

Oracle® Banking Microservices Architecture Tasks User Guide



Release 14.7.0.7.0
G19813-02
November 2024

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

ORACLE®

Copyright © 2018, 2024, Oracle and/or its affiliates.

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

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

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

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

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

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

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

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

Contents

1 Tasks

1.1	Awaiting Customer Clarification	1-1
1.2	Completed Tasks	1-2
1.3	Free Tasks	1-3
1.4	Hold Tasks	1-5
1.5	My Tasks	1-6
1.6	Search	1-7
1.7	Branch Servicing Pending Transactions View	1-7
1.8	Supervisor Tasks	1-9
1.9	Supervisor Tasks	1-10
1.10	Business Process Maintenance	1-11
1.10.1	Process List Screen	1-11
1.10.2	Process Management Screen	1-12
1.10.3	Verify and Submit Screen	1-14

A Errors Codes and Messages

B Functional Activity Codes

Index

Preface

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

Purpose

This guide provides an overview of the tasks that are accessed by the user and takes you through the various steps involved in handling all the necessary activities in performing the various tasks.

Audience

This guide is intended for the User/User Roles.

Documentation Accessibility

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

Access to Oracle Support

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

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 make sure 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 Getting Started User Guide*

Conventions

The following text conventions are used in this document:

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

Acronyms and Abbreviations

The list of the acronyms and abbreviations that you are likely to find in the guide are as follows:

Table Acronyms and Abbreviations

Abbreviation	Description
API	Application Programming Interface
ELK	Elasticsearch Logstash Kibana
UI	User Interface
URL	Uniform Resource Locator

Basic Actions

Table Basic Actions

Action	Description
Approve	Used to approve the initiated report. This button is displayed, once the user click Authorize .
Audit	Used to view the maker details, checker details, and report status.
Authorize	Used to authorize the report created. A maker of the screen is not allowed to authorize the report. Only a checker can authorize a report, created by a maker.
Close	Used to close a record. This action is available only when a record is created.
Confirm	Used to confirm the performed action.
Cancel	Used to cancel the performed action.
Compare	Used to view the comparison through the field values of old record and the current record. This button is displayed in the widget, once the user click Authorize .
Collapse All	Used to hide the details in the sections. This button is displayed, once the user click Compare .
Expand All	Used to expand and view all the details in the sections. This button is displayed, once the user click Compare .
New	Used to add a new record. When the user click New , the system displays a new record enabling to specify the required data. <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> Note: The fields which are marked with asterisk are mandatory.</p> </div>
OK	Used to confirm the details in the screen.
Save	Used to save the details entered or selected in the screen.
View	Used to view the report details in a particular modification stage. This button is displayed in the widget, once the user click Authorize .
View Difference only	Used to view a comparison through the field element values of old record and the current record, which has undergone changes. This button is displayed, once the user click Compare .
Unlock	Used to update the details of an existing record. System displays an existing record in editable mode.

Symbols and Icons

The following symbols and icons are used in the screens.

Table Symbols and Icons - Common

Symbol/Icon	Function
	Minimize
	Maximize
	Close
	Perform Search
	Open a list
	Add a new record
	Navigate to the first record
	Navigate to the last record
	Navigate to the previous record

Table (Cont.) Symbols and Icons - Common

Symbol/Icon	Function
	Navigate to the next record
	Grid view
	List view
	Refresh
	Click this icon to add a new row.
	Click this icon to delete an existing row.
	Click to view the created record.
	Click to modify the fields.
	Click to unlock, delete, authorize or view the created record.

Table Symbols and Icons - Audit Details

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

1

Tasks

The task menu has multiple submenus. Based on the user role, the submenus can be accessed by the user.

The following sections are included in the task menu:

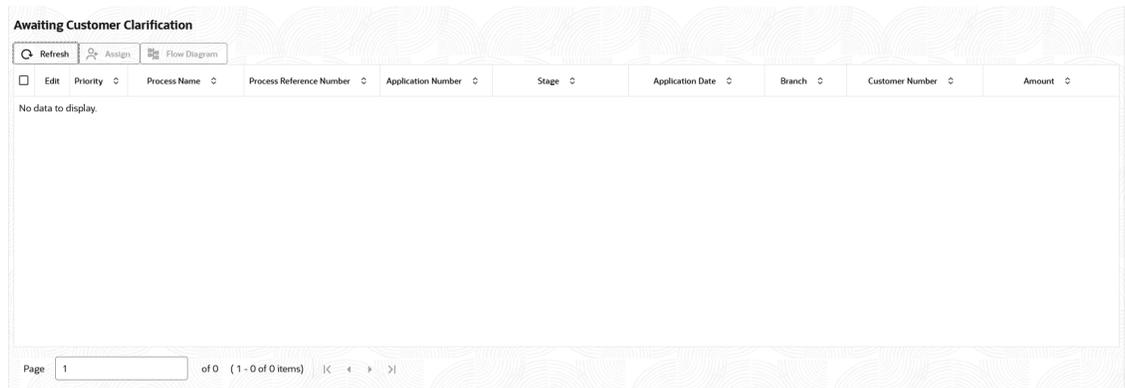
- [Awaiting Customer Clarification](#)
- [Completed Tasks](#)
- [Free Tasks](#)
- [Hold Tasks](#)
- [My Tasks](#)
- [Search](#)
- [Branch Servicing Pending Transactions View](#)
- [Supervisor Tasks](#)
- [Supervisor Tasks](#)
- [Business Process Maintenance](#)
This topic describes about the business process maintenance of oracle banking origination.

