

Exception Queues User Guide

# **Oracle Banking Payments**

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Exception Queues User Guide  
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# 1. About this Manual

## 1.1 Introduction

This manual is designed to help you to quickly get familiar with the exception queues and related queue actions in Oracle Banking Payments.

You can further obtain information specific to a particular field by placing the cursor on the relevant field and striking <F1> on the keyboard.

## 1.2 Audience

This manual is intended for the following User/User Roles:

Role	Function
Payment Department Operators	Payments Transaction Input functions except Authorization
Back Office Payment Department Operators	Payments related maintenances/Exception queue operations/Payment Transaction Input functions except Authorization
Payment Department Officers	Payments Maintenance/ Transaction Authorization/ Queue action authorization
Bank's Financial Controller/ Payment Department Manager	Host level processing related setup for PM module and PM Dashboard/Query functions

## 1.3 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>.

## 1.4 Organization





This manual is organized into the following chapters:

Chapter	Description
<b>Chapter 1</b>	<i>About this Manual</i> gives information on the intended audience. It also lists the various chapters covered in this User Manual.
<b>Chapter 2</b>	<i>Exception and Investigation Queues Overview</i> provides an overview.
<b>Chapter 3</b>	<i>Exception &amp; Investigation Queues - Internal</i> provides information on internal payment queues.
<b>Chapter 4</b>	<i>Exception &amp; Investigation Queues - External</i> provides information on external payment queues.
<b>Chapter 5</b>	<i>Custom Queues</i> provides information on Custom Queue screens and processing.

Chapter	Description
<b>Chapter 6</b>	<i>Exception &amp; Investigation Queues - Cross border / RTGS</i> provides information on Cross Border / RTGS related queues.
<b>Chapter 7</b>	<i>Exception &amp; Investigation Queues - Domestic ACH</i> provides information on ACH related queues.
<b>Chapter 8</b>	<i>External Response Exception Log Summary</i> provides information on External Response related screens.
<b>Chapter 9</b>	<i>Features</i> provides information on features like cancel, locking of records, clear queue, etc.
<b>Chapter 10</b>	<i>Function ID Glossary</i> has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation.

## 1.5 Glossary of Icons

This User Manual may refer to all or some of the following icons:

Icons	Function
	Exit
	Add row
	Delete row
	Option List

---

## 2. Exception and Investigation Queues Overview

Exception queues are a logical stage of the payment processing where the payments are made available for further investigation or exception processing. If any exception is encountered during processing, payment transactions are moved to a queue specific to the type of exception. Actions that can be performed on a payment that is pending in a queue are predefined. Transactions with exceptions, pertaining to your logged in Host only are listed in the Queues.

Below mentioned exception and investigation queues are supported in Oracle Banking Payments:

S.No	Payments Queue	Queue Code
1	Repair Queue	TR
2	Business Override Queue	BO
3	Authorization Limit 1 Queue	AL
4	Authorization Limit 2 Queue	AL
5	Processing Cutoff Queue	PC
6	Sanction Check Queue	SC
7	Exchange Rate Queue	EE/ER
8	FX Unwind Queue	FC
9	EAC Queue	EA
10	ECA Queue	EC
11	Network Cutoff Queue	NC
12	Processing Exception Queue	PE
13	Inbound Message STP Queue	MC
14	External Pricing Queue	EP
15	Settlement Review Queue	SI
16	Warehouse Queue	FV
17	Accounting Queue	AC
18	Network Resolution Queue	NW
19	EU Payer Queue	EQ
20	R Processing Queue	RQ
21	Dispatch Queue	DQ

22	Dispatch Browser	DS
23	Template Queue	TQ
24	Outbound Charge Claim Queue	CO
25	Inbound Charge Claim Queue	CI
26	Standing Instruction Queue	ST
27	Standing Instruction Execution	SE
28	Inbound Cancellation Request Browser	CQ
29	Inbound Cancellation Request Queue	IR

---

**Note**

- Authorization limit queues are not applicable for Direct Debits and Faster Payments.
  - Network/Process cutoff queues are not applicable for Direct Debits.
-

## 3. Exception & Investigation Queues - Internal

### 3.1 Repair Queue

#### Usage of Repair Queues

A payment is moved to Repair Queue if the exception is a repairable error, as listed below:

#### Outbound payments

- Payment Chain Failure
- SWIFT related validations failure (F72, F59 length validations, F59 not present)
- IBAN not valid
- Counterparty bank code not available
- Counterparty bank code not valid
- Debit & Credit account are same
- Invalid Receiver BIC
- MIS Codes Invalid

#### Inbound Payments

- Account Status - Closed / Unauthorized
- Debit / Credit account Resolution failure
- Beneficiary name mismatch
- MIS Code Invalid

You can invoke “Repair Queue” screen by typing ‘PQSREPQU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

Repair Queue

Search Advanced Search Reset Clear All

Case Sensitive

Queue Reference Number Queue Status Transfer Currency Error Code Customer Number Activation Date YYYYMM DD Company ID Verification Status

Transaction Reference Number Transaction Type Transfer Amount Repair Reason Source Code Queue Action Batch ID Network Type Code

Network Code Transaction Branch File Reference Number Customer Service Model Authorization Status Source Reference Number Banking Priority Customer Priority

Records per page: 15 1 Of 1

Queue Reference Number	Transaction Reference Number	Network Code	Host Code	Queue Status	Transaction Type	Transaction Branch	Transfer Currency	Transfer Amount	File Reference Number	Remarks	Error Co
------------------------	------------------------------	--------------	-----------	--------------	------------------	--------------------	-------------------	-----------------	-----------------------	---------	----------

Repair Cancel Authorize Verify Delete Reject View Queue Action View Transaction Exit

You can search using one or more of the following parameters:

- Queue Reference Number

- Transaction Reference Number
- Network Code
- Queue Status
- Transaction Type
- Transaction Branch
- Transfer Currency
- Transfer Amount
- File Reference Number
- Error Code
- Repair Reason
- Customer Service Model
- Customer Number
- Source Code
- Authorization Status
- Activation Date
- Queue Action
- Source Reference Number
- Company ID
- Batch ID
- Banking Priority
- Verification Status
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The queue records can be sorted out based on the Network cutoff time. Cutoff time is listed as part of the Queue records. This applicable for all the Payment Types.

---

**Note**

For cross-border transactions, the cutoff time is based on the BIC cutoff time applicable.

---

The following actions can be performed for transactions in Repair queue.

### **3.1.1 Repair Action**

This action enables you to modify the payment details and submit for re-processing. On completion of repair action, transaction is re-processed, starting from initial validations.

---

**Note**

You are allowed to modify only those erroneous data due to which, the payment is moved to repair queue.

---



You can invoke “Repair Action” screen by clicking on the action button present at bottom of the ‘Repair Queue’ screen ‘PQSREPQU’.

On selecting a record in the Repair Queue screen and on clicking Repair Action button, details pertaining to that Transaction reference are displayed.

Specify the following fields:

#### **Remarks**

Specify any remarks, if any against the field that is likely to be repaired. This is a mandatory field.

#### **Repaired Data**

- Current inputted data is listed in the Old Data field. By default the same is listed on Repaired Data field as well. You can edit & correct the Repaired Data & repair the payment.
- If repaired new data is not proper, payment lands in the repair queue again.
- For a cross border payment, landed in repair queue when receiver BIC is unable to resolve from address details present, new learned record is created in DtoA (PMDDAMNT) screen on repair.

### **3.1.2 Cancel/Return/Suppress Action**

For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".

### **3.1.3 View Queue Action**

Displays all queue activities performed for the selected transaction.

You can invoke “View Queue Action” screen by clicking on the action button present at bottom of the ‘Repair Queue’ screen ‘PQSREPQU’.

### 3.1.4 Verify

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'.
- If the 'Dual Authorization' is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences.
- If the 'Dual Authorization' is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences.

You can invoke “Repairable Fields” screen by clicking on the action button present at the bottom’.

Verifier validates whether Verifier ID is different from Maker and Checker. Verifier ID, Verification Status and Verification Date Stamp are captured in this sub screen.

When you click OK, below actions are performed:

- Verification Status is marked as 'Authorized'.
- Verifier ID and Verification Date Stamp gets updated.
- Queue Action Log is updated with Verifier ID, Verification Date stamp and Authorization Status.
- Transaction is sent for Repair validations.

### 3.1.5 **Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorizer' or 'Verify'.
- Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.

You can invoke “Repairable Fields” screen by clicking on the action button present at the bottom’.

When you click OK, below actions are performed:

- If the Reject action is by Authorizer (Authorization Status is Unauthorized),
  - Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated.
  - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Repaired fields values are reset (No repaired information is stored).

---

#### **Note**

- If Dual Authorization is not enabled, Verification status is set as 'Not Required'.
  - If the derived Threshold amount is below the Threshold Amount maintained in the Dual Authorization preferences, then 'Verification Status' value becomes 'Blank'.
- 

- If the Reject action is by Verifier (Verification Status is Unauthorized),

- Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp will be updated.
- Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action.
- Queue status is set to 'Pending'.
- Repaired fields values are reset (No repaired information is stored).

### 3.1.6 **Other Actions Supported**

On selecting a record in the Repair Queue screen and on clicking View Queue Action button, queue details pertaining to that Transaction reference are displayed.

Actions	Functions
Authorize	Repair and Cancel operation initiated by a maker can be authorized by another user.
View Transaction	You can view both the inbound and outbound payment transactions that are available in Repair Queue in this screen. You can view the transaction details for the selected record.
Delete	Allows deletion of the Repair or Cancel action initiated by a maker, before authorization.

## 3.2 **Business Override Queue**

Payment transactions are logged in Business Override Queue if the exception encountered an overridable business exception as listed below:

- Duplicate Payment
- F23E is HOLD
- F72 Validation failure

You can invoke the 'Business Override Queue' screen by typing 'PQSOVRQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Customer Number
- Queue Reference No
- Authorization Status
- Transfer Currency
- Activation Date
- Process Type
- Batch ID
- Source Code
- Transaction Type
- Network Code
- Transfer Amount
- Current Status
- Repair Reason
- Banking Priority
- Source Reference Number
- Transaction Branch
- File Reference Number
- Transaction Reference Number
- Customer Service Model
- Cross Border Transaction Reference Number
- Error Code
- Maker ID
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in Business Override queue:

Actions	Functions
<b>Approve</b>	Approve a payment with overrides. The payment is released for further processing.
<b>Cancel</b>	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
<b>Authorize</b>	Approve/Cancel operation initiated by a user can be authorized by another user.
<b>Carry Forward</b>	<ol style="list-style-type: none"> <li>1. User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen.</li> <li>2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations</li> </ol>
<b>Delete</b>	Allows the user, who initiated the action to delete the action before authorization.
<b>View Queue Actions</b>	Displays all queue activities performed for the selected transaction.
<b>View Transaction</b>	You can view the selected transaction details.

## Reject

Reject action opens a new sub screen 'PQDBORJT' to capture remarks during 'Reject' action by Checker. Reject action is allowed only if Authorization status is Unauthorized and if the user has access right for 'Authorize' action at Role/User level.

You can invoke the 'Reject Details' screen by clicking the Reject action on the screen.

When you click on OK button in this sub screen, the below processing changes are done:

- Queue Authorization status is updated as 'Rejected'.
- Authorization status in Queue action log is updated as 'Rejected'.
- Queue status gets reset to 'Pending'.

- Reject Remarks if provided by user gets populated against Checker remarks fields of Queue action log.

User actions Approve / Cancel / Carry Forward are allowed on the Rejected queue record.

### 3.3 Process Exception Queue

In case of runtime errors or missing maintenances on outbound payments as below transactions are moved to Process Exception Queue:

- Amount not within network limits
- Maintenance missing during processing (Accounttemplate, Currency pair etc)
- Customer account is blacklisted for network
- Non-existent customer account

You can invoke the Process Exception Queues Screen by typing 'PQSPRQUE' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Customer Number
- Transaction Branch
- Queue Reference Number
- File Reference Number
- Network Code
- Transaction Reference Number
- Transfer Currency
- Source Reference Number
- Authorization Status
- Company ID
- Batch ID
- Banking Priority
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
<b>Retry</b>	Retry a record. The record is released for further processing.
<b>Cancel</b>	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
<b>Authorize</b>	Cancel operation initiated by a user can be authorized by another user.
<b>Delete</b>	Allows the user who initiated the action, to delete the action before authorization.
<b>View Action Queue</b>	Allows the user to view the action.
<b>View Transaction</b>	Allows you to view the transaction of the record.

## 3.4 Authorization Limit 1 Queue

### Highlights of Authorization Limit Queues

- Facility to define two levels of authorization for transaction limits.

When Transfer Amount exceeds the authorization limit 1 amount configured in network currency preferences, a payment is moved to the Authorization Limit Level 1 Queue.

You can invoke the 'Authorization Limit Level 1 Queue' Screen by typing 'PQSAU1QU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:



- Customer Service Model
- Source Code
- Transfer Currency
- Transaction Amount
- Current Status
- Queue Reference No
- Maker ID
- Activation Date
- File Reference Number
- Transaction Reference Number
- Payment Type
- Source Reference Number
- Customer Number
- Authorization Status
- Transaction Branch
- Network Code
- Company ID
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in Authorization Limit Level 1 queue:

Actions	Functions
Approve	This option enables the further processing of the transaction even if the amount exceeds authorization limit level 1. On the click of Approve button, you will be re-directed to a screen to enter necessary remarks. The transaction is released for further processing after you enter the required remarks and click the <b>OK</b> button.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
View Queue Action	You can view the View Queue Action of the selected transaction details.
View Transaction	You can view the selected transaction details.
Authorize	Cancel/Carry Forward operation initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 3.4.1, "Reject".

### 3.4.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

Reject Details

Queue Reference Number	Transaction Reference Number
Host Code	Network Code
Network Type Code	Network Type Description
Transaction Type	Transfer Currency
Queue Status	Transfer Amount
Remarks	Maker Id
Reject Remarks *	

Ok Exit

When you click OK, below actions are performed:

- Queue Authorization status updates as 'Rejected'.
- Queue status reset to 'Pending'.
- In the Queue Action log, the Authorization status updates as 'Rejected'. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 3.5 Authorization Limit 2 Queue

### Highlights of Authorization Limit Queues

- Facility to define two levels of authorization for transaction limits.

---

#### Note

- Authorization Limits can be configured in Source Network Preferences screen.
  - Authorization Limit Level 2 checks is performed after Authorization Limit Level 1 checks.
  - Authorization Limit Level 2 checks are not applicable for Batch Booking Payments.
  - A payment is moved to the Authorization Limit Level 2 Queue when Transfer Amount exceeds the authorization limit 2 configured in source network preferences.
-

You can invoke the Authorization Limit Level 2 Queue Screen by typing 'PQSAU2QU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Customer Service Model
- Source Code
- Transfer Currency
- Transaction Amount
- Queue Reference Number
- Maker ID
- Activation Date
- File Reference Number
- Current Status
- Transaction Reference Number
- Payment Type
- Source Reference Number
- Customer Number
- Authorization Status
- Transaction Branch
- Transaction Type
- Network Code
- Company ID
- Network Type Code
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in Authorization Limit Level 2 queue:

Actions	Functions
<b>Approve</b>	This option enables the further processing of the transaction even if the amount exceeds authorization limit level 2. On the click of Approve button, you will be re-directed to a screen to enter necessary remarks. The transaction is released from the queue for further processing after you enter the required remarks and click the <b>OK</b> button.
<b>Cancel</b>	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
<b>View Queue</b>	You can view the View Queue Action of the selected transaction details.
<b>View Transaction</b>	You can view the selected transaction details.
<b>Authorize</b>	Cancel/Carry Forward operation initiated by a user can be authorized by another user.
<b>Delete</b>	Allows the user who initiated the action, to delete the action before authorization.
<b>Reject</b>	This action allows you to reject the unauthorized user action. For more details refer to Section 3.5.1, "Reject".

### 3.5.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke "Reject Details" screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as 'Rejected'.
- Queue status reset to 'Pending'.

- In the Queue Action log, the Authorization status updates as 'Rejected'. The Reject Remarks populates against the Checker Remarks field.

---

### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 3.6 Processing Cutoff Queue

If a payment receipt date time is after the Processing Cutoff time maintained, then the payment transaction is moved to this queue. This validation is applicable only for current dated transactions.

You can invoke “Processing Cutoff Queue” screen by typing ‘PQSPRCUQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Transfer Currency
- Transfer Amount

- Cutoff Time
- Value Date
- Customer Service Model
- Source Code
- Source Reference Number
- Company ID
- Batch ID
- Authorization Status
- Network Type Code
- System Action
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions are allowed in the Processing Cutoff Queue:

<b>Actions</b>	<b>Functions</b>
<b>Cancel</b>	For the details on processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
<b>Release</b>	Although transaction cut off is over, payment can be released for current day processing. Payment value date will remain as current date. Authorization is supported for this action. Payments released from Processing Cutoff queue does not undergo transaction cut-off time checks again. You can select multiple records and initiate 'Release' action.
<b>Carry Forward</b>	You can manually move the transaction for processing on next working day. Value date will be moved to next working day. Existing value date will be stored in 'Original Value Date' field. Authorization is supported for this action.
<b>Delete</b>	Allows the user who initiated the action, to delete the action before authorization.
<b>Reject</b>	This action allows you to reject the unauthorized user action. For more details refer to Section 3.6.1, "Reject".
<b>Authorize</b>	Cancel/Release/Carry Forward operation initiated by a user can be authorized by another user.
<b>View Queue Action</b>	Displays all queue activities performed for a transaction.
<b>View Transaction</b>	You can view the selected transaction details.

### 3.6.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.

- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as ‘Rejected’.
- Queue status reset to ‘Pending’.
- In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 3.7 Network Cutoff Queue

You can invoke “Network Cutoff Queue” screen by typing ‘PQSNETCQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Transfer Currency
- Transfer Amount
- Network Cutoff Time
- Activation Date
- Authorization Status
- Company ID
- Network Type Code
- System Action
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

Payments processed after network cutoff time will be resolved as Network Post cutoff Payment Transactions. Single payment and batch entries are logged into this queue.

