

# Oracle Banking Branch

## Current Account and Saving Account User Guide



Release 14.7.2.0.0

F88908-01

November 2023

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

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# Preface

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## Purpose

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

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

## Documentation Accessibility

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### **Access to Oracle Support**

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## Diversity and Inclusion

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

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<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.

## Related Resources

For more information, see these Oracle resources:

- Getting Started User Guide
- Teller User Guide

## Screenshot Disclaimer

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

## Acronyms and Abbreviations

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

**Table 1 List of Acronyms and Abbreviations**

Abbreviation	Description
CASA	Current Account Savings Account
GL	General Ledger
AUF	Advance against Uncollected Funds
ATM	Automated Teller Machine
POS	Point of Sale

## Basic Actions

Most of the screens contain buttons to perform all or few of the basic actions.

**Table 2 Basic Actions**

Action	Applicable Stages	Description
<b>Document</b>	Initiation, Approval and Hand-off Retry	The maker of the transaction can click on 'Document' to upload documents that are relevant to the transaction. Once uploaded, the documents are available for viewing during authorization or by the maker.
<b>Change Log</b>	Approval	When the authorizer clicks on the <b>Change Log</b> button, the system displays the changes made to the transaction in a pop-up window. By default, the change log is set to display only modified values. The <b>Change Log</b> button has two options, they are, <b>All</b> and <b>Updated</b> . The <b>All</b> button displays both modified and non-modified fields and the <b>Updated</b> button displays only the modified fields. The old and new values are displayed so that the authorizer can compare or verify the values and decide on further action. Also, the new values appear in red for easy recognition.
<b>Remarks</b>	Initiation, Approval and Hand-off Retry	'Remarks' can be used either by the maker or the authorizer of the transaction to optionally capture useful information about the transaction.
<b>Host Error</b>	Hand Off Retry	'Hand off Retry' comes into use whenever a transaction input from the mid-office system fails authorization due to Host System rejection. The authorizer of the transaction can view the reason for Host rejection and take appropriate action.
<b>i icon</b>	Initiation, Approval and Hand-off Retry	To view the Customer details such as the photograph, signature, customer ID, Account Branch, and balance, the 'i' icon is used. The 'i' icon becomes active once the maker of the transaction inputs the account number and tabs out of the field. The 'i' icon is useful to inquire customer information about both the debit and the credit account numbers.
<b>Minimize</b>	Initiation, Approval and Hand-off Retry	Users can minimize the transaction input screen. When the screen is minimized, it appears as a separate tab within the same web page.
<b>Maximize</b>	Initiation, Approval and Hand off Retry	User can maximize the transaction input screen.
<b>Close</b>	Initiation, Approval and Hand off Retry	Users can close the transaction input screen. The system displays a warning message to the user that any unsaved data would be lost. User can either choose to ignore the message and close the screen or choose to 'save and close' the transaction.
<b>Save and Close</b>	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.

Table 2 (Cont.) Basic Actions

Action	Applicable Stages	Description
<b>Submit</b>	Initiation	After submitting the initiation stage, the system validates the transaction with the host and displays the errors or overrides if any. In case of an error, you can modify and resubmit or cancel the transaction. In case of an override, you can modify and resubmit or proceed with the transaction by accepting the overrides.
<b>Cancel</b>	Initiation, Approval and Hand off Retry	Cancel operation cancels the transaction input midway without saving any data. The user is alerted that the input data would be lost before confirming the cancellation.
<b>Delete</b>	Initiation	Delete operation deletes the transaction without saving any data. The user is alerted that the input data would be lost before confirming the deletion.
<b>Approve</b>	Approval	The system displays a section where approval remarks if any can be input. Click <b>OK</b> to submit. The transaction is sent to the Host system through OBRH. The Host system validates the transaction again and the transaction is created if all the validations are successful. If the transaction fails, the system displays an error message, and the transaction is moved to 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.
<b>Reject</b>	Approval and Hand off Retry	When an authorizer chooses to reject a transaction, the 'Reject' icon is used. The system displays a pop-up screen to capture the Rejection remarks if any. Click OK for the transaction to be routed back to the initiation stage. Subsequently, the maker can modify or delete the transaction details.
<b>Retry</b>	Hand off Retry	The possibility of retrying a transaction arises when transaction input from the mid-office system fails authorization due to Host System rejection. Such host-rejected transactions will be present in the Hand off Retry queue in the Task Wizard. The Retry option is available only to the authorizer. Upon 'Retry', the transaction is sent to the host once again through Oracle Banking Routing Hub. Optionally, the authorizer can also 'Reject' the transaction in which case it is routed back to the maker.
<b>Audit</b>	Initiation, Approval and Hand off Retry	Audit details provide the logs of users who have acted on the transaction, the transaction date, and the time for all stages that the transaction has passed through.
<b>Reset</b>	Hand off Retry	The reset button clears all the details displayed on the screen and allows input or selection of a different customer number.

Table 2 (Cont.) Basic Actions

Action	Applicable Stages	Description
<b>Overrides</b>	Initiation, Approval and Hand-off Retry	<p>If override messages had appeared during initiation stage and they were accepted by the maker during submission, the <b>Overrides</b> button appears in the Initiation screen if the transaction is subsequently rejected by the authorizer.</p> <p>On the <b>Override Details</b> section, click <b>Decline</b> to go back to the transaction screen to modify or cancel it, or click <b>Accept</b> to complete the initiation stage and move the transaction to the approval stage. The <b>Overrides</b> button is displayed in the Approval and Hand-off retry stage if there were any override messages generated during initiation and accepted by the maker. When the <b>Overrides</b> button is clicked, the system displays the overrides accepted by the maker.</p> <p>After verifying the transaction and override details, the authorizer can either approve or reject the transaction. Existing Approve Transaction section is modified to display the overrides if any overrides are raised during the initiation submits.</p>

## Symbols and Icons

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

Table 3 Symbols and Icons























Symbols and Icons	Description
	Edit Icon
	Delete Icon
	Exit Icon
	Search Icon
	Customer Information Icon
	Add Tiles to Dashboard
	Add New Event
	Calendar Icon
	Filter
	First
	Last

Table 3 (Cont.) Symbols and Icons

Symbols and Icons	Description
	Previous
	Next
	Expand
	Collapse
	View
	Modify
	Close
	Bell
	Attachments
	Alert
	Information

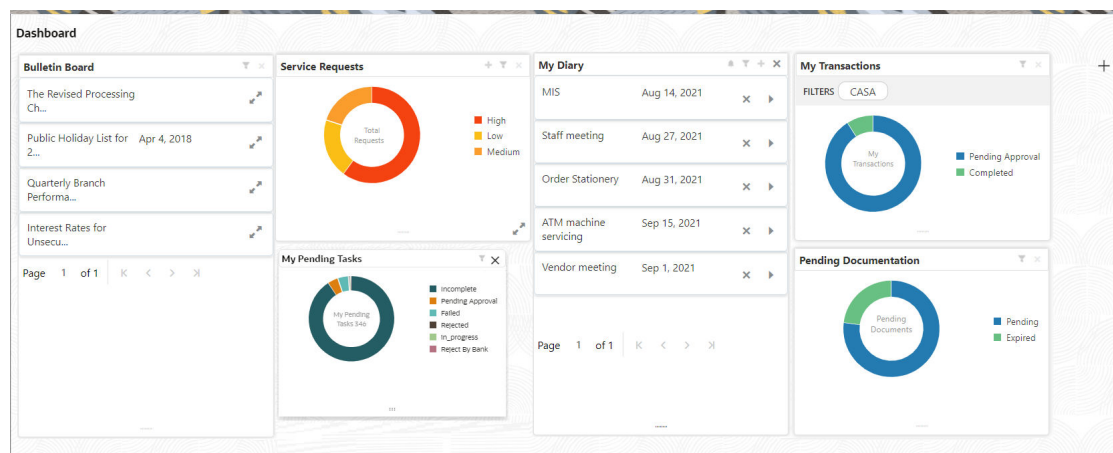
# 1

## 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

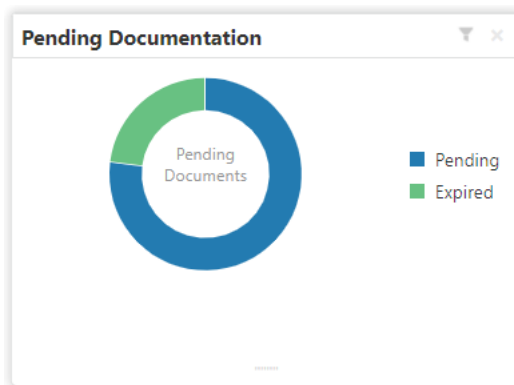
This topic describes the systematic instruction about the Pending Documentation widget in Dashboard.

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**

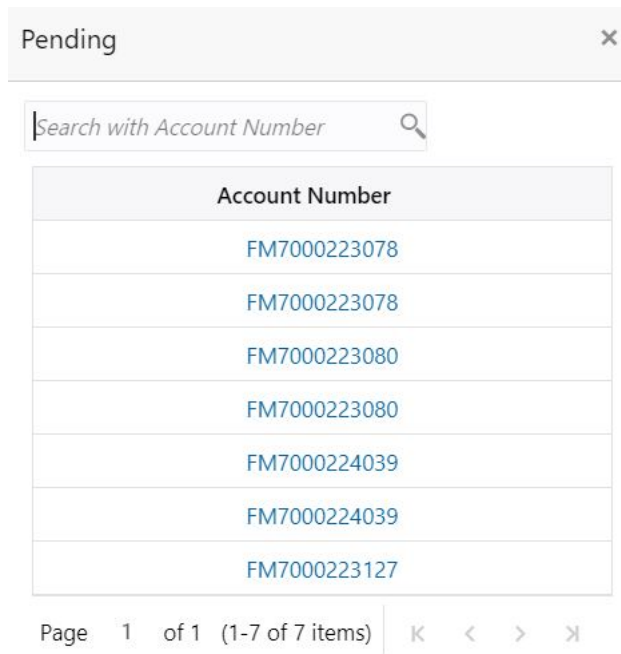


1. Hover the mouse on each section of the widget, it displays the total number of documents outstanding for each respective segment.
2. Click on a particular section of the widget.

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.

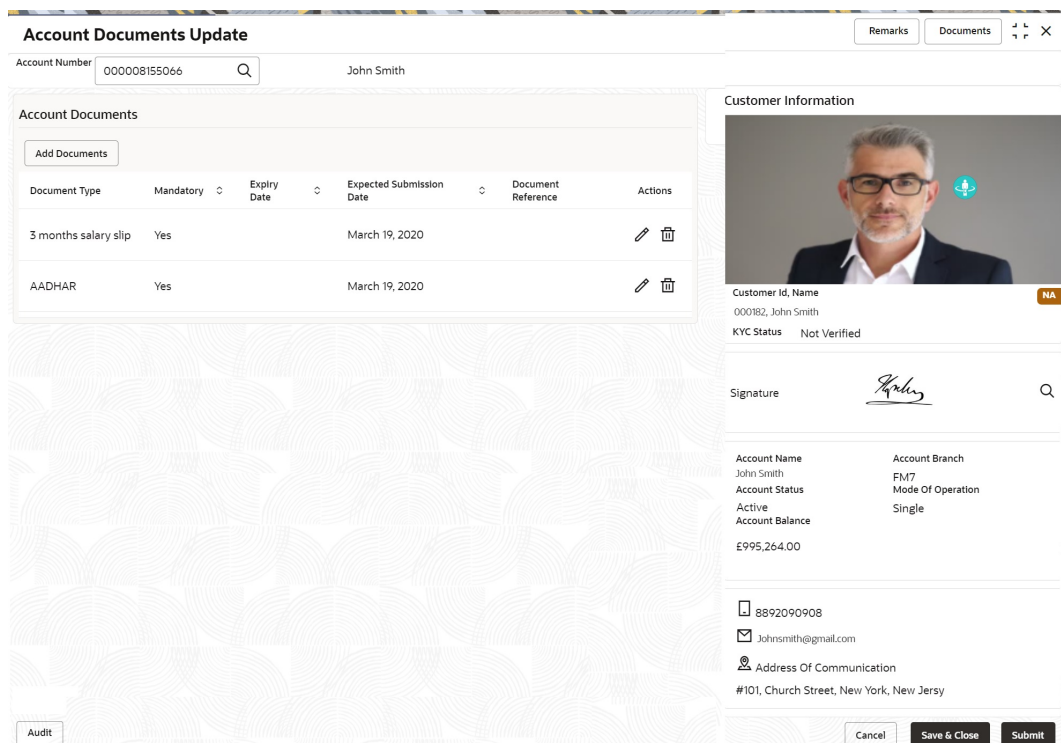
**Figure 1-3 Pending**



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

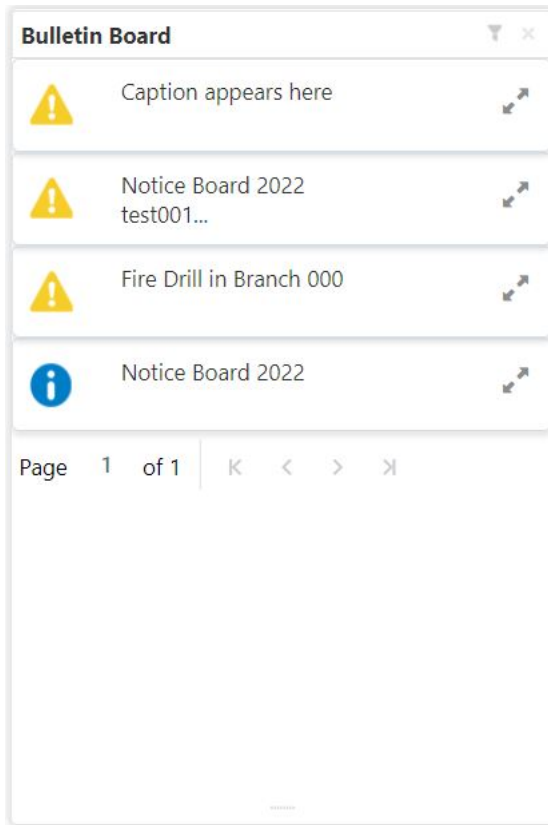
and its customers. If the bulletin message is Alert, the  icon is displayed and if


the bulletin message is information, the  icon is displayed.

The messages are:

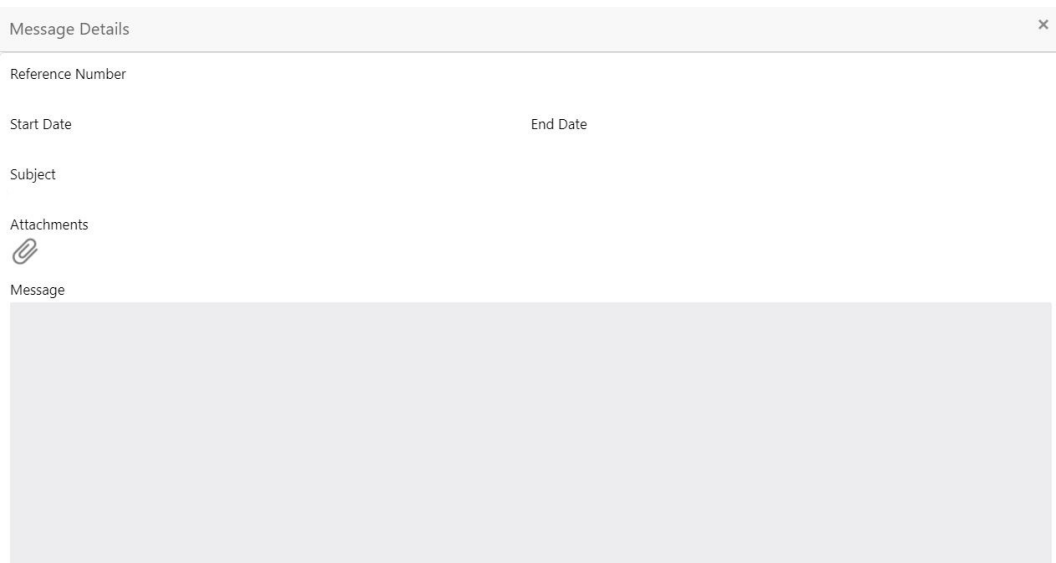
- Public news and its messages
- Bank policies and notices
- System Messages like system downtime information, network failures, etc.


**Figure 1-5 Bulletin Board**



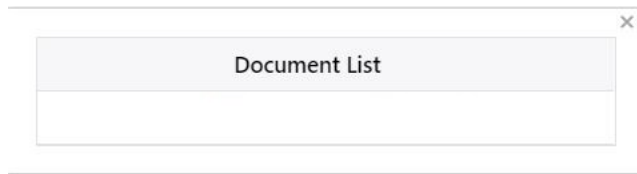
1. To view the details of the bulletin, click  icon. **Message Details** pop-up window is displayed.


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

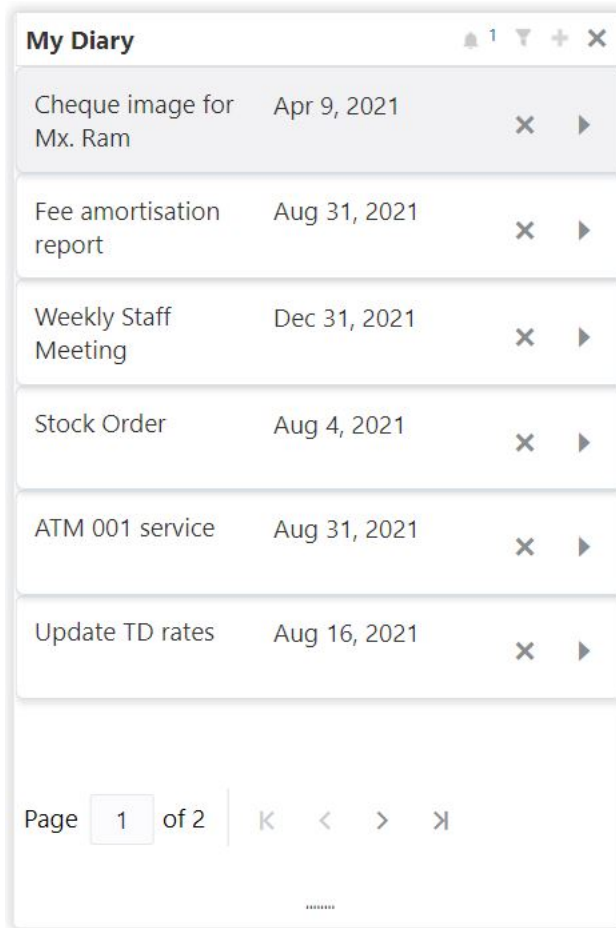
- Click the **Filter** button.  
The applied Filters will appear in the band within the widget.
- To remove the filters, click  icon and click the clear button.


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


2. The dairy event within the widget will show the Title and the End-Date. Click  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**

5. 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
<b>Title</b>	Enter an appropriate title for the diary event. When event is saved, the title appears on the widget.
<b>Message</b>	Enter details about the diary event.
<b>Reminder</b>	Click on the adjoining calendar icon and specify the reminder date.
<b>Reminder Frequency</b>	Users can define a reminder frequency for the diary event in Days, Months, or Years. By using the increment and decrement button, the frequency can be increased or decreased.
<b>End Date</b>	Click on the adjoining calendar icon and specify the End date. On this date, the event will be removed from the widget.  <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b> If the Due Date is not specified, the event remains in the widget indefinitely.</p> </div>

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

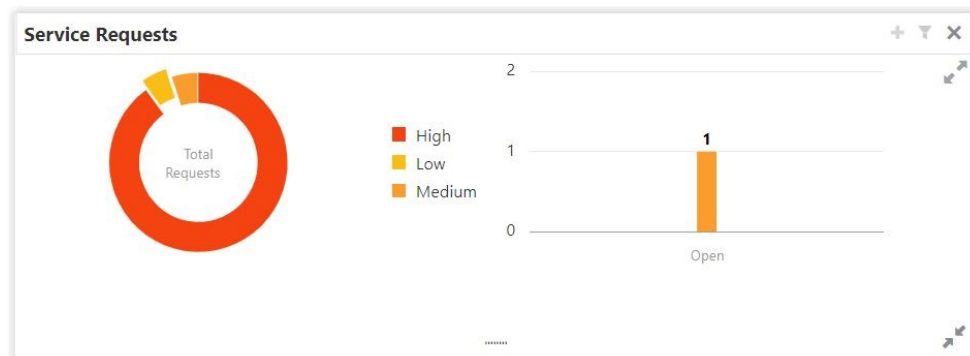
**Figure 1-11 Service Request Doughnut pop-out**





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
<b>Account Number</b>	<b>Account Number</b> is displayed based on the Customer Number selected. Alternatively, users can also enter or click the search icon to view the <b>Customer Account Details</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing the <b>Account Number</b> or <b>Account Name</b> and click the <b>Fetch</b> button. After the Account Number is selected, the system defaults the Customer Number.
<b>Service Request Type</b>	Select the service request type.
<b>Full Name</b>	Displays the full name defined at the customer record.
<b>Priority</b>	Users can select any one of the <b>Priority Type</b> from the drop-down list. The <b>Priority</b> drop-down lists the below values, <ul style="list-style-type: none"> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b> By default, the <b>Low</b> option is selected.</p> </div>
<b>Telephone</b>	Displays the telephone number defined at the customer record.
<b>Status</b>	Users can select any one of the <b>Status</b> from the drop-down list. The Status drop-down lists the below values, <ul style="list-style-type: none"> <li>• Open</li> <li>• Pending</li> <li>• Closed</li> <li>• Escalated</li> </ul>
<b>Mobile Number</b>	Displays the mobile number defined at the customer record.
<b>Service Request Date</b>	Click on the adjoining calendar icon and specify the <b>Service Request Date</b> . <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b> By default, the branch date is displayed.</p> </div>
<b>Email</b>	Display the Email ID defined at the customer record.
<b>Target Completion Date</b>	Click on the adjoining calendar icon and specify the <b>Target Completion Date</b> of the service request.
<b>Service Request Description</b>	Users can enter the description about the Service Request.

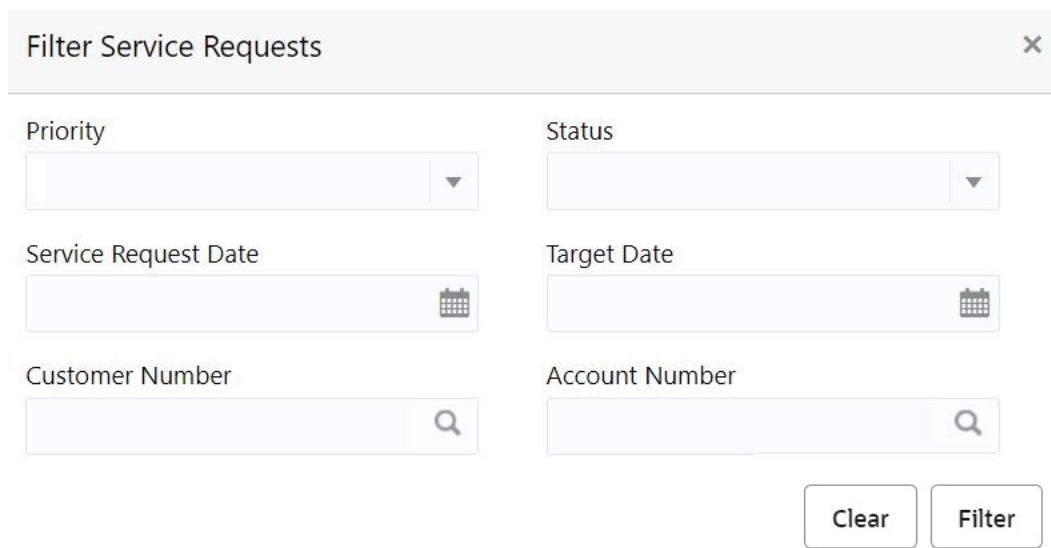
11. After entering all the details users need to click on **Save** button. The system generates a service request number and populates in the Service Request Number field & displays a success message **SR is saved successfully**. When the

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
<b>Priority</b>	Users can select any one of the <b>Priority</b> Type from the drop-down list. The Priority drop-down lists the below values, <ul style="list-style-type: none"> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>
<b>Status</b>	Users can select any one of the <b>Status</b> from the drop-down list. The Status drop-down lists the below values, <ul style="list-style-type: none"> <li>• Open</li> <li>• Pending</li> <li>• Closed</li> <li>• Escalated</li> </ul>
<b>Service Request Date</b>	Click on the adjoining calendar icon and specify the <b>Service Request Date</b> .
<b>Target Date</b>	Click on the adjoining calendar icon and specify the <b>Target Date</b> of the service request.
<b>Customer Number</b>	Enter the <b>Customer Number</b> or click the search icon to view the <b>Customer Details</b> 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 <b>Customer Number</b> or <b>Customer Name</b> and click the <b>Fetch</b> button.

**Table 1-6 (Cont.) Filter Service Requests**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Customer Account Details</b> 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 <b>Customer Number</b> , <b>Account Number</b> or <b>Account Name</b> and click the <b>Fetch</b> 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
<b>Process Name</b>	Enter the <b>Process Name</b> or click on the search icon to select the processes available under a particular sub-domain.

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

## Servicing Charge

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

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

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

To configure charge details:

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

**Figure 2-1 Charge Details**

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




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

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

**Table 2-1 Charge Details - Field Description**

Field	Description
<b>Charge Code</b>	Displays the charge code applied on the account.

Table 2-1 (Cont.) Charge Details - Field Description

Field	Description
<b>Currency</b>	Displays the currency of the charge amount.
<b>Defaulted Amount</b>	Displays the defaulted charge amount.
<b>Modified Amount</b>	Displays the modified charge amount.
<b>Charge Details</b>	<p>Displays the  icon to view more details on the charge.</p> <p><b>Note:</b> For more information, refer <a href="#">View Charge Details</a>.</p>
<b>Waiver</b>	<p>Switch to  to waive the particular charge applied on the account.</p> <p>Switch to  to retain the charges applied on the account.</p> <p><b>Note:</b> To enabled the field, you need to double click in the field.</p>
<b>Total Charge Amount in Local Currency</b>	Displays the total charge amount in local currency.
<b>Total Charge Amount in Account Currency</b>	Displays the total charge amount in account currency.

### View Charge Details

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

Figure 2-2 Charge Details

---

< >×

### Charge Details

---

Charge Code  
ADDCHR

Currency  
GBP

Charge Amount  
50

Charge in Transaction Currency  
GBP 50

Charge in Local Currency  
GBP 50

Basis  
TXNAMT

Minimum Charge  
5

Maximum Charge  
100

Pricing Rule ID  
PRCRULE300318\_0000003002

Credit Account  
313300010

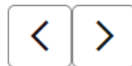
Debit Account  
DR\_LEG

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


**Table 2-2 View Charge Details - Field Description**

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

- If there are multiple charges applied on the account, you can click the



icon to move forward or backward, to view the details of a specific charge code.

2. Click , to close the section.



# 3

## Customer Information


As you specify or select the account number in a screen, the Customer Information is displayed in a widget, to the right of a screen.

**To view the customer information:**

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

Figure 3-1 Customer Information

### Customer Information




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


**KYC Status**    Not Verified

NA

---

**Signature**








---

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

---

 8892090908


 Johnsmith@gmail.com

 **Address Of Communication**

#101, Church Street, New York, New Jersey

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

Table 3-1 Customer Information - Field Description

Field	Description
<Image>	Displays the customer's image.
Customer Id, Name	Displays the unique customer ID and name for the account number specified.
KYC Status	Displays the current KYC status of the account.
Signature	Displays the customer's signature.
Account Name	Displays the account holder's name.
Account Branch	Displays the account holder's branch.
Account Status	<p>Displays the current status of the account.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Account status is displayed as Active, Inactive, Frozen, or Dormant based on account status. Following status is displayed when there are combination of account status:</p> <ul style="list-style-type: none"> <li>• If the account is frozen and Dormant, then the status is displayed as Frozen.</li> <li>• If the account is Inactive and Frozen, then the status is displayed as Inactive.</li> </ul> </div>
Mode of Operation	Displays the account's mode of operation.
Account Balance	Displays the total account available.
<Phone Number>	Displays the customer's phone number.
<Email ID>	Displays the customer's email ID.
Address of Communication	Displays the complete address of the customer.

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

# 4

## Account View

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

This topic contains the following subtopics:

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

### 4.1 Account 360

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

**To view the 360 account details:**



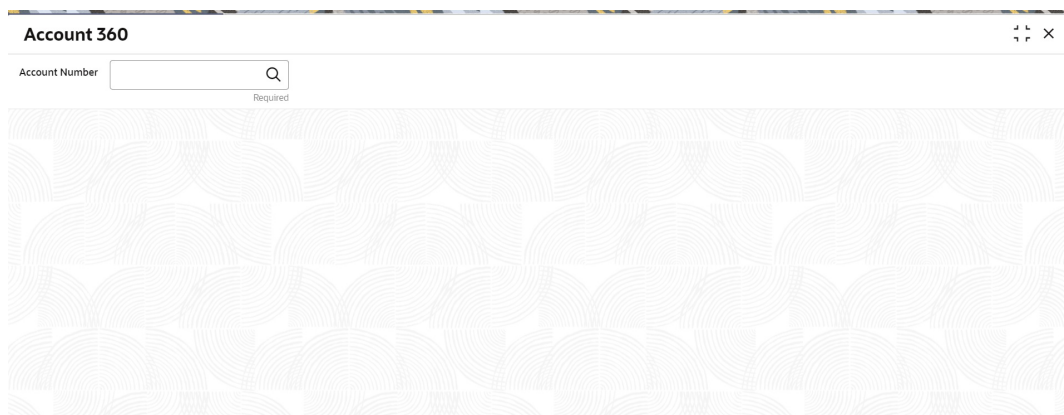
#### Note:

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

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

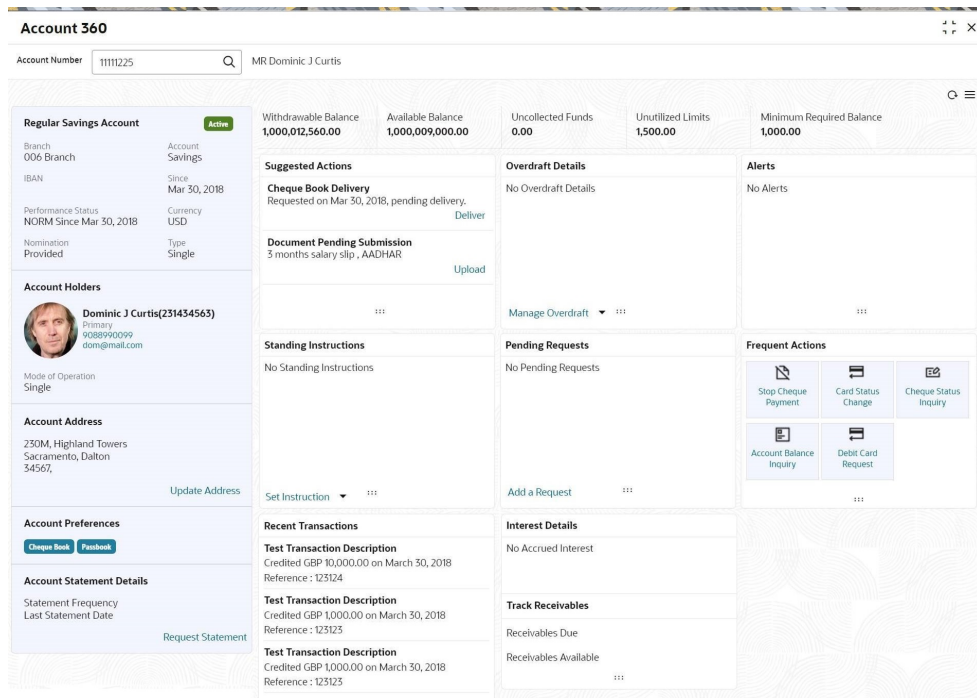
The **Account 360** screen is displayed.