1.1 Awaiting Customer Clarification

The Awaiting Customer Clarification menu displays the tasks that are in the waiting for customer clarification state.

The following information is displayed on the task list:

- **Edit**
- **Priority**
- **Process Name**
- **Process Reference Number**
- **Application Number**
- **Stage**
- **Application Date**
- **Branch**
- **Customer Number**
- **Amount**

Figure 1-1 Awaiting Customer Clarification

<input type="checkbox"/>	Edit	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Customer Number	Amount
No data to display.										

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

1.2 Completed Tasks

The completed tasks menu displays the tasks that the current user has recently completed at a stage in a process. This menu displays the most recent stages of completed tasks.

The following information is displayed on the task list:

- **Priority**
- **Process Name**
- **Process Reference Number**
- **Application Number**
- **Stage**
- **Application Date**
- **Branch**
- **Reference Number**
- **Customer Number**
- **Amount**

Figure 1-2 Completed Tasks

Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Reference Number	Customer Number	Amount
Medium	Create TD Amount Blo...	DSRREF1833500007913	DSRAPP1833500007913	Initiation	18-12-01	KIM	010337	000004192	E12.00
<input checked="" type="checkbox"/>	Create TD Amount Blo...	DSRREF1833500007913	DSRAPP1833500007913	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007912	DSRAPP1833500007912	Initiation	18-12-01	KIM	KV1ISA001	000004192	E10.00
Medium	Create TD Amount Blo...	DSRREF1833500007912	DSRAPP1833500007912	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007899	DSRAPP1833500007899	Initiation	18-12-01	KIM	010337	000004192	E10.00
Medium	Create TD Amount Blo...	DSRREF1833500007899	DSRAPP1833500007899	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007836	DSRAPP1833500007836	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007835	DSRAPP1833500007835	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007834	DSRAPP1833500007834	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007833	DSRAPP1833500007833	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007832	DSRAPP1833500007832	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007831	DSRAPP1833500007831	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007829	DSRAPP1833500007829	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007828	DSRAPP1833500007828	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007827	DSRAPP1833500007827	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007826	DSRAPP1833500007826	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007824	DSRAPP1833500007824	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007823	DSRAPP1833500007823	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007822	DSRAPP1833500007822	Initiation	18-12-01	KIM			
Medium	Create TD Amount Blo...	DSRREF1833500007821	DSRAPP1833500007821	Initiation	18-12-01	KIM			

Below are the actions performed on the **Completed Tasks** menu:

1. **Flow Diagram** - The user can view the process flow and find the completed stages within the selected task in the Completed Tasks menu. The current stage is highlighted in the process flow.
2. **Refresh** - Click the **Refresh** button, to refresh the task list.
3. The user can select the check box and click on **Audit** to view the details of the task's audits. The **Task Audit Trail Details** screen is displayed with the task details.

Figure 1-3 Task Audit Trail Details

S.No	Stage Name	Pickup Time	Completed Time	Completed By	Outcome
1	Initiation	May 15, 2024, 4:53:09 PM	May 15, 2024, 4:53:20 PM	NIKHIL01(NIKHIL01)	PROCEED

1.3 Free Tasks

The free tasks menu displays the tasks which are not acquired by any user and for the current user entitled to access.

The following information is displayed on the task list:

- **Acquire and Edit**
- **Priority**
- **Process Name**
- **Process Reference Number**
- **Application Number**
- **Stage**
- **Application Date**
- **Branch**
- **Reference Number**
- **Customer Number**
- **Amount**

Figure 1-4 Free Tasks

Acquire and Edit	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Reference Number	Customer Number	Amount
Acquire and Edit	Medium	Account Closure	CSRREF1808900007892	CSRAPP1808900007...	Initiation	18-03-30	000			
Acquire and Edit	Medium	Account Closure	CSRREF1808900007904	CSRAPP1808900007...	Approval	18-03-30	000			
Acquire and Edit	Medium	Account Closure	CSRREF1808900007903	CSRAPP1808900007...	Approval	18-03-30	000			
Acquire and Edit	Medium	Account Closure	CSRREF1808900007890	CSRAPP1808900007...	Handoff Retry	18-03-30	000			
Acquire and Edit	Medium	Account Closure	CSRREF1808900007889	CSRAPP1808900007...	Handoff Retry	18-03-30	000			
Acquire and Edit	Medium	Account Closure	CSRREF1808900007886	CSRAPP1808900007...	Handoff Retry	18-03-30	000			
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007836	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007835	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007828	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007824	DSRAPP1833500007...	Handoff Retry	18-12-01	KIM			
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007823	DSRAPP1833500007...	Handoff Retry	18-12-01	KIM			
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007822	DSRAPP1833500007...	Handoff Retry	18-12-01	KIM			
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007817	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007816	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007815	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007814	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007813	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007812	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007810	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00
Acquire and Edit	Medium	Create TD Amount Blo...	DSRREF1833500007806	DSRAPP1833500007...	Approval	18-12-01	KIM	KIM011096	123456789	\$100.00