The following actions can be performed for transactions in Network Cutoff queue:

Actions	Functions
<b>Cancel</b>	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
<b>Force Release</b>	<ol style="list-style-type: none"><li>1. Although transaction cut off is over, payment can be released for current day processing.</li><li>2. Payment value date will remain as current date. Payments released from Network Cutoff queue will not undergo network cut-off time checks again.</li><li>3. You can select multiple records from the queue and perform this action.</li><li>4. Payments of different payment types can be selected together.</li></ol>
<b>Carry Forward</b>	<ol style="list-style-type: none"><li>1. User can manually move the transaction for processing on next working day. Value date will be moved to next working day. Existing value date will be stored in 'Original Value Date' field.</li><li>2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.</li></ol>
<b>Delete</b>	Allows the user who initiated the action, to delete the action before authorization.



<b>Reject</b>	This action allows you to reject the unauthorized user action. For more details refer to Section 3.7.1, "Reject".
<b>Authorize</b>	Cancel/Force Release/Carry Forward operation initiated by a user can be authorized by another user.
<b>View Queue Action</b>	Displays all queue activities performed for a transaction.
<b>View Trans-action</b>	You can view the selected transaction details.

#### Note

- When transaction is cancelled from NC Queue, ECA reversal request is sent to DDA system, if ECA amount block was already performed.
- On cancellation, the remarks specified in the NC Queue is passed in the <REMARKS> tag in the ECA reversal request.

### 3.7.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke "Reject Details" screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as 'Rejected'.
- Queue status reset to 'Pending'.
- In the Queue Action log, the Authorization status updates as 'Rejected'. The Reject Remarks populates against the Checker Remarks field.

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

## 3.8 Non STP Queue

The Non STP Queue screen lists all the transaction which are not required to be processed as STP for specific customers based on STP rule and Customer Restriction Preference maintenance.

To invoke this screen, type 'PQSNSTPQ' in the field at the top right corner of the Application Tool bar and click the adjoining arrow button.

Non STP Queue

Search Advanced Search Reset Clear All

Case Sensitive

Queue Reference Number Transaction Reference Number Transaction Branch

Authorization Status Network Code Source Code

Customer Number File Reference Number Related Reference Number

Source Reference Number Book Date Instruction Date

Current Status Channel Type Transfer Currency

Transfer Amount Transaction Type Debtor Account Number

Records per page 15 1 Of 1 Go Lock Columns 0

Queue Reference Number	Transaction Reference Number	Transaction Branch	Authorization Status	Network Code	Source Code	Customer Number	File Reference Number	Related Reference Number
------------------------	------------------------------	--------------------	----------------------	--------------	-------------	-----------------	-----------------------	--------------------------

Release | Modify | Authorize | Delete | Reject | Cancel | View Message | View Transaction | Verify | View Queue Action

Exit

You can search using one or more of the following parameters:

- Queue Reference Number
- Transaction Reference No
- Transaction Branch
- Authorization Status
- Network Code
- Source Code
- Customer Number
- File Reference Number
- Related Reference Number
- Source Reference Number
- Book Date
- Instruction Date
- Current Status
- Channel Type
- Transfer Currency
- Transfer Amount
- Transaction Type
- Debtor Account Number

- Customer Service Model
- Rule Name
- Network Type Code
- Verification Status

On click of 'Search' button, system displays the records that match the search criteria specified.

---

**Note**

- The Non-STP rule evaluation processing evaluates all rules defined in the Non-STP Rule maintenance (PMDNSRLE) for an uploaded transaction. It does not stop the rule evaluation processing immediately after a successful rule evaluation (Non-STP Rule is applicable for the transaction).
  - The uploaded transaction moves to Non-STP Queue (PQSSTPQU) and shows all the rules satisfied in the Rule Name field. A semi-colon separates the rules.
  - The rule name field length is a maximum of 500 characters.
- 

Following actions can be performed in this browser:

### **3.8.1 Release**

This action allows you to release the transaction to further processing, depending on the payment type (Book/SEPA/Cross Border etc.) and the transaction type (outgoing/Incoming).

### **3.8.2 Modify**

After clicking Modify button for the selected transaction, respective Transaction Input screen gets launched in unlock mode.

Modify action opens the transaction input screen based on the last authorized version of the transaction.

---

**Note**

- The Modify user action allows you to edit only the amendable fields list maintained in Non STP Amend Allowed Fields Detailed (PMDNSAMD) screen for the Source Code, Channel Type, and Transaction Input combination.
  - If there is no maintenance found, the amendable fields list gets enabled for user modification which is maintained in the Non STP Default Amend Allowed Fields Detailed (PMDNSDAM) screen for the Channel Type and Transaction Input combination.
- 

### **3.8.3 Authorize**

After clicking Authorize button for the selected transaction, respective transaction input screen is opened in Authorize mode.

### **3.8.4 Delete**

This action allows you to delete last user action. For example, If maker takes a Cancel user action by mistake, the maker can undo that action using this 'Delete' action button. If maker

has modified a transaction by mistake, the maker can delete the modification using 'delete' action.

### 3.8.5 **Reject**

This action allows you to reject the unauthorized user action.

### 3.8.6 **Cancel Action**

When you click on Cancel action, screen PQDNSTPC is launched to capture the Remarks.

The screenshot shows a window titled "Non STP Queue" with a tab labeled "Enter Query". The form is divided into two main columns of input fields. The left column includes: Queue Reference Number, Host Code, Network Type Code, Transfer Currency, Remarks, UETR, and Source Code. The right column includes: Transaction Reference Number, Network Code, Transaction Type, Transfer Amount, Queue Status, gpi Agent (with a dropdown arrow), Incoming gpi (checkbox), Authorizer Remarks, Initiate Return (No with dropdown arrow), Return Payment Allowed (No with dropdown arrow), and Return Payment Transfer Type (Customer Transfer with dropdown arrow). Below these is a section titled "Reject/Return Details" containing: Reject Code, Reject Reason, and a checkbox for "Suppress Reject gpi/Universal Confirmation". At the bottom, there are labels for "Maker Id", "Maker Date Stamp", "Checker ID", "Checker Date Stamp", and "Authorization Status". On the far right, there are "Ok" and "Exit" buttons.

Below fields are displayed:

#### **Queue Reference number**

This field displays Queue Reference of selected Transaction.

#### **Transaction Reference Number**

This field displays Transaction Reference of selected Transaction.

#### **Host Code**

This field displays Host Code of selected Transaction.

#### **Network Code**

This field displays Network Code of selected Transaction.

#### **Payment Type**

This field displays Payment Type of selected Transaction.

#### **Transaction Type**

This field displays Transaction Type of selected Transaction.

#### **Transfer Currency**

This field displays Transfer Currency of selected Transaction.

#### **Transfer Amount**

This field displays Transfer Amount of selected Transaction.

#### **Remarks**

You can specify the Remarks.

#### **Queue Status**

This field displays Queue Status of selected Transaction.

### **Initiate Return**

Initiate Return is displayed from the following:

- Yes
- No

### **Return Payment Allowed**

Return Payment Allowed is displayed from the network preference.

### **Return Payment Transfer Type**

Return Payment Transfer Type is displayed from the following:

- Customer Transfer
- Bank Transfer

### **Reject/Return Details**

#### **Reject Code**

This field lists all the reject codes maintained in the Reject Code maintenance (PMDRJMNT) and SWIFT gpi/Universal confirmation reject codes

#### **Reject Reason**

This field displays the Reason of the Reject Code selected.

### **3.8.7 View Message**

After clicking View Message, it fetches the underlying message from different data stores, based on its Channel Type selected and displays the View Message sub screen.

### **3.8.8 View Transaction**

After clicking View Transaction button, system launches the respective transaction view screen based on Payment Type and Transaction Type (Outgoing / Incoming). E.g. For Book Transfer, the function id 'PBDOTNVW' / For Fedwire Outbound 'PBDOTNVW' etc.

---

#### **Note**

You can view all the versions of transaction data.

You can view the old value and new value (modified value) from the initial version and the current modified version using 'View Change Log' button / sub screen.

The above feature is supported for Book Transfer / Cross Border / RTGS and US Fedwire payment types.

---

### **3.8.9 Verify**

After clicking Verify button for the selected transaction, respective transaction input screen is launched.

### **3.8.10 View Queue Action**

You can view all the queue activities performed for the selected transaction.

## 3.9 Warehouse Queue

This queue contains all Future valued payments, or basically payments whose Activation date is not the current date, of all Payment types.

This Warehouse Queue displays both Outgoing and Incoming payments of all Payment types.

Support for Cancellation of payment from the Warehouse queue is provided.

You can invoke the Warehouse Queue Screen by typing 'PQSFUVAQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the application toolbar.

You can search using one or more of the following parameters:

- Network Code
- Transaction Reference Number
- Payment Transaction Type
- Authorization Status
- Activation Date
- Credit Value Date
- Booking Date
- Transfer Currency
- Transfer Amount
- Customer Number
- Debtor Account Number
- Prefunded Payments
- End To End Id
- File Reference Number
- Transaction Branch Queue Reference Number
- Source Reference Number
- Source Code
- Instruction Date

- Creditor Account Number
- Creditor IBAN
- Debtor Account IBAN
- Batch ID
- Customer Service Model
- User Reference Number
- Company ID
- Queue Action
- Verification Status
- Network Type Code
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

<b>Actions</b>	<b>Functions</b>
View Trans-action	You can select a particular transaction in this queue and click this action button. The screen display the transaction details in the View screen of the applicable payment type.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Modify	This action is applicable for Cross Border MT and book transfer transactions. This action allows dual authorization.  Modify action is not applicable for Non-urgent consol batches available in Warehouse Queue.
Change Value Date	You can click this action button for the selected payment. The system enables you to move the transaction Activation date (and also the Value date) further ahead in the future or move back the date through to the current day (if required).
Authorize	Click this button to authorize action for selected transactions. Cancel and Value Date Change actions require authorization by another user unless the maker has auto-authorization rights.
Verify	If dual authorization is enabled, the Verifier can verify an authorized transaction record.
View Queue Action	You can select a transaction and click this action button to show the actions taken by system or users and the associated audit trail.
Delete	You can delete the action taken on a particular transaction before authorization by clicking this button.

### **3.9.1 Reject**

Reject action opens a new sub screen "PQDFVRJT" to capture remarks during 'Reject' action by Checker. Reject action is allowed only, if Authorization status is Unauthorized and if the user has access right for 'Authorize' action at Role/User level.

You can invoke the 'Reject Details' screen by clicking the Reject action on the screen.

Reject Details

New Enter Query

Queue Reference Number  
Host Code  
Payment Type  
Transfer Currency  
Queue Status  
Remarks  
Reject Remarks

Transaction Reference Number  
Network Code  
Transaction Type  
Transfer Amount  
Maker Id

Ok Exit

When you click on OK button in this sub screen, the below processing changes are done:

- Queue Authorization status is updated as 'Rejected'
- Authorization status in Queue action log is updated as 'Rejected'
- Queue status gets reset to 'Pending'.
- Reject Remarks if provided by user gets populated against Checker remarks fields of Queue action log.
- If the last Queue action was 'Change Value Date' [CHG\_VAL\_DT], then the value dates are reset.

User actions Change Value Date, Cancel are allowed on the Rejected queue record. After clicking View Request Action, existing Queue Action screen (PQDVWQAC) gets launched and it displays all the user actions taken on this message.



## 3.10 Exchange Rate Queue

You can invoke “Exchange Rate/External Exchange Rate Queue” screen by typing ‘PQSEXEXQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

Exchange Rate Queue

Search Advanced Search Reset Clear All

Case Sensitive

Transaction Reference Number Buy Currency Sell Amount Exchange Rate Host Code Customer Number Source Code Source Reference Number Queue Code Customer Priority

File Reference Number Buy Amount External Exchange Rate Authorization Status Payment Transaction Type Customer Account Number Customer Service Model Company ID Account Currency

Queue Reference Number Sell Currency Status Network Code Transaction Branch Buy Sell Indicator FX Reference Number Batch ID Network Type Code

Records per page: 15 1 Of 1 Lock Columns: 0

Transaction Reference Number	File Reference Number	Queue Reference Number	Buy Currency	Buy Amount	Sell Currency	Sell Amount	External Exchange Rate	Status	Exchange Rate	Remarks	Host ID	Authoriz
------------------------------	-----------------------	------------------------	--------------	------------	---------------	-------------	------------------------	--------	---------------	---------	---------	----------

Cancel Edit FX Details Resend Carry Forward Authorize Delete View Queue Action View Transaction Reject

Exit

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Buy Currency
- Buy Amount
- Sell Currency
- Sell Amount
- External Exchange Rate
- Status
- Module
- Exchange Rate
- Authorization Status
- Network Code
- Host Code
- Payment Type
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Customer Account Number
- Buy Sell Indicator
- Source Code
- Customer Service Model

- FX Reference Number
- Source Reference Number
- Company ID
- Batch ID
- Account Currency
- Queue Code
- Network Type Code
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

### Queue Code

This column indicates, if the transaction is part of the Internal Exchange Rate Queue/ External Exchange Rate Queue.

The queue code for the transactions landing on this queue is considered as Internal Exchange Rate Queue if External Exchange Rate Applicable flag is Off at Network Preference. Else, if this flag is set On, then the queue code is considered as External Exchange Rate Queue.

The screenshot shows the 'Edit FX Details' window with the following sections:

- Transaction Reference:** Transaction Reference, Queue Code, Queue Reference No, Queue Sequence No, Batch Identification.
- Host Code:** Host Code, Network Code, Payment Type (RTGS), Payment Transaction Type (Outgoing).
- Action Code:** Action Code, Customer, Customer Name, Customer Account, Account Description.
- Payment Request Details for Reference:** Unit Currency Received, Exchange Rate Received, System Unit Currency, System Base Rate.
- Amounts Before External Call For Reference:** Debit Amount, Credit Amount.
- Exchange Rate Input Details:** Instruction Date, Exchange Rate, FX Reference Number, Remarks, Send Request (No).
- Pre-FX Details:** Buy Sell Indicator (Sell), Buy Currency, Buy Amount, Sell Currency, Sell Amount.
- Post-FX Details (For Internal Rate cases):** Sell Amount Computed, Buy Amount Computed.

Buttons: Compute Amount, Ok, Exit.

The following actions can be performed for transactions in Internal/External Exchange Rate Queue:

Actions	Functions
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".

<b>Edit FX Details</b>	<p>1. You can input Exchange Rate manually on this screen &amp; proceed, if transaction is in Internal Exchange Rate Queue.</p> <p>2. Exchange Rate, FX reference number &amp; Send Request are allowed only for transactions in External Exchange Rate Queue, subject to:</p> <ul style="list-style-type: none"> <li>• Outbound transactions with Queue status Rejected</li> <li>• Inbound transactions with Queue status Retain in Queue</li> </ul> <p>3. If Send Request is Yes, an additional request will be sent to the External Exchange Rate System. If No, the Exchange Rate input on this screen will be considered as final, and transaction will be proceeded further.</p>
<b>Resend</b>	<p>1. This action is allowed only for transactions with Queue Code as External Exchange Rate Queue, and Queue status is Timed Out or Pending.</p> <p>2. This action re-sends a duplicate request to External Exchange Rate System.</p> <p>3. No edit of FX details are allowed for queue statuses – 'Pending/Time out'.</p> <p>4. You can select multiple records and initiate 'Resend' action.</p> <p>5. Resend Action will not support authorization.</p>
<b>Carry Forward</b>	<p>1. User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen.</p> <p>2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.</p> <p>3. This action is applicable only for Internal Exchange Rate.</p>
<b>Authorizer</b>	Cancel/ Rate Input actions initiated by a user can be authorized by another user.
<b>Delete</b>	Allows the user who initiated the action, to delete the action before authorization.
<b>View Queue Action</b>	Displays all queue activities performed for a transaction.
<b>View Transaction</b>	You can view the selected transaction details.
<b>Reject</b>	This action allows you to reject the unauthorized user action. For more details refer to Section 3.10.1, "Reject".

### 3.10.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

Reject Details

Queue Reference Number	Transaction Reference Number
Host Code	Network Code
Network Type Code	Network Type Description
Transaction Type	Transfer Currency
Queue Status	Transfer Amount
Remarks	Maker Id
Reject Remarks *	

Ok Exit

When you click OK, below actions are performed:

- Queue Authorization status updates as ‘Rejected’.
- Queue status reset to ‘Pending’.
- In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 3.11 FX Unwind Queue

On cancellation or rollover of a transaction which has completed external FX processing, a reversal request is handed off to FX system automatically. On queue cancellation or rollover of a cross-currency transaction with External FX reference, the transaction is moved to a FX Unwind Queue before processing the action.

You can invoke “FX Unwind Queue” screen by typing ‘PQSFXCAN’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

Following scenarios are covered with FX Unwind Queue:

- Auto/Manual Rollover
- Cancellation from any queue.

Following are the status updates and process that happens in the FX Unwind Queue:

- The cancel/rollover processing continues in parallel irrespective of the fact that the transaction is logged in FX unwind queue.
- In rollover cases the transaction is moved to FV queue and on the value date the processing are done when the job is run for the current value dated transactions, even if the transaction is pending in the FX unwind queue.
- Releasing the transaction before value date from FX unwind queue, to be operationally handled.