**Figure 4-1 Account 360**



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


Figure 4-2 Account 360 Details for Active Account





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

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

Table 4-1 Account 360 - Field Description

Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></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.

### 4.1.1 Account Balance

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

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

- Withdrawable Balance
- Available Balance
- Uncollected Fund
- Unutilized Limits
- Minimum Required Balance

**Figure 4-3 Account Balance**

Withdrawable Balance	Available Balance	Uncollected Funds	Unutilized Limits	Minimum Required Balance
1,000,012,560.00	1,000,009,000.00	0.00	1,500.00	1,000.00

## 4.1.2 Account Information

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

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

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

Figure 4-4 Account Information

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

 **Note:**

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

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

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

### 4.1.3 Account Holder Details

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

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

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



Figure 4-5 Account Holder



## 4.1.4 Account Details

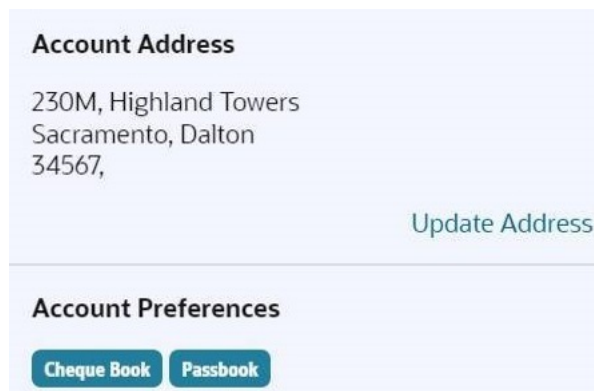
This topic helps the user to know the Account Address details and facilities enabled to the account.

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

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

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

Figure 4-6 Account Details



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

**Note:**

Fore 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

## 4.1.5 Account Statement Details

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

The below account statement details are displayed:

- Account Statement Frequency and Cycle
- Last Statement Date

**Figure 4-7 Account Statement Details**



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

**Note:**

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

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

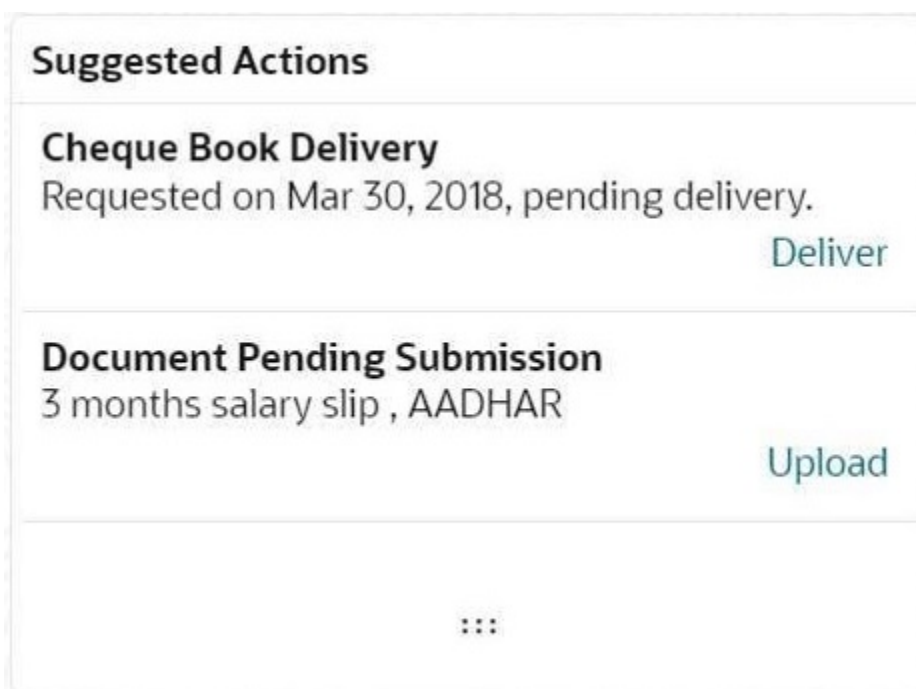
- Period
- Date Range

## 4.1.6 Suggested Actions


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

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

**Figure 4-8 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.
2. Click  icon on the **Suggested Actions** pop-up window.  
The view all display is closed.
3. On the **Suggested Actions** widget, the below cases are displayed. If no suggested actions are displayed, the system displays the message as **No Suggested Actions**.

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

Table 4-2 Suggested Actions - Field Description

Field	Description
<b>Deliver Cheque Book</b>	<p>Displayed, if any cheque book delivery is pending for the account at branch. To deliver the cheque book, click on <b>Deliver</b> button, and the <b>Cheque Book Status</b> 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>
<b>Renew Debit Card</b>	<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 <b>Renew</b> button, and the <b>Debit Card Request</b> 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>
<b>Request Cheque Book</b>	<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 <b>Request</b> button, and the <b>Cheque Book Request</b> screen is launched.</p> <p>For example, Unused leaves are 5.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The pending cheque leaves consider unused, stopped, and rejected cheques. It excludes canceled and used cheques.</p> </div>
<b>Document Expiring</b>	<p>Displayed, if any document attached to the account is getting expired in a specified number of days defined at the Account 360 parameter. By default, the number of days is <b>30</b> and can modify the value. To upload the new document, click on the <b>Upload</b> button, and the <b>Account Documents Update</b> screen is launched.</p> <p>The system displays the message with the document name and expiry date.</p> <p>For example, DRIVING LICENSE expiring on Feb 25, 2022.</p>
<b>Document Pending Submission</b>	<p>Displayed, if any document is pending for submission. To upload the new document, click on the <b>Upload</b> button, and the <b>Account Documents Update</b> screen is launched.</p> <p>For example, AADHAR or PAN or Driving License.</p>
<b>Activate Dormant Account</b>	<p>Displayed, if the account status is dormant. To activate the dormant account, click on the <b>Activate</b> button, and the <b>Activate Dormant Account</b> screen is launched.</p> <p>The system displays the message with a dormant date.</p> <p>For example: Dormant since Jan 10, 2022.</p>

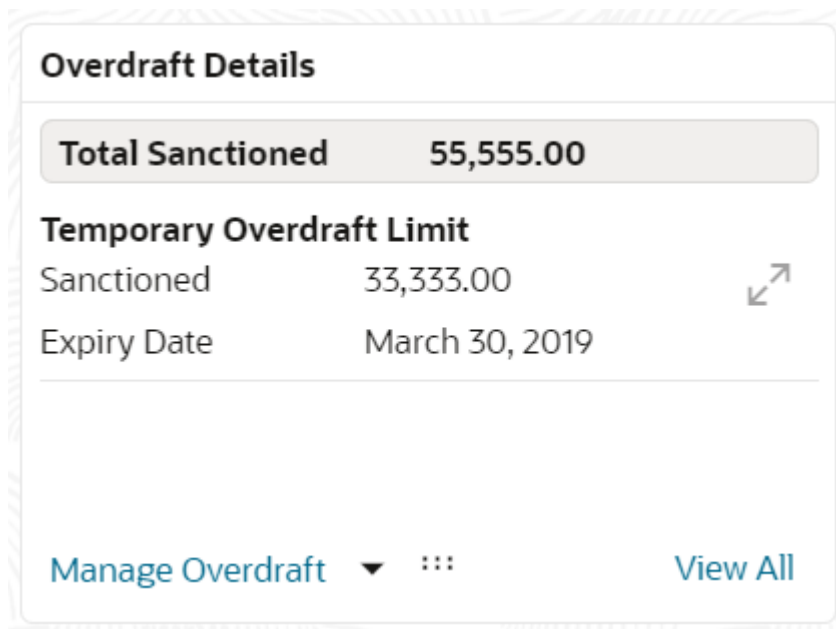
## 4.1.7 Overdraft Details

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 4-9 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.


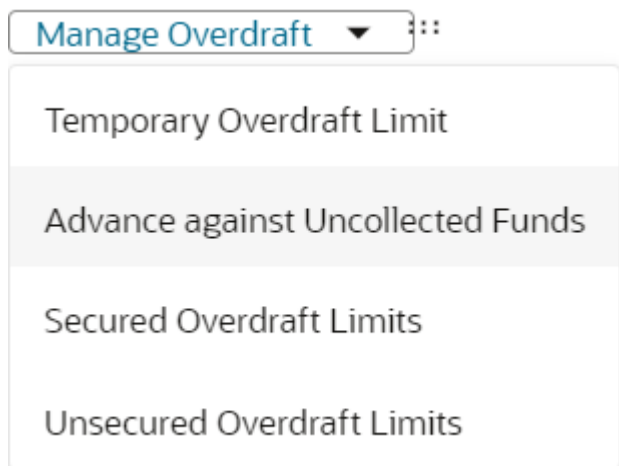
- To view all limits, click on **View All** button.  
**Overdraft Limits** pop-up window is displayed.
- On the **Overdraft Details** widget, click  icon, to view or modify the limit details.  
Related limit screen is displayed and user can modify the details.
- To link new limits for an account, click **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 4-10 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.

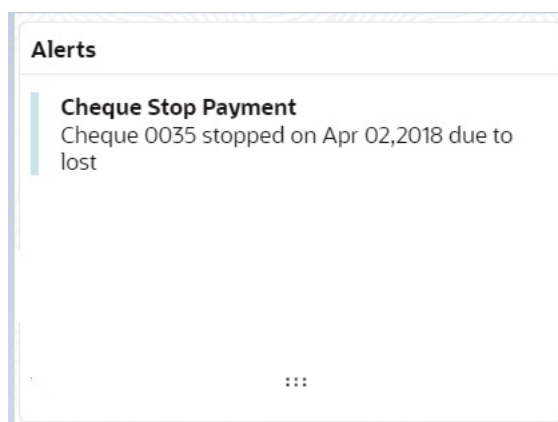
## 4.1.8 Alerts


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 4-11 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  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 4-3 Alerts - Field Description

Alerts	Description
<b>Cheque Stop Payment</b>	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.
<b>Debit Card Blocked</b>	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.
<b>Cheque Rejected</b>	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.
<b>Amount Block</b>	Displayed if any active amount is blocked on the account. The alert message displays the Blocked amount, Date, and Block reason details. For example, GBP 10,000.00 blocked on Dec 10, 2021, due to legal notice.
<b>Memo</b>	Displayed if any active memo is maintained for the account. The memo message is displayed in the alert.
<b>Debit Restricted</b>	Displayed if any debit restriction is there for the account.
<b>Credit Restricted</b>	Displayed if any credit restriction is there on the account.
<b>Debit Override</b>	Displayed if any debit override is there on the account.
<b>Credit Override</b>	Displayed if any credit override is there on the account.

## 4.1.9 Standing Instructions

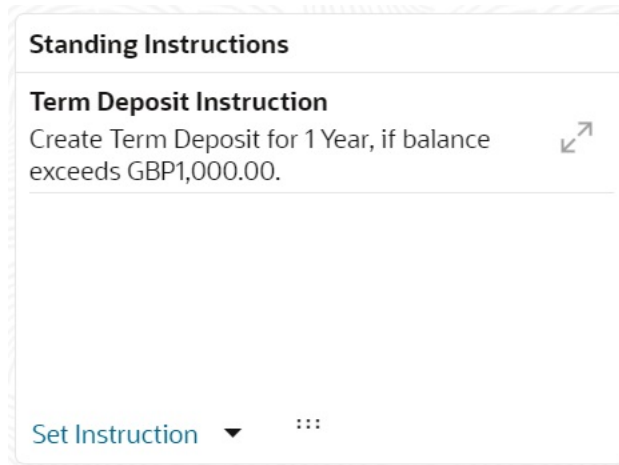
This topic describes the systematic instruction about the Standing Instructions in Account 360 screen. The Standing Instructions widget helps the user to view or modify the existing standing instruction details.


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 4-12 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 4-4 Standing Instructions - Types - Field Description**

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

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

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

### 4.1.10 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 4-13 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 4-5 Pending Request - Field Description

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

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

**Figure 4-14 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.

### 4.1.11 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 4-15 Recent Transactions**

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

...

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.

## 4.1.12 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 4-16 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.

### 4.1.13 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 4-17 Frequent Actions**

Frequent Actions		
 Stop Cheque Payment	 Card Status Change	 Cheque Status Inquiry
 Account Balance Inquiry	 Debit Card Request	
:::		

**Note:**

A maximum of 6 transactions are allowed for frequent actions.

Users can configure the frequently used account servicing transactions screens.

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



**Note:**

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

# 5

## Maintenance

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

This topic contains the following subtopics:

- [Account Address Update](#)  
This topic describes the systematic instruction about Account Address Update. While entering the account number, the system displays the current address details of the account and the user can modify these details.
- [Account Documents Update](#)  
You can view, update, or delete documents submitted by the customer against document types specified for the account class using the **Account Documents Update** screen.
- [Joint Holder Maintenance](#)  
You can either add joint holders for the first time or modify the existing joint holder relationship using this screen.
- [Nominee Details Update](#)  
You can modify the existing nominee details, add a new nominee, and delete the existing nominee details added to the CASA account using this screen.
- [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.
- [Account Preferences](#)  
You can set or modify the preferences for the CASA account using this screen.
- [Memo Maintenance](#)  
This topic describes the systematic instruction to maintain the Memo instructions against the Current and Savings Account or Deposit Account.
- [Bulletin Board Maintenance](#)  
This topic helps you to create, view, modify or delete the bulletin messages.

### 5.1 Account Address Update

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

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

**To update the account address:**



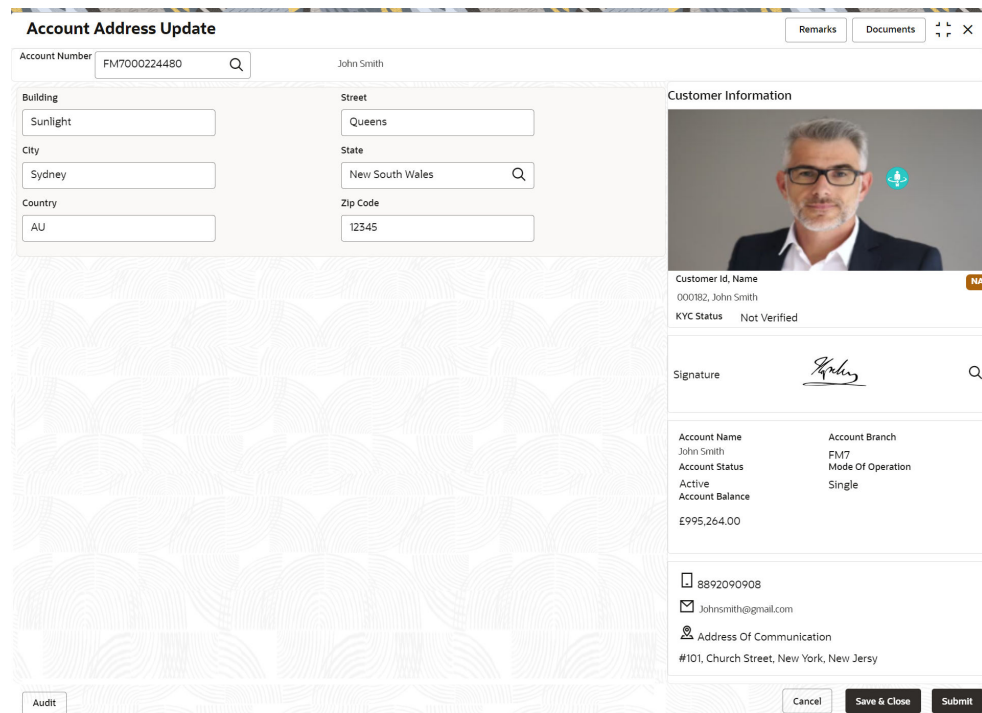
 **Note:**

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

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

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

**Figure 5-1 Account Address Update**



**Account Address Update** [Remarks] [Documents] [Close]

Account Number: FM7000224480 [Search] John Smith

Building Sunlight	Street Queens
City Sydney	State New South Wales [Search]
Country AU	Zip Code 12345

**Customer Information**

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

KYC Status: Not Verified

Signature: [Signature]


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

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

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

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

Table 5-1 Account Address Update - Field Description

Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>The Account Name is displayed adjacent to this field as the account number is selected.</li> <li>The customer information is also displayed to the left of the screen.</li> </ul> </div>
<b>Building</b>	Current <b>Building</b> details will be displayed and the user can modify the details.
<b>Street</b>	Current <b>Street</b> details will be displayed and the user can modify the details.
<b>City</b>	Current <b>City</b> details will be displayed and the user can modify the details.
<b>State</b>	Specify the current State or click the search icon, select the state from the list of values displayed.
<b>Country</b>	By default, the country is displayed in this field once you select the State.
<b>Zip Code</b>	The current <b>Zip code</b> will be displayed, and the user can modify it.

3. Click **Submit**.

The screen is successfully submitted for authorization.

## 5.2 Account Documents Update

You can view, update, or delete documents submitted by the customer against document types specified for the account class using the **Account Documents Update** screen.


**To update the documents for the account:**

 **Note:**

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

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.

Figure 5-2 Account Documents Update

 **Note:**  
After the Account Number is selected, the system displays the available documents in the Account Documents section.

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

Table 5-2 Account Documents Update - Field Description




Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• The Account Name is displayed adjacent to this field as the account number is selected.</li> <li>• The customer information is also displayed to the left of the screen.</li> </ul>

Table 5-2 (Cont.) Account Documents Update - Field Description

Field	Description
<b>Account Documents</b>	This section displays the available documents.
<b>Document Type</b>	Displays the document type added for the account.
<b>Mandatory</b>	Displays whether the documents are of mandatory type.
<b>Expiry Date</b>	Displays the expiry date for the documents.
<b>Expected Submission Date</b>	Displays the expected submission date of the document.
<b>Document Reference</b>	Displays the document reference number.
<b>Actions</b>	Displays the following icons: <ul style="list-style-type: none"><li> : Click to edit the document details. For more information, refer <a href="#">Edit Documents</a>.</li><li> : Click to delete the attached document.</li></ul>

- **To add a document:**
  - a. In the **Account Documents** section, click **Add Documents**.  
The **Account Documents** section is displayed.

Figure 5-3 Add Account Documents

### Account Documents ✕

Document Type  
BANK STATEMENT ▼

Mandatory  
No

Expiry Date  
June 30, 2023 📅

Expected Submission Date  
June 30, 2022 📅

#### Upload

Bank Statement.png

#### Attachments

**Drag and Drop**  
Select a file or drop one here.

Acceptable File types: PDF, JPEG, PNG





Cancel
Add Another
Add Documents

- b. In the **Account Documents** section, maintain the required details. For more information on fields, refer to the field description table.

Table 5-3 Add Account Documents - Field Description

Field	Description
Document Type	Select the type of document to be added to the account.

Table 5-3 (Cont.) Add Account Documents - Field Description


Field	Description
<b>Mandatory</b>	Displays whether the document is mandatory.  <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> By default, the field displays the value as <b>No</b>.</p> </div>
<b>Expiry Date</b>	Select or specify the expiry date of the document.
<b>Expected Submission Date</b>	Select or specify the expected submission date of the document, if the document is not submitted while adding the details.
<b>Upload</b>	Displays the documents uploaded.  <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>– The uploaded document name appears as link. You can click and view the documents.</li> <li>– To remove the added document, click the  icon.</li> </ul> </div>
<b>Attachments</b>	Click to Drag and Drop box to upload the document.  <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> You can upload only PDF, JPEG, and PNG document format.</p> </div>

c. Click **Add Documents**.

The documents are added successfully and displayed in the **Account Documents** section.

- To add more documents, you can click **Add Another**.

• **To edit the documents:**

- a. In the **Account Documents** section, click the  icon, from the **Actions** field.

The **Account Documents** section is displayed.

Figure 5-4 Edit Account Documents

### Account Documents

Document Type	PASSPORT	▼
Mandatory	Yes	
Expiry Date	<input type="text"/>	
Expected Submission Date	April 3, 2020	

### Upload

#### Attachments

**Drag and Drop**  
Select a file or drop one here.

Acceptable File types: PDF, JPEG, PNG

- b. For information on the fields, refer [Add Documents Field Description](#), as the fields are same.
  - c. Click **Save**.
3. Click **Submit**.

The screen is successfully submitted for authorization.

## 5.3 Joint Holder Maintenance

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

The Joint Holder can be a Guarantor, Authorized Signatory, Power of Attorney, and so on. A customer can be the sole or joint owner of a CASA account. The joint accounts

are accounts that are shared between two or more individuals. They can be operated either singly or jointly.

**To maintain joint holder details:**



**Note:**


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

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

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

**Figure 5-5 Joint Holder Maintenance**

The screenshot shows the 'Joint Holder Maintenance' interface. At the top, there's a title bar with 'Remarks' and 'Documents' buttons. Below it is an 'Account Number' input field with a search icon and a 'Required' label. The main area contains the instruction 'To maintain joint holder details, enter the account number.' and a 'No Customer Selected' message with a person icon. At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.

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

The details are displayed in the screen.



**Figure 5-6 Joint Holder Details**

The screenshot displays the 'Joint Holder Maintenance' application. At the top, there's a search bar for 'Account Number' with the value '00008155383' and a search icon. Below this, the 'Primary Holder' is identified as 'John Gilbert Ben(008155)' and the 'Mode Of Operation' is set to 'Single'. A section titled 'Joint Holder Details' contains a table with columns for 'Customer Number', 'Customer Name', 'Joint Holder Type', 'Start Date', 'End Date', and 'Actions'. The table is currently empty, showing 'No data to display.' To the right, the 'Customer Information' panel features a profile picture of a man with glasses, a signature, and various account details including 'Customer Id, Name', 'KYC Status', 'Account Name', 'Account Branch', 'Account Status', 'Active', 'Account Balance', and 'Address Of Communication'. At the bottom of the interface, there are buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit'.

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

**Table 5-4 Joint Holder Maintenance – Field Description**





Field	Description
<b>Account Number</b>	<p>Click the  icon and select the account number or specify the account number to maintain the joint holder details.</p> <div style="background-color: #e6f2ff; padding: 10px; border: 1px solid #c6e2ff;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>The customer information is displayed at the right of the screen.</li> </ul> </div>
<b>Amount Name</b>	Displays the name of the account holder for the selected account number.
<b>Primary Holder</b>	Displays the name of the primary holder of the CASA account.
<b>Mode of Operation</b>	<p>Specify the mode of operation. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Single</b></li> <li>• <b>Jointly</b></li> <li>• <b>Either Anyone or Survivor</b></li> <li>• <b>Former or Survivor</b></li> <li>• <b>Mandate Holder</b></li> </ul>

Table 5-4 (Cont.) Joint Holder Maintenance – Field Description

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

4. Click **Submit**.

The screen is successfully submitted for authorization.

- [Maintain Joint Holder Details](#)

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

### 5.3.1 Maintain Joint Holder Details

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

**To maintain the joint holder details:**

1. From the **Joint Holder Maintenance** screen, perform any of the following actions as required:

- **Add Joint Holder**

- Select the **Jointly** option from the **Mode of Operation** field.
- In the **Joint Holder Details** section, click **Add Joint Holder**.

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

**Figure 5-7 Add Joint Holder Details**

**Add Joint Holder Details**

Customer Number  
001671

Customer Name  
Jessica J Jacob

Joint Holder Type  
Joint And First

Start Date  
02 Jun 2022

End Date  
02 Jun 2023

Cancel Add Another Add

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

**Table 5-5 Add Joint Holder – Field Description**

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



- d. Click **Add**.
  - You can add multiple joint holders to the account by clicking **Add Another**.

The added joint holder details are displayed in the **Joint Holder Details** section.

Figure 5-8 Joint Holder Details

**Joint Holder Details**

Add Joint Holder

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

- **Edit Joint Holder Details**



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

Figure 5-9 Edit Joint Holder Details

**Edit Joint Holder Details**


Customer Number

001671 


Customer Name

Jessica J Jacob


Joint Holder Type

Joint And First 

Start Date

02 Jun 2022 

End Date

02 Jun 2023 

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

## 5.4 Nominee Details Update

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

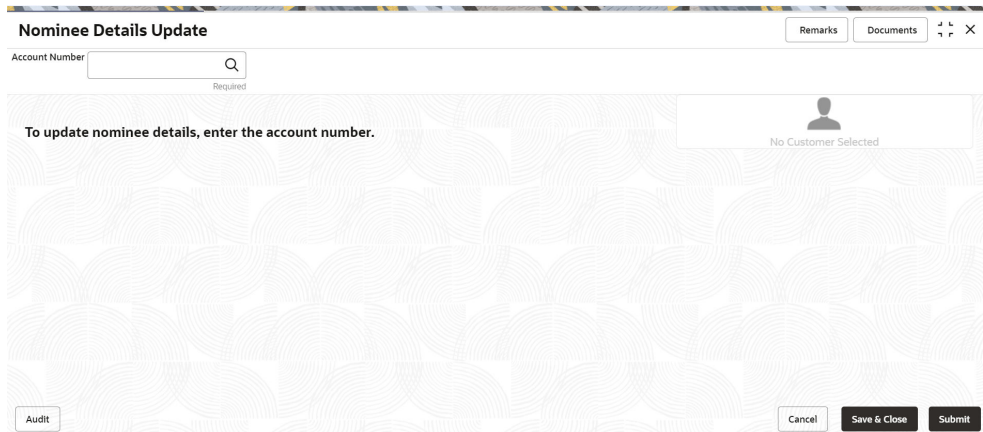
**To update nominee details:**


 **Note:**

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

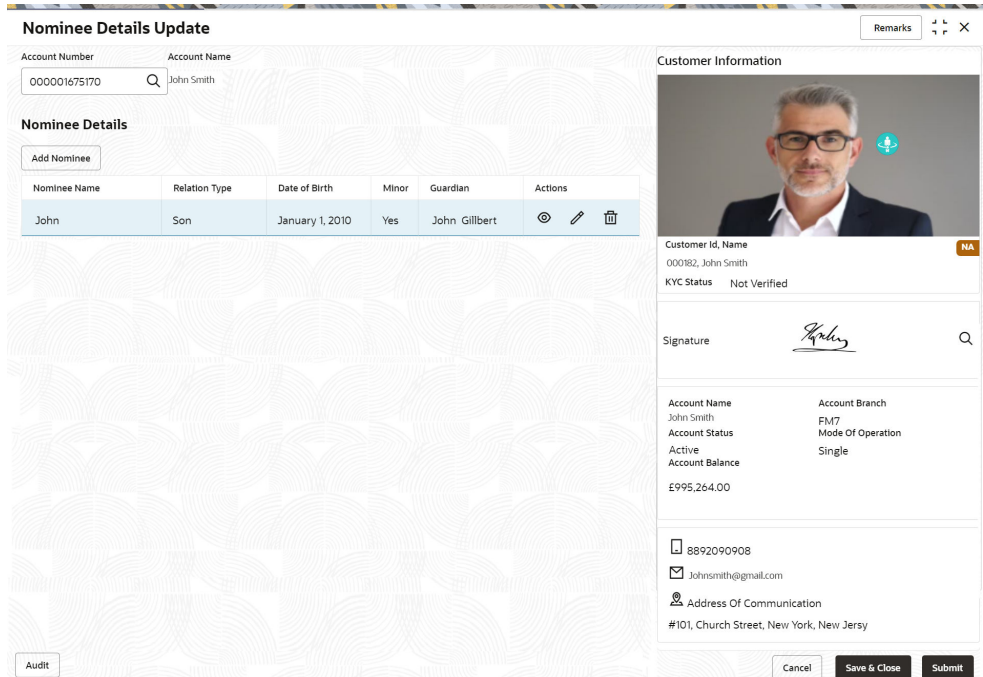
1. On the **Homepage**, from the **Account Services** mega menu, under **Maintenance**, click **Nominee** or specify **Nominee** in the search icon bar and select the screen. The **Nominee Details Update** screen is displayed.

**Figure 5-10 Nominee Details Update**







2. Click the  icon or specify the account number in the **Account Number** field, and press **Enter** or **Tab**. The details are displayed in the screen.

**Figure 5-11 Nominee Details**



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

**Table 5-6 Nominee Details Update – Field Description**

Field	Description
<b>Account Number</b>	<p>Click the  icon and select the account number or specify the account number to update the nominee details.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>The customer information is displayed at the right of the screen.</li> </ul>
<b>Amount Name</b>	Displays the name of the account holder for the selected account number.
<b>Nominee Details</b>	<p>This section displays the details of the nominee added to the CASA account.</p> <p><b>Note:</b></p> <p>For information on adding a nominee, refer <a href="#">Add Nominee</a>.</p>
<b>Nominee Name</b>	Displays the name of the nominee added.
<b>Relation Type</b>	Displays the relationship of the nominee.
<b>Date of Birth</b>	Displays the nominee's date of birth.
<b>Minor</b>	Displays whether the nominee is a minor.
<b>Guardian</b>	Displays the name of the guardian, if the nominee is a minor.
<b>Actions</b>	<p>Displays the following icons to perform the action:</p> <ul style="list-style-type: none"> <li> : For information on this action, refer <a href="#">View Nominee Details</a>.</li> <li> : For information on this action, refer <a href="#">Edit Nominee Details</a>.</li> <li></li> </ul> <p>: If you click this icon, then a confirmation message is displayed that the nominee details will not be recovered. To proceed with deletion, you need to click <b>Delete</b>.</p>

- Click **Submit**.  
The screen is successfully submitted for authorization.
- [Add Nominee](#)  
You can add a nominee to a CASA account.

- [View Nominee Details](#)  
You can view the details of the nominee added to a CASA account.
- [Edit Nominee Details](#)  
You can edit the nominee details that are already added to a CASA account.

## 5.4.1 Add Nominee

You can add a nominee to a CASA account.

**To add a nominee:**

1. In the **Nominee Details** section, click **Add Nominee**.  
The **Add Nominee** section is displayed.

**Figure 5-12 Add Nominee**

The screenshot displays the 'Add Nominee' form, which is divided into two main sections: 'Nominee Details' and 'Address Details'.

**Nominee Details**

Customer ID	001920	Relation Type	Daughter
First Name	Jessica	Minor	Yes
Date of Birth	November 1, 2000		



**Address Details**

Default Account Address:

Building	Sunshine	Street	Dove
City	Sydney	State	NSW
Country	AU	Zip Code	000012

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

**Table 5-7 Add Nominee – Field Description**

Field	Description
<b>Nominee Details</b>	This section displays the fields for capturing the basic nominee details.
<b>Customer ID</b>	Select or specify the customer ID to be added as a nominee.
<b>Relationship Type</b>	Select the relationship type with the nominee.
<b>Title</b>	Select a title for the nominee.
<b>First Name</b>	Specify the nominee's first name.
<b>Date of Birth</b>	Select or specify the nominee's date of birth.
<b>Minor</b>	Displays whether the added nominee is a minor based on the date of birth selected or specified.
<b>Address Details</b>	This section displays the fields to capture the nominee's address.
<b>Default Account Address</b>	<p>Switch to  to default the account address specified.</p> <p>Switch to  to not to default the account address specified.</p>
<b>Building</b>	Specify the building of the nominee.
<b>Street</b>	Specify the street of the nominee.
<b>City</b>	Specify the city of the nominee.
<b>State</b>	Specify the state of the nominee.
<b>Country</b>	Select or specify the country of the nominee.
<b>Zip Code</b>	Specify the zip code of the nominee.

