# Oracle® Banking Virtual Account Management

## Alerts User Guide

Release 14.8.0.0.0
G33346-03
April 2025

Oracle Banking Virtual Account Management Alerts User Guide, Release 14.8.0.0.0

G33346-03

# Contents

# Preface



## Purpose

This guide provides the information on the Alerts set up in Virtual Account Management System.

## Audience

This guide is intended for WebLogic admin or ops-web team who are responsible for installing the OFSS banking products.

## 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 customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

## 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

The related documents are as follows:

- *Oracle Banking Security Management System User Guide*
- *Oracle Banking Common Core User Guide*
- *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. |
| *italic* | 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 are dummy and does not exist in the real world. It is only for reference purposes.

# 1 Introduction

In Oracle Banking Virtual Account Management, alerts can be sent to the to corporate or bank users for the below business events:

**Accounts:**

- Account Creation
- Account Modification
- Account Closure

**Transactions:**

- Credit Transaction
- Debit Transaction

# 2
# Alerts Maintenance

This topic describes the information to setup the reference data for Alerts such as definition, template ID, template details, decisioning, and contact details in Virtual Account Management system.

- Alert Definition
  This topic describes the information to maintain the alert codes for the specific business events in Virtual Account Management system.
- Alert Template ID
  This topic describes the information to create a Template ID for specific events in Virtual Account Management system
- Alert Template Details
  This topic describes the information to maintain template details for the combination of Template ID and Language in Virtual Account Management system
- Alert Decisioning
  This topic describes the information to configure and maintain alert decisioning. Basis the alert decisioning configured, alerts are sent to the recipients on the occurrence of specific events.
- Alert Contact Details
  This topic describes the necessary information to configure email address of the contact person for sending alerts in the Virtual Account Management system

## 2.1 Alert Definition

This topic describes the information to maintain the alert codes for the specific business events in Virtual Account Management system.

The Alert Definition feature allows users to set up and manage different types of alerts. Users can create different alert codes for specific business events. These alert codes are then linked in the Alert Decisioning screen.

This topic contains the following subtopics:

- Create Alert Definition
  This topic describes the systematic instruction to configure and manage various types of alerts.
- View Alert Definition
  This topic describes the systematic instruction to view, modify, or authorize alert definitions.

### 2.1.1 Create Alert Definition

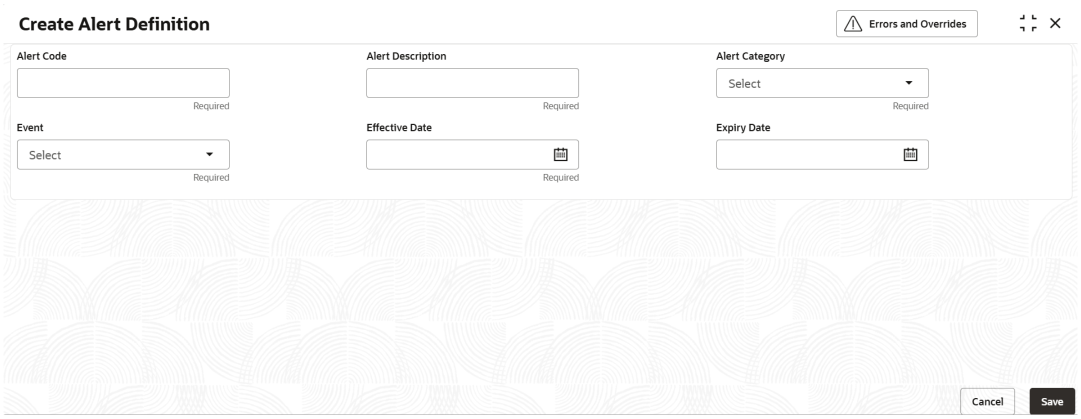
This topic describes the systematic instruction to configure and manage various types of alerts.

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

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Alerts**. Under **Alerts**, click **Alert Definition**. Under **Alert Definition**, click **Create Alert Definition**

The **Create Alert Definition** screen displays.

**Figure 2-1 Create Alert Definition**




2. Specify the fields on **Create Alert Definition** screen.

> **Note:**
>
> The fields marked as **Required** are mandatory.

