

Retail Peer To Peer Payments User Manual  
Oracle Banking Digital Experience  
Patchset Release 22.1.1.0.0

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**ORACLE®**

Retail Peer To Peer Payments User Manual  
August 2022

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# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2 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>.

## 1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## 1.4 Structure

This manual is organized into the following categories:

*Preface* gives information on the intended audience. It also describes the overall structure of the User Manual.

*Introduction* provides brief information on the overall functionality covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction
- The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.
- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure. If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

## 1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Patchset Release 22.1.1.0.0, refer to the following documents:

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

## 2. Transaction Host Integration Matrix

### Legends

NH	No Host Interface Required.
✓	Pre integrated Host interface available.
✗	Pre integrated Host interface not available.

Sr No.	Transaction Name / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle Banking Payments 14.6.0.0.0
<b>1</b>	<b>Transfer Money - New Payee (Email / Mobile Number)</b>		
	Transfer Money - New Payee (Place a Hold on the Debit Account on Payment Initiation)	✓	✓
	Transfer Money - New Payee (Debit the Account on payment initiation)	✗	✓
<b>2</b>	<b>Payee Maintenance – Peer To Peer Payee</b>	NH	NH
<b>3</b>	<b>Claim Money – Mobile/Email</b>		
	New to Bank – Account Information - Internal Account	✓	✓
	New to Bank – Account Information - External Account	✓	✓
	Existing User – Account Information - Internal Account	✓	✓
	Existing User – Account Information - External Account	✓	✓

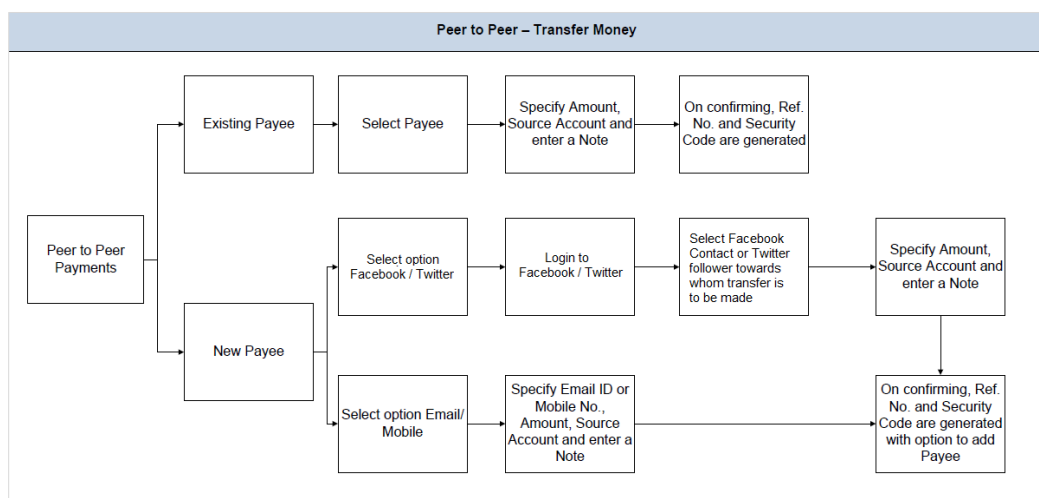
[Home](#)

### 3. Peer To Peer Payments

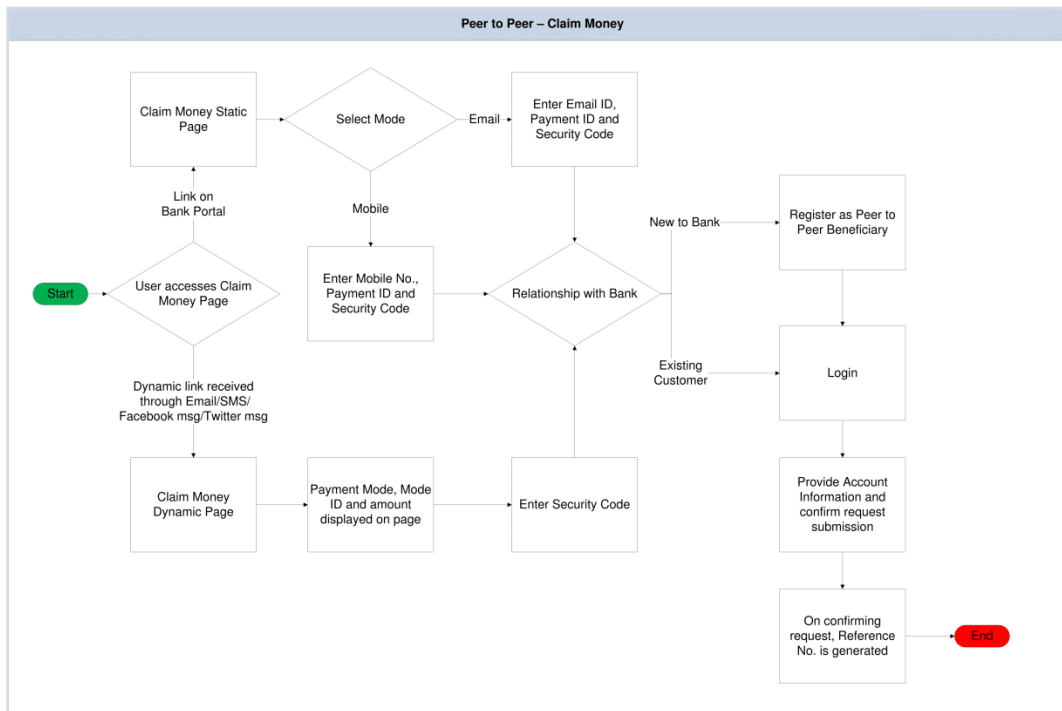
Peer to Peer (P2P) transaction enables the retail user to initiate a payment towards the payee's contact ID, namely, email ID, mobile number, Facebook ID, and Twitter handle. The user can simply select the contact ID through which the payment is to be made. This feature eliminates the need to know the recipient's account and bank details, thus simplifying the payment process by a great deal.

After selecting the 'Transfer Money > New Payee' option, the user is expected to select the mode through which the payment is to be initiated. After specifying the contact details, the user has to simply enter the payment details, that is, the amount and the source account. The user can then proceed to review and confirm the payment. Once the payment is confirmed, the system creates a link and posts it as a message to the payee's email ID / mobile number / Facebook Messenger / Twitter handler (through which the payment is initiated). The payee can then claim the amount by clicking on the link which takes him/her to the Claim Money page of the bank. A security code is displayed on the payment confirmation page, which the initiator of the payment must share with the payee so as to enable him/her to claim the amount paid.

#### Workflow- Transfer Money



## Workflow- Claim Money



## Features Supported in the Application

The following features are available as part of Peer to Peer payments:

- Transfer Money
  - To existing payees
  - To new payees  
Transfers to new payees can be initiated towards the payee's email ID, mobile number, Facebook account, or Twitter handle.
- Claim Money

### How to reach here:

*Dashboard > Payments widget > Transfer Money*

*OR*

*Toggle menu > Payments > Payments and Transfers > Transfer Money*

*OR*

*Dashboard > Payments widget > Manage Payees > More Options > Pay*

### 3.1 **Transfer Money - New Payee**

Using this option you can transfer funds from your account to a payee by entering the payee's mobile number or email ID or even by logging into your Facebook or Twitter accounts and selecting a payee from your Facebook contacts or Twitter followers.