- If the added nominee is a minor, you need to add the guardian details:



Figure 5-13 Guardian Details

### Guardian Details

Customer ID

Relation Type

Title

First Name

Middle Name

Last Name

### Address Details

Default Address

Building

Street

City

State

Country

Zip Code

### Contact Details

Mobile Number

Email ID

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

Table 5-8 Guardian Details – Field Description

Field	Description
<b>Customer ID</b>	Select or specify the customer ID to be added as a guardian.
<b>Relationship Type</b>	Select the relationship type with the guardian.
<b>Title</b>	Select a title for the guardian.
<b>First Name</b>	Specify the guardian's first name.
<b>Middle Name</b>	Specify the guardian's middle name.
<b>Last Name</b>	Specify the guardian's last name.
<b>Address Details</b>	This section displays the fields to capture the guardian's address details.
<b>Default Address</b>	Select the default address for the guardian. The options are: <ul style="list-style-type: none"> <li>– <b>Nominee</b></li> <li>– <b>Account</b></li> </ul>
<b>Building</b>	Specify the building of the guardian.
<b>Street</b>	Specify the street of the guardian.
<b>City</b>	Specify the city of the guardian.

**Table 5-8 (Cont.) Guardian Details – Field Description**

Field	Description
<b>State</b>	Specify the state of the guardian.
<b>Country</b>	Select or specify the country of the guardian.
<b>Zip Code</b>	Specify the zip code of the guardian.
<b>Contact Details</b>	This section displays the fields to capture the contact details.
<b>Mobile Number</b>	Specify the mobile number of the guardian.
<b>Email ID</b>	Specify the email ID number of the guardian.

3. Click **Add Nominee**.


- To add another nominee, you can click **Add Another**.

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

**Figure 5-14 Nominee Details**

**Nominee Details**

Add Nominee

Nominee Name	Relation Type	Date of Birth	Minor	Guardian	Actions
MR Jessica J Jacob	Daughter	May 1, 2010	Yes	Mary John	  


4. Click **Submit**.

The screen is successfully submitted for authorization.

## 5.4.2 View Nominee Details

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

**To view the nominee details:**

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

**Figure 5-15 View Nominee Details - Personal**

### Nominee Details

**Personal Details**
Guardian Details

---

<p>Nominee Name Mr. Jessica J Jacob</p> <p>Possession (%)</p> <p>Minor Yes</p> <p>Email ID</p>	<p>Relation Type Daughter</p> <p>Date of Birth May 1, 2010</p> <p>Mobile Number</p> <p>Address Sunshine, Dove, Sydney, NSW, AU, 00001</p>
--	---

Close

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

**Table 5-9 Nominee Details - Personal Details – Field Description**

Field	Description
<b>Personal Details</b>	This section displays the personal details of the nominee.
<b>Nominee Name</b>	Displays the nominee name.
<b>Possession (%)</b>	Displays the percentage of possession to the nominee.
<b>Date of Birth</b>	Displays the nominee's date of birth.
<b>Minor</b>	Displays whether the added nominee is a minor.
<b>Mobile Number</b>	Displays the nominee's mobile number.
<b>Email ID</b>	Displays whether the email ID of the nominee.
<b>Address</b>	Displays the complete address of the nominee.

**Figure 5-16 View Nominee Details - Guardian**

### Nominee Details

Personal Details
**Guardian Details**

---

Guardian Name  
Mary John

Mobile Number  
3344455577

Address  
Sunshine, Dove,  
Sydney, NSW, AU,  
00001

Relation Type  
Mother

Email  
a@b.com

Close

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

**Table 5-10 Nominee Details - Guardian Details – Field Description**


Field	Description
<b>Guardian Details</b>	This tab displays the guardian details.  <div style="border-left: 2px solid #0070c0; border-right: 2px solid #0070c0; border-bottom: 2px solid #0070c0; padding: 5px; background-color: #e6f2ff;"> <b>Note:</b>                      This tab is displayed if the added nominee is a minor.                 </div>
<b>Guardian Name</b>	Displays the name of the guardian.
<b>Relation Type</b>	Displays the type of relationship with nominee.
<b>Mobile Number</b>	Displays the guardian's mobile number.
<b>Email ID</b>	Displays whether the email ID of the guardian.
<b>Address</b>	Displays the guardian's address.

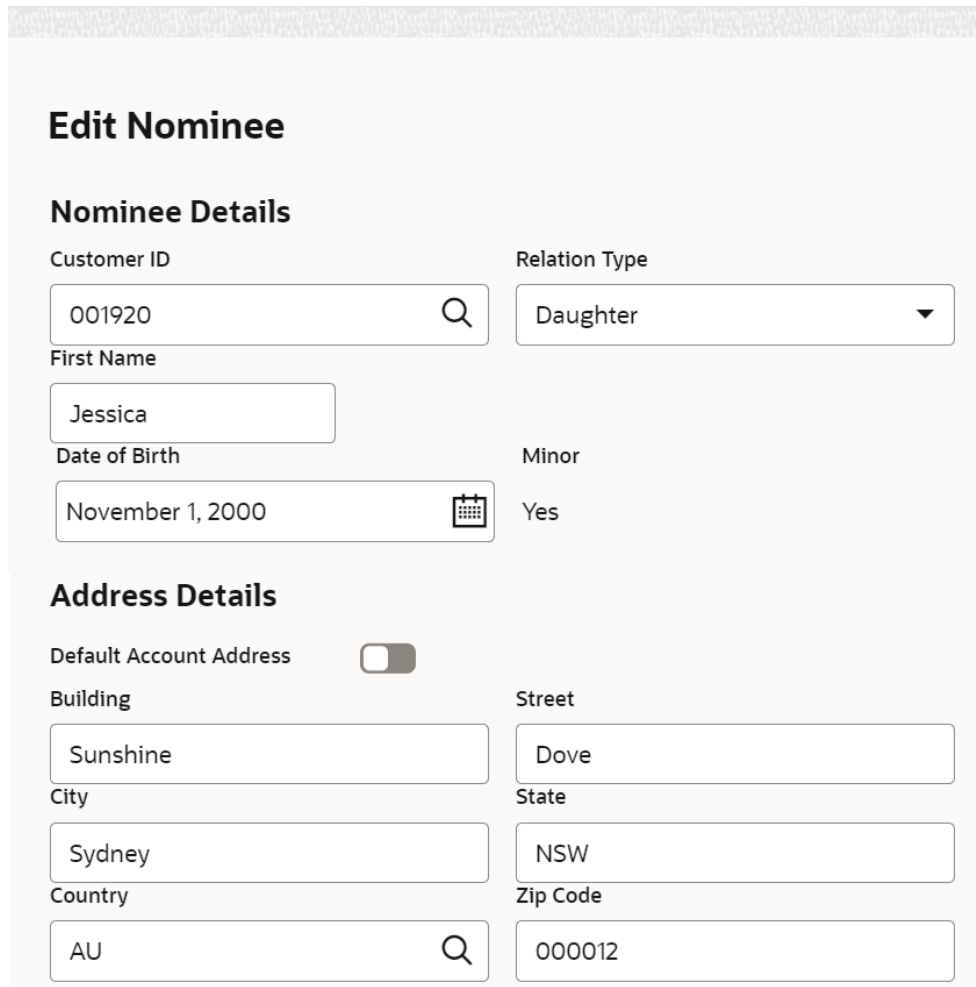
3. Click **Close**.

### 5.4.3 Edit Nominee Details

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

**To edit a nominee:**

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

**Figure 5-17 Edit Nominee**

**Edit Nominee**

**Nominee Details**

Customer ID: 001920

Relation Type: Daughter

First Name: Jessica

Date of Birth: November 1, 2000

Minor: Yes

**Address Details**

Default Account Address:

Building: Sunshine

Street: Dove

City: Sydney

State: NSW

Country: AU

Zip Code: 000012

2. For information on fields and description, refer [Add Nominee](#), as the fields in the **Add Nominee** section are same.
3. Click **Save**.

## 5.5 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.

**To change primary party:**

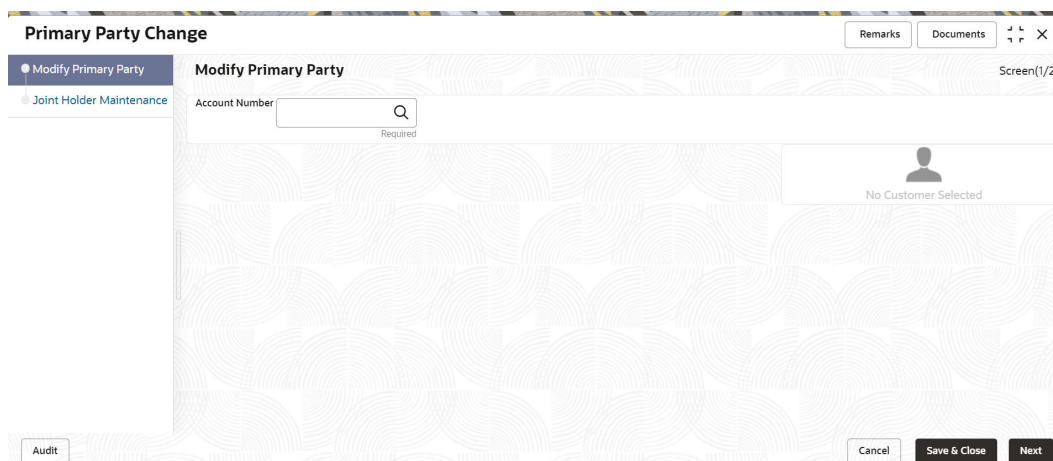
 **Note:**

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

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.

**Figure 5-18 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 5-11 Primary Party Change - Field Description**

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

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

Figure 5-19 Primary Party Change - Joint Account Holder

The screenshot shows the 'Primary Party Change' interface. At the top, there are tabs for 'Remarks' and 'Documents'. The main title is 'Modify Primary Party' with a sub-tab 'Joint Holder Maintenance'. The account number is 'FM7000223069' and the current primary holder is 'John Smith'. The current primary holder details are 'FAISAL\_FM7\_(000223)'. The 'Select New Primary Holder' section has three options: 'Asit Pradhan164' (Developer), '004023\_Walkin' (Custodian), and 'Other'. The 'Reason' field contains 'Modify party details'. On the right, the 'Customer Information' section includes a photo of John Smith, 'Customer Id, Name' (000182, John Smith), 'KYC Status' (Not Verified), a signature, 'Account Name' (John Smith), 'Account Status' (Active), 'Account Balance' (£995,264.00), 'Account Branch' (FM7), and 'Mode Of Operation' (Single). Contact information includes phone number '8892090908', email 'Johnsmith@gmail.com', and address '#101, Church Street, New York, New Jersey'. At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.

 **Note:**

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

Figure 5-20 Primary Party Change - Single Account Holder

**Primary Party Change** [Remarks] [Documents] [Screen(2/2)]

**Modify Primary Party**

Account Number: FM7000223080 | John Smith

Current Primary Holder: FAISAL\_FM7\_(000223) [View Details]

New Primary Holder: 001671 [View Details]

Reason: Primary

**Customer Information**

Customer Id, Name: 00082, John Smith [NA]

KYC Status: Not Verified

Signature: [Handwritten Signature]

Account Name: John Smith | Account Branch: FM7

Account Status: Active | Mode Of Operation: Single

Account Balance: £995,264.00

8892090908 | Johnsmith@gmail.com

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

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

- 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 5-21 Primary Party Change - On Selection of Other Option

The screenshot shows the 'Primary Party Change' application window. The main title is 'Primary Party Change'. Below it, there's a sub-section 'Modify Primary Party'. The account number is FM7000223069 and the current primary holder is John Smith. The 'Current Primary Holder' section shows 'FAISAL\_FM7\_(000223)'. Under 'Select New Primary Holder', there are three options: 'Asst Pradhan164' (Developer), '004023\_Walkin' (Custodian), and 'Other'. The 'Other' option is highlighted in blue. Below this, the 'New Primary Holder' section shows 'JeJa1644560604'. There are also fields for 'Reason' and 'Modify party details'. On the right side, there's a 'Customer Information' section with a photo of John Smith, his name, KYC status (Not Verified), signature, account name, account status (Active), account balance (£995,264.00), and address of communication (#101, Church Street, New York, New Jersey). At the bottom, there are 'Cancel', 'Save & Close', and 'Submit' buttons.

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 5-12 Primary Party Change - Field Description

Field	Description
<b>Current Primary Holder</b>	The system displays the current primary holder's name and customer Id details.
<b>Select New Primary Holder</b>	<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 (<b>Customer Name, Customer ID, and Joint holder Type</b>) are displayed under the <b>Select New Primary Holder</b> field.</p> <p>Click on the <b>Other</b> 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 5-12 (Cont.) Primary Party Change - Field Description

Field	Description
<b>New Primary Holder</b>	<p>On clicking the <b>Other</b> option, the <b>New Primary Holder</b> field is displayed.</p> <p>Enter or select the <b>New Primary Holder</b> from the <b>List of Values</b> screen. The system displays all existing customer Ids. In the <b>List of Values</b> screen, the search criteria provides following details:</p> <ul style="list-style-type: none"> <li>• <b>Customer ID</b></li> <li>• <b>Customer Name</b></li> </ul> <p>When the user selects the <b>New Primary Holder</b>, the system displays the <b>Customer Name</b> and <b>View Details</b> button to display the customer information details. On clicking the <b>View Details</b> button, the system displays the below customer details:</p> <ul style="list-style-type: none"> <li>• <b>Customer Image</b></li> <li>• <b>Customer ID</b></li> <li>• <b>Customer Name</b></li> <li>• <b>KYC Status</b></li> <li>• <b>Signature</b></li> <li>• Option to view customer 360 details</li> </ul> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p><b>New Primary Holder</b> can not be the same as the <b>Current Primary Holder</b>.</p> </div>
<b>Reason</b>	Enter the reason for primary party change.

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 5-22 Joint Holder Maintenance

**Primary Party Change** Remarks Documents

**Joint Holder Maintenance** Screen(2/2)

Account Number: FM70002230B0 John Smith

Account Type:  Single  Joint Mode of Operation:

**Joint Holder Details**

Customer Number	Customer Name	Joint Holder Type	Start Date	End Date	Actions
001671	Jessica J Jac	Guardian			

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

**Customer Information**

Customer Id, Name: 000182, John Smith  
KYC Status: Not Verified

Signature:

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

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

Audit Cancel Save & Close Submit

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](#).

- Click the **Submit** button.

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

## 5.6 Account Preferences

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

**To set the account preferences:**

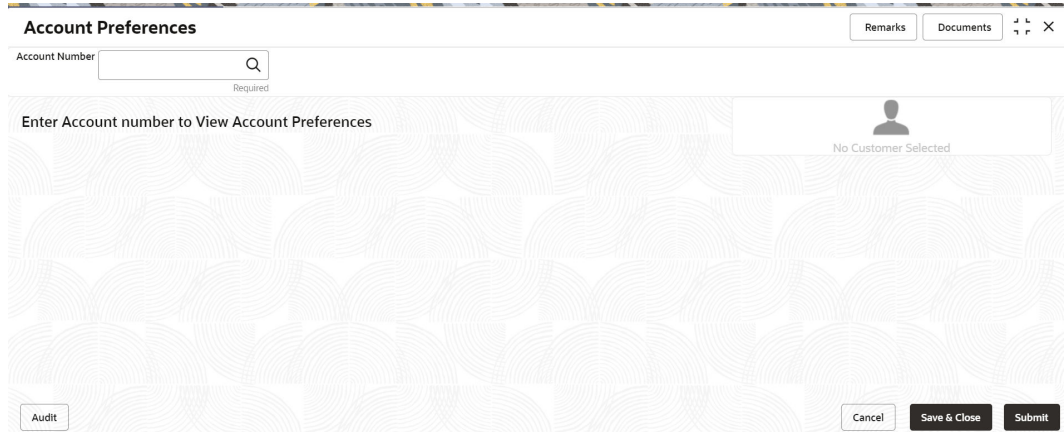
**Note:**


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

- On the **Homepage**, from **Account Services**, under **Maintenance**, click **Account Preferences**, or specify the **Account Preferences** in the Search icon bar.

The **Account Preferences** screen is displayed.

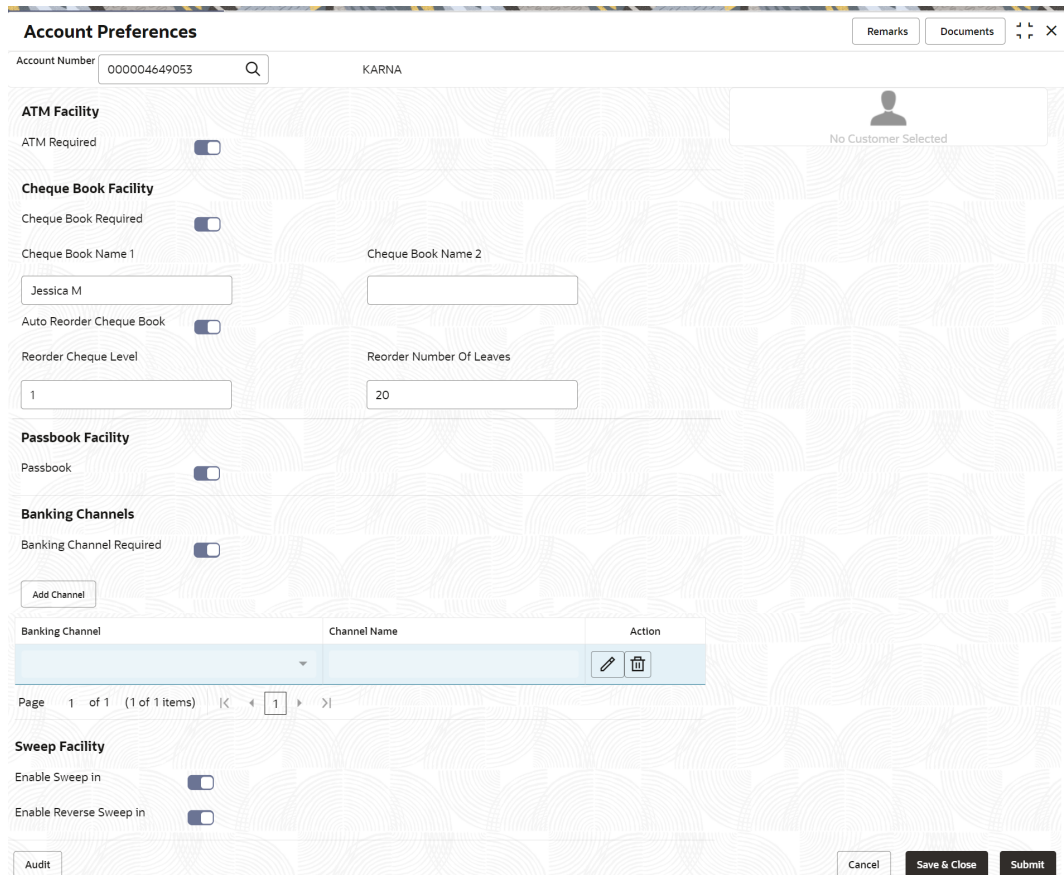
**Figure 5-23 Account Preferences**



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

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

**Figure 5-24 Set Account Preferences**



- On the **Account Preferences** screen, you can set the preferences for the account based on the requirement.

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

**Table 5-13 Account Preferences - Field Description**




























Field	Description
<b>Account Number</b>	<p>Specify the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and click on the <b>Fetch</b> button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>As you specify or select the account number:</p> <ul style="list-style-type: none"> <li>The account name is displayed adjacent to the <b>Account Number</b> field.</li> <li>The customer information is displayed in a widget, to the right of the screen.</li> </ul> </div>
<b>ATM Facility</b>	This section displays the field to set preference for the ATM facility.
<b>ATM Required</b>	<p>Switch to  to subscribe for ATM facility for the account.</p> <p>Switch to  to unsubscribe for ATM facility for the account.</p>
<b>Cheque Book Facility</b>	This section displays the fields to set the preferences for cheque book.
<b>Cheque Book Required</b>	<p>Switch to  to subscribe for cheque book facility for the account.</p> <p>Switch to  to unsubscribe for cheque book facility for the account.</p>
<b>Cheque Book Name 1</b>	<p>Specify the primary name on the cheque book.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is displayed if you switch to  from the <b>Cheque Book Required</b> field.</p> </div>









Table 5-13 (Cont.) Account Preferences - Field Description

Field	Description
<b>Cheque Book Name 2</b>	Specify the secondary name on the cheque book.  <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px;"> <p> <b>Note:</b></p> <p style="text-align: right;"></p> <p>This field is displayed if you switch to <b>Cheque Book Required</b> field.</p> </div>
<b>Auto Reorder Cheque Book</b>	Switch to  to reorder the cheque book automatically.  Switch to  to stop reordering of the cheque book automatically.
<b>Reorder Cheque Level</b>	Specify the level for the cheque reorder.  <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px;"> <p> <b>Note:</b></p> <p style="text-align: right;"></p> <p>This field is displayed if you switch to <b>Auto Reorder Cheque Book</b> field.</p> </div>
<b>Reorder Number Of Leaves</b>	Specify the number of leaves for the cheque book reorder.  <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px;"> <p> <b>Note:</b></p> <p style="text-align: right;"></p> <p>This field is displayed if you switch to <b>Auto Reorder Cheque Book</b> field.</p> </div>
<b>Passbook Facility</b>	This section displays the field to set the preference for passbook.
<b>Passbook</b>	Switch to  to avail the passbook facility for the account.  Switch to  to unavail the passbook facility for the account.
<b>Banking Channels</b>	This section displays the fields to set the preference for banking channels.

**Table 5-13 (Cont.) Account Preferences - Field Description**

Field	Description
<b>Banking Channel Required</b>	<p>Switch to  to set the banking channel facility for the account.</p> <p>Switch to  to stop the banking channel facility for the account.</p>
<b>Banking Channel</b>	<p>Select the preferred banking channel for the account.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>This field is displayed if you switch to  from the <b>Banking Channel Required</b> field.</li> <li>This field is enabled if you click <b>Add Channel</b>.</li> </ul> </div>
<b>Channel Name</b>	<p>Displays the channel name based on the banking channel selected.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is displayed if you switch to  from the <b>Banking Channel Required</b> field.</p> </div>
<b>Action</b>	<p>Displays the following icons to perform required action:</p> <ul style="list-style-type: none"> <li> : Click to edit the baking channel set for the account.</li> <li> : Click to delete the banking channel set for the account.</li> </ul> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is displayed if you switch to  from the <b>Banking Channel Required</b> field.</p> </div>
<b>Sweep Facility</b>	<p>This section displays the fields to set the preferences for sweep in.</p>

**Table 5-13 (Cont.) Account Preferences - Field Description**

Field	Description
<p><b>Enable Sweep in</b></p>	<p>Switch to  to enable the sweep in facility for the account.</p> <p>Switch to  to stop the sweep in facility for the account.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is displayed if you switch to  from the <b>Sweep Facility</b> field.</p> </div>
<p><b>Enable Reverse Sweep in</b></p>	<p>Switch to  to enable reverse sweep in facility for the account.</p> <p>Switch to  to stop the reverse sweep in facility for the account.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is displayed if you switch to  from the <b>Sweep Facility</b> field.</p> </div>

4. Click **Submit**.

The screen is successfully submitted for authorization.

## 5.7 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.

**To maintain memo:**





**Note:**

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

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.

**Figure 5-25 Memo Maintenance**

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

**Table 5-14 Memo Maintenance - Field Description**

Field	Description
<b>Category</b>	<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"> <li>• <b>Current and Savings Account</b></li> <li>• <b>Deposit Account</b></li> </ul> <p>When the user selects the <b>Current and Savings Account</b> category, the system displays the fields <b>Account Number</b>, <b>Account Name</b>, and <b>Branch</b>.</p> <p>When the user selects the <b>Deposit Account</b> category, the system displays the fields <b>Deposit Account Number</b>, <b>Account Name</b>, and <b>Branch</b>.</p>
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p>

**Table 5-14 (Cont.) Memo Maintenance - Field Description**

Field	Description
<b>Deposit Account Number</b>	Enter the <b>Deposit Account Number</b> or click the search icon to view the <b>Deposit Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Deposit Account Number by providing <b>Customer ID</b> , <b>Deposit Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button.
<b>Account Name</b>	<b>Account Name</b> is displayed based on the account number selected.
<b>Branch</b>	Displays the branch code for the selected <b>Current and Savings Account Number</b> or <b>Deposit Account Number</b> .

- 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 5-26 Memo Details**

The screenshot shows the 'Memo Maintenance' application window. At the top, there are buttons for 'Remarks' and 'Documents'. Below that, the 'Memo Details' section is active, displaying an 'Override' message. The message text is: 'Banker Message: Loan Amount \$1000 is due from March 10, 2020' and 'Customer Message: N/A'. There are also icons for deleting, editing, and refreshing the message. The account information at the top shows 'Current and Savings Account' category, 'Account Number' FM7000223014, 'Account Name' John Smith, and 'Branch' FM7. At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.

**Figure 5-27 No Active memo instructions**

The screenshot shows the 'Memo Maintenance' application window. The 'Memo Details' section is active, displaying the message: 'Active Memo instruction details are not available'. The account information at the top shows 'Current and Savings Account' category, 'Account Number' 1005000000000117, 'Account Name' Anna Smith, and 'Branch' 005. At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.

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



**Figure 5-28 Add Memo**


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

**Table 5-15 Add Memo - Field Description**

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

Table 5-15 (Cont.) Add Memo - Field Description

Field	Description
<b>Start Date</b>	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 <b>Calendar</b> button.
	<div style="border: 1px solid #0070c0; padding: 10px; background-color: #e6f2ff;"> <p> <b>Note:</b> The <b>Start Date</b> cannot be backdated.</p> </div>
<b>End Date</b>	Click on the adjoining calendar icon to specify the end date of the memo instruction.
<b>Show to Customer</b>	Users can click on the <b>Show to Customer</b> toggle button to capture memo instruction, which displays to the account holder.
	<div style="border: 1px solid #0070c0; padding: 10px; background-color: #e6f2ff;"> <p> <b>Note:</b> The <b>Customer Message</b> and <b>Channel</b> fields are available if the user enables the <b>Show to Customer</b> toggle button.</p> </div>
<b>Customer Message</b>	Specify the memo instruction message, which displays to the Account holder.
<b>Channel</b>	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"> <li>• Dashboard</li> <li>• E-Mail</li> <li>• SMS</li> </ul>

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 5-29 View Memo

The screenshot shows a 'View Memo' window with the following details:

Type	Banker Message
Override	Loan Amount \$1000 is due from March 10, 2020
Start Date	End Date
Apr 5, 2018	
Show to Customer	
Off	

A 'Close' button is located at the bottom right of the window.


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 5-30 Modify Memo

**Modify Memo**

Type: Override

Banker Message: Loan Amount \$1000 is due from March 10, 2020

Start Date: Apr 5, 2018


End Date:

Show to Customer:

Customer Message: message from customer

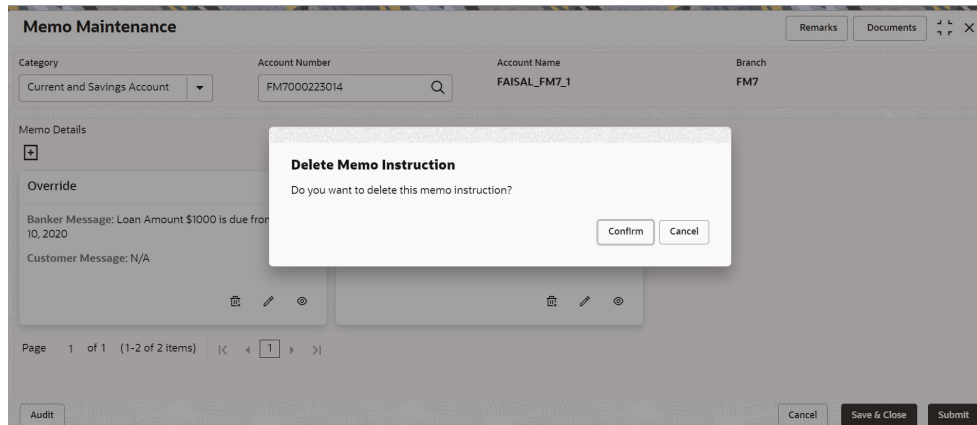
Channel:

Save Cancel

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 5-31 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.

## 5.8 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.

### 5.8.1 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.

**To create bulletin:**

 **Note:**




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

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

**Figure 5-32 Create Bulletin**

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

**Table 5-16 Create Bulletin - Field Description**

Field	Description
<b>Message Type</b>	<p>Select the message type from the drop-down list. The available options are:</p> <ul style="list-style-type: none"> <li><b>Alert</b> - Select this option if the message requires immediate attention from the users. When this option is selected, the Bulletin message is represented with  icon on the widget.</li> <li><b>Information</b> - Select this option if the bulletin is for information purposes only. When this option is selected, the Bulletin message is represented with  icon on the widget.</li> </ul>
<b>Start Date</b>	<p>Select the date from which the bulletin message displays on the widget.</p> <div style="background-color: #e6f2ff; padding: 10px; border: 1px solid #0070c0;"> <p> <b>Note:</b> This date cannot be lesser than the current business date.</p> </div>




**Table 5-16 (Cont.) Create Bulletin - Field Description**


Field	Description
<b>End Date</b>	Users can specify the expiry date of the bulletin message. Once the bulletin message reaches the expiry date, the message gets removed from the bulletin board widget.
<b>Subject</b>	Enter a brief description of the bulletin message.
<b>Message</b>	Enter a detailed description of the message.
<b>Attachments</b>	You can attach relevant documents using this option. You can either drag and drop files into the space provided or select documents from your local drive. You can preview or delete an attachment before submitting the transaction for authorization.

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

 **Note:**


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

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

- Click  icon to specify User Role or User mapping to the bulletin message.

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

**Table 5-17 User Role Mapping - Field Description**

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

- After the message is created, the status of the message is updated as **Active** or **Awaited**.

System updates the status of the Bulletin message as **Active** if the start date is equal to the current business date.

