Oracle® Banking Digital Experience

Wallets User Manual

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Oracle Banking Digital Experience Wallets User Manual, Release 25.1.1.0.0

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Contents

Preface

Purpose

This guide is designed to help acquaint you with the Oracle Banking application. This guide provides answers to specific features and procedures that the user need to be aware of the module to function successfully.

Before you Begin

Kindly refer to our **Getting Started User Guide** for common elements, including Symbols and Icons, Conventions Definitions, and so forth.

Pre-requisites

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

Audience

This document is intended for the following audience:

- Customers
- Partners

Documentation Accessibility

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

Access to Oracle Support

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Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at Critical Patches, Security Alerts and Bulletins. All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by Oracle Software Security Assurance.

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.

Related Resources

For more information on any related features, refer to the following documents:

- Oracle Banking Digital Experience Installation Manuals
- Oracle Banking Digital Experience Licensing Manuals

Conventions

The following text conventions are used in this document:

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

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

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; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.

Acronyms and Abbreviations

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

Table 1 Acronyms and Abbreviations

Abbreviation	Description
OBDX	Oracle Banking Digital Experience

Basic Actions

Most of the screens contain icons to perform all or a few of the basic actions. The actions which are called here are generic, and it varies based on the usage and the applicability. The table below gives a snapshot of them:

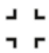
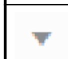
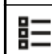
Table 2 Basic Actions and Descriptions

Action	Description
Back	In case you missed to specify or need to modify the details in the previous segment, click **Back** to navigate to the previous segment.
Cancel	Click **Cancel** to cancel the operation input midway without saving any data. You will be alerted that the input data would be lost before confirming the cancellation.
Next	On completion of input of all parameters, click **Next** to navigate to the next segment.
Save	On completion of input of all parameters, click **Save** to save the details.
Save & Close	Click **Save & Close** to save the data captured. The saved data will be available in **View Business Product** with *In Progress* status. You can work on it later by picking it from the **View Business Product**.
Submit	On completing the input of all parameters, click **Submit** to proceed with executing the transaction.
Reset	Click **Reset** to clear the data entered.
Refresh	Click **Refresh** to update the transaction with the recently entered data.
Download	Click **Download** to download the records in PDF or XLS format.

Symbols and Icons

The following are the symbols/icons you are likely to find in this guide:

Table 3   Symbols and Icons

Symbols and Icons	Description
	Add data segment
	Close
	Maximize
	Minimize
	Open a list
	Open calendar
	Perform search
	View options
	View records in a card format for better visual representation.
	View records in tabular format for better visual representation.

Post-requisites

After finishing all the requirements, please log out from the **Home** screen.

1
Wallet

Digital Wallets, also known as e-wallets, enable users to transfer funds to friends and family, pay bills and perform many such financial transactions. An OBDX wallet is linked to a current account and is created with an ID, typically the user's mobile number. This makes the wallet both convenient to use as well as secure. The OBDX wallet can be used to transfer funds to other wallets or even to accounts. Users can fund their wallet by transferring money from accounts held with the bank or through external sources such as external bank accounts, debit or credit cards, etc. and can also request money from other wallets.

On scanning the QR code the user has to simply select the wallet from which funds are to be transferred. Refer **User Manual Oracle Banking Digital Experience Scan to Pay** for more details.

> **Note**
>
> A user can have only one wallet.

The following features are supported through the use of wallets:

- Add money to wallet
- Transfer funds to other accounts and wallets
- Pay Bills
- Request funds from other wallets
- View Wallet Widget
- View Requested Funds Summary
- View Wallet Transactions
- View Wallet Details
- Scan to pay through wallet
- Relationship Overview Widget

1.1 Relationship Overview Widget

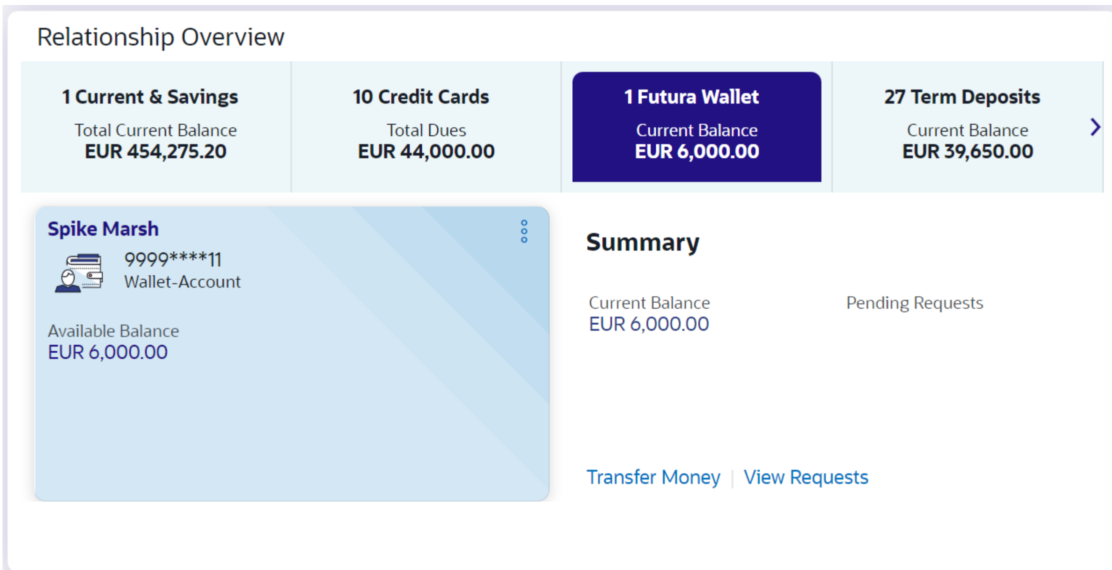
The retail dashboard page displays an overview of the customer's holdings with the bank as well as links to various transactions offered to the customer. The **Relationship Overview** widget displays the customer's holdings in each account type such as Current and Savings Accounts, Term Deposits, Loans, Credit Cards, Investments and Wallet. On clicking on any account type record, the widget displays details specific to that account type. One such example is that of Wallet. On selection of account type **Futura Wallet**, details of the wallet held with the bank are displayed. This includes the user's wallet ID (i.e. the registered mobile number), the wallet holder's name and the available balance in the wallet. Additionally, in case there are pending outstanding payment requests in the wallet in which action needs to be taken, the number of pending requests will also be displayed. Links that enable the user to quickly navigate to the transfer money page or to view future wallet request page are available on the summary section. The card also has a kebab menu which enables the customer to quickly access related screens.

> **Note**
>
> The Relationship Overview widget is available on both desktop and mobile (responsive) view.

