search icon to view the Customer ID 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 Customer ID or Customer Name and click on the Fetch button.</p> <p> Note:</p> <p>Customer Name is displayed based on the Customer ID selected.</p>
Account Details	This section account details of the customer.
Account Number	Displays the account number of the customer.
Currency	Displays the currency of the amount.
Available Balance	Displays the available balance on the customer's account.
Amount Blocked	Displays the amount blocked on the account.
Details	<p>Displays  icon to view the details of the individual amount blocks placed on the selected account.</p> <p> Note:</p> <p>If you click the icon, the Account Blocked Details section is displayed. For more information, refer Amount Blocked Details section.</p>
No Debits	<p>Switch to  to block the total available balance on the account.</p> <p> Note:</p> <p>A warning message is displayed to confirm the action. Click Confirm to proceed.</p> <p>Switch to  to not to block the total available balance on the account.</p>

- **To view amount blocked details:**

- a. Click  icon from the **Details** field.

The **Amount Blocked Details** section is displayed.

Figure 31-2 Account Holder Details

Amount Blocked Details ×

Account Number Available Balance Amount Blocked

Sequence No	Block Reason	Effective Date	Expiry Date	Currency	Amount Blocked	Pre Closed	Action
							⋮
							⋮

Page 1 of 1 (1-2 of 2 items) ⏪ < 1 > ⏩

Save Cancel

Note:


If no amount blocks are available for the account, then the screen displays a message to add an amount block. You need to click to proceed. For more information, refer [Add Amount Block](#).


- b. In the **Account Blocked Details** section, perform the required action. For more information on fields, refer to the field description table.

Table 31-2 Account Blocked Details - Field Description

Field	Description
Account Number	Displays the account number of the customer.
Available Balance	Displays the available balance in the account.
Amount Blocked	Displays the total amount blocked for the account.
Sequence No	Displays the sequence number for the details.
Block Reason	Displays the reason for blocking the account.
Effective Date	Displays the effective date of the amount block.
Expiry Date	Displays the expiry date of the amount block.
Currency	Displays the currency of the account.
Amount Blocked	Displays the amount blocked for each sequence.
Pre Closed	Displays a blank field or a value as Yes . <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> Note: A blank field is displayed when the amount block is active. Yes value is displayed when amount block is pre-closed before its expiry date. </div>

Table 31-2 (Cont.) Account Blocked Details - Field Description

Field	Description
Action	Displays  icon to perform the following action: <ul style="list-style-type: none"> – Edit: If you select this option, then the fields are enabled. You can update the required details and click icon to confirm the updates. – Pre-close: If you select this option, then a warning message is displayed before submitting the record. You need to click Confirm to proceed.

- c. Click **Save**.
- **To add new amount block:**
 - a. Click  .
A new row is added and enabled.
 - b. All the fields are similar as displayed in the [Table 31-2](#) table, except here all the fields are enabled and there are **Edit** and **Delete** links displayed in the **Action** field.
 - c. Click **Save**.
3. Click **Submit**.

32

Primary Party Change

This topic provides systematic instructions to change the primary **Customer Id** linked to an account on the customer request. The new primary **Customer Id** can be the existing joint holder or any existing customer.

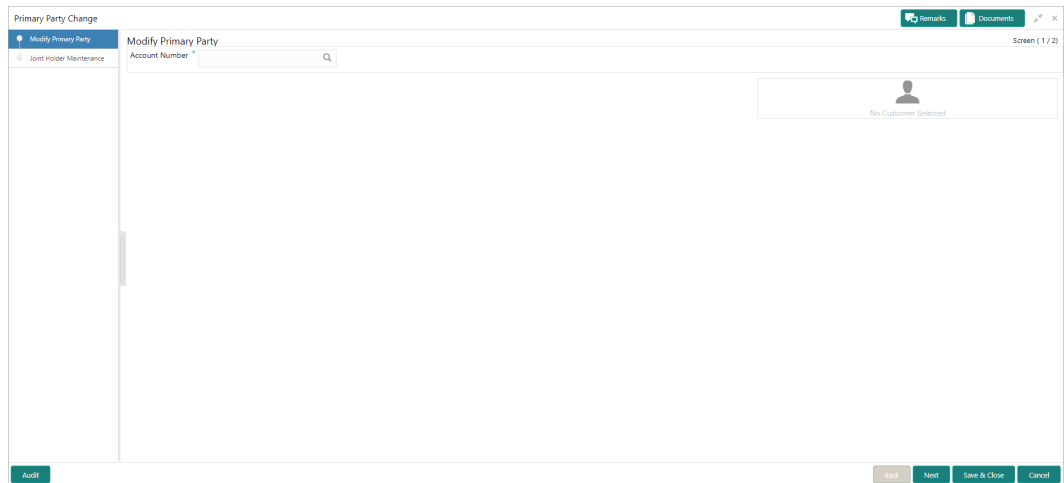
1. On the **Homepage**, from **Account Services**, under **Maintenance**, click **Primary Party Change**, or specify the **Primary Party Change** in the Search icon bar.

Primary Party Change screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 32-1 Primary Party Change



2. On the **Primary Party Change** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 32-1 Primary Party Change - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.

Table 32-1 (Cont.) Primary Party Change - Field Description

Field	Description
Account Name	Account Name is displayed by default based on the account selected.

Current Primary Holder, Joint Holder (if any) details are displayed.

Figure 32-2 Primary Party Change - Joint Account Holder

 **Note:**

If the **Account Type** is **Single**, the **New Primary Holder** field displays without any joint holder details.

Figure 32-3 Primary Party Change - Single Account Holder

- Under **Select New Primary Holder**, Click the joint holder to change the Joint Holder as the Primary Account Holder or click the **Other** option to add a new primary account holder from the existing customers.

New Primary Holder field is displayed.

Figure 32-4 Primary Party Change - On Selection of Other Option

4. On **Primary Party Change** screen, **Modify Primary Party** sub-screen, specify the fields. For more information on fields, refer to the field description table.

Table 32-2 Primary Party Change - Field Description

Field	Description
Current Primary Holder	The system displays the current primary holder's name and customer Id details.
Select New Primary Holder	<p>The new primary holder can be the existing joint holder or any other existing customer.</p> <p>In the case of joint account, the joint holder details (Customer Name, Customer ID, and Joint holder Type) are displayed under the Select New Primary Holder field.</p> <p>Click on the Other option to select an existing customer as the primary account holder than the existing joint holder.</p>

 **Note:**

If the number of joint holders are more than 3, a navigation button is enabled.

Table 32-2 (Cont.) Primary Party Change - Field Description

Field	Description
New Primary Holder	<p>On clicking the Other option, the New Primary Holder field is displayed.</p> <p>Enter or select the New Primary Holder from the List of Values screen. The system displays all existing customer Ids. In the List of Values screen, the search criteria provides following details:</p> <ul style="list-style-type: none"> • Customer ID • Customer Name <p>When the user selects the New Primary Holder, the system displays the Customer Name and View Details button to display the customer information details. On clicking the View Details button, the system displays the below customer details:</p> <ul style="list-style-type: none"> • Customer Image • Customer ID • Customer Name • KYC Status • Signature • Option to view customer 360 details
Reason	Enter the reason for primary party change.

 **Note:**

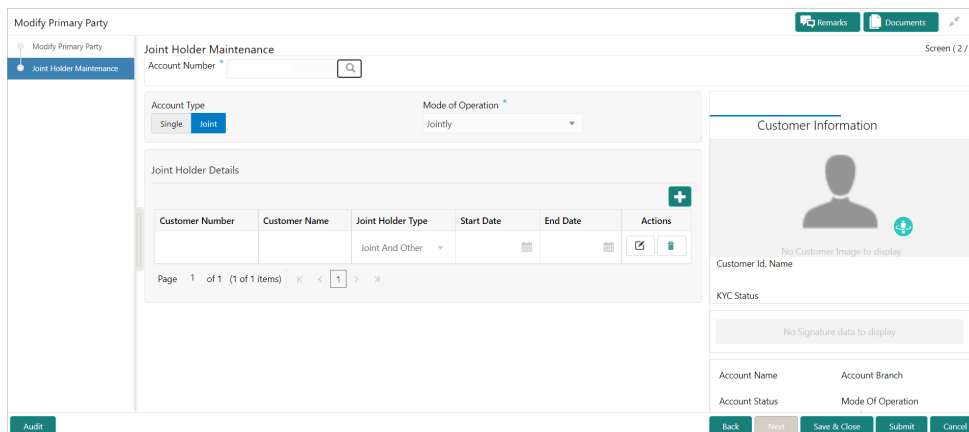
New Primary Holder can not be the same as the **Current Primary Holder**.

5. Click the **Next** button.

While initiating the primary party change, the system validates the party change with the host and displays errors/overrides if any. Users can proceed with the transaction by accepting the overrides.

Joint Holder Maintenance screen is displayed.

Figure 32-5 Joint Holder Maintenance



The Joint Holder Details section can be used to either input joint holder details for the first time or to modify existing details of joint holding.

 **Note:**

For More information on Joint Holder Maintenance screen, refer to the topic [Joint Holder Maintenance](#).

6. Click the **Submit** button.

On submitting, the system validates if the **New Primary Holder** is not the same as the joint holder.


33

Nominee Details Update

This topic describes the systematic instruction to update nominee details.

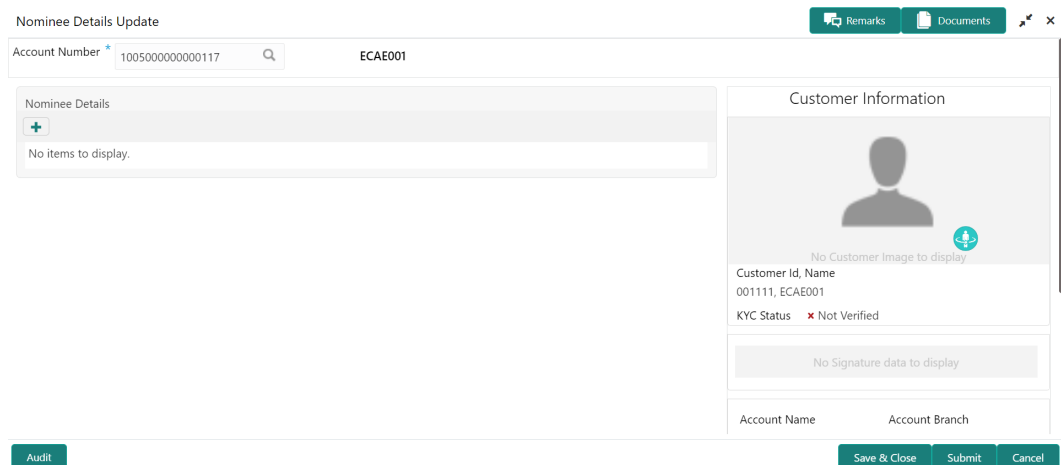
1. On the **Homepage**, from **Account Services**, under **Maintenance**, click **Nominee Details Update**, or specify the **Nominee Details Update** in the Search icon bar.

Nominee Details Update screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 33-1 Nominee Details Update



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

Table 33-1 Update Nominee Details - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.

3. When user input account number, the system displays existing nominee details if any or the system displays an information message as **Nominee does not exists**. **Nominee Details** screen is displayed.

Figure 33-2 Nominee Details

The screenshot shows the 'Nominee Details Update' window. At the top, there is a search bar for 'Account Number' with the value 'moni'. Below this, the 'Nominee Details' section contains a table with columns for 'Relation Type', 'Date of Birth', and 'Minor'. The 'Relation Type' column has a dropdown menu with 'Guardian' selected. To the right of the table are two icons: a green plus sign and a green trash can. The 'Customer Information' section on the right includes a placeholder for a customer image, 'Customer Id, Name', 'KYC Status', 'No Signature data to display', and a table with 'Account Name', 'Account Branch', 'Account Status', and 'Account Balance'. At the bottom right, there are buttons for 'Save & Close', 'Submit', and 'Cancel'. An 'Audit' button is located at the bottom left.

Figure 33-3 No Nominee Details

The screenshot shows the 'Nominee Details Update' window with a search for 'moni'. The 'Nominee Details' section displays 'No items to display.' An 'Information' dialog box is open in the center, containing the message 'NOM-DEF-001: Nominee does not exists' and an 'OK' button. The 'Customer Information' section on the right is visible but dimmed. At the bottom right, there are buttons for 'Save & Close', 'Submit', and 'Cancel'. An 'Audit' button is located at the bottom left.


4. After the input of account number, the existing nominee are displayed in list view format and the below nominee details are displayed:
 - a. Nominee Name
 - b. Relation Type
 - c. Date of Birth
 - d. Minor
 - e. Guardian
5. To create a new nominee details, click  icon. **Nominee Details** pop-up window is displayed.

Figure 33-4 Nominee Details

6. On **Nominee Details** pop up window, specify the fields.
For more information on fields, refer to the field description table.

Table 33-2 Nominee Details - Field Description

Field	Description
Customer ID	<p>When the nominee is an existing customer, the below details are defaulted by selecting the customer ID.</p> <ul style="list-style-type: none"> • Title • Name • Date of Birth • Address Details <p>Enter the Customer ID or click the search icon to view the Customer ID 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 Customer ID or Customer Name and click on the Fetch button.</p>

Table 33-2 (Cont.) Nominee Details - Field Description

Field	Description
Nominee Details	<p>Users can capture the nominee details:</p> <ul style="list-style-type: none"> Name - Specify the First Name. Relation Type - Specify the Relation Type from the drop-down list. Date of Birth - Specify the Date of birth Minor - Based on the date of birth, the system derives whether the customer is minor or major. Default Account Address - If the Account address and nominee address is the same, the user can default the account address nominee address by enabling the 'Default Account Address' toggle button. Building - Specify the Nominee building Street - Specify the Nominee Street City - Specify the nominee city. State - Specify the nominee State. Zip Code - Specify the nominee Zip Code
Edit Icon	Users can edit the existing nominee details by a click on the Edit icon. A pop-up window displays with existing nominee details, and the user can edit the details.
Delete Icon	Users can remove the existing nominee by a click on the Delete icon, while removing the existing nominee system will get a confirmation from the user Do you want to remove this nominee?