 **Note:**

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

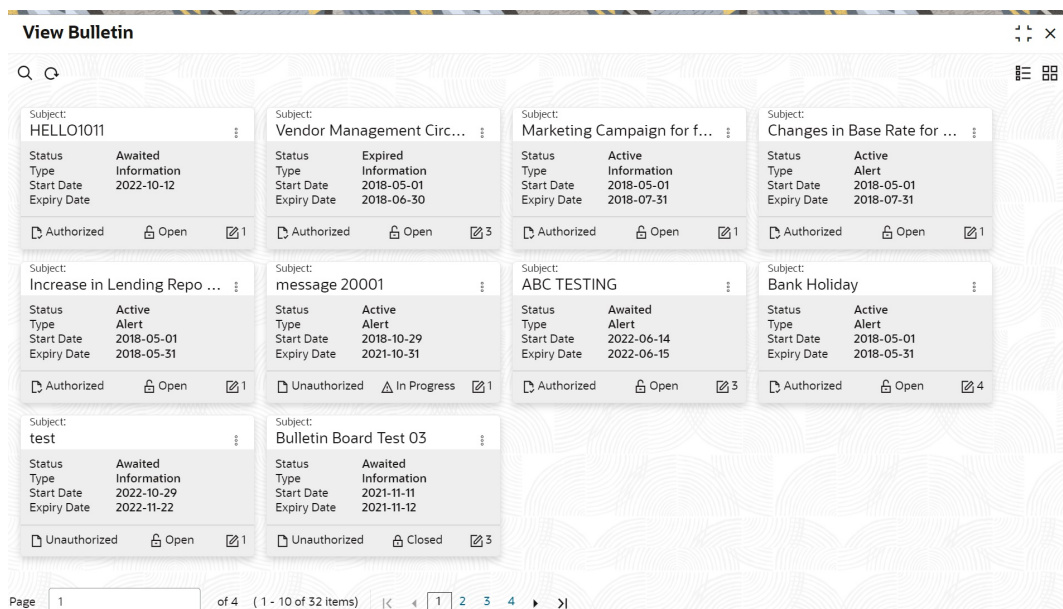
## 5.8.2 View Bulletin

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

- 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 5-33 View Bulletin**





The screenshot shows the 'View Bulletin' interface. At the top, there is a search bar and a grid of bulletin messages. Each message card displays the following information:

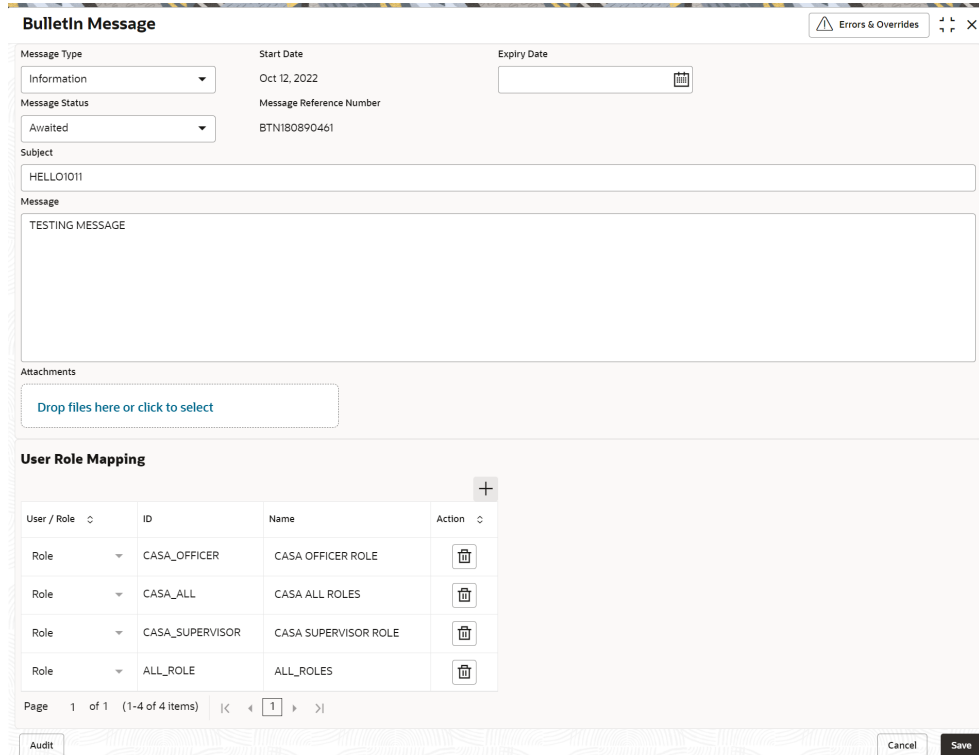
- Subject:** HELLO1011, Vendor Management Circ..., Marketing Campaign for f..., Changes in Base Rate for ...
- Status:** Awaited, Expired, Active, Active
- Type:** Information, Information, Information, Alert
- Start Date:** 2022-10-12, 2018-05-01, 2018-05-01, 2018-05-01
- Expiry Date:** 2022-10-12, 2018-06-30, 2018-07-31, 2018-07-31
- Actions:** Authorized, Open, 1, 3, 1, 1

Below the grid, there is a pagination bar showing 'Page 1 of 4 (1 - 10 of 32 Items)' and navigation arrows.

- On **View Bulletin** screen, the system displays all the bulletin messages with status:
  - Awaited
  - Active
  - Paused
  - Expired
- 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: Information  
 Start Date: Oct 12, 2022  
 Expiry Date:

Message Status: Awaited  
 Message Reference Number: BTN180890461

Subject: HELLO!011

Message: TESTING MESSAGE


Attachments: [Drop files here or click to select](#)

**User Role Mapping**

User / Role	ID	Name	Action
Role	CASA_OFFICER	CASA OFFICER ROLE	
Role	CASA_ALL	CASA ALL ROLES	
Role	CASA_SUPERVISOR	CASA SUPERVISOR ROLE	
Role	ALL_ROLE	ALL_ROLES	

Page 1 of 1 (1-4 of 4 items) |< < 1 > >|

Audit Cancel Save

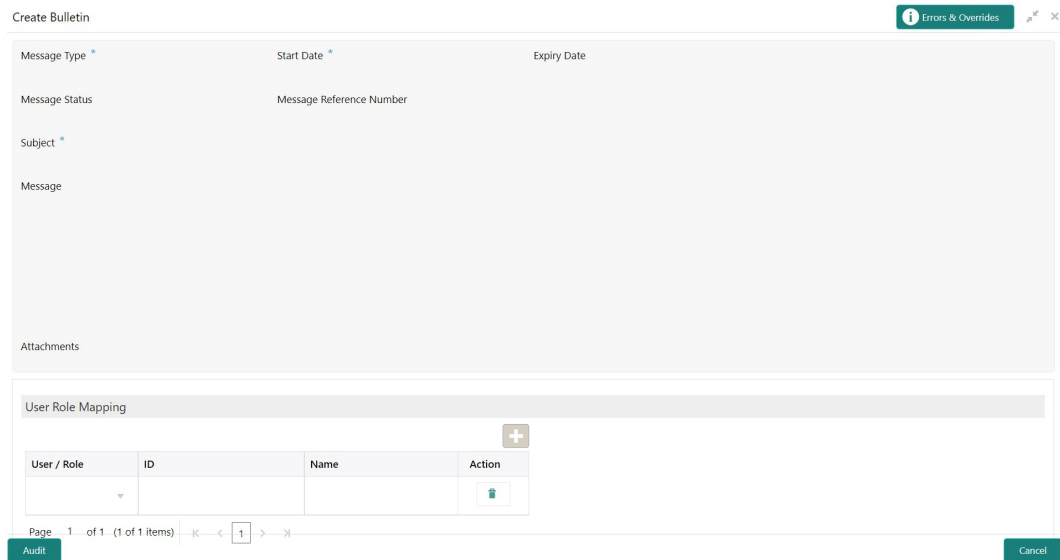
7. To view the bulletin message, click the **View** option from  icon.



Create Bulletin screen is displayed.

 **Note:**

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

**Figure 5-34 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 5-18 Tax Deducted at Source Inquiry - Field Description**

Field	Description
<b>Customer ID</b>	Enter the <b>Customer ID</b> or click the search icon to view the <b>Customer ID</b> pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing <b>Customer Number</b> or <b>Customer Name</b> and click on the <b>Fetch</b> button.
<b>Customer Name</b>	<b>Customer Name</b> is displayed based on the Customer ID selected.
<b>Account Number</b>	You can enter a specific account number of the customer and search Tax Deducted at Source details or click the drop-down list to select the available account numbers listed for the customer id to search the Tax Deducted at Source details. This is an optional field.
<b>Financial Year</b>	By default, the current financial year is displayed in this field. You can select the previous financial years from the drop-down. The system displays the Tax Deducted at Source details financial year-wise.

**Table 5-18 (Cont.) Tax Deducted at Source Inquiry - Field Description**

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

# 6

## Statement

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

This topic contains the following subtopics:

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

### 6.1 Ad hoc Account Statement

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

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

1. On the **Home** screen, 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 Statement** screen is displayed.

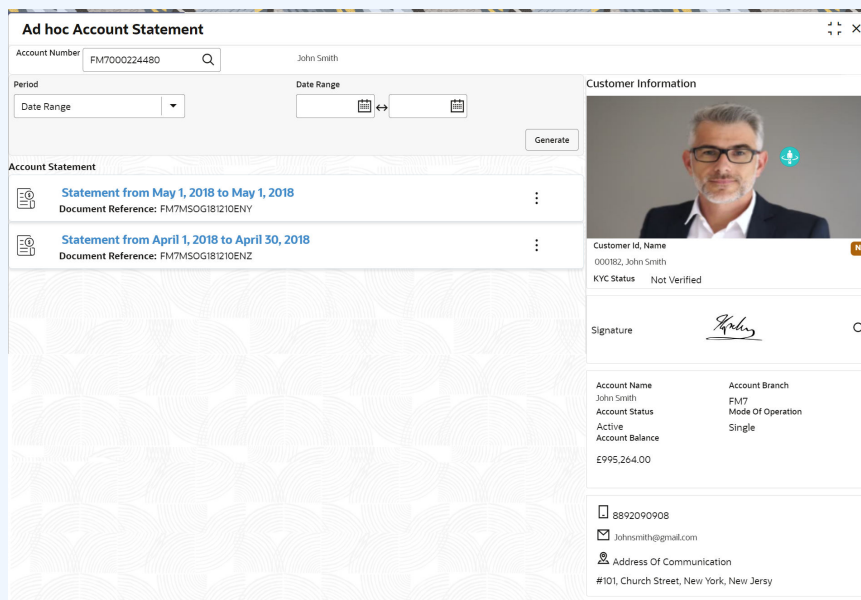
**Figure 6-1 Ad hoc Account Statement**

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 6-2 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 below.

**Table 6-1 Ad hoc Account Statement - Field Description**

Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• The Account Name is displayed adjacent to this field as the account number is selected.</li> <li>• The customer information is also displayed to the left of the screen.</li> </ul> </div>

**Table 6-1 (Cont.) Ad hoc Account Statement - Field Description**

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

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



## 6.2 Account Statement Frequency

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

**To modify the account statement frequency:**



**Note:**

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

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.

**Figure 6-3 Account Statement Frequency**

The screenshot displays the 'Account Statement Frequency' interface. At the top, the account number 'FM7000223069' and customer name 'John Smith' are visible. Below this, there are fields for 'Last Statement Date' and 'Frequency' (set to 'Annual') with a dropdown for the month (set to 'December'). On the right side, there is a 'Customer Information' panel featuring a profile picture of John Smith, his customer ID '000182', and KYC status 'Not Verified'. Below the profile picture is a signature field. Further down, account details are listed: Account Name 'John Smith', Account Status 'Active', Account Balance '€995,264.00', Account Branch 'FM7', and Mode Of Operation 'Single'. At the bottom, there are contact details including a phone number '8892090908', email 'Johnsmith@gmail.com', and address '#101, Church Street, New York, New Jersey'. Action buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit' are located at the bottom of the screen.

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

**Table 6-2 Account Statement Frequency - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Account Name</b>	<b>Account Name</b> is displayed by default based on the account selected.
<b>Last Statement Date</b>	The last statement generation date will be displayed.
<b>Frequency</b>	<p>Users can modify the frequency for generating the account statements. To specify the frequency of the statements, click on the adjoining drop-down list. The following list is displayed:</p> <ul style="list-style-type: none"> <li>• Annual</li> <li>• Semiannual</li> <li>• Quarterly</li> <li>• Monthly</li> <li>• Fortnightly</li> <li>• Weekly</li> <li>• Daily</li> </ul> <p>For the Annual, Semiannual, Quarterly and Daily cycles, the account statement will be generated on the last day of that cycle.</p> <p>For a weekly and fortnightly statement, the user can specify the day of the week on which account statements must be generated. To specify weekly and fortnightly statements, click on the adjoining drop-down list. The following list of days will be displayed:</p> <ul style="list-style-type: none"> <li>• Sunday</li> <li>• Monday</li> <li>• Tuesday</li> <li>• Wednesday</li> <li>• Thursday</li> <li>• Friday</li> <li>• Saturday</li> </ul> <p>For monthly statements the user can specify the dates of the month, between 1 and 31(corresponding to the system date).</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• If the user selected the statement date to 30, then account statements will be generated on the last working day for months with &lt; 30 days.</li> <li>• If the user sets the statement date to 31, then account statements will be generated on the last working day for months with &lt;31 days.</li> <li>• If 30th or 31st is a holiday on the next working day the account statement gets generated.</li> </ul>

3. Click **Submit**.

# 7

## Status Update

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

This topic contains the following subtopics:

- [Activate Dormant Account](#)  
You can activate a Dormant account based on the account holder's request using the **Activate Dormant Account** screen.
- [Account Status Change](#)  
This topic describes the systematic instructions about account status change. The bank 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.

### 7.1 Activate Dormant Account

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

**To activate dormant account:**

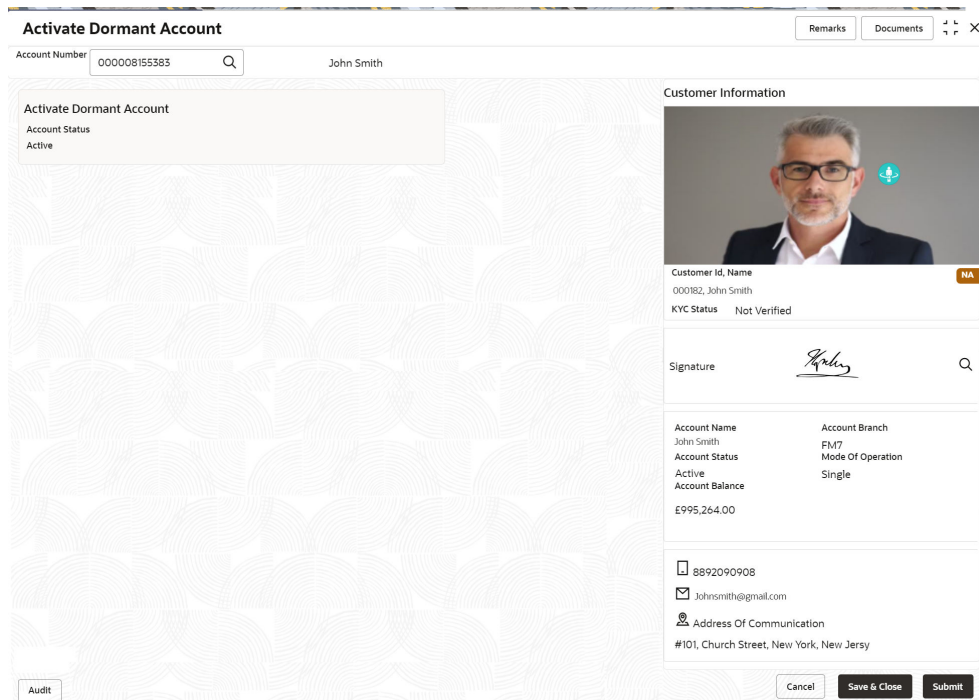


**Note:**

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


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

**Figure 7-1 Activate Dormant Account**





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

**Table 7-1 Activate Dormant Account - Field Description**

Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>As you specify or select the account number:</p> <ul style="list-style-type: none"> <li>• The account name is displayed adjacent to the <b>Account Number</b> field.</li> <li>• The customer information is displayed in a widget, to the right of the screen.</li> </ul> </div>
<b>Activate Dormant Account</b>	This section displays the current status of the account.
<b>Account Status</b>	<p>Displays the current account status. The possible options are:</p> <ul style="list-style-type: none"> <li>• <b>Active</b></li> <li>• <b>Dormant</b></li> </ul>

**Table 7-1 (Cont.) Activate Dormant Account - Field Description**

Field	Description
<b>Dormant Since</b>	<p>Dormant Since is a display-only field, the system defaults the dormant date while choosing/entering the Account Number.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is not displayed, if the status of the account is Active.</p> </div>
<b>Activate Account</b>	<p>The user can activate the dormant account by enabling the toggle button.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is not displayed, if the status of the account is Active.</p> </div>

3. Click **Submit**.

The screen is successfully submitted for authorization.

## 7.2 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.

**To change account status:**

 **Note:**

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

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.

Figure 7-2 Account Status Change

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

Table 7-2 Account Status Change - Field Description

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

# 8

## Limits

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

This topic contains the following subtopics:

- [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.
- [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.
- [Unsecured Overdraft Limits](#)  
This topic provides systematic instructions to create an unsecured limit for an account and to update, modify, or delete the existing unsecured limits on the account.
- [Temporary Overdraft Limit](#)  
This topic describes the systematic instructions to maintain Temporary Overdraft Limit. The temporary OD limit is the limit up to which any overdraft is allowed for a specified time over and above the limit provided for an account.
- [Advance against Uncollected Funds](#)  
This topic provides systematic instructions to capture details of limits granted to the account holder towards advance against uncollected funds and to update, modify or delete the existing limits.

### 8.1 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.

**To manage overdraft limit:**

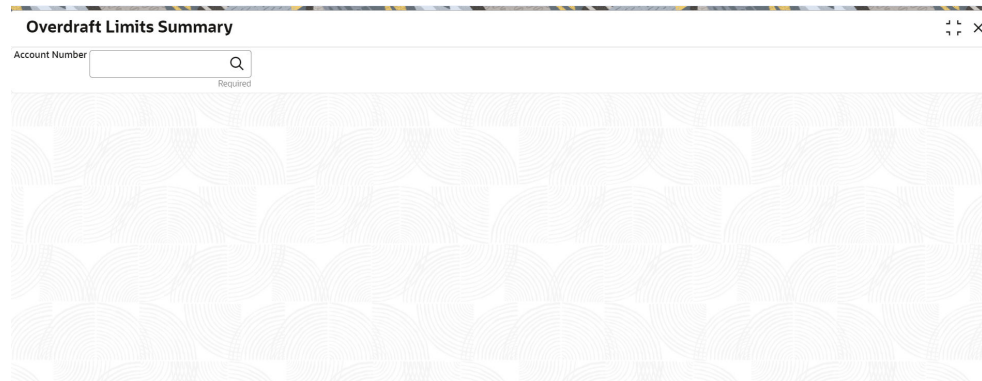


**Note:**

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


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.

**Figure 8-1 Overdraft Limits Summary**



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

**Table 8-1 Overdraft Limits Summary - Field Description**

Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p> <div style="border-left: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></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 8-2 Limit Type

The screenshot shows the 'Overdraft Limits Summary' interface. At the top, there are search fields for 'Account Number' (FM7000225014) and 'FAISAL\_FM7,1'. A table lists various limit types with their respective references, validity periods, and amounts. The total limit amount is shown as 11,499.00.

Limit Type	Limit Reference	Validity	Limit Amount	Actions
<b>Unsecured Overdraft Limits</b>				
Unsecured Limits	LIM01	May 1, 2018 - May 31, 2018	3,999.00	
Temporary Overdraft Limit	-	May 1, 2018 - May 31, 2018	5,000.00	
<b>Secured Overdraft Limits</b>				
Advance against Uncollected Funds	-	April 18, 2022 -	2,500.00	
			<b>11,499.00</b>	

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:** This option is displayed when temporary overdraft and advance against uncollected funds are not present.
- **Advance against Uncollected Funds:** This option is displayed when temporary overdraft and advance against uncollected funds are not present.
- **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 limits under the **Add an Overdraft** link.

- 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.

## 8.2 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.

**To maintain secured overdraft limit:**

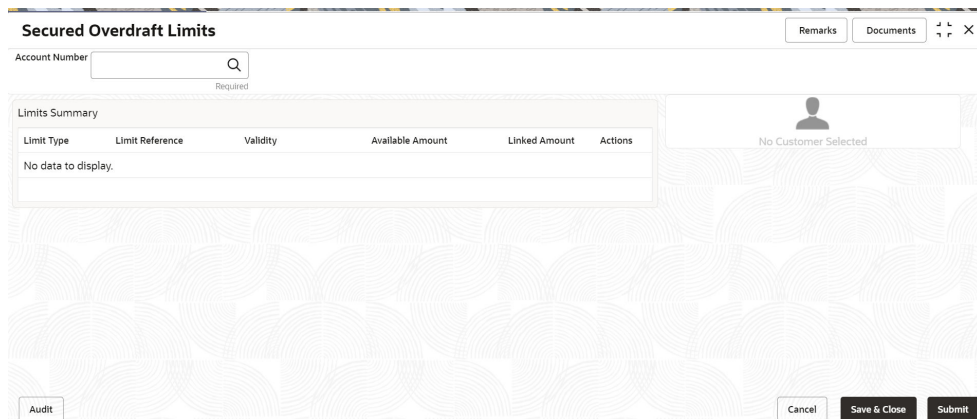
 **Note:**

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

- 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.

**Figure 8-3 Secured Overdraft Limits**




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

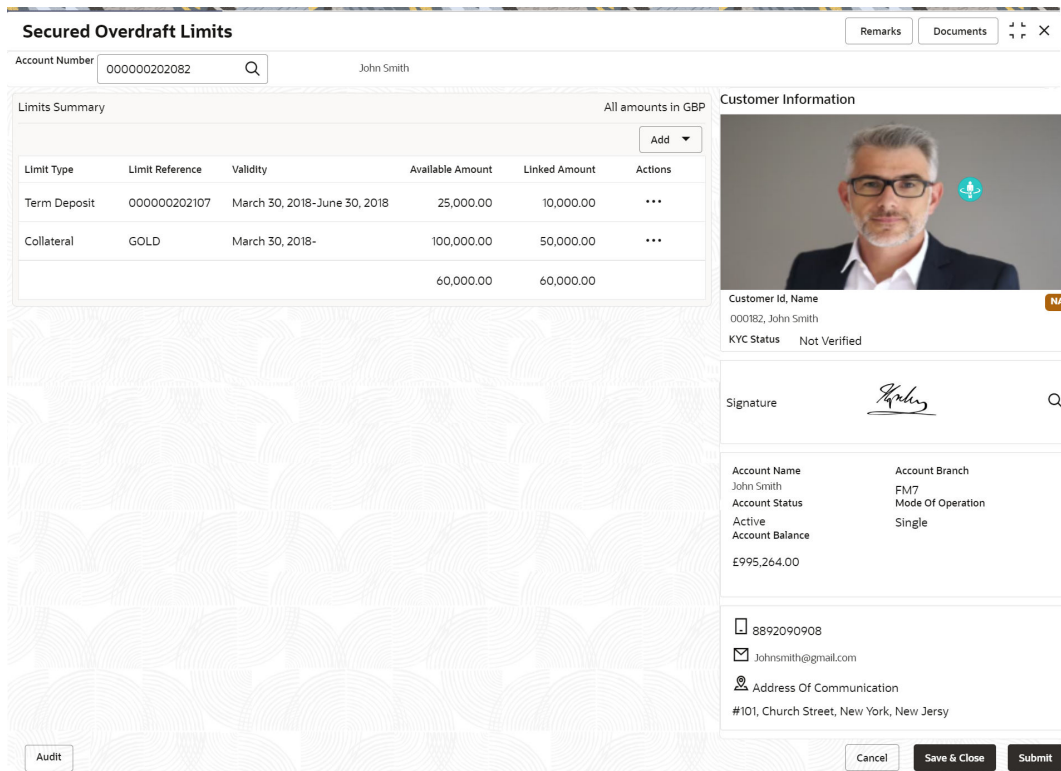
**Table 8-2 Secured Overdraft Limits - Field Description**


Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button.
<b>Account Name</b>	<b>Account Name</b> is displayed 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 8-4 Customer Information - Secured Overdraft Limits**



- 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 8-5 Term Deposit**

**Term Deposit**

Deposit Number: 0000002230014 Available Amount: 25,000.00

Required

Linked Amount: 2,500.00 Start Date: March 30, 2018

End Date: Interest Details

Interest Rate: Fixed Floating 300 Spread:

Final Rate: 300

Save Save & Add Another Cancel

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

**Table 8-3 Term Deposit - Field Description**

Field	Description
<b>Deposit Number</b>	The <b>Deposit Number</b> field displays all Term Deposits belonging to the account customer. This field displays the only deposits that are in account currency.

Table 8-3 (Cont.) Term Deposit - Field Description






Field	Description
<b>Available Amount</b>	<p>This field displays the available amount for linking the deposit as a limit. The <b>Available Amount</b> 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 <b>Collateral</b> to a different account of the same customer, then the only remaining amount is displayed as the <b>Available Amount</b>.</p>
	<p> <b>Note:</b></p> <p>Once <b>Secured Overdraft Limits</b> screen is refreshed, the field displays the available amount.</p>
<b>Linked Amount</b>	<p>Enter the amount equal to or lesser than the <b>Available Amount</b> 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.</p>
<b>Start Date</b>	<p>The system defaults the <b>Start Date</b> as the current <b>Branch Date</b>. You can modify the <b>Start Date</b> to any future date.</p>
	<p> <b>Note:</b></p> <p><b>Start Date</b> cannot be backdated.</p>
<b>End Date</b>	<p>This field displays the maturity date of the deposit. You can modify the end date to an earlier date.</p>
	<p> <b>Note:</b></p> <p>The end date of the limit cannot be greater than the end date of the deposit.</p>

Table 8-3 (Cont.) Term Deposit - Field Description

Field	Description
<b>Interest Rate</b>	<p>Select the <b>Interest Rate Type</b> from the following options:</p> <ul style="list-style-type: none"><li>• <b>Fixed</b></li><li>• <b>Floating</b></li></ul> <p>The system defaults the interest rate type as <b>Fixed</b>.</p> <p>If the <b>Floating</b> option is selected, a field next to the <b>Floating</b> button allows the user to select a <b>Floating Rate Id</b> by using a LOV option. If the <b>Fixed</b> option is selected, a field next to the <b>Fixed</b> button allows the user to input an <b>Interest Rate</b> value.</p> <p>The system allows user to select one option at a time.</p> <div data-bbox="711 619 1377 850"><p> <b>Note:</b></p><p><b>Interest Rate Type</b> and actual <b>Interest Rates</b> defaults from the account class level if defined. In such cases, the <b>Interest Rate Type</b> and <b>Interest Rates</b> automatically defaults in these fields.</p></div>
<b>Spread</b>	<p>This is an optional field and can be <b>Positive Spread</b> or <b>Negative Spread</b>.</p>
<b>Final Rate</b>	<p>The system defaults the Final rate by adding the Interest rate.</p> <div data-bbox="711 1024 1377 1171"><p> <b>Note:</b></p><p>The additional of interest rate can be +/- spread.</p></div>

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

Figure 8-6 Collateral

### Collateral

<p>Collateral</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="GOLD"/>	<p>Available Amount</p> <p>100,000.00</p>
<p>Linked Amount</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="50,000.00"/>	<p>Start Date</p> <p>March 30, 2018</p>
<p>End Date</p> <input style="width: 90%; border: 1px solid #ccc;" type="text"/>	

### Interest Details



<p>Interest Rate</p> <div style="display: flex; gap: 5px;"> <span style="border: 1px solid #ccc; padding: 2px 5px;">Fixed</span> <span style="border: 1px solid #ccc; padding: 2px 5px; background-color: #f0f0f0;">Floating</span> <input style="width: 30px; border: 1px solid #ccc;" type="text"/> </div> <p style="text-align: right; font-size: small;">Required</p>	<p>Spread</p> <input style="width: 90%; border: 1px solid #ccc;" type="text"/>
<p>Final Rate</p> <p>0</p>	

9. On **Collateral** window, specify the fields.  
For more information on fields, refer to the field description table.

Table 8-4 Collateral - Field Description

Field	Description
<b>Collateral</b>	Select a Collateral from all local collaterals created in FCUBS for the customer. This field displays the Collateral Code after selecting the collateral.
<b>Available Amount</b>	<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="background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Once Secured Overdraft Limits the screen is refreshed, the field displays the available amount.</p> </div>

**Table 8-4 (Cont.) Collateral - Field Description**

Field	Description
<b>Linked Amount</b>	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.
<b>Start Date</b>	The system defaults the Start Date as the current branch date. You can modify the Start Date to any future date.
<b>End Date</b>	If the End Date is not entered, the limit is infinite.
<b>Interest Rate</b>	<p>Select the Interest Rate Type from the following options:</p> <ul style="list-style-type: none"> <li>• <b>Fixed</b></li> <li>• <b>Floating</b></li> </ul> <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> <b>Note:</b></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>
<b>Spread</b>	This is an optional field and can be Positive Spread or Negative Spread.
<b>Final Rate</b>	<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> <b>Note:</b></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**.

## 8.3 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.

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

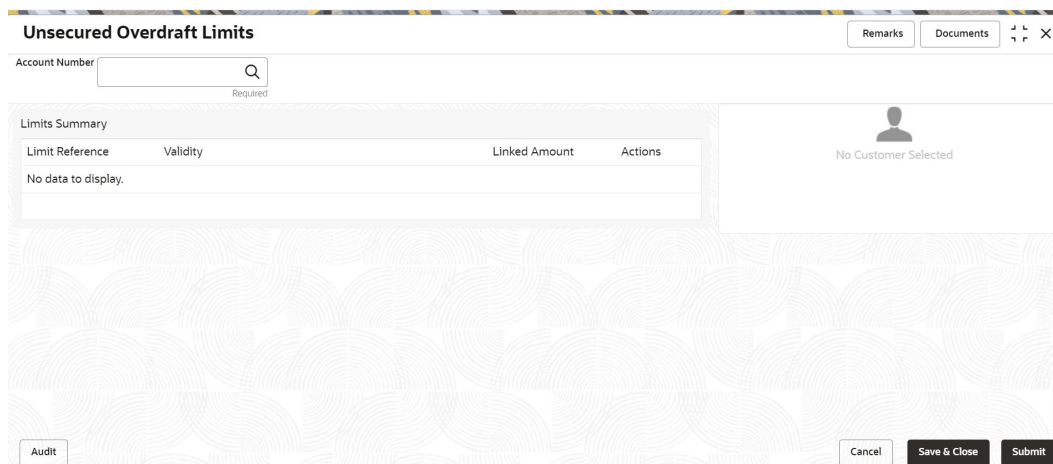


 **Note:**

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

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.

**Figure 8-7 Unsecured Overdraft Limits**



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

**Table 8-5 Unsecured Overdraft Limits - Field Description**

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

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

Figure 8-8 Customer Information - Unsecured Overdraft Limits

The screenshot shows the 'Unsecured Overdraft Limits' application. At the top, there's a header with the title and buttons for 'Remarks' and 'Documents'. Below the header, the 'Account Number' is 'FM7000223025' and the customer name is 'John Smith'. The main area is divided into two sections: 'Limits Summary' and 'Customer Information'. The 'Limits Summary' table has columns for 'Limit Reference', 'Validity', 'Linked Amount', and 'Actions'. A row shows a limit with reference '123234324', validity 'May 1, 2018-', and amount '200.00'. An actions menu is open over this row, showing 'View', 'Edit', and 'Delete' options. The 'Customer Information' panel on the right shows a customer profile for John Smith, including a photo, KYC status 'Not Verified', signature, account details (John Smith, FM7, Active, £995,264.00), and contact information (8892090908, johnsmith@gmail.com, #101 Church Street, New York, New Jersey). At the bottom, there are buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit'.


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 8-9 Unsecured Limits - View or Delete

### Unsecured Limits

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

### Interest Details

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

Cancel

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

Figure 8-10 Unsecured Limits - Edit

**Unsecured Limits**

Line Reference: 123234324

Linked Amount: 200.00

Start Date: May 1, 2018

End Date:

**Interest Details**

Interest Rate: Fixed Floating 30

Spread:

Final Rate: 30

Save Cancel


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

Figure 8-11 Unsecured Limits

**Unsecured Limits**

Line Reference: Required

Linked Amount: Required

Start Date: May 1, 2018

End Date:

**Interest Details**

Interest Rate: Fixed Floating Required




Spread:

Final Rate:

Save Save & Add Another Cancel

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

**Table 8-6 Unsecured Limits - Field Description**

Field	Description
<b>Line Reference</b>	Enter any reference number to identify the clean unsecured limit being granted to the account holder.
<b>Linked Amount</b>	Enter the amount of unsecured limit being granted to the customer.
<b>Start Date</b>	<p>The system defaults the <b>Start date</b> as the current branch date. You can modify the <b>Start Date</b> to any future date using the adjoining calendar button.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b> The <b>Start Date</b> cannot be backdated.</p> </div>
<b>End Date</b>	Click on the adjoining calendar icon and specify the <b>End Date</b> of the unsecured limit.
<b>Interest Rate</b>	<p>Select the <b>Interest Rate Type</b> from the following options:</p> <ul style="list-style-type: none"> <li>• <b>Fixed</b></li> <li>• <b>Floating</b></li> </ul> <p>The system defaults the interest rate type as <b>Fixed</b>.</p> <p>If the <b>Floating</b> option is selected, a field next to the <b>Floating</b> button allows user to select a Floating Rate Id by using a LOV option. If the <b>Fixed</b> option is selected, a field next to the <b>Fixed</b> 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> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b> <b>Interest Rate Type</b> and actual <b>Interest Rate</b> can default from the account class level if defined. In such cases, the <b>Interest Rate Type</b> and <b>Interest Rate</b> should automatically default in these fields.</p> </div>
<b>Spread</b>	This is an optional field and can be Positive Spread or Negative Spread.
<b>Final Rate</b>	<p>The system defaults the Final Rate by adding the Interest rate.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b> The additional of interest rate can be +/- spread.</p> </div>

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

## 8.4 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 overdrawn.

**To maintain temporary overdraft limit:**

 **Note:**

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

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 Limit** screen is displayed.