The following action can be performed on the Free Tasks menu:

1. **Acquire and Edit** - Click **Acquire and Edit** to acquire the task and edit directly from the free tasks menu.
2. **Acquire** - Select the task and click **Acquire** to edit the task later from **My Task** menu.
3. **Flow Diagram** - Free Tasks menu enables the user to view the process flow of the selected task, find the stages completed and the current stage highlighted in the process flow.

4. **Refresh** - Click **Refresh** button to refresh the task list.

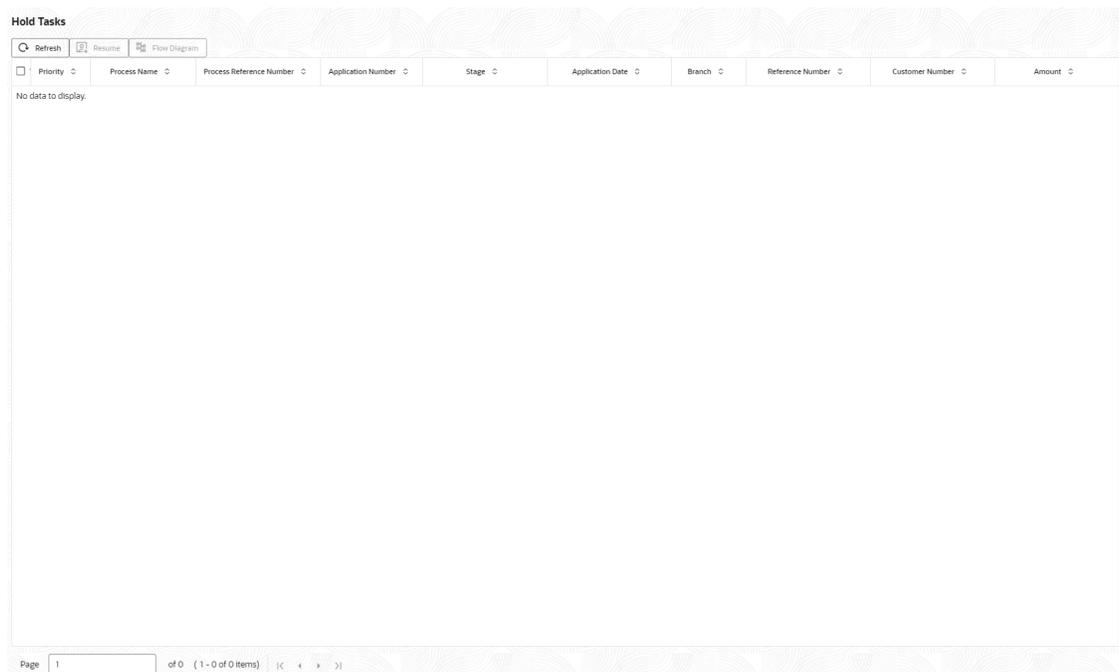
1.4 Hold Tasks

Hold Tasks menu displays the tasks that are moved on hold by the current user.

The following information is displayed on the task list:

- **Priority**
- **Process Name**
- **Process Reference Number**
- **Application Number**
- **Stage**
- **Application Date**
- **Branch**
- **Reference Number**
- **Customer Number**
- **Amount**

Figure 1-5 Hold Tasks



The following are the actions performed on the Hold Tasks menu:

1. **Resume** - Select the task and click **Resume** button to move the task to **My Tasks** menu and then edit.
2. **Flow Diagram** - Hold Tasks menu enables the user to view the process flow of the selected task, find the stages completed and the current stage highlighted in the process flow.

3. **Refresh** - Click **Refresh** button to refresh the task list.

1.5 My Tasks

My Tasks menu displays the tasks acquired from the free tasks menu by the current user.