7. Guardian details are enabled if the nominee is a minor.

Figure 33-5 Guardian Details

The screenshot shows a form titled 'Guardian Details'. It contains the following fields:

- Name ***: A text input field.
- Relation Type ***: A dropdown menu.
- Address Details**: A section containing four text input fields:
 - Building ***
 - Street ***
 - City ***
 - State ***
- Zip Code ***: A text input field.

At the bottom right of the form, there are two buttons: **Save** and **Cancel**.

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

Table 33-3 Guardian Details - Field Description

Field	Description
Name	Specify the Name.
Relation Type	Specify the Relation Type from the drop-down list.
Building	Specify the Guardian building
Street	Specify the Guardian Street
City	Specify the Guardian city.

Table 33-3 (Cont.) Guardian Details - Field Description

Field	Description
State	Specify the Guardian State.
Zip Code	Specify the Guardian Zip Code.

34

Joint Holder Maintenance

This topic describes the systematic instruction to update joint account details. A Customer can be the sole owner of the account he owns 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.

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

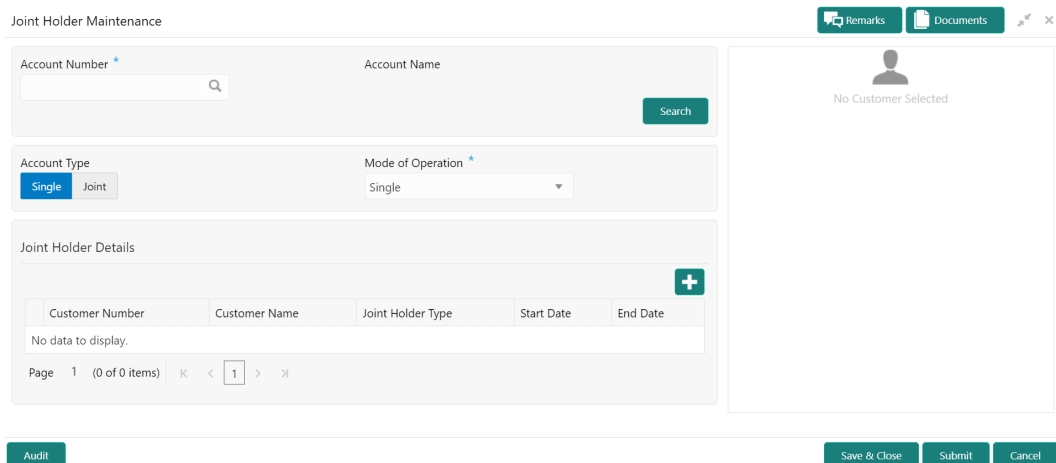
1. On the **Homepage**, from **Account Services**, under **Maintenance**, click **Joint Holder Maintenance**, or specify the **Joint Holder Maintenance** in the Search icon bar.

Joint Holder Maintenance screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 34-1 Joint Holder Maintenance



Joint Holder Maintenance

Account Number * Account Name

Account Type: Single Joint

Mode of Operation * Single

Joint Holder Details

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

Page 1 (0 of 0 items)

Audit Save & Close Submit Cancel

2. On the **Joint Holder Maintenance** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 34-1 Joint Holder Maintenance - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <p>Click the Search icon after providing the Account Number. If the account is already held jointly, Account Type, Mode of Operation, and Joint Holder Details are defaulted and the record is open for editing. If the account is held Singly, you can update the Joint Holder details for the first time.</p> <p>When users enter the account number, the customer information is displayed.</p>
Account Name	Account Name is displayed by default based on the account selected.
Account type	Select the Account Type from the following: <ul style="list-style-type: none"> • Single • Joint
Mode Of Operation	<p>If the account is individually owned, Account Type and Mode of Operation are defaulted to Single. Joint Holder Details multi-grid table does not display any record.</p> <p>If the account is jointly owned, the Account Type has defaulted as Joint. Mode of Operation has defaulted to any one of Jointly, Either Anyone or Survivor, Former or Survivor or Mandate Holder. Joint Holder Details multi-grid table will contain one or more than one record.</p>
Joint Holder Details	<p>The joint Holder Details screen can be used to either input Joint Holder details for the first time or to modify existing details of Joint Holding. The Joint Holder Details will display:</p> <ul style="list-style-type: none"> • Customer Number • Customer Name • Joint holder Type • Start Date • End Date

35

Overdraft Limits Summary

This topic provides systematic instructions to inquire about the details of limits granted to the account holder and allows user to view, modify, or add limit types based on customer requests.

1. On the **Homepage**, from **Account Services**, under **Limits**, click **Overdraft Limits Summary**, or specify the **Overdraft Limits Summary** in the Search icon bar.

Overdraft Limits Summary screen is displayed.

 **Note:**


The fields which are marked in asterisk blue are mandatory.

Figure 35-1 Overdraft Limits Summary



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

Table 35-1 Overdraft Limits Summary - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>

Limit Type details are displayed for the selected **Account Number**.

 **Note:**













If account is not linked to any limit type, the system displays the message **Account not Linked to Limit Type**.

Figure 35-2 Limit Type

Overdraft Limits Summary ⌵ x

Account Number

Add ▾



Limit Type	Limit Reference	Validity	Limit Amount	Actions
Unsecured Overdraft Limits				
Unsecured Limits				 
Temporary Overdraft Limit	-			 
Secured Overdraft Limits				
Term Deposit				 
Collateral				 
Collateral				 
Advance against Uncollected Funds	-			 

An accumulative value of all limit amounts is displayed in the **Limit Amount** column at the bottom of all records.

- For **Term Deposits** and **Collateral**, the Linked Amount in FCUBS (limits subsystem) is displayed in the **Limit Amount** column.
- For **TOD**, **AUF**, and **Unsecured Limits**, the limit granted at the time of the creation of the record is displayed in the **Limit Amount** column.

The TD account number for **Term Deposit**, Collateral Code of **Collateral**, and Unsecured limit reference for Unsecured limits is displayed in **Limit Reference**

column. For **TOD** and **AUF**, since there is no reference number, this column displays -.

3. Click  icon to view the existing limit.
On clicking this icon, it allows user to view a non-editable summary screen.
4. Click  icon to modify the existing limit.
On clicking this icon, in edit mode, it allows user to edit the existing record.
5. On **Overdraft Limits Summary** screen, click the **Add** drop-down button to add new limit types.

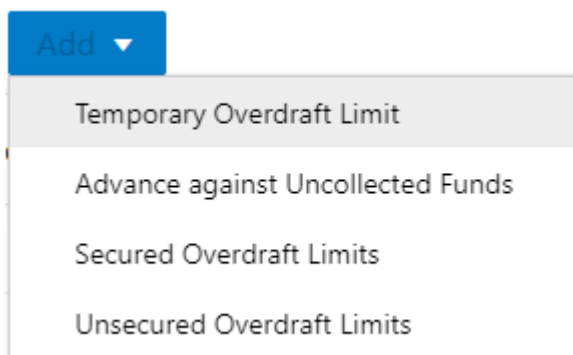
If an account is not linked to any account, the system displays the following limit types.

- **Temporary Overdraft Limit**
- **Advance against Uncollected Funds**
- **Secured Overdraft Limits**
- **Unsecured Overdraft Limits**

 **Note:**

Even if an account is linked to multiple limits such as **Secured Limits** (Term deposits and Collaterals) and **Unsecured Limits**, the system displays these limits under the **Add** drop down button.

Figure 35-3 Overdraft Limits Summary - New Limits



6. To add a new limit type, click on the required **Limit Type** option.
The respective screen is displayed on the new page.

 **Note:**

A newly added limit type is displayed in the **Overdraft Limits Summary** screen after completing the new limit type transaction cycle.

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.

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

Temporary Overdraft Limits screen is displayed.

Note:

The fields which are marked in asterisk blue are mandatory.

Figure 36-1 Temporary Overdraft Limit

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

Table 36-1 Temporary Overdraft Limit - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Temporary Overdraft Start Date	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.
Temporary Overdraft End Date	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.
Temporary Overdraft Limit	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. 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. This limit is independent of any credit line linked to this account. This is mostly used for short-term overdrawn. Any amount greater than equal one can be input. Negative values not allowed.
Temporary Overdraft Renewal	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. When the Temporary Overdraft Renewal slider is turned on, specifying Renewal Unit, Renewal Frequency and Next Renewal Limit becomes mandatory.
Renewal Frequency	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"> • Days • Months • Years
Next Renewal Limit	Specify the new renewal limit amount in the Next Renewal Limit field. A value greater than or equal to 1 is specified.

37

Secured Overdraft Limits

This topic provides systematic instructions to capture **Term Deposit** or **Local Collateral** details offered by the account holder against the secured overdraft limit and to update, modify or delete the existing limits on the account.

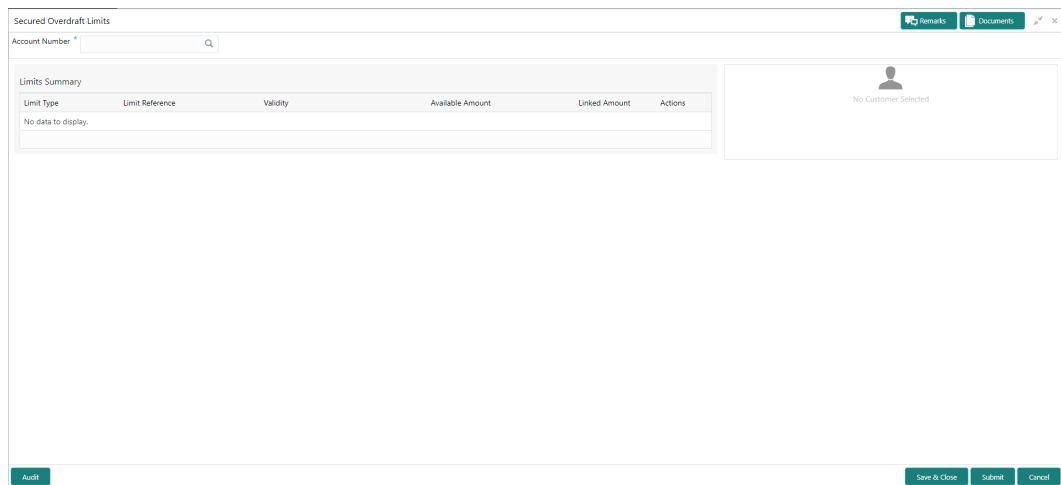
1. On the **Homepage**, from **Account Services**, under **Limits**, click **Secured Overdraft Limits**, or specify the **Secured Overdraft Limits** in the Search icon bar.

Secured Overdraft Limits screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 37-1 Secured Overdraft Limits



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

Table 37-1 Secured Overdraft Limits - Field Description

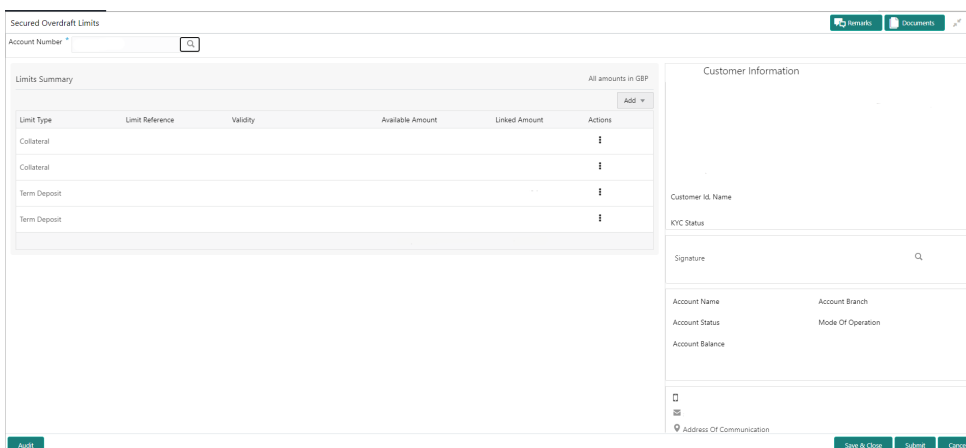
Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account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


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

 **Note:**

If no secured limits are linked to the account, the system displays the message **No records found**.

Figure 37-2 Customer Information - Secured Overdraft Limits



3. On **Secured Overdraft Limits** screen, under **Limits Summary**, click  icon.

The system displays the following options:

- View
 - Edit
 - Delete
4. Click on the **View**, **Edit**, or **Delete** option to view, modify or delete the existing secured limits record.

If **View** or **Delete** options are clicked, non-editable **Term Deposit** or **Collateral** window is displayed.

5. On **Secured Overdraft Limits** screen, click the **Add** drop-down button to add new secured limits.

The system displays the following options:

- **Term Deposit**
 - **Collateral**
6. Click the **Term Deposit** option.
Term Deposit window is displayed.

Figure 37-3 Term Deposit

The screenshot shows a 'Term Deposit' window with the following fields and controls:

- Deposit Number ***: A text input field with a search icon (magnifying glass) to its right.
- Available Amount**: A text input field.
- Linked Amount ***: A text input field.
- Start Date ***: A date picker field.
- End Date**: A date picker field.
- Interest Details**: A section header for the interest-related fields.
- Interest Rate ***: A section header with two radio buttons: 'Fixed' and 'Floating'. To the right is a text input field.
- Spread**: A text input field.
- Final Rate**: A text input field.
- Buttons**: 'Save', 'Save & Add Another', and 'Cancel' buttons are located at the bottom right of the window.

7. On **Term Deposit** window, specify the fields.

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

Table 37-2 Term Deposit - Field Description






Field	Description
Deposit Number	The Deposit Number field displays all Term Deposits belonging to the account customer. This field displays the only deposits that are in account currency.
Available Amount	<p>This field displays the available amount for linking the deposit as a limit. The Available Amount is always displayed in the account currency. Deposits created in other branches are also displayed in this LOV.</p> <p>If the deposit is already linked as Collateral to a different account of the same customer, then the only remaining amount is displayed as the Available Amount.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>Once Secured Overdraft Limits screen is refreshed, the field displays the available amount.</p> </div>
Linked Amount	Enter the amount equal to or lesser than the Available Amount to be linked as the overdraft limit. This amount gets blocked against the deposit until the overdraft limit is manually unlinked or the utilized amount is completely paid off.