Navigation Path:

On the Dashboard, click **Relationship Overview** widget, and then click **Futura Wallet**

Figure 1-1 Relationship Overview widget

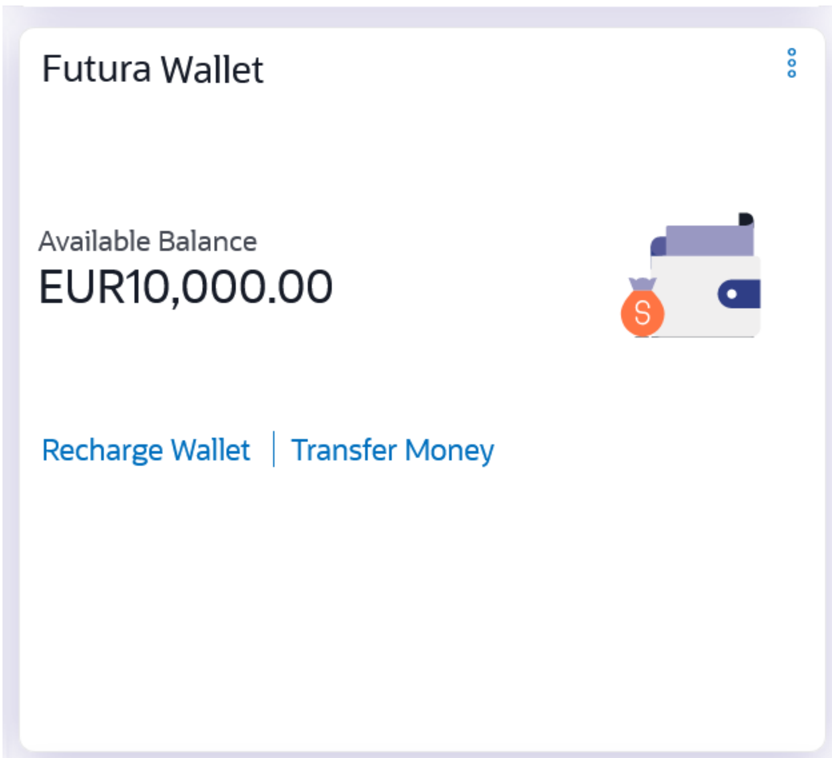


2

Futura Wallet Widget

The Futura Wallet widget displays the available balance in the wallet along with links that enable the user to quickly perform wallet recharges (Add Money to Wallet screen) and also to transfer money. Additional links to access wallet transactions are available in the kebab menu.

Figure 2-1 Futura Wallet Widget



3 Recharge Futura Wallet

In order to make fund transfers or payments through the wallet, there should be balance available in the wallet. The wallet can be funded by one of the following ways:

- From the user's own accounts (Only for Existing CASA users)
- Request for funds from other users' wallets
- Funding from external sources such as credit cards, debit cards, other bank accounts (depending on Payment aggregator support)

Navigation Path:

From **Dashboard** , click **Wallet** widget, then click **Recharge Futura Wallet**

OR

On the Dashboard, click **Relationship Overview Widget** , click **Futura Wallet** , then click **Futura Wallet** kebab menu, and then click **Recharge Futura Wallet**

OR

From **Toggle Menu** , click **Futura Wallet** , click **Recharge Futura Wallet**

- My Accounts
- Recharge Via – Request Other Wallet User
- Recharge Via - Other Payment Options

3.1 My Accounts

By selecting the '**Own Account Transfer**' option to recharge the wallet, the user is able to initiate a fund transfer from his/her own current or savings account held with the bank.

To recharge the wallet via own account transfer:

1. In the **Recharge Via** field, select the **Own Account Transfer** option.

   The fields by which you can recharge your Futura Wallet via own account transfer, appear.

Figure 3-1 Recharge Via – Own Account Transfer

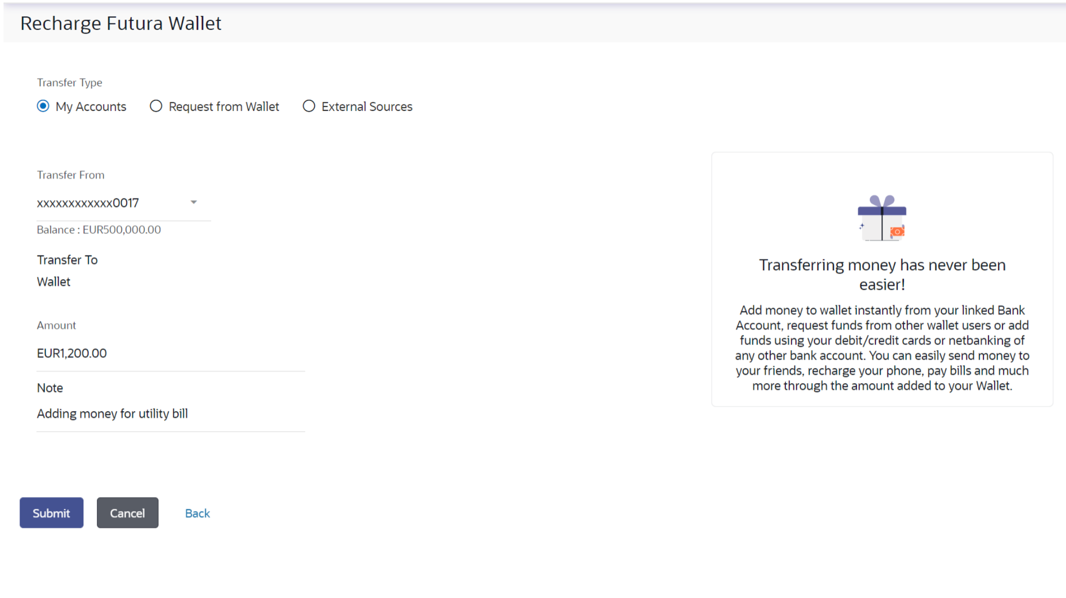


Table 3-1 Field Description

Field Name	Description
Recharge Via	The options by which the user can recharge his/her wallet. The options are : • Own Account Transfer • Request Other Wallet User • Other Payment Options
The following fields appear when the user selects the option **Own Account Transfer** under the **Recharge Via** field.	
Transfer From	The user's current and savings accounts held with the bank are listed and available for selection.
Amount	The amount by which the wallet is to be recharged. The currency is defaulted to the currency in which the wallet is held.
Description	Free text for the user to enter any comments/ remarks as desired.

2. From the **Transfer From** account list, select the account from which the transfer needs to be made.
3. In the **Amount** field, enter the amount by which the wallet is to be recharged.
4. In the **Description** field, enter a comment, if required.
5. Click **Submit**.

   OR

   Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

   OR

   Click **Back** to navigate back to the previous screen.
6. The **Add Money To Wallet - Review** screen appears. Verify the details, and click **Confirm**.

   OR

Click **Cancel** to cancel the operation and navigate back to ‘Dashboard’.

OR

Click **Back** to navigate back to the previous screen.

7. The success message appears, along with the reference number and transaction details.

   Click **Home**, to navigate to the dashboard.

   OR

   Click **Transfer Money** to initiate a payment from your wallet towards an existing payee.

   OR

   Click **Pay Bill** to pay a bill from your wallet.

> **Note**
>
> The option to recharge the wallet via own account transfer will not appear if the wallet user does not have any active current or savings accounts with the bank.

3.2 Recharge Via – Request Other Wallet User

The user can select this option to request for funds from another wallet user.

Upon selecting this option, the user will be required to specify the wallet ID/mobile number of the person from whom funds are to be requested and also the amount to be requested. If specifying a mobile number, it is necessary for the owner of the mobile number to have registered for wallet services.

The application identifies whether the mobile number is registered for the wallet. If registered, the request is honoured, else the initiation is not permitted.

To recharge the wallet via a request to a wallet user:

1. In the **Recharge Via** field, select the **Request Other Wallet User** option.

   The fields to initiate a request for funds from another wallet user appear.