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Buy Sell Indicator
- Buy Currency
- Buy Amount
- Sell Currency
- Sell Amount
- Exchange Rate
- Remarks
- Authorization Status
- Network Code
- Payment Transaction Type

- Transaction Branch
- Customer Number
- Account Number
- Account Currency
- Source Code
- Customer Service Model
- FX Reference Number
- Source Reference Number
- Company ID
- Batch ID
- Instruction Date
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in FX Unwind Queue:

Actions	Functions
Approve	<p>1. Upon sending necessary requests for external systems manually for FX reversal, the user can invoke 'Release' action so that the transaction can be processed further.</p> <p>2. Cancellation or rollover processing can be continued. However, no reversal FX request generation is applicable.</p> <p>3. Authorization is supported for this action.</p> <p>4. You can provide edit FX reference and FX rate while initiating Approve action for a transaction pending for rollover.</p>
Authorize	Approve action requires authorization.
Delete	Allows the user who initiated the action, to delete the action before authorization for the Approve action.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

## 3.12 Network Resolution Queue

Payment transactions initiated from Single Payment / C2B / SWIFT pass through / MT101 undergoes network resolution based on the network rule maintained. Payments failed to derive network, lands in network resolution queue except for SWIFT incoming messages which will by default derive network as SWIFT if no Network rule is applicable.

You can invoke the Network Resolution Queue by typing 'PQSNWRQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Customer Number
- Debit Account
- Requested Execution Date
- Initiation Date
- Source Code
- Transaction Branch
- Prefunded Payments
- Transfer Currency
- Source Reference Number
- Transaction Reference Number
- File Reference Number
- Company ID
- Batch ID
- Current Status
- Channel Type (SWIFT, SPS, C2B, MT101 & MT204)
- Authorization Status
- Verification Status

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

### Note

Network Resolution Queue displays the transactions that cancelled also in the Queue. If the Queue status is 'Cancelled' and Authorization Status is 'Authorized', then no user action is allowed.

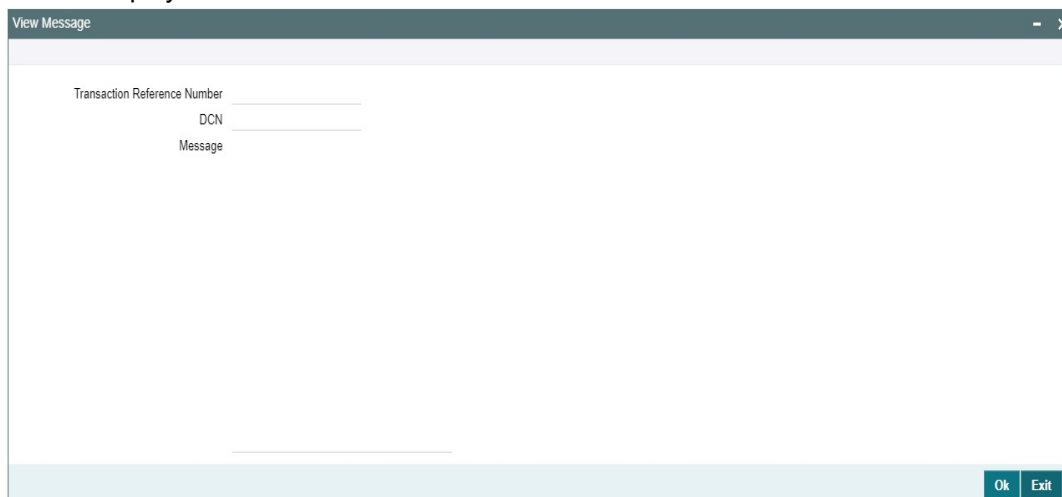
The following actions can be performed for transactions in this queue:

Actions	Functions
View Message	You can select a particular network in this queue and then click this action button to view the message.
Select Network	You can select a particular network in this queue and click this action button.
Cancel	You can specify the Cancel and Reject/Return related details.
Authorize	You can select a particular network in this queue and then click this action button to authorize the network.
View Queue Action	You can select a network and click this action button to show the actions taken by system or users and the associated audit trail.
Verify	You can verify the transaction only if dual authorization is enabled.
Reject	Either the Authorization status or Verification status is Unauthorized, the you can reject the transaction.
View Cancel Details	You can view Cancel and Sanction Check related details.

### 3.12.1 View Message

View Message button opens the underlying message of the selected transaction, as below:

- If its Channel is SWIFT (MT103 / MT202), this action will fetch the underlying message from PMTB\_MSG\_DLY\_MSG\_IN data store - SWIFT inbound browser. The message is displayed on a new sub screen as below:



- If its Channel is SPS: This action check for the Channel Sub Type of the transaction and display the message as below:
  - If booked via ReST or GW or JSON Over JMS (MDB), then View Message will fetch the underlying message from PMTB\_INCOMING\_LOG data store, which is the staging area for ReST & GW requests of SPS. This sub screen appears as below.



- If booked via UI, then error message "View message not supported for transaction booked via UI" is displayed.
- If booked via Bulk SPS, then error message " View message restricted for bulk transactions " is displayed.

- If its Channel is MT101 / MT204 / C2B : Error message will pop up indicating, view message restricted for bulk transactions. These inbound messages could have multiple transactions. While the network resolution could have failed for one of its transaction, displaying all transactions in the message will mislead.

### 3.12.2 Select Network

This sub screen is launched if you have the required Role/User Level access right for the User Action 'Select Network'.

You can invoke the 'Select Network' screen by clicking on the action button present at the bottom.

The user can launch the 'Select Network' screen to resolve the network code.

This screen contains two section:

- View section: In this section data is displayed as received from the message.
- Edit section: In this section user can update the data.

### 3.12.3 Cancel

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Current Queue status is 'Pending', and Authorization status is 'Authorized'.
- Only one transaction is selected.

You can invoke “Cancel” screen by clicking on the Cancel action button.

Remarks field is mandatory. If not entered, an error message is displayed.

Reject Code is mandatory if the channel type is SWIFT. The Reject codes displays all the 'gpi Reject Reason codes' maintained in SWIFT gpi Static Preferences (PXDGPST) maintenance.

### 3.12.4 Verify

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'.
- User is different from Maker & Checker.
- If the 'Dual Authorization' is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences.
- If the 'Dual Authorization' is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences.

You can invoke “Verify” screen by clicking on the action button present at the bottom.

Verifier validates whether Verifier ID is different from Maker and Checker. Verifier ID, Verification Status and Verification Date Stamp are captured in this sub screen.

When you click OK, below actions are performed:

- Verification Status is marked as 'Authorized'.
- Verifier ID and Verification Date Stamp gets updated.
- Queue Action Log is updated with Verifier ID, Verification Date stamp and Authorization Status.
- Transaction is sent for Network Resolution validations.

### 3.12.5 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorizer' or 'Verify'.
- Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.

You can invoke “Reject” screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- If the Reject action is by Authorizer (Authorization Status is Unauthorized),
  - Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated.
  - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Values provided by Maker for network resolution will be reset.
- If the Reject action is by Verifier (Verification Status is Unauthorized),
  - Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp will be updated.
  - Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Values provided by Maker for network resolution will be reset.

### 3.12.6 View Queue Action

You can view all the queue activities performed for the selected transaction.

You can invoke “View Queue Action” screen by clicking on the action button present at the bottom’.

Network Queue Action

Enter Query

Transaction Reference  
Host Code  
Payment Type  
Queue Reference  
Latest Queue Sequence  
Transaction Branch

Transfer Currency  
Transfer Amount  
Network Code  
File Reference Number  
Transaction Type

1 Of 1

Queue Status	Queue Sequence	Action	Remarks	Maker Id	Maker Date Stamp	Checker ID	Checker Date Stamp	Authoriza
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Exit

### 3.12.7 View Cancel Details

On clicking of this button, you can view the ‘View Cancel Details’ sub screen to display the Sanctions Statuses and Sanctions Request/Response Messages.

View Cancel Details

Queue Reference Number  
Source Reference Number  
Host Code  
Transfer Currency  
Channel Type

Transaction Reference Number  
Transaction Branch  
Transfer Amount  
Payment Initiation Channel

Sanction Check Details

Sanction Check Status: Not Applicable  
Primary External Status

Sanctions Check Reference  
Secondary External Status

View Sanction Message Log

Ok Exit

In this screen, View Sanction Queue Action log displays the sanctions request/response messages.

## 3.13 Settlement Review Queue

When the source preference is ‘Default and Verify’, all payment transactions lands in this queue.

If the customer of the payment has a default SSI, the same is picked by default and is moved here, for verification.

If the customer of the payment doesn't have a default SSI setup, transaction moves here, expecting user to manually review and fill.

If the SSI label specified in the transaction is invalid, then the transaction lands on this queue.

You can invoke the Settlement Review Queue by typing 'PQSSSIQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

Settlement Review Queue

Search Advanced Search Reset Clear All

Case Sensitive

Queue Reference Number Queue Status Network Code File Reference Number Customer Number Verification Status

Transaction Reference Number Transaction Type Transaction Branch Error Code Source Code Network Type Code

SSI Label Authorization Status Transfer Currency Transfer Amount Source Reference Number Customer Priority

Records per page: 15 1 Of 1

Queue Reference Number	Transaction Reference Number	SSI Label	Queue Status	Transaction Type	Authorization Status	Network Code	Transaction Branch	Transfer Currency	File Reference Number	Error Code	Transfer Amount
------------------------	------------------------------	-----------	--------------	------------------	----------------------	--------------	--------------------	-------------------	-----------------------	------------	-----------------

Repair Approve Cancel Authorize Verify Delete Reject View Queue Action View Transaction

Exit

You can search using one or more of the following parameters:

- Queue Reference Number
- Transaction Reference Number
- SSI Label
- Queue Status
- Transaction Type
- Authorization Status
- Network Code
- Transaction Branch
- Transfer Currency
- File Reference Number
- Error Code
- Transfer Amount
- Customer Number
- Source Code
- Source Reference Number
- Verification Status
- Network Type Code
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
Repair	SSI label update is allowed for all Payment types. The list of values will fetch the SSI labels applicable for the customer network and transfer currency
Approve	You can view the settlement details as populated in the transaction and approve the same. This does not require authorization by another user. The SSI details screen is opened in view mode on initiating Approve action. Click OK button and complete the action.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Authorize	Cancel/ Approve initiated by a user can be authorized by another user
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Verify	You can verify the transaction only if dual authorization is enabled.
Reject	Either the Authorization status or Verification status is Unauthorized, the you can reject the transaction.

### 3.13.1 **Verify**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'.
- User is different from Maker & Checker.
- If the 'Dual Authorization' check is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences.
- If the 'Dual Authorization' flag is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences.

For Cross Border Outgoing transactions, you can invoke the 'Settlement Party Details' by typing 'PQDSSIRE' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button or by clicking on the action button present at the bottom.

The 'Settlement Party Details' form for outgoing transactions is divided into several sections:

- Header:** Includes 'Enter Query' and a 'Confirmation of Review' checkbox.
- Customer Information:** Fields for Customer Number, SSI Label, Network Code, Queue Reference Number, and Transfer Currency.
- 59: Ultimate Beneficiary:** Fields for Account, Bank Identifier Code, Name and Address 1, Address 2, Address 3, Address 4, and Country.
- 58: Beneficiary Institution:** Fields for Party Identifier, Bank Identifier Code, Name and Address 1, Address 2, Address 3, and Address 4.
- 57: Account With Institution:** Fields for Party Identifier, Bank Identifier Code, Name and Address 1, Address 2, Address 3, and Address 4.
- 56: Intermediary Bank:** Fields for Party Identifier, Bank Identifier Code, Name and Address 1, Address Line 2, Address Line 3, and Address Line 4.
- 54a: Receiver Correspondent:** Fields for Party Identifier, Bank Identifier Code, Name and Address 1, Address Line 2, Address Line 3, and Address Line 4.
- Payment Preference:** Fields for Charge Whom, Credit Nostro Account, and Debit Nostro Account.
- 72: Sender To Receiver Information:** Multiple line items (Line 1 to Line 6) for remittance details.
- 70: Remittance Information:** Multiple line items (Line 1 to Line 4) for remittance details.
- Receiver Details:** Field for Bank Identifier Code.
- Footer:** 'Ok' and 'Exit' buttons.

For Cross Border Incoming transactions, you can invoke the 'Settlement Party Details' by typing 'PQDXISIQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button or by clicking on the action button present at the bottom.

The 'Settlement Account Details' form for incoming transactions is divided into several sections:

- Header:** Includes 'Enter Query' and a 'Confirmation of Review' checkbox.
- Customer Information:** Fields for Customer Number, SSI Label, Network Code, Queue Reference Number, and Transfer Currency.
- SSI Details:** Field for Debit Nostro Account.
- Footer:** 'Ok' and 'Exit' buttons.

For Non-Cross Border payment type Outgoing transactions, you can invoke the 'Settlement Party Details' by typing 'PQDBSIRE' in the field at the top right corner of the application



toolbar and clicking the adjoining arrow button or by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Verification Status is marked as 'Authorized'.
- Verifier ID and Verification Date Stamp gets updated.
- Queue Action Log is updated with Verifier ID, Verification Date stamp and Verification Status.
- Transaction is sent for Settlement validations.

### 3.13.2 **Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorizer' or 'Verify'.
- Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.

You can invoke “Settlement Party Details” screen by clicking on the action button present at the bottom depending on the payment type/transaction type as mentioned above in Verify section.

When you click OK, below actions are performed:

- If the Reject action is by Authorizer (Authorization Status is Unauthorized),
  - Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated.
  - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Settlement Party Details provided by user are reset.
- If the Reject action is by Verifier (Verification Status is Unauthorized),
  - Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp will be updated.
  - Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Settlement Party Details provided by user are reset.

### 3.13.3 View Queue Action

You can view all the queue activities performed for the selected transaction.

You can invoke “View Queue Action” screen by clicking on the action button present at the bottom.’.

Queue Action

Enter Query

Transaction Reference  
Host Code  
Payment Type  
Queue Reference  
Latest Queue Sequence  
Transaction Branch

Transfer Currency  
Transfer Amount  
Network Code  
File Reference Number  
Payment Transaction Type

1 Of 1

Queue Status	Queue Sequence	Action	Remarks	Maker Id	Maker Date Stamp	Checker ID	Checker Date Stamp
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Exit

## 3.14 EU Payer Compliance Queue

Exceptions arising out of the EU Payer Compliance checks, can be handled as part of the EU Payer Compliance Queue.

Payment moves to EU Payer Compliance Queue, if the Payment does not have the required information and is suspended based on the STP Action maintained at EU Payer Rule. User can repair the missing Payment Attributes and authorize it from the Queue so that the Payment can get into the STP flow again.

You can invoke 'EU Payer Compliance Queue' screen by typing 'PQSEUPQU' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

You can search for the records using one or more of the following parameters:

- Customer No
- Source Code
- Transaction Branch
- Queue Reference No
- Transaction Type
- File Reference Number
- Authorization Status
- Network Code
- Transaction Reference No
- Transfer Currency
- Customer Service Model
- Transfer Amount
- Activation Date
- Source Reference Number
- Company ID
- Banking Priority
- Batch ID
- Suspension Date
- Verification status
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The EU Payer Compliance Queue is standard Operations Queue, similar to any other Operations Queue like a Repair Queue or a Business Override Queue.

The Queue Screen itself is a Summary Screen, available with the options of both Search & Actions. Any payment pending on the EU Payer Compliance Queue will be displayed on the Dashboards.

In addition, the EU Payer Compliance Queue also shows the aging of the Payment based on the Deadline days, for receipt of information from the Payer PSP (Payee PSP, in the case of Collections). When a payment is suspended and moves to the EU Payer Compliance Queue. Suspension date is derived based on the Suspended Payments retention days maintained at EU Payer preferences. Beyond which payment is considered as aged.

Following are the actions supported from the EU Payer Compliance Queue:

### 3.14.1 **Repair**

Below Repair screens are launched based on the transaction Network type code and transaction type:

Payment Type	Transaction Type	Screen Name
SWIFT CBRPPlus	Outgoing	PSDOCBCT
SWIFT CBPRPlus	Incoming	PSDICBCT
TARGET2 ISO	Outgoing	PSDOT2CT
TARGET2 ISO	Incoming	PSDIT2CT

The fields that can be modified are enabled based on the Repair Amend Allowed Field Maintenance for the function ID and Network Code.

- 'Amend only repairable fields' flag is checked, only the repair required fields as per the exception raised only is allowed to be amended. If the flag is not checked all the fields listed as amendable is enabled for modification.

You can edit the payment attributes only, for any of the missing/ incomplete information. EU Payer relevant attributes are Name, Account No. and Address of either Payer or Payee.

On Repair, Rule check is repeated for Missing/incomplete information and if it is Compliance failure then the respective STP action is applied.

Repair is not allowed if user doesn't modify any of the missing information.

If repair is done on the transaction for which payment attributes are not mandatory, then it is treated as an approval and the transaction is processed further.

If any of the field details are changed on Repair, the transaction is marked as 'Repaired' and the sanction XML has the Repaired field as 'Y'.

### 3.14.2 **Override**

The '**Override**' action is only available if the error codes from EU Payer validation are of the 'Override' type; otherwise, an error message is displayed.

---

#### **Note**

If some of the fields are to be repaired and some other fields are to be overridden, then user must first perform the Repair action, then the transaction will be in the EU Payer Com-

pliance Queue for any unmodified fields. Afterward, the 'Override' action can be initiated to release it.

Select a single transaction to initiate override action. Override actions supports save, authorize, verify, delete & reject of the action in applicable cases.

### 3.14.3 Cancel

This action allows the user to cancel the selected record. On cancel, Payment status is marked as cancelled.

### 3.14.4 Authorize

All the actions performed in this queue screen requires authorization. Repair and Cancel operation initiated by a maker can be authorized by another user.

You can select unauthorized record from main screen and click Authorize button to launch this screen.

Authorization

Transaction Reference Number \_\_\_\_\_ Transaction Branch \_\_\_\_\_ Source Code \_\_\_\_\_

Authorizer Remarks \_\_\_\_\_ Host Code \_\_\_\_\_ Network Code \_\_\_\_\_

Verifier Remarks \_\_\_\_\_ Maker ID \_\_\_\_\_ Maker Date Stamp \_\_\_\_\_

Pass through Payment

1 Of 1

Rekey Fields	Rekey Values
--------------	--------------

Exit

### 3.14.5 Verify

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'.
- User is different from Maker & Checker.
- If the 'Dual Authorization' check is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences.
- If the 'Dual Authorization' flag is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences.