Table 37-2 (Cont.) Term Deposit - Field Description

Field	Description
Start Date	<p>The system defaults the Start Date as the current Branch Date. You can modify the Start Date to any future date.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>Start Date cannot be backdated.</p> </div>
End Date	<p>This field displays the maturity date of the deposit. You can modify the end date to an earlier date.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The end date of the limit cannot be greater than the end date of the deposit.</p> </div>
Interest Rate	<p>Select the Interest Rate Type from the following options:</p> <ul style="list-style-type: none"> • Fixed • Floating <p>The system defaults the interest rate type as Fixed.</p> <p>If the Floating option is selected, a field next to the Floating button allows the user to select a Floating Rate Id by using a LOV option. If the Fixed option is selected, a field next to the Fixed button allows the user to input an Interest Rate value.</p> <p>The system allows user to select one option at a time.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>Interest Rate Type and actual Interest Rates defaults from the account class level if defined. In such cases, the Interest Rate Type and Interest Rates automatically defaults in these fields.</p> </div>
Spread	<p>This is an optional field and can be Positive Spread or Negative Spread.</p>
Final Rate	<p>The system defaults the Final rate by adding the Interest rate.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The additional of interest rate can be +/- spread.</p> </div>

8. Click the **Collateral** option.
Collateral window is displayed.

Figure 37-4 Collateral

9. On **Collateral** window, specify the fields.

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

Table 37-3 Collateral - Field Description




Field	Description
Collateral	Select a Collateral from all local collaterals created in FCUBS for the customer. This field displays the Collateral Code after selecting the collateral.
Available Amount	<p>This field displays the available amount for linking the collateral as a limit. The Available Amount is always displayed in the account currency using mid-rate. Collateral can be in any currency other than the account currency.</p> <p>If the collateral is already linked as Collateral to a different account of the same customer, then the only remaining amount is displayed as the Available Amount.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> Note:</p> <p>Once Secured Overdraft Limits the screen is refreshed, the field displays the available amount.</p> </div>
Linked Amount	Enter the amount equal to or lesser than the Available Amount to be linked as the overdraft limit. This amount gets blocked against the deposit until the overdraft limit is manually unlinked or the utilized amount is completely paid off.
Start Date	The system defaults the Start Date as the current branch date. You can modify the Start Date to any future date.
End Date	If the End Date is not entered, the limit is infinite.

Table 37-3 (Cont.) Collateral - Field Description

Field	Description
Interest Rate	<p>Select the Interest Rate Type from the following options:</p> <ul style="list-style-type: none"> • Fixed • Floating <p>The system defaults the interest rate type as Fixed.</p> <p>If the Floating option is selected, a field next to the Floating button allows the user to select a Floating Rate Id by using a LOV option. If the Fixed option is selected, a field next to the Fixed button allows the user to input an Interest Rate value.</p> <p>The system allows user to select one option at a time.</p> <div style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>Interest Rate Type and actual Interest Rates defaults from the account class level if defined. In such cases, the Interest Rate Type and Interest Rates automatically defaults in these fields.</p> </div>
Spread	<p>This is an optional field and can be Positive Spread or Negative Spread.</p>
Final Rate	<p>The system defaults the Final Rate by adding the Interest rate.</p> <div style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>The additional of interest rate can be +/- spread.</p> </div>


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

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.

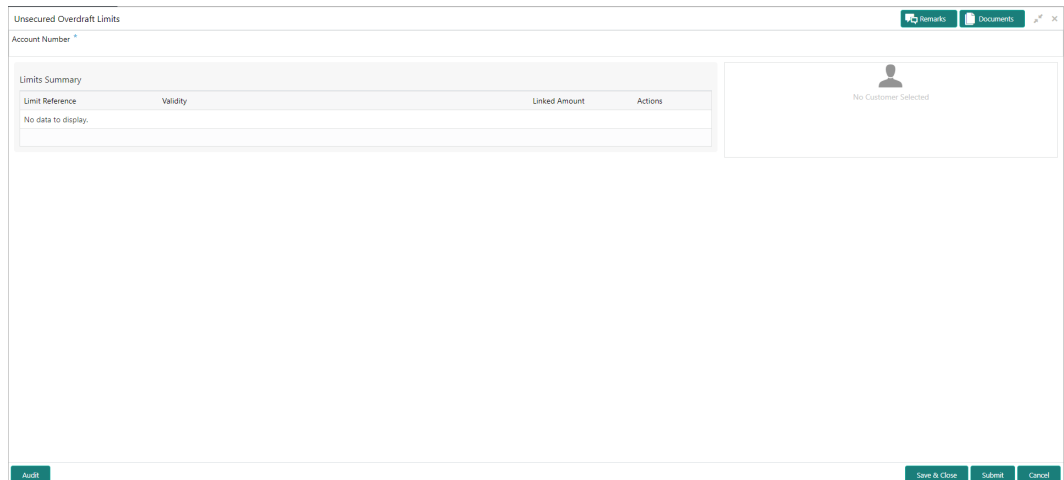
1. On the **Homepage**, from **Account Services**, under **Limits**, click **Unsecured Overdraft Limits**, or specify the **Unsecured Overdraft Limits** in the Search icon bar.

Unsecured Overdraft Limits screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory fields.

Figure 38-1 Unsecured Overdraft Limits

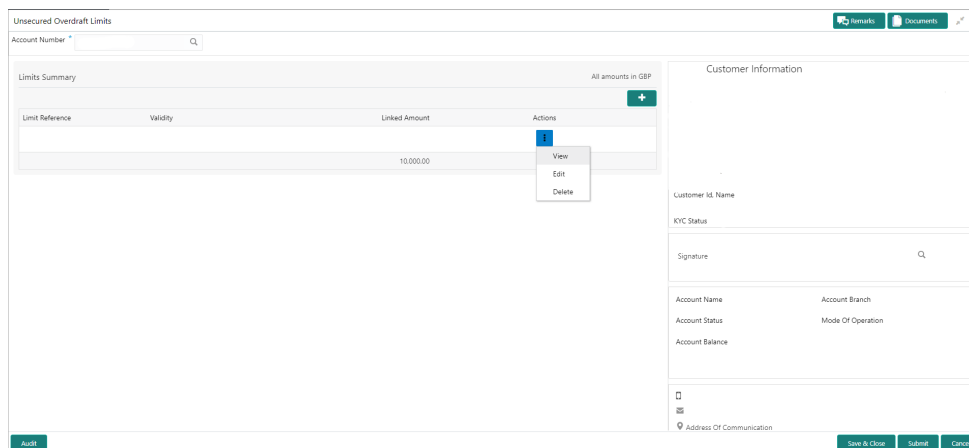


2. On **Unsecured Overdraft Limits** screen, specify the fields
For more information on fields, refer to the field description table.

Table 38-1 Unsecured Overdraft Limits - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button.
Account Name	Account Name is displayed based on the account number selected.

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

Figure 38-2 Customer Information - Unsecured Overdraft Limits

3. On **Unsecured Overdraft Limits** screen, under **Limits Summary**, click  icon.

The system displays the following options:

- **View**
 - **Edit**
 - **Delete**
4. Click the **View** or **Delete** option to view or delete the existing unsecured limits record.

The non- editable **Unsecured Limits** window is displayed.

Figure 38-3 Unsecured Limits - View or Delete

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

Figure 38-4 Unsecured Limits - Edit


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




Figure 38-5 Unsecured Limits

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

Table 38-2 Unsecured Limits - Field Description

Field	Description
Line Reference	Enter any reference number to identify the clean unsecured limit being granted to the account holder.
Linked Amount	Enter the amount of unsecured limit being granted to the customer.

Table 38-2 (Cont.) Unsecured Limits - Field Description

Field	Description
Start Date	<p>The system defaults the Start date as the current branch date. You can modify the Start Date to any future date using the adjoining calendar button.</p> <p> Note:</p> <p>The Start Date cannot be backdated.</p>
End Date	<p>Click on the adjoining calendar icon and specify the End Date of the unsecured limit.</p>
Interest Rate	<p>Select the Interest Rate Type from the following options:</p> <ul style="list-style-type: none"> • Fixed • Floating <p>The system defaults the interest rate type as Fixed.</p> <p>If the Floating option is selected, a field next to the Floating button allows user to select a Floating Rate Id by using a LOV option. If the Fixed option is selected, a field next to the Fixed button allows user to input an Interest Rate value.</p> <p>The system allows user to select one option at a time and if one option is selected, the other option is disable.</p> <p> Note:</p> <p>Interest Rate Type and actual Interest Rate can default from the account class level if defined. In such cases, the Interest Rate Type and Interest Rate should automatically default in these fields.</p>
Spread	<p>This is an optional field and can be Positive Spread or Negative Spread.</p>
Final Rate	<p>The system defaults the Final Rate by adding the Interest rate.</p> <p> Note:</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**.

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.

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.

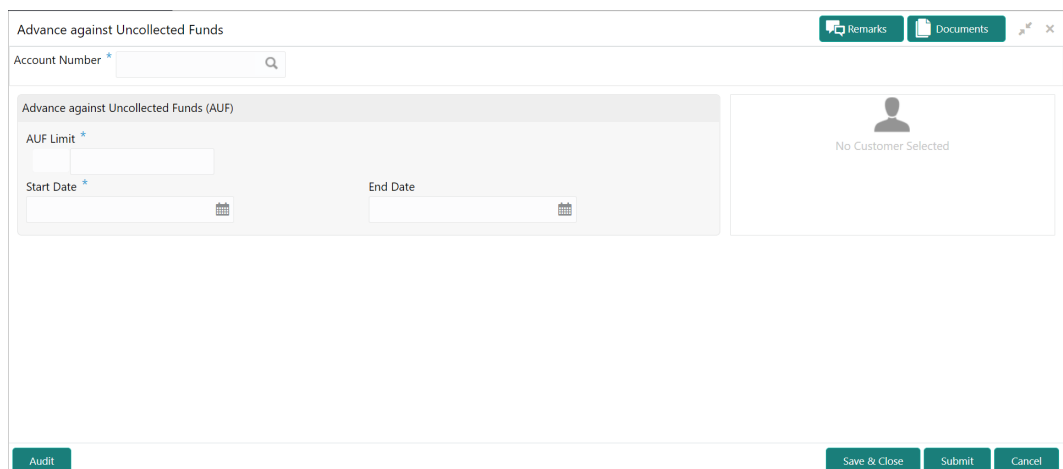
1. On the **Homepage**, from **Account Services**, under **Limits**, click **Advance against Uncollected Funds**, or specify the **Advance against Uncollected Funds** in the Search icon bar.

Advance against Uncollected Funds screen is displayed.

Note:

The fields which are marked in asterisk blue are mandatory.

Figure 39-1 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.

Table 39-1 Advance against Uncollected Funds - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button.
Account Name	Account Name 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 39-2 Customer Information - Advance against Uncollected Funds



3. On **Advance against Uncollected Funds** screen, specify the fields.

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

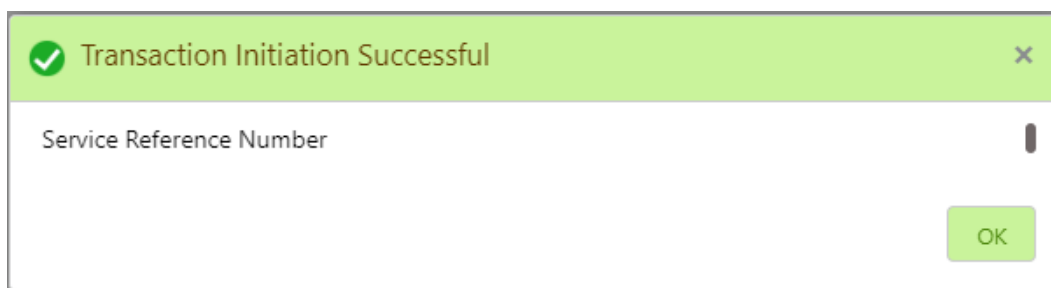
Table 39-2 Advance against Uncollected Funds - Field Description

Field	Description
AUF Limits	Enter the AUF Limit amount. The withdrawable uncollected fund for an account will be either the AUF limit or the uncollected fund whichever is lesser. AUF Limit is always displayed in the account currency.

Table 39-2 (Cont.) Advance against Uncollected Funds - Field Description

Field	Description
Start Date	<p>The system defaults the Start Date as the current branch date. You can modify the start date to any future date using the adjoining calendar button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>Start Date cannot be backdated.</p> </div>
End Date	<p>This is an optional field. Click the calendar icon and specify the expiry date.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>End Date cannot be less than Start Date.</p> </div>

- On **Advance against Uncollected Funds** screen, click **Submit** button. **Transaction Initiation Successful** window is displayed.

Figure 39-3 Transaction Initiation Successful

- On **Transaction Initiation Successful** window, click **OK** to close the transaction.

40

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.

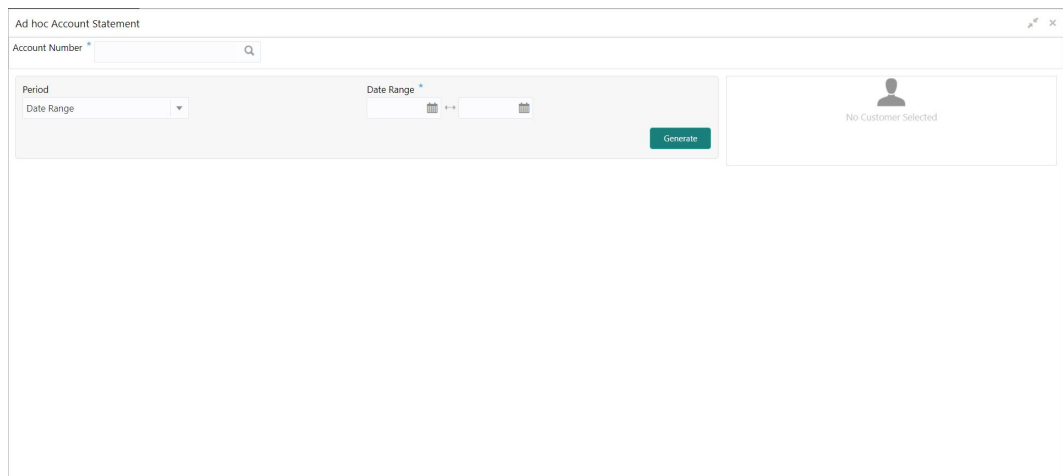
1. On the **Homepage**, from **Account Services**, under **Statement**, click **Ad hoc Account Statement**, or specify the **Ad hoc Account Statement** in the Search icon bar.