The following information is displayed on the task list:

- **Edit**
- **Priority**
- **Process Name**
- **Process Reference Number**
- **Application Number**
- **Stage**
- **Application Date**
- **Branch**
- **Reference Number**
- **Customer Number**
- **Amount**

Figure 1-6 My Tasks

<input type="checkbox"/>	Edit	Priority	Process Name	Process Reference Number	Application Number	Stage	Application Date	Branch	Reference Number	Customer Number	Amount
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007915	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Deposit Account Ope...	DSRREF183350007914	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007830	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007825	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007804	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007803	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007802	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007791	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007790	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007789	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007788	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007780	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007771	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007769	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007703	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007702	DSRAPP1833500007...	Initiation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007649	DSRAPP1833500007...	Process Creation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007648	DSRAPP1833500007...	Process Creation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007647	DSRAPP1833500007...	Process Creation	18-12-01	KIM			
<input type="checkbox"/>	Edit	Medium	Create TD Amount Blo...	DSRREF183350007646	DSRAPP1833500007...	Process Creation	18-12-01	KIM			

Page 1 of 69 (1 - 20 of 1364 items) | < 1 2 3 4 5 ... 69 >

The following action can be performed on the My Tasks menu:

1. **Release** - Click **Release** to release the selected task from My Tasks to Free Tasks menu.
2. **Edit** - Click **Edit** to edit the selected task.

3. **Refresh** - Click **Refresh** button to refresh the task list.
4. **Flow Diagram** - My Tasks menu enables the user to view the process flow of the selected task, find the stages completed and the current stage highlighted in the process flow.
5. **Delegate** - Click **Delegate** to assign the acquired task to any valid user for processing within the group.
6. **Escalate** - Task will be assigned to Supervisor.

1.6 Search

Search menu enables the user to search for the task(s) with the following filters. Search will fetch the results either with one filter criteria or with multiple filter criteria.

- **Application Number**
- **Customer ID**
- **Party ID**
- **Branch Name**
- **Processes/Tasks**
- **Priority**
- **Process**
- **Amount**

Figure 1-7 Search

The screenshot displays a search interface with a sidebar on the left containing filter options and a main task list area on the right. The sidebar filters include:

- Application Number (dropdown menu)
- Customer Id (text input with search icon)
- Party Id (text input with search icon)
- Branch Name (dropdown menu)
- Processes/Tasks (checkbox)
- Priority (checkbox)
- Process (checkbox)
- Amount (checkbox)

The main task list area shows "No items to display." and a pagination control: "Page 1 of 0 (1 - 0 of 0 items) | < >". At the top of the search area, there are buttons for "Filters" and "Clear Filters". A "Fetch" button is located at the bottom left of the interface.

1.7 Branch Servicing Pending Transactions View

This screen provides details of pending branch servicing transactions that need to be completed before the end-of-day process begins. By default, the details are displayed for the logged-in branch and all users. Users can filter the pending transactions for specific users if needed.

When the screen is launched, pending service transactions for the logged-in branch are displayed with the following details:

- Number of pending transactions
- Process Name
- Reference Number
- Stage
- Status
- User ID

Figure 1-8 Branch Servicing pending Transactions

Process Name	Reference Number	Stage	Status	User
Online Account Sweep In	CSRAPP1834200072721	Initiation	In Progress	PPKCHECKER
Online Account Sweep In	CSRAPP1834200072714	Handoff Retry	Failed	PPKCHECKER
TD Account Modification Process	DSRAPP1834200072697	Initiation	In Progress	PPKCHECKER
Joint Holder Maintenance	CSRAPP1834200072681	Initiation	In Progress	PAVAN001
Joint Holder Maintenance	CSRAPP1834200072680	Initiation	In Progress	PAVAN001
Stop Cheque Payment	CSRAPP1834200072626	Initiation	In Progress	STAFFUSER1
Account Preferences	CSRAPP1834200072621	Initiation	In Progress	STAFFUSER1
Account Preferences	CSRAPP1834200072615	Initiation	In Progress	STAFFUSER1
Account Address Update	CSRAPP1834200072611	Initiation	In Progress	PPKCHECKER
Account Garnishment	CSRAPP1834200072604	Initiation	In Progress	PPKCHECKER



Note:

This screen displays the pending branch servicing transactions that are configured for pending transaction checks. By default, all branch servicing screens are configured for pending transaction checks, and it is allowed to modify them in the **CMN_TM_TRAN_CONFIG** table.

Table 1-1 Branch Servicing Pending Transactions

Field	Description
Branch	Display the user logged in branch and the pending transactions displayed for this branch.
Branch Name	Display the branch name.
Search User	Select the user id to filter the pending branch servicing transactions for a specific user. The LOV fetch all open and authorized user. The LOV screen, user can search the user by user name and User ID .
Refresh	Click on this button to refresh the details.
Process Name	Display the process name for the pending transactions.
Reference Number	Display the related Reference Number for the pending transactions.
Stage	Display the current stage of pending transaction.
Status	Display the current status of pending transaction.

Table 1-1 (Cont.) Branch Servicing Pending Transactions

Field	Description
User	Display the user ID with whom the transaction is pending.  Note: If the transaction is not assigned to any user, the last actioned user ID should be displayed for the pending transactions.

