# Oracle® Banking Virtual Account Management Alerts User Guide





Oracle Banking Virtual Account Management Alerts User Guide, Release 14.8.0.0.0

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### **Preface**

- Purpose
- Audience
- Documentation Accessibility
- Critical Patches
- Diversity and Inclusion
- Related Resources
- Conventions
- Screenshot Disclaimer

### 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**

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#### **Access to Oracle Support**

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# Diversity and Inclusion

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

#### 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



### 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.

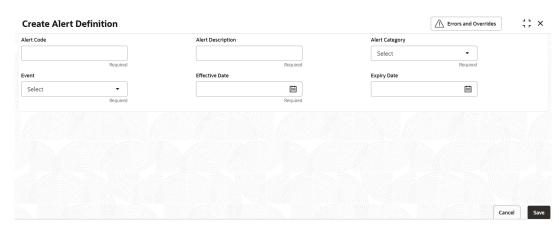
#### 2.1.1 Create Alert Definition

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

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

 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.



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:  • Accounts  • Transactions
Event	Select an event for the alert code The events shown will depend on the chosen category If you select the Accounts category, the dropdown list will display the following events:  • Account Creation  • Account Modification  • Account Closure  If the Category is selected as Transactions, the following events are displayed in the dropdown list:  • Credit transaction  • 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:

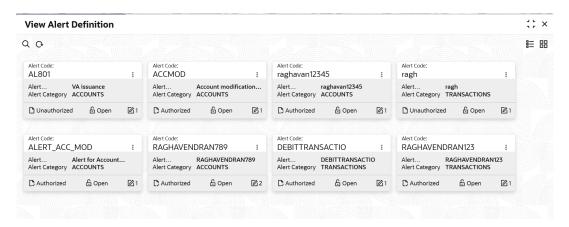
- The status, whether Authorized, Unauthorized, or Rejected.
- Open or Closed.
- The number of times the record has been submitted by the Maker added.

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

 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



- 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:
  - 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.
  - 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

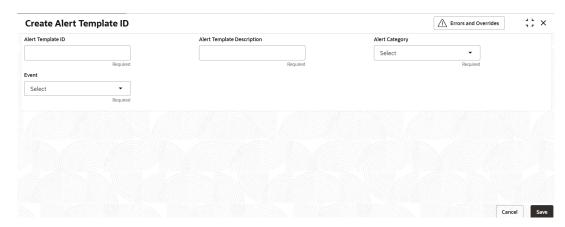
This topic describes the systematic instruction to create template ID for specific events.

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

 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.





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:  • Accounts  • Transactions
Event	Select the event to set the alerts. The list of events are displayed based on the selected category.  If the Category is selected as Accounts, the following events are displayed in the dropdown list:  Account Creation  Account Modification  Account Closure
	If the Category is selected as Transactions, the following events are displayed in the dropdown list:  Credit Transaction  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.

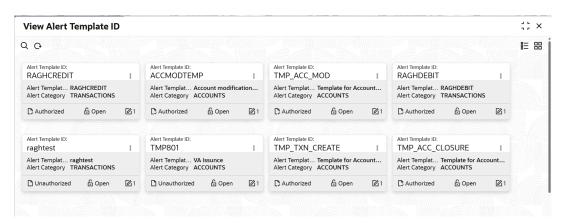
Specify **User ID** and **Password**, and login to **Home** screen.

 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:
  - 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.
  - Click Reset to reset the filter criteria.
- Click Refresh icon to refresh the records.
- 4. Click **Options** icon and then select any of the following options:
  - 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.
  - 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.
  - View To view the record details.
  - 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

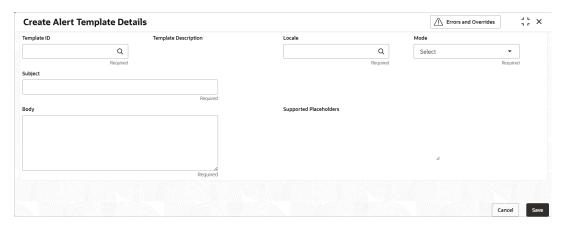
Users can configure different templates based on the locale.

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

 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



Specify the fields on Create Alert Template Details screen.