You can invoke “EU Payer Repairable Fields” screen by clicking on the action button present at the bottom’.

Verifier ID, Verification Status and Verification Date Stamp are captured in this sub screen.

When you click OK, below actions are performed:

- Verification Status is marked as 'Authorized'.
- Verifier ID and Verification Date Stamp gets updated.
- Queue Action Log is updated with Verifier ID, Verification Date stamp and Verification Status.
- Transaction is sent for EU Payer Repair validations.

### 3.14.6 **Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action ‘Authorizer’ or ‘Verify’.
- Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.

You can invoke “EU Payer Repairable Fields” screen by clicking on the action button present at the bottom’.

When you click OK, below actions are performed:

- If the Reject action is by Authorizer (Authorization Status is Unauthorized),
  - Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated.
  - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Repaired fields values are reset (No repaired information is stored).

---

#### Note

'Verification Status' value is Blank.

---

- If the Reject action is by Verifier (Verification Status is Unauthorized),
  - Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp are updated.
  - Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Repaired fields values are reset (No repaired fields information is retained).

### 3.14.7 View Queue Action

You can view all the queue activities performed for the selected transaction.

You can invoke “View Queue Action” screen by clicking on the action button present at the bottom’.

### 3.14.8 Delete

Allows deletion of the Repair or Cancel action initiated by a maker, before authorization.

### 3.14.9 View Transaction

You can view the details of the payment transaction selected.

## 3.15 Transaction Amendment Request Queue

The webservice captures the outbound transaction amendment requests and the system validates the received request.

This screen log all the amendment request received from channels for Cross Border/RTGS transactions.



You can invoke the 'Transaction Amendment Request Queue' screen by typing 'PQSAMNAQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click 'New' button to create a new maintenance.

You can search using one or more of the following parameters:

- Queue reference Number
- Amendment Request Reference
- Transaction Reference Number
- Transaction Branch
- Source Code
- Network Code
- Transfer Currency
- Transfer Amount
- Source Reference Number
- Current Status
- Authorization Status
- Maker Id
- Debit Account
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for the selected transactions:

Actions	Functions
Status Update	Launches a new sub screen to capture the action taken on the amendment request.
Cancel Amendment	This action mark the request as cancelled.
Authorize	Authorization of the action taken by maker.
Delete	This action is for maker to undo the action taken.

Actions	Functions
Reject	Rejection of unauthorized user action by Maker.
View Transaction	This action show the outbound original transaction.  The Outbound Cross-border/RTGS Transaction View Screen (PXDOVIEW) get launched.

## 3.16 Document Approval Queue

If any of the documents linked to a transaction is not in Verified status, then transaction is moved to Document verification Queue.

You can invoke the 'Document Approval Queue' screen by typing 'PQSDOCAQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- Transaction Branch
- Transfer Currency
- Queue Status
- Network Type Code
- Source Reference Number
- Customer No
- Queue Reference Number
- Activation Date
- Source Code
- Network Code
- Customer Priority
- Authorization Status
- Booking Date

- Instruction Date

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for the selected transactions:

Actions	Functions
<b>Approve</b>	You can verify the documents and approve the transaction.If the documents are not proper there is provision to notify the source system. Queue status updated as 'Notified to Source' in this case.Source system can send the modified details and the queue status is moved as 'Modified by the source'. You can approve such transactions again.  Approve and Notify to Source actions support save and authorize.
<b>Modify</b>	You can modify the document details ad mark the as verified. This action requires save and authorize
<b>Cancel</b>	Cancelling the transaction in Document Approval Queue
<b>Authorize</b>	Authorization of the queue action.
<b>Reject</b>	Rejection of unauthorized user action by Checker.
<b>Delete</b>	Deletion unauthorized user action by Maker
<b>View Trans-action</b>	You can view the transaction details for the selected record.
<b>View Queue Action</b>	Displays all queue activities performed for the selected transaction.

### 3.16.1 Approve

After clicking Approve, it displays Document Approval sub screen.

You can 'Approve' or can 'Notify source'.

'Notify source' generates notification to Source with document details and Approver comments.

### 3.16.2 Modify

After clicking Modify, it displays Document Details sub screen.

Document Details

Transaction Reference Number

Populate Document List

Document Details

1 Of 1

Go

Document Category	Description	Mandatory	Document Type	Document Reference	Expiry Date	Remarks
		All			YYYY-MM-DD	

Ok Cancel

This action is two step with Maker and checker.

Document modification is by deleting the original document and re-entering & uploading the new document

It is mandatory for the Authorizer to mark all documents as verified on authorization of modification. System validates this and throw the error.

---

#### **Note**

DMS system integration is not covered in this release.

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## 4. Exception & Investigation Queues - External

### 4.1 Sanctions Queue

You can invoke “Sanction Queue” screen by typing ‘PQSSNCKQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- Queue Reference Number
- File Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- Transfer Currency
- Transfer Amount
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- Sanction System Code
- Authorization Status
- Maker ID
- Cross Border Contract Reference Number

- Source Code
- Customer Service Model
- Source Reference Number
- Primary External Status
- Swift Message Type
- Sanction System Reference Number
- Process Type
- Banking Priority
- Batch ID
- Ring Fenced
- Customer Priority
- Network Type Code
- System Action

Once you have specified the search parameters, click 'Execute Query' button. The system displays the records that match the search criteria.

Payment transaction can have the following sanction check status based on the response from Sanction check system:

- P-Pending
- A-Approved
- R-Rejected
- O-Interim (Any of the interim status from the external system will be treated as an override)
- T-Timed Out
- Z-Seized

All payment transactions with the status 'R','O','T' are listed in Sanction check queue. If the response is received as rejected-'R', then system cancels the transaction automatically if the external system status code is marked for auto cancellation. If auto cancellation is not opted, transaction is retained in this queue, with response status as Rejected, enabling user to manually cancel the payment.

---

#### **Note**

If an outbound payment transaction stays in Sanction Queue overnight, as part of the EOD job, a ring fence block is executed, to hold the funds till Sanction response is received. An ECA amount block request is triggered to DDA system, while the payment still remains in Sanction Q. Force block flag is set on, on this request. When Sanction system responds, following action is taken, based on response:

- Approve or Reject: The Ring fence block is released and transaction is processed further.
  - Seize & Seizure accounting: The Ring fence block is released and transaction is marked as Seized, after posting seizure accounting.
  - Interim Response: Ring fence is not released & waits for final response.
-

The following actions will be allowed for the Sanction Check Queue:

<b>Actions</b>	<b>Functions</b>
<b>Approve</b>	User can approve the payments. Authorization is supported for this action.
<b>Resend</b>	<p>This option will allow the submission of transaction for reprocessing. You can select multiple records and initiate 'Resend' action. Resend Action will not support authorization.</p> <p>Resend is allowed only when SC status is Timed Out.</p> <p>If system parameter SC_RESEND_ASYNC_MODE is maintained as Y, then requests sent in asynchronous mode for which timeout period is over can also be sent again using this action.</p>
<b>Cancel</b>	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
<b>Carry Forward</b>	<p>Carry Forward action is supported, if a payment is approved by Sanction system, on a later day and the customer's rollover preference is Retain in Queue.</p> <p>You can manually move the transaction for processing on next working day.</p> <p>If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the Activation Date as current date and initiate the processing from initial validations.</p>
<b>Authorize</b>	Cancel/ Approve initiated by a user can be authorized by another user.
<b>View Queue Action</b>	Displays all queue activities performed for a transaction.
<b>View Transaction</b>	You can view the selected transaction details.
<b>Delete</b>	Allows the user who initiated the action, to delete the action before authorization.
<b>Reject</b>	This action allows you to reject the unauthorized user action. For more details refer to Section 4.1.1, "Reject".

#### 4.1.1 **Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

Reject Details

Queue Reference Number	Transaction Reference Number
Host Code	Network Code
Network Type Code	Network Type Description
Transaction Type	Transfer Currency
Queue Status	Transfer Amount
Remarks	Maker Id
Reject Remarks *	

Ok Exit

When you click OK, below actions are performed:

- Queue Authorization status updates as ‘Rejected’.
- Queue status reset to ‘Pending’.
- In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 4.2 External Credit Approval Queue

Payment transactions which fail/pending Credit approval check for debit entries with DDA system are moved to ECA queue.

ECA information sent from Payments system includes account number, account currency, CIF ID, branch code, transaction amount and value date of the transaction. The DDA system has to perform the below validations based on the received information based on the following parameters the received information:

- Existence of the account
- Currency of the account specified is correct
- Account belongs to the customer specified and customer status
- Account exists on the specified branch
- Account is authorized, active & open
- Account status
- No Debit is not enabled in the account
- Clear available balance in the account is greater than the transaction amount specified
- Expiry date of the transaction is transaction value date.
- The DDA system puts an amount block so that the specified transaction can be executed on the transaction value date.



You can invoke “External Credit Approval Queue” screen by typing ‘PQSECAQU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- ECA Currency
- ECA Amount
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- ECA System Code
- Authorization Status
- Cross Border Contract Reference Number
- Source Code
- Activation Date
- Customer Service Model
- Source Reference Number
- Ring Fenced ECA
- Company ID
- Batch ID
- Banking Priority
- Secondary External Status
- Network Type Code
- Debtor Account Number

- Referral
- System Action
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

Payment transactions are moved to external credit approval queue for the following responses:

- Pending - Status 'P'
- Reject –status 'R'
- Response resulted in Interim –status "O"
- Response is timed out -status 'T'

If a response is received as rejected, then the system cancels the transaction automatically. Only View Exception option is applicable to such transactions.

Single payment and as well as batch entries are logged into this queue

If transaction is in 'O', 'P' or 'T' status for ECA, then the following actions are allowed in addition to view exceptions:

Actions	Functions
Approve	You can approve the payment. Transaction will be reprocessed.
Resend	<p>1. This option will allow the submission of transaction for ECA again if the transaction is 'T' status. New reference number will be created.</p> <p>2. You can select multiple records and initiate 'Resend' action 3. Resend Action does not support authorization.</p>
Cancel	<p>For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".</p> <p>Manual cancel from ECA queue is allowed only when ECA request is in Rejected or Retain in Queue Status.</p>
Retry	<p>You can initiate Retry action if:</p> <ul style="list-style-type: none"> <li>• The current ECA status of the ECA record is 'Rejected' and transaction cancellation is not done</li> <li>• Activation Date is current date, not a back date</li> </ul> <p>Retry of a record in ECA queue generates a new Queue Reference.</p> <p>Retry allows save and authorize.</p> <p><b>Note:</b> If ECA/Accounting system is FCUBS and overdraft is allowed for the account, user can force post the entries despite ECA failure.</p>

Carry Forward	<p>1. User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen.</p> <p>2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.</p>
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 4.2.1, "Reject".
Retry All	<p>The Retry All action retries all eligible rejected records in the queue based on the current search criteria. Locked or ineligible records are skipped, and actions are logged individually.</p> <p>Note: Advanced search criteria is not applicable for selecting the records.</p>
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

---

#### Note

- The Remarks received from DDA system on the ECA response is displayed under Remarks column in View Queue Action log, against ECA response.
  - When an ECA request is cancelled from ECA Queue. ECA reversal request is sent to DDA system.
  - On the above case, the Remarks received in the ECA response is sent on the ECA reversal request in the <REMARKS> tag.
- 

You can select multiple outbound payments and initiate below queue actions:

- Approve
- Cancel
- Authorize
- Reject

#### 4.2.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.

- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as ‘Rejected’.
- Queue status reset to ‘Pending’.
- In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

### 4.2.2 Retry

Save and Authorize is required for Retry action.

You can invoke “Retry Details” screen by clicking on the action button present at the bottom.

Transaction Reference Number	Action	Remarks	Activation Date	Instruction Date	Maker Id	Maker Date Stamp
			yyyy-MM-dd	yyyy-MM-dd		

## 4.3 External Account Check Queue

The External Account Check (EAC) request sent from Payment system for credit entries of an account. This request includes information about account number, account currency, CIF ID and branch code. The external DDA system has to perform the below validations:

- Existence of the account
- Currency of the account specified is correct
- Account belongs to the customer specified and the customer status
- Account exists on the specified branch
- Account is authorized, active & open
- Account status
- Credit is not restricted on the account

You can invoke “EAC Queue” screen by typing ‘PQSEACQU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

External Account Check Queue

Search Advanced Search Reset Clear All

Case Sensitive

Transaction Reference Number  
Network Code  
EAC Currency  
Current Status  
Response Date  
Cross Border Contract Reference Number  
Customer Service Model  
Error Code  
Batch ID  
Network Type Code  
Customer Priority

File Reference Number  
Payment Transaction Type  
EAC Amount  
Response Status  
EAC System Code  
Source Code  
Maker ID  
Source Reference Number  
Process Type  
Creditor Account Number  
Accounting Included

Queue Reference Number  
Transaction Branch  
Customer Number  
Requested Date  
Authorization Status  
Activation Date  
Checker ID  
Company ID  
Secondary External Status  
System Action

Records per page: 15 1 Of 1 Go Lock Columns 0

Transaction Reference Number	File Reference Number	Queue Reference Number	Network Code	Payment Transaction Type	Transaction Branch	EAC Currency	EAC Amount	Customer Number	Current Status	Response St
------------------------------	-----------------------	------------------------	--------------	--------------------------	--------------------	--------------	------------	-----------------	----------------	-------------

Approve | Resend | Cancel | Retry | Carry Forward | Authorize | View Queue Action | View Transaction | Delete | Reject

Exit

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- EAC Currency
- EAC Amount
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- EAC System Code
- Authorization Status
- Cross Border Contract Reference Number

- Source Code
- Activation Date
- Customer Service Model
- Maker Id
- Checker Id
- Error Code
- Source Reference Number
- Company ID
- Batch ID
- Process Type
- Secondary External Status
- Network Type Code
- Creditor Account Number
- System Action
- Customer Priority
- Accounting Included

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

<b>Actions</b>	<b>Functions</b>
<b>Approve</b>	You can approve the payment. Transaction gets reprocessed.
<b>Resend</b>	<ol style="list-style-type: none"> <li>1. This option allows the submission of transaction for EAC again if the request is in Timed Out- 'T' status.</li> <li>2. You can select multiple records and initiate, 'Resend' action.</li> <li>3. Resend Action does not support authorizations.</li> <li>4. If system parameter SC_RESEND_ASYNC_MODE is maintained as Y, then requests sent in asynchronous mode for which timeout period is over can also be sent again using this action.</li> </ol>
<b>Cancel</b>	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
<b>Retry</b>	<p>You can initiate Retry action if:</p> <ul style="list-style-type: none"> <li>• The current EAC status of the EAC record is 'Rejected' and transaction cancellation is not done</li> <li>• Activation Date is current date, not a back date</li> </ul> <p>The Retry action does not require authorization. Retry of a record in EAC queue generates a new Queue Reference.</p>

<b>Carry Forward</b>	<p>1. You can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen.</p> <p>2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.</p>
<b>Authorize</b>	Cancel/ Approve/ Carry Forward initiated by a user can be authorized by another user.
<b>Delete</b>	Allows the user who initiated the action, to delete the action before authorization.
<b>View Queue Action</b>	Displays all queue activities performed for a transaction.
<b>View Transaction</b>	You can view the selected transaction details.
<b>Delete</b>	This action is applicable to batch transactions. You can de-link a few transactions from a batch and submit the batch for EAC again.
<b>Reject</b>	This action allows you to reject the unauthorized user action. For more details refer to Section 4.3.1, "Reject".

#### 4.3.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke "Reject Details" screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as 'Rejected'.
- Queue status reset to 'Pending'.

- In the Queue Action log, the Authorization status updates as 'Rejected'. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

If any queue action Approve/Cancel/Carry Forward is in Unauthorized Status, then Reject action is applicable.

---

## 4.4 External Credit Approval Reversal Queue

This screen allows users to track ECA reversals. Transactions appear in the ECA Reversal Queue in the following scenarios:

- The ECA reversal response is pending from the external system.
- The ECA reversal request is rejected by the external system.
- An interim response is received for the ECA reversal and the system is awaiting a final response.

---

#### Note

This queue is applicable for Generic wires / ACH CT and Book Transfer.

System Parameter MESSGING\_AFTER\_ACCOUNTING is to be maintained as Y for ECA reversal changes to take effect.

---

You can invoke "External Credit Approval Queue" screen by typing 'PQSECRVQ' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- Queue Reference Number
- Current Status
- Authorization Status
- Source Code



- File Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- ECA Currency
- Debit Amount
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- ECA System Code
- Cross Border Contract Reference Number
- Activation Date
- Customer Service Model
- Source Reference Number
- Company ID
- Batch ID
- Banking Priority
- Secondary External Status
- Network Type Code
- Debtor Account Number
- Referral
- System Action

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions are allowed:

Actions	Functions
Approve	You can approve the payment. Transaction will be reprocessed.
Resend	1. This option will allow the submission of transaction for ECA reversal again if the transaction is 'T' (timed out) status. 2. You can select multiple records and initiate 'Resend' action 3. Resend Action does not support authorization.
Retry	You can initiate Retry action if ECA reversal is in Rejected status. Retry of a record in ECA queue generates a new Queue Reference. Retry allows save and authorize.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.

Reject	This action allows you to reject the unauthorized user action.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

## 4.5 External Pricing Queue

Transaction are moved to External Pricing Exception Queue on the below scenarios:

- Response Timeout
- Unable to handle the response

You can invoke the External Pricing Queue Screen by typing 'PQSEXPRQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Customer Number
- Source Code
- Queue Reference Number
- Transaction Reference Number
- Transaction Branch
- Network Code
- File Reference Number
- Transaction Type

- Authorization Status
- Remarks
- Transfer Currency
- Customer Service Model
- Transfer Amount
- Requested Date
- Response Date
- Source Reference Number
- Company ID
- Batch ID
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Resend	1.This option allows you to resend a transaction present in the queue. 2.You can select multiple record and initiate 'Resend' action.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 4.5.1, "Reject".
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.