Figure 3-2 Recharge Via – Request Other Wallet User

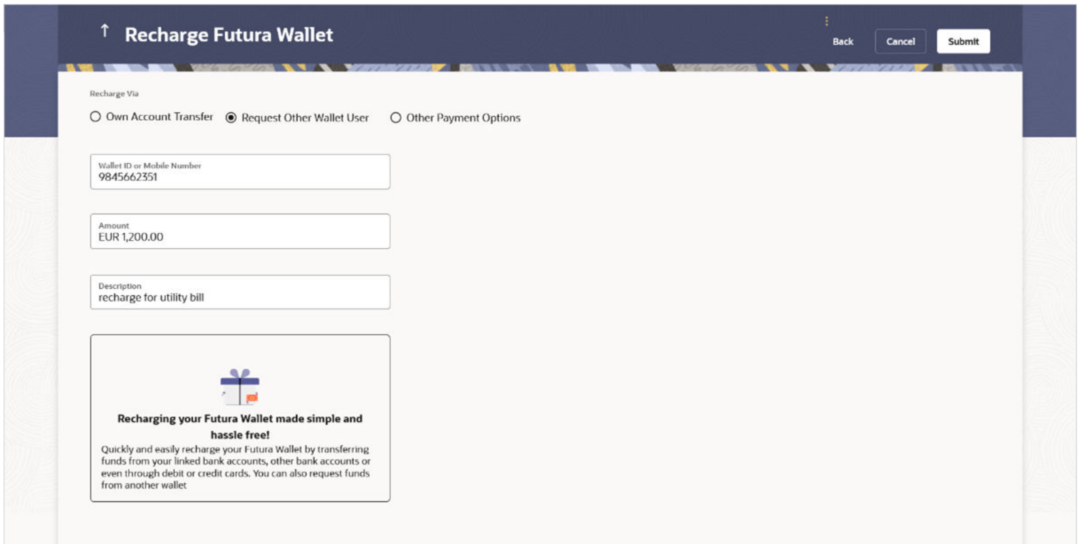


Table 3-2 Field Description

Field Name	Description
Recharge Via – Request Other Wallet User	
Recharge Via	The options by which the user can recharge his/her wallet. The options are : • Own Account Transfer • Request Other Wallet User • Other Payment Options
The following fields appear when the user selects the option **Request Other Wallet User** under the **Recharge Via** field.	
Wallet ID or Mobile Number	Wallet ID or Mobile number of the wallet user from whom the money is to be requested.
Amount	The amount by which the wallet is to be recharged.
Description	Free text for the user to enter any comments/ remarks as desired.

2. In the **Wallet ID** or **Mobile Number** field, enter the wallet ID or mobile number of the contact from whom funds are to be requested.
3. In the **Amount** field, enter the amount to be requested.
4. In the **Description** field, enter a a comment, if required.
5. To request for funds from the contact, click **Submit**.

   OR

   Click **Cancel** to cancel the transaction.

   OR

   Click **Back** to navigate back to the previous screen.
6. The **Review** screen appears. Verify the details and click **Confirm**.

   OR

   Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to the previous screen.

7. A notification is sent to the contact person, about the request to fund the user's wallet and the success message appears, along with the reference number and transaction details.

   Click **Home**, to navigate to the dashboard.

   OR

   Click **Transfer Money** to initiate a payment from your wallet towards an existing payee.

   OR

   Click **Pay Bill** to pay a bill from your wallet.

3.3 Recharge Via - Other Payment Options

The user also has an option to fund the wallet from external sources such as credit cards, debit cards as well as current and savings accounts held with other banks (depending on Payment aggregator support).

To add money to the wallet from external sources:

1. In the **Recharge Via** field, select the **Other Payment Options** option.

   The fields to initiate the fund request from external sources appear.

Figure 3-3 Recharge Via - Other Payment Options

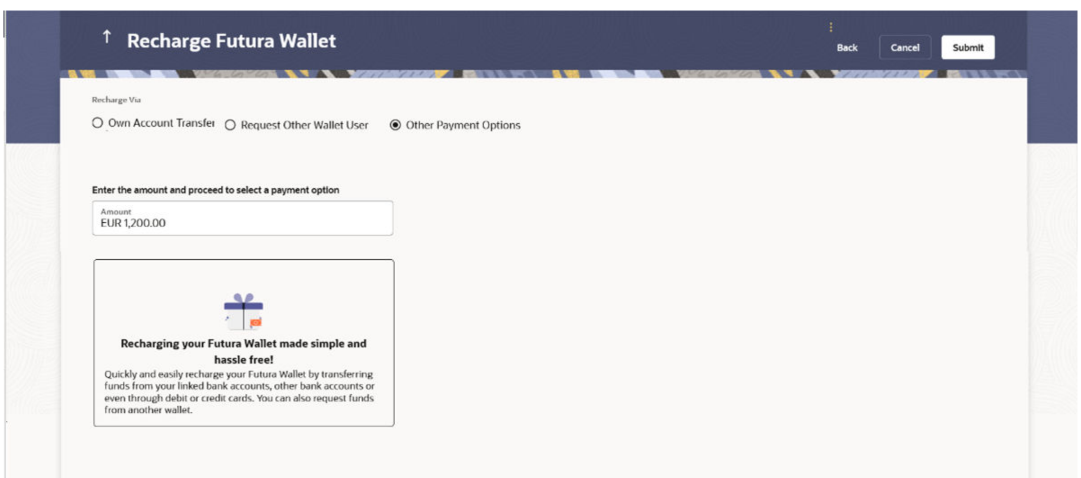


Table 3-3 Field Description

Field Name	Description
Recharge Via	The options by which the user can recharge his/her wallet. The options are : • Own Account Transfer • Request Other Wallet User • Other Payment Options

Table 3-3 (Cont.) Field Description

Field Name	Description
The following field appears when the user selects the option **Other Payment Options** under the **Recharge Via** field.	
Amount	The amount by which the wallet is to be recharged.

2. In the **Amount** field, enter the amount by which the wallet is to be recharged.
3. Click **Submit**. The user is directed to payment aggregator's page as set by Bank's Administrator, with the amount getting defaulted from this screen.

   OR

   Click **Cancel** to cancel the transaction.

Figure 3-4 Payment Method

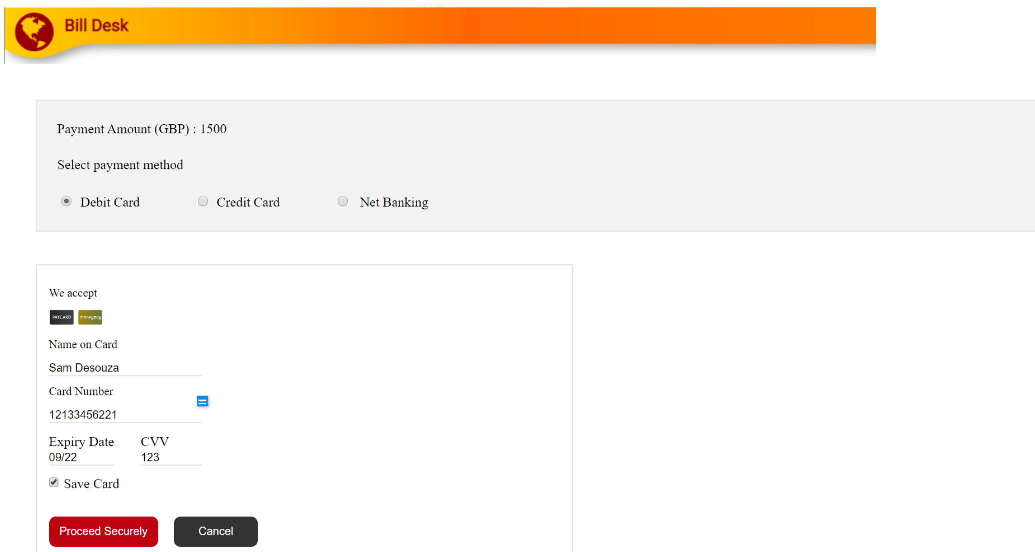


Table 3-4 Field Description

Field Name	Description
Payment Amount	The amount by which the wallet is to be recharged will appear.
Select payment method	The payment method to be selected to fund the wallet. The options are: • Debit Card • Credit Card • Net Banking
We accept	The type of credit/ debit card that is accepted for wallet funding by the bank.
Name on Card	The name embossed on the card.
Card Number	The debit card/ credit card number as mentioned in the card.
Expiry Date	The date on which the debit card/ credit card expires.