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

#### **Email/Mobile**

The Email/Mobile option enables the user to initiate a funds transfer towards an email or mobile contact. The user has to simply specify the email address or the mobile number of the intended payee and specify other transfer related details such as the transfer amount and source account. Once the transfer is initiated, the funds are transferred to the account number associated with that email address or mobile number.

#### **Bank Account**

The user can select this option if he wishes to initiate a transfer towards a beneficiary who is not yet registered as a payee. On selecting this option, the user will be directed to a screen from which he can select the option to navigate to the screen on which he can register a payee.

#### **Facebook**

By selecting this option, the user is able to transfer funds to a Facebook contact. Funds can be transferred towards only those Facebook contacts who have registered themselves for this facility with the bank via Facebook.

#### **Twitter**

On selecting this option, the user is able to transfer funds to a Twitter contact. The user can select any one Twitter contact as the recipient of the funds transfer.



**To transfer money to a new payee:**

1. In the **Transfer Type** field, select the **New Payee** option. The fields by which to transfer funds to a new payee appear.

**Transfer Money - New Payee**

The screenshot shows the Futura Bank 'Transfer Money' page. The 'Transfer Type' section has four radio buttons: 'Existing Payee', 'New Payee' (selected), 'My Accounts', and 'Between Wallets'. Below this, the 'Transfer Via' dropdown is set to 'Email/Mobile'. The 'Email/Mobile' field contains 'johnsmith@gmail.com'. The 'Amount' is set to 'EUR €10.00'. The 'Transfer From' dropdown shows 'xxxxxxxxxxxx0056' with a balance of '€923,682.33'. The 'Note' field contains 'Dinner contribution' and has '61 Characters Left'. There are 'Transfer' and 'Cancel' buttons at the bottom. A promotional message on the right says 'Transferring money has never been easier!' and provides information about registered payees and transfer services.

**Field Description**

Field Name	Description
------------	-------------

<b>Transfer Type</b>	Select the type of transfer that is to be initiated.
----------------------	--

The options are:

- Existing Payee
- New Payee
- My Accounts
- Between Wallets

The following fields appear when the option 'New Payee' is selected.

Field Name	Description
<b>Transfer Via</b>	Select the mode through which funds are to be transferred. The options are: <ul style="list-style-type: none"> <li>• Email/ Mobile</li> <li>• Bank Account</li> <li>• Facebook</li> <li>• Twitter</li> </ul> <p>The following field appears if you select the option <b>Bank Account</b> in the <b>Transfer Via</b> list.</p>
<b>Add Bank Account</b>	Select this option to add a new payee having a bank account.
	The following fields appear if you select the option <b>Email/ Mobile</b> in the <b>Transfer Via</b> list.
<b>Email / Mobile</b>	Enter the email ID or mobile number of the payee to initiate the money transfer.
<b>Confirm Email/Mobile</b>	Re-enter the email ID or mobile number as entered in the Email/Mobile field so as to confirm the same.
<b>Currency</b>	Select the currency in which the transfer is to take place.
<b>Amount</b>	Specify the amount to be transferred.
<b>View Limits</b>	Link to view the transaction limits of the user.
<b>Transfer From</b>	Select the source account from which the funds are to be transferred. In case of Oracle Banking Payments (OBPM) as backend system, user's accounts which are in the entity local currency will be fetched for selection.
<b>Balance</b>	On selecting a source account, the net balance of the account appears below the <b>Transfer From</b> field.
<b>Note</b>	Add a narration, if required, for the transaction.
	The following fields appear once you have successfully logged into Facebook after having selected the option <b>Facebook</b> in the <b>Transfer Via</b> list.
<b>Transfer To</b>	Select the Facebook contact towards whom you want to transfer money.
<b>Currency</b>	The currency in which the transfer is to take place. The currency will be defaulted to the local currency when transfers are made to Facebook contacts.

Field Name	Description
<b>Amount</b>	Specify the amount to be transferred.
<b>View Limits</b>	Link to view the transaction limits of the user.
<b>Transfer From</b>	Select the source account from which the funds are to be transferred. In case of Oracle Banking Payments (OBPM) as backend system, user's accounts which are in the entity local currency will be fetched for selection.
<b>Balance</b>	On selecting a source account, the net balance of the account appears below the <b>Transfer From</b> field.
<b>Note</b>	Add a narration, if required, for the transaction.

The following fields appear once you have successfully logged into Twitter after having selected the option **Twitter** in the **Transfer Via** list.

<b>Transfer To</b>	On having logged into the Twitter account, this field serves as a link by which the user can arrive at the screen on which to select a Twitter Handle to transfer funds towards.
<b>Currency</b>	The currency in which the transfer is to take place.
<b>Amount</b>	Specify the amount to be transferred.
<b>View Limits</b>	Link to view the transaction limits of the user.
<b>Transfer From</b>	Select the source account from which the funds are to be transferred. In case of Oracle Banking Payments (OBPM) as backend system, user's accounts which are in the entity local currency will be fetched for selection.
<b>Balance</b>	On selecting a source account, the net balance of the account appears below the <b>Transfer From</b> field.
<b>Note</b>	Add a narration, if required, for the transaction.

2. From the **Transfer Via** list, select the type of payee.
  - a. If you select the **Email or Mobile** option:
    - i. In the **Email /Mobile** field, enter the email id or mobile number of the recipient.
    - ii. Re-enter the recipient's Email ID or Mobile number in the **Confirm Email/Mobile** field.
    - iii. From the **Currency** field, select the currency in which the transfer is to take place.
    - iv. In the **Amount** field, enter the transfer amount.
    - v. From the **Transfer From** account list, select the source account.

- b. If you select the **Bank Account** option:
  - i. To add new payee having bank account, click **Add Bank Account**. The **Add Payee** screen appears.
  - ii. Add the bank account details of the payee and then continue to transfer in **Add Payee** screen.
- c. If you select the **Facebook** option, the **Facebook** login page appears.
  - i. Log into your **Facebook** account with Facebook credentials.
  - ii. In the **Email Address or Phone Number** field, enter your email ID or phone number associated with the Facebook account.
  - iii. In the **Password** field, enter the password associated with your Facebook account. The Facebook page appears. You will need to provide the bank's application permission to access your Facebook contact details.
  - iii. Click **Log In**. All your contacts that have registered with the bank through Facebook will be listed and available for selection in the **Transfer To** list.
  - iv. From the Transfer To list, select the Facebook contact to whom you want to transfer funds.
- d. If you select the **Twitter** option, the **Twitter** login page appears.
  - i. Log into your **Twitter** account with Twitter credentials
  - ii. In the **Username or email** field, enter your email ID or username associated with the Twitter account.
  - iii. In the **Password** field, enter the password associated with your Twitter account. Click **Sign In** to log into Twitter. The Twitter page appears with the list of the followers. Close the popup window to proceed.
  - iv. Click on the **Enter Twitter Handle** link under the **Transfer To** field.  
The **Select Twitter Handle** pop up window appears.
  - v. Enter the name of the contact or the contact's Twitter handle in the **Search Twitter or Select a Follower** field to search for a Twitter handle and click **OK**.  
The list of Twitter Handles that match the value entered in the **Search Twitter or Select a Follower** field appears.  
Select a Twitter Handle towards which you wish to transfer funds.  
The user is navigated to the **Pay to Contacts** screen with the selected Twitter Handle populated in the **Transfer Via** field.