Validate pending branch servicing transactions as part of the EOD process

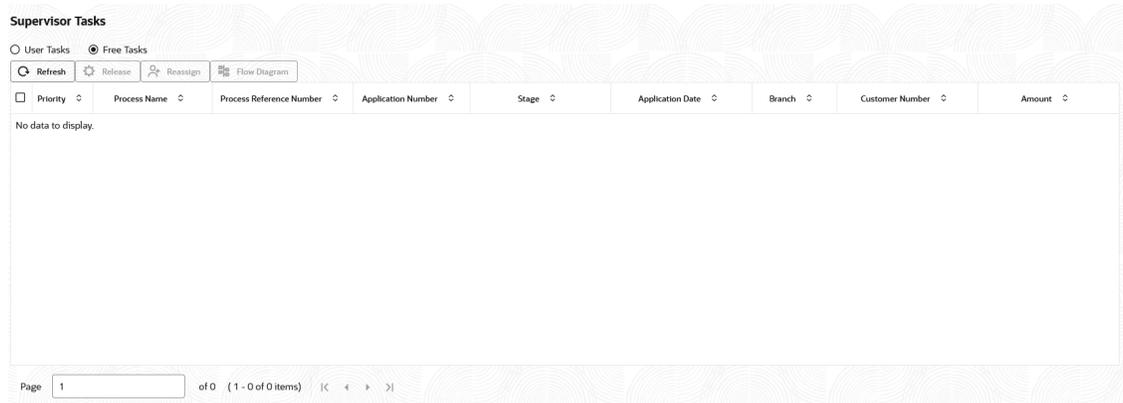
During the end-of-day (EOD) process, the system verifies if any system about the end of day if any pending branch servicing transactions are still incomplete. The bank can configure which branch servicing transactions need to be completed on the same day. Transactions not configure for end-of-day validation can continue the next day, while processing the transactions in the next day system gives a informatuion message to the user that the transaction was initiated on the previous day.

1.8 Supervisor Tasks

Supervisor Tasks menu displays the 'User Tasks' or 'Free Tasks' based upon the option that is selected.

The following information is displayed on the task list:

- **Priority**
- **Process Name**
- **Process Reference Number**
- **Application Number**
- **Stage**
- **Application Date**
- **Branch**
- **Customer Number**
- **Amount**

Figure 1-9 Supervisor Task

Following actions can be performed on the Supervisor Task menu:

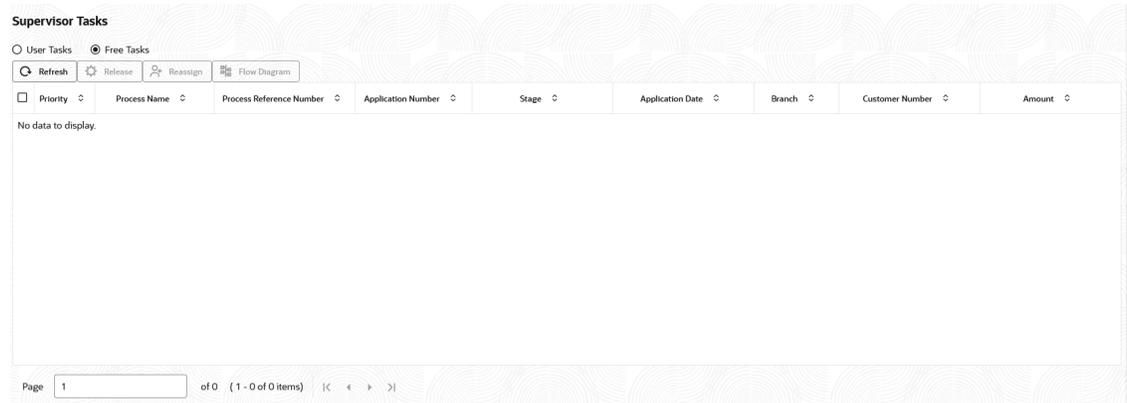
1. **Refresh** - It will refresh the data on the grid.
2. **Release** - Supervisor can release the task of his/her report and the task will be available in free task.
3. **Reassign** - After selecting tasks from the task list, click **Reassign** button to reassign the selected tasks to any of the subordinates.
4. **Flow Diagram** - Click **Flow Diagram** button to preview the flow diagram of the selected task.

1.9 Supervisor Tasks

Supervisor Tasks menu displays the 'User Tasks' or 'Free Tasks' based upon the option that is selected.

The following information is displayed on the task list:

- **Priority**
- **Process Name**
- **Process Reference Number**
- **Application Number**
- **Stage**
- **Application Date**
- **Branch**
- **Customer Number**
- **Amount**

Figure 1-10 Supervisor Task

Following actions can be performed on the Supervisor Task menu:

1. **Refresh** - It will refresh the data on the grid.
2. **Release** - Supervisor can release the task of his/her report and the task will be available in free task.
3. **Reassign** - After selecting tasks from the task list, click **Reassign** button to reassign the selected tasks to any of the subordinates.
4. **Flow Diagram** - Click **Flow Diagram** button to preview the flow diagram of the selected task.

1.10 Business Process Maintenance

This topic describes about the business process maintenance of oracle banking origination.