Ad hoc Account Statements screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 40-1 Ad hoc Account Statement



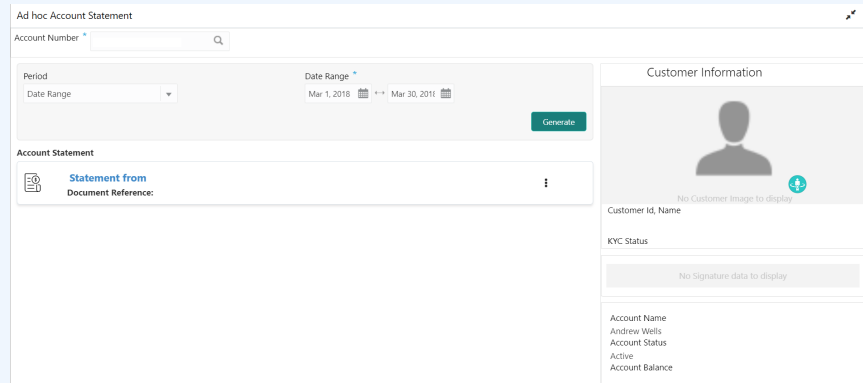
2. Enter the **Account Number**.

Ad hoc Account Statement details are displayed.

 **Note:**

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

Figure 40-2 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.

Table 40-1 Ad hoc Account Statement - Field Description



Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <p> Note:</p> <ul style="list-style-type: none"> • The Account Name is displayed adjacent to this field as the account number is selected. • The customer information is also displayed to the left of the screen.

Table 40-1 (Cont.) Ad hoc Account Statement - Field Description

Field	Description
Period	<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"> • Date Range • Last Month • Last 2 Months • Last 3 Months • Last 6 Months <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"> • If the user selects the Period drop-down as Last Month, the date will be default as last one month from the current date. • 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. • 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. • 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.
Date Range	<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> Note:</p> <p>The Date Range 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.

Account Statement is generated.

Figure 40-3 Generated Account Statement



5. On the **Generated Account Statement**, the following details are displayed:
 - Statement Period

- Document Reference
6. Click  icon to view, or print the generated account statement.

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.

1. On the **Homepage**, from **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.

Note:

The fields which are marked in asterisk blue are mandatory.

Figure 41-1 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 41-1 Account Statement Frequency - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number 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 Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.

Table 41-1 (Cont.) Account Statement Frequency - Field Description

Field	Description
Account Name	Account Name is displayed by default based on the account selected.
Last Statement Date	The last statement generation date will be displayed.
Frequency	<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"> • Annual • Semiannual • Quarterly • Monthly • Fortnightly • Weekly • Daily <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"> • Sunday • Monday • Tuesday • Wednesday • Thursday • Friday • Saturday <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"> • If the user selected the statement date to 30, then account statements will be generated on the last working day for months with < 30 days. • If the user sets the statement date to 31, then account statements will be generated on the last working day for months with <31 days. • If 30th or 31st is a holiday on the next working day the account statement gets generated.

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.

This topic contains the following subtopics:

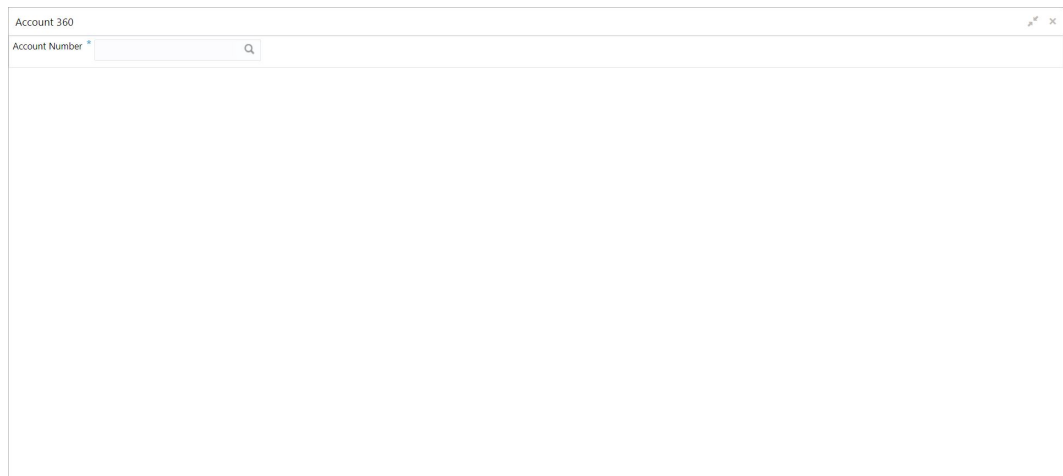
1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Account 360**, or specify the **Account 360** in the Search icon bar.

Account 360 screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 42-1 Account 360



The screenshot shows a browser window titled "Account 360". At the top, there is a search bar labeled "Account Number" with a magnifying glass icon. The rest of the page is currently blank.

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

Figure 42-2 Account 360 Details for Active Account

Account 360 ✖ ✕

Account Number

Current Accounts - ACTIVE

Current Account

Since Nomination

Performance Status Type

Since

Account Holders

Mode of Operation

Account Details

Account Address

Account Preferences

Cheque Book

Overdraft Update Address

Account Statement Details

Statement Frequency

Last Statement Date Request Statement

Withdrawable Balance	Available Balance	Uncollected Funds	Unutilized Limits	Minimum Required Balance
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Suggested Actions

Request Cheque Book
Unused leaves are Request

Overdraft Details

No Overdraft Details

[Manage Overdraft](#) ▼

Alerts

No Alerts

Standing Instructions

No Standing Instructions

[Set Instruction](#) ▼

Pending Requests

No Pending Requests

[Add a Request](#)

Frequent Actions

[Stop Cheque Payment](#)

[Card Status Change](#)

[Cheque Status Inquiry](#)

[Account Balance Inquiry](#)

[Debit Card Request](#)

Recent Transactions

Account Transfer
Credited GBP
Reference :

Interest Details

No Accrued Interest

Track Receivables

Receivables Due

Receivables Available

3. On **Account 360** screen, specify the fields.

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

Table 42-1 Account 360 - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>

4. On the **Account 360** screen, click on icon to refresh the information on the screen.
5. On the **Account 360** screen, click 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.
- [Overdraft Details](#)
This topic describes the systematic instruction about the **Overdraft Details** in the **Account 360** screen. The **Overdraft Details** help the user know the limits and can modify the existing limit details.
- [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.
- [Standing Instructions](#)
This topic describes the systematic instruction about the Standing Instructions in Account 360 screen. The Standing Instructions widget helps the user to view or modify the existing standing instruction details.
- [Pending Requests](#)
This topic describes the systematic instruction about the Pending Requests in the Account 360 screen. Specific requests raised by the customer with the bank sometimes take time to process or investigate. Such requests are captured as Service Requests.
- [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.

42.1 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
- Uncollected Fund
- Unutilized Limits
- Minimum Required Balance

Figure 42-3 Account Balance

Withdrawable Balance	Available Balance	Uncollected Fund	Unutilized Limits	Minimum Required Balance
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42.2 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 42-4 Account Information

Regular Savings Account

Branch **ACTIVE**

Savings Account

IBAN

Since Apr 20, 2022	Nomination Provided
Performance Status Normal Since Apr 20, 2022	Type Single

**Note:**

Account status is displayed as Active/Frozen/Dormant/Closed based on account status. If the account is frozen and Dormant, the status is displayed as Frozen. If the account is Dormant and Closed, the status is displayed as Closed.

42.3 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 42-5 Account Holder



42.4 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.

The Account Details widget displays the below facilities enabled for the account:

- ATM
- Cheque Book
- Passbook
- Overdraft
- Online Sweep

Figure 42-6 Account Details

Account Details

Account Address

#101, Kemp House City Road
Sky Line, London
EV129291, GB

Account Preferences

ATM	✓
Cheque Book	✓
Overdraft	✓
Passbook	✓
Online Sweep	✓

[Update Address](#)

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

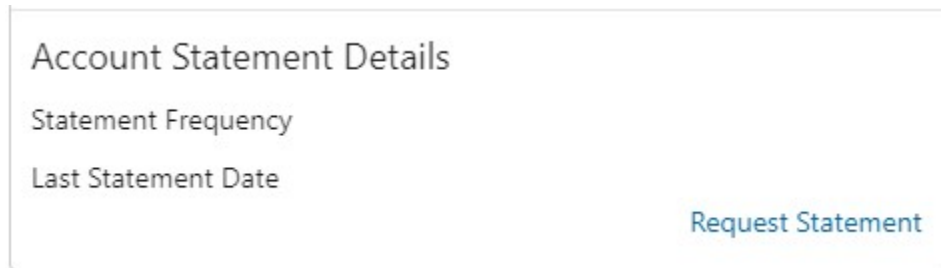
42.5 Account Statement Details

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 42-7 Account Statement Details



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



Note:

For more information, refer [Ad hoc Account Statement](#).

On the **Ad hoc Account Statement** screen, user can generate the account statement using the below details:

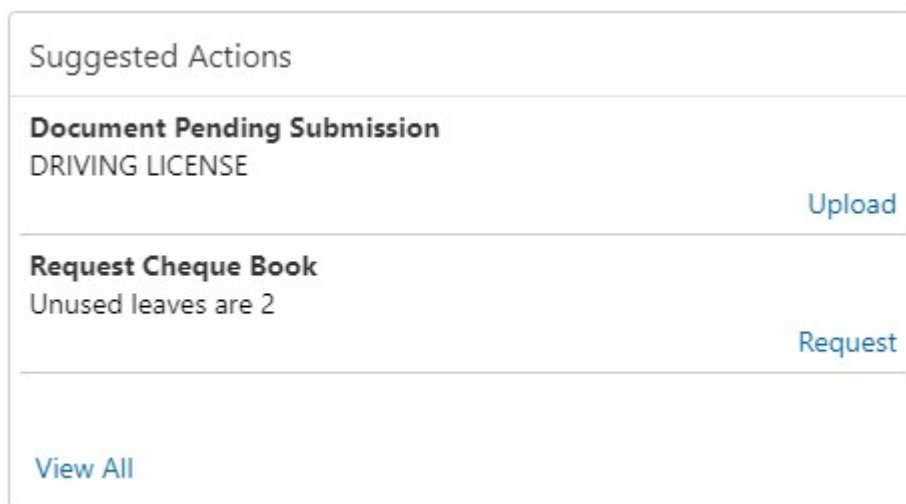
- Period
- Date Range

42.6 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.

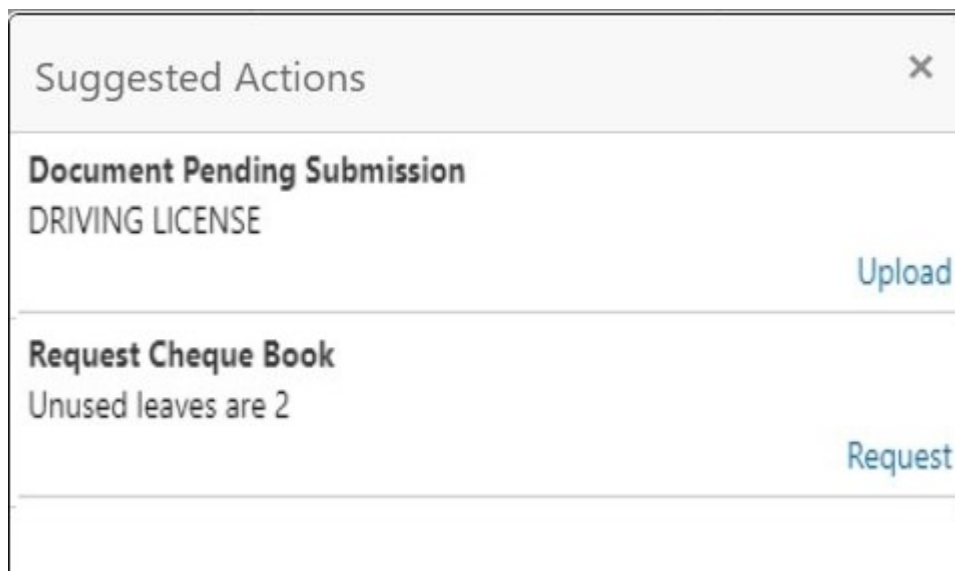
Figure 42-8 Suggested Actions



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.
Suggested Actions pop-up window is displayed.

Figure 42-9 View All - Suggested Actions



2. Click **X** icon on the **Suggested Actions** pop-up window.
Suggested Actions pop-up window 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 42-2 Suggested Actions - Field Description

Field	Description
Deliver Cheque Book	<p>Displayed, if any cheque book delivery is pending for the account at branch. To deliver the cheque book, click on Deliver button, and the Cheque Book Status screen is launched.</p> <p>The system displays the message with cheque book request date and status.</p> <p>For example, Requested on March 30, 2019, pending delivery.</p>
Renew Debit Card	<p>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 Renew button, and the Debit Card Request screen is launched.</p> <p>The system displays the message with card number and expiry date. For example, Card 098976569876XXX expiring on Jan 15, 2022.</p>
Request Cheque Book	<p>Displayed, if the number of pending cheque 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 cheque book, click on Request button, and the Cheque Book Request screen is launched.</p> <p>For example, Unused leaves are 5.</p> <div style="border: 1px solid #0070c0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>The pending cheque leaves consider unused, stopped, and rejected cheques. It excludes canceled and used cheques.</p> </div>
Document Expiring	<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 30 and can modify the value. To upload the new document, click on the Upload button, and the Account Documents Update 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>
Document Pending Submission	<p>Displayed, if any document is pending for submission. To upload the new document, click on the Upload button, and the Account Documents Update screen is launched.</p> <p>For example, AADHAR or PAN or Driving License.</p>
Activate Dormant Account	<p>Displayed, if the account status is dormant. To activate the dormant account, click on the Activate button, and the Activate Dormant Account screen is launched.</p> <p>The system displays the message with a dormant date.</p> <p>For example: Dormant since Jan 10, 2022.</p>

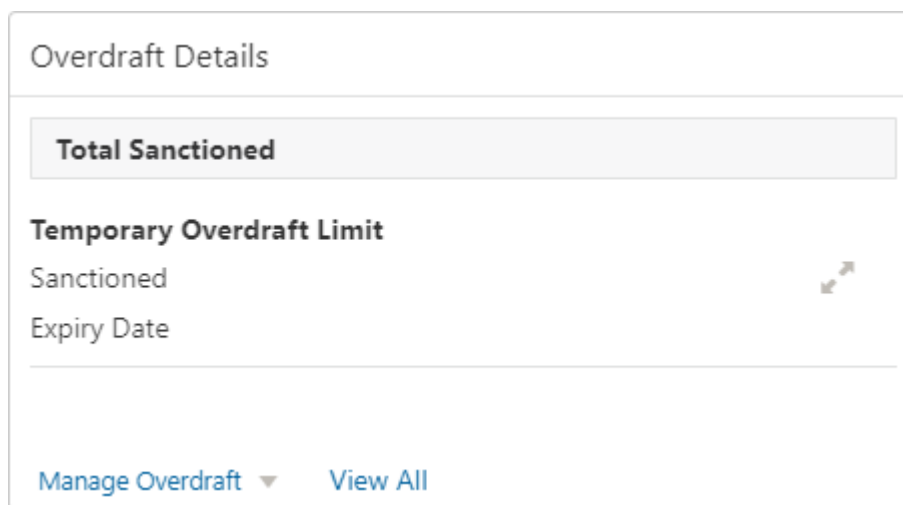
42.7 Overdraft Details

This topic describes the systematic instruction about the **Overdraft Details** in the **Account 360** screen. The **Overdraft Details** help the user know the limits and can modify the existing limit details.