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

**Table 2-1 Create Alert Definition - Field Description**

| Field | Description |
|---|---|
| **Alert Code** | Specify the unique alert code to be maintained in the system. |
| **Alert Description** | Specify the description of the alert. |
| **Alert Category** | Select the category of the alert. The available options are:<br>• **Accounts**<br>• **Transactions** |
| **Event** | Select an event for the alert code The events shown will depend on the chosen category<br>If you select the Accounts category, the dropdown list will display the following events:<br>• **Account Creation**<br>• **Account Modification**<br>• **Account Closure**<br>If the **Category** is selected as **Transactions**, the following events are displayed in the dropdown list:<br>• **Credit transaction**<br>• **Debit transaction** |
| **Effective Date** | Select the Calendar icon and choose the date when the alert will start in the system. |
| **Expiry Date** | Click the Calendar icon and select the Expiry date up to which the alert can be used in the system. |

3. Click **Save** to save the record and send it for authorization.

## 2.1.2 View Alert Definition

This topic describes the systematic instruction to view, modify, or authorize alert definitions.

A tile is present for each record that has been created. The bottom portion of each record-tile displays the following:

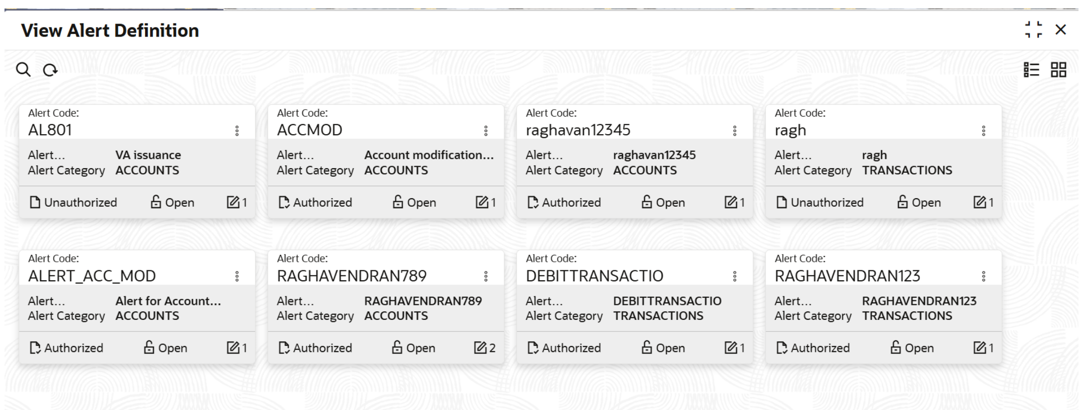
- The status, whether Authorized, Unauthorized, or Rejected.
- Open or Closed.
- The number of times the record has been submitted by the Maker added.

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

1. On **Home** screen, click **Cash Management**. Under **Virtual Account Management**, click **Alerts**. Under **Alerts**, click **Alert Definition**. Under **Alert Definition**, click **View Alert Definition**.

   The **View Alert Definition** screen displays.

   **Figure 2-2 View Alert Definition**


2. Filter the records in the **View** screen:
   a. Select the Search icon to access the filters. Users can sort the records by Alert Code, Alert Description, Authorization Status, and Record Status.
   b. Select the required filter criteria and click **Search** to filter the records.
   c. Click **Reset** to reset the filter criteria.
3. Click **Refresh** icon to refresh the records.
4. Click **Options** icon and then select any of the following options:
   a. **Unlock** – To modify the record details. Refer to the **Create** screen for the field level details.
      - Click **Audit** to view the maker details, checker details of the record.
      - Click **Show History** hyperlink to view the historical data of the record.
   b. **Authorize** – To authorize or reject the record. Authorizing/Rejecting requires necessary access rights.
      - Optional: Click **View** to view the record details.
      - If there are more than one modifications, Click **Compare** to view the comparison through the field values of old record and the current record.

- Select the record and click **Approve** to approve the record.
- Select the record and click **Reject** to reject the record. Specify the relevant comments in the pop-up window that appears, and click **Confirm**.

c. **Delete**/**Close** – To remove the record.
   - Optional: In the confirmation pop-up window, click **View** to view the record details.
   - Click **Proceed** to delete the record.

d. **Copy** – To copy the record parameters for creating a new record.

e. **View** – To view the record details.

f. **Reopen** – To reopen the closed record.

# 2.2 Alert Template ID

This topic describes the information to create a Template ID for specific events in Virtual Account Management system

This topic contains the following subtopics:

- Create Alert Template ID
  This topic describes the systematic instruction to create template ID for specific events.
- View Alert Template ID
  This topic describes the systematic instruction to view, modify, or authorize alert template ID.