**Figure 8-12 Temporary Overdraft Limit**

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

Table 8-7 Temporary Overdraft Limit - Field Description

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Temporary Overdraft Start Date</b>	The current Business Date defaults in the Temporary Overdraft Start Date field. This can be changed to any future date. However, it cannot be backdated.
<b>Temporary Overdraft End Date</b>	The date on which the temporary overdraft limit comes to an end. This date cannot be lesser than the Temporary Overdraft Start Date. Input to this field is optional. If a date is not specified it means that the temporary overdraft facility is extended to the customer for an indefinite period.
<b>Temporary Overdraft Limit</b>	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.
<b>Temporary Overdraft Renewal</b>	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.
<b>Renewal Frequency</b>	Renewal frequency for temporary overdraft is specified in the Renewal Frequency field. The user has the option to specify the renewal frequency in: <ul style="list-style-type: none"> <li>• Days</li> <li>• Months</li> <li>• Years</li> </ul>
<b>Next Renewal Limit</b>	Specify the new renewal limit amount in the Next Renewal Limit field. A value greater than or equal to 1 is specified.

## 8.5 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.

**To perform action on uncollected funds:**

 **Note:**

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

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.

**Figure 8-13 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 8-8 Advance against Uncollected Funds - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button.
<b>Account Name</b>	<b>Account Name</b> is displayed 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 8-14 Customer Information - Advance against Uncollected Funds**

The screenshot displays the 'Advance against Uncollected Funds' interface. At the top, the account number 'FM7000223047' and customer name 'John Smith' are visible. The main section is titled 'Advance against Uncollected Funds (AUF)' and contains the following fields:

- AUF Limit:** Currency set to GBP, amount 80.00.
- Start Date:** May 1, 2018.
- End Date:** Empty field with a calendar icon.

On the right, the 'Customer Information' panel includes:

- A profile picture of John Smith.
- Customer ID: 000182, John Smith.
- KYC Status: Not Verified.
- Signature: A handwritten signature.
- Account Name: John Smith; Account Branch: FM7.
- Account Status: Active; Mode Of Operation: Single.
- Account Balance: £995,264.00.
- Contact information: Phone (8892090908), Email (Johnsmith@gmail.com), and Address (#101, Church Street, New York, New Jersey).

Buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit' are located at the bottom of the screen.

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

**Table 8-9 Advance against Uncollected Funds - Field Description**


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

**Note:**

**Start Date** cannot be backdated.

**Table 8-9 (Cont.) Advance against Uncollected Funds - Field Description**

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

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

4. Click **Submit**.  
The transaction is initiated successfully.

# 9

## Amount Block

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

This topic contains the following subtopics:

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

### 9.1 Amount Block

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

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

**To create amount block:**



**Note:**

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

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

**Amount Block**screen is displayed.

Figure 9-1 Amount Block

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

Table 9-1 Amount Block - Field Description

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Account Name</b>	<b>Account Name</b> is displayed by default based on the account selected.
<b>Amount To be Blocked</b>	Specify the amount to be blocked. The ISO currency code will be defaulted in this field based on the Account Currency.
<b>Effective Date</b>	The date from which the funds in the account need to be blocked can be specified in the Effective Date field. The effective date is the current date of the Branch and is defaulted. The effective date can be changed to a future date. However, backdating the effective date is not allowed.
<b>Expiry date</b>	The date on which the amount block is to be released can be specified in the Expiry Date field. From this date onwards, the blocked amount will be unlocked and is available for withdrawal to the customer. Block instruction amount cannot be modified after the expiry date. This is an optional input field and can be left blank which would mean that the block would remain on the account for an indefinite period.

Table 9-1 (Cont.) Amount Block - Field Description

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

## 9.2 View and Modify Amount Block

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

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

**To view and modify amount block:**



### Note:

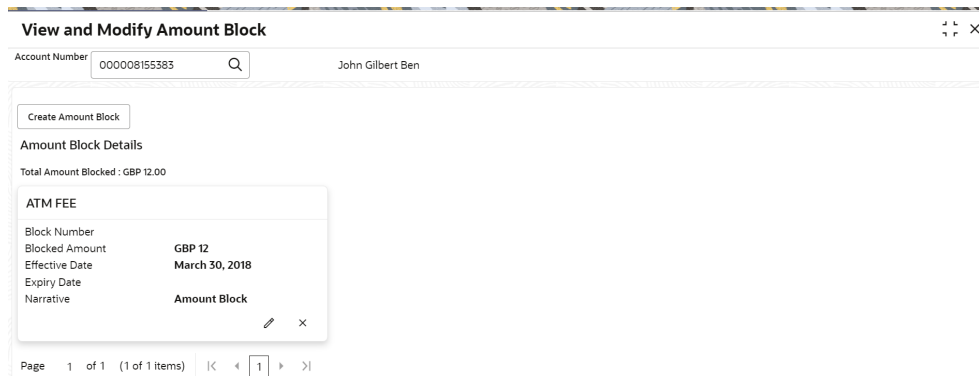
The fields marked as **Required** are mandatory.

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 9-2 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 9-2 View and Modify Amount Block - Field Description**

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

 **Note:**

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

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

**Figure 9-3 Amount Block**

**Amount Block** Remarks Documents

Account Number 000008155383 John Smith

**Amount To Be Blocked**  
 GBP 200.00

**Block Reason**  
 28-ATM FEE

**Effective Date**  
 March 30, 2018

**Expiry Date**

**Narrative**  
 Amount Block

**Customer Information**

Customer Id, Name  
 000182, John Smith

KYC Status Not Verified

Signature

Account Name  
 John Smith

Account Status  
 Active

Account Balance  
 £995,264.00

Account Branch  
 FM7  
 Mode Of Operation  
 Single


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

Audit Cancel Save & Close Submit

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

For more information on fields, refer to [Table 9-1](#).

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 9-4 Modify Amount Block

- 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 9-3 Modify Amount Block - Field Description


Field	Description
<b>Amount To be Blocked</b>	You can can modify the Amount To be Blocked. The ISO currency code is defaulted based on the Account Currency.  <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> The amount cannot be in negative or zero value.</p> </div>
<b>Block Reason</b>	You can modify the block reason, by clicking the search icon. You can search for a specific Block Reason by providing <b>Block Code</b> or <b>Block Description</b> and clicking on the <b>Fetch</b> button. When a Block Reason is selected, the Block Description is automatically updated in the field.
<b>Effective Date</b>	You can modify the effective date. The effective date can be changed to a future date.  <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> The <b>Effective Date</b> cannot be backdated.</p> </div>




**Table 9-3 (Cont.) Modify Amount Block - Field Description**

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

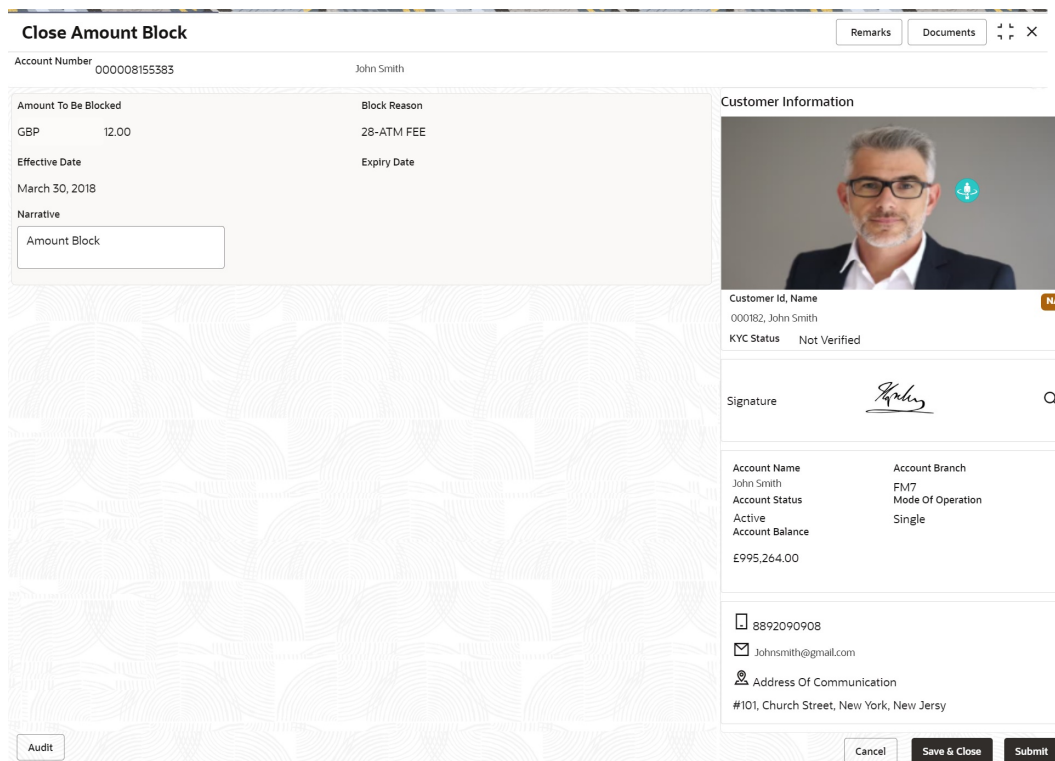
7. Click the **Submit** button.

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 9-5 Close Amount Block**



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

## 9.3 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.

**To view and modify consolidated amount block:**

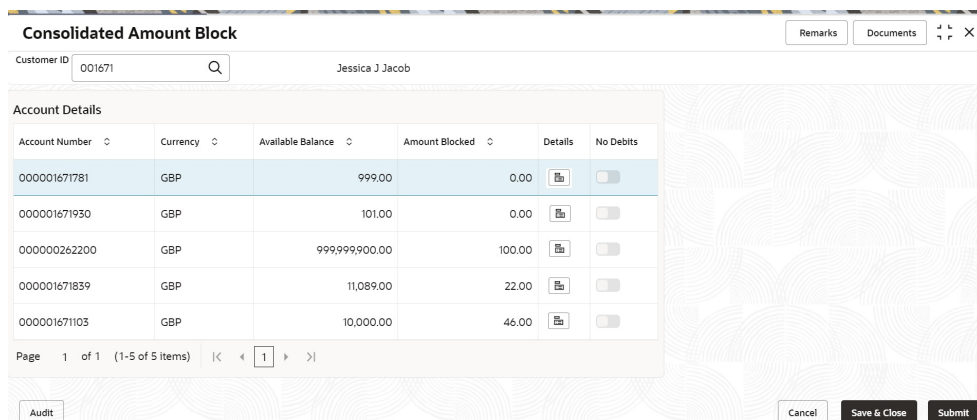
 **Note:**

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

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 Block** screen is displayed.

**Figure 9-6 Consolidated Amount Block**









The screenshot shows the 'Consolidated Amount Block' interface. At the top, there's a header with 'Consolidated Amount Block' and buttons for 'Remarks' and 'Documents'. Below the header, the 'Customer ID' is set to '001671' and the user name is 'Jessica J Jacob'. The main area is titled 'Account Details' and contains a table with the following data:

Account Number	Currency	Available Balance	Amount Blocked	Details	No Debits
000001671781	GBP	999.00	0.00		<input type="checkbox"/>
000001671930	GBP	101.00	0.00		<input type="checkbox"/>
000000262200	GBP	999,999,900.00	100.00		<input type="checkbox"/>
000001671839	GBP	11,089.00	22.00		<input type="checkbox"/>
000001671103	GBP	10,000.00	46.00		<input type="checkbox"/>


At the bottom of the table, there is a pagination control showing 'Page 1 of 1 (1-5 of 5 items)' and navigation arrows. Below the table, there are three buttons: 'Audit', 'Cancel', and 'Save & Close' (with a 'Submit' button partially visible).

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

**Table 9-4 Consolidated Amount Block - Field Description**

Field	Description
<b>Customer ID</b>	<p>Enter the <b>Customer ID</b> or click the search icon to view the <b>Customer ID</b> pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing <b>Customer ID</b> or <b>Customer Name</b> and click on the <b>Fetch</b> button.</p> <p> <b>Note:</b></p> <p><b>Customer Name</b> is displayed based on the Customer ID selected.</p>
<b>Account Details</b>	This section account details of the customer.
<b>Account Number</b>	Displays the account number of the customer.
<b>Currency</b>	Displays the currency of the amount.
<b>Available Balance</b>	Displays the available balance on the customer's account.
<b>Amount Blocked</b>	Displays the amount blocked on the account.
<b>Details</b>	<p>Displays  icon to view the details of the individual amount blocks placed on the selected account.</p> <p> <b>Note:</b></p> <p>If you click the icon, the Account Blocked Details section is displayed. For more information, refer <a href="#">Amount Blocked Details</a> section.</p>
<b>No Debits</b>	<p>Switch to  to block the total available balance on the account.</p> <p> <b>Note:</b></p> <p>A warning message is displayed to confirm the action. Click <b>Confirm</b> 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 9-7 Account Holder Details**

Sequence No	Block Reason	Effective Date	Expiry Date	Currency	Amount Blocked	Pre Closed	Action
		March 30, 2018		GBP	0.00		...

**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 9-5 Account Blocked Details - Field Description**

Field	Description
<b>Account Number</b>	Displays the account number of the customer.
<b>Available Balance</b>	Displays the available balance in the account.
<b>Amount Blocked</b>	Displays the total amount blocked for the account.
<b>Sequence No</b>	Displays the sequence number for the details.
<b>Block Reason</b>	Displays the reason for blocking the account.
<b>Effective Date</b>	Displays the effective date of the amount block.
<b>Expiry Date</b>	Displays the expiry date of the amount block.
<b>Currency</b>	Displays the currency of the account.
<b>Amount Blocked</b>	Displays the amount blocked for each sequence.

**Table 9-5 (Cont.) Account Blocked Details - Field Description**

Field	Description
<b>Pre Closed</b>	<p>Displays a blank field or a value as <b>Yes</b>.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>A blank field is displayed when the amount block is active. <b>Yes</b> value is displayed when amount block is pre-closed before its expiry date.</p> </div>
<b>Action</b>	<p>Displays  icon to perform the following action:</p> <ul style="list-style-type: none"> <li>– <b>Edit:</b> If you select this option, then the fields are enabled. You can update the required details and click icon to confirm the updates.</li> <li>– <b>Pre-close:</b> If you select this option, then a warning message is displayed before submitting the record. You need to click <b>Confirm</b> to proceed.</li> </ul>

- 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 9-5](#) 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**.

# 10

## Cheque Book

Under the **Cheque Book** menu, you can perform the cheque book related actions for a CASA account.

This topic contains the following subtopics:

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

### 10.1 Cheque Book Request

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

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

**To request cheque book:**



**Note:**

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

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.

**Figure 10-1 Cheque Book Request**

The screenshot shows a web form for a 'Cheque Book Request'. At the top, there's a title bar with 'Cheque Book Request' and buttons for 'Remarks' and 'Documents'. Below this, the 'Account Number' field is populated with '00000262222' and has a search icon. To its right, the name 'John Smith' is displayed. The form is divided into several sections: 'Number Of Cheque Leaves' (set to 4), 'Delivery Mode', and 'Branch' (all dropdown menus). The 'Narrative' field contains the text 'Cheque Book Request'. The 'Request Date' is 'March 30, 2018' and the 'Delivery Branch' is 'FLEXCUBE UNIVERSAL BANK'. On the right side, there's a 'Customer Information' panel featuring a profile picture of John Smith, his 'Customer Id, Name' (000182, John Smith), and 'KYC Status' (Not Verified). Below this, there's a 'Signature' field with a handwritten signature. Further down, account details are listed: 'Account Name' (John Smith), 'Account Status' (Active), 'Account Balance' (£995,264.00), 'Account Branch' (FM7), and 'Mode Of Operation' (Single). At the bottom of the panel, there are contact details: a phone number (8892090908), an email address (Johnsmith@gmail.com), and a physical address (#101, Church Street, New York, New Jersey). At the very bottom of the form, there are buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit'.

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

**Table 10-1 Cheque Book Request - Field Description**


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

Table 10-1 (Cont.) Cheque Book Request - Field Description




Field	Description
<b>Number of Cheque Leaves</b>	<p>Input the <b>Number of Cheque Leaves</b> per Cheque book. The number of leaves is a drop-down field that contains numbers that define the size of the Cheque book.</p> <p> <b>Note:</b></p> <p>The cheque book sizes for a given account number can differ based on the configuration maintained in the Business Product Maintenance.</p>
<b>Request Date</b>	<p>The <b>Request Date</b> defaults to the current business date and this field is not allowed to edit.</p>
<b>Delivery Mode</b>	<p>In the <b>Delivery Mode</b> drop-down, the available options are:</p> <ul style="list-style-type: none"> <li>• <b>Post/Courier</b></li> <li>• <b>Branch</b></li> </ul> <p>Selecting the <b>Branch</b> option indicates that the customer would collect the Cheque book at the Branch whereas selecting the <b>Post/Courier</b> option indicates that the Cheque book will be delivered at the registered mailing address of the account.</p> <p> <b>Note:</b></p> <p>There will be no option to select a delivery address since the mailing address is verified at the time of account opening and all customer communication happens at this address.</p>
<b>Delivery Address</b>	<p>If the <b>Delivery Mode</b> field is selected as <b>Post/Courier</b>, the <b>Delivery Address</b> field displays. The <b>Delivery Address</b> defaults to the address maintained at the Account. This field cannot be edited.</p>
<b>Delivery Branch</b>	<p>If the <b>Delivery Mode</b> field is selected as <b>Branch</b>, the <b>Delivery Branch</b> field displays. The <b>Delivery Branch</b> field displays the account branch by default but this field can be edited.</p> <p> <b>Note:</b></p> <p>This field allows selecting a branch Id different from the account branch while requesting a new cheque book to be delivered or collected. Enter the new <b>Delivery Branch</b> or click the <b>Search</b> icon to view the <b>Branch ID</b> pop-up window. By default, this window lists all the branches present in the system. You can search for a specific <b>Delivery Branch</b> by providing a <b>Branch ID</b> or <b>Branch Name</b>, and click on the <b>Fetch</b> button.</p>



Table 10-1 (Cont.) Cheque Book Request - Field Description

Field	Description
Narrative	The <b>Narrative</b> field defaults to the <b>Cheque Book Request</b> and allows editing.

3. Click **Submit**.

The screen is successfully submitted for authorization.

## 10.2 Stop Cheque Payment

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

### Note:

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

### To stop cheque payment:

### Note:

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

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

Figure 10-2 Stop Cheque Payment - Single Cheque tab

**Stop Cheque Request**

Account Number: 000000262222 John Smith

Remarks Documents

---

**Single Cheque** | Range of Cheques | Amount


Cheque Number

Stop Reason

Effective Date

Expiry Date


**Customer Information**



Customer Id, Name: 000182, John Smith NA

KYC Status: Not Verified

---

Signature: 

---

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

---

8892090908

Johnsmith@gmail.com

Address Of Communication

#101, Church Street, New York, New Jersey

Audit

Cancel Save & Close Submit

Figure 10-3 Stop Cheque Payment - Range of Cheque tab

**Stop Cheque Request**

Account Number: 000000262222 John Smith

Remarks Documents

---

Single Cheque | **Range of Cheques** | Amount

Cheque Start Number

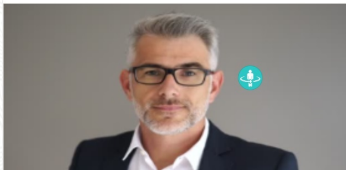
Cheque End Number

Effective Date

Expiry Date

Stop Reason


**Customer Information**



Customer Id, Name: 000182, John Smith NA

KYC Status: Not Verified

---

Signature: 

---

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

---

8892090908

Johnsmith@gmail.com

Address Of Communication

#101, Church Street, New York, New Jersey

Audit

Cancel Save & Close Submit



Figure 10-4 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 10-2 Stop Payment Cheque - Single Cheque - Field Description

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Account Name</b>	<b>Account Name</b> is displayed by default based on the account selected.
<b>Cheque Number</b>	Enter the Cheque Number on which payment has to be stopped.  <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> The option to input a single cheque number is available when <b>Single Cheque</b> is selected. This field is mandatory.</p> </div>
<b>Stop Reason</b>	User can capture the reason for stop payment instruction.

**Table 10-2 (Cont.) Stop Payment Cheque - Single Cheque - Field Description**

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

**Table 10-3 Stop Payment Cheque - Range of Cheque - Field Description**


Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p>
<b>Cheque Start Number</b>	<p>Enter the first cheque number in a series of cheques on which payment has to be stopped.</p> <p> <b>Note:</b></p> <p>The option to input <b>Cheque Start Number</b> is available when <b>Range of Cheques</b> is selected.</p>

Table 10-3 (Cont.) Stop Payment Cheque - Range of Cheque - Field Description






Field	Description
<b>Cheque End Number</b>	<p>Enter the last cheque number in a series of cheques on which payment has to be stopped.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>The option to input <b>Cheque End Number</b> is available when <b>Range of Cheques</b> is selected.</li> <li><b>Cheque End Number</b> cannot be less than the <b>Cheque Start Number</b>.</li> <li>The cheque numbers must always be sequential.</li> </ul> </div>
<b>Stop Reason</b>	User can capture the reason for stop payment instruction.
<b>Effective Date</b>	<p>Select or specify the start date for the stop cheque payment instruction.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The effective date should be equal or greater than the current business date.</p> </div>
<b>Expiry Date</b>	<p>Select or specify the end date for the stop cheque payment instruction.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The effective date should be equal or greater than the current business date.</p> </div>

Table 10-4 Stop Payment Cheque - Amount - Field Description

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

Table 10-4 (Cont.) Stop Payment Cheque - Amount - Field Description

Field	Description
<b>Stop Reason</b>	Specify the reason for including the Stop Cheque Payment instruction.
<b>Effective Date</b>	Select or specify the start date for the stop cheque payment instruction.  <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The effective date should be equal or greater than the current business date.</p> </div>
<b>Expiry Date</b>	Select or specify the end date for the stop cheque payment instruction.  <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The effective date should be equal or greater than the current business date.</p> </div>

3. Click **Submit**.

The screen is successfully submitted for authorization.

## 10.3 View and Modify Stop Cheque Payment

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

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

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

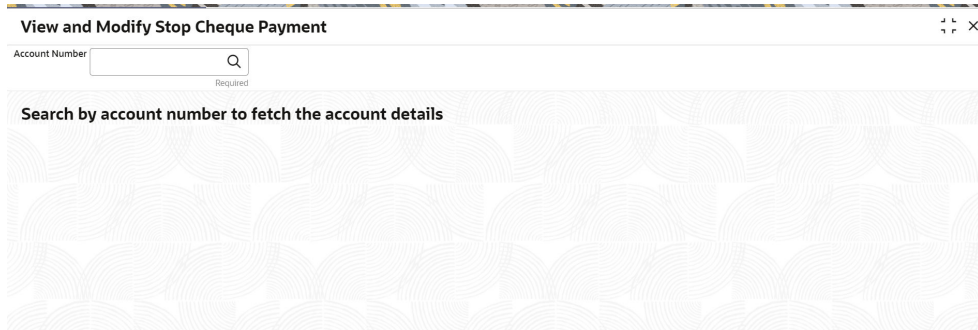



**Note:**

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

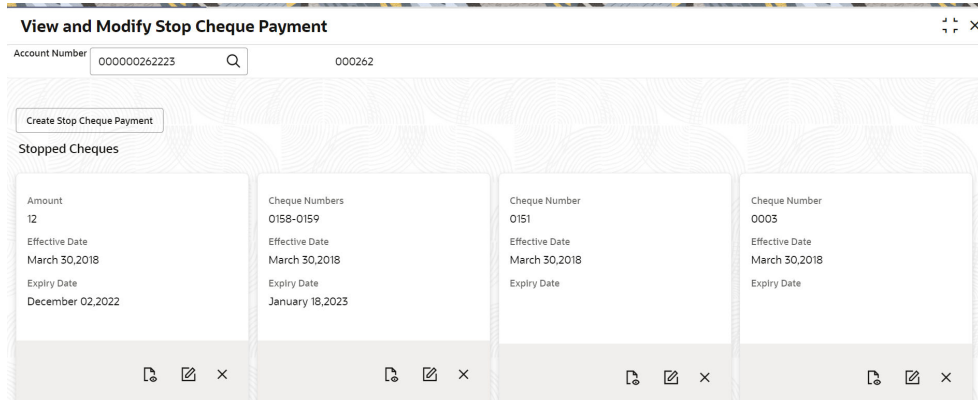
1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **View and Modify Stop Cheque Payment**, or specify the **View and Modify Stop Cheque Payment** in the Search icon bar.

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



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

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





 **Note:**

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

3. On the **View and Modify Stop Cheque Payment** screen, you can view a summary of the stopped cheques for the account.

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

**Table 10-5 View and Modify Stop Cheque Payment - Field Description**

Field	Description
<b>Account Number</b>	<p>Specify the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and click on the <b>Fetch</b> 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> <b>Note:</b></p> <p>As you specify or select the account number:</p> <ul style="list-style-type: none"> <li>The account name is displayed adjacent to the <b>Account Number</b> field.</li> </ul> </div>
<b>Stopped Cheques</b>	This section lists all the cheques for which the payments are stopped.
<b>Amount, Cheque Numbers, or Cheque Number</b>	<p>Displays the type of stop cheque payment created for the account.</p> <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>While creating the stop cheque payment:</p> <ul style="list-style-type: none"> <li>If you select the <b>Amount</b> option, then <b>Amount</b> is displayed in the widget.</li> <li>If you select the <b>Range of Cheques</b> option, then <b>Cheque Numbers</b> is displayed in the widget.</li> <li>If you select the <b>Single Cheque</b> option, then <b>Cheque Number</b> is displayed in the widget.</li> </ul> <p>For more information on creating stop cheque payment, refer Stop Cheque Payment screen.</p> </div>
<b>Effective Date</b>	Displays the effective date from when the stop cheque payment is active.
<b>Expiry Date</b>	Displays the end date till when the stop cheque payment should be active.

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



 **Note:**

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

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

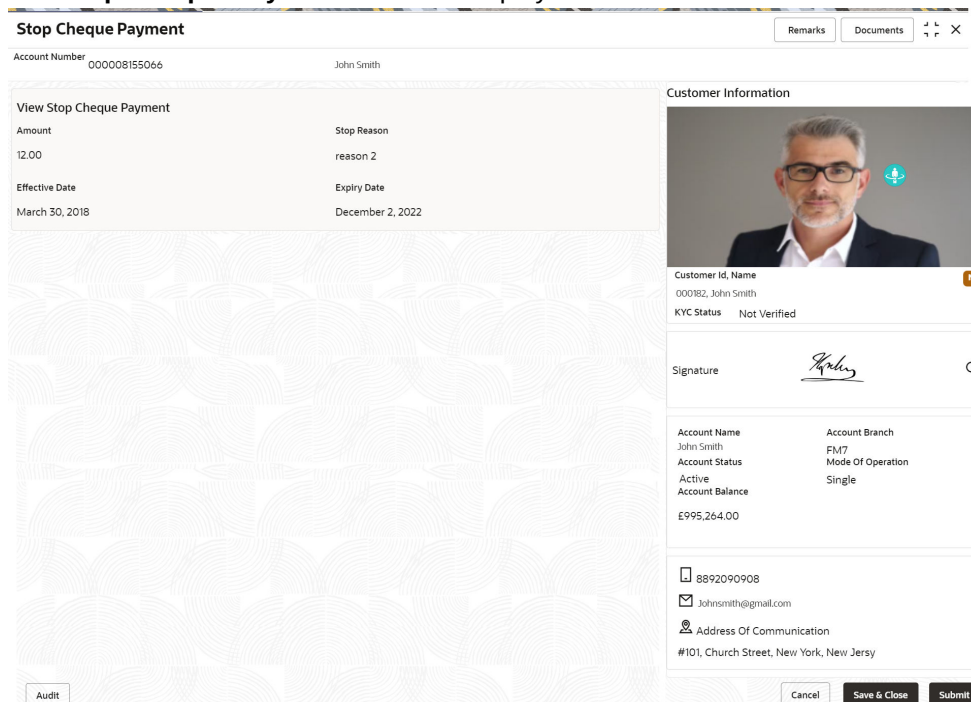
### 10.3.1 View Stop Cheque Payment

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

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

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

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




**Stop Cheque Payment** [Remarks] [Documents] [Close]

Account Number 000008155066 John Smith


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

**Customer Information**



Customer Id, Name: 000182, John Smith NA

KYC Status: Not Verified

Signature: 





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

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




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

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

**Table 10-6 View Stop Cheque Payment - Field Description**

Field	Description
<b>Account Number</b>	<p>Displays the account number for which the stop payment cheque details are viewed.</p> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• The account holder name is displayed adjacent to this field.</li> <li>• The customer information is displayed on the right.</li> </ul>
<b>View Stop Cheque Payment</b>	This section displays the stop cheque payment details.
<b>Amount</b>	<p>Displays the cheque amount for stop cheque payment.</p> <p> <b>Note:</b></p> <p>This field is displayed if the stop cheque payment is of <b>Amount</b> type.</p>
<b>Stop Reason</b>	<p>Displays the reason for stop cheque payment.</p> <p> <b>Note:</b></p> <p>This field is displayed if the stop cheque payment is of <b>Amount, Cheque Number, and Cheque Numbers</b> types.</p>
<b>Effective Date</b>	<p>Displays the effective date from when the stop cheque payment is active.</p> <p> <b>Note:</b></p> <p>This field is displayed if the stop cheque payment is of <b>Amount, Cheque Number, and Cheque Numbers</b> types.</p>

**Table 10-6 (Cont.) View Stop Cheque Payment - Field Description**

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


3. Click **Submit**.

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

## 10.3.2 Modify Stop Cheque Payment

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

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

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

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

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

**Table 10-7 Modify Stop Cheque Payment - Field Description**

Field	Description
<b>Account Number</b>	<p>Displays the account number for which the stop payment cheque details are being modified.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>The account holder name is displayed adjacent to this field.</li> <li>The customer information is displayed on the right.</li> </ul> </div>
<b>Modify Stop Cheque Payment</b>	<p>This section displays the stop cheque payment details, which can be modified based on your requirement.</p>

Table 10-7 (Cont.) Modify Stop Cheque Payment - Field Description







Field	Description
<p><b>Amount</b></p>	<p>Specify the cheque amount for stop cheque payment.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>By default, the existing stop cheque payment amount is displayed in this field. You can modify the amount if required.</li> <li>This field is displayed if the stop cheque payment is of <b>Amount</b> type.</li> </ul> </div>
<p><b>Stop Reason</b></p>	<p>Specify the reason for stop cheque payment.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>By default, the existing reason for stop cheque payment is displayed in this field. You can modify the amount if required.</li> <li>This field is displayed if the stop cheque payment is of <b>Amount</b>, <b>Cheque Number</b>, and <b>Cheque Numbers</b> types.</li> </ul> </div>
<p><b>Effective Date</b></p>	<p>Specify the effective date from when the stop cheque payment should be active.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>By default, the existing effective date for stop cheque payment is displayed in this field. You can modify the amount if required.</li> <li>This field is displayed if the stop cheque payment is of <b>Amount</b>, <b>Cheque Number</b>, and <b>Cheque Numbers</b> types.</li> </ul> </div>

Table 10-7 (Cont.) Modify Stop Cheque Payment - Field Description

Field	Description
<b>Expiry Date</b>	<p>Specify the end date till when the stop cheque payment will be active.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>By default, the existing expiry date for stop cheque payment is displayed in this field. You can modify the amount if required.</li> <li>This field is displayed if the stop cheque payment is of <b>Amount</b>, <b>Cheque Number</b>, and <b>Cheque Numbers</b> types.</li> </ul> </div>
<b>Start Cheque Number</b>	<p>Displays the start cheque number initiated for the stop cheque payment.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>By default, the existing expiry date for stop cheque payment is displayed in this field. You can modify the amount if required.</li> <li>This field is displayed if the stop cheque payment is of <b>Cheque Number</b> and <b>Cheque Numbers</b> types.</li> </ul> </div>
<b>End Cheque Number</b>	<p>Displays the end cheque number initiated for the stop cheque payment.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>By default, the existing expiry date for stop cheque payment is displayed in this field. You can modify the amount if required.</li> <li>This field is displayed if the stop cheque payment is of <b>Cheque Number</b> and <b>Cheque Numbers</b> types.</li> </ul> </div>

3. Click **Submit**.

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

### 10.3.3 Close Stop Cheque Payment

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

**To close the stop cheque payment:**

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

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

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

**Table 10-8 Close Stop Cheque Payment - Field Description**


Field	Description
<b>Account Number</b>	Displays the account number for which the stop payment cheque details are viewed.  <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>The account holder name is displayed adjacent to this field.</li> <li>The customer information is displayed on the right.</li> </ul> </div>
<b>Close Stop Cheque Payment</b>	This section displays the stop cheque payment details of the account.