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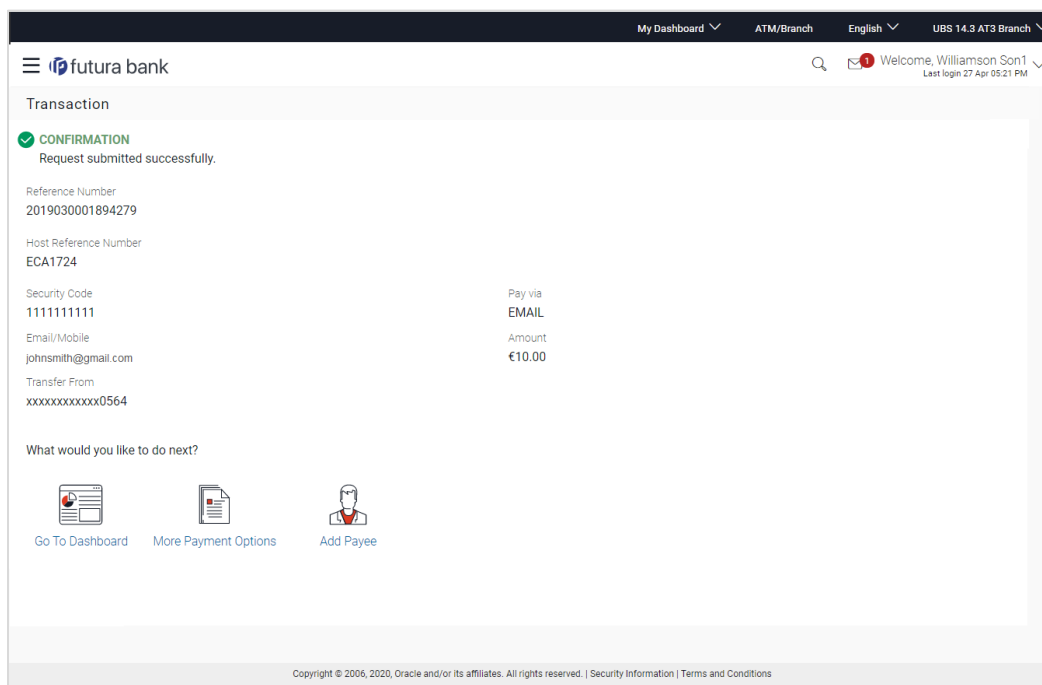
Note: The user can transfer funds to twitter handles that are following his (the user's) twitter handle or to other twitter handles that have enabled receiving direct messages from anyone (this is an option that can be enabled in Twitter settings).

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  - vi. Click **Ok**. Details of the payee, including the payee's photo (if added) are displayed.
  - vii. From the **Currency** field, select the currency in which the transfer is to take place.
  - viii. In the **Amount** field, enter the transfer amount.
  - ix. From the **Transfer From** account list, select the source account.
3. Click **Transfer** to initiate payment.  
OR  
Click **Cancel** to cancel the transaction.

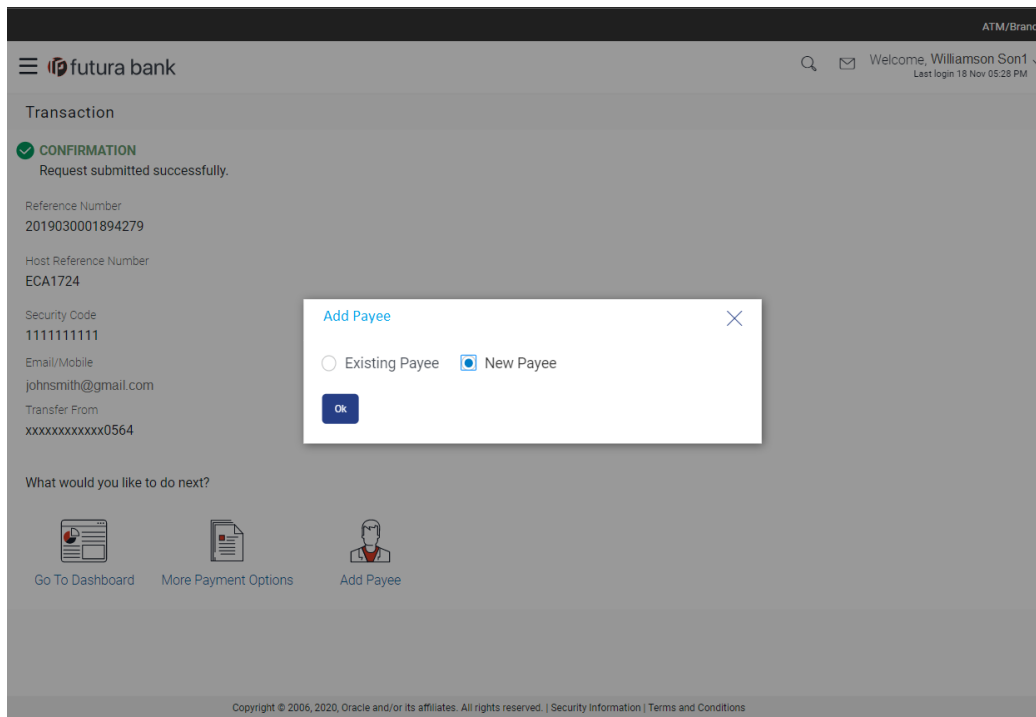
4. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to return to the **Transfer Money – New Payee** initiation screen.
5. The **Verification** screen appears if the transaction is configured for 2 factor authentication. Click **Continue**. A message confirming submission of the transaction appears along with the transaction reference number and security code. The generated security code is also sent via email/mobile to the initiator of the transfer.  
OR  
Click **Go to Dashboard**, to navigate to the dashboard.  
OR  
Click **More Payment Options** to go to other payment options.  
OR  
Click **Add Payee** to add payee. This option is not available if the transfer has been made towards a Facebook ID or a Twitter handle.

### Success Message



6. Click **Add Payee** to register the beneficiary as a payee.  
A pop up window appears on which you can identify whether the beneficiary details are to be mapped to an existing payee or whether the beneficiary is to be registered as a new payee.

## Add Payee - Addition of New Payee



### Field Description

Field Name	Description
<b>Add to an Existing Payee or create a New Payee?</b>	Select the option to identify whether the beneficiary is to be mapped to an existing payee or whether the beneficiary is to be added as a new payee.

7. Select the desired option under the field **Add to an Existing Payee or create a New Payee?**
8. If you select the **New Payee** option, the **Add Payee** screen appears in which you can register the beneficiary as a new payee.
9. If you select the **Existing Payee** option, you will be required to select the payee to whom the beneficiary details are to be mapped.
10. Click **Ok**, the **Add Payee** screen appears with all the beneficiary details pre-populated in the required fields.

## Addition of New Payee - Peer to Peer Payment

### Field Description

Field Name	Description
<b>Payee Name</b>	Name of the payee.
<b>Upload Photo</b>	Select this option to upload a photo against the payee.
<b>Email / Mobile</b>	Enter the email ID or mobile number of the payee.
<b>Nickname</b>	The nickname assigned to the payee's account for easy identification.