1. On the **Account 360** screen, the system displays the overdraft details linked to the account.

Overdraft Details are displayed.

Figure 42-10 Overdraft Details



The **Total Sanctioned** amount is displayed in the **Overdraft Details** widget. To calculate the total sanctioned amount, the system must consider all the active overdrafts mapped to the account except any expired overdraft available for the account.

2. The **Overdraft Details** widget displays one limit at a time. If more than one limit is present for the account, the **View All** button is enabled to the user.

Expiring overdraft details are highlighted based on the number of days defined for overdraft expiring in the account 360 parameters. The badge **Expiring** should be provided to highlight the expiring overdraft details. The default parameter value is **30 Days**. Expired overdraft details are highlighted based on the number of days defined for displaying expired overdraft in the account 360 parameters. The badge **Expired** should be provided to highlight the expired overdraft details. The default parameter value is **30 Days**.

 **Note:**

If no overdraft is linked to the account, **No Overdraft Details** message is displayed.

3. To view all limits, click on **View All** button.

Overdraft Limits pop-up window is displayed.


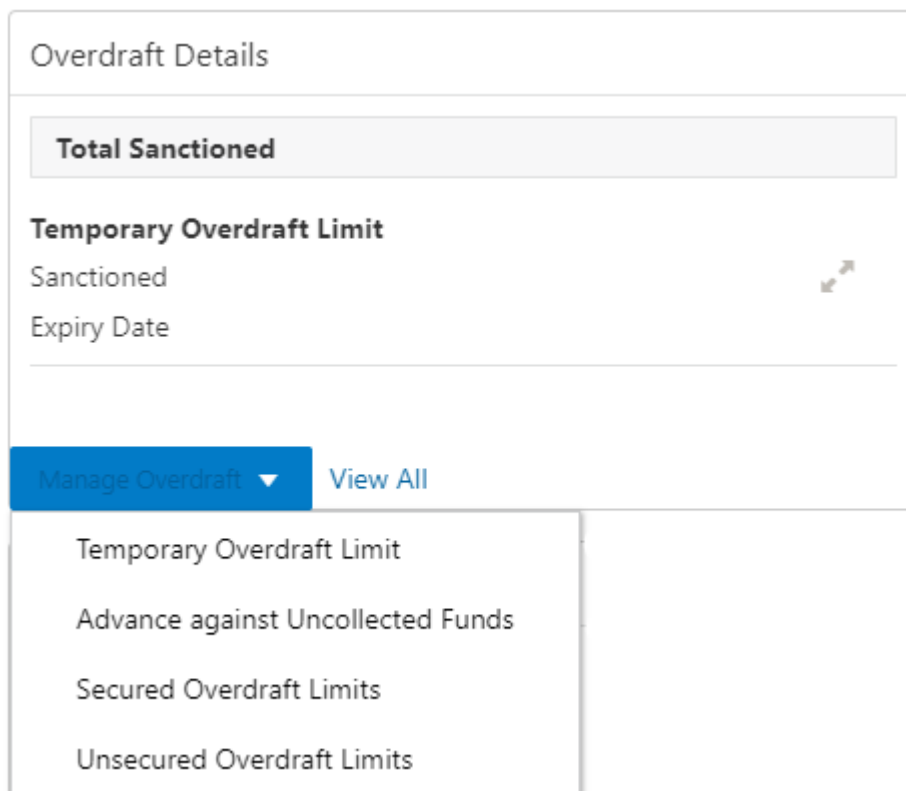
4. On the **Overdraft Details** widget, click  icon, to view or modify the limit details. Related limit screen is displayed and user can modify the details.
5. To link new limits for an account, click **Manage Overdraft** drop-down. The drop-down lists the below values:
 - **Temporary Overdraft Limit**
 - **Advance Against Uncollected Funds**
 - **Secured Overdraft Limits**
 - **Unsecured Overdraft Limits**

Figure 42-11 Manage Overdraft



On clicking the required overdraft option, the system launches the related screen that defaults the **Account Number** and **Overdraft Details** if available, and the user can create or modify the overdraft details. On the **Overdraft Details** widget, the following limit details are displayed:

- **Limit Type**
- **Sanctioned Amount**
- **Expiry Date**
- **Collateral Type** and **Related Reference Number**
- **Renewal Amount** and **Renewal Date** for a Temporary overdraft, if any.

- The system displays the badge **Expiring** or **Expired** based on the number of days specified at the Account 360 parameter.

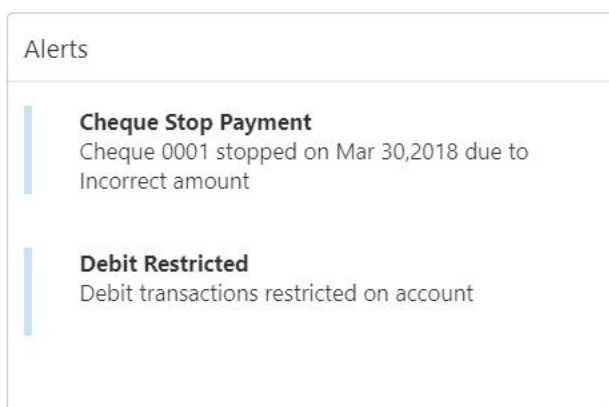
42.8 Alerts

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 42-12 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 **X** 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 42-3 Alerts - Field Description

Alerts	Description
Cheque Stop Payment	Displayed if any active stop payment is available on the account. The alert message displays the cheque number, Stop payment date, and stop payment reason. For example, Cheque 0002 stopped on Jan 10, 2022 due to an incorrect amount.
Debit Card Blocked	Displayed if any debit card is blocked. The alert message displays the card number and block reason. For example, Card XXXXXXXXXXXXX1230 is blocked due to a lost card.
Cheque Rejected	Displayed if any cheque clearing is rejected on the account. The alert message displays the Cheque Number, Rejected date, and Reject reason. For example, Cheque CHQ00000003023063 Rejected on Jan 15, 2022, due to Insufficient Balance.
Amount Block	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.
Memo	Displayed if any active memo is maintained for the account. The memo message is displayed in the alert.
Debit Restricted	Displayed if any debit restriction is there for the account.
Credit Restricted	Displayed if any credit restriction is there on the account.
Debit Override	Displayed if any debit override is there on the account.
Credit Override	Displayed if any credit override is there on the account.

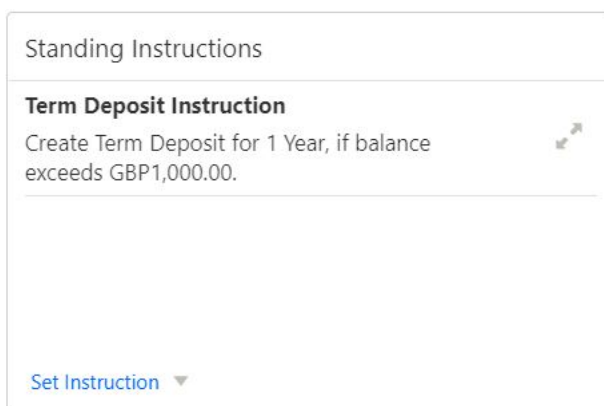
42.9 Standing Instructions


This topic describes the systematic instruction about the Standing Instructions in Account 360 screen. The Standing Instructions widget helps the user to view or modify the existing standing instruction details.

1. On the **Account 360** screen, the system displays the Standing Instructions linked to the account

Standing Instructions details for the account are displayed.

Figure 42-13 Standing Instructions



2. On the **Standing Instructions** widget, click  icon, to view or modify the instruction details
3. The standing instructions widget displays two standing instructions at a time. If more than 2 standing instructions are present for the account, the **View All** button is enabled to the user.

If no standing instructions are displayed, the system displays the message as **No Standing Instructions**.

4. To view all standing instructions, click on **View All** button.
View All - Standing Instructions pop-up window is displayed.
5. On the **Standing Instructions** widget, click on **Set Instructions** drop-down to capture new instructions.
 - a. Scheduled Transfer
 - b. Sweep Out from Account
 - c. Term Deposit
 - d. Online Sweep
 - e. Sweep In to Account
6. On the **Standing Instructions** widget the following instruction types are displayed.

Table 42-4 Standing Instructions - Types - Field Description

Instruction Type	Description
Scheduled Transfer	<p>Displayed, if any active scheduled transfer is available for the account. The message displays the following details:</p> <ul style="list-style-type: none"> • Instruction Type • Instruction Amount • Currency • Beneficiary Account Name • Frequency Details • Next Liquidation Date

Table 42-4 (Cont.) Standing Instructions - Types - Field Description

Instruction Type	Description
Sweep In	Displayed, if any active sweep in instruction is available for the account. The message displays the following details: <ul style="list-style-type: none"> • Instruction Type • Threshold Amount • Currency • Provider Account Name
Sweep Out	Displayed, if any active sweep out instruction is available for the account. The message displays the following details: <ul style="list-style-type: none"> • Instruction Type • Threshold Amount • Currency • Beneficiary Account Name
Term Deposit	Displayed, if any active term deposit instruction is available for the account. The message displays the following details: <ul style="list-style-type: none"> • Instruction Type • Threshold Amount • Currency • Deposit Account Tenor Details
Online Sweep	Displayed, if any active online sweep instruction is available for the account. The message displays the following details: <ul style="list-style-type: none"> • Instruction Type • Sweep Eligible Balance • Currency

42.10 Pending Requests

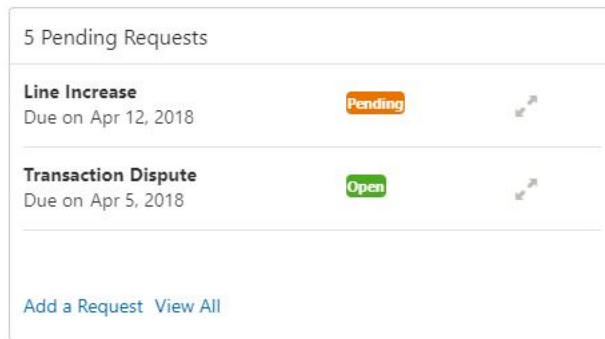
This topic describes the systematic instruction about the Pending Requests in the Account 360 screen. Specific requests raised by the customer with the bank sometimes take time to process or investigate. Such requests are captured as Service Requests.

Service Requests help the users track customer requests, maintain a target completion date, priority for a request, change severity for an ageing request, and update brief details of information exchanged with the customer. The Pending Requests widget helps the user Add, Modify, Edit, or View the service requests raised by the Customer.

1. On the **Account 360** screen, the system displays the Pending Requests for the account.

Pending Request details for the account are displayed.

Figure 42-14 Pending Requests

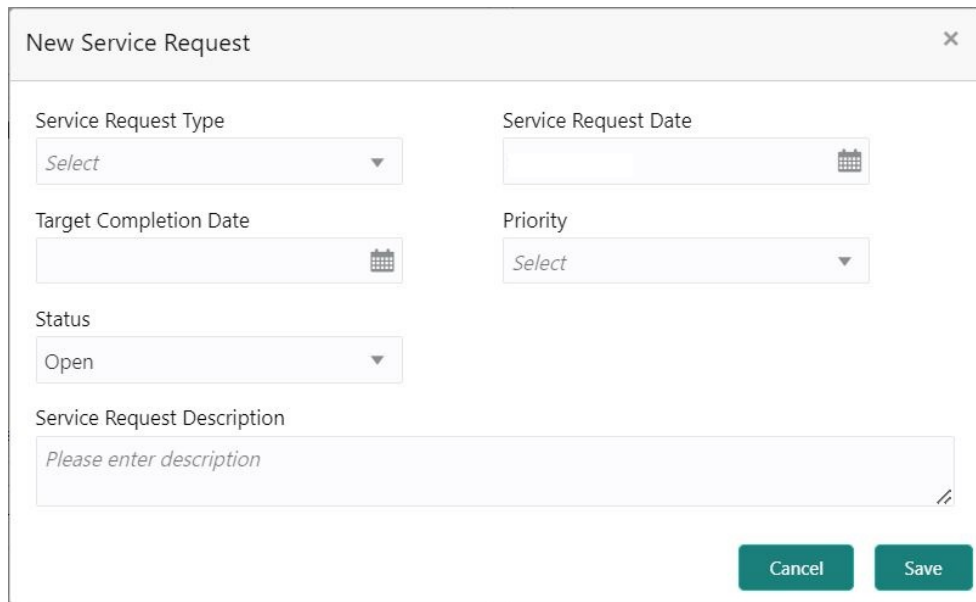



2. On the **Pending Request** widget, the system displays the total number of requests available for the account. If no pending requests are displayed, the system displays the message as **No record to display**.
3. On the **Pending Request** widget, the system displays the following fields.
For more information on fields, refer to the field description table.