Table 3-4 (Cont.) Field Description

Field Name	Description
CVV	The unique three digit code displayed on the back of the card as security check.
Select your bank This field appears if you select Net Banking option from Select payment method field.	
Select your bank	The list of banks in which user holds the account.
Select account	The account number of the user in masked format.

4. From the **Select payment method** list, select the appropriate method of payment.
5. If you select **Debit Card/ Credit Card** option;
    a. In the **Name on Card** field, enter the name mentioned on the card.
    b. In the **Card Number** field, enter the credit or debit card number.
    c. In the **Expiry Date** field, select or enter the card expiry date.
    d. Click **Proceed Securely**. The user is directed to OTP verification screen.
    e. Enter the **OTP** as received on your registered mobile number and click **Submit**. For more information, refer **One Time Password** transaction.
    f. The success message appears, along with the reference number and transaction details.

       Click **Home**, to navigate to the dashboard.

       OR

       Click **Transfer Money** to initiate a payment from your wallet towards an existing payee.

       OR

       Click **Pay Bill** to pay a bill from your wallet.
6. If you select **Net Banking** option;
    a. From the **Select your bank** list, search or select your bank from which you want to add the funds.

       The user is directed to **Login** page of the selected bank.
    b. Enter the **Customer ID** and **PIN** to login to your account, and click **Login**.
    c. From the **Select Account** list, select your account from which you want to add the funds.
    d. Enter the **OTP** as received on your registered mobile number and click Submit. For more information, refer **One Time Password** transaction.
    e. The success message appears, along with the reference number and transaction details.

       Click **Home**, to navigate to the dashboard.

       OR

       Click **Transfer Money** to initiate a payment from your wallet towards an existing payee.

       OR

Click **Pay Bill** to pay a bill from your wallet.

4

Transfer Money Between Wallets

This feature enables the retail user having a wallet account with the bank, to initiate the payments from his wallet to the other user's wallet by specifying his mobile number without adding him as a payee. This is the easy, quick and safe method of payment, the user just needs to enter the mobile number of payee and amount to be paid.

The ‘Between Wallets’ option in the 'Transfer Money' screen enables the user to initiate the wallet to wallet transfer.

Prerequisites:

- Transaction and account access is provided to retail user
- The retail user and the payee has a wallet account for the purpose of transferring funds via wallet

Navigation Path:

From **Dashboard** , click **Wallets Widget** , then click **Transfer Money**

To transfer money between the wallets:

1. In the **Transfer Type** field, select the **Between Wallets** option.

   The fields by which to initiate a fund transfer between the wallets appear.

Figure 4-1 Transfer Money - Between Wallets

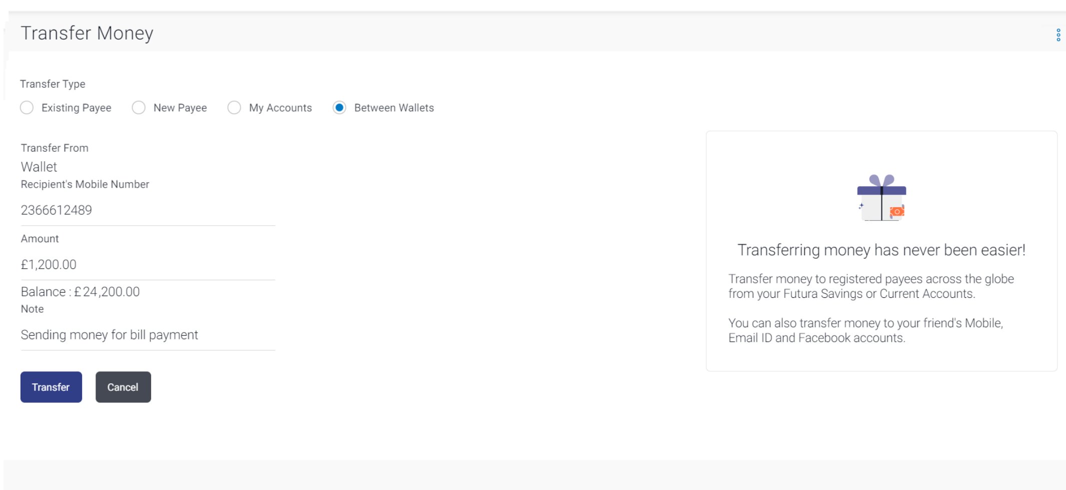


Table 4-1 Field Description

Field Name	Description
Transfer From	Displays the wallet as a source account from which the funds are to be transferred.

Table 4-1 (Cont.) Field Description

Field Name	Description
Recipient Mobile Number	The mobile number of the recipient, to whom the funds is to be transferred.
Currency	The currency in which the transfer is to take place. Currency is defaulted to destination account currency.
Amount	Specify the amount to be transferred. Balance in the wallet account is shown below for easy reference.
Note	Any note or message to be conveyed along with the transfer to another wallet.

2. In the **Requestee's Mobile Number** field, enter the mobile number of the payee.
3. In the **Amount** field, enter the transfer amount.
4. In the **Note** field, specify a note or remarks.
5. Click **Transfer** to initiate the payment.

   OR

   Click **Cancel** to cancel the transaction.
6. The **Review** screen appears. Verify the details, and click **Confirm**.

   OR

   Click **Cancel** to cancel the transaction.

   OR

   Click **Back** to navigate back to the previous screen.
7. The success message appears, along with the reference number and transaction details.

   Click **Home**, to navigate to the dashboard.

   OR

   Click **Add Favorite** to mark the transaction as favorite.

5 Transfer Money From Wallets

The Transfer Money feature enables the user to initiate online payments from his bank account to any other account. Through this feature, the user is provided with the option to either transfer funds within his own accounts held in the same bank by selecting the ‘My Accounts’ option or to transfer funds to other accounts (held within the same bank or in other banks within the same country) by selecting the ‘Existing Payee’ option.