#### 4.5.1 **Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as ‘Rejected’.
- Queue status reset to ‘Pending’.
- In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 4.6 Accounting Queue

You can invoke the Accounting Queue Screen by typing ‘PQSACCQU’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- Queue Reference Number
- Network Code
- Source Code
- Host Code
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Current Status
- Banking Priority
- Authorization Status
- Transaction Date
- Network Type Code
- File Reference Number

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions are available in this queue:

Actions	Functions
<b>Resend Request</b>	<p>This action is applicable for records with Current status - Timed Out, Queue Exception and Handoff status W or E i.e. request posting failed in internal/external queue.</p> <p>This action is applicable for ECA/EAC Merger with Accounting records.</p>
<b>Reprocess Response</b>	<p>This is applicable for records where Response is received by OBPM, however the record is remaining in 'Response Received' status and not getting processed further to derive status like Approved/ Rejected/Interim/Referral.</p> <p>This action is applicable for ECA/EAC Merger with Accounting records.</p> <p>PMSACRES screen is not applicable for accounting merged transactions.</p>
<b>Cancel</b>	<p>This action is allowed for the records which are in Rejected status. This action allows to save and authorize.</p> <p>This action is applicable for the records where ECA/EAC is merged with Accounting.</p>
<b>Retry</b>	<p>This action is allowed for the records which are in Rejected status. On clicking this button Exception Queue (PQDEXPQU) sub screen is displayed.</p>
<b>Carry Forward</b>	<p>The rejected accounting entries are the only allowance for Outgoing/ Incoming transactions when it comes to performing this action.</p> <p>This action is enabled for Book Transfer, Generic wires &amp; ACH CT.</p>

<b>Actions</b>	<b>Functions</b>
<b>Authorize</b>	This action is allowed for Cancel/Accept Referral/Reject Referral actions.
<b>Delete</b>	This action is applicable for both Carry Forward and Cancel actions in accounting queue. User can delete the transaction.
<b>Reject</b>	This action is applicable for both Carry Forward and Cancel actions in accounting queue. User can reject the transaction.
<b>Accept Referral</b>	If Referral Type for ECA system is Internal and referral is accepted by user for a Referral pending record. This action allows save and authorize.  This action is applicable for the records where ECA/EAC is merged with Accounting.
<b>Reject Referral</b>	If Referral Type for ECA system is Internal and referral is rejected by user a Referral pending record. This action allows save and authorize.  This action is applicable for the records where ECA/EAC is merged with Accounting.
<b>View Transactions</b>	You can select a particular transaction in this queue and then click this action button to view the transaction.
<b>View Queue Action</b>	You can select a transaction and click this action button to show the actions taken by system or users and the associated audit trail. On clicking this button, Queue Action Log Details (PQDCANQR) sub screen is displayed.

The following actions are applicable only if Accounting is merged with ECA/EAC by maintaining system parameter EC\_EA\_MERGER\_WITH\_ACC as Y and if the processor allows accounting merger:

- Resend Request
- Reprocess Response
- Cancel
- Authorize
- Accept Referral
- Reject Referral

The modules that supports Accounting merger are:

- Book Transfer
- Cross Border / RTGS MT
- Cross Border MX / TARGET2 MX
- India Payments (NEFT, RTGS, IMPS)
- SEPA CT
- SEPA DD
- ACH CT

---

#### **Note**

Selection of multiple records are allowed for all the below listed queue actions:

- Resend Request
- Reprocess Response
- Retry
- Accept Referral
- Reject Referral

### **Retry and Response on a Later Date**

If the accounting queue contains an accounting entry that was previously rejected, and this entry is attempted to be processed again on a later date, the system enables ECA reversal, and the transaction is re-processed, initiating the validations from the beginning.

This is applicable to outbound transactions for ACH CT, Book Transfer, and Generic Wires. For all other cases, the accounting system will re-post the entries on a later date, regardless of the retry action date.

If the accounting queue returns a success response on a later date, we reverse the accounting and re-process the transaction from its initial validations. This is applicable to outbound transactions for ACH CT, Book Transfer, and Generic Wires. In all other cases, accounting is considered as completed as per the existing process.

## **4.7 Accounting Resend Summary**

Any accounting entries that are failed in posting to accounting handoff queue, to the DDA system, are logged on this screen.

You can invoke “Accounting Resend Summary” screen by typing ‘PMSACRES’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

You can search using one or more of the following parameters:

- Transaction Reference Number
- Payment Type
- Transaction Type

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

---

**Note**

Resend action in this screen can re send the same entries from the screen. Once successfully posted, the transaction is removed from this screen.

---

## 4.8 Accounting Reversal Queue

This screen allows users to track transactions that trigger accounting reversals. Transactions appear in the Accounting Reversal Queue in the following scenarios:

- The accounting reversal response is pending from the external system.
- The accounting reversal request is rejected by the external system.
- An interim response is received for the accounting reversal and the system is awaiting a final response.

---

**Note**

This screen is applicable for Generic wires / ACH CT and Book Transfer.

System Parameter MESSGING\_AFTER\_ACCOUNTING is to be maintained as Y for Accounting reversal changes to take effect.

---



You can invoke the “Accounting Reversal Queue” Screen by typing ‘PQSACRVQ’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- Queue Reference Number
- Network Code
- Source Code
- Host Code
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Current Status
- Banking Priority
- Authorization Status
- Transaction Date
- Network Type Code
- File Reference Number

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

The following actions are available in this queue:

Actions	Functions
<b>Approve</b>	You can approve the payment. This will mark Accounting Reversal as completed.

<b>Actions</b>	<b>Functions</b>
<b>Resend</b>	This option allows the submission of the transaction as 'T' status. You can select multiple records and initiate 'Resend' action. Resend Action does not support authorization.
<b>Retry</b>	This action is allowed for the records which are in Rejected status.
<b>Authorize</b>	This action is allowed for Cancel/Accept Referral/Reject Referral actions.
<b>Delete</b>	This action is applicable for both Carry Forward and Cancel actions in accounting queue. User can delete the transaction.
<b>Reject</b>	This action is applicable for both Carry Forward and Cancel actions in accounting queue. User can reject the transaction.
<b>View Queue Action</b>	You can select a transaction and click this action button to show the actions taken by system or users and the associated audit trail. On clicking this button, Queue Action Log Details (PQDCANQR) sub screen is displayed.
<b>View Trans-actions</b>	You can select a particular transaction in this queue and then click this action button to view the transaction.

#### 4.8.1 **Bulk File Action Support in Exception Queues**

Multi records selection is provided for the following listed queues and actions. This is in addition to the multi record support already mentioned for each queue:

- Business Override Queue - Approve, Cancel, Authorize, Delete and Reject
- Repair Queue - Authorize, Reject and Cancel
- Future Values Queue - Authorize, Reject, Cancel and Delete
- EAC Queue-Retry, Approve, Authorize, Delete, Reject and Cancel
- ECA Reversal Queue - Retry, Approve, Authorize, Delete, Reject
- Accounting Queue- Retry, Cancel, Resend, Authorize, Delete and Reject
- Accounting Reversal Queue - Retry, Approve, Authorize, Delete, Reject and Resend
- Sanctions Queue - Approve, Cancel, Authorize, Delete, Reject and Resend

---

##### **Note**

Bulk Cancel and Authorization of Cancel is restricted for incoming and pass through payments from the following listed Queues:

- Business Override Queue
- Repair Queue
- EAC or ECA Queue
- Accounting Queue
- Future Valued Queue
- Sanctions Check Queue

Bulk authorize of Repair is restricted from Repair queue.

---

A facility is provided to select records across multiple pages. Users must first query and list the required records on the respective queue screen. A new field, Select Records In, is available in the header of the multi-block. To select records across pages, select the All Pages option.

When the user clicks OK on the Bulk Action screen, the system displays an override message displaying the total number of transactions that is submitted for processing. Upon accepting the override, the selected queue action is applied to all applicable transaction records.

---

**Note**

Bulk action is applied to all eligible transactions selected. Any transaction that is selected but can't be acted upon is ignored during background processing.

---

---

## 5. Custom Queues

### 5.1 Custom Queue Code Maintenance

You can maintain Custom Queue Codes.

You can invoke “Custom Queue Code Maintenance Detailed” screen by typing ‘PMDQCODE’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

Maker	Date Time:	Mod No	Record Status	
Checker	Date Time:		Authorization Status	Exit

You can specify the following details in the fields:

#### **Queue Code**

Specify the Queue Code.

#### **Queue Title**

Specify the Queue Title.

### 5.1.1 Custom Queue Code Maintenance Summary

You can invoke the 'Custom Queue Code Maintenance Summary' screen by typing 'PMSQCODE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

Custom Queue Code Maintenance Summary

Search Advanced Search Reset Clear All

Case Sensitive

Authorization Status  Queue Code

Record Status  Queue Title

Records per page: 15 1 Of 1 Go Lock Columns: 0

Authorization Status	Record Status	Queue Code	Queue Title
----------------------	---------------	------------	-------------

Exit

You can search using one or more of the following parameters:

- Authorization Status
- Record Status
- Queue Code
- Queue Title

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria. Double click a record or click the 'Details' button after selecting a record to view the detailed screen.

## 5.2 Custom Queue Rule Maintenance

This screen serves the purpose of maintaining rules for marking the transaction to custom queue. This can be done in the initial stage of transaction processing only before any system validation is done.

You can invoke 'Custom Queue Rule Maintenance Detailed' screen by typing 'PMDCQRLE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click 'New' button on the Application toolbar.

You can specify the following:

### Host Code

The system defaults the Host Code of transaction branch on clicking 'New'.

### Rule ID

Specify the Rule ID.

### Rule Description

Specify the Description of the Rule.

### Priority

Specify the Priority.

### Rule Expression

The expression can be filled in the Expression Details multi block. On the click of Populate button, the expression gets built and displayed in this field.

### Queue Code

Specify the Queue Code from the list of values.

### Queue Title

System defaults the Queue Title on the Queue Code selected.

## 5.2.1 Custom Queue Rule Maintenance Summary

You can invoke 'Custom Queue Rule Maintenance Summary' screen by typing 'PMDQCQRLE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click 'Search' button on the Application toolbar.

Custom Queue Rule Maintenance Summary

Search Advanced Search Reset Clear All

Case Sensitive

Authorization Status  Record Status

Records per page 15 1 Of 1 Lock Columns 0

Authorization Status	Record Status	Host Code
----------------------	---------------	-----------

Exit

You can search using one or more of the following parameters:

- Authorization Status
- Record Status

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

## 5.3 Custom Queue Processing

Custom Queues support is provided for Outbound Cross border/RTGS/Book Transfer transactions as part of initial processing stage.

The Custom queue rules are evaluated on completion of future value check for processing on Booking Date. If Booking dated validations are set as not required, Custom Queue validations are done for current dated transactions only.

If any rule is satisfied, system marks the transaction as exception with custom queue code linked. The transaction is stored in a separate table for the custom queue processing. Custom Queue / Queue actions / Queue action log are to be handled in the extension layer.

Once the custom queue processing is over, transaction can be sent back to the product processor for proceeding with the processing. A rest service is provided for the same.

If resultant status can be TRUE (Approved) or FALSE (Rejected). If the processing is approved, then transaction status is updated as 'In Progress', Queue code gets removed. Transaction will proceed with Document verification and Non STP queue validations.

If resultant status is rejected, transaction is marked as Cancelled.

On completion of Custom Queue check, Document Verification/Non STP Queue Check and other Process Exception /Business Override /Repair validations are done, as existing.

---

**Note**

- Queue Browsers are to be created in the custom layer with required actions.
  - Custom Queues can be placed only before system queues and inserting custom queues in between system queues not supported.
  - Modification of field values is not allowed.
-



## 6. Exception & Investigation Queues - Cross border / RTGS

### 6.1 Outbound Charge Claim Queue

All the outbound charge claim message sent is logged in Outbound Charge Claim Queue. To invoke this screen type 'PQSCOCLQ' in the field at the top right corner of the Application Tool bar and clicking the adjoining arrow button.

Outbound Claim Queue

Search Advanced Search Reset Clear All

Case Sensitive

Queue Reference Number Out Claim Reference Original Transaction Reference

Claim Currency Claim Amount Transaction Branch

Receiver Current Status Authorization Status

Network Type Code Network Code Original Transaction UETR

Records per page: 15 1 Of 1 Lock Columns: 0

Queue Reference Number	Out Claim Reference	Original Transaction Reference	Claim Currency	Claim Amount	Transaction Branch	Our Charge	Received 71G Amount	Receiver	Queue Action	Current Status	Authorization Status	Network Type Code
------------------------	---------------------	--------------------------------	----------------	--------------	--------------------	------------	---------------------	----------	--------------	----------------	----------------------	-------------------

Expense Out | Manual Match | Authorize | Delete | View Queue Action | View Claim

Exit

You can search using one or more of the following parameters

- Queue reference Number
- Out Claim Reference
- Original Transaction Reference
- Claim Currency
- Claim Amount
- Transaction Branch
- Receiver
- Current Status
- Authorization Status
- Network Type Code
- Network Code
- Original Transaction UETR

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in the Queue screen:

### 6.1.1 **Expense Out**

You can invoke the Notify Message screen by clicking on 'Notify Message' action button available at the left bottom in the 'Notify Message Details' screen (PMSNOTFY)

Select the record and invoke this action, to close the outstanding claim by reversing the Receivable GL outstanding to an expense GL.

The expense GL maintained in Default Claim preferences PXD191PF is used as the debit GL. As the entries are posted, claim is marked as Liquidated

### 6.1.2 **Manual Match**

Select a record and click the 'Manual Match' button to launch the Manual Match detailed screen. The outstanding claim can be matched with any of the inbound Bank transfer transaction or with inbound MT 910 received.

Enter the settlement amount in Manual Match screen on selecting MT 202/MT 910 for matching, where the settlement amount should be less than or equal to Min (Claim amount, matched message amount).

- If the settlement amount is same as the claim amount the claim will be marked as liquidated. No entries are posted
- If the settlement amount is less than the claim amount, tolerance will be checked. If the difference is within the tolerance then the accounting for expensing out the difference will be passed.
- If the difference is above the tolerance the claim will remain as outstanding. No accounting is posted

---

#### **Note**

Charge Claim Manual Match (PXDCLMMM) screen can be invoked by clicking the action button 'Manual Match'. This will open as standalone screen on clicking the action button:

- On selecting a specific record and on clicking 'Manual Match' button, all the details pertaining to Outbound Claim details, Match Transaction details are displayed.
- 

### 6.1.3 **Authorize**

Following actions require authorization:

- Expense Out
- Manual Match

### 6.1.4 **Delete**

Select a claim for the initiated actions like - 'Expense Out', 'Manual Match' and click on 'Delete' button to delete the actions before authorizing the same.

### 6.1.5 **View Queue Action**

View the queue actions for the selected claim with the maker/checker details.

---

## Note

Queue rights and transaction limit rights will be verified for every action initiated.

---

### 6.1.6 View Claim

Outbound Claim message details are displayed in this screen 'PXDCLMVW' Click on 'View Claim' to open this screen. All the payments received against the claim is listed here.

Outbound Charge Claim View

Enter Query

Reference Number \* \_\_\_\_\_ Host Code \_\_\_\_\_

Branch Code \_\_\_\_\_

**Original Transaction Details**

Transaction Reference no \_\_\_\_\_ Receiver Charge Currency \_\_\_\_\_

Transaction Currency \_\_\_\_\_ Receiver Charge Amount \_\_\_\_\_

Original Transaction Type \_\_\_\_\_

UIETR \_\_\_\_\_

**Charge Claim Details**

Receiver \_\_\_\_\_ Claim Type \_\_\_\_\_

Related Reference \_\_\_\_\_ Status \_\_\_\_\_

Claim Currency \_\_\_\_\_ Charge Claim Network \_\_\_\_\_

Claim Amount \_\_\_\_\_ Claim Payment Status \_\_\_\_\_

71B: Charge Details \_\_\_\_\_ Total Claim Payment Amount \_\_\_\_\_

Claim Receive Date Limit *dd/MM/yyyy* \_\_\_\_\_

Go

☐ Transaction Reference Number Claim Payment Message Claim Payment Currency Claim Payment Amount Sender Claim Receive Date Claim Payment Tag20 Within Tolerance MT199 Generated Claim Reference Number

[Claim Payment Accounting](#)

Out Claim Accounting | All Messages

[Exit](#)

## 6.2 Inbound Charge Claim Queue

Any repair type validation failure is encountered while processing inbound claims, the claim is move to Inbound Charge Claim Queue. Refer Exception Queues User Manual for further details.

To invoke this screen type 'PQSCLMQU' in the field at the top right corner of the Application Tool bar and clicking the adjoining arrow button.

You can search using one or more of the following parameters:

- Queue Reference Number
- Transaction Branch
- Claim Status
- Authorization Status
- Network Type Code
- Reference Number
- Claim Amount
- Customer No
- Claim Receive Date
- Network Code
- Related Reference Number
- Claim Currency
- Sender BIC
- Claim Reference Number

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in the Queue screen:

### 6.2.1 **Approve**

Select the record to Approve the outstanding claim settlement. On approving, customer account or Payable GL will be debited and Nostro will be credited.

## 6.2.2 Repair

The screenshot shows a window titled "Inbound Charge Claim Queue Details". It contains several sections of input fields:

- Queue Reference Number \*** (text field)
- Transaction Reference Number** (text field)
- Host Code** (text field)
- View Claim Details** section:
  - Claim Currency** (text field)
  - Claim Amount** (text field)
  - Cap Amount** (text field)
  - Sender** (text field)
- Edit Claim Details** section:
  - Claim Currency** (text field)
  - Claim Amount** (text field)
  - Outbound Transaction Reference** (text field)
  - Instruction Date** (calendar icon)
  - Debit Account** (text field with search icon)
  - Debit Currency** (text field)
- Outgoing Payment Details** section:
  - Transfer Type** (text field)
  - Transfer Currency** (text field)
  - Transfer Amount** (text field)
  - Value Date** (text field)
  - Receiver BIC** (text field)
  - Credit Account** (text field)
  - Charge Whom** (text field)
  - gpi Agent** (text field)
  - Prefunded Payments** (checkbox)
  - Network Type Code** (text field)

At the bottom right, there are **Ok** and **Exit** buttons.