Table 42-5 Pending Request - Field Description

Field	Description
Service Request Type	Displays the Service Request type. For example, Statement Copy, Transaction Dispute etc.
Due Date	Displays the target completion date.
Status	Displays the service request status. The status types are: <ul style="list-style-type: none"> • Escalated • Pending • Open

4. To add a new request, click on **Add a Request** button.
New Service Request pop-up window is displayed.

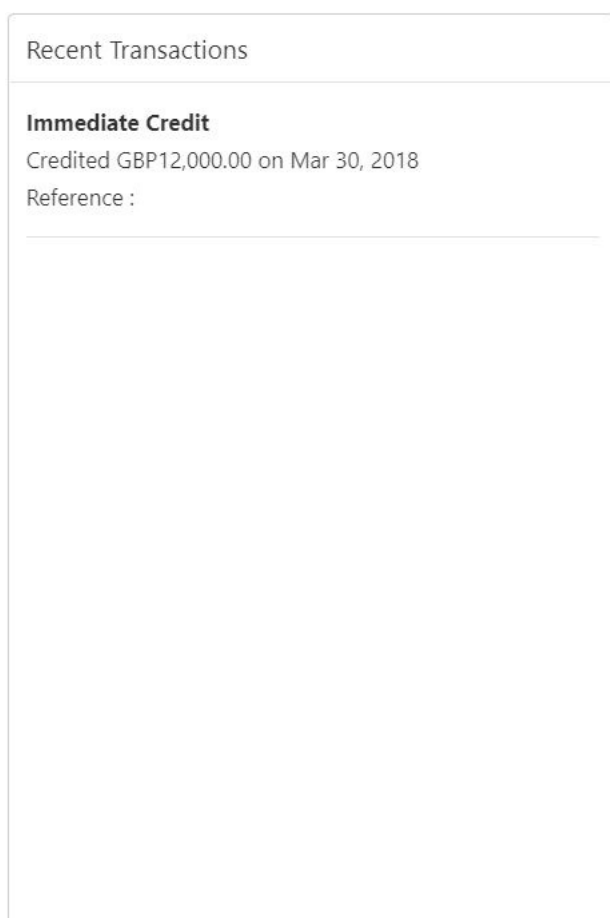
Figure 42-15 New Service Request

5. On the **New Service Request** pop-up window, specify the fields.
For more information on fields, refer to [Table 1-5](#).
6. Click the **Save** button.
Request saved successfully message is displayed.
7. Click **OK**.
A new record is displayed in the **Pending Request** widget.
8. On the **Pending Requests** widget, click  icon to view or modify the service requests.
Service Request Details screen is displayed.
9. The Pending Requests widget displays two service request details at a time. If more than two service request details are present for the account, the **View All** button is enabled to the user.
10. To view all Pending Requests, click on **View All** button.
View All - Pending Requests pop-up window is displayed.

42.11 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 42-16 Recent Transactions

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.

42.12 Interest Details

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

The below Interest Details widget displays the following details:

- Accrued Credit Interest
- Accrued Debit Interest
- Receivable Due

- Receivable Available

Figure 42-17 Interest Details

Interest Details	
No Accrued Interest	
Track Receivables	
Receivables Due	0.00
Receivables Available	0.00

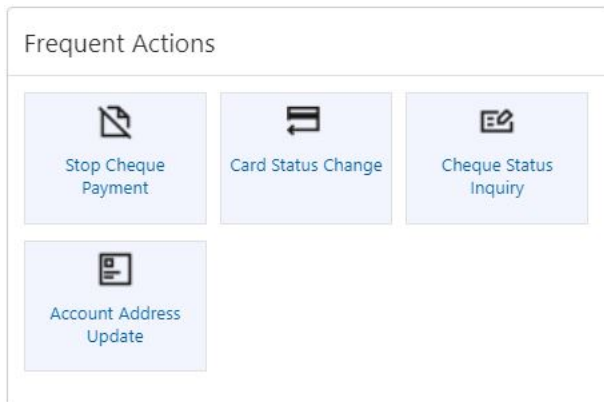
The system displays the No Accrued Interest message if accrued debit and credit interest are unavailable.

42.13 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 42-18 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.

43

Account Balance Inquiry

This topic describes the systematic instructions about Account Balance Inquiry. The Account Balance Inquiry screen helps the users to inquire the account balance, accrued interest and charge due, turnover and receivable tracking details.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Account Balance Inquiry**, or specify the **Account Balance Inquiry** in the Search icon bar.

Account Balance Inquiry screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 43-1 Account Balance Inquiry

Account Balance Inquiry ⌵ ⌵ x

Account Number *


All amounts in GBP

Total Available Balance	Current Balance	Uncollected Balance	Sweep Eligible	Minimum Required Balance
Show Calculation	Available Balance	Withdrawable Uncollected	Unutilized Limits	Amount Block

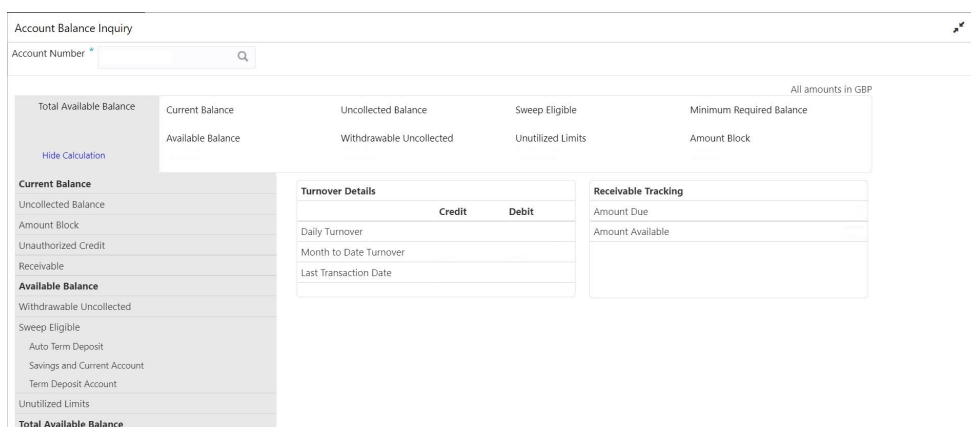
Interest and Charge Details	Turnover Details	Receivable Tracking
Accrued Credit Interest	Credit Debit	Amount Due
Accrued Debit Interest	Daily Turnover	Amount Available
Interest Due	Month to Date Turnover	
Charge Due	Last Transaction Date	

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

Table 43-1 Account Balance Inquiry - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #0070c0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> The Account Name is displayed adjacent to this field as the account number is selected. The customer information is also displayed to the left of the screen. </div>

3. After the account number is input, the system displays the following details:
 - a. Account Currency
 - b. Account Balance
 - c. Interest and Charge Details
 - d. Turnover Details
 - e. Receivable Tracking
4. To view the total available balance calculation, click on **Show Calculation**. **Show Calculation** screen is displayed.

Figure 43-2 Show Calculation


Account Balance Inquiry		All amounts in GBP		
Account Number *	<input type="text"/>	Current Balance	Uncollected Balance	Sweep Eligible
	<input type="text"/>	Available Balance	Withdrawable Uncollected	Unutilized Limits
	<input type="text"/>			Minimum Required Balance
	<input type="text"/>			Amount Block
Current Balance				
Uncollected Balance				
Amount Block				
Unauthorized Credit				
Receivable				
Available Balance				
Withdrawable Uncollected				
Sweep Eligible				
Auto Term Deposit				
Savings and Current Account				
Term Deposit Account				
Unutilized Limits				
Total Available Balance				
		Turnover Details		Receivable Tracking
		Credit	Debit	Amount Due
		Daily Turnover		Amount Available
		Month to Date Turnover		
		Last Transaction Date		

5. On the **Account Balance**, the system displays the following details:
 - a. Total Available Balance
 - b. Current Balance
 - c. Available Balance

- d. Uncollected Balance
 - e. Withdrawable Uncollected
 - f. Sweep Eligible
 - g. Unutilized Limits
 - h. Minimum Required Balance
 - i. Amount Block
6. On the **Interest and Charge Details**, the system displays the following details:
- a. Accrued Debit Interest
 - b. Accrued Credit Interest
 - c. Interest Due
 - d. Charge Due
7. On the **Turnover Details**, the system displays the details.
For more information on fields, refer to the field description table.

Table 43-2 Turnover Details - Field Description

Field	Description
Daily Turnover	Displays the sum of Daily Credit and Debit Turnover.
Month to Date Turnover	Displays the sum of current month to business date debit and credit turnover.
Last transaction Date	Displays the last debit and credit transactions date.

8. On the **Receivable Tracking**, the system displays the following details:
- a. Amount Due
 - b. Amount Available

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.

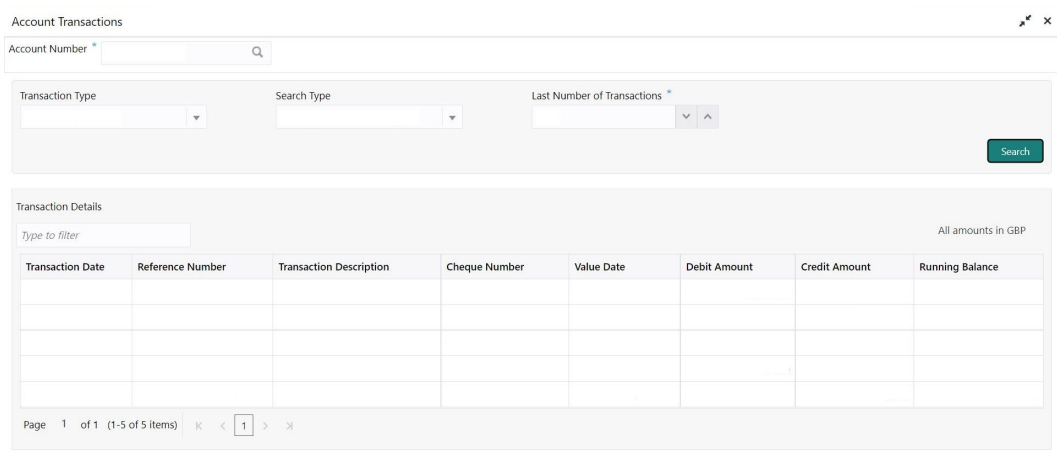
1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Account Transactions**, or specify the **Account Transaction Inquiry** in the Search icon bar.

Account Transactions screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 44-1 Account Transactions



Account Transactions

Account Number *

Transaction Type Search Type Last Number of Transactions *

Search

Transaction Details

Type to filter All amounts in GBP

Transaction Date	Reference Number	Transaction Description	Cheque Number	Value Date	Debit Amount	Credit Amount	Running Balance

Page 1 of 1 (1-5 of 5 items) < >

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

Table 44-1 Account Transactions - Field Description



Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and click Fetch.</p> <div style="border: 1px solid #0070c0; padding: 5px; background-color: #e6f2ff;"> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>
Transaction Type	<p>User can view all the transactions posted to the current account and saving account with the below transaction type:</p> <ul style="list-style-type: none"> • Debits & Credits • Debits • Credits
Search Type	<p>The Users can select the search type. The below list of values is available:</p> <ul style="list-style-type: none"> • Data Range • Last 2 months • Last 3 months • Last number of transactions
Date Range	<p>This option will be available, if the user selects the search type as Date Range. Click on the Calendar and specify the From date and To date for the account transactions.</p> <div style="border: 1px solid #0070c0; padding: 5px; background-color: #e6f2ff;"> <p> Note:</p> <p>To Date cannot less than From Date.</p> </div> <p>Click Search. Post the inputs, the Account Transaction can be viewed.</p>
Last Number of Transactions	<p>This option will be displayed if the user selects search type as Last number of Transactions. Users can search the account transactions for the last n transactions.</p> <p>Click Search. Post the inputs, the Account Transaction can be viewed.</p>
Transactional Details	<p>This field displays the transaction details for the account selected. The following transaction details can be searched and sorted:</p> <ul style="list-style-type: none"> • Transaction Date • Reference Number • Transaction Description • Cheque Number • Value Date • Debit Amount • Credit Amount • Running Balance

Table 44-1 (Cont.) Account Transactions - Field Description

Field	Description
Filter	Specify a value to filter the details as required.

Tax Deducted at Source Inquiry

This topic describes the systematic instructions about Tax Deducted at Source Inquiry. This screen helps to inquire the Tax deducted by the bank on the credit interest (Tax deducted at Source) paid on customer's accounts.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Tax Deducted at Source Inquiry**, or specify the **Tax Deducted at Source Inquiry** in the Search icon bar. **Tax Deducted at Source Inquiry** screen is displayed.

Note:

The fields which are marked in asterisk blue are mandatory.

Figure 45-1 Tax Deducted at Source Inquiry

2. On **Tax Deducted at Source Inquiry** screen, specify the fields. For more information on fields, refer to the field description table.

Table 45-1 Tax Deducted at Source Inquiry - Field Description

Field	Description
Customer ID	Enter the Customer ID or click the search icon to view the Customer ID 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 Customer Number or Customer Name and click on the Fetch button.
Customer Name	Customer Name is displayed based on the Customer ID selected.

Table 45-1 (Cont.) Tax Deducted at Source Inquiry - Field Description

Field	Description
Account Number	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.
Financial Year	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.
Branch	The system displays the Branch Code based on the account number.
Account Number	The system displays the Account Number.
Account Name	The system displays the Account Name.
Interest Amount	The system displays the Credit interest on the account.
Taxation Date	The system displays the date of the tax application on the account.
Tax Amount	The system displays the Tax amount calculated on the credit interest.

Memo Maintenance

This topic describes the systematic instruction to maintain the Memo instructions against the Current and Savings Account or Deposit Account.

The memo maintenance screen helps you to maintain the information or important actions that take place when the account holder visits the branch or user performs any transactions on the account. This memo details are displayed to the bank user or the account holder performs any channel transactions.