Features supported in the application

The ‘Transfer Money’ feature enables users to make payments towards:

- Existing Payee– Internal & Domestic transfers are supported and are triggered based on the payee account selection.
- My Accounts– Users are able to transfer funds from wallet to their own accounts held in the bank.
- New Payee – By selecting this option, users can initiate fund transfers towards email, mobile and facebook and twitter contacts. Alternately, if the intended recipient of the funds is not yet registered as a payee, the user can also select the option ‘Bank Account’ in order to be navigated to the screen from which he can register an intended recipient as a payee.
- Transfer Money - Existing Payee
- Transfer Money - My Accounts
- Transfer Money - New Payee
- Multiple Transfers
- Adhoc Transfer

5.1 Transfer Money - Existing Payee

The existing payee option of the ‘Transfer Money’ feature enables the user to initiate payments using a Wallet, towards existing registered payees. All account payees created by the logged in user and shared by other users of the Party are listed for selection. Once a payee has been selected, the details are auto populated on the transaction screen. The user is then required to fill in payment details to initiate the funds transfer. Payment details will vary based on the transfer type associated with the payee’s account.

Navigation Path:

From **Dashboard** , click **Futura Wallet Widget** , click **Transfer Money** , and then click **Existing Payee**

OR

On the Dashboard, click **Relationship Overview Widget** , click **Wallet** , then click **Transfer Money** kebab menu, and then click **Existing Payee**

OR

From **Toggle menu** , click **Menu** , click **Wallet** , click **Transfer Money** , and then click **Existing Payee**

OR

From **Toggle menu** , click **Menu** , then click **Transfers & Bill Payments** . Under **Transfers & Bill Payments** , click **Payments** , then click **Transfers** , and then click **Transfer - Existing Payee**

OR

From **Toggle menu** , click **Menu** , click **Wallet** , click **Transfer Money** , and then click **Existing Payee**

OR

From **Dashboard** , click **Payments** widget, click **Transfer Money** , and then click **Existing Payee**

For more details on this transaction, refer **Oracle Banking Digital Experience Retail Payments User Manual.**

5.2 Transfer Money - My Accounts

By selecting the ‘My Accounts’ option as transfer type, the user is able to initiate funds transfers towards his own account held within the bank.

Navigation Path:

From **Dashboard** , click **Wallet** widget, click **Transfer Money** , and then click **My Accounts**

OR

On the Dashboard, click **Relationship Overview** widget, click **Futura Wallet** , then click **Transfer Money** kebab menu, and then click **My Accounts**

OR

From **Toggle menu** , click **Menu** , click **Wallet** , click **Transfer Money** , and then click **My Accounts**

OR

From **Toggle menu** , click **Menu** , then click **Transfers & Bill Payments** . Under **Transfers & Bill Payments** , click **Payments** , click **Transfers** , and then click **Transfer - My Accounts**

OR

From **Toggle menu** , click **Menu** , click **Wallet** , click **Transfer Money** , and then click **My Accounts**

OR

From **Dashboard** , click **Payments** widget, click **Transfer Money** , and then click **My Accounts**

For more details on this transaction, refer **Oracle Banking Digital Experience Retail Payments User Manual.**

5.3 Transfer Money - New Payee

By selecting the ‘New Payee’ option, the user is provided with three choices by which to initiate a fund transfer. They are as follows:

- Email/Mobile
- Bank Account
- Facebook
- Twitter

Navigation Path:

From **Dashboard** , click **Wallet** widget, click **Transfer Money** , and then click **Existing Payee**

OR

From **Toggle menu** , click **Menu** , click **Wallet** , click **Transfer Money** , and then click **New Payee**

OR

On the Dashboard, click **Relationship Overview** widget, click **Wallet** , then click **Transfer Money** kebab menu, and then click **New Payee**

OR

From **Toggle menu** , click **Menu** , then click **Transfers & Bill Payments** . Under **Transfers & Bill Payments** , click **Payments** , click **Transfers** , and then click **Transfer - New Payee**

OR

From **Toggle menu** , click **Menu** , click **Wallet** , click **Transfer Money** , and then click **New Payee**

OR

From **Dashboard** , click **Payments** widget, click **Transfer Money** , and then click **New Payee**

For more details on the **New Payee** option under **Transfer Money** transaction, refer **Oracle Banking Digital Experience Retail Peer To Peer Payments User Manual.**

5.4 Multiple Transfers

The Multiple Transfers feature enables users to initiate transfers towards a group of people as part of a single transaction. Through this feature, users can initiate transfers towards registered payees of different transfer types i.e. internal and domestic, with different transfer dates, all at once from a single screen.

Navigation Path:

From **Toggle menu** , click **Menu** , then click **Transfers & Bill Payments** . Under **Transfers & Bill Payments** , click **Payments** , click **Transfers** , and then click **Multiple Transfers**

For more details on this transaction, refer **Oracle Banking Digital Experience Retail Payments User Manual.**

5.5 Adhoc Transfer

An adhoc transfer is one which is used to transfer funds from the user’s account to a beneficiary/ payee account which is not registered with the bank. Since the transfer is towards an unregistered beneficiary, customers are required to specify the beneficiary details manually along with the transfer details while initiating an adhoc transfer.

Navigation Path:

From **Toggle menu** , click **Menu** , then click **Transfers & Bill Payments** . Under **Transfers & Bill Payments** , click **Payments** , click **Transfers** , and then click **Transfers - Adhoc Payee**

For more details on this transaction, refer **Oracle Banking Digital Experience Retail Payments User Manual.**

6 Electronic Bill Presentment and Payment

Electronic bill presentment and payment (EBPP) is a process that enables the billers to create, and present the bills / invoices online to their customers. This feature also enables the customers/ users to pay the bills online. The EBPP services are widely used in many areas like utility bill payment, fund transfer through net banking against various purchases of utility products and services by the users, payment to service providers, mobile/ DTH bill payment etc. The main advantage of electronic bill presentment and payment is that users/ customers can pay their bills anytime quickly and conveniently, which saves lots of time and paper work.

Wallet can be used to pay the bills by the registered user.

Navigation Path:

From **Dashboard** , click **Toggle menu** , click **Menu** , then click **Transfers & Bill Payments** . Under **Transfers & Bill Payments** , click **Bill Payments**, and then click **Billers**

OR

From **Dashboard** , click **Bills** widget, click **View All** , and then click **Billers**

OR

From **Dashboard** , click **Wallet** widget, then access **Pay Bills** through kebab menu

OR

From **Dashboard** , click **Toggle menu** , click **Menu** , then click **Transfers & Bill Payments** . Under **Transfers & Bill Payments** , and then click **Billers**

For more details on this transaction, refer **Oracle Banking Digital Experience Retail Bill Payments User Manual.**

> **Note**
>
> International transfer of funds is not supported via Wallet.

7

Futura Wallet Requests

On this screen, the user can view the requests that have been received by other wallet users for fund transfers as well as those requests that have been made to other wallets to receive funds. The status of each request is displayed alongside each request record.

The screen lists down all the requests that have been fulfilled as well as those that have been rejected. In case of new requests received, the user can opt to transfer the funds by selecting the **Pay** option against the specific record or can reject the request by selecting the **Decline** option.

When viewing the list of requests to collect funds, i.e. the requests made towards other wallets for funds, the user can also send reminders in case funds have not yet been received.