Select a record and click the 'Repair' button to modify the Claim Currency, Claim Amount, Debit Account & Settlement Date from the repair screen. Repairing the existing details requires authorization.

### **Outgoing Payment Details**

The Outgoing Payment Details display outgoing transaction (i.e. MT103, MT202) details.

Fields displayed in the outgoing payment details section are read only fields.

Outgoing Payment Details section displays the transaction details only for the transaction status matched.

### **Edit Claim Details**

Fields Instruction Date, Debit Account, Claim Currency, Claim Amount on the screen are displayed under section Edit Claim Details.

#### **Related reference**

Specify the Related Reference from the list of values. This field shows the Reference Numbers of original Unmatched transactions.

## 6.2.3 Reject

Select the record to reject the claim. Records selected will be marked as rejected. This requires authorization.

## 6.2.4 Authorize

Following actions requires authorization:

- Approve
- Repair
- Reject

## 6.2.5 Delete

Select a claim for the initiated actions like - 'Approve', 'Repair', 'Reject' and click on 'Delete' button to delete the actions before authorizing the same.

## 6.2.6 View Queue Action

View the queue actions for the selected claim with the maker/checker details.

### Note

Queue rights and transaction limit rights will be verified for every action initiated.

## 6.2.7 View Claim Transaction

Claim message details and the liked transaction details is displayed in this screen 'PXDCHGCM' Click on View Claim Transaction to open this screen. All the payments made against the claim is listed here.

The screenshot displays the 'Inbound Claim View' application window. It features several sections for data entry and viewing:

- Enter Query:** Fields for Reference Number (Claim Reference Number (20), Related Reference Number (21)), Branch Code, Host Code, Message Date (dd/MM/yyyy), and Sender.
- Charge Claim Details:** Fields for Claim Currency, Claim Amount, Ordering Institution (52), and Charge Details (71B).
- Original Transaction Details:** Fields for Transaction Currency, Transaction Amount, Instruction Date (dd/MM/yyyy), Charge Whom (dropdown), Receiver Charge Currency, Receiver Charge Amount, Receiver, and UETR.
- External System Status:** Fields for Sanctions Check Reference and Sanctions Check Status (dropdown).
- 202/910/pacs.008 CORE/camt.054 Details:** Fields for Instruction Date (dd/MM/yyyy), Debit Account, Transaction Currency, Transaction Amount, Charge Payment Sent (dropdown), Generated Reference Number, and Accounting Reference for Confirmation Sent.
- Claim Paid Details:** A table with columns: Settlement Type, Claim Reference Number (20), Claim Status, Claim Currency, Claim Amount, Debtor Account Number, and Receiver. It includes a 'Go' button and a '1 Of 1' indicator.
- Footer:** Links for 'Accounting Entries for Confirmation Sent', 'All Messages', and 'View Queue Action'. A status bar at the bottom shows 'Authorization Status', 'Maker Id', 'Maker Date Stamp', 'Transaction Status', 'Checker Id', 'Checker Date Stamp', and an 'Exit' button.

## 6.3 Inbound Cancellation Request Browser

Inbound cancellation request messages (Received for both gSRP and non-gSRP) are available in this browser.

To invoke this screen, type 'PXISCLBR' in the field at the top right corner of the Application Tool

bar and click the adjoining arrow button.

You can search using one or more of the following parameters:

- Sender
- Process Status
- Transaction Reference
- Document Number
- Authorization Status
- Network Type Code
- Transfer Type
- Message Reference
- Message Type
- UETR
- gSRP flag
- Transaction Type
- Payment Type

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in this browser:

### 6.3.1 **Manual Match**

You can invoke the Manual Match screen PXDCANMM by a selecting a record and clicking on 'Manual Match' action button available at the left bottom in this browser.

Manual Match action from PXSICLBR screen is allowed only if the Process status of the selected record is 'Unmatched'. Manual Match requires authorization and queue

access / limit rights.

The screenshot shows a web-based application window titled "Cancellation Manual Match". At the top, there are three input fields: "Host Code \* FINLAND", "Message Reference 20 \* EMSMSG1104201904", and "Transaction Reference \*". A "Populate" button is located to the right of the "Transaction Reference" field. Below these fields, the screen is split into two main sections. The left section, "Cancellation Message Details", contains input fields for "Sender BIC", "UETR", "Message Type", "Message Date", and "Message". The right section, "Transaction Details", contains input fields for "Sender BIC", "Transfer Currency", "Transfer Amount", "Value Date", "gpi Enabled", and "Message View". At the bottom of the window, there are fields for "Maker ID", "Release Time", "Checker ID", "Checker Date Stamp", and "Authorization Status". On the far right at the bottom, there are "OK" and "Exit" buttons.

You can specify the following fields in this screen.

### Host Code

The system displays the Host Code of the selected branch of the logged in user.

### Message Reference 20

System defaults the value of Field 20 received in cancellation request message.

### Transaction Reference

You can select a Transaction Reference from the list of Inbound transaction references which are not matched with the Inbound cancellation requests.

### Cancellation Message Details

#### Sender BIC

The system displays the Sender BIC of the cancellation request message.

#### UETR

The system displays the UETR value from 121 tag received in the message.

#### Message Type

System displays the SWIFT message type received (192/292)

#### Message Date

The system displays the date on which the inbound cancellation message is received.

#### Message

The system displays the cancellation message received

### Transaction Details

On clicking the Populate button in PXDCANMM screen, system defaults the following fields under this section from the inbound transaction reference selected in the LOV.

- Sender BIC
- Transfer Currency
- Transfer Amount
- Value Date
- gpi Enabled
- Message

On Authorization of manual match action, a cancellation request is logged against the matched transaction. You can view the cancellation request in the 'Exception' tab of the matched inbound transaction. In queue action log of the matched inbound transaction, a record is logged with action as 'MATCH'.



### 6.3.2 Interim/Reject

You can invoke the Cancellation Response Details screen PQDCANRP by selecting a record and clicking on 'Interim' or 'Reject' action button available at the left bottom in this browser.

Interim/Reject action from PXSICLBR screen is allowed only if the Process status of the selected record is 'Unmatched' or 'Matched'. Reject action is not allowed if the Last Response Action is 'Rejected'. Interim/Reject action requires authorization and queue access / limit rights.

The screenshot shows the 'Cancellation Response Details' window. It contains the following fields and sections:

- Response Reference \***
  - Response Date
  - Branch Code
  - Host Code
  - Network Code
  - Remarks
  - Message Type
- Recall Reference**
  - Recall Reference
  - Incoming Recall Date
  - Related Reference Number (21)
  - gSRP flag (dropdown)
  - Response Action
- Cancellation Response Details**
  - Answers(76) \* (table with 5 rows)
  - Narrative(77A)
  - Narrative(79)
  - ☐ Copy of atleast the Mandatory Fields of the Original Message
- Confirmation Message Reject Details**
  - Reject Reason Code
  - ☐ Suppress Reject gpi/Universal Confirmation
  - Reason Description
- Footer**
  - Maker Id
  - Maker Date Stamp
  - Checker ID
  - Checker Date Stamp
  - Authorization Status
  - Ok Cancel

You can specify the following fields in this screen:

#### Response Reference

System displays an auto generated reference number in this field.

#### Response Date

System defaults the current branch date in this field.

#### Branch Code

The system defaults the Branch code of the matched transaction.

#### Host Code

The system defaults the Host code of the matched transaction.

#### Network Code

The system defaults the Network code of the matched transaction.

#### Recall Reference

The system displays the Field 20 of the incoming MT n92/gSRP request message.

#### Incoming Recall Date

The system displays the Date on which the incoming MT n92/gSRP request message received.

#### Related Reference

The system displays the transaction reference of the matched inbound transaction.

#### Response Action

The system displays the action selected from the PXSCIBLR screen (Interim/Reject).

#### **gSRP flag**

The system displays 'Yes' in this field if the request is a gSRP request. Else system displays 'No' in this field.

#### **Answers (76)**

You can input response details in the field by selecting the reason codes from the LOV. You can input 6 lines of 35 characters. Line 1 LOV displays various reason codes and reason statuses based on the action selected and the gpi Enabled flag of the matched transaction.

<b>Action</b>	<b>gpi Enabled flag</b>	<b>Response Statuses/Recon Codes</b>
Interim	Yes	Will display gSRP Response code for Interim status within '/' followed by gSRP Reason codes for the Interim status. E.g. /PDCR/RQDA
Interim	No	Will display all response/reason codes applicable for n96 message
Reject	Yes	Will display gSRP Response code for Reject status within '/' followed by gSRP Reason codes for the Reject status. E.g. /RJCT/LGCL
Reject	No	Will display all response/reason codes applicable for n96 message

#### **Narrative (77A)**

You can input the narrative details up to 20 lines with 35 characters each.

#### **Narrative (79)**

You can input the narrative details up to 35 lines with 35 characters each.

#### **Copy of at least the Mandatory Fields of the Original Message**

You can check the Copy of at least the Mandatory Fields of the Original Message check box if the fields of the original request message needs to be populated.

- On Authorization of the Interim/Reject action, a gSRP response message is generated if the request is a gSRP request message. Else a non-gSRP response message is generated.
- On save and authorization of the 'Reject' action, system validates whether the response is processed within the days allowed if the transaction is gpi-transaction. If the response date is beyond the 'Recall Response days' maintained in gpi Host preferences (PXDGPFPF), system shows an information message 'Final gSRP response is being provided to the Tracker after x calendar days from the receipt of gSRP request'.
- In the field Answers (76), line 1 is mandatory for gpi payments. Other lines in Answers (76), 'Copy of at least the Mandatory Fields of the Original Message' checkbox, field Narrative 77A and field Narrative 79 are not allowed for gpi payments.

- In View queue action log, queue action is logged for the user action taken against the message reference. Last Response action in PXSICLBR is updated with the user action taken. If the Process status is 'Matched', Recall Response is logged in the Exception tab of the matched inbound transaction.

### **Confirmation Message Reject Details**

#### **Reject Reason Code**

Specify the Reject Reason Code from the list of values. Lists all the gpi Confirmation Reject Reason codes from SWIFT gpi Host Preferences (PXDGPISIT).

#### **Reason Description**

This field displays the Description of the reject reason code selected.

#### **Suppress Reject gpi/Universal Confirmation**

The flag value 'Suppress Reject gpi/Universal Confirmation' is checked during the auto generation of SWIFT gpi/Universal confirmation message generation processing.

If the field is checked, then the Reject confirmation message gets generated and the message status is updated as Suppressed. The message is available in Outbound Message Browser (PMSOUTBR). The message do not get handed off.

If the field is Unchecked, then the Reject confirmation message gets generated and handed off.

### **6.3.3 Authorize**

You can perform the Authorize action only if the authorization status is 'Unauthorized'. On Authorize action, the authorization status of the record is marked as 'Authorized'.

### **6.3.4 Delete**

You can perform the Delete action only if the authorization status is 'Unauthorized'. On Authorize action, the system reverts the Process status of the record to previous status.

### **6.3.5 View Request**

You can view the inbound cancellation request message by performing View Request Action.

### **6.3.6 View Response Action**

You can view the response messages sent out by performing View Response Action. The latest response message sent out is displayed first in the screen.

### **6.3.7 View Queue Action**

You can view the action logs for the cancellation message received against the reference.

### **6.3.8 View Transaction**

On clicking the View Transaction button, system launches Inbound SWIFT Payment View (PSDIVIEW) screen if the matched transaction is of type 'Incoming Message'.

## 6.4 Inbound Cancellation Request Queue

Inbound cross border transactions for which cancellation request messages are received are available in this queue screen.

To invoke this screen, type 'PQSICLRQ' in the field at the top right corner of the Application Tool bar and click the adjoining arrow button.

The screenshot shows the 'Inbound Cancellation Request Queue' application window. At the top, there is a search bar with 'Search', 'Advanced Search', 'Reset', and 'Clear All' buttons. Below this is a 'Case Sensitive' checkbox. The main area contains several search filters organized into three columns: Queue Reference Number (with fields for UETR, Credit Account, gSRP flag, Activation Date, and Transfer Currency), Transaction Reference Number (with fields for Transaction Reference Number, Current Status, Transaction Type, Request Date, and Network Code), and Cancellation Request Reference (with fields for Cancellation Request Reference, Customer Number, Transaction Status, Value Date, Transfer Amount, and Exception Queue). Below the filters is a table with columns: Queue Reference Number, Transaction Reference Number, Cancellation Request Reference, UETR, gpi Agent, Customer Number, Credit Account, Current Status, Transaction Status, gSRP flag, and Exception Queue. The table is currently empty. At the bottom, there is a toolbar with buttons: Interim, Accept, Reject, Authorize, Delete, View Request, View Response, View Queue Action, and View Transaction. An 'Exit' button is located in the bottom right corner.

You can search using one or more of the following parameters:

- Queue Reference Number
- UETR
- Credit Account
- gSRP flag
- Value Date
- Transfer Amount
- Exception Queue
- Transaction Reference Number
- gpi Enabled
- Current Status
- Transaction Type
- Activation Date
- Transfer Currency
- Authorization Status
- Cancellation Request Reference
- Customer Number
- Transaction Status
- Request Date
- Network Code
- Network Type Code
- Message Type

On click of 'Search' button, system displays the records that match the search

criteria specified.

Following actions can be performed in this browser:

#### **6.4.1 Interim/Accept/Reject**

You can invoke the Cancellation Response Details screen PQDCANRP by selecting a record and clicking on 'Interim/Accept/Reject' or action button available at the left bottom in this browser.

Interim/Accept/Reject action requires authorization and queue access / limit rights. Accept action is not allowed when the transaction status is Cancelled / Seized / Reversed and the transaction type is incoming.

Field and the validations is same as Cancellation Response Details screen which is launched from inbound cancellation browser. For more details, refer Section 6.3.2, "Interim/Reject".

#### **6.4.2 Authorize**

You can perform the Authorize action only if the authorization status is 'Unauthorized'. On Authorize action, the authorization status of the record is marked as 'Authorized'.

#### **6.4.3 Delete**

You can perform the Delete action only if the authorization status is 'Unauthorized'. On Authorize action, the system reverts the Process status of the record to previous status.

#### **6.4.4 View Request Action**

You can view the inbound cancellation request message by performing View Request Action.

#### **6.4.5 View Response Action**

You can view the response messages sent out by performing View Response Action. The latest response message sent out is displayed first in the screen.

#### **6.4.6 View Queue Action**

You can view the action logs for the cancellation message received against the reference.

#### **6.4.7 View Transaction**

This action launches the Inbound Cross Border Transaction View Detailed (PXDIVIEW) if the 'Transaction Type' field value is 'Incoming' and Incoming SWIFT Payment View screen (PSDIVIEW) if the value is 'Incoming Message'.

### **6.5 Inbound Messages STP Queue**

Inbound MT103 / MT 202 / Cov messages awaiting match is listed in this queue screen.

You can invoke the 'Inbound Messages STP Queue' screen by typing 'PQSSTPQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Message Reference Number
- Transaction Reference Number
- Queue Reference Number
- Message Type
- Authorization Status
- UETR
- Transaction Branch
- Sender BIC
- Current Status
- Network Type Code
- Debit Account
- Transfer Currency
- Transfer Amount
- Value Date
- Network Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
---------	-----------

<b>Release</b>	1. This action is applicable for both Non-STP and waiting for cover messages. 2. System skips the cover matching and release the message for further processing. 3. This action requires authorization and queue access / limit rights.
<b>Cancel</b>	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
<b>Manual Match</b>	This action is applicable for only cover pending messages. Manual Match requires authorization and queue access / limit rights.
<b>Authorize</b>	Authorization is applicable for the Unauthorized Release, Suppress and Manual Match actions.
<b>Delete</b>	Allows the user to delete the actions – Release, Suppress and Manual Match that are unauthorized.
<b>View Transaction</b>	You can view the selected transaction details.
<b>View Action Queue</b>	Displays all queue activities performed for a transaction.

### 6.5.1 Reject

Reject action opens a new sub screen 'PQDMCRJT' to capture remarks during 'Reject' action by Checker. Reject action is allowed only, if Authorization status is Unauthorized and if the user has access right for 'Authorize' action at Role/User level.

You can invoke the 'Reject Details' screen by clicking the Reject action on the screen.

When you click on OK button in this sub screen, the below processing changes are done:

- Queue Authorization status is updated as 'Rejected'.
- Authorization status in Queue action log is updated as 'Rejected'.
- Queue status gets reset to 'Pending'.
- Reject Remarks if provided by user gets populated against Checker remarks fields of Queue action log.

- If the last Queue action is 'Manual Match', then the cover match reference gets reset. Similarly, if the last Queue action is 'Cancel', then the Reject reason code gets reset.

User actions Manual Match, Release, Cancel are allowed on the Rejected queue record.

## 6.5.2 Manual Match

You can invoke this screen, by clicking on 'Manual Match' action button in the 'Inbound Messages STP Queue' (PQSSTPQU).

This action is applicable for only cover pending messages. Manual Match requires authorization and queue access / limit rights.

User has to select the cover message MT 202COV / MT 910 which is pending for match. While processing manual match system, tries to match the currency of the payment and cover message only.

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### Note

- Any difference in amount due to intermediary charges etc. has to be manually handled.
  - Both payment message and cover message will be marked as manually matched. Payment value date will be derived based on the preference maintained in PMDCMPRF.
- 

## 6.5.3 Auto Cover Match Processing

Auto cover matching of the messages MT 103 and MT 202 are supported.