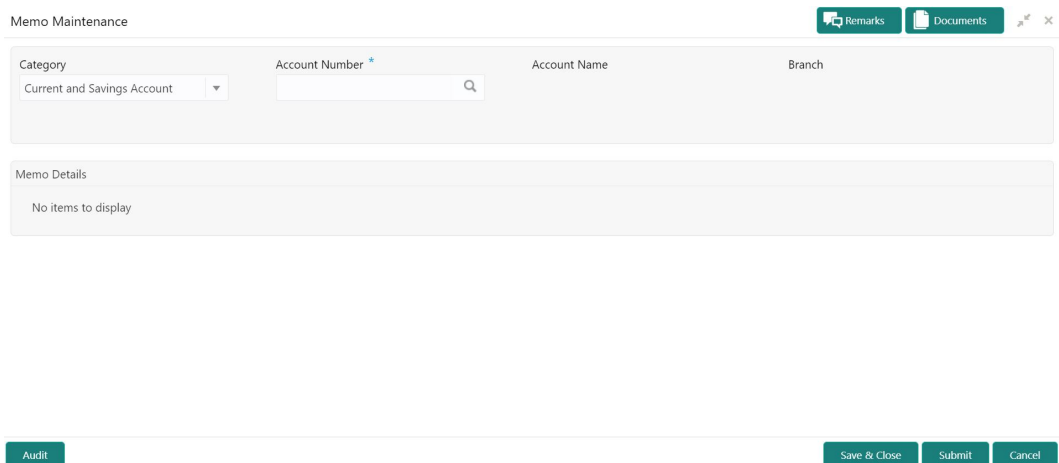
1. On the **Homepage**, from **Interaction Services**, under **Maintenance**, click **Memo Maintenance**, or specify the **Memo Maintenance** in the Search icon bar.

Memo Maintenance screen is displayed.

 **Note:**

The fields which are marked in asterisk blue are mandatory.

Figure 46-1 Memo Maintenance



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

Table 46-1 Memo Maintenance - Field Description

Field	Description
Category	<p>The user can select the following categories from the drop-down list. The drop-down lists the below values:</p> <ul style="list-style-type: none"> • Current and Savings Account • Deposit Account <p>When the user selects the Current and Savings Account category, the system displays the fields Account Number, Account Name, and Branch.</p> <p>When the user selects the Deposit Account category, the system displays the fields Deposit Account Number, Account Name, and Branch.</p>
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number 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 Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p>
Deposit Account Number	<p>Enter the Deposit Account Number or click the search icon to view the Deposit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Deposit Account Number by providing Customer ID, Deposit Account Number, or Account Name and clicking on the Fetch button.</p>
Account Name	<p>Account Name is displayed based on the account number selected.</p>
Branch	<p>Displays the branch code for the selected Current and Savings Account Number or Deposit Account Number.</p>

- When users input the **Current and Savings Account Number** or **Deposit Account Number**, the system displays the existing memo instructions if any or the system displays a message as **Active Memo instruction details are not available**.

Memo Details screen is displayed.

Figure 46-2 Memo Details

Figure 46-3 No Active memo instructions

The screenshot shows the 'Memo Maintenance' interface. At the top right, there are buttons for 'Remarks' and 'Documents'. Below this is a search bar with fields for 'Category' (set to 'Current and Savings Account'), 'Account Number' (with a search icon), 'Account Name', and 'Branch'. Underneath is a 'Memo Details' section with a '+' icon and a message: 'Active Memo instruction details are not available'. At the bottom, there are buttons for 'Audit', 'Save & Close', 'Submit', and 'Cancel'.


4. To create a new memo instructions, click  icon. **Add Memo** pop up screen is displayed.

Figure 46-4 Add Memo



The screenshot shows the 'Add Memo' pop-up screen. It contains several fields: 'Type' (a dropdown menu), 'Start Date' (a date picker), 'Show to Customer' (a toggle switch that is currently turned on), and 'Channel' (a dropdown menu). On the right side, there are two text areas: 'Banker Message' and 'Customer Message'. At the bottom right, there are buttons for 'Add', 'Add Another', and 'Cancel'.

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


Table 46-2 Add Memo - Field Description

Field	Description
Type	Select the Type from the drop-down list. The drop-down lists the below values: <ul style="list-style-type: none"> Information Override
Banker Message	Specify the memo instruction message which displays to the bank user.

Table 46-2 (Cont.) Add Memo - Field Description

Field	Description
Start Date	The system defaults the start date as the current branch date, and the user can modify the start date to any future date using the adjoining Calendar button. <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note: The Start Date cannot be backdated.</p> </div>
End Date	Click on the adjoining calendar icon to specify the end date of the memo instruction.
Show to Customer	Users can click on the Show to Customer toggle button to capture memo instruction, which displays to the account holder. <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note: The Customer Message and Channel fields are available if the user enables the Show to Customer toggle button.</p> </div>
Customer Message	Specify the memo instruction message, which displays to the Account holder.
Channel	Select the channel to display the memo to the account holder from the drop-down list. The drop-down lists the below values: <ul style="list-style-type: none"> • Dashboard • E-Mail • SMS

6. On click of **Add Another** button, the **Add Memo** screen refreshes to capture another instruction detail and a new memo tile displays under the Memo Details.
7. Click the **Add** button to add new memo details. After the click on **Add** button, the **Add Memo** pop-up window is closed.

8. On **Memo Maintenance** screen, under **Memo Details**, click  on the tile to view the memo instruction.

View Memo pop up screen is displayed.

Figure 46-5 View Memo

9. On the **View Memo** screen, users can view the following details:

- a. Type
- b. Banker Message
- c. Start Date
- d. End Date
- e. Show to Customer
- f. Customer Message
- g. Channel


10. On **Memo Maintenance** screen, under **Memo Details**, click  on the tile to modify the memo instructions.

Modify Memo pop up screen is displayed.

Figure 46-6 Modify Memo

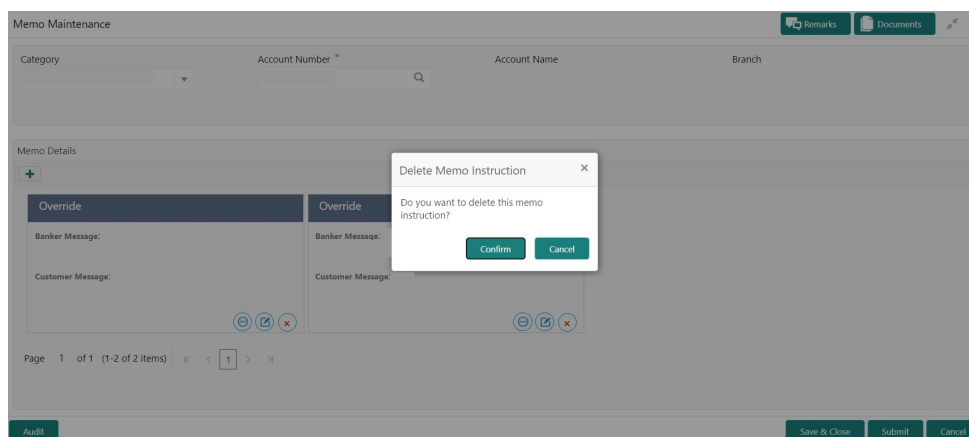
11. On the **Modify Memo** screen, users can modify the following fields:

- a. Type

- b. Banker Message
 - c. Start Date
 - d. End Date
 - e. Show to Customer
 - f. Customer Message
 - g. Channel
12. Click the **Save** button to update the memo details and the updated instruction details displayed in the tile.
13. On **Memo Maintenance** screen, under **Memo Details**, click  on the tile to delete the memo instruction.

Delete Memo Instruction pop up window is displayed.

Figure 46-7 Delete Memo Instruction



14. Click the **Cancel** button to cancel the Delete Memo Instruction operation.
15. Delete the Memo instruction by clicking on the **Confirm** button.

47

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.

47.1 Create Bulletin

This topics 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.

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

Create Bulletinscreen is displayed.

Note:

The fields which are marked in asterisk blue are mandatory.

Figure 47-1 Create Bulletin

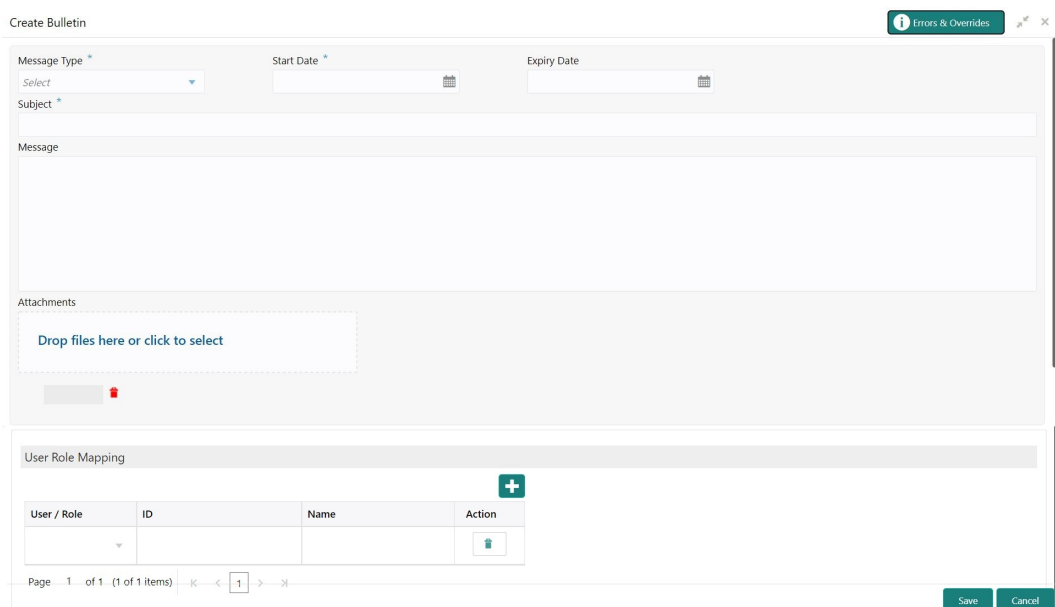



Figure 47-1 shows the 'Create Bulletin' form. The form includes the following fields and sections:




- Message Type ***: A dropdown menu with 'Select' as the current value.
- Start Date ***: A date input field with a calendar icon.
- Expiry Date**: A date input field with a calendar icon.
- Subject ***: A text input field.
- Message**: A large text area for the bulletin content.
- Attachments**: A section with a dashed border and the text 'Drop files here or click to select'.
- User Role Mapping**: A table with the following structure:

User / Role	ID	Name	Action
			

The page number is 1 of 1 (1 of 1 items). The form has 'Save' and 'Cancel' buttons at the bottom right.

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

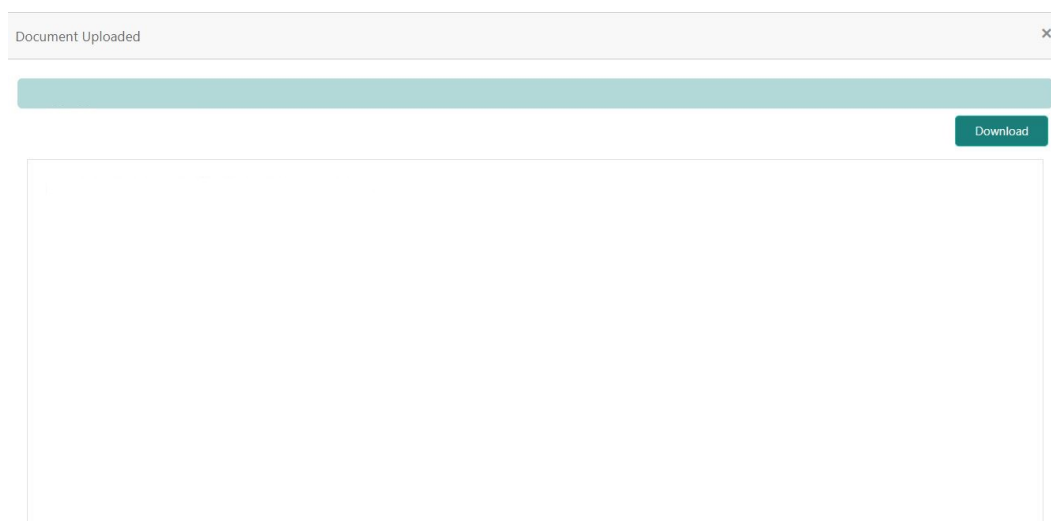
Table 47-1 Create Bulletin - Field Description



Field	Description
Message Type	<p>Select the message type from the drop-down list. The available options are:</p> <ul style="list-style-type: none"> Alert - Select this option if the message requires immediate attention from the users. When this option is selected, the Bulletin message is represented with  icon on the widget. Information - Select this option if the bulletin is for information purposes only. When this option is selected, the Bulletin message is represented with  icon on the widget.
Start Date	<p>Select the date from which the bulletin message displays on the widget.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This date cannot be lesser than the current business date.</p> </div>
End Date	<p>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.</p>
Subject	<p>Enter a brief description of the bulletin message.</p>
Message	<p>Enter a detailed description of the message.</p>
Attachments	<p>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.</p>

- To preview an attached document, click on the document hyperlink.
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.

Figure 47-2 Document Uploaded

4. Click  icon to close the **Document Uploaded** pop up window.
5. 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.
6. Click  icon to specify User Role or User mapping to the bulletin message.

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

Table 47-2 User Role Mapping - Field Description

Field	Description
User/Role	Select User/Role from the drop-down list.
ID	When User is selected, click the search icon to view the User Mapping 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 Fetch . When Role is selected, click the search icon to view the Role Mapping 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 Fetch .
Name	User or Role name is displayed based on the user id or role id selected.
Actions	Displays the  icon, to remove the respective user or role.

7. 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

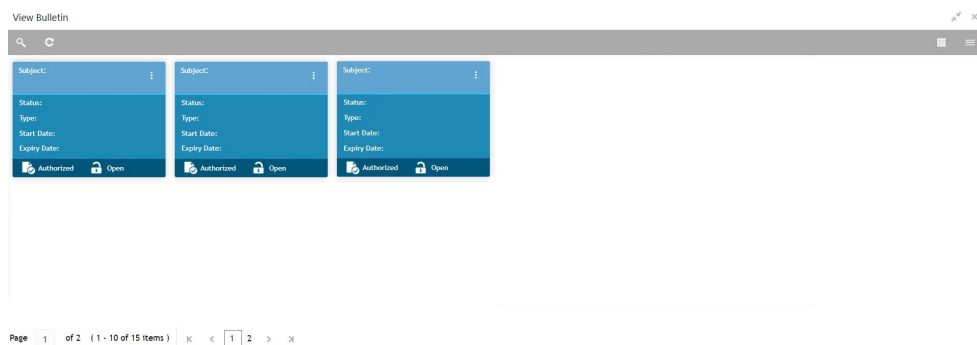
47.2 View Bulletin


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



1. On the **Homepage**, from **Interaction Services**, under **Maintenance, Bulletin**, click **View Bulletin**, or specify the **View Bulletin** in the Search icon bar.