Table 10-8 (Cont.) Close Stop Cheque Payment - Field Description







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



Table 10-8 (Cont.) Close Stop Cheque Payment - Field Description

Field	Description
Amount	Displays the cheque amount for stop cheque payment.   <b>Note:</b> This field is displayed if the stop cheque payment is of <b>Amount</b> type.

3. Click **Submit**.

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

## 10.4 Cheque Book Status

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

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

**To view the cheque book status:**



**Note:**

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

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.



Figure 10-5 Cheque Book Status

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

Table 10-9 Cheque Book Status - Field Description

Field	Description
<b>Account Number</b>	Enter the debit account number or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the <b>Account Numbers</b> present in the system. You can search for a specific <b>Account Number</b> by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button.
<b>Account Name</b>	<b>Account Name</b> is displayed based on the account selected.
<b>First Cheque Number</b>	By default, the system displays the most recent Cheque book request that the customer has made.

**Table 10-9 (Cont.) Cheque Book Status - Field Description**

Field	Description
<b>Status</b>	<p>The system displays the following status of the Cheque book request.</p> <ul style="list-style-type: none"> <li>• Requested</li> <li>• Delivered</li> <li>• Destroyed</li> </ul> <p>Delivery Awaited or Destruction Awaited is updated as interim status when the transaction is pending approval for delivery or destruction.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p style="text-align: right;"><b>Destroyed</b></p> <p>When the cheque book is updated as <b>Destroyed</b>, the delivery date is updated to the current business date and highlighted in red.</p> </div>
<b>Requested Date</b>	The system displays the date on which the customer requested the cheque book.
<b>Delivery Date</b>	<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 <b>Delivered</b>.</p> <p>The delivery date is blank for cheque books where the status is <b>Requested</b>.</p>
<b>Delivery Mode</b>	<p>The system defaults the following type of cheque delivery mode.</p> <ul style="list-style-type: none"> <li>• Branch</li> <li>• Delivery</li> </ul>
<b>Address</b>	<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>
<b>Actions</b>	<p>Click  icon to update the cheque book status from updated to:</p> <ul style="list-style-type: none"> <li>• Deliver</li> <li>• Destory</li> </ul>

- 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**.
- Click **Submit**.  
The screen is successfully submitted for authorization.

# 11

## Debit Card

Under the **Debit Card** menu, you can perform the debit card related actions for a CASA account.

This topic contains the following subtopics:

- [Card Status Change](#)  
This topic describes the systematic instructions about Card Status Change.
- [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.
- [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.

### 11.1 Card Status Change

This topic describes the systematic instructions about Card Status Change.

**To change card status:**



**Note:**

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

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.

Figure 11-1 Card Status Change

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

Table 11-1 Card Status Change - Field Description

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Account Name</b>	<b>Account Name</b> is displayed by default based on the account selected.
<b>Card Number</b>	Enter the <b>Card Number</b> or click the search icon to view the <b>Card Number</b> 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 <b>Card Number</b> , <b>Name on the Card</b> , or <b>Card Type</b> and click on the <b>Fetch</b> button.
<b>Name on the Card</b>	The system defaults this field, based on the Card Number.
<b>Card Type</b>	The system defaults this field based on the Card Number.
<b>Expiry Date</b>	<b>Expiry Date</b> of the Card is defaulted based on the Card Number.

**Table 11-1 (Cont.) Card Status Change - Field Description**

Field	Description
<b>Card Status</b>	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.
<b>Reason for change</b>	Specify the reason for change.

## 11.2 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.

**To request debit card:**

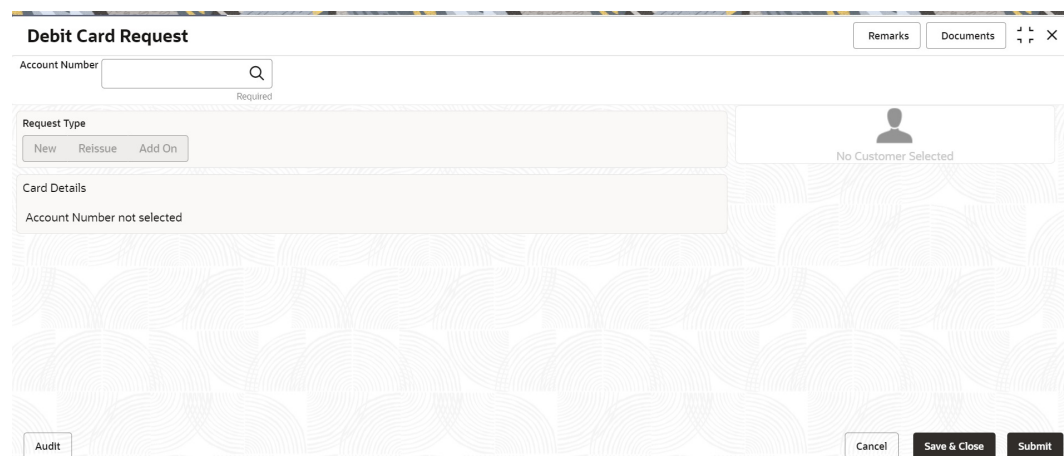
### Note:

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

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.

**Figure 11-2 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 11-2 Debit Card Request - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID, Account Number, or Account Name</b> and click on the <b>Fetch</b> button.
<b>Account Name</b>	<b>Account Name</b> is displayed based on the account number selected.
<b>Request Type</b>	By default the <b>Request Type</b> will be disabled. On the Request Type the following options are available: <ul style="list-style-type: none"> <li>• New</li> <li>• Reissue</li> <li>• Add On</li> </ul> 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 11-3 Debit Card Request-New Card**

The screenshot displays the 'Debit Card Request' interface. At the top, there are 'Remarks' and 'Documents' buttons. The 'Account Number' field is populated with '000008155383' and the customer name 'John Smith' is shown. The 'Request Type' section has buttons for 'New', 'Reissue', and 'Add On'. The 'New Card' section contains several input fields: 'Name On Card' (John Gilbert Ben), 'Card Type' (PP2), 'Pin Delivery Channel' (BRANCH), and 'Card Delivery Channel' (BRANCH). On the right, the 'Customer Information' panel includes a profile picture of John Smith, his Customer ID (00082), KYC Status (Not Verified), a signature, and account details such as Account Name (John Smith), Account Status (Active), Account Balance (€995,264.00), Account Branch (FM7), Mode Of Operation (Single), and Address Of Communication (#101, Church Street, New York, New Jersey). At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.

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

**Table 11-3 New Card - Field Description**

Field	Description
<b>Name On Card</b>	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.
<b>Card Type</b>	Enter the <b>Card Type</b> or click the search icon to view the <b>Card Type</b> 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 <b>Card Type</b> , <b>Card product</b> , or <b>Card Bin</b> and click on the <b>Fetch</b> button. To view the card limit details, click the <b>Card Limits</b> link.
<b>Card Limits</b>	The <b>Card Limits</b> link will be displayed on selecting the card type. Click on <b>Card limits</b> link to view the <b>Card Limits</b> pop-up window. Users can view the ATM and POS limits details for the selected card type.
<b>Pin Delivery Channel</b>	Users can select the appropriate Pin Delivery Channel from the drop-down list.
<b>Card Delivery Channel</b>	Users can select the appropriate Card Delivery Channel from the drop-down list.

- 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 11-4 Debit Card Request-Reissue Card**

The screenshot displays the 'Debit Card Request' interface for a 'Reissue Card' action. At the top, the account number '00008155383' and customer name 'John Smith' are visible. The 'Request Type' section includes 'New', 'Reissue', and 'Add On' buttons. The 'Reissue Card' form contains the following fields:

- Reason:** Renewal (dropdown)
- Select Card:** XXXXXX5502 (dropdown)
- Name On Card:** John Gilbert Ben (text input)
- Card Type:** GOLD (text input with search icon)
- Pin Delivery Channel:** BRANCH (dropdown)
- Card Delivery Channel:** BRANCH (dropdown)

A 'Card Limits' link is present next to the Card Type field. On the right, the 'Customer Information' panel shows a profile picture of John Smith, KYC Status 'Not Verified', a signature, and account details: Account Name 'John Smith', Account Branch 'FM7', Account Status 'Active', and Account Balance '£995,264.00'. Contact information includes phone '8892090908', email 'Johnsmith@gmail.com', and address '#101, Church Street, New York, New Jersey'. At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.

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



Table 11-4 Reissue Card - Field Description

Field	Description
<b>Reason</b>	Users can select the Reason from the drop-down list. Reason drop-down list the below values: <ul style="list-style-type: none"> <li>• Damaged</li> <li>• Renewal</li> <li>• Lost</li> </ul>
<b>Select Card</b>	On the <b>Select Card</b> 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.
<b>Name On Card</b>	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.
<b>Card Type</b>	The Existing card type is displayed on selecting the Card Number. Users can change the <b>Card Type</b> based on the customer request. Click the search icon to view the <b>Card Type</b> 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 <b>Card Type</b> , <b>Card product</b> , or <b>Card Bin</b> and click on the <b>Fetch</b> button. To view the card limit details, click the <b>Card Limits</b> link.
<b>Card Limits</b>	The <b>Card Limits</b> link will be displayed on selecting the card type. Click on Card limits link to view the <b>Card Limits</b> pop-up window. Users can view the ATM and POS limits details for the selected card type.
<b>Pin Delivery Channel</b>	Users can select the appropriate <b>Pin Delivery Channel</b> from the drop-down list.
<b>Card Delivery Channel</b>	Users can select the appropriate <b>Card Delivery Channel</b> 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 11-5 Debit Card Request-Add On Card**

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

**Table 11-5 Add On Card - Field Description**

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

**Table 11-5 (Cont.) Add On Card - Field Description**

Field	Description
<b>Pin Delivery Channel</b>	Users can select the appropriate <b>Pin Delivery Channel</b> from the drop-down list.
<b>Card Delivery Channel</b>	Users can select the appropriate <b>Card Delivery Channel</b> from the drop-down list.

## 11.3 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.

**To edit the ATM and POS limits:**



**Note:**

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

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.

**Figure 11-6 ATM and POS Limits**

**ATM and POS Limits**

Account Number: FM7000223014 | John Smith

Card Number: 4353453453 | Card Type: GOLD

Limit Applicability: Special

Limit Details	Maximum Limit (GBP)	Card Limit (GBP)
ATM Daily Transaction Limit	20,000.00	20,000.00
ATM Daily Count Limit	5	5
POS Daily Transaction Limit	100,000.00	50,000.00
POS Daily Count Limit	10	5

**Customer Information**

Customer Id, Name: 000182, John Smith  
 KYC Status: Not Verified

Signature: *John Smith*

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

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

Audit | Cancel | Save & Close | Submit

- On **ATM and POS Limits** screen, specify the fields

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

**Table 11-6 ATM and POS Limits - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Account Name</b>	<b>Account Name</b> is displayed based on the account number selected.
<b>Card Number</b>	Enter the <b>Card Number</b> or click the search icon to view the <b>Card Number</b> 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, <b>Card Number</b> or <b>Card Type</b> and click on the <b>Fetch</b> button. Once the Card Number is fetched from <b>Card Number</b> pop-up window, the system will populate the Card Type, Limit Applicability, Maximum Limit, and Card Limit fields.
<b>Card type</b>	The system defaults this field based on the Card Number.
<b>Limit Applicability</b>	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"> <li><b>Default</b> - The Maximum Limit and Card Limit values will be the same and remain non-editable.</li> <li><b>Special</b> - The system allows the users to enter or edit the daily ATM/POS limits in the Card Limit column.</li> </ul>


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

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

**Table 11-7 Limits - Field Description**

Field	Description
<b>Maximum Limit</b>	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.

**Table 11-7 (Cont.) Limits - Field Description**

Field	Description
<b>Card Limit</b>	<p>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.</p> <p>Users can edit the Card Limit only when the Limit Applicability is set to Special.</p>
<div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px;"> <p> <b>Note:</b></p> <p>If the user maintain the ATM/POS Card limit amount that exceeds the 'Maximum Limit', a validation error will be displayed.</p> </div>	
<b>ATM Daily Transaction Limit</b>	Daily transaction limit applicable for ATM transactions.
<b>ATM Daily Count Limit</b>	Daily limit for number of ATM transactions.
<b>POS Daily Transaction Limit</b>	Daily transaction limit applicable for POS transactions.
<b>POS Daily Count Limit</b>	Daily limit for number of POS transactions.

# 12

## Standing Instructions

Under the **Standing Instructions** menu, you can perform the standing instruction related actions for a CASA account.

This topic contains the following subtopics:

- [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.
- [Term Deposit Instruction](#)  
This topic describes the systematic instructions to Create Term Deposit Instruction, Modify or Close the existing term deposit instruction.
- [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.
- [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.
- [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.
- [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.
- [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.
- [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.

## 12.1 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.

**To perform online account sweep in:**


 **Note:**

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

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.

**Figure 12-1 Online Account Sweep In**



**Online Account Sweep In**

Account Number: FM7000223579 | John Smith

Enable Reverse Sweep In:

**Savings Account**

Savings Account*	Branch	Details	Retain Minimum Balance	Sweep Limit	Limit Frequency	Utilized Amount	Actions
1005000000000117	005		<input type="checkbox"/>	2,000.00	Per Transaction		


**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
FM7000223772	FM7	10,000.00				

**Customer Information**



Customer Id, Name: 000182, John Smith  
KYC Status: Not Verified

Signature: 


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

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


Audit | Cancel | Save & Close | Submit


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


**Table 12-1 Scheduled Transfer - Field Description**


Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and click on the <b>Fetch</b> button.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>The Account Name is displayed adjacent to this field as the account number is selected.</li> <li>The customer information is also displayed to the left of the screen.</li> </ul> </div>
<b>Search</b>	Users need to click on Search button to view the Sweep History details.

3. 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'.

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

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

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

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

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



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

**Table 12-2 Online Account Sweep In-Savings Account**

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



**Table 12-2 (Cont.) Online Account Sweep In-Savings Account**


Field	Description
<b>Details</b>	<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> <b>Note:</b></p> <p>If you click the icon, the following details are displayed:</p> <ul style="list-style-type: none"> <li>• Customer Name</li> <li>• Available Balance</li> <li>• Currency</li> <li>• Last sweep in Amount</li> </ul> </div>
<b>Retain Minimum Balance</b>	<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>
<b>Sweep Limit</b>	<p>Users can input the maximum amount to be swept from the Savings Account.</p>
<b>Limit Frequency</b>	<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"> <li>• <b>Per Transaction</b> - The sweep limit maintained for the Savings Account is applied for every transaction that requires the amount to be swept from the Savings Account.</li> <li>• <b>Daily</b> - The sweep limit maintained for the Savings Account is the cumulative limit up to which the sweep transactions will be allowed for the day.</li> </ul>
<b>Utilized Amount</b>	<p>Displays the amount utilized by the receiving account number during a sweep in transaction.</p>
<b>Actions</b>	<p>Enables the options to Create, Modify, Delete.</p>

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 12-3 Online Account Sweep In-Term Deposits**

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

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

## 12.2 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.

**To set term deposit instruction:**

### Note:

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

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.

Figure 12-2 Term Deposit Instruction



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 12-4 View and Modify Scheduled Transfer - Field Description

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Account Name</b>	<b>Account Name</b> is displayed by default based on the account selected.
<b>Threshold Amount</b>	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.
<b>Sweet Multiples</b>	Users can define the sweep multiples of which the term deposit to be created, this will avoid term deposit creation for a small amount.

Table 12-4 (Cont.) View and Modify Scheduled Transfer - Field Description

Field	Description
<b>Start Date</b>	<p>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.</p> <p> <b>Note:</b> Start Date cannot be backdated.</p>
<b>End Date</b>	<p>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.</p> <p> <b>Note:</b> End Date cannot be less than Start Date.</p>
<b>Tenor</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• Days</li> <li>• Months</li> <li>• Years</li> </ul> <p>Users can increase or decrease the selected tenor with up and down arrow buttons.</p>

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 12-3 Edit Instruction

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**.

## 12.3 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.

**To maintain schedule transfer details:**

### Note:

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

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.



**Figure 12-4 Scheduled Transfer**

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

**Table 12-5 Scheduled Transfer - Field Description**

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

**Table 12-5 (Cont.) Scheduled Transfer - Field Description**

Field	Description
<b>Transfer Amount</b>	Input the <b>Transfer Amount</b> 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.
<b>Frequency</b>	The user can select the execution frequency from the <b>Frequency</b> 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"> <li>• <b>Days</b></li> <li>• <b>Months</b></li> <li>• <b>Years</b></li> </ul>
<b>Start Date</b>	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 #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b> Start Date cannot be backdated.</p> </div>
<b>Number of Transfers</b>	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.
<b>Month End Execution</b>	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.
<b>End Date</b>	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 <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b> <b>End Date</b> cannot be less than Start Date.</p> </div>
<b>Narrative</b>	The <b>Narrative</b> defaults as Scheduled Transfer. The user can modify the defaulted value.

## 12.4 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.

**To view and modify schedule transfer:**

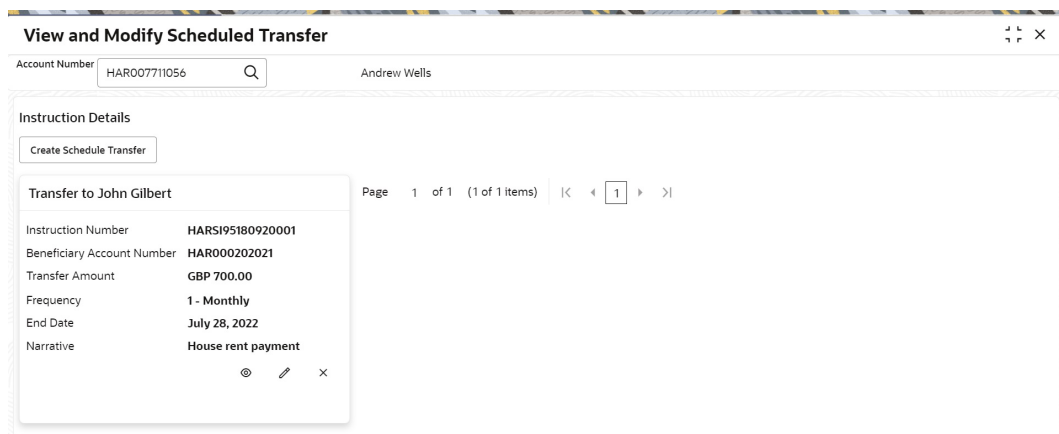
 **Note:**

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

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.

The **View and Modify Scheduled Transfer** screen is displayed.

**Figure 12-5 View and Modify Scheduled Transfer**



 **Note:**

To create schedule transfer, click **Create Schedule Transfer**. The **Scheduled Transfer** screen is displayed. For more information, refer [Scheduled Transfer](#).





**Figure 12-6 Schedule Transfer Cycle Details**

**Figure 12-7 Modify Scheduled Transfer**

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

**Table 12-6 View and Modify Scheduled Transfer - Field Description**

Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>
<b>Instruction Details</b>	This section displays the instruction details for the account selected.
<b>Transfer to &lt;&gt;</b>	Displays the transfer account number.
<b>Search Result</b>	<p>The contract details are displayed in tile format. The available basic details displayed are:</p> <ul style="list-style-type: none"> <li>• <b>Instruction Number</b></li> <li>• <b>Beneficiary Account Number</b></li> <li>• <b>Transfer Amount</b></li> <li>• <b>Frequency</b></li> <li>• <b>End Date</b></li> <li>• <b>Narrative</b></li> </ul>
<b>View Transaction</b>	Click to view the <b>Schedule Transfer Cycle Details</b> . 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 12-7 Schedule Transfer Cycle Details – Field Description**

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

**Table 12-7 (Cont.) Schedule Transfer Cycle Details – Field Description**

Field	Description
<b>Last Cycle Number</b>	Displays the last cycle number of the instruction.
<b>Suspend Execution</b>	Displays whether there was a suspend execution.
<b>Cycle Details</b>	This section displays the cycle details for the selected account.
<b>Cycle</b>	Displays the cycle number.
<b>Scheduled Date</b>	Displays the scheduled date for the transfer cycle.
<b>Success Date</b>	Displays the success date of the transfer cycle.
<b>Retry Count</b>	Displays the number of retries in the transfer cycle.
<b>Transfer Amount</b>	Displays the transfer amount in the cycle.
<b>Execution Status</b>	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 12-8 Modify Transaction - Field Description**

Field	Description
<b>Modify Transaction</b>	Click to modify the scheduled transfer contract details. User can modify the below details: <ul style="list-style-type: none"> <li>• <b>Transfer Amount</b></li> <li>• <b>Frequency</b></li> <li>• <b>Number of Transfers</b></li> <li>• <b>Month End Execution</b></li> <li>• <b>End Date</b></li> <li>• <b>Narrative</b></li> <li>• <b>Suspend Execution</b></li> </ul>
<b>Transfer Amount</b>	The <b>Transfer Amount</b> displayed can be modified by the user.
<b>Frequency</b>	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"> <li>• <b>Days</b></li> <li>• <b>Months</b></li> <li>• <b>Years</b></li> </ul> Users can easily increase or decrease the value for the selected the frequency with the up and down button.
<b>Number of Transfers</b>	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"> <li>• <b>Start Date</b></li> <li>• <b>Frequency</b></li> <li>• <b>Month End Execution</b></li> <li>• <b>Number of Transfer</b></li> </ul>

**Table 12-8 (Cont.) Modify Transaction - Field Description**

Field	Description
<b>Month End Execution</b>	<p>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.</p> <p>Month End flag can be enabled only if the start date is falling on month-end.</p> <p>Month End flag cannot be enabled for daily frequency.</p>
<b>End Date</b>	<p>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.</p> <p>In case the number of transfers is defined, the system updates the expiry date based on <b>Start Date, Frequency</b>, and month-end execution. Date format example- Sep 15, 2020.</p> <p>System updates the number of transfers based on start date, Frequency, and End date.</p>
<b>Narrative</b>	<p>The <b>Narrative</b> defaults as Scheduled Transfer.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Users can modify the defaulted value.</p> </div>
<b>Suspend Execution</b>	<p>Scheduled Transfer execution can be stopped or started by enabling or disabling Suspend Execution.</p>

5. 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 12-8 Close Scheduled Transfer

**Close Scheduled Transfer**
Remarks Documents

Account Number HAR007711056
John Smith

Beneficiary Account Number		Beneficiary Account Name	
HAR000202021		Andrew Wells	
Transfer Amount		Frequency	
GBP	700.00	1	Months
Start Date		Number of Transfers	
April 2, 2018		53	
Month End Execution		End Date	
Off		July 28, 2022	
Narrative		Suspend Execution	
House rent payment		Off	

**Customer Information**

Customer Id, Name: 000182, John Smith NA

KYC Status: Not Verified

Signature:

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

8892090908

Johnsmith@gmail.com

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

Audit
Cancel Save & Close Submit

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

## 12.5 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.

**To define sweep in to account:**



### Note:

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

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

The **Sweep In To Account** screen is displayed.



Figure 12-9 Sweep In to Account

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

Table 12-9 Sweep In to Account - Field Description

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

**Table 12-9 (Cont.) Sweep In to Account - Field Description**

Field	Description
<b>Minimum Balance After Sweep</b>	<b>Minimum Balance After Sweep</b> 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.
<b>Frequency</b>	Select the frequency for the sweep in.
<b>Month End Execution</b>	<p>Switch to  to enable the month end execution for the sweep in.</p> <p>Switch to  to stop the month end execution for the sweep in.</p>
<b>Start Date</b>	Users can define the <b>Start Date</b> for the sweep in instruction. Start date cannot be backdated.
<b>End Date</b>	Users can define the <b>End Date</b> for Sweep In instruction, Sweep In instruction will be closed after the end date.
<b>Narrative</b>	The narrative will be defaulted to Sweep In to Account. The defaulted value is modifiable.

## 12.6 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.

**To view and modify sweep in to account:**



**Note:**

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

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

The **View and Modify Sweep In to Account** screen is displayed.

**Figure 12-10 View and Modify Sweep In to Account**

**Note:**


To create schedule transfer, click **Create Sweep In**. The **Sweep In to Account** screen is displayed. For more information, refer [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 12-10 View and Modify Sweep In to Account - Field Description**

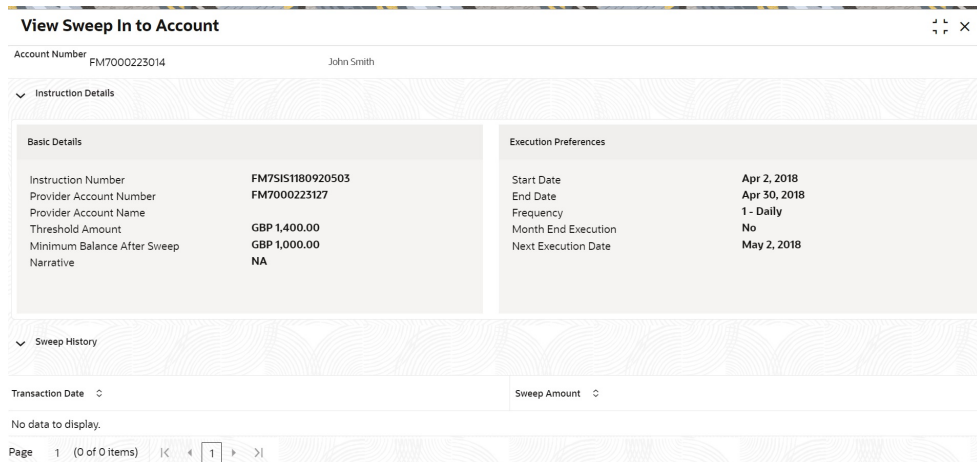
Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the Account Number pop-up window. By default, this window lists all the <b>Account Numbers</b> present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button.  <b>Note:</b> The Account Name is displayed adjacent to this field as the account number is selected.
<b>Instruction Details</b>	This section displays the instruction details for the account selected.
<b>Sweep from &lt;Account Name&gt;</b>	Displays the account name from which sweep in is to be performed.
<b>Instruction Number</b>	Displays the instruction number for sweep in.
<b>Provider Account Number</b>	Displays the account number of the sweep in provider.
<b>Threshold Amount</b>	Displays the threshold amount with currency for sweep in.
<b>Frequency</b>	Displays the frequency set for the sweep in.
<b>End Date</b>	Displays the end date for sweep in.
<b>Narrative</b>	Displays if any narration or description for sweep in.



- 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 12-11 View Sweep In To Account**



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

**Table 12-11 View Sweep In to Account - Field Description**


Field	Description
<b>Account Number</b>	Displays the account number and account name selected in the <b>View and Modify Sweep In to Account</b> screen.
<b>Instruction Details</b>	This section displays the instruction details for the account selected.
<b>Basic Details</b>	This section displays the basic instruction details.
<b>Instruction Number</b>	Displays the instruction number.
<b>Provider Account Number</b>	Displays the account number of the provider.
<b>Provider Account Name</b>	Displays the account name of the provider.
<b>Threshold Amount</b>	Displays the threshold amount for the instruction.
<b>Minimum Balance Sweep</b>	Displays the minimum sweep amount balance.
<b>Narrative</b>	Displays the narration for the instruction.
<b>Execution Preferences</b>	This section displays the execution preferences set for the sweep in.
<b>Start Date</b>	Displays the start date of the instruction.
<b>End Date</b>	Displays the end date of the instruction.
<b>Frequency</b>	Displays the frequency set for the sweep in instruction.
<b>Month End Execution</b>	Displays whether the month end execution is enabled for the instruction.
<b>Next Execution Date</b>	Displays the next execution date for the instruction.
<b>Sweep History</b>	This section displays the history for the sweep.

**Table 12-11 (Cont.) View Sweep In to Account - Field Description**

Field	Description
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 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 12-12 Modify Sweep In To Account**

- 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 12-12 Modify Sweep In To Account - Field Description**

Field	Description
<b>Threshold Amount</b>	<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> <b>Note:</b> The amount cannot be in negative or zero value.</p>
<b>Minimum Balance After Sweep</b>	<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> <b>Note:</b> The amount cannot be in negative value.</p>
<b>End Date</b>	<p>Users can modify the end date for Sweep In instruction, Sweep In instruction will be closed after the end date. The calender will display the branch holiday details.</p> <p> <b>Note:</b> End Date cannot be less than Start Date.</p>
<b>Narrative</b>	Users can modify the Narrative field.

- 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 12-13 Close Sweep in To Account**

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

## 12.7 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.

**To define sweep out from account:**

 **Note:**

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

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.  
The **Sweep Out from Account** screen is displayed.

Figure 12-14 Sweep Out from Account

The screenshot shows a web interface for setting up a sweep out from an account. The main form area contains several input fields:
 

- Account Number:** FM7000223014
- Beneficiary Account Number:** FM7000224480
- Threshold Amount:** GBP, 20.00
- Minimum Sweep Amount:** GBP
- Frequency:** 5 Months
- Start Date:** Mar 30, 2018
- Narrative:** Sweep Out to CASA




 On the right side, there is a 'Customer Information' panel for John Smith, showing a profile picture, KYC status as 'Not Verified', a signature, and account details such as 'Active' status and a balance of £995,264.00. At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.

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

Table 12-13 Sweep Out from Account - Field Description

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

**Table 12-13 (Cont.) Sweep Out from Account - Field Description**

Field	Description
<b>Beneficiary Account Number</b>	Enter the <b>Beneficiary Account Number</b> or click the search icon to view the <b>Beneficiary Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Beneficiary Account Number</b> , or <b>Beneficiary Account Name</b> and click the <b>Fetch</b> button.
<b>Beneficiary Account Name</b>	<b>Beneficiary Account Name</b> is displayed based on the Beneficiary account number selected.
<b>Frequency</b>	Select the frequency for the sweep out.
<b>Month End Execution</b>	<p>Switch to  to enable the month end execution for the sweep out.</p> <p>Switch to  to stop the month end execution for the sweep out.</p>
<b>Start Date</b>	Users can define the <b>Start Date</b> for sweep-out instruction. The start date cannot be backdated.
<b>End Date</b>	<p>Users can define the <b>End Date</b> for sweep-out instruction, Sweep out instruction will be closed after the end date.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>End Date cannot be less than Start Date.</p> </div>
<b>Narrative</b>	The narrative will be defaulted as Sweep Out from Account. The defaulted value is modifiable.

## 12.8 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.

**To view and modify sweep out from account:**



**Note:**

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

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.