Navigation Path:

From **Dashboard** , click **Toggle menu** , click **Menu**, click **Wallet** , and then click **Futura Wallet Requests**

OR

On the Dashboard, click **Relationship Overview** widget, click **Futura Wallet** , then click **Futura Wallet** kebab menu, and then click **Futura Wallet Requests**

OR

Access through the kebab menu of the Futura Wallet Widget & all other Futura Wallet screens

- Requests to Collect Funds
- Requests to Send Funds

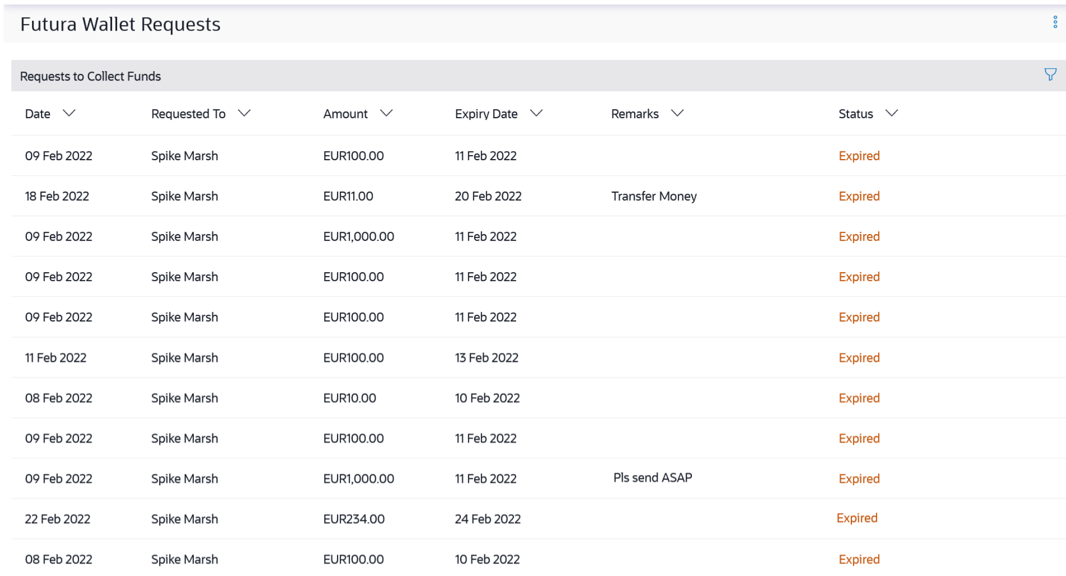
7.1 Requests to Collect Funds

To view the requests to collect funds:

1. The list of all the fund requests received from other wallet users appear.

> **Note**
>
> Click on the icon to select the option to view the type of requested funds from the overlay screen. By default **Requests to Collect Funds** is displayed.

Figure 7-1 Requests to Collect Funds


Futura Wallet Requests

Requests to Collect Funds

Date	Requested To	Amount	Expiry Date	Remarks	Status
09 Feb 2022	Spike Marsh	EUR100.00	11 Feb 2022		Expired
18 Feb 2022	Spike Marsh	EUR11.00	20 Feb 2022	Transfer Money	Expired
09 Feb 2022	Spike Marsh	EUR1,000.00	11 Feb 2022		Expired
09 Feb 2022	Spike Marsh	EUR100.00	11 Feb 2022		Expired
09 Feb 2022	Spike Marsh	EUR100.00	11 Feb 2022		Expired
11 Feb 2022	Spike Marsh	EUR100.00	13 Feb 2022		Expired
08 Feb 2022	Spike Marsh	EUR10.00	10 Feb 2022		Expired
09 Feb 2022	Spike Marsh	EUR100.00	11 Feb 2022		Expired
09 Feb 2022	Spike Marsh	EUR1,000.00	11 Feb 2022	Pls send ASAP	Expired
22 Feb 2022	Spike Marsh	EUR234.00	24 Feb 2022		Expired
08 Feb 2022	Spike Marsh	EUR100.00	10 Feb 2022		Expired

Table 7-1 Field Description

Field Name	Description
Date	Date on which the funds request has been sent to the other wallet.
Requested To	The name of the wallet user to whom the request to collect funds has been sent.
Amount	The amount requested.
Expiry Date	The date on which the request expires.
Remarks	If any remarks were added while making the request, the same will be displayed here.
Status	The status of the request will be displayed here. The status can be any of the following: • Received – This status will be displayed in case the funds have been received. • Rejected – This status will be displayed in case the other wallet user rejected the request to send funds. • Expired – This status will be displayed in case the request has expired without any action taken by the wallet user to whom the request was sent. • Send Reminder - In case no action was taken on the request and if the request has not yet expired, the option **Send Reminder** will be available, by clicking on which the user will be able to send a reminder to the wallet user to whom the request has been sent.

2. Click **Send Reminder** against a specific record, if you wish to send a reminder to the wallet user to transfer funds.

   OR

3. Click on the icon and select the **Requests to Send Funds** option from the filter overlay screen to view the requests that you have received from other wallet users to transfer funds to their wallets.

7.2 Requests to Send Funds

To view the requests to send Funds:

1. Click on the icon and select the **Requests to Send Funds** option from the filter overlay screen.

   The list of all the fund requests received from other wallet users appears.

Figure 7-2 Requests to Send Funds

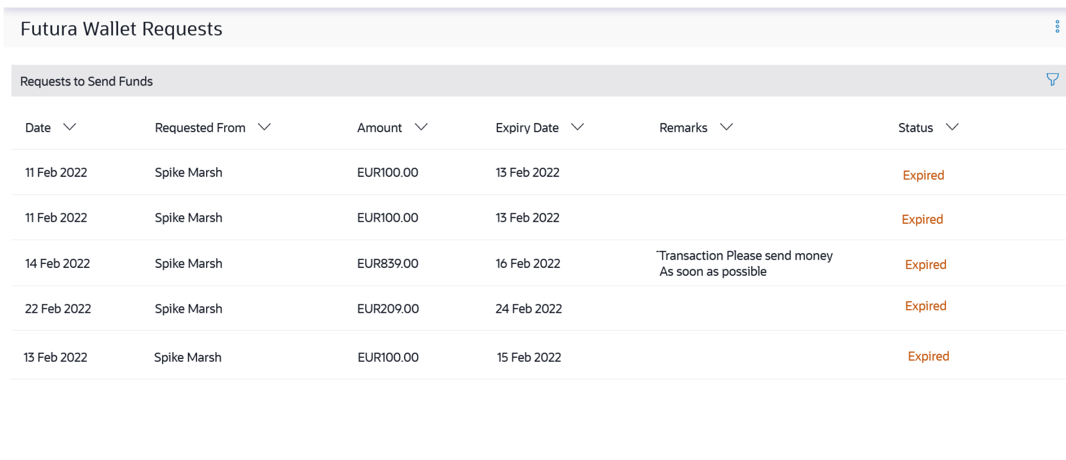


Table 7-2 Field Description

Field Name	Description
Date	The date on which the requests to send funds was received from the other wallet user.
Requested From	The name of the wallet user who has sent the request for funds transfer.
Amount	The amount requested.
Expiry Date	The date on which the request expires.
Remarks	If any remarks were added by the other wallet user while making the request, the same will be displayed here.
Status	The status of the request will be displayed here. The status can be any of the following: • Pay – This option will be provided if the request has not yet expired. The user will be able to pay the amount requested to the wallet from whom the request has been received, by selecting this option. • Decline – This option will be provided if the request has not yet expired. The user will be able to click on this option to reject the request to transfer funds. Paid – This status will be displayed in case the funds have been sent. • Rejected – This status will be displayed in case you have rejected the request to send funds. • Expired – This status will be displayed in case the request has expired without any action taken.

2. Click on the **Pay** link under Status column against a specific record to transfer the requested amount to the wallet.

   OR

   Click on the **Decline** link under the **Status** column against a specific record to decline the request for funds transfer.