11. In the **Payee Name** field, enter the name of the payee, if you have selected the **New Payee** option.

12. Click on the **Upload Photo** link to upload a photo against the payee.

#### Note:

The **Upload** option will appear if you have selected the **New Payee** option or if no photo has been uploaded against the Payee Group under which you have opted to add the peer to peer payee account, on selection of **Existing Payee** option.

If a photo has been uploaded against the Payee Group under which the peer to peer payee account is being added, the option **Change** will appear against the payee group photo. The option **Remove** will appear once the payee group photo has been replaced by a photo for the payee account.

Click **Change** to modify the uploaded payee photo.

OR

Click **Remove** to delete the uploaded payee photo.

13. In the **Nickname** field, enter a nickname of the payee, if you have selected the **New Payee** option.
14. Click **Add** to add a payee.  
OR  
Click **Cancel** to cancel the transaction.
15. The **Add Payee - Review** screen appears. Verify the details, and click **Confirm**. A message confirming the addition of the new payee appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to return to the **Add Payee** screen.
16. Click **Go To Dashboard**, to navigate to the Dashboard.  
OR  
Click **More Payment Options** to go to the other payment options.

[Home](#)



## 4. Payee Maintenance – Peer To Peer Payee

The online banking application enables users to register and maintain payees towards whom payments are to be made frequently or on a regular basis. Payee maintenance is beneficial to users as, it spares the user the effort and time spent to fill out the payee information every time a payment is to be initiated towards the payee's account.

The 'Manage Payee' feature not only enables users to register payees, but also enables them to add accounts to a registered payee and view and edit or delete the accounts of existing payees. Additionally, the user can also initiate a payment from this screen by selecting the option 'Pay' against a specific account of a payee.

This section in the user manual documents the maintenance of peer to peer payees specifically. For information on maintenance of account based and demand draft payees, refer to the Manage Payees section under *User Manual Oracle Banking Digital Experience Retail Payments*.

### How to reach here:

*Dashboard > Payments widget > Manage Payees*

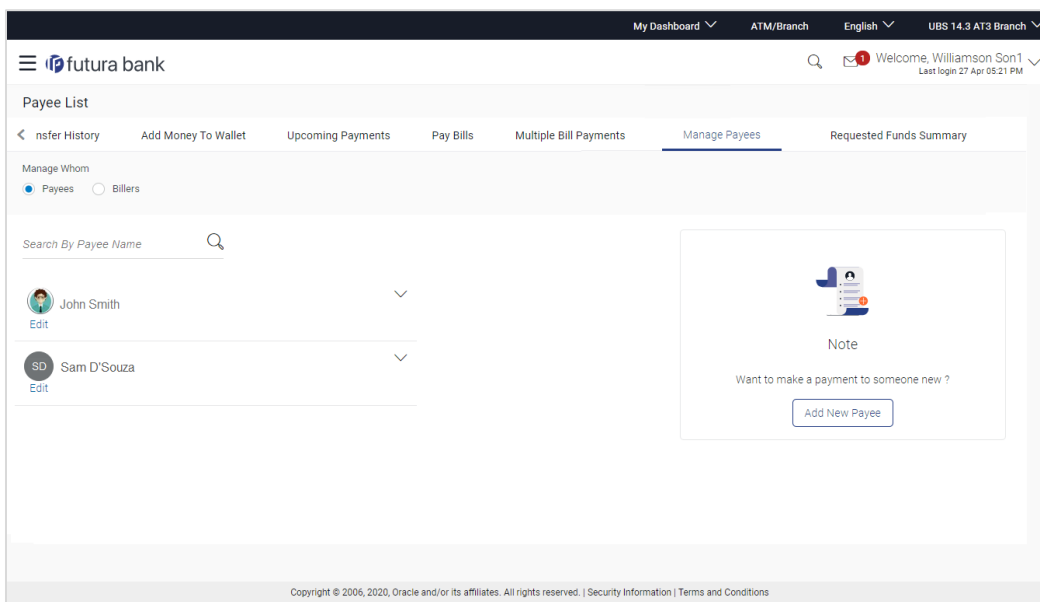
*OR*

*Toggle menu > Payments > Setups > Manage Payees*

### 4.1 Payee Summary

The summarized views of all the payees (including peer to peer payees) maintained by the user, are listed on the Payee Summary screen. The user is able to search for a specific payee by entering the payee name in the provided search field. The user is able to expand any payee record in order to view the accounts associated with that payee. Subsequently the user is able to view further details of the account associated with the payee and is also able to edit or delete the specific account. The user is also provided with the option to add a new payee maintenance.


### Manage Payees



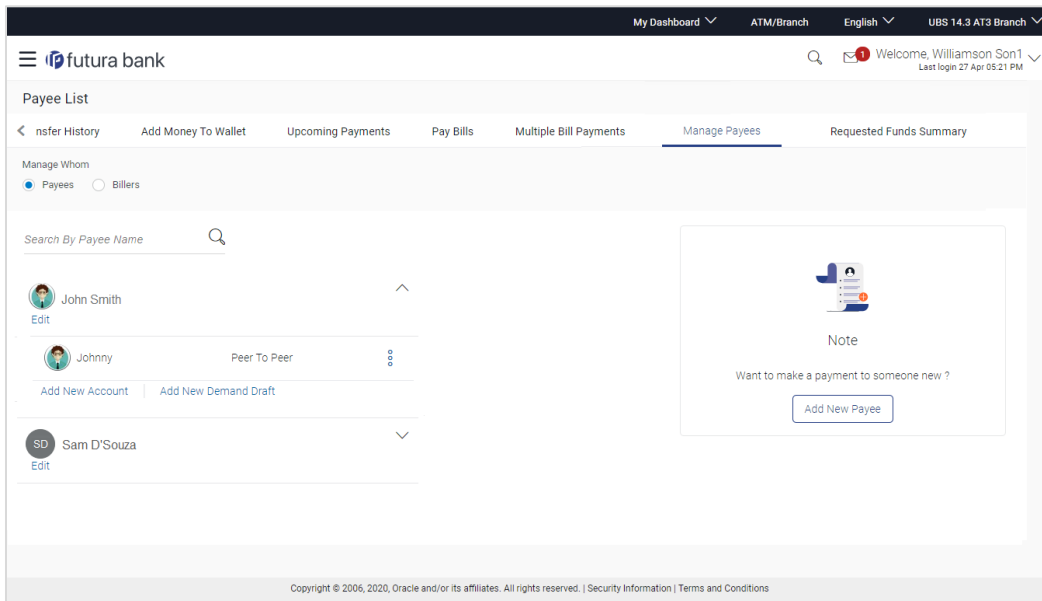
**Field Description**


<b>Field Name</b>	<b>Description</b>
<b>Payee Photo</b>	Displays the payee group photos uploaded against each payee group.
<b>Payee Name</b>	Displays the payee group names defined at the time of creation.
The following fields appear when the <input type="checkbox"/> icon (expand option) is selected against any payee name.	
<b>Payee Account Photo</b>	Displays the payee account photo, if uploaded, against the payee's account.
<b>Account Nickname</b>	All the accounts associated with the specific payee will be listed down by their nickname defined at the time of payee creation or account addition.
<b>Account Type</b>	The type of account that is associated with the payee will be listed down against the nickname.
<b>Add New Account</b>	Link to add a new bank account to be associated with the payee.
<b>Add New Demand Draft</b>	Link to assign demand draft details of the payee.