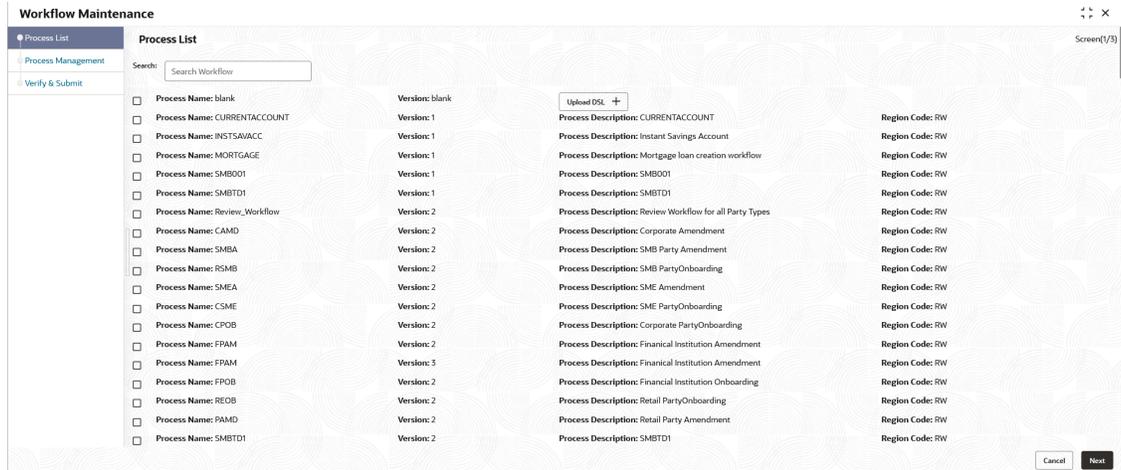
Business Process Maintenance menu allows the user to create workflows. It comprises of three screens, they are:

- [Process List Screen](#)
It shows the list of processes. Users can select any one of the existing processes or a blank process, in case the user wants to create a new workflow from scratch.
- [Process Management Screen](#)
It displays the list of the stages under the process, which are selected from the Process List screen, on the right side under the heading "Process Stage List". Also, all stages are listed in table on the left side under the heading "All Stage List".
- [Verify and Submit Screen](#)
Verify and Submit screen displays the process task list with all the new/modified tasks.

1.10.1 Process List Screen

It shows the list of processes. Users can select any one of the existing processes or a blank process, in case the user wants to create a new workflow from scratch.

Figure 1-11 Process List



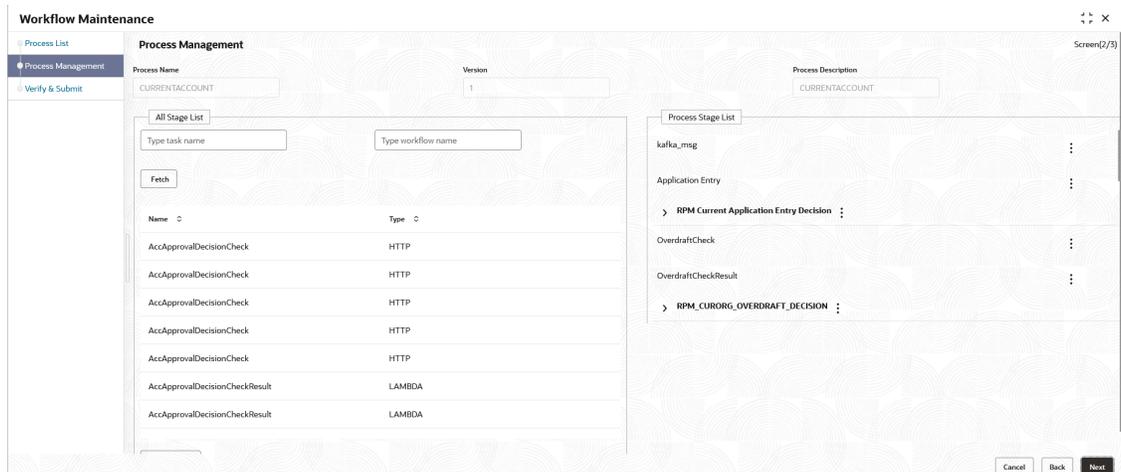
Following are the actions performed on the Process List screen:

- **Search** – For searching any of the existing workflows/Process.
- **Upload DSL** – Can be used to upload workflow in JSON format.
- **Next** – After selecting one process, click **Next** button to navigate to the next screen “**Process Management**”.
- **Cancel** – To exit from the Business Process Maintenance Menu.

1.10.2 Process Management Screen

It displays the list of the stages under the process, which are selected from the Process List screen, on the right side under the heading “Process Stage List”. Also, all stages are listed in table on the left side under the heading “All Stage List”.

Figure 1-12 Process Management



Drag and Drop Functionality

To add new stages in the process, Drag and drop the stage from **All Stage List** to **Process Stage List**.