   OR

   Click on the icon and select the **Requests to Collect Funds** option from the filter overlay screen to view the requests that you have sent to other wallet users to receive funds.

8 Futura Wallet Transactions

This feature enables customers to view the details of all the transactions performed on their wallet. All the debit and credit entries along with each transaction amount and reference details are displayed on the Futura Wallet Transactions screen.

Customers can also undertake the following from this screen:

- Request for Statements – The customer can access this option by selecting the **Request Statement** option from the kebab menu. The user will be able to define the period for which he/she requires to receive statements at his/her registered address.
- Download Pre-Generated Statements – The customer can select the **Pre-Generated Statement** option from the kebab menu on this page, in order to be provided with the facility to define the period for which he/she would like to download pre-generated statements.
- Subscribe for E-Statements – By selecting the **E-Statement** option from the kebab menu, the user will be able to either subscribe or unsubscribe (if subscription is active) for e-statements for the specific account. If the user opts to subscribe for e-statements, he/she will receive monthly e-statements on his/her registered email address. .

Navigation Path:

From **Toggle Menu** , click **Menu**, click **Wallet** , click **Futura Wallet Trnsactions**

OR

On the Dashboard, click **Relationship Overview Widget** , click **Futura Wallet** , then click **Futura Wallet** kebab menu, and then click **Futura Wallet Trnsactions**

OR

Access through the kebab menu of **Wallet** Widget & all the transactions of Futura Wallet

To view the wallet transactions:

1. From the **View Options** list, select the desired transaction period.
   a. If the option **Date Range** has been selected in the **View Options** list, specify the date range in the **From Date** and **To Date** fields.
   b. From the **Transactions** list, select the types of transactions to be displayed i.e. either debit or credit or all transactions.
   c. In the **Amount** field, enter the specific transaction amount matching to which you wish to view transactions.
   d. In the **Reference Number** field, enter a transaction reference number if you wish to view a specific transaction record.
   e. Click **Apply** to view transactions based on the defined criteria.

      OR

      Click **Reset** to clear the details entered.

Figure 8-1 Transactions – Filter Criteria

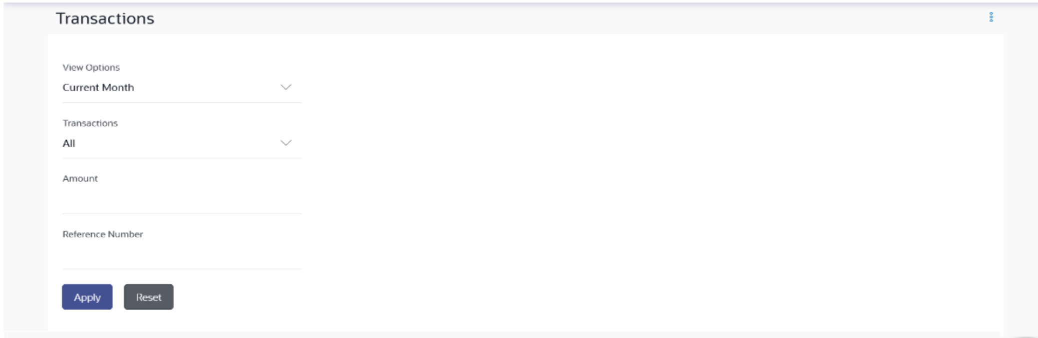


Table 8-1 Field Description

Field Name	Description
Filter section	
View Options	Filters to view the transactions of a specific period. The options are: • Current Month • Current Day • Previous Day • Previous Month • Current Month &Previous Month • Previous Quarter • Date Range • Last 10 Transactions
From Date – To Date	Specify the period for which you wish to view transactions. Search will be based on the transaction date range. These fields will be displayed only if you have selected the option **Date Range** from the **View Options** list.
Transactions	Filters to view the transactions based on description. The options are: • All • Debits Only • Credits Only
Amount	Specify an amount if you wish to view transactions of that amount.
Reference Number	Reference number of the transaction.
Results	
Transaction Date	Date on which the wallet activity was performed.
Value Date	The valuedate of the transaction as maintained by the bank.
Description	Short description of the transaction.
Reference Number	Reference number for the transaction.
Transaction Type	The type of transaction performed, i.e. if it was a debit or credit transaction.
Amount	The transaction amount.
Balance	The wallet balance along with the currency. The Balance column appears only if the option **All** has been selected as filter criteria in **View Options** field.

2. Click on the icon to change filter criteria. Based on the defined criteria you can view transactions.

   OR

   Click **Download** and select the format in which the statement is to be downloaded.

   The statement gets downloaded.

3. The following actions can also be performed in the screen:
   - Subscribe for E-Statements
   - Request for a specific statement
   - Download Pre-Generated Statements

- Request Statement
- Pre-generated Statement
- E-statements

8.1 Request Statement

A user may require the physical copy of an account statement for a certain period. The statement request feature enables users to request the bank for a physical copy of the statement of an account for a specific period. This physical copy will be mailed to the user's address registered with the bank.

To request for a Statement:

1. Click on the icon on the **Transactions** screen, and click **Request Statement** to request for wallet statement.

   The **Request Statement** appears.

Figure 8-2 Request Statement

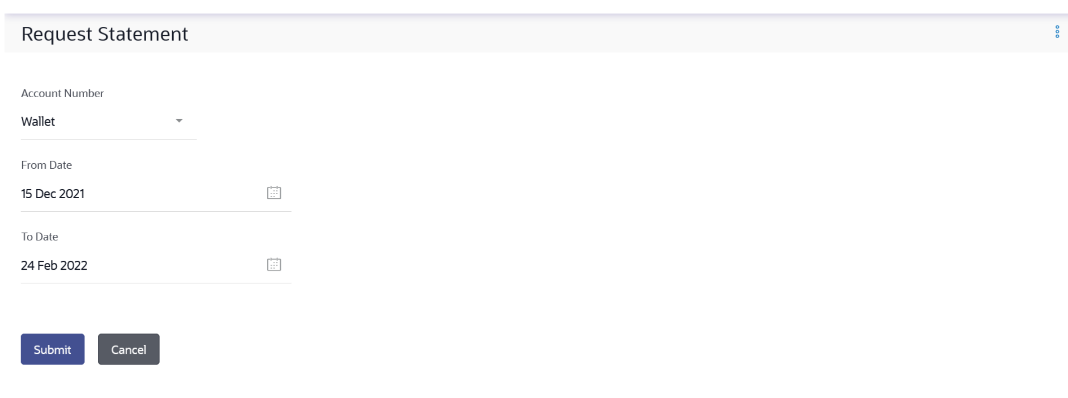


Table 8-2 Field Description

Field Name	Description
Account Number	Wallet account number in masked format for which statement has to be requested.
From Date	The user is required to specify the start date from which the account statement is required.
To Date	The user is required to specify the date until when the statement is required.

2. From the **Account Number** list, select the account number for the account statement.
3. From the **From Date** list, select the start date of the account statement.
4. From the **To Date** list, select the end date of the account statement.
5. Click **Submit**.

   OR

   Click **Cancel** to cancel the transaction.
6. The **Review** screen appears. Verify the details and click **Confirm**.

   OR

   Click **Cancel** to cancel the transaction.

   OR

   Click **Back** to navigate back to the previous screen.
7. The success message of **Statement Request** appears along with the transaction reference number.
8. Click **Home** to go to the Dashboard screen.