## 2.2.1 Create Alert Template ID

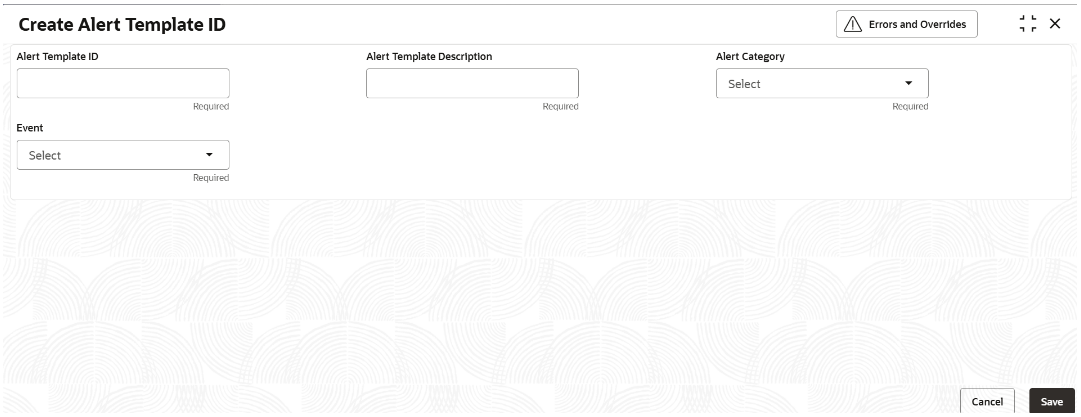
This topic describes the systematic instruction to create template ID for specific events.

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

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Alerts**. Under **Alerts**, click **Alert Tempate ID**. Under **Alert Template ID**, click **Create Alert Template ID**.

   The **Create Alert Template ID** screen displays.

   **Figure 2-3 Create Alert Template ID**




2. Specify the fields on **Create Alert Template ID** screen.

> **Note:**
>
> The fields marked as **Required** are mandatory.

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

**Table 2-2 Create Alert Template ID - Field Description**

| Field | Description |
| --- | --- |
| **Alert Template ID** | Specify a unique ID for the template. |
| **Alert Template Description** | Specify the description of the template. |
| **Alert Category** | Select the category of the alert. The available options are:<br>• **Accounts**<br>• **Transactions** |
| **Event** | Select the event to set the alerts. The list of events are displayed based on the selected category.<br>If the **Category** is selected as **Accounts**, the following events are displayed in the dropdown list:<br>• **Account Creation**<br>• **Account Modification**<br>• **Account Closure**<br>If the **Category** is selected as **Transactions**, the following events are displayed in the dropdown list:<br>• **Credit Transaction**<br>• **Debit Transaction** |

3. Click **Save** to save the record and send it for authorization.

## 2.2.2 View Alert Template ID

This topic describes the systematic instruction to view, modify, or authorize alert template ID.

A tile is present for each record that has been created. The bottom portion of each record-tile displays the following:

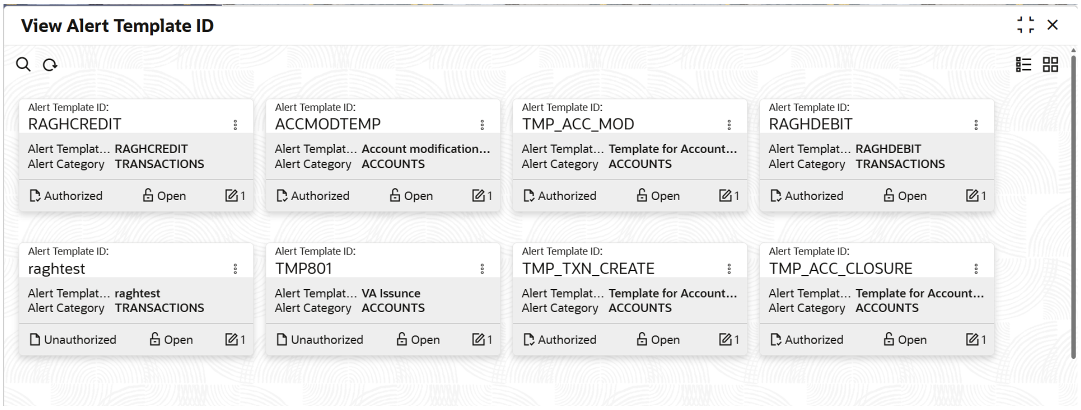
- The status, whether Authorized, Unauthorized, or Rejected.
- Open or Closed.
- The number of times the record has been submitted by the Maker added.

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

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Alerts**. Under **Alerts**, click **Alert Template ID**. Under **Alert Template ID**, click **View Alert Template ID**

   The **View Alert Template ID** screen displays.