The **View and Modify Sweep Out from Account** screen is displayed.


**Figure 12-15 View and Modify Sweep Out from Account**

 **Note:**

To create schedule transfer, click **Create Sweep In**. The **Sweep Out from Account** screen is displayed. For more information, refer [Sweep Out from Account](#).


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 12-14 View and Modify Sweep Out from Account - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the Account Number pop-up window. By default, this window lists all the <b>Account Numbers</b> present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button.   <b>Note:</b> The Account Name is displayed adjacent to this field as the account number is selected.
<b>Instruction Details</b>	This section displays the instruction details for the account selected.
<b>Sweep to &lt;Account Name&gt;</b>	Displays the sweep to account holder's name.
<b>Instruction Number</b>	Displays the instruction number.
<b>Beneficiary Account Number</b>	Displays the account number of the beneficiary.
<b>Frequency</b>	Displays the frequency set for the sweep out.

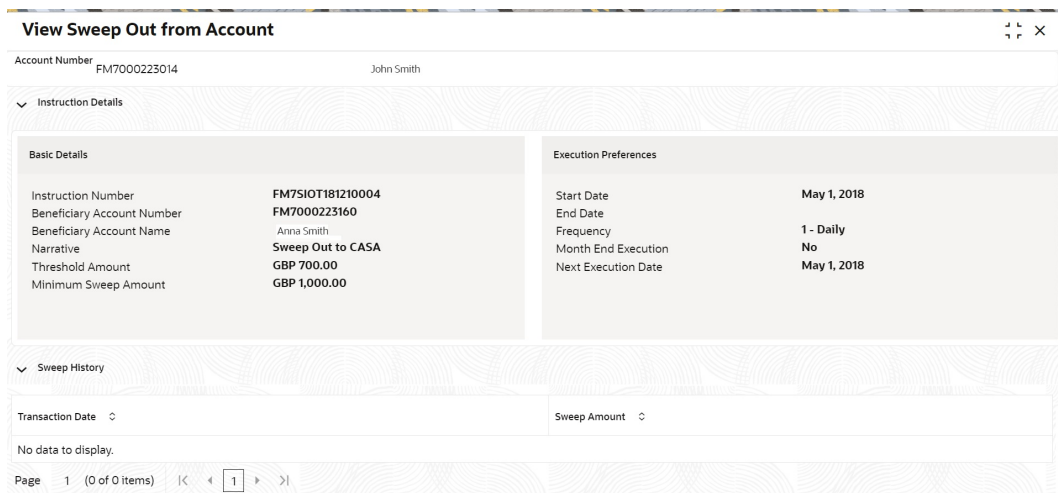
**Table 12-14 (Cont.) View and Modify Sweep Out from Account - Field Description**

Field	Description
<b>End Date</b>	Displays the end date of the instruction.
<b>Threshold Amount</b>	Displays the threshold amount for the instruction.
<b>Narrative</b>	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 12-16 View Sweep Out from Account**



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

**Table 12-15 View Sweep Out from Account - Field Description**

Field	Description
<b>Account Number</b>	Displays the account number and account name selected in the <b>View and Modify Sweep Out From Account</b> screen.
<b>Instruction Details</b>	This section displays the instruction details for the account selected.
<b>Basic Details</b>	This section displays the basic instruction details.
<b>Instruction Number</b>	Displays the instruction number.
<b>Beneficiary Account Number</b>	Displays the account number of the beneficiary.
<b>Beneficiary Account Name</b>	Displays the account name of the beneficiary.
<b>Narrative</b>	Displays the narration for the instruction.
<b>Threshold Amount</b>	Displays the threshold amount for the instruction.
<b>Minimum Sweep Amount</b>	Displays the minimum sweep amount for the instruction.




**Table 12-15 (Cont.) View Sweep Out from Account - Field Description**

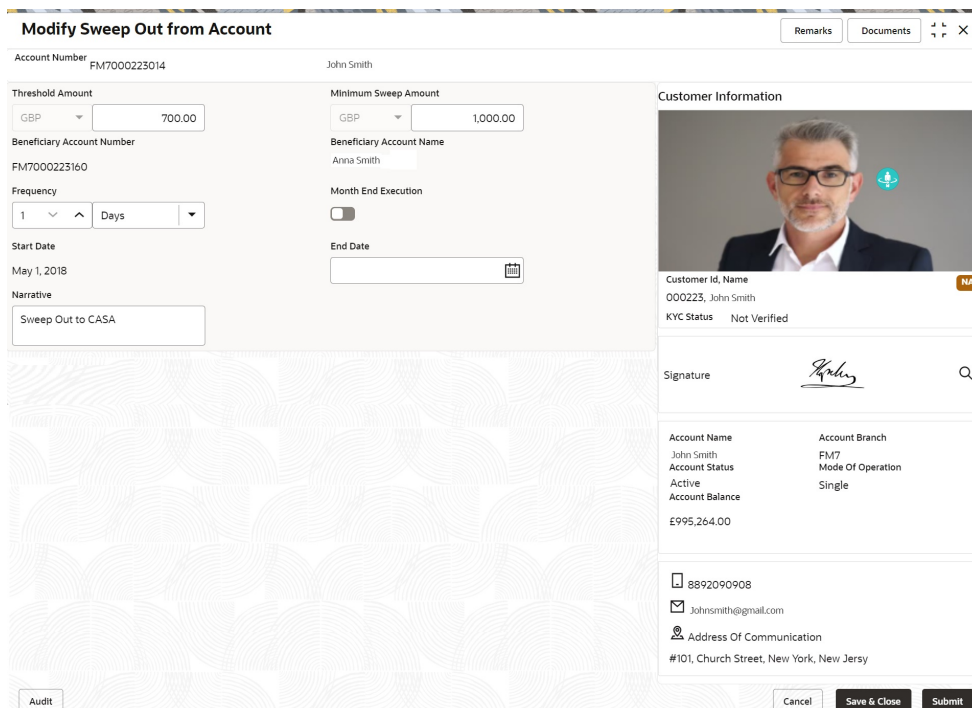
Field	Description
<b>Execution Preferences</b>	This section displays the execution preferences set for the sweep out.
<b>Start Date</b>	Displays the start date of the instruction.
<b>End Date</b>	Displays the end date of the instruction.
<b>Frequency</b>	Displays the frequency set for the sweep out instruction.
<b>Month End Execution</b>	Displays whether the month end execution is enabled for the instruction.
<b>Next Execution Date</b>	Displays the next execution date for the instruction.
<b>Sweep History</b>	This section displays the history for the sweep.
<b>Transaction Date</b>	Displays the sweep transaction date.
<b>Sweep Amount</b>	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 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 12-17 Modify Sweep Out from Account**



**Modify Sweep Out from Account**

Account Number: FM7000223014    John Smith

Remarks    Documents

**Threshold Amount**  
GBP    700.00

**Beneficiary Account Number**  
FM7000223160

**Frequency**  
1    Days

**Start Date**  
May 1, 2018

**Narrative**  
Sweep Out to CASA


**Minimum Sweep Amount**  
GBP    1,000.00

**Beneficiary Account Name**  
Anna Smith


**Month End Execution**

**End Date**

**Customer Information**



Customer Id, Name: 000223, John Smith  
KYC Status: Not Verified

Signature: 

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




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

Audit    Cancel    Save & Close    Submit

- On 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 12-16 Modify Sweep Out from Account - Field Description**

Field	Description
<b>Threshold Amount</b>	<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> <b>Note:</b> The amount cannot be in negative or zero value.</p>
<b>Minimum Sweep Amount</b>	<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> <b>Note:</b> The amount cannot be in negative value.</p>
<b>End Date</b>	<p>Users can modify the end date for Sweep Out instruction, Sweep Out instruction will be closed after the end date.</p> <p> <b>Note:</b> End Date cannot be less than Start Date.</p>
<b>Narrative</b>	Users can modify the Narrative field.

- 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 12-18 Close Sweep Out from Account

**Close Sweep Out from Account**

Remarks Documents

Account Number: FM7000223014 John Smith

Threshold Amount: GBP 700.00

Beneficiary Account Number: FM7000223160

Frequency: 1 Days

Start Date: May 1, 2018

Narrative: Sweep Out to CASA

Minimum Sweep Amount: GBP 1,000.00

Beneficiary Account Name: Anna Smith

Month End Execution: Off

End Date:

**Customer Information**

Customer Id, Name: 000182, John Smith

KYC Status: Not Verified

Signature: *John Smith*

Account Name: John Smith

Account Status: Active

Account Balance: €995,264.00

Account Branch: FM7 Mode Of Operation Single

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

Contact: 8892090908, Johnsmith@gmail.com

Audit Cancel Save & Close Submit

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

# 13

## Inquiry

Under the **Inquiry** menu, you can perform inquire the details of a CASA account.

This topic contains the following subtopics:

- [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.
- [Account Transactions](#)  
This topic provides the systematic instructions for the users to view, and download all the transactions posted to the current account and saving accounts for a particular date range or last n transactions.
- [Cheque Status Inquiry](#)  
This topic describes the systematic instructions about Cheque Status Inquiry. This screen helps the user to inquire the status of a cheque and its beneficiary details for a given account number and cheque number.
- [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.
- [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.

### 13.1 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.

**To inquire account balance:**



**Note:**

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

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.

**Figure 13-1 Account Balance Inquiry**

**Account Balance Inquiry** ⌵ ⌵ ×

Account Number:   John Smith

All amounts in GBP

Total Available Balance <b>100,000.00</b> <a href="#">Show Calculation</a>	Current Balance 100,000.00 Available Balance 100,000.00	Uncollected Balance 0.00 Withdrawable Uncollected 0.00	Sweep Eligible 0.00 Unutilized Limits 0.00	Minimum Required Balance 10,000.00 Amount Block 0.00
--	--	---	---	---

Interest and Charge Details		Turnover Details		Receivable Tracking	
Accrued Credit Interest	0.00			Amount Due	0.00
Accrued Debit Interest	0.00	Daily Turnover	0.00	Debit	0.00
Interest Due	0.00	Month to Date Turnover	0.00	Credit	0.00
Charge Due	0.00	Last Transaction Date	Apr 3, 2018		

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

**Table 13-1 Account Balance Inquiry - Field Description**

Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and clicking on the <b>Fetch</b> button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>The Account Name is displayed adjacent to this field as the account number is selected.</li> <li>The customer information is also displayed to the left of the screen.</li> </ul> </div>

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 13-2 Show Calculation**

Account Balance Inquiry				
Account Number <input type="text" value="FM7000223579"/>		John Smith		
All amounts in GBP				
Total Available Balance	Current Balance	Uncollected Balance	Sweep Eligible	Minimum Required Balance
<b>100,000.00</b>	100,000.00	0.00	0.00	10,000.00
<a href="#">Hide Calculation</a>	Available Balance	Withdrawable Uncollected	Unutilized Limits	Amount Block
	100,000.00	0.00	0.00	0.00
<b>Current Balance</b>	<b>100,000.00</b>	<b>Turnover Details</b>		<b>Receivable Tracking</b>
Uncollected Balance	(-) 0.00		<b>Credit</b>	<b>Debit</b>
Amount Block	(-) 0.00	Daily Turnover	0.00	0.00
Unauthorized Credit	(-) 0.00	Month to Date Turnover	0.00	0.00
Receivable	(-) 0.00	Last Transaction Date	Apr 3, 2018	
<b>Available Balance</b>	<b>100,000.00</b>			
Withdrawable Uncollected	(+) 0.00			Amount Due
Sweep Eligible	(+) 0.00			Amount Available
Auto Term Deposit	0.00			0.00
Savings and Current Account	0.00			0.00
Term Deposit Account	0.00			
Unutilized Limits	(+) 0.00			
<b>Total Available Balance</b>	<b>100,000.00</b>			
<b>Interest and Charge Details</b>				
Accrued Credit Interest	0.00			
Accrued Debit Interest	0.00			
Interest Due	0.00			
Charge Due	0.00			

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 13-2 Turnover Details - Field Description**

Field	Description
Daily Turnover	Displays the sum of Daily Credit and Debit Turnover.

**Table 13-2 (Cont.) Turnover Details - Field Description**

Field	Description
<b>Month to Date Turnover</b>	Displays the sum of current month to business date debit and credit turnover.
<b>Last transaction Date</b>	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

## 13.2 Account Transactions

This topic provides the systematic instructions for the users to view, and download all the transactions posted to the current account and saving accounts for a particular date range or last n transactions.

**To view account transaction details:**



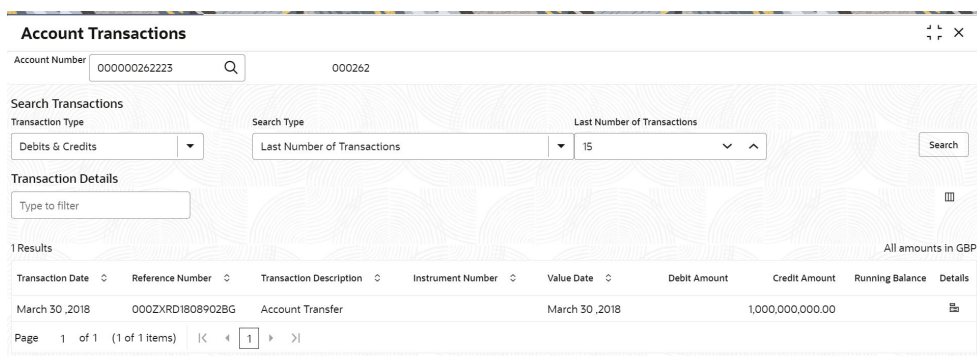
**Note:**

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

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.

**Figure 13-3 Account Transactions**






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

Table 13-3 Account Transactions - Field Description


Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and click <b>Fetch</b>.</p> <p> <b>Note:</b></p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p>
<b>Search Transactions</b>	This section displays the fields to perform the search.
<b>Transaction Type</b>	<p>Select the type of transactions to be searched. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Debits &amp; Credits</b></li> <li>• <b>Debits</b></li> <li>• <b>Credits</b></li> </ul>
<b>Search Type</b>	<p>Select the search type for the transaction. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Data Range</b></li> <li>• <b>Current Month</b></li> <li>• <b>Current Month Plus Previous Month</b></li> <li>• <b>Current Month Plus Previous 3 Month</b></li> <li>• <b>Current Month Plus Previous 6 Month</b></li> <li>• <b>Last Number of Transactions</b></li> </ul>
<b>Date Range</b>	<p>Select or specify the from and to date for fetching the transaction details.</p> <p> <b>Note:</b></p> <p>This field is displayed if you select <b>Date Range</b> from the <b>Search Type</b> field.</p>
<b>Last Number of Transactions</b>	<p>Select or specify the last number of the transaction to be fetched.</p> <p> <b>Note:</b></p> <p>This field is displayed if you select <b>Last Number of Transactions</b> from the <b>Search Type</b> field.</p>



**Table 13-3 (Cont.) Account Transactions - Field Description**

Field	Description
<b>Transactional Details</b>	<p>This section displays the transaction details for the account selected.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>You can click the  icon to view only the selected transaction details.</p> </div>
<b>Filter</b>	Specify a value to filter the details as required.
<b>Transaction Date</b>	Displays the date of the transaction.
<b>Reference Number</b>	Displays the transaction's reference number.
<b>Transaction Description</b>	Displays the description for the transaction.
<b>Instrument Number</b>	Displays the instrument number used for the transaction.
<b>Value Date</b>	Displays the value date of the transaction.
<b>Debit Amount</b>	Displays the transaction's debit amount.
<b>Credit Amount</b>	Displays the transaction's credit amount.
<b>Running Balance</b>	Displays the current running balance of the transaction.
<b>Details</b>	Displays the  icon to view more details of the transaction. For more information, refer <a href="#">View Details</a> .

**To view more transaction details:**

- a. Click the  icon from the **Details** field.  
The **Account Transfer** section is displayed.

**Figure 13-4 View Details**

**Account Transfer**  
0002XR01808990280

Transaction Date	Value Date	Transaction Branch	Instrument Number
March 30 ,2018	March 30 ,2018	000	

Account Branch	Account Number	Account Name	Account Currency	Debit/Credit	Local Currency Amount	Foreign Currency Amount	Exchange Rate

**Audit Details**

Authorized	Maker	Checker	Source
------------	-------	---------	--------

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

**Table 13-4 Account Transfer - Field Description**

Field	Description
<b>Account Transfer</b>	This section displays the account transfer details. The transaction number is displayed below the section header.
<b>Transaction Date</b>	Displays the date when the transaction was performed.
<b>Value Date</b>	Displays the value date of the transaction.
<b>Transaction Branch</b>	Displays the branch code where the transaction was performed.
<b>Instrument Number</b>	Displays the instrument number used for the transaction.
<b>Account Branch</b>	Displays the name of the account branch.
<b>Account Number</b>	Displays the transaction account number.
<b>Account Name</b>	Displays the account name of the transaction.
<b>Account Currency</b>	Displays the transaction account currency.
<b>Debit/Credit</b>	Displays whether the transaction of debit or credit type.
<b>Local Currency Amount</b>	Displays the local currency amount of the transaction.
<b>Foreign Currency Amount</b>	Displays the foreign currency amount of the transaction.
<b>Exchange Rate</b>	Displays the exchange rate of the transaction.
<b>Audit Details</b>	This section displays the audit details.
<b>Authorized</b>	Displays whether the transaction is authorized.
<b>Maker</b>	Displays the name of the maker along with the date and time.
<b>Checker</b>	Displays the name of the checker along with the date and time.
<b>Source Code</b>	Displays the source code for the transaction.

- b. Click **OK**.

## 13.3 Cheque Status Inquiry

This topic describes the systematic instructions about Cheque Status Inquiry. This screen helps the user to inquire the status of a cheque and its beneficiary details for a given account number and cheque number.

If the cheque is archived, the screen displays two additional fields, Archival Date and Remarks.

**To inquire the cheque status:**



### Note:


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

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.

**Figure 13-5 Cheque Status Inquiry**

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

**Table 13-5 Cheque Status Inquiry - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and click <b>Fetch</b> .   <b>Note:</b> The Account Name is displayed adjacent to this field as the account number is selected.
<b>Cheque Number</b>	Enter the <b>Cheque Number</b> and click the <b>Search</b> button to view the Input Cheque Number details.
<b>Input Cheque Number</b>	This section displays the details of specified cheque number.
<b>Status</b>	The <b>Status</b> displays if the cheque is Used, Not Used, Canceled, Rejected and Part Used. For cheques that are stopped from payment, an additional remark, 'Stopped' will be displayed in the status.
<b>Amount</b>	Displays the <b>Amount</b> for which the cheque is drawn.
<b>Presented On</b>	Displays the date on which the Cheque was presented for encashment.
<b>Date On Cheque</b>	Displays the date mentioned on the cheque.
<b>Beneficiary</b>	Displays the beneficiary of the cheque.

3. After input of the account number, the Sweep History details are displayed in a tabular format.
4. On **Sweep History** details, users can view the fields.  
For more information on fields, refer to the field description table.

**Table 13-6 Sweep History Details**

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

5. **View Sweep Setup** remains inactive until the account number is input and the Search button is clicked. When users click on the **View Sweep Setup, Account Sweep In Definition** pop up window is displayed.
6. In the **Account Sweep In Definition** screen, users can view the Account Sweep In details. The details are as follows:
  - a. Enable Reverse Sweep In
  - b. Savings Accounts
  - c. Auto Deposits
  - d. Term Deposits

## 13.4 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.

**To view online account sweep history:**

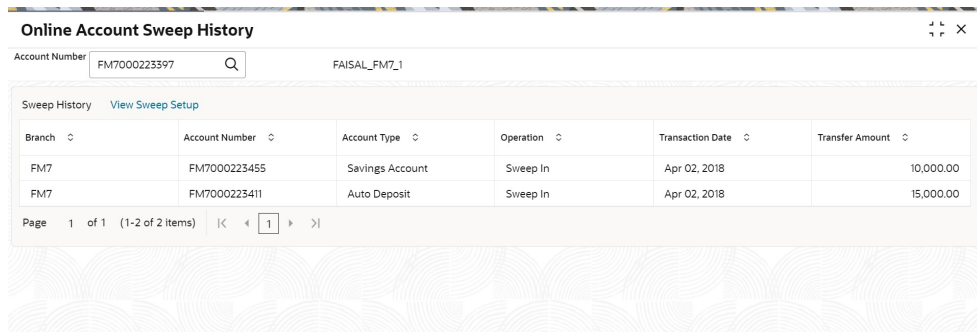


**Note:**

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

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.

**Figure 13-6 Online Account Sweep History**



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

**Table 13-7 Sweep History**

Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b>, <b>Account Number</b>, or <b>Account Name</b> and click <b>Fetch</b>.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></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 13-8 Sweep History Details**

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

5. **View Sweep Setup** remains inactive until the account number is input and the Search button is clicked. When users click on the **View Sweep Setup, Account Sweep In Definition** pop up window is displayed.
6. In the **Account Sweep In Definition** screen, users can view the Account Sweep In details. The details are as follows:
  - a. Enable Reverse Sweep In
  - b. Savings Accounts
  - c. Auto Deposits
  - d. Term Deposits

## 13.5 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.

**To inquire tax deducted at source:**



### Note:

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

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.

**Figure 13-7 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 13-9 Tax Deducted at Source Inquiry - Field Description**

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

# 14

## Track Receivables

Under the **Track Receivables** menu, you can track the receivables and perform required action for a CASA account.

This topic contains the following subtopics:

- [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.
- [Delete Track Receivable](#)  
This topic describes the systematic instructions to delete the track receivable records which are not required to be processed.

### 14.1 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.

**To release track receivable:**



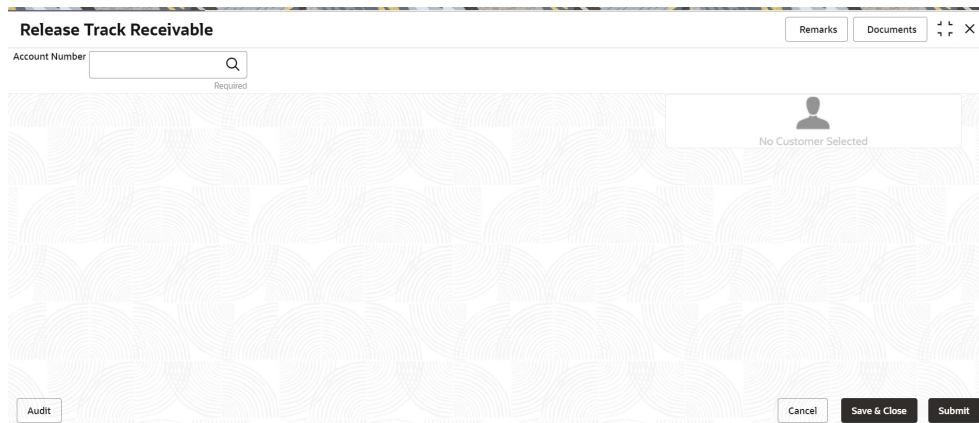
**Note:**

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

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.



**Figure 14-1 Release Track Receivable**

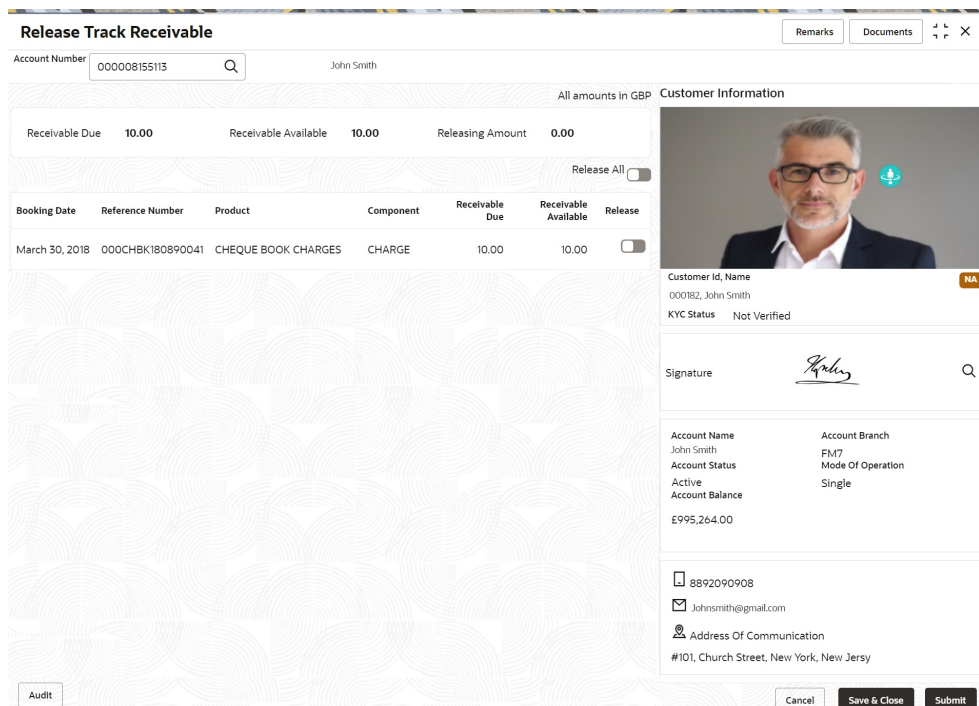


2. On **Release Track Receivable** screen, specify the account number.  
**Release Track Receivable** details for account is displayed.

 **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 14-2 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 14-1 Release Track Receivable - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Account Name</b>	<b>Account Name</b> is displayed based on the account number selected.
<b>Account Currency</b>	<b>Account Currency</b> is displayed based on the account number selected.
<b>Receivable Due</b>	The system displays the total receivable due against the account.
<b>Receivable Available</b>	The system displays the total amount tracked to settle the receivable due amount.
<b>Releasing Amount</b>	The system displays the total amount selected for release. When the user selects the record for release, the system updates the releasing amount.
<b>Release All</b>	Users can enable the <b>Release All</b> toggle button to select all records for release track receivable and vice versa.
<b>Booking Date</b>	The system displays the date on which the track receivable record is created.
<b>Reference Number</b>	The system displays the contract reference number of the track receivable record.
<b>Product</b>	The system displays the Product description of the track receivable record.
<b>Component</b>	The system displays the component code of the track receivable record.
<b>Receivable Due</b>	The system display the receivable due amount for the component.
<b>Receivable Available</b>	The system displays the amount which is tracked against the receivable due.
<b>Release</b>	Users can enable the toggle button to select the record for release track receivable.

- 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**.

## 14.2 Delete Track Receivable

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

**To delete track receivable:**

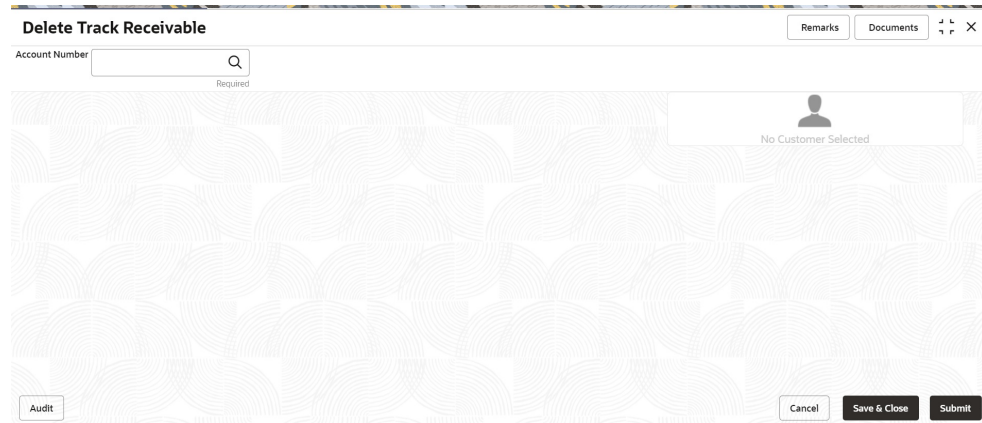
 **Note:**

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

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.

**Figure 14-3 Delete Track Receivable**



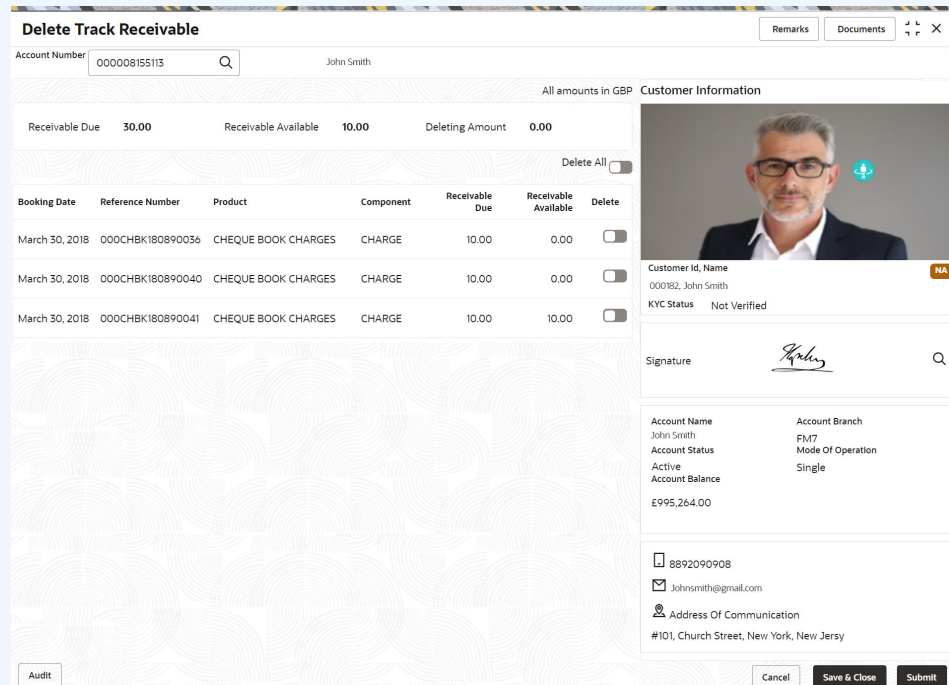
2. On **Delete Track Receivable** screen, specify the account number.

**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 14-4 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 14-2 Delete Track Receivable - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Account Name</b>	<b>Account Name</b> is displayed based on the account number selected.
<b>Account Currency</b>	<b>Account Currency</b> is displayed based on the account number selected.
<b>Receivable Due</b>	The system displays the total receivable due against the account.
<b>Receivable Available</b>	The system displays the total amount tracked to settle the receivable due amount.

**Table 14-2 (Cont.) Delete Track Receivable - Field Description**

<b>Field</b>	<b>Description</b>
<b>Deleting Amount</b>	The system displays the total amount selected for delete. When the user selects the record to delete, the system updates the deleting amount.
<b>Delete All</b>	Users can enable the <b>Delete All</b> toggle button to select all records for delete track receivable and vice versa.
<b>Booking Date</b>	The system displays the date on which the track receivable record is created.
<b>Reference Number</b>	The system displays the contract reference number of the track receivable record.
<b>Product</b>	The system displays the Product description of the track receivable record.
<b>Component</b>	The system displays the component code of the track receivable record.
<b>Receivable Due</b>	The system displays the receivable due amount for the component.
<b>Receivable Available</b>	The system displays the amount which is tracked against the receivable due.
<b>Delete</b>	Users can enable the toggle button to delete the record for delete track receivable.

- 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.**

# 15

## Others

Under the **Others** menu, you can perform other required actions for a CASA account.

- [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.
- [Uncollected Funds Release](#)  
This topic describes the systematic instructions to view or release uncollected funds on a customer account.
- [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.
- [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.
- [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.

### 15.1 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.

**To transfer account branch:**



**Note:**

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

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.