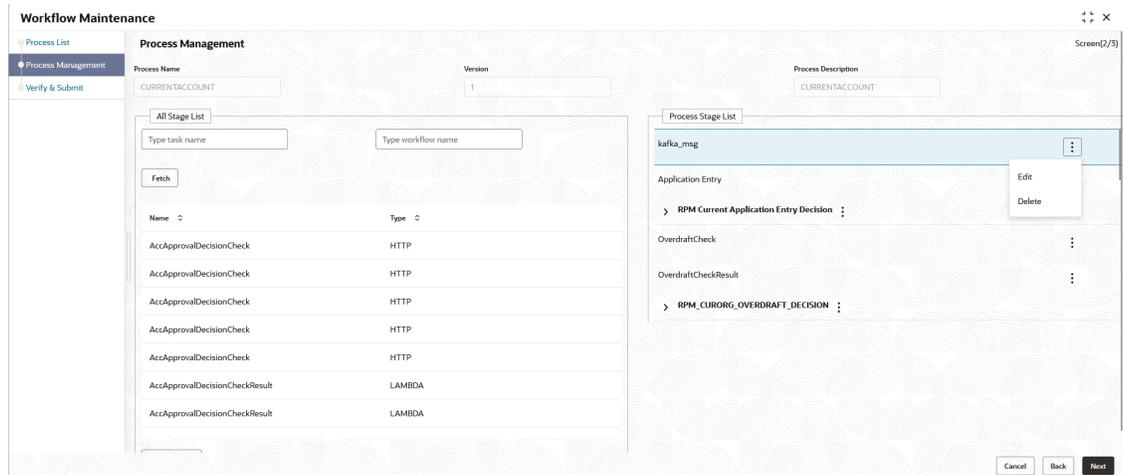
Edit/Delete Functionality

Click **Edit** button, to Edit the stage in Process Stage List.

The **Modify Task** screen displays.

Click **Delete** button, to delete the stage from Process Stage List.

Figure 1-13 Process Management – Edit/Delete Functionality



Modify Task

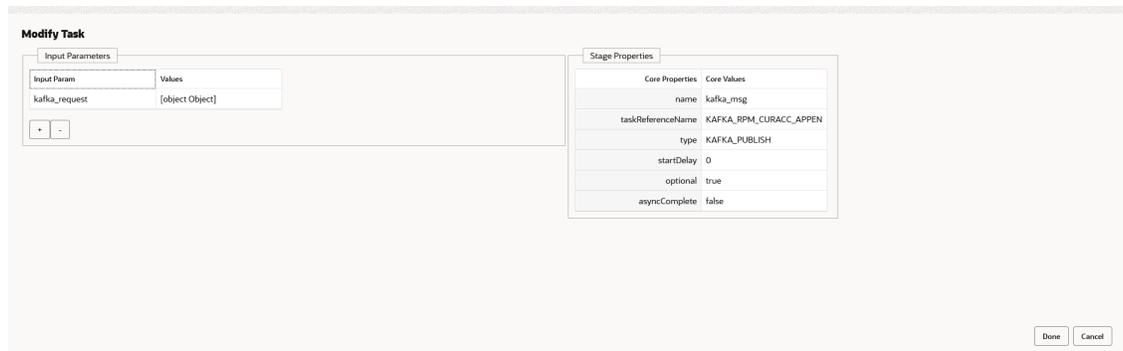
Following actions are performed on the Process Management screen:

Back – Click **Back** button to navigate to the previous screen.

Next – After Modifying the stages, click **Next** button to navigate to the next screen “**Verify and Submit**”.

Cancel – To exit from the Business Process Maintenance Menu.

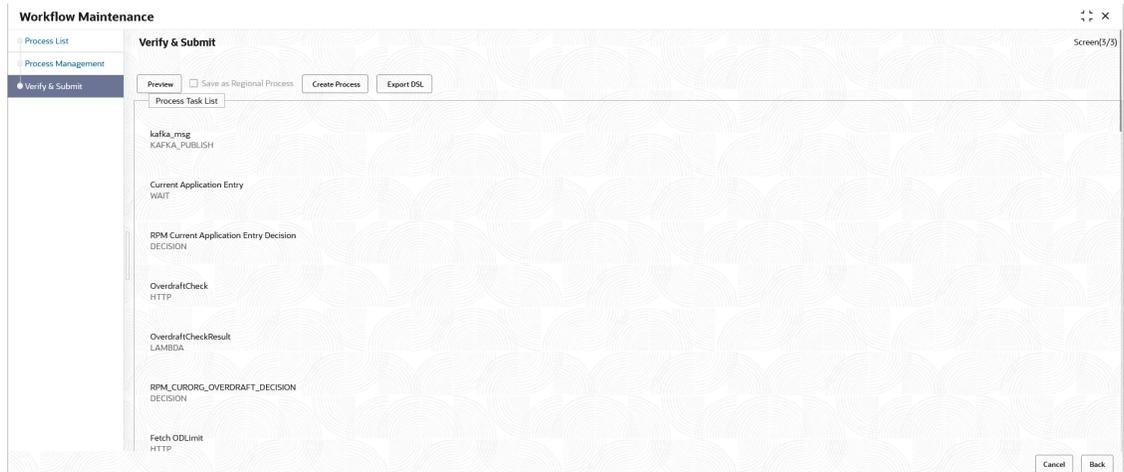
Figure 1-14 Modify Task



1.10.3 Verify and Submit Screen

Verify and Submit screen displays the process task list with all the new/modified tasks.