**To manage payees:**

1. In the **Manage Whom** field, select the **Payee** option.  
All the registered payees are listed down by their names and photos, if added.
2. From the **Payee List**, select and click on the payee whose details you want to view.  
OR  
Click  to search for a specific payee whose details you want to view.  
A card displaying Payee Name, Payee Photo and Type as well as links to add new payee appears.  
OR  
Click **Add New Payee** to create a new payee.

## Manage Payees – Expanded View





3. Click  against a specific account associated with a specific payee and then click **View/Edit**. The **View / Edit Payee** screen appears.
  - OR
  - Click **Pay** to transfer funds/ issue a demand draft.
  - OR
  - Click **Delete** to delete the payee.
  - OR
  - Click **Add New Account** or **Add New Demand Draft**.

### 4.1.1 View Payee Details

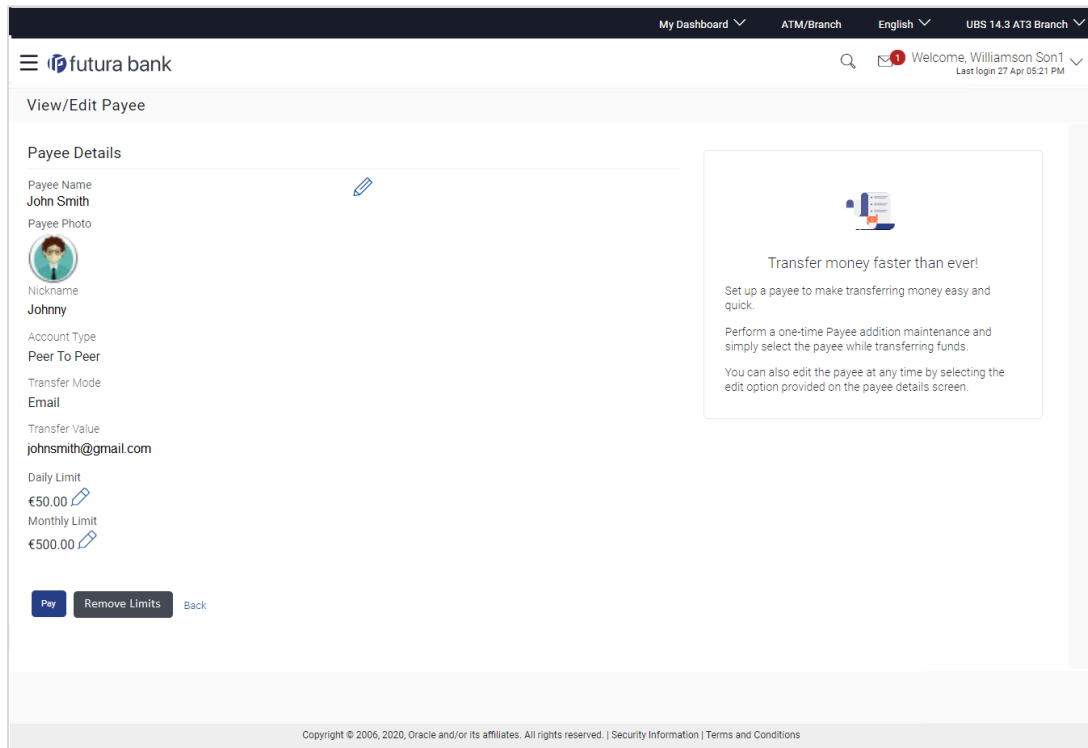
The user is able to view details of the account associated with the payee by selecting the option 'View/Edit' provided against each account record displayed on expansion of a payee record.

The 'View Payee Details' option provides the user with the facility to assign limits each account of the payee. By way of assigning limits, the user is able to define the maximum daily and/or the maximum monthly limits that are to be applicable to an account of the payee. Alternately, the user can also edit or remove these limits, once assigned.

#### To view payee details:

1. From the **Payee List**, select and click on the expand option provided against the payee whose details you want to view.  
OR  
Click  to search for a specific payee whose details you want to view.  
A card displaying Payee Name, Payee Type and links to add a new account or new demand draft to the payee appears.
2. Click  and then click the **View/Edit** option. The **View/ Edit Payee** screen appears.

#### View/ Edit Payee



#### Field Description




Field Name	Description
------------	-------------


Peer to Peer Payee Details	
----------------------------	--

Field Name	Description
------------	-------------

The following fields appear if the payee details being viewed are that of a peer to peer payment to be initiated via email/mobile/Facebook, Twitter.

<b>Payee Name</b>	Name of the payee.
<b>Payee Photo</b>	Displays the payee account photo, if uploaded. If the photo has been deleted or if no photo is uploaded, the initials of the payee account will appear in place of the photo.
<b>Nickname</b>	The nickname assigned to the payee's peer to peer account maintenance for easy identification.
<b>Account Type</b>	The type of account. In this case, it will be 'Peer to Peer'.
<b>Transfer Mode</b>	The mode through which the funds are to be transferred. The value can be either Mobile or Email.
<b>Transfer Value</b>	The mobile number or email ID of the payee depending on the transfer mode.
<b>Daily Limit</b>	The maximum limit that can be transferred to the payee via the defined transfer mode on a daily basis.
<b>Monthly Limit</b>	The maximum limit that can be transferred to the payee via defined transfer mode on a monthly basis.




3. In the View/Edit Payee screen:
  - a. To transfer funds to the payee, click **Pay**.
  - b. To edit the daily and monthly funds transfer limits:
    - i. Click the  icon (edit option) against the **Daily Limit** field or the **Monthly Limit** field.  
The respective field appears in editable mode.
    - ii. Edit / enter limits against the daily / monthly limits field as the case may be.
    - iii. Click  against the Daily Limit / Monthly Limit field to save the changes made. A message stating that the limits have been set, appears.  
OR  
Click  to cancel the editing.
  - c. To remove the limits that have already been set:
    - i. Click **Remove Limits** to delete the set limits assigned to the specific payee account. The Remove Limits pop-up appears. (This option appears only if limits (either daily or monthly) are already assigned to the payee account.)
    - ii. Select the limit you wish to delete and click **OK**. A message stating that the selected limit has been removed successfully appears.

- d. To edit the payee details, click . For further details, refer the Edit Payee section below.
- e. To go back to the payee summary screen, click **Back**.