**Figure 2-4 View Alert Template ID**




2. Filter the records in the **View** screen:
   a. Click **Search** icon to view the filters. The user can filter the records by Corporate, Authorization Status, Record Status and Category.
   b. Select the required filter criteria and click **Search** to filter the records.
   c. Click **Reset** to reset the filter criteria.
3. Click **Refresh** icon to refresh the records.
4. Click **Options** icon and then select any of the following options:
   a. **Unlock** – To modify the record details. Refer to the **Create** screen for the field level details.
      - Click **Audit** to view the maker details, checker details of the record.
      - Click **Show History** hyperlink to view the historical data of the record.
   b. **Authorize** – To authorize or reject the record. Authorizing/Rejecting requires necessary access rights.
      - Optional: Click **View** to view the record details.
      - If there are more than one modifications, Click **Compare** to view the comparison through the field values of old record and the current record.
      - Select the record and click **Approve** to approve the record.
      - Select the record and click **Reject** to reject the record. Specify the relevant comments in the pop-up window that appears, and click **Confirm**.
   c. **Delete**/**Close** – To remove the record.
      - Optional: In the confirmation pop-up window, click **View** to view the record details.
      - Click **Proceed** to delete the record.
   d. **Copy** – To copy the record parameters for creating a new record.
   e. **View** – To view the record details.
   f. **Reopen** – To reopen the closed record.

# 2.3 Alert Template Details

This topic describes the information to maintain template details for the combination of Template ID and Language in Virtual Account Management system

This topic contains the following subtopics:

- Create Alert Template Details
  This topic describes the systematic instruction to create alert template details for a specific Template ID
- View Alert Template Details
  This topic describes the systematic instruction to view, modify, or authorize the alert template details.

## 2.3.1 Create Alert Template Details

This topic describes the systematic instruction to create alert template details for a specific Template ID

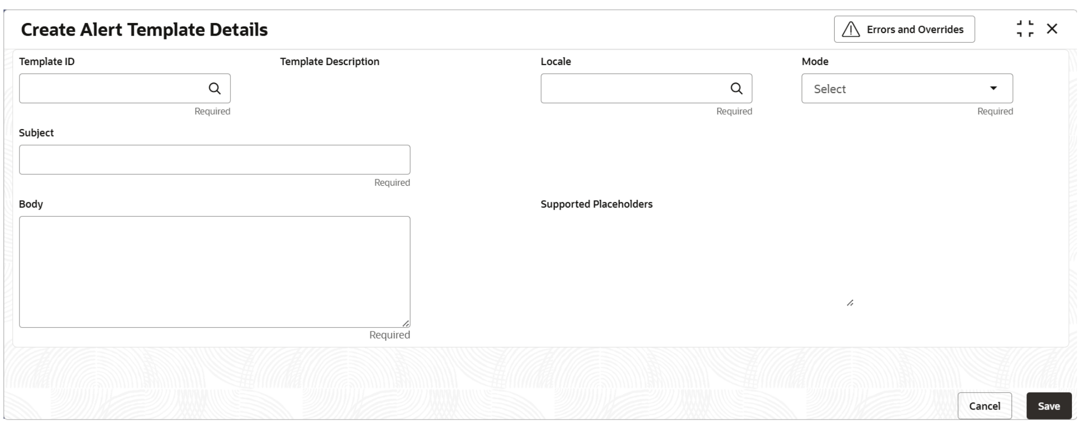
Users can configure different templates based on the locale.

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

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Alerts**. Under **Alerts**, click **Alert Template Details**. Under **Alert Template Details**, click **Create Alert Template Details**

   The **Create Alert Template Details** screen displays.

   **Figure 2-5 Create Alert Template Details**

2. Specify the fields on **Create Alert Template Details** screen.

   > **Note:**
   > The fields marked as **Required** are mandatory.

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

   **Table 2-3 Create Alert Template Details - Field Description**

| Field | Description |
| --- | --- |
| **Template ID** | Click the search icon and select the specific template ID for which the text needs to be configured. |

**Table 2-3 (Cont.) Create Alert Template Details - Field Description**

| Field | Description |
|---|---|
| **Template Description** | Displays the description of the selected alert template ID. |
| **Locale** | Click the search icon and select the specific language. |
| **Mode** | Select the Email mode through which the alert should be sent. |
| **Subject** | Specify the subject of the email to be sent. |
| **Body** | Specify the body of the alert message needs to be sent. |
| **Supported Placeholders** | Displays the supported placeholders. The list of placeholders will be displayed based on the event and use those specific placeholders while configuring body of the email. |

3. Click **Save** to save the record and send it for authorization.

## 2.3.2 View Alert Template Details

This topic describes the systematic instruction to view, modify, or authorize the alert template details.