**Figure 15-1 Account Branch Transfer**

The screenshot displays the 'Account Branch Transfer' application. At the top, there are tabs for 'Remarks' and 'Documents'. The main form is divided into several sections:

- Account Information:** Account Number (FM7000223579), Current Branch Code (FM7), Transfer Branch Code (006), and Transfer Date (Feb 10, 2023).
- Customer Information:** Includes a customer photo, Customer Id (000182, John Smith), KYC Status (Not Verified), and a digital signature.
- Account Details:** Account Name (John Smith), Account Status (Active), Account Balance (£995,264.00), and Account Branch (FM7, Mode Of Operation: Single).
- Contact Information:** Phone number (8892090908), email (Johnsmith@gmail.com), and address (#101, Church Street, New York, New Jersey).

Buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit' are visible at the bottom of the form.


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

**Table 15-1 Account Branch Transfer - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and clicking on the <b>Fetch</b> button. When users enter the account number, the customer information is displayed.
<b>Account Name</b>	<b>Account Name</b> is displayed based on the account number selected.
<b>Current Branch Code</b>	<b>Current Branch Code</b> is displayed based on the account number selected.
<b>Current Branch Name</b>	<b>Current Branch Name</b> is displayed based on the account number selected.
<b>Transfer Branch Code</b>	Enter the <b>Transfer Branch Code</b> or click the search icon to view the list of available branch codes. You can search a specific branch code by providing <b>Branch Code</b> or <b>Branch Name</b> and click on the <b>Fetch</b> button.
<b>Transfer Branch Name</b>	The system displays the transfer branch name based on the transfer branch selected.

**Table 15-1 (Cont.) Account Branch Transfer - Field Description**

Field	Description
<b>Transfer Date</b>	Click on the Calendar icon, and select the From and To date for account statement generation.

 **Note:**

**Transfer Date** cannot be current date or back dated.

## 15.2 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.

**To view or release uncollected funds:**



**Note:**

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

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.

**Figure 15-2 Uncollected Funds Release**



2. Enter the **Account Number**.  
**Uncollected funds** details are displayed.

**Figure 15-3 Uncollected funds Details for Account**

**Uncollected Funds Release** [Remarks] [Documents]

Account Number: 000001148018 [Search] John Smith

Total Uncollected Funds: GBP 4,000.00

Funds Available Date	Amount	Reference Number	Action
April 30, 2018	4,000.00	0001007180890001	Release

**Customer Information**

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

KYC Status: Not Verified

Signature: [Signature]

Account Name: John Smith | Account Branch: FL17  
 Account Status: Active | Mode Of Operation: Single  
 Account Balance: E995,264.00

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


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

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

**Table 15-2 Uncollected Funds Release - Field Description**

Field	Description
<b>Account Number</b>	Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and click on the <b>Fetch</b> button.
<b>Account Name</b>	<b>Account Name</b> is displayed by default based on the account selected.
<b>Total Uncollected Funds</b>	<b>Total Uncollected Funds</b> displays the cumulative amount of all uncollected funds across business dates.
<b>Funds Available Date</b>	The date when the funds become available to the account holder for use is displayed.
<b>Amount</b>	The system displays the transaction amount.
<b>Reference Number</b>	The system displays the reference number.

**Table 15-2 (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"> <li>• Release</li> <li>• Unrelease</li> </ul> <p>Click on the <b>Release</b> 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; padding: 5px; margin-top: 10px;"> <p> <b>Note:</b></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.

## 15.3 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.

### To maintain tax group:



#### Note:

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

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.

**Figure 15-4 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 15-3 Tax Waiver at Customer Level - Field Description**

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

**Table 15-4 If the customer is already mapped to any of the Tax Group, Current Tax Group details are displayed as following:**

Field	Description
<b>Product</b>	This field displays the <b>Product</b> or <b>Account Class</b> for which the tax waiver is defined. The field value <b>ALL</b> indicates that the tax waiver applies to all products and account classes.
<b>Tax Waiver Percentage</b>	<b>Tax waiver</b> in percentage that applies for the defined period. The value should be greater than 0 and less than or equal to 100.
<b>Effective Date</b>	The <b>Effective Date</b> from which the tax waiver rule is applicable.

**Table 15-4 (Cont.)** If the customer is already mapped to any of the Tax Group, Current Tax Group details are displayed as following:

Field	Description
<b>Expiry Date</b>	<b>Expiry Date</b> 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 <b>Effective Date</b> and <b>Expiry Date</b> .
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p><b>Expiry Date</b> should be greater than or equal to the <b>Effective Date</b>.</p> </div>	
<b>Tax Category</b>	<b>Tax Category</b> for which Tax Waiver is maintained.
<b>Tax Currency</b>	The currency in which the tax waiver is defined. <b>All Currencies</b> indicates that tax waiver is for all currencies.

**Figure 15-5 Tax Waiver at Customer Level - Current Tax Group**

 **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, then a message that the customer is not linked to any tax group and to link click **Modify Tax Group** is displayed.

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 15-6 Modify Tax Group**

**Modify Tax Group**

Tax Group

Select

Required

Tax Group Description

Cancel Select

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

**Table 15-5 Modify Tax Group - Field Description**

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

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

Figure 15-7 Modify Tax Group - New Tax Group Selection

**Modify Tax Group**

Tax Group

Select TAX	▼
---------------	---

Tax Group Description

Tax Group

<b>CACCS</b>		
<b>Tax Waiver Percentage:</b>	100%	<b>Effective Date:</b> March 1, 2000
<b>Customer ID:</b> ALL	<b>Expiry Date:</b> December 31, 2031	<b>Tax Category:</b> FXTAX
		<b>Tax Currency:</b> GBP
<b>SAVIN</b>		
<b>Tax Waiver Percentage:</b>	100%	<b>Effective Date:</b> March 1, 2000
<b>Customer ID:</b> ALL	<b>Expiry Date:</b> March 31, 2031	<b>Tax Category:</b> FXTAX
		<b>Tax Currency:</b> GBP

Cancel

Select

- 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.

- On **Tax Waiver at Customer Level** screen, click the **Submit** button and then the **Close** button to end the tax waiver transaction.

## 15.4 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.

- 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 15-8 Branch Transfer Log**

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 15-6 Branch Transfer Log - Field Description**

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

3. Click the **Submit** button.

**Failed Branch Transfer Details** are displayed.

**Figure 15-9 Failed Branch Transfer Details**

**Branch Transfer Log**

Search Filters

Source Branch: CS1    Target Branch: CS2    Transfer Date:

Customer ID:     Account Number:

Failed Branch Transfer Details

<input type="checkbox"/>	Customer ID	Account Number	Account Name	Transfer Date	Source Branch	Target Branch	Transfer Status	Actions
<input type="checkbox"/>	000007	CS1000007014	CORP1	2018-04-11	CS1	CS2	Resubmitted	<input type="button" value="View"/>
<input type="checkbox"/>	000007	CS1000007036	CORP1	2018-04-18	CS1	CS2	Resubmitted	<input type="button" value="View"/>
<input type="checkbox"/>	000182	CS1000182080	John Smith	2018-04-16	CS1	CS2	Error	<input type="button" value="View"/>
<input type="checkbox"/>	004689	CS1004689018	Flying Pigeon	2018-04-20	CS1	CS2	Error	<input type="button" value="View"/>
<input type="checkbox"/>	004689	CS1004689038	Flying Pigeon	2018-04-26	CS1	CS2	Error	<input type="button" value="View"/>

4. On the **Failed Branch Transfer Details**, the following details are displayed.
- Customer ID
  - Account Number
  - Account Name
  - Transfer Date
  - Source Branch
  - Target Branch
  - Transfer Status
  - Actions

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

**Table 15-7 Failed Branch Transfer Details - Field Description**


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

5. To view the error details, click the **View** button. **Error Details** pop-up window is displayed.



**Figure 15-10 Error Details for Account Number**

Error Details for CS1004689038	
Error Code	Error Description
AC-OVD05	Available Balance 0.00 for CS1004689038 is lesser than the Min balance 500.00 for the Account Class
CS-TRFR-25	Failed while doing Transfer Process
AC-UPD01	Could Not Obtain Lock on Account CS1004689038

6. On the **Error Details** pop-up window, the system displays the following details.
  - a. Error Code
  - b. Error Description
7. Click  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.

## 15.5 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.

### To transfer account product:

 **Note:**

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



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.

**Figure 15-11 Account Product Transfer**

2. Enter the **Account Number**.  
**Account Product Transfer** details are displayed.


**Figure 15-12 Account Product Transfer Details for Account**

 **Note:**

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

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

**Table 15-8 Account Product Transfer - Field Description**

Field	Description
<b>Account Number</b>	<p>Enter the <b>Account Number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID, Account Number, or Account Name</b> and clicking on the <b>Fetch</b> button.</p> <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>The Account Name is displayed adjacent to this field as the account number is selected.</li> <li>The customer information is also displayed to the left of the screen.</li> </ul> </div>
<b>Current Product</b>	The system displays the existing product name for the selected account number.
<b>Accrued Credit Interest</b>	The system displays the accrued credit interest details if any accrued interest is available for the account.
<b>Accrued Debit Interest</b>	The system displays the accrued debit interest details if any accrued debit interest available for the account.
<b>Filter</b>	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

- Select the product for account product transfer and to know more about the product click on **know more**.
- Click **Know more** hyperlink to view full product details.  
**Product Details** pop-up screen is displayed.

**Figure 15-13 Product Details**

**Instant Savings Account** ×

**Description** Select

TEST

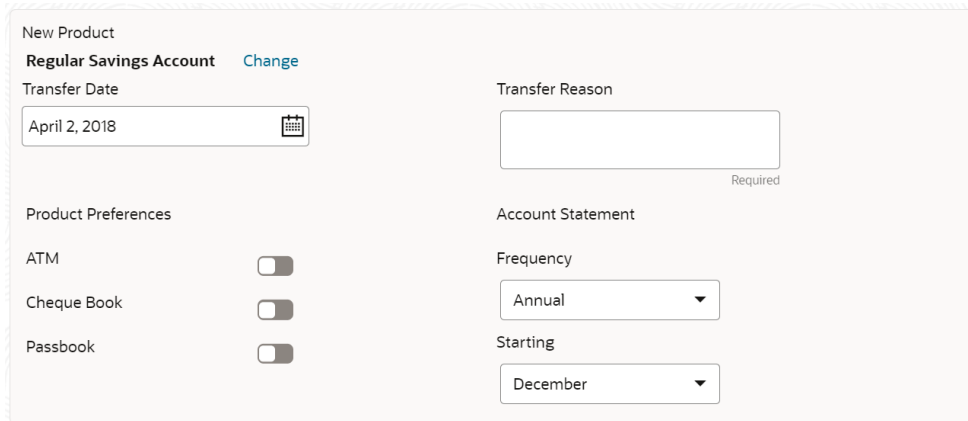
**Eligibility**

- ★ If you are an Indian citizen residing in India and are 60 years old or above, you can open a Senior Citizen Savings Bank Account with us, India's best Small Finance Bank.

<p><b>Features</b></p> <ul style="list-style-type: none"> <li>★ Earn up to 7%* on your Savings Account &amp; receive monthly interest payouts.</li> <li>★ Enjoy the services of a dedicated Relationship Officer who will act as your single point of contact across all your banking and financial needs.</li> <li>★ Enjoy preferential interest rates on Fixed Deposits and earn a special 0.5% extra on your investments with the option of monthly and quarterly interest payout.</li> <li>★ No need to visit a branch; now get all your banking transactions &amp; other service requests executed from the comfort of your home with the help of our Video Banking facilities.</li> <li>★ Enjoy the convenience of depositing funds into your account without the hassle of using a deposit slip.</li> <li>★ Walk right up to the dedicated senior citizen desk available at every branch for a quick resolution of your banking requirements.</li> <li>★ INR 5000 for Urban Branches and INR 2000 for Core Branches or Fixed Deposit of INR 25000</li> </ul>	<p><b>Interest and Charges</b></p> <ul style="list-style-type: none"> <li>★ Acceptable</li> <li>★ Nil Charges</li> </ul>
---	--

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 15-14 Selected Product Details**



The screenshot shows a 'New Product' form for a 'Regular Savings Account'. The 'Transfer Date' is set to 'April 2, 2018'. The 'Transfer Reason' field is empty and marked as 'Required'. Under 'Product Preferences', the 'ATM', 'Cheque Book', and 'Passbook' options are all disabled. The 'Account Statement' section shows 'Frequency' set to 'Annual' and 'Starting' set to 'December'.

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 15-9 Select New Product - Field Description**



Field	Description
<b>Select New Product</b>	This section displays the product and details in each widget.
<b>Change</b>	Click the <b>Change</b> button, and the system displays the account product selection screen where the user can select the product.
<b>Effective Date</b>	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.  <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>If the effective date is specified as Holiday, the system displays an error as <b>Transfer date cannot be a holiday</b>.</p> </div>
<b>Transfer Reason</b>	Enter the transfer reason.  <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>The <b>Transfer Reason</b> cannot be blank.</p> </div>
<b>ATM</b>	The user can enable or disable the defaulted ATM facility by clicking the toggle button.
<b>Cheque Book</b>	The user can enable or disable the defaulted Cheque Book facility by clicking the toggle button.
<b>Passbook</b>	The user can enable or disable the defaulted Passbook facility by clicking the toggle button.

Table 15-9 (Cont.) Select New Product - Field Description

Field	Description
<b>Frequency</b>	<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"><li>• Annual</li><li>• Semi Annual</li><li>• Quarterly</li><li>• Monthly</li><li>• Fortnightly</li><li>• Weekly</li><li>• Daily</li><li>• Blank</li></ul> <p>By default, the Frequency is displayed as Blank from selected product.</p>
<b>Starting</b>	<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"><li>• January to December - If the user selects statement frequency as Annual or Semi Annual or Quarterly.</li><li>• 1 to 31 - If the user selects statement frequency as monthly.</li><li>• Sunday to Saturday - If the user selects statement frequency as weekly or fortnightly.</li><li>• Blank - The system defaults the blank value if the user selects statement frequency as daily.</li></ul>

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

# 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 360	CSR_FA_CASA_DASH	Query Details	Get the details of the account and balance.
Account 360	CASA_FA_CUST_ACC_360_ACCOUNT_AMOUNTSANDDATES	Query Details	Get the details of the standing instructions.
Account 360	CASA_FA_CUST_ACC_360_LAST_TXN_FETCH	Query Details	Get the details of recent transaction of the account.
Address Update	CSR_FA_ADDR_SAVE	Initiation	Initiate the address update request.
Address Update	CSR_FA_ADDR_AUTH	Authorization	Approve or Reject the address update request.
Address Update	CSR_FA_ADDR_RETRY	Handoff Retry	Retry or Reject the address update request from handoff retry stage.
Account Document Update	CSR_FA_DOCUPDATE_SAVE	Initiation	Initiate the account document update request.
Account Document Update	CSR_FA_DOCUPDATE_AUTH	Authorization	Approve or Reject the account document update request.
Account Document Update	CSR_FA_DOCUPDATE_RETRY	Handoff Retry	Retry or Reject the account document update request from handoff retry stage.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_SAVE	Initiation	Initiate the joint holder update request.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_AUTH	Authorization	Approve or Reject the joint holder update request.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_RETRY	Handoff Retry	Retry or Reject the joint holder update request from handoff retry stage.
Nominee Update	CSR_FA_NOM_SAVE	Initiation	Initiate the nominee update request.
Nominee Update	CSR_FA_NOM_AUTH	Authorization	Approve or Reject the nominee update request.
Nominee Update	CSR_FA_NOM_RETRY	Handoff Retry	Retry or Reject the nominee update request from handoff retry stage.
Primary Party Change	CSR_FA_PRIIPAR_CHG_SAVE	Initiation	Initiate the primary party change request.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Primary Party Change	CSR_FA_PRIIPAR_CHG_RETRY	Authorization	Approve or Reject the primary party change request.
Primary Party Change	CSR_FA_PRIIPAR_CHG_AUTH	Handoff Retry	Retry or Reject the primary party change request from handoff retry stage.
Memo Maintenance	OBBRN_FA_MEMO_MAINT_SAVE	Initiation	Initiate Memo Maintenance/Modify request.
Memo Maintenance	OBBRN_FA_MEMO_MAINT_AUTH	Authorization	Approve or Reject Memo Maintenance/Modify request.
Memo Maintenance	OBBRN_FA_MEMO_MAINT_RETRY	Handoff Retry	Retry or Reject Memo Maintenance/Modify request.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_CREATE_RESOURCE	Create	Create the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_GETBY_RESOURCEID	Create	Create the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_UPDATE_RESOURCE	Modify	Modify the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_DELETE_RESOURCE	Delete	Delete the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_VALIDATE_RESOURCE	Validate	Validate the Bulletin maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_SUBMIT_RESOURCE	Create	Create the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_GET_UNAUTHRESOURCE	Authorize	Authorize the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_AUTHORIZE_RESOURCE	Authorize	Authorize Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_REMOVE_RESOURCELOCK	Create	Create Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_GET_PERMACT_ONRES	Inquiry	Inquire the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_GET_RESOURCEHIST	Inquiry	Inquire the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_CLOSE_RESOURCE	Close	Close the Bulletin Maintenance.
Create Bulletin	OBBRN_FA_BULLETINDETAIL_REOPEN_RESOURCE	Reopen	Reopen the Bulletin Maintenance.
View Bulletin	OBBRN_FA_BULLETINDETAIL_GET_BOARD	View	View the bulletin board details.
View Bulletin	OBBRN_FA_BULLETINDETAIL_GET_RESOURCEAGGR	View	View the bulletin board details.
User Dashboard	CMC_MENU_FA_DASHBOARD	Inquiry	Display the User Dashboard details.
Ad hoc Account Statement	CSR_FA_ACC_STMT_GEN	Fetch existng	Get the existing details.



Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Ad hoc Account Statement	CSR_FA_ACC_STMT_REQ_SAVE	Initiation	Initiate the ad hoc account statement request.
Account Statement Frequency	CSR_FA_ACCT_STATEMENT_FREQ_SAVE	Initiation	Initiate the account statement frequency request.
Account Statement Frequency	CSR_FA_ACCT_STATEMENT_FREQ_AUTH	Authorization	Approve or Reject the account statement frequency request.
Account Statement Frequency	CSR_FA_ACCT_STATEMENT_FREQ_RETRY	Handoff Retry	Retry or Reject the account statement frequency from handoff retry stage.
Activate Dormant Account	CSR_FA_ACTIVATE_DORMANT_ACCT_SAVE	Initiation	Initiate the activation of Inactive or Dormant account request.
Activate Dormant Account	CSR_FA_ACTIVATE_DORMANT_ACCT_RETRY	Authorization	Approve or Reject the activation of Inactive or Dormant account request.
Activate Dormant Account	CSR_FA_ACTIVATE_DORMANT_ACCT_AUTH	Handoff Retry	Retry or Reject the activation of Inactive or Dormant account from handoff retry stage.
Account Status Change	CSR_FA_ACCSTAT_CHANGE_SAVE	Initiation	Initiate the account status change request.
Account Status Change	CSR_FA_ACCSTAT_CHANGE_AUTH	Authorization	Approve or Reject the account status change request.
Account Status Change	CSR_FA_ACCSTAT_CHANGE_RETRY	Handoff Retry	Retry or Reject the account status change request from handoff retry stage.
Overdraft Limit Summary	CSR_FA_LIMITS_SUMMARY	Inquiry	Fetch all Overdraft details for the account.
Secured Overdraft Limit	CSR_FA_ACC_LMT_SAVE	Initiation	Initiate the Secured Overdraft Limit request.
Secured Overdraft Limit	CSR_FA_ACC_LMT_AUTH	Authorization	Approve or Reject the Secured Overdraft Limit request.
Secured Overdraft Limit	CSR_FA_ACC_LMT_RETRY	Handoff Retry	Retry or Reject the Secured Overdraft Limit request from handoff retry stage.
Unsecured Overdraft Limit	CSR_FA_ACCLMTUNSEC_SAVE	Initiation	Initiate the Unsecured Overdraft Limit request.
Unsecured Overdraft Limit	CSR_FA_ACCLMTUNSEC_AUTH	Authorization	Approve or Reject the Unsecured Overdraft Limit request.
Unsecured Overdraft Limit	CSR_FA_ACCLMTUNSEC_RETRY	Handoff Retry	Retry or Reject the Unsecured Overdraft Limit request from handoff retry stage.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
<b>Advance Against Uncollected Funds</b>	CSR_FA_AUF_SAVE	Initiation	Initiate the Advance Against Uncollected Funds request.
<b>Advance Against Uncollected Funds</b>	CSR_FA_AUF_AUTH	Authorization	Approve or Reject the Advance Against Uncollected Funds request.
<b>Advance Against Uncollected Funds</b>	CSR_FA_AUF_RETRY	Handoff Retry	Retry or Reject the Advance Against Uncollected Funds request from handoff retry stage.
<b>Create Amount Block</b>	CSR_FA_AMNT_SAVE	Initiation	Initiate the create amount block request.
<b>Create Amount Block</b>	CSR_FA_AMNT_AUTH	Authorization	Approve or Reject the create amount block request.
<b>Create Amount Block</b>	CSR_FA_AMNT_RETRY	Handoff Retry	Retry or Reject the create amount block from handoff retry stage.
<b>View and Modify Amount Block</b>	CSR_FA_AMNTM_SAVE	Initiation	Initiate the modify amount block request.
<b>View and Modify Amount Block</b>	CSR_FA_AMNTM_AUTH	Authorization	Approve or Reject the modify amount block request.
<b>View and Modify Amount Block</b>	CSR_FA_AMNTM_RETRY	Handoff Retry	Retry or Reject the modify amount block from handoff retry stage.
<b>View and Modify Amount Block</b>	CSR_FA_CLOSE_AMNTM_SAVE	Initiation	Initiate the close amount block request.
<b>View and Modify Amount Block</b>	CSR_FA_CLOSE_AMNTM_AUTH	Authorization	Approve or Reject the close amount block request.
<b>View and Modify Amount Block</b>	CSR_FA_CLOSE_AMNTM_RETRY	Handoff Retry	Retry or Reject the close amount block from handoff retry stage.
<b>Consolidated Amount Block</b>	CSR_FA_CONAMTBLK_SAVE	Initiation	Initiate the consolidated amount block request.
<b>Consolidated Amount Block</b>	CSR_FA_CONAMTBLK_AUTH	Authorization	Approve or Reject the consolidated amount block request.
<b>Consolidated Amount Block</b>	CSR_FA_CONAMTBLK_RETRY	Handoff Retry	Retry or Reject the consolidated amount block from handoff retry stage.
<b>Cheque Book Request</b>	CSR_FA_CHEQUEBOOKREQ_POST	Initiation	Initiate the cheque book request.
<b>Cheque Book Request</b>	CSR_FA_CHEQUEBOOKREQ_AUTH	Authorization	Approve or Reject the cheque book request.
<b>Cheque Book Request</b>	CSR_FA_CHEQUEBOOKREQ_RETRY	Handoff Retry	Retry or Reject the cheque book request from handoff retry stage.
<b>Stop Cheque Payment</b>	CSR_FA_STOPCHEQUE_SAVE	Initiation	Initiate the stop cheque payment request.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Stop Cheque Payment	CSR_FA_STOPCHEQUE_AUTH	Authorization	Approve or Reject the stop cheque payment request.
Stop Cheque Payment	CSR_FA_STOPCHEQUE_RETRY	Handoff Retry	Retry or Reject the stop cheque payment request from handoff retry stage.
View and Modify Stop Cheque	CSR_FA_STOPCHEQUE_SAVE	Initiation	Initiate the Modify Stop Cheque request.
View and Modify Stop Cheque	CSR_FA_STOPCHEQUE_AUTH	Authorization	Approve or Reject the Modify Stop Cheque request.
View and Modify Stop Cheque	CSR_FA_STOPCHEQUE_RETRY	Handoff Retry	Retry or Reject the Modify Stop Cheque request from handoff retry stage.
View and Modify Stop Cheque	CSR_FA_STOP_CHEQUE_DELETE	Close	Close the stop Cheque request.
Cheque Book Status Change	CSR_FA_CHEQSTATCHANGE_SAVE	Initiation	Initiate the cheque book status change request.
Cheque Book Status Change	CSR_FA_CHEQSTATCHANGE_AUTH	Authorization	Approve or Reject the cheque book status change request.
Cheque Book Status Change	CSR_FA_CHEQSTATCHANGE_RETRY	Handoff Retry	Retry or Reject the cheque book status change request from handoff retry stage.
Card Status Change	CSR_FA_CARDB_SAVE	Initiation	Initiate the card status change request.
Card Status Change	CSR_FA_CARDB_AUTH	Authorization	Approve or Reject the card status change request.
Card Status Change	CSR_FA_CARDB_RETRY	Handoff Retry	Retry or Reject the card status change request from handoff retry stage.
Debit Card Request	CSR_FA_DEBIT_REQ_SAVE	Initiation	Initiate the debit card request.
Debit Card Request	CSR_FA_DEBIT_CARD_REQ_AUTH	Authorization	Approve or Reject the debit card request.
Debit Card Request	CSR_FA_DEBIT_CARD_REQ_RETRY	Handoff Retry	Retry or Reject the debit card request from handoff retry stage.
ATM and POS Limits	CSR_FA_CARD_LIMITS_SAVE	Initiation	Initiate the ATM and POS Limits update request.
ATM and POS Limits	CSR_FA_CARD_LIMITS_AUTH	Authorization	Approve or Reject the ATM and POS Limits update request.
ATM and POS Limits	CSR_FA_CARD_LIMITS_RETRY	Handoff Retry	Retry or Reject the ATM and POS Limits update request from handoff retry stage.
Online Account Sweep In	CSR_FA_SWP_IN_STP_SAVE	Initiation	Initiate the Online Account Sweep In request.
Online Account Sweep In	CSR_FA_SWP_IN_STP_AUTH	Authorization	Approve or Reject the Online Account Sweep In request.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Online Account Sweep In	CSR_FA_SWP_IN_STP_RETRY	Handoff Retry	Retry or Reject the Online Account Sweep In request from handoff retry stage.
Term Deposit Instruction	CSR_FA_AUTOTD_INSTR_SAVE	Initiation	Initiate the Term Deposit Instruction request.
Term Deposit Instruction	CSR_FA_AUTOTD_INSTR_AUTH	Authorization	Approve or Reject the Term Deposit Instruction request.
Term Deposit Instruction	CSR_FA_AUTOTD_INSTR_RETRY	Handoff Retry	Retry or Reject the Term Deposit Instruction from handoff retry stage.
Create Scheduled Transfer	CSR_FA_CUST_TRANSFER_TO_CASA_SAVE	Initiation	Initiate the standing instructions request.
Create Scheduled Transfer	CSR_FA_CUST_TRANSFER_TO_CASA_AUTH	Authorization	Approve or Reject the standing instructions request.
Create Scheduled Transfer	CSR_FA_CUST_TRANSFER_TO_CASA_RETRY	Handoff Retry	Retry or Reject the standing instructions from handoff retry stage.
View and Modify Scheduled Transfer	CSR_FA_MSI_SAVE	Initiation	Initiate the Term Deposit Instruction request.
View and Modify Scheduled Transfer	CSR_FA_MSW_AUTH	Authorization	Approve or Reject the Modify Scheduled Transfer request.
View and Modify Scheduled Transfer	CSR_FA_MSW_RETRY	Handoff Retry	Retry or Reject the Modify Scheduled Transfer request from handoff retry stage.
View and Modify Scheduled Transfer	CSR_FA_CLOSE_SWP_IN_AUTH	Close	Approve or reject the close request.
Create Sweep Out from Account	CSR_FA_SWEEP_OUT_SAVE	Initiation	Initiate the creation of Sweep Out from Account instruction.
Create Sweep Out from Account	CSR_FA_SWEEP_OUT_AUTH	Authorization	Approve or Reject the request for Sweep Out from Account instruction
Create Sweep Out from Account	CSR_FA_SWEEP_OUT_RETRY	Handoff Retry	Retry or Reject the request for Sweep Out from Account instruction.
View and Modify Sweep Out from Account	CSR_FA_MOD_SWP_OUT_SAVE	Initiation	Initiate the Modify Sweep Out from Account request.
View and Modify Sweep Out from Account	CSR_FA_MOD_SWP_OUT_AUTH	Authorization	Approve or Reject the Modify Sweep Out from Account request.
View and Modify Sweep Out from Account	CSR_FA_MOD_SWP_OUT_RETRY	Handoff Retry	Retry or Reject the Modify Sweep Out from Account request.
View and Modify Sweep Out from Account	CSR_FA_CLOSE_SWP_OUT_AUTH	Close	Perform close operation for sweep out to account instruction.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Account Balance Inquiry	CSR_FA_ACC_BLN_INQ	Query Details	Get account balance details.
Account Transactions	CSR_FA_ACC_TRN	Query Details	Get the account transactions.
Check Status Inquiry	CSR_FA_CHEQUE_STATUS_INQUIRY	Query Details	Perform cheque status inquiry.
Online Account Sweep History	CSR_FA_SWP_HIST_GET	Inquiry	Fetch Online Account Sweep History details.
Tax Deducted at Source Inquiry	CSR_FA_TDSQUERY	Inquiry	Fetch Tax Deducted at Source details.
Release Track Receivable	CSR_FA_RELTRACK_SAVE	Initiation	Initiate Release Track Receivable request.
Release Track Receivable	CSR_FA_RELTRACK_AUTH	Authorization	Approve or Reject Release Track Receivable request.
Release Track Receivable	CSR_FA_RELTRACK_RETRY	Handoff Retry	Retry or Reject Release Track Receivable request.
Delete Track Receivable	CSR_FA_DELTRACK_SAVE	Initiation	Initiate Delete Track Receivable request.
Delete Track Receivable	CSR_FA_DELTRACK_AUTH	Authorization	Approve or Reject Delete Track Receivable request.
Delete Track Receivable	CSR_FA_DELTRACK_RETRY	Handoff Retry	Retry or Reject Delete Track Receivable request.
Account Branch Transfer	CSR_FA_ACCBRN_TRFR_SAVE	Initiation	Initiate the account branch transfer request.
Account Branch Transfer	CSR_FA_ACCBRN_TRFR_AUTH	Authorization	Approve or Reject the account branch transfer request.
Account Branch Transfer	CSR_FA_ACCBRN_TRFR_RETRY	Handoff Retry	Retry or Reject the account branch transfer request from handoff retry stage.
Uncollected Funds Release	CASA_FA_UNCOLLECTED_FUNDS_SAVE	Initiation	Initiate the uncollected funds release request.
Uncollected Funds Release	CASA_FA_UNCOLLECTED_FUNDS_AUTH	Authorization	Approve or Reject the uncollected funds release request.
Uncollected Funds Release	CASA_FA_UNCOLLECTED_FUNDS_RETRY	Handoff Retry	Retry or Reject the uncollected funds release from handoff retry stage.
Tax Waiver at Customer Level	CSR_FA_TAX_WAIVER_SAVE	Initiation	Initiate Tax Waiver at Customer Level request.
Tax Waiver at Customer Level	CSR_FA_TAX_WAIVER_AUTH	Authorization	Approve or Reject Tax Waiver at Customer Level request.
Tax Waiver at Customer Level	CSR_FA_TAX_WAIVER_RETRY	Handoff Retry	Retry or Reject Tax Waiver at Customer Level request.
Branch Transfer Log	CSR_FA_ABTL_QUERY	Inquiry	Fetch Branch Transfer Log details.
Account Product Transfer	CSR_FA_ACCTPRODTRANSFER_SAVE	Initiation	Initiate Account Product Transfer request.

**Table A-1 (Cont.) Functional Activity Codes**

<b>Screen Name/API Name</b>	<b>Functional Activity Code</b>	<b>Action</b>	<b>Description</b>
<b>Account Product Transfer</b>	CSR_FA_ACCTPRODTRANSFER_AUTH	Authorization	Approve or Reject Account Product Transfer request.
<b>Account Product Transfer</b>	CSR_FA_ACCTPRODTRANSFER_RETRY	Handoff Retry	Retry or Reject Account Product Transfer request.

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