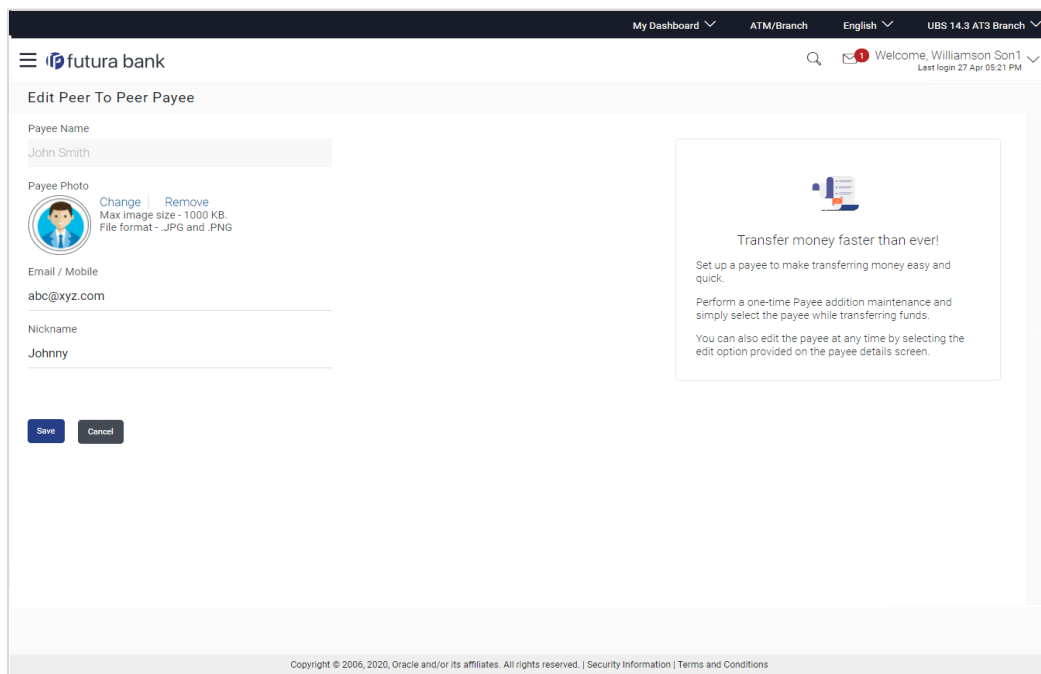
## 4.2 Edit Payee

Using this option, the user can modify certain details of existing payees.

### To edit the payee details of a peer to peer payee:

1. From the **Payee List**, select and click on the expand option provided against the payee whose details you want to edit.  
OR  
Click  to search for a specific payee whose details you want to edit.  
A card displaying Payee Name, Payee Type and links to add a new account or new demand draft to the payee appears.
2. Click  and then click the **View/Edit** option. The **View/ Edit Payee** screen appears.  
OR  
Click **Add New Account** or **Add New Demand Draft** to add new account type or demand draft type of payee.
3. Click . The **Edit Payee Details** screen appears.

### Edit Payee Details – Peer to Peer



My Dashboard ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Williamson Son1  
Last login 27 Apr 05:21 PM

Edit Peer To Peer Payee

Payee Name  
John Smith

Payee Photo  
Change Remove  
Max image size - 1000 KB.  
File format - JPG and PNG

Email / Mobile  
abc@xyz.com

Nickname  
Johnny

Save Cancel

Transfer money faster than ever!  
Set up a payee to make transferring money easy and quick.  
Perform a one-time Payee addition maintenance and simply select the payee while transferring funds.  
You can also edit the payee at any time by selecting the edit option provided on the payee details screen.

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**Field Description****Field Name    Description**

---

**Peer to Peer Payee Details**

<b>Payee Name</b>	The payee name appears as defined at the time of creation. This field is not editable.
<b>Payee Photo</b>	If a photo is already uploaded against the payee, the photo will appear here and the user will be provided the option to edit or delete the photo.
<b>Upload Photo</b>	Select this option to upload a photo against the payee. This option will only appear if no photo has been uploaded against the payee.
<b>Email/Mobile</b>	The email ID or mobile number of the peer to peer payee. This value can be edited.
<b>Nickname</b>	The nickname assigned to the payee at the time of creation appears. This field is editable.

---

- Click the **Change** link appearing against the payee photo to modify the uploaded payee photo.  
OR  
Click the **Remove** link to delete the uploaded payee photo.
- 

**Note:**

If a photo has not been uploaded against the payee, the option to upload a photo is made available.

Click the **Upload Photo** link to upload a photo against the payee.



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- In the **Email/Mobile** field, edit the payee's email ID or mobile number, if required.
- In the **Nickname** field, edit the payee's nickname, if required.
- Click **Save** to save any changes.  
OR  
Click **Cancel** to cancel payee modification. A warning message appears asking the user to confirm cancellation of the operation.  
Click **Yes** to confirm cancellation of payee modification. The user is navigated to the dashboard.  
OR  
Click **No** to return to the Edit Payee screen.
- The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction. A warning message appears asking the user to confirm cancellation of the operation.  
Click **Yes** to confirm cancellation of payee modification. The user is navigated to the dashboard.  
OR  
Click **No** to return to the Edit Payee Details - Review screen.  
OR  
Click **Back** to navigate to the Edit Payee screen.

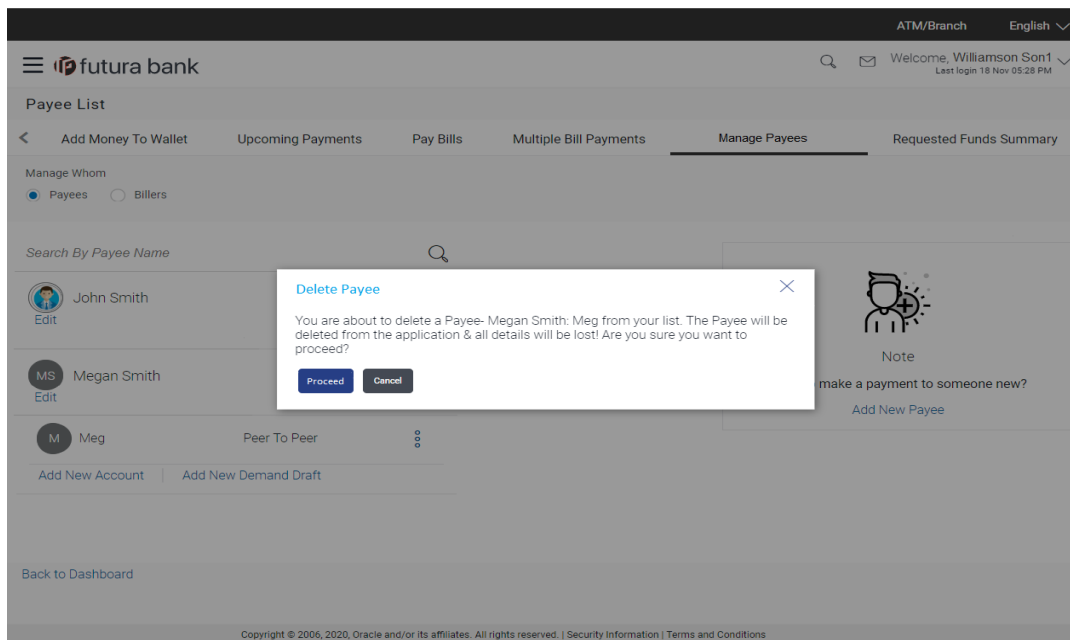
9. A success message appears along with Reference Number.  
Click **Go to Dashboard** to navigate back to the 'Dashboard'.  
OR  
Click the **More Payment Options** link to access other payment options.

## 4.3 Delete Payee

### To delete a payee account:

1. From the **Payee List**, select and click on the expand option provided against the payee whose details you want to delete.  
OR  
Click  to search for a specific payee whose account you want to delete.  
A card displaying Payee Name, Payee Photo and Type as well as links to add a new account or new demand draft to the payee appears.
2. Click  and then click **Delete**. The **Delete Payee** pop up window appears with a warning message prompting the user to confirm the deletion.