A tile is present for each record that has been created. The bottom portion of each record-tile displays the following:

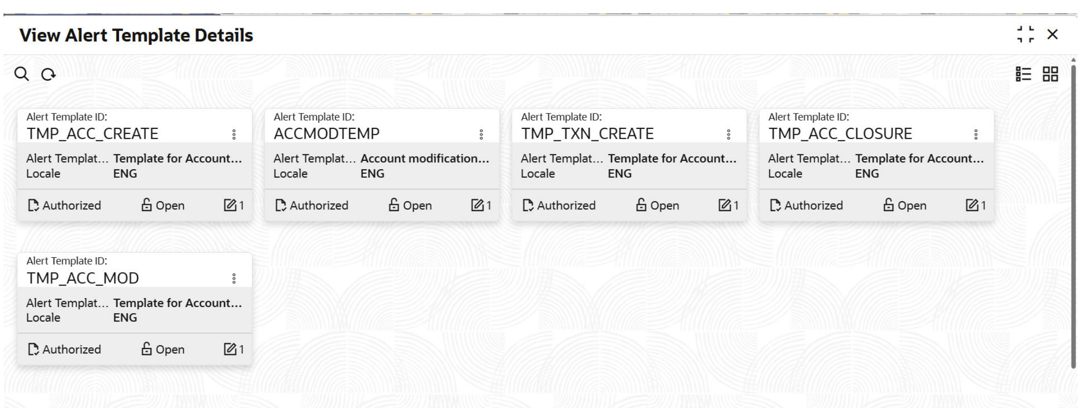
- The status, whether Authorized, Unauthorized, or Rejected.
- Open or Closed.
- The number of times the record has been submitted by the Maker added.

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

1. On **Home** screen, click **Cash Management**. Under **Cash Management**, click **Alerts**. Under **Alerts**, click **Alert Template Details**. Under **Alert Template Details**, click **View Alert Template Details**

   The **View Alert Template Details** screen displays.

**Figure 2-6 View Alert Template Details**




2. Filter the records in the **View** screen:
   a. Click **Search** icon to view the filters. The user can filter the records by Corporate, Authorization Status, Record Status and Category.
   b. Select the required filter criteria and click **Search** to filter the records.

   c. Click **Reset** to reset the filter criteria.
3. Click **Refresh** icon to refresh the records.
4. Click **Options** icon and then select any of the following options:
   a. **Unlock** – To modify the record details. Refer to the **Create** screen for the field level details.
      - Click **Audit** to view the maker details, checker details of the record.
      - Click **Show History** hyperlink to view the historical data of the record.
   b. **Authorize** – To authorize or reject the record. Authorizing/Rejecting requires necessary access rights.
      - Optional: Click **View** to view the record details.
      - If there are more than one modifications, Click **Compare** to view the comparison through the field values of old record and the current record.
      - Select the record and click **Approve** to approve the record.
      - Select the record and click **Reject** to reject the record. Specify the relevant comments in the pop-up window that appears, and click **Confirm**.
   c. **Delete**/**Close** – To remove the record.
      - Optional: In the confirmation pop-up window, click **View** to view the record details.
      - Click **Proceed** to delete the record.
   d. **Copy** – To copy the record parameters for creating a new record.
   e. **View** – To view the record details.
   f. **Reopen** – To reopen the closed record.

# 2.4 Alert Decisioning

This topic describes the information to configure and maintain alert decisioning. Basis the alert decisioning configured, alerts are sent to the recipients on the occurrence of specific events.

This topic contains the following subtopics:

- Create Alert Decisioning
  This topic describes the systematic instruction to set the delivery mode and frequency of sending alerts to a recipient.
- View Alert Decisioning
  This topic describes the systematic instruction to view, modify, or authorize alert decisioning record details.

## 2.4.1 Create Alert Decisioning

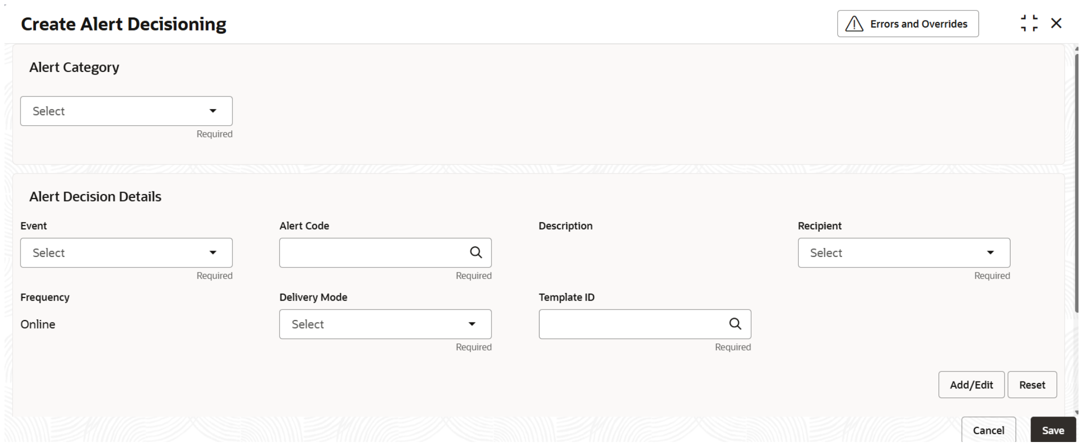
This topic describes the systematic instruction to set the delivery mode and frequency of sending alerts to a recipient.