Figure 1-15 Verify and Submit Screen



Following are the actions performed on the Process Management screen:

Preview button- Click **Preview** to view the flow diagram of the selected process.

Create Process button - Used to create new process. If an existing process is modified, a new process with updated version would appear on the process list screen or else a new process would appear.

Export DSL button - To Export DSL into a file in JSON format.

Back – Click **Back** button to navigate to the previous screen.

Cancel – To exit from the Business Process Maintenance Menu.

A

Errors Codes and Messages

Table A-1 Error Codes and Messages

Error Codes	Messages
GCS-SAV-001	Record already exists
ORCH-0001	The system is unable to complete the task. Contact your supervisor
ORCH-0002	Error in retrieving subordinates list
ORCH-1001	Invalid operator is used in query criteria
ORCH-1002	Found invalid field/s in query criteria. It allows only following fields (case sensitive)
ORCH-1003	Header or both headers are missing the request
ORCH-1004	Invalid User/ branch in request
ORCH-1005	Invalid query task type. Please use one of the given types
ORCH-1006	Invalid Task Id, please pass a valid task ID
ORCH-1007	Task Id should not be null, please pass a task Id in the body
ORCH-1008	In the body transaction model should not be empty
ORCH-1009	Current User cannot update the given task
ORCH-1010	Task which is completed cannot be updated
ORCH-1011	Task must be in ACQUIRED state for update
ORCH-1012	Invalid Supervisor/ branch in request
file_error	Please upload json file only
select_error	Please select once process

B

Functional Activity Codes

This topic describes about the functional activity for Plato Services..

Table B-1 List of Functional Activity Codes

Screen Name	Functional Activity Codes	Action	Description
Tasks	CMC_FA_SUBMENU_1_Awaiting	Awaiting	Awaiting Confirmation Menu
Tasks	CMC_FA_MENU_Tasks	Menu	Task Menu
Tasks	CMC_FA_SUBMENU_1_Completed	Completed	Completed Task Menu
Tasks	CMC_FA_SUBMENU_1_FreeTasks	FreeTasks	Free Task Menu
Tasks	CMC_FA_SUBMENU_1_HoldTasks	HoldTasks	Hold Task Menu
Tasks	CMC_FA_SUBMENU_1_MyTasks	MyTasks	My Task Menu
Tasks	CMC_FA_SUBMENU_1_SEARCH	Search	Task Search
Tasks	REMO_FA_SUBMENU_1_MY_PENDING_TASKS	My Pending Tasks	FA code to access the My Pending Tasks on the Tasks page
Tasks	CMC_FA_SUBMENU_1_Supervisor	Supervisor	Supervisor Task Menu
Tasks	CMC_FA_SUBMENU_1_WORKFLOW_MAINT	Workflow Maintenance	Workflow Maintenance
Tasks	CMC_FA_CONFIGPROP	Configprop	Configprop Task

Table B-1 (Cont.) List of Functional Activity Codes

Screen Name	Functional Activity Codes	Action	Description
Branch Servicing Pending Transactions View	FA_TDPYIN_READ FA_RDACOP_READ FA_TDREDM_READ FA_RDAMBK_READ FA_TDROLV_READ FA_RDPAYT_READ FA_TDAMBK_READ FA_TDPOMN_READ FA_RDPOMN_READ FA_RDREDM_READ FA_TDACMN_READ FA_RDACMN_READ FA_OBBRPC_READ FA_CcuSav_READ FA_TCPURC_READ FA_TCSALE_READ FA_CauSav_READ FA_MMACCL_READ FA_AauSav_READ	Query	Get the details of pending account servicing transaction which needs to be completed on the same day.
Branch Servicing Pending Transactions View	FA_CASAPC_READ	Query	Get the details of pending account servicing transaction which needs to be completed on the same day.

Index

A

Awaiting Customer Clarification, [1-1](#)

B

Business Process Maintenance, [1-11](#)

C

Completed Tasks, [1-2](#)

E

Errors Codes and Messages, [A-1](#)

F

Free Tasks, [1-3](#)

Functional Activity Codes, [B-1](#)

H

Hold Tasks, [1-5](#)

M

My Tasks, [1-6](#)

P

Process List Screen, [1-11](#)

Process Management Screen, [1-12](#)

S

Search, [1-7](#)

Servicing Pending Transactions, [1-7](#)

Supervisor Tasks, [1-9](#), [1-10](#)

T

Tasks, [1-1](#)

V

Verify and Submit Screen, [1-14](#)