View Bulletin screen is displayed.

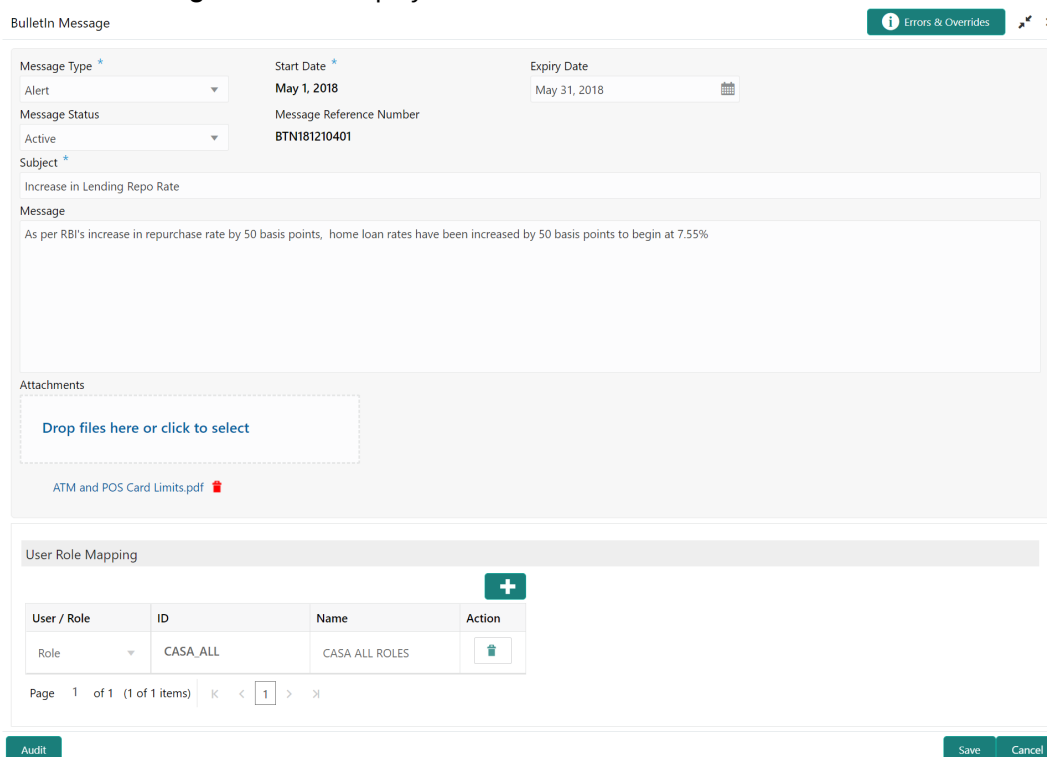
Figure 47-3 View Bulletin



2. On **View Bulletin** screen, the system displays all the bulletin messages with status:
 - a. Awaited
 - b. Active
 - c. Paused
 - d. Expired
3. On the **View Bulletin** screen, you can search for specific bulletin using the  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  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  icon.

Bulletin Message screen is displayed.



Bulletin Message

Errors & Overrides

Message Type *
Alert

Start Date *
May 1, 2018

Expiry Date
May 31, 2018

Message Status
Active


Message Reference Number
BTN181210401

Subject *
Increase in Lending Repo Rate

Message
As per RBI's increase in repurchase rate by 50 basis points, home loan rates have been increased by 50 basis points to begin at 7.55%


Attachments
Drop files here or click to select
ATM and POS Card Limits.pdf

User Role Mapping

User / Role	ID	Name	Action
Role	CASA_ALL	CASA ALL ROLES	

Page 1 of 1 (1 of 1 items)



Audit Save Cancel

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

 **Note:**

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

Figure 47-4 Create Bulletin

8. To replicate an existing bulletin, click the **Copy** option from  icon.
9. To permanently delete the existing bulletin, click the **Delete** option from  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 47-3 Tax Deducted at Source Inquiry - Field Description

Field	Description
Customer ID	Enter the Customer ID or click the search icon to view the Customer ID 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 Customer Number or Customer Name and click on the Fetch button.
Customer Name	Customer Name is displayed based on the Customer ID selected.
Account Number	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.
Financial Year	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.
Branch	The system displays the Branch Code based on the account number.
Account Number	The system displays the Account Number.
Account Name	The system displays the Account Name.
Interest Amount	The system displays the Credit interest on the account.

Table 47-3 (Cont.) Tax Deducted at Source Inquiry - Field Description

Field	Description
Taxation Date	The system displays the date of the tax application on the account.
Tax Amount	The system displays the Tax amount calculated on the credit interest.

A

Functional Activity Codes

This topic contains the functional activity codes available in the Current and Savings Accounts.

Table A-1 Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Account Status Change	CSR_FA_ACC STAT_CHANG E_SAVE	Initiation	This is required for the Maker to initiate the account status change request.
Account Status Change	CSR_FA_ACC STAT_CHANG E_AUTH	Authorization	This is required for Authorizer to Approve or Reject the account status change request.
Account Status Change	CSR_FA_ACC STAT_CHANG E_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the account status change request from handoff retry stage.
Cheque Book Request	CSR_FA_CHE QUEBOOKRE Q_POST	Initiation	This is required for the Maker to initiate the cheque book request.
Cheque Book Request	CSR_FA_CHE QUEBOOKRE Q_AUTH	Authorization	This is required for Authorizer to Approve or Reject the cheque book request.
Cheque Book Request	CSR_FA_CHE QUEBOOKRE Q_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the cheque book request from handoff retry stage.
Stop Cheque Payment	CSR_FA_STO PCHEQUE_SA VE	Initiation	This is required for the Maker to initiate the stop cheque payment request.
Stop Cheque Payment	CSR_FA_STO PCHEQUE_AU TH	Authorization	This is required for Authorizer to Approve or Reject the stop cheque payment request.
Stop Cheque Payment	CSR_FA_STO PCHEQUE_RE TRY	Handoff Retry	This is required for Authorizer to Retry or Reject the stop cheque payment request from handoff retry stage.
Cheque Book Status Change	CSR_FA_CHE QSTATCHANG E_SAVE	Initiation	This is required for the Maker to initiate the cheque book status change request.
Cheque Book Status Change	CSR_FA_CHE QSTATCHANG E_AUTH	Authorization	This is required for Authorizer to Approve or Reject the cheque book status change request.
Cheque Book Status Change	CSR_FA_CHE QSTATCHANG E_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the cheque book status change request from handoff retry stage.
Debit Card Request	CSR_FA_DEBI T_REQ_SAVE	Initiation	This is required for the Maker to initiate the debit card request.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Debit Card Request	CSR_FA_DEBIT_CARD_REQ_AUTH	Authorization	This is required for Authorizer to Approve or Reject the debit card request.
Debit Card Request	CSR_FA_DEBIT_CARD_REQ_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the debit card request from handoff retry stage.
Card Status Change	CSR_FA_CARDB_SAVE	Initiation	This is required for the Maker to initiate the card status change request.
Card Status Change	CSR_FA_CARDB_AUTH	Authorization	This is required for Authorizer to Approve or Reject the card status change request.
Card Status Change	CSR_FA_CARDB_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the card status change request from handoff retry stage.
Account Branch Transfer	CSR_FA_ACCBRN_TRFR_SAVE	Initiation	This is required for the Maker to initiate the account branch transfer request.
Account Branch Transfer	CSR_FA_ACCBRN_TRFR_AUTH	Authorization	This is required for Authorizer to Approve or Reject the account branch transfer request.
Account Branch Transfer	CSR_FA_ACCBRN_TRFR_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the account branch transfer request from handoff retry stage.
Address Update	CSR_FA_ADDR_SAVE	Initiation	This is required for the Maker to initiate the address update request.
Address Update	CSR_FA_ADDR_AUTH	Authorization	This is required for Authorizer to Approve or Reject the address update request.
Address Update	CSR_FA_ADDR_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the address update request from handoff retry stage.
Account Document Update	CSR_FA_DOCUPDATE_SAVE	Initiation	This is required for the Maker to initiate the account document update request.
Account Document Update	CSR_FA_DOCUPDATE_AUTH	Authorization	This is required for Authorizer to Approve or Reject the account document update request.
Account Document Update	CSR_FA_DOCUPDATE_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the account document update request from handoff retry stage.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_SAVE	Initiation	This is required for the Maker to initiate the joint holder update request.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_AUTH	Authorization	This is required for Authorizer to Approve or Reject the joint holder update request.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the joint holder update request from handoff retry stage.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Nominee Update	CSR_FA_NOM_SAVE	Initiation	This is required for the Maker to initiate the nominee update request.
Nominee Update	CSR_FA_NOM_AUTH	Authorization	This is required for Authorizer to Approve or Reject the nominee update request.
Nominee Update	CSR_FA_NOM_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the nominee update request from handoff retry stage.
Primary Party Change	CSR_FA_PRIIPAR_CHG_SAVE	Initiation	This is required for the Maker to initiate the primary party change request.
Primary Party Change	CSR_FA_PRIIPAR_CHG_RETRY	Authorization	This is required for Authorizer to Approve or Reject the primary party change request.
Primary Party Change	CSR_FA_PRIIPAR_CHG_AUTH	Handoff Retry	This is required for Authorizer to Retry or Reject the primary party change request from handoff retry stage.
Ad hoc Account Statement	CSR_FA_ACC_STMT_REQ_SAVE	Initiation	This is required to launch the ad hoc account statement screen.
Ad hoc Account Statement	CSR_FA_ACC_STMT_GEN	Inquiry	This is required to generate the ad hoc account statement.
Account Statement Frequency	CSR_FA_ACC_STMT_STATEMENT_FREQ_SAVE	Initiation	This is required for the Maker to initiate the account statement frequency request.
Account Statement Frequency	CSR_FA_ACC_STMT_STATEMENT_FREQ_AUTH	Authorization	This is required for Authorizer to Approve or Reject the account statement frequency request.
Account Statement Frequency	CSR_FA_ACC_STMT_STATEMENT_FREQ_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the account statement frequency from handoff retry stage.
Activate Dormant Account	CSR_FA_ACTIVATE_DORMANT_ACCT_SAVE	Initiation	This is required for the Maker to initiate the activation of the Inactive or Dormant account request.
Activate Dormant Account	CSR_FA_ACTIVATE_DORMANT_ACCT_RETRY	Authorization	This is required for Authorizer to Approve or Reject the activation of Inactive or Dormant account request.
Activate Dormant Account	CSR_FA_ACTIVATE_DORMANT_ACCT_AUTH	Handoff Retry	This is required for Authorizer to Retry or Reject the activation of Inactive or Dormant account from handoff retry stage.
Create Amount Block	CSR_FA_AMNT_SAVE	Initiation	This is required for the Maker to initiate the create amount block request.
Create Amount Block	CSR_FA_AMNT_AUTH	Authorization	This is required for Authorizer to Approve or Reject the create amount block request.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Create Amount Block	CSR_FA_AMN T_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the create amount block from handoff retry stage.
View and Modify Amount Block	CSR_FA_AMN TM_SAVE	Initiation	This is required for the Maker to initiate the modify amount block request.
View and Modify Amount Block	CSR_FA_AMN TM_AUTH	Authorization	This is required for Authorizer to Approve or Reject the modify amount block request.
View and Modify Amount Block	CSR_FA_AMN TM_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the modify amount block from handoff retry stage.
View and Modify Amount Block	CSR_FA_CLO SE_AMNTM_S AVE	Initiation	This is required for the Maker to initiate the close amount block request.
View and Modify Amount Block	CSR_FA_CLO SE_AMNTM_A UTH	Authorization	This is required for Authorizer to Approve or Reject the close amount block request.
View and Modify Amount Block	CSR_FA_CLO SE_AMNTM_R ETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the close amount block from handoff retry stage.
Consolidated Amount Block	CSR_FA_CON AMTBLK_SAV E	Initiation	This is required for the Maker to initiate the consolidated amount block request.
Consolidated Amount Block	CSR_FA_CON AMTBLK_AUT H	Authorization	This is required for Authorizer to Approve or Reject the consolidated amount block request.
Consolidated Amount Block	CSR_FA_CON AMTBLK_RET RY	Handoff Retry	This is required for Authorizer to Retry or Reject the consolidated amount block from handoff retry stage.
Account 360	CSR_FA_CAS A_DASH	Inquiry	This is required to fetch account 360 details.
Account 360	CASA_FA_CU ST_ACC_360_ ACCOUNT_AM OUNTSANDDA TES	Inquiry	This is required to fetch account 360 details.
Account 360	CASA_FA_CU ST_ACC_360_ LAST_TXN_FE TCH	Inquiry	This is required to fetch account 360 details.
Account Balance Inquiry	CSR_FA_ACC _BLN_INQ	Inquiry	This is required to get account balance details.
Account Transactions	CSR_FA_ACC _TRN	Inquiry	This is required to get account transactions.
Check Status Inquiry	CSR_FA_CHE QUE_STATUS_ INQUIRY	Inquiry	This is required to get cheque status details.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Uncollected Funds Release	CASA_FA_UNCOLLECTED_FUNDS_SAVE	Initiation	This is required for the Maker to initiate the uncollected funds release request.
Uncollected Funds Release	CASA_FA_UNCOLLECTED_FUNDS_AUTH	Authorization	This is required for Authorizer to Approve or Reject the uncollected funds release request.
Uncollected Funds Release	CASA_FA_UNCOLLECTED_FUNDS_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the uncollected funds release from handoff retry stage.
Create Scheduled Transfer	CSR_FA_CUST_TRANSFER_TO_CASA_SAVE	Initiation	This is required for the Maker to initiate the standing instructions request.
Create Scheduled Transfer	CSR_FA_CUST_TRANSFER_TO_CASA_AUTH	Authorization	This is required for Authorizer to Approve or Reject the standing instructions request.
Create Scheduled Transfer	CSR_FA_CUST_TRANSFER_TO_CASA_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the standing instructions from handoff retry stage.

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