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

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Alerts**. Under **Alerts**, click **Alert Decisioning**. Under **Alert Decisioning**, click **Create Alert Decisioning**.

   The **Create Alert Decisioning** screen displays.

**Figure 2-7    Create Alert Decisioning**




2. Specify the fields on **Create Alert Decisioning** screen.

> **Note:**
>
> The fields marked as **Required** are mandatory.

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

**Table 2-4    Create Alert Decisioning - Field Description**

| Field | Description |
| --- | --- |
| **Alert Category** | Select the category to configure the alerts. The available options are:<br>• **Accounts**<br>• **Transactions** |
| **Event** | Select the event. The list of events are displayed based on the selected category.<br>If the **Category** is selected as **Accounts**, the following events are displayed in the dropdown list:<br>• **Account Creation**<br>• **Account Modification**<br>• **Account Closure**<br>If the **Category** is selected as **Transactions**, the following events are displayed in the dropdown list:<br>• **Credit Transaction**<br>• **Debit Transaction** |
| **Alert Code** | Click the search icon to set the alert code. The available options are:<br>• **Alert Code**<br>• **Alert Description** |
| **Description** | Displays the description of the selected alert code. |
| **Recipient** | Select the recipient to whom the alert should be sent. The following events are displayed in the dropdown list:<br>• **Bank User**<br>• **Customer** |
| **Frequency** | This is display field only and is always online. |
| **Delivery Mode** | Select the Email mode through which the alert should be sent. |

**Table 2-4 (Cont.) Create Alert Decisioning - Field Description**

| Field | Description |
| --- | --- |
| **Template ID** | Click the search icon and Select the template ID which will be used to send an email alert. |

3. Perform the following any one of the action :
   a. Click **Add/Edit** to add alert decision details in the grid or modify a selected records from the grid.
   b. Click **Reset** to modify records in the grid.
4. Perform the following steps to take action on the records in the grid.
   a. Select the record in the grid and click **Options** icon under the **Action** column.
   b. Click **Edit** to modify records in the grid.
   c. Click **Delete** to remove the record.
5. Click **Save** to save the record and send it for authorization.

## 2.4.2 View Alert Decisioning

This topic describes the systematic instruction to view, modify, or authorize alert decisioning record details.

A tile is present for each record that has been created. The bottom portion of each record-tile displays the following:

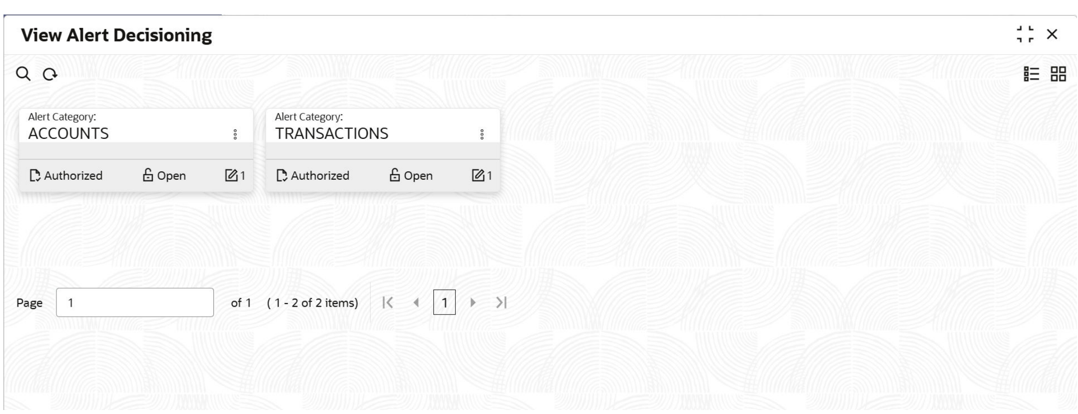
- The status, whether Authorized, Unauthorized, or Rejected.
- Open or Closed.
- The number of times the record has been submitted by the Maker added.