### Peer to Peer Payments – Delete Payee



3. Click **Proceed** to proceed with the deletion request.  
OR  
Click **Cancel** to cancel the deletion process.

The screen confirming payee deletion appears. The details of the account/draft deleted are also displayed on this screen.

Click **Go to Dashboard** to navigate to the dashboard.

OR

Click **More Payment Options** to access other payment options.

[Home](#)



# 5. Claim Money

The Claim Money feature enables recipients of peer to peer transfers to claim funds transferred to them. The following are the modes through which the beneficiary can arrive at the claim money page.

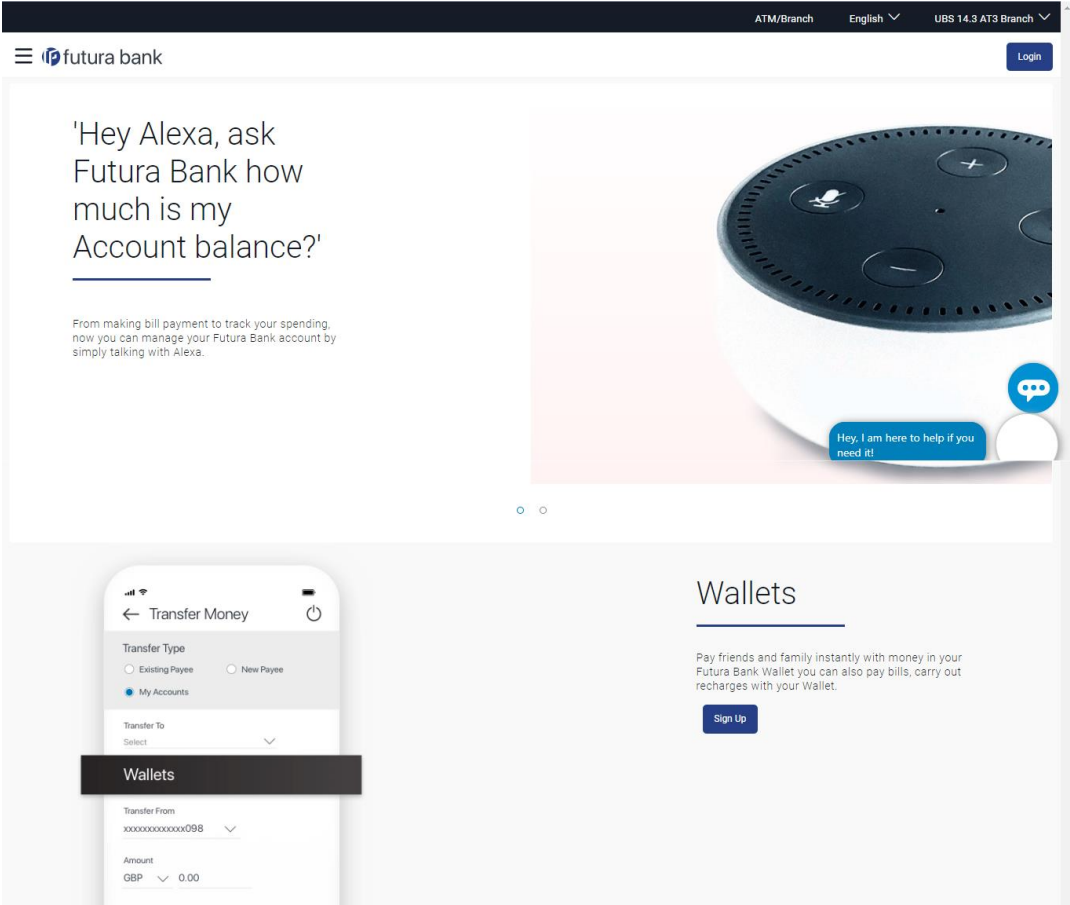
- Link on Bank Portal
- Click on link received through Email/Mobile SMS/Facebook Messenger/ Twitter Direct Message, depending on the transfer mode.

## 5.1 Link on Bank Portal

To claim money:

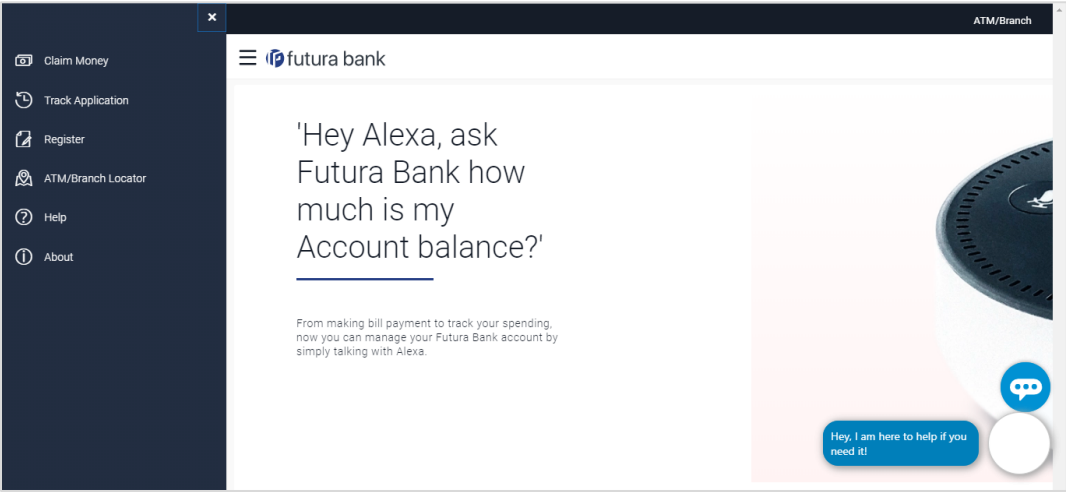
1. Arrive at the bank portal. The pre-login page of the bank’s portal appears.

### Portal Page



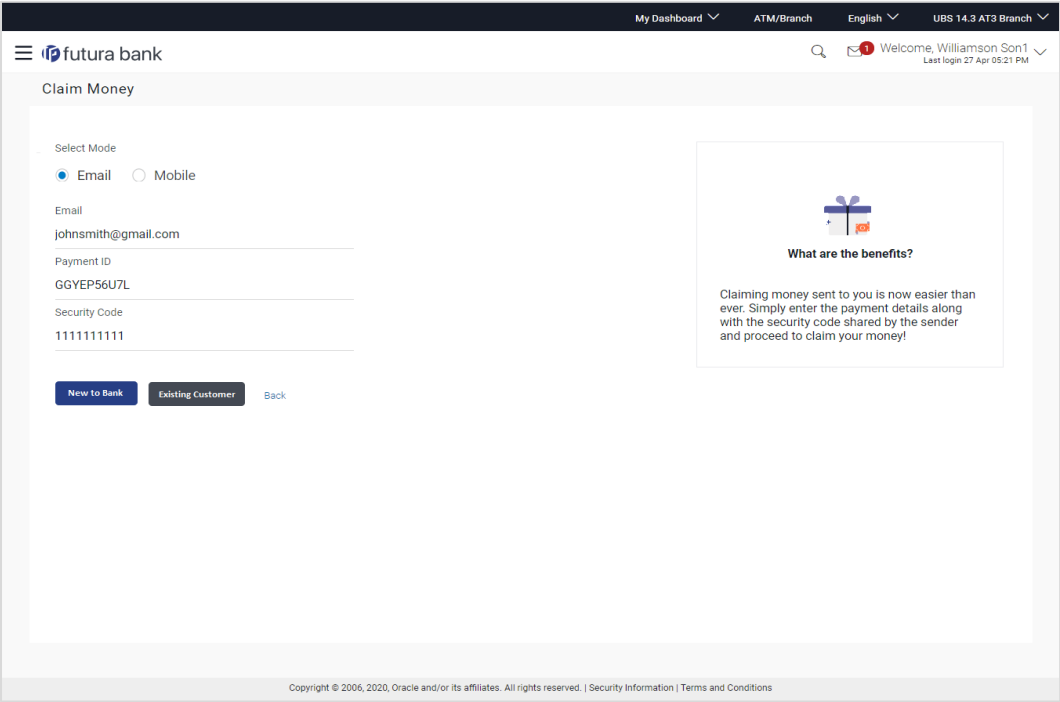
2. Select the **Claim Money** option from the menu. The **Claim Money** page appears.