Based on the rule condition mentioned in the Cover Queue Rule maintenance (PMDQURLE), an incoming payment message (MT103/MT 202) is routed to a STP queue. All payment messages in this queue await Cover matching. Incoming Cover messages are also routed to this queue based on the Cover queue rule condition.

- Sanction scanning of MT 202 COV and MT 910 inbound messages are done upfront.



- On successful completion of sanctions screening, the messages are matched with MT 103/ MT 202 messages pending in STP queue for cover match.
- Auto matching considers the following fields value matching between the original payment message & cover message:
  - Reference Number
  - Field 20 of payment message with Field 21 of cover message
  - Currency & Amount match
- If the auto cover match is successful both payment message and cover message are marked as 'Matched', and payment message is released from STP queue for further processing.

Further the payment is sent for Network resolution and will be forwarded to the resultant payment processor.

## 6.6 Inbound Non-gpi n99 Queue

To invoke this screen, type 'PQSING99' in the field at the top right corner of the Application Tool bar and click the adjoining arrow button.

You can search using one or more of the following parameters:

- Message Reference 20
- UETR
- Transaction Reference (Indicated by Field 21 & Fetch transaction reference number from PXDOVIEW, PXDIVIEW)
- Transaction Branch
- Queue Reference Number
- Sender BIC
- Message Type (199, 299, 999 only)

- Status (Pending, Confirmed, Rejected, No Action Required)
- Authorization Status (Authorized, Unauthorized)

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in this screen:

### 6.6.1 **Status Update**

You can input remarks and select appropriate update status 'Pending, Confirmed, Rejected, No Action Required', as applicable. You can save the status update.

Following details are displayed:

#### **Queue Reference Number**

This field displays the system generated 16-digit status update reference number.

#### **Message Reference**

This field displays Field 20 of the incoming 'n99' message.

#### **Last Updated on**

This field displays the date of update.

#### **Message Received Date**

This field displays the date of receipt of the 'n99' message.

#### **Branch Code**

This field displays the Branch Code.

#### **Related Reference Number (21)**

This field displays the Field 21 of the incoming 'n99' message.

#### **Host Code**

This field displays the Host Code.

#### **Status Update**

This field lists the below values for the user to select as appropriate and update:

- Pending
- Confirmed
- Rejected
- No Action Required

## Remarks

You can input remarks as applicable.

## Message Type

This field displays the MT messages such as 199, 299, 999.

On click of 'OK' the status update gets saved and submitted for authorization.

### 6.6.2 Authorize

After clicking Authorize, you can authorize an unauthorized queue action.

### 6.6.3 View Message

After clicking View Message, you can view the incoming MT 'n99' non-gpi message.

### 6.6.4 View Transaction

After clicking View Transaction, you can view the underlying transaction details (incoming or outgoing).

### 6.6.5 View Queue Action

After clicking View Queue Action, it displays all the actions undertaken for the message from the queue.

The screenshot shows a window titled "Queue Action Log Details". At the top, there are input fields for "Queue Reference Number" (1935315092400001), "Reference Id" (1), and "Queue Code" (99). Below these is a table with the following columns: Transaction Reference No., Action, Remarks, Network Code, Host Code, Queue Code, and Module. The table contains one row with the following data: Transaction Reference No. 1932950921798642, Action INIT, Remarks (empty), Network Code SWIFT, Host Code CROATIA, Queue Code Inbound Non-gpi n99, and Module PX. There is a search bar with "Go" and a pagination bar showing "1 Of 1". An "Exit" button is located at the bottom right.

Transaction Reference No.	Action	Remarks	Network Code	Host Code	Queue Code	Module
1932950921798642	INIT		SWIFT	CROATIA	Inbound Non-gpi n99	PX

You can search using one or more of the following parameters:

- Queue Reference Number
- Reference Id
- Queue Code

## 6.6.6 Delete

After clicking Delete, you can delete an unauthorized queue action.

## 6.7 Incoming Unmatched Queue

The 'Incoming Unmatched Queue' screen lists all the below items:

- All incoming MT202/205 messages which are terminating, and credit account resolution fails.
- All incoming MT202COV/205COV messages received for cover matching but not matched against Customer Transfer/Bank Transfer.
- All incoming MT910 messages which are not matched against Customer Transfer/Bank Transfer & Outbound Claim.
- All incoming MT940/MT950 statement entries which are not matched against Customer Transfer/Bank Transfer & Outbound Claim

To invoke this screen, type 'PQSIUNMQ' in the field at the top right corner of the Application Tool bar and click the adjoining arrow button.

Incoming Unmatched Queue

Search Advanced Search Reset Clear All

Case Sensitive

Message Reference 20 Queue Reference Number Transaction Branch

Value Date Message Type UETR

Sender BIC Transfer Currency Transfer Amount

Authorization Status Message Receipt Date Transaction Reference Number

Debit Account Current Status Channel Type

Network Type Code Network Code

Records per page: 15 1 Of 1

Message Reference 20 Queue Reference Number Transaction Branch Value Date Message Type UETR Sender BIC Transfer Currency Transfer Amount Authorization Status Message Receipt Date Transaction Refer

View Message View Queue Action View Transaction Release Suppress Authorize Delete

Exit

You can search using one or more of the following parameters:

- Message Reference 20
- Queue Reference Number
- Transaction Branch
- Value Date
- Message Type (MT202, MT205, MT910, MT940, MT950)
- UETR
- Sender BIC
- Transfer Currency
- Transfer Amount
- Authorization Status (Authorized, Unauthorized)
- Message Receipt Date
- Transaction Reference Number

- Debit Account
- Current Status (Unmatched, Matched, Released)
- Channel Type (SWIFT, C2B, SPS)
- Network Type Code
- Network Code

On click of 'Search' button, system displays the records that match the search criteria specified.

---

**Note**

Beneficiary Institution fields are not populated in the search results section when the message type is MT910, MT940, MT950.

---

Following actions can be performed in this screen:

#### **6.7.1 View Message**

After clicking View Message, existing Message Details screen (PMDVWMSG) gets launched and details of incoming message is displayed.

This action is allowed only for the MT910, MT202, MT205, MT202COV, MT205COV message types.

#### **6.7.2 View Queue Action**

After clicking View Queue Action, existing Queue Action screen (PQDVWQAC) gets launched and it displays all the user actions taken on this message.

#### **6.7.3 View Transaction**

After clicking View Transaction, existing Incoming SWIFT Payment View (PSDIVIEW) screen gets launched. This action is allowed only for MT202/205 message types.

#### **6.7.4 Release**

After clicking Release, new sub screen will get launched. Below are details of the of fields to be displayed in this sub screen. This action is allowed only for MT202/205 message types.

#### **6.7.5 Suppress**

After clicking Suppress, a sub screen is launched to capture the maker / checker remarks

On successful authorization, message is marked as suppressed and hence not listing the message for cover match.

This action is allowed if selected message in 'Current Status' field is 'Unmatched'.

#### **6.7.6 Authorize**

After clicking Authorize, the above-mentioned sub screen gets launched to capture authorizer's remarks and Authorize the Release action. Only Checker Remarks are made available for User Input for 'Authorize' user action.

## 6.7.7 Delete

After clicking Delete, the above-mentioned sub screen gets launched. Both Maker Remarks/Check Remarks fields are available for user input.

## 6.8 Verification Queue

This screen maintains the Verification Rule. This Rule maintenance would be at the Host level and for a specific Network Code.

You can invoke the 'Verification Queue' screen by typing 'PQSVERFQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

Verification Queue

Search Advanced Search Reset Clear All

Case Sensitive

Transaction Reference Number File Reference Number Queue Reference Number

Network Code Payment Transaction Type Transaction Branch

Customer Number Transfer Currency Transfer Amount

Authorization Status Activation Date YYYY-MM-DD Current Status

Source Reference Number Source Code Verification Status

Network Type Code

Records per page: 15 1 Of 1

Transaction Reference Number	File Reference Number	Queue Reference Number	Network Code	Payment Transaction Type	Transaction Branch	Customer Number	Transfer Currency	Transfer Amount
------------------------------	-----------------------	------------------------	--------------	--------------------------	--------------------	-----------------	-------------------	-----------------

Release | Force Release | Modify | Cancel | Authorize | Verify | Reject | Delete | View Message | View Transaction | View Queue Action

Exit

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Transfer Currency
- Transfer Amount
- Authorization Status
- Activation Date
- Current Status
- Source Reference Number
- Source Code
- Verification Status
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for the selected transactions:

<b>Actions</b>	<b>Functions</b>
<b>View Trans-action</b>	View outgoing transaction view.
<b>View Queue Action</b>	To view all the user actions taken on the transaction.
<b>View Mes-sage</b>	Pre-view the generated payment messages.
<b>Force Release</b>	Release the transaction from the queue even if network cutoff is crossed.
<b>Release</b>	Release the transaction from the queue to process the transaction further.
<b>Modify</b>	Allowing modification of the transaction data. Branch Input screen gets launched in unlock mode and you can do modification based on the amendable fields list.
<b>Cancel</b>	Cancelling the transaction in Verification Queue.
<b>Authorize</b>	Authorization of the queue action.
<b>Verify</b>	This action displays the status of the 2nd Authorization. The Out-bound Cross Border/RTGS Transaction Input (PXDOTONL) is displayed with menu 'Verify' in the screen.
<b>Delete</b>	Deletion unauthorized user action by Maker.
<b>Reject</b>	Rejection of unauthorized user action by Checker.

## 6.9 Transaction Amendment Request Queue

The webservice captures the outbound transaction amendment requests and the system validates the received request.

This screen log all the amendment request received from channels for Cross Border/RTGS transactions.

You can invoke the 'Transaction Amendment Request Queue' screen by typing 'PQSAMNAQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click 'New' button to create a new maintenance.

You can search using one or more of the following parameters:

- Queue reference Number
- Amendment Request Reference
- Transaction Reference Number
- Transaction Branch
- Source Code
- Network Code
- Transfer Currency
- Transfer Amount
- Source Reference Number
- Current Status
- Authorization Status
- Maker Id
- Debit Account
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for the selected transactions:

Actions	Functions
<b>Status Update</b>	Launches a new sub screen to capture the action taken on the amendment request.
<b>Cancel Amend-ment</b>	This action mark the request as cancelled.
<b>Authorize</b>	Authorization of the action taken by maker.
<b>Delete</b>	This action is for maker to undo the action taken.



Actions	Functions
<b>Reject</b>	Rejection of unauthorized user action by Maker.
<b>View Transaction</b>	<p>This action show the outbound original transaction.</p> <p>The Outbound Cross-border/RTGS Transaction View Screen (PXDOVIEW) get launched.</p>

## 7. Exception & Investigation Queues - Domestic ACH

### 7.1 R Processing Queue

You can invoke the R Processing Queue by typing 'PMSRMSQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

R Processing Queue

Search Advanced Search Reset Clear All

Case Sensitive

File Name File Reference Number Message Date YYYYMMDD

Original Transaction Reference End to End Identification Message Type

Reason Code Network Code Authorization Status

Message Status

Records per page 15 1 Of 1 Go Lock Columns 0

File Name	File Reference Number	Message Date	Message ID	Original Transaction Reference	Original Message ID	End to End Identification	External R-Reference	Message Type	R-Transaction Settlement Date	Creditor Ag
-----------	-----------------------	--------------	------------	--------------------------------	---------------------	---------------------------	----------------------	--------------	-------------------------------	-------------

Match Transaction | Suppress | Generate camt.029 | Authorize | Delete | View Queue Action

Exit

You can search using one or more of the following parameters:

- File Name
- File Reference Number
- Message Date
- Original Transaction Reference
- End to End Identification
- Message Type
- Reason Code
- Network Code
- Authorization Status
- Message Status
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
<b>Match Transaction</b>	This action allows the user to manually match an R-message which is in unmatched status. You can select one of the existing transaction (ACH or direct debit transaction) depending on payment type.

Actions	Functions
<b>Suppress Action</b>	This action allows the user to suppress an unmatched R-message. This can be done when the original match is not found.
<b>Generate camt.029</b>	This action will be applicable for unmatched camt.056 messages received for a payment transaction (SCT) or inbound message type is camt.027 Non receipt claim message for non-existent SCT transactions. If no original transaction is found, the receiving bank can send back the camt.029 message.
<b>Authorize</b>	You can select a particular record from the queue and then click this action button to authorize the record.
<b>Delete</b>	You can select a particular record from the queue and then click this action button to delete the record.
<b>View Queue Action</b>	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.

### Note

All actions, Match Transaction, Suppress and Generate camt.029 require authorization.

## 7.2 Dispatch File Browser

Dispatch File browser lists all the dispatch records based on the dispatch reference. A single dispatch reference can have multiple files attached to it. This screen lists the records for both SCT and SDD.

You can invoke the 'Dispatch File Browser' by typing 'PMSDSPBR' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- File Reference Number
- Network Code

- File Type
- Message Type
- File Status
- Dispatch Type
- Queue Action
- Authorization Status
- Dispatch Date
- Network Status
- File Name
- Queue Reference Number
- Dispatch Reference
- Previous ICF File Reference Number
- Message Id

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

This queue screen is applicable for both ACH and DD transactions.

The following actions can be performed for transactions in this queue:

Actions	Functions
Process File	1. Select a record and click on Process File to process the file. Process File is allowed only when the File Status is either – Pending/Posted.  2. System checks the Network cutoff and change the settlement date accordingly on clicking Process File.
View File	You can view the dispatch file generated using this option.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.
View Accounting	The file level accounting can be viewed from the Accounting Entries screen opened on invoking this action.
View Validation File	This action will open Validation File Details screen (PMDV-LDVW) which provides the CVF/DVF file details received for the dispatch file.
Network Status Change	This action will open Dispatch File Status Change screen (PMDFLSTS) displaying audit details.

### 7.2.1 **View Validation File**

This action will open Validation File Details screen, which provides the CVF/DVF file details received for the dispatch file. The File level network rejects are displayed in this screen.

You can invoke this screen by clicking the 'View Validation File' action button in the Dispatch File Browser screen (PMSDSPBR)

For the selected record, you can view the following details, that are displayed:

- File Name
- File Reference
- File Reject Reason
- File Business Date
- File Status
- File Cycle Number
- Original File Name
- Original File Reference
- Original File Date & Time

Following actions can be performed from this screen:

Actions	Functions
View File	User can view the entire XML CVF/DVF file received.

Regenerate File	<p>1. This is applicable if the Network status is rejected or partially accepted.</p> <p>2. For a partially accepted file only transactions which are rejected only will be re-generated.</p> <p>3. A new file reference is generated for the new file which will be populated as re-generated file reference, for the original file record.</p> <p>4. The original file record will be marked as re-generated and no further actions is possible on this record.</p> <p>5. The re-generated file will create a new record and the CVF/DVF file received against the new file will be linked to this record.</p> <p>6. System throws an Override message on re-generating the file. Once the user accepts the override, action is saved.</p> <p>7. Regeneration action requires, authorization and Queue access rights.</p>
Reject Transactions	<p>1. This initiates the Network reject of the transactions which are rejected. These transactions can be part of a fully rejected or partially accepted file/bulk.</p> <p>2. Existing auto reject of transactions for a partially accepted file will be removed. Transaction rejection has to be manually triggered.</p> <p>3. System throws an Override message on rejecting the transaction. Once the user accepts the override, action is saved.</p> <p>4. Reject Transactions action requires, authorization and Queue access rights.</p>
Authorize	You can select a particular record from the queue and then click this action button to authorize the record.
Delete	You can select a particular record from the queue and then click this action button to delete the record.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.
View Bulk Details	You can view the bulks received in the Network Validation File in this screen on clicking, View Bulk Details.

### **Accounting Entries for a fully Rejected file**

- For a file, if the reject transactions/re-generation is for the entire file, DCLG reversal of the original entries will be passed.
- If the file is re-generated, re-posting of the entries with the new settlement date will be done.

---

#### **Note**

Existing upfront reversal of DCLG entries on receipt of a Network reject of a full file is not applicable.

---

### **Accounting Entries for a partially Accepted file**

- For a file, if the reject transactions/re-generation is for the partially accepted file, DCLG reversal of the original entries will be passed for the transactions which are rejected/ regenerated.

- If the file is re-generated, re-posting of the entries with the new settlement date will be done.

## 7.2.2 View Bulk Details

You can view the bulk level network rejects in this screen. The bulks rejects that are part of the Network Reject file can be viewed here.

You can invoke this screen by clicking 'View Bulk Details' in Validation File Details screen, which is an action button (View Validation File) in the Dispatch File Browser screen (PMSDSPBR).

You can view the following details in this screen:

- Reject File Reference
- Original File Name
- Bulk Status
- Original File Reference
- Message Type
- Reject File Name
- Reject Reason

You can perform the following action from this screen:

## View Rejected Transaction

You can view the network rejects at the individual transaction level here. You can invoke this screen by clicking 'View Rejected Transactions' from the 'Validation File Bulk Details' screen.

Reject Transactions View

Save Refresh Reset Clear All Details

Case Sensitive

File Reference Number

Original Transaction ID

Inter Bank Settlement Date yyyy-MM-dd

Original Settlement Amount

Transaction Status

Reason Code

Original Settlement Currency

System Reference Number 1823513503800002

Records per page 15 1 Of 1 Go Lock Columns 0

File Reference Number	Transaction Status	Original Transaction ID	Reason Code	Inter Bank Settlement Date	Original Settlement Currency	Original Settlement Amount	Status R
-----------------------	--------------------	-------------------------	-------------	----------------------------	------------------------------	----------------------------	----------

View Transaction

Exit

Further more you can view the rejected transaction and its complete details by clicking 'View Transaction' action button, which launches the actual transaction screen.

### 7.2.3 Network Status change

This action is applicable for SDD pacs.003 files dispatched, for which Network Status is null and validation of pacs.002S2 is enabled for settlement accounting posting by maintaining the system parameter SDD\_PACS002S2\_CHECK as Y.