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

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Alerts**. Under **Alerts**, click **Alert Decisioning**. Under **Alert Decisioning**, click **View Alert Decisioning**

   The **View Alert Decisioning** screen displays.

**Figure 2-8 View Alert Decisioning**




2. Filter the records in the **View** screen:

a. Click **Search** icon to view the filters. The user can filter the records by Corporate, Authorization Status, Record Status and Category.
b. Select the required filter criteria and click **Search** to filter the records.
c. Click **Reset** to reset the filter criteria.

3. Click **Refresh** icon to refresh the records.
4. Click **Options** icon and then select any of the following options:
   a. **Unlock** – To modify the record details. Refer to the **Create** screen for the field level details.
      - Click **Audit** to view the maker details, checker details of the record.
      - Click **Show History** hyperlink to view the historical data of the record.
   b. **Authorize** – To authorize or reject the record. Authorizing/Rejecting requires necessary access rights.
      - Optional: Click **View** to view the record details.
      - If there are more than one modifications, Click **Compare** to view the comparison through the field values of old record and the current record.
      - Select the record and click **Approve** to approve the record.
      - Select the record and click **Reject** to reject the record. Specify the relevant comments in the pop-up window that appears, and click **Confirm**.
   c. **Delete**/**Close** – To remove the record.
      - Optional: In the confirmation pop-up window, click **View** to view the record details.
      - Click **Proceed** to delete the record.
   d. **Copy** – To copy the record parameters for creating a new record.
   e. **View** – To view the record details.
   f. **Reopen** – To reopen the closed record.

## 2.5 Alert Contact Details

This topic describes the necessary information to configure email address of the contact person for sending alerts in the Virtual Account Management system

This topic contains the following subtopics:

- Create Alert Contact Details
  This topic describes the systematic instruction to create contact details for sending alerts to a specific corporate.
- View Alert Contact Details
  This topic describes the systematic instruction to view, modify, or authorize the alert contact details.

### 2.5.1 Create Alert Contact Details

This topic describes the systematic instruction to create contact details for sending alerts to a specific corporate.

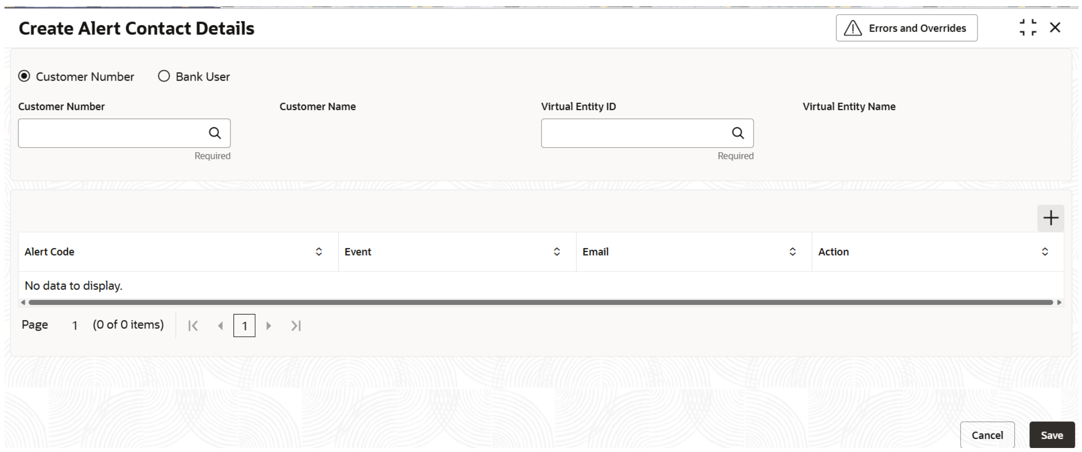
Various contacts can be assigned to receive specific types of alerts.

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

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Alerts**. Under **Alerts**, click **Alert Contact Details**. Under **Alert Contact Details**, click **Create Alert Contact Details**

   The **Create Alert Contact Details** screen displays.

**Figure 2-9 Create Alert Contact Details**




2. Specify the fields on **Create Alert Contact Details** screen.

> **Note:**
>
> The fields marked as **Required** are mandatory.