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

Table 2-3 Create Alert Template Details - Field Description

Field	Description
	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:

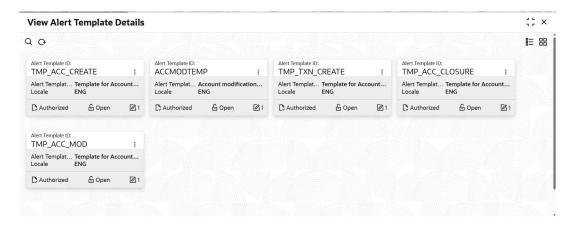
- The status, whether Authorized, Unauthorized, or Rejected.
- Open or Closed.
- The number of times the record has been submitted by the Maker added.

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

 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:
  - 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.
  - 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.
  - Copy To copy the record parameters for creating a new record.
  - View To view the record details.
  - 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.

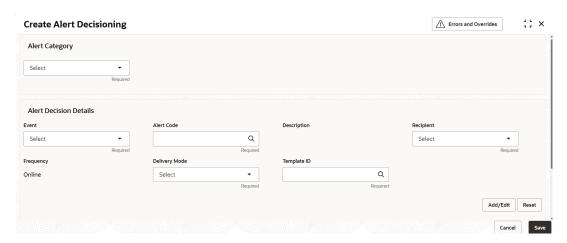
Specify **User ID** and **Password**, and login to **Home** screen.

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.



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:
Event	Select the event. The list of events are displayed based on the selected category.  If the Category is selected as Accounts, the following events are displayed in the dropdown list:  Account Creation  Account Modification  Account Closure  If the Category is selected as Transactions, the following events are displayed in the dropdown list:  Credit Transaction  Debit Transaction
Alert Code	Click the search icon to set the alert code. The available options are:  • Alert Code  • 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:  Bank User  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
1 ·	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.
  - 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:

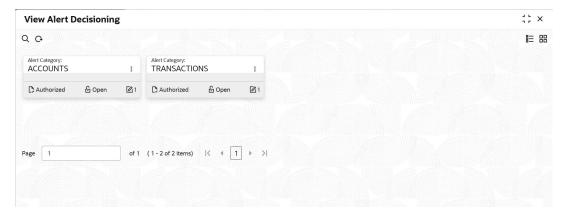
- The status, whether Authorized, Unauthorized, or Rejected.
- Open or Closed.
- The number of times the record has been submitted by the Maker added.

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

 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:



- Click Search icon to view the filters. The user can filter the records by Corporate, Authorization Status, Record Status and Category.
- Select the required filter criteria and click Search to filter the records.
- c. Click **Reset** to reset the filter criteria.
- Click Refresh icon to refresh the records.
- 4. Click **Options** icon and then select any of the following options:
  - 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.
  - 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.

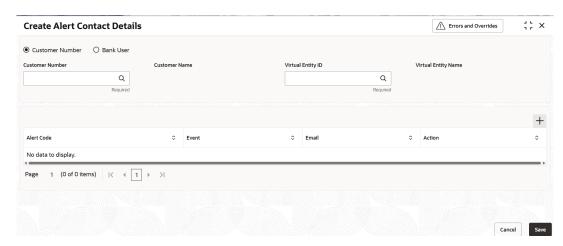
Specify **User ID** and **Password**, and login to **Home** screen.



 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
Field	Description
Customer Number	Select the customer number to configure the email address for the specific alert codes  Note: This field will display only if Customer Number is selected.
Customer Name	Customer name is automatically displayed based on the id selcted <b>Note:</b> 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:

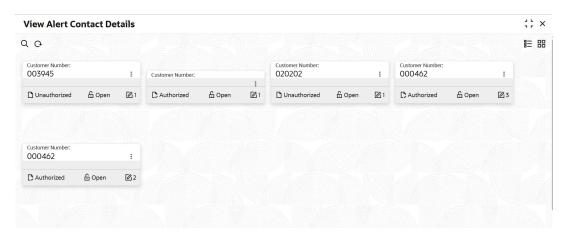
- The status, whether Authorized, Unauthorized, or Rejected.
- Open or Closed.
- The number of times the record has been submitted by the Maker added.

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

 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.
- Click Refresh icon to refresh the records.



- 4. Click **Options** icon and then select any of the following options:
  - 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.
  - 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



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