You can invoke this screen by clicking the 'Network Status change' action button in the Dispatch File Browser screen (PMSDSPBR).

Dispatch File Status Change

Enter Query

Status Change Reference \*

Status Change Date \*

Network Code

File Type

Network Status \*

File Reference Number

Dispatch Date YYYY-MM-DD

File Name

Maker Id

Checker ID

Maker Date Stamp

Checker Date Stamp

Authorization Status

Exit

You can specify the following details in the fields:



### Status Change Reference

Specify the Status Change Reference. It indicates a system-generated reference number associated with each status change.

### Status Change Date

Specify the current date when the status change occurs.

### Network Code

System displays the Network Code based on the selected file record.

### File Type

System displays the File Type based on the selected file record.

### Network Status

Indicates whether the network status is Accepted or Rejected, as selected manually. The 'Partial Reject' option is not available for manual entry. When set to Accepted manually, the change mode is recorded as manual, and the file's status is updated accordingly.

### File Reference Number

System displays the File Reference Number based on the selected file record.

### Dispatch Date

System displays the Dispatch Date based on the selected file record.

### File Name

System displays the File Name based on the selected file record.

## 7.2.4 Dispatch File Status Summary

You can invoke 'Dispatch File Status Summary' screen by typing 'PMSFLSTS' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Dispatch File Status Summary' application window. At the top, there is a search bar with options: Search, Advanced Search, Reset, and Clear All. Below this, a 'Case Sensitive' checkbox is visible. The main search area contains several input fields: 'Status Change Reference', 'File Reference Number', 'Dispatch Date' (with a date picker set to 'YYYY-MM-DD'), 'Network Code', 'Network Status' (a dropdown menu), and 'Authorization Status'. Each input field has a magnifying glass icon to its right. Below the search fields, there is a pagination bar showing 'Records per page 15', '1 Of 1', and a 'Go' button. A 'Lock Columns 0' dropdown is also present. The table below the pagination bar has columns: Status Change Reference, Network Code, File Reference Number, File Type, Status Change Date, Network Status, Dispatch Date, File Name, and Authorization Status. The table is currently empty. At the bottom right of the window, there is an 'Exit' button.

You can search using one or more of the following parameters:

- Status Change Reference
- Network Code

- File Reference Number
- Network Status
- Dispatch Date
- Authorization Status

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.



## 8. External Response Exception Log Summary

### 8.1 External Response Exception Log Summary

External System response failed during processing, due to technical errors is logged in this screen. Responses from SC, ECA, External Exchange Rate & Accounting queue are logged on this.

You can invoke “External Response Exception Log Summary” screen by typing ‘PMSEXPLG’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

External Response Exception Log Summary

Search Advanced Search Reset Clear All

Case Sensitive

Exception Reference Number Queue Name Queue Code

Records per page 15 1 Of 1 Lock Columns 0

Exception Reference Number	Queue Name	Queue Code	Status	Date Logged
----------------------------	------------	------------	--------	-------------

Retry View Response Ignore Exit

You can search using one or more of the following parameters:

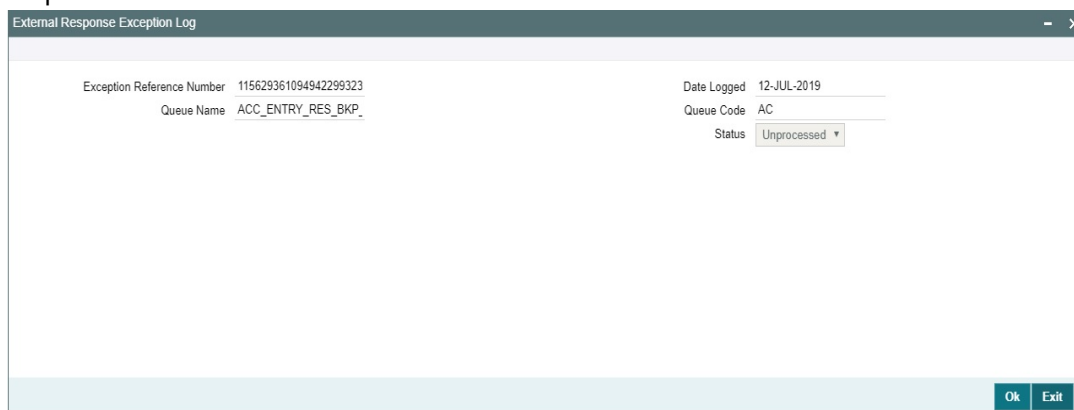
- External Reference Number
- Queue Code
- Queue Name

#### 8.1.1 Retry Screen

Click the ‘Retry’ button in the External Response Exception Log Summary screen to invoke this sub screen.

When a response from external system is failed in processing due to any technical reasons, the transaction is not be processed further, remains in the same queue. And, the response is displayed on this screen. You can retry, which re-processes the same response received from

the external system. On successful re-processing, transaction proceeds further and the response is removed from this screen.



The screenshot shows the 'External Response Exception Log' window. It contains the following fields:

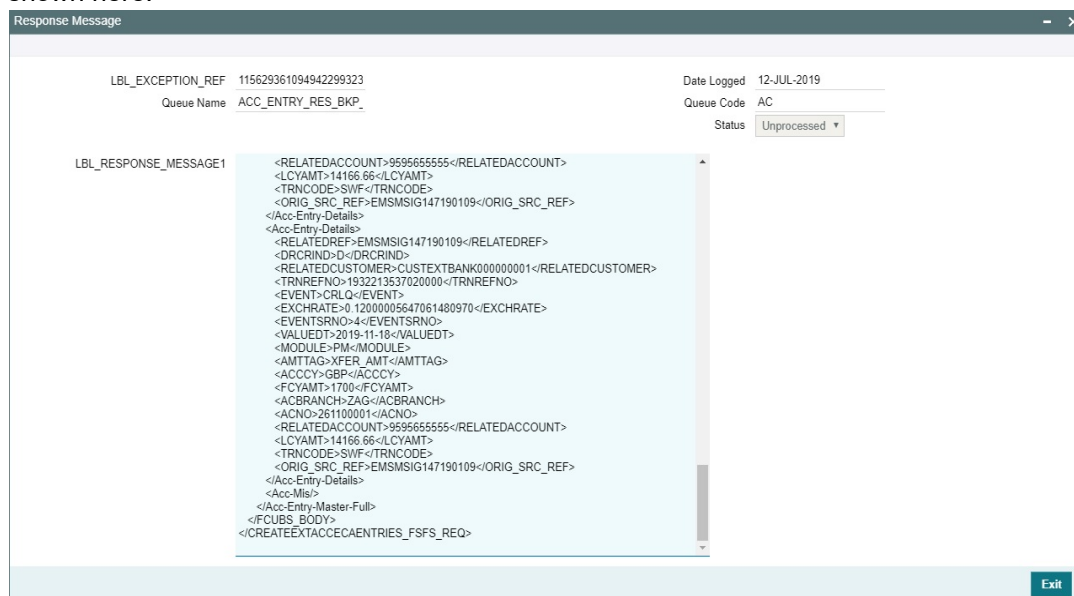
- Exception Reference Number: 115629361094942299323
- Queue Name: ACC\_ENTRY\_RES\_BKP
- Date Logged: 12-JUL-2019
- Queue Code: AC
- Status: Unprocessed (dropdown menu)

At the bottom right, there are 'Ok' and 'Exit' buttons.

### 8.1.2 View Response Screen

Click the 'View Response' button in the External Response Exception Log Summary screen to invoke this sub screen.

The external system response which has failed during process, due to technical reasons are shown here.



The screenshot shows the 'Response Message' window. It contains the following fields:

- LBL\_EXCEPTION\_REF: 115629361094942299323
- Queue Name: ACC\_ENTRY\_RES\_BKP
- Date Logged: 12-JUL-2019
- Queue Code: AC
- Status: Unprocessed (dropdown menu)

The main area displays the XML response message for LBL\_RESPONSE\_MESSAGE1:

```
<RELATEDACCOUNT>959565555</RELATEDACCOUNT>
<LCYAMT>14166.66</LCYAMT>
<TRNCODE>SWF</TRNCODE>
<ORIG_SRC_REF>EMMSG147190109</ORIG_SRC_REF>
</Acc-Entry-Details>
<Acc-Entry-Details>
  <RELATEDREF>EMMSG147190109</RELATEDREF>
  <DRCRIND>D</DRCRIND>
  <RELATEDCUSTOMER>CUSTEXTBANK00000001</RELATEDCUSTOMER>
  <TRNREFNO>1932213537020000</TRNREFNO>
  <EVENT>CRLQ</EVENT>
  <EXCHRATE>0.12000005647061480970</EXCHRATE>
  <EVENTSRNO>4</EVENTSRNO>
  <VALUEDT>2019-11-18</VALUEDT>
  <MODULE>PM</MODULE>
  <AMTTAG>XFER_AMT</AMTTAG>
  <ACCCY>GBP</ACCCY>
  <FCYAMT>1700</FCYAMT>
  <ACBRANCH>ZAG</ACBRANCH>
  <ACNO>261100001</ACNO>
  <RELATEDACCOUNT>959565555</RELATEDACCOUNT>
  <LCYAMT>14166.66</LCYAMT>
  <TRNCODE>SWF</TRNCODE>
  <ORIG_SRC_REF>EMMSG147190109</ORIG_SRC_REF>
</Acc-Entry-Details>
</Acc-Mis>
</Acc-Entry-Master-Full>
</FCUBS_BODY>
</CREATETEXTACCEAENTRIES_FSFS_REQ>
```

At the bottom right, there is an 'Exit' button.

### 8.1.3 Ignore Screen

Click the 'Ignore' button in the External Response Exception Log Summary screen to invoke this sub screen.

Ignore option on this screen is to ignore the response. So the response is removed from this screen. Thus the payment could be manually acted from the corresponding exception

Exception Reference Number	115629361094942299323	Date Logged	12-JUL-2019
Queue Name	ACC_ENTRY_RES_BKP	Queue Code	AC
		Status	Unprocessed ▼

Ok Exit

---

**Note**

This is supported for Sanction, ECA & Accounting queues.

---

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## 9. Features

### 9.1 Cancellation from Exception Queues

You can invoke “Cancel Action” screen-by clicking on the Cancel button present in every Exception Queue.

On cancelling a payment transaction from any Exception Queue, if it has not undergone Sanction scanning yet, the transaction is sanctioned before cancellation. If the Sanction response is Approve or Reject, transaction is cancelled. Else, if it is Seize, transaction is seized.

If the transaction stayed in an Exception Queue over days and cancelled on a later day, Sanctioning will be done considering SC retry days – even if was sanction scanned earlier.

Remarks to be filled in mandatorily in the cancellation screen.

Additionally, the following changes are executed on a payment, on cancellation, based on its payment direction

#### 9.1.1 Cancelling Outbound payment

- If the transaction has crossed ECA stage, on cancellation, the amount is released, by triggering a release block request to DDA system.
- If the payment is a cross currency transfer (transfer currency & debit account currency are different) and External FX rate was fetched, the FX utilization is undone, by triggering a FX unwind request.
- If the transaction is cancelled from Sanction Queue on a later day, the Ring Fence block made on booking day EOD is undone, by triggering a ECA undo request to DDA system.

Repair Queue Cancel

Queue Reference	Transaction Reference
Host Code	Network Code
Payment Type	Transaction Type
Transfer Currency	Transfer Amount
Remarks	Queue Status Pending

Maker Id  
Checker Id  
Authorization Status

Maker Date Stamp  
Checker Date Stamp

Ok Exit

---

#### Note

Cancel action details performed from Exception Queues are displayed in View Queue Action Log screen.

---

## 9.1.2 Cancellling Inbound payment

- Cross border / SWIFT based RTGS : Option is available to post the credit to Return GL or to suppress the entries. Reject / Return details are not applicable.
- SEPA ACH: pacs.004 message is sent back to the sender of pacs.008 automatically, to return the funds of the cancelled payment.Reject / Return details are mandatory.
- SEPA DD: pacs.004 or pacs.002 message (considering the network settlement date & time) is sent back to the sender of pacs.008 automatically, to return the funds of the cancelled payment. Reject / Return details are mandatory.
- India RTGS: pacs.004 is sent back to the sender of pacs.008 automatically, to return the funds of the cancelled payment. Reject / Return details are mandatory.

You can invoke “Cancel Action” screen by clicking on the Cancel button present at bottom of the ‘Repair Queue ‘screen ‘PQSREPQU’.

**Cancel Details**

Enter Query

Queue Reference Number  
Host Code  
Network Type Code  
Transfer Currency  
Remarks \*  
UETR

Transaction Reference Number  
Network Code  
Transaction Type  
Transfer Amount  
Queue Status  
gpi Agent  
Incoming gpi  
Authorizer Remarks

**Reject/Return Details**

Reject Code  
Reject Reason  
Suppress Reject gpi/Universal Confirmation  
Return Date YYYY-MM-DD  
Return Reference

Maker ID  
Checker ID  
Authorization Status  
Maker Date Stamp  
Checker Date Stamp

Ok Exit

### Note

- Suppress and Cancel actions are not allowed for Inbound ACH and Direct Debits. Only Return action is allowed.
- Return action is not allowed for Cross Border and RTGS transactions.
- Remarks is mandatory to be given.

## 9.2 Locking of Records in Processing Queues

Locking of transaction records on a user initiating Queue Action is provided for the below listed queues for all actions except View Action:

- Document Approval Queue (PQSDOCAQ)
- Non STP Queue (PQSNSTPQ)
- Repair Queue (PQSREPQU)
- Verification Queue (PQSVERFQ)
- Exchange Rate Queue (PQSEXEXQ)
- Warehouse Queue (PQSFUVAQ)



This is enabled by maintaining cstb\_param OBPM\_QUEUE\_ACTION\_LOCK as Y.

If the user has opened any of the Queue Action screens except View actions, system locks the payment record selected. If another user tries to initiate any other Queue Action from the same Exception Queue, the below error is thrown:

“Payment record is locked for User Action”.

Lock is removed if the first user cancels or completes the Queue Action.

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**Note**

If the queue action screen is closed without using OK or Exit button, the lock is to be removed manually using the below detailed screen.

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### 9.2.1 Clear Queue Action Lock

You can release the Queue Action Lock manually in this screen.

Any user having access to this screen is able to release any existing lock. Select one or more records and click 'Clear' button to Release the block.

You can invoke the 'Clear Queue Action Lock' screen by typing 'PMDCLRQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

Clear Queue Action Lock

Host Code: HOST1  
Queue Code:   
Queue Name:   
Fetch

User ID	Queue Reference Number	Transaction Reference Number	Action	Processing Date	Queue Code
---------	------------------------	------------------------------	--------	-----------------	------------

Clear Exit

You can specify the following details:

**Host Code**

System defaults the Host Code of transaction branch on clicking 'New'.

**Queue Code**

Specify the Queue Code from the list of values.

**Queue Name**

System defaults the Name of the Queue Code displayed.

## Fetch

Click on Fetch, following fields are displayed:

- User ID
- User Name
- Queue Reference Number
- Transaction Reference Number
- Action
- Processing Date
- Queue Code
- Host Code

## 9.3 Acting from an Exception Queue on a later day

When payment transaction moves to an Exception Queue and an action is taken a later day, than the booking day, an override “Activation date is in the past, the dates are re-derived. Do you want to proceed?” would be sought.

On acceptance, activation date of the payment is force reset to current date. And, by this its instruction date is re derived and entire exception handling process is re-executed from beginning.

Processing cutoff is not validated when a payment is processed from a queue on a later day.

When an outbound payment is approved from Sanction or ECA Q on a later day, then Customer Rollover Preference is applied. Refer Payments Core manual on this.

Alternatively you can disagree on this override and in turn cancel the payment, if it need not be executed on a later day.

## 9.4 Export Option

An option is provided in the below listed exception queues to export the user selected records to an excel sheet:

- Auth Limit1 Queue
- Auth Limit2 Queue
- Business Override Queue
- EAC Queue
- ECA Queue
- EU Payer Queue
- Exchange Rate Queue
- External Pricing Queue
- Network Cut-off Queue
- Non STP Queue
- Process Cut-off Queue
- Process Exception Queue

- Repair Queue
- Sanction Check Queue
- Settlement Review Queue
- Verification Queue
- Warehouse Queue

Export action is considered only on selected records and export the queue records to an excel sheet.

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## 10. Function ID Glossary

### P

PMDCLRQU .....	9-3	PQSECRVQ .....	4-12
PMDCQRLE .....	5-3, 5-4	PQSEUPQU .....	3-45
PMDQCODE .....	5-1	PQSEXPRQ .....	4-14
PMDQURLE .....	6-16	PQSFUVAQ .....	3-24
PMSACRES .....	4-19	PQSFXCAN .....	3-31
PMSDSPBR .....	7-3, 7-4	PQSING99 .....	6-17
PMSEXPLG .....	8-1	PQSIUNMQ .....	6-20
PMSQCODE .....	5-2	PQSNETCQ .....	3-17
PMSRMSQU .....	7-1	PQSNSTPQ .....	3-20
PQDBSIRE .....	3-42	PQSNWRQU .....	3-33
PQDSSIRE .....	3-42	PQSOVRQU 3-7, 3-9, 3-13, 3-24, 3-33, ..3-40, 4-14, 6-14, 7-1, 9-3	
PQDXISIQ .....	3-42	PQSPRCUQ .....	3-15
PQSACCQU .....	4-16	PQSREPQU .....	3-1, 3-3, 9-2
PQSACRVQ .....	4-21	PQSSNCKQ .....	4-1
PQSAMNAQ .....	3-51, 6-24	PQSSSIQU .....	3-40
PQSAU1QU .....	3-10, 3-13	PQSSTPQU .....	6-14
PQSCLMQU .....	6-1	PQSVERFQ .....	6-22
PQSDOCAQ .....	3-52	PXDCHGCM .....	6-6
PQSEACQU .....	4-9	PXDCLMMM .....	6-2
PQSECAQU .....	4-5	PXDCLMVW .....	6-3