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

**Table 2-5 Create Alert Contact Details - Field Description**

| Field | Description |
| --- | --- |
| **Customer Number** | Select the customer number to configure the email address for the specific alert codes<br>**Note:** This field will display only if Customer Number is selected. |
| **Customer Name** | Customer name is automatically displayed based on the id selcted<br>**Note:** This field will displays only if Customer Number is selected. |
| **Virtual Entity ID** | Select the Virtual Entity to configure email address at the Entity Level for Alert Codes. The Entity IDs will be shown based on the Customer Selection. |
| **Virtual Entity Name** | Displays the Virtual Entity Name based on the Virtual Entity ID selected. |
| **Bank User** | Select Bank User for maintenance of email addresses for bank users. |
| **Alert Code** | Select the alert code for specifying the email address.Users can set multiple email addresses for the same alert code. |
| **Event** | Select the Event for alerts. |
| **Email** | Input the Email ID for sending the alerts |

3. Click **Add** icon to add a row for a contact.

   a. Double-click the **Alert Code** column. Next, click the search icon and choose the alert code you need to link the contact details to.
   b. In the **Event** column, specify the Event.
   c. In the **Email** column, specify the contact person's email ID.
   d. Click **Add** icon to add contact details for other alert codes and repeat the above steps.
   e. Click **Edit** icon under the **Action** column to edit the contact details entered.
   f. Click **Delete** icon under the **Action** column to delete a row.
4. Click **Save** to save the record and send it for authorization.

## 2.5.2 View Alert Contact Details

This topic describes the systematic instruction to view, modify, or authorize the alert contact details.

A tile is present for each record that has been created. The bottom portion of each record-tile displays the following:

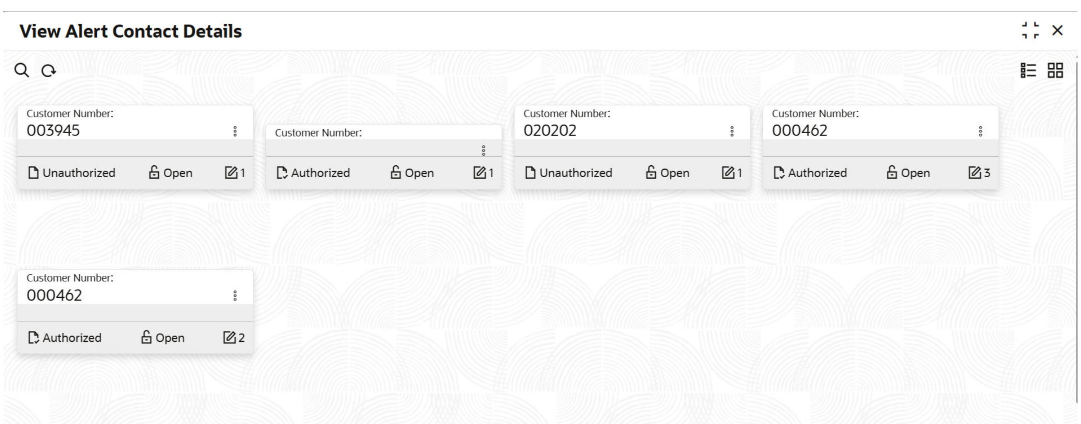
- The status, whether Authorized, Unauthorized, or Rejected.
- Open or Closed.
- The number of times the record has been submitted by the Maker added.

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

1. On **Home** screen, click **Virtual Account Management**. Under **Virtual Account Management**, click **Alerts**.Under **Alerts**, click **Alert Contact Details**. Under **Alert Contact Details**, click **View Alert Contact Details**

   The **View Alert Contact Details** screen displays.

**Figure 2-10 View Alert Contact Details**




2. Filter the records in the **View** screen:
   a. Click **Search** icon to view the filters. The user can filter the records by Party Id, Authorization Status, and Record Status.
   b. Select the required filter criteria and click **Search** to filter the records.
   c. Click **Reset** to reset the filter criteria.
3. Click **Refresh** icon to refresh the records.

4. Click **Options** icon and then select any of the following options:
   a. **Unlock** – To modify the record details. Refer to the **Create** screen for the field level details.
      - Click **Audit** to view the maker details, checker details of the record.
      - Click **Show History** hyperlink to view the historical data of the record.
   b. **Authorize** – To authorize or reject the record. Authorizing/Rejecting requires necessary access rights.
      - Optional: Click **View** to view the record details.
      - If there are more than one modifications, Click **Compare** to view the comparison through the field values of old record and the current record.
      - Select the record and click **Approve** to approve the record.
      - Select the record and click **Reject** to reject the record. Specify the relevant comments in the pop-up window that appears, and click **Confirm**.
   c. **Delete**/**Close** – To remove the record.
      - Optional: In the confirmation pop-up window, click **View** to view the record details.
      - Click **Proceed** to delete the record.
   d. **Copy** – To copy the record parameters for creating a new record.
   e. **View** – To view the record details.
   f. **Reopen** – To reopen the closed record.

# Glossary

# Index