   OR

   Click **View Futura Wallet Details** to visit the wallet details page.

8.2 Pre-generated Statement

To download pre-generated statements:

1. Click on the ⋮ icon on the **Transactions** screen, and click **Pre-generated Statement** to download a pre-generated statement.

   The **Pre-generated Statement** screen appears.

Figure 8-3 Pre-generated Statement

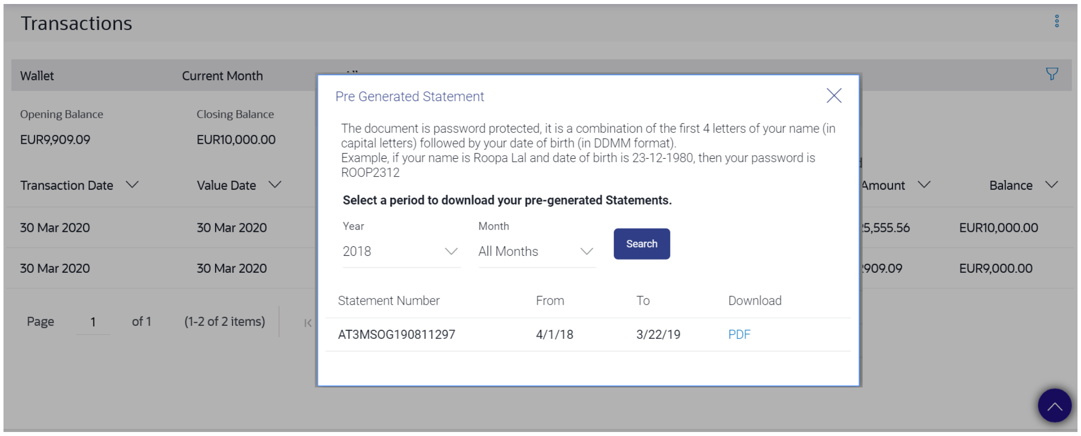


Table 8-3 Field Description

Field name	Description
Select a period to download your pre-generated Statements	
Period	
Year	The year for which the statement is required
Month	The month for which the statement is required.
Statement Number	The statement reference number.
From	Start date of the date period for which the statement is generated.
To	End date of the date period for which the statement is generated.
Download	Click the link against a statement to download the specific statement.

2. From the **Period** list, select the desired year and month for which pre-generated statement is to be required.
3. Click **Search** to search amongst the pre-generated statements for the selected period.
4. Click on **Download** link against any record (.pdf) download the statement.in password protected pdf format.

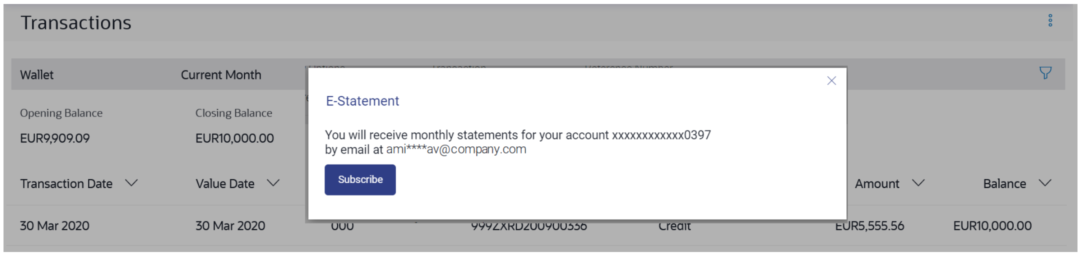
8.3 E-statements

A customer might wish to receive regular e-statements at his email address instead of physical copies. In this case, the customer can select the option to subscribe for an e-statement. Once a request for an e-statement is made, the customer will begin to receive regular statements at his email address maintained with the bank.

To subscribe / unsubscribe to e-statements:

1. Click on the ⋮ icon on the **Transactions** screen, and click **E-Statements** to subscribe / unsubscribe for e-statements.

Figure 8-4   E-Statements



2. The Pop-up Message appears. (Subscribe to E-Statement You will receive monthly statements for your account <Number in masked format> by email at <User’s email address>) in masked format.
    a. Click **Subscribe** to opt to receive monthly statements on your registered email address.
    b. The success message of request submission appears. Click **OK** to complete the transaction.
3. If the user has already subscribed for e-statements, the pop up message contains a message stating that the user is subscribed to receive e-statements. The option to unsubscribe for e-statements is provided.
    a. Click **Unsubscribe** to opt out of receiving monthly statements on your registered email address.
    b. The success message of request submission appears. Click **OK** to complete the transaction.
    c. Click **Proceed** to Unsubscribe.
4. The success message of request submission appears.

    Click **Home** to go to Dashboard screen.

    OR

    Click **View Futura Wallet Details** to visit the wallet details page.

9
Futura Wallet Details

The account details screen displays important information related to a wallet account such as the account holding pattern and the names of all the account holders, the current status of the account and the branch in which the account is held along with details on various balances and limits applicable on the account.

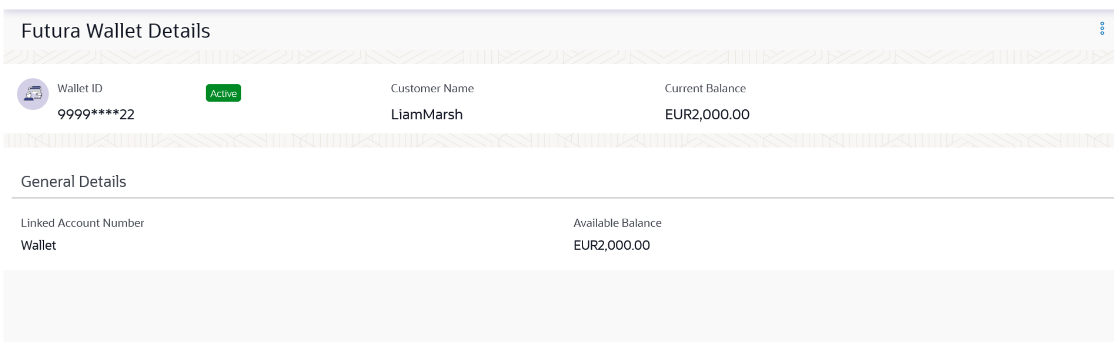
Navigation Path:

From **Toggle Menu** , click **Menu**, click **Wallet** , click **Futura Wallet Details**

OR

Access through the kebab menu of **Wallet** Widget & all the transactions of Futura Wallet

Figure 9-1 Futura Wallet Details



To view the wallet account details:

1. Select the option **Active** from the provided filter option on the **Current & Savings** widget.
2. All the active current & savings accounts held by the user appear.
3. Click on a specific wallet account record, and click on the more option icon, and then select **Account Details** option to view details of that account.

Table 9-1 Field Description

Field Name	Description
Wallet ID	The wallet ID, i.e. the customer's registered mobile number which is mapped as the wallet ID.
Status	The current status of the wallet. The values can be: • Active • Closed • Dormant
Customer Name	Name of holder of the wallet.
Current Balance	The current balance in the wallet.

Table 9-1 (Cont.) Field Description

Field Name	Description
General Details	
Linked Account Number	The current account that is linked to the wallet will be displayed in masked format.
Available Balance	The available balance in the wallet, i.e. the amount that can be utilized.

- Click on the kebab menu to access other wallet related transactions.

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