### Claim Money option



### 5.1.1 Claim Money – Email Mode

#### Claim Money - Email



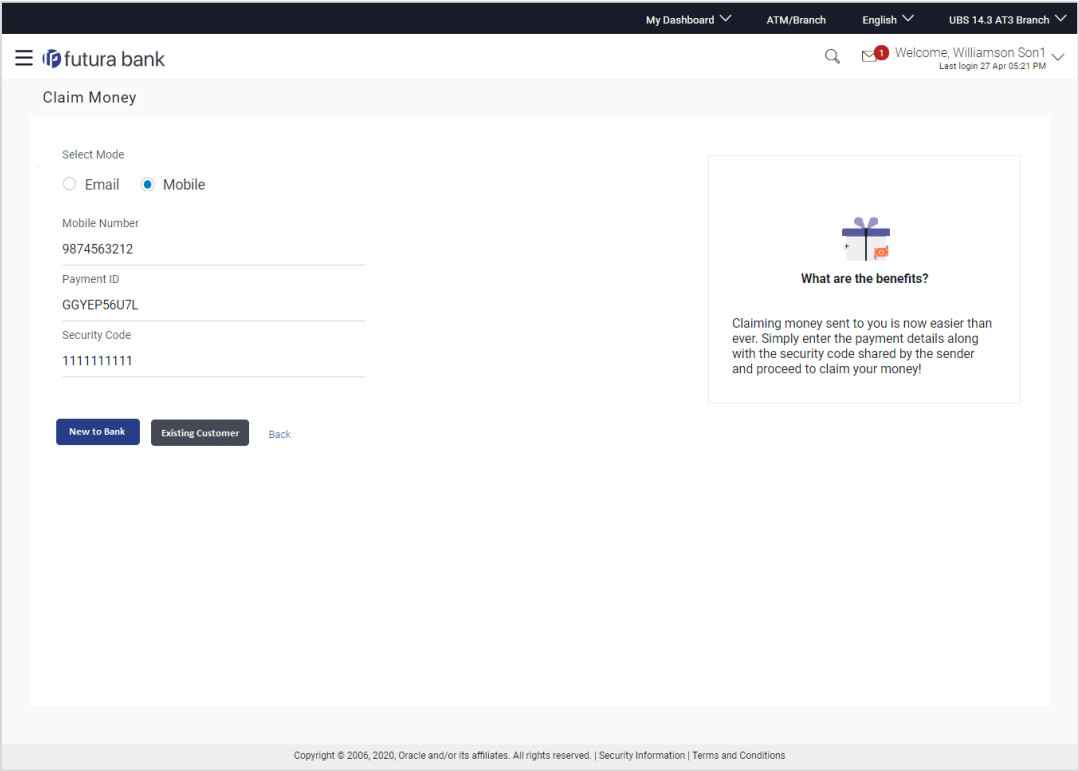
**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Select Mode</b>	Select the mode through which the funds have been transferred. The options are: <ul style="list-style-type: none"> <li>• Email</li> <li>• Mobile</li> </ul>
<b>Email</b>	Enter your email ID, specifically the email ID towards which the funds were transferred.
<b>Payment ID</b>	Enter the payment ID of the specific peer to peer transfer. The payment ID is unique to each payment and is displayed to the initiator of the peer to peer payment.
<b>Security Code</b>	Enter the security code provided to you by the initiator of the peer to peer payment.  This security code is generated by the bank when the peer to peer payment is initiated and appears on the peer to peer payment confirmation screen along with the success message. The initiator, in turn, reveals the security code to the beneficiary.
<b>Sign In As</b>	Select the relationship you have with the bank, i.e. select the option New to Bank if you have no prior relationship with the bank, or select the option Existing Customer if you are an existing customer of the bank or have registered yourself previously as a peer to peer recipient.  The options are: <ul style="list-style-type: none"> <li>• New to Bank</li> <li>• Existing Customer</li> </ul>

3. In the **Select Mode** field, select the mode through which the payment was made, i.e. Email, Mobile or Facebook.
4. Select the **Email** option. The Email field appears along with the Security Code field.
5. In the **Payment ID** field enter the payment ID of the specific peer to peer payment.
6. In the **Security Code** field, enter the security code as provided by the initiator of the peer to peer payment.
7. Select an option between **New to Bank** and **Existing Customer**.  
OR  
Click **Back** to navigate to the previous screen.
  - a. If you select the option **New to Bank**, refer section **5.2 New to Bank**.
  - b. If you select the option **Existing Customer**, refer section **5.3 Login**.

### 5.1.2 Claim Money – Mobile Mode

#### Claim Money - Mobile



#### Field Description

Field Name	Description
Select Mode	Select the mode through which the funds have been transferred. The options are: <ul style="list-style-type: none"><li>Email</li><li>Mobile</li></ul>
Mobile Number	Enter your mobile number, specifically the mobile number towards which the funds were transferred.
Payment ID	Enter the payment ID of the specific peer to peer transfer. The payment ID is unique to each payment and is displayed to the initiator of the peer to peer payment.

Field Name	Description
<b>Security Code</b>	<p>Enter the security code provided to you by the initiator of the peer to peer payment.</p> <p>This security code is generated by the bank when the peer to peer payment is initiated and appears on the peer to peer payment confirmation screen along with the success message. The initiator, in turn, reveals the security code to the beneficiary.</p>
<b>Sign In As</b>	<p>Select the relationship you have with the bank, i.e. select the option New to Bank if you have no prior relationship with the bank, or select the option Existing Customer if you are an existing customer of the bank or have registered yourself previously as a peer to peer recipient.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• New to Bank</li> <li>• Existing Customer</li> </ul>

- 
8. In the **Select Mode** field, select the mode through which the payment was made, i.e. Email, Mobile or Facebook.
  9. Select the **Mobile** option. The Mobile Number field appears along with the Security Code field.
  10. In the **Payment ID** field enter the payment ID of the specific peer to peer payment.
  11. In the **Security Code** field, enter the security code as provided by the initiator of the peer to peer payment.
  12. Select an option between **New to Bank** and **Existing Customer**.  
OR  
Click **Back** to navigate to the previous screen.
    - a. If you select the option **New to Bank**, refer section **5.2 New to Bank**.
    - b. If you select the option **Existing Customer**, refer section **5.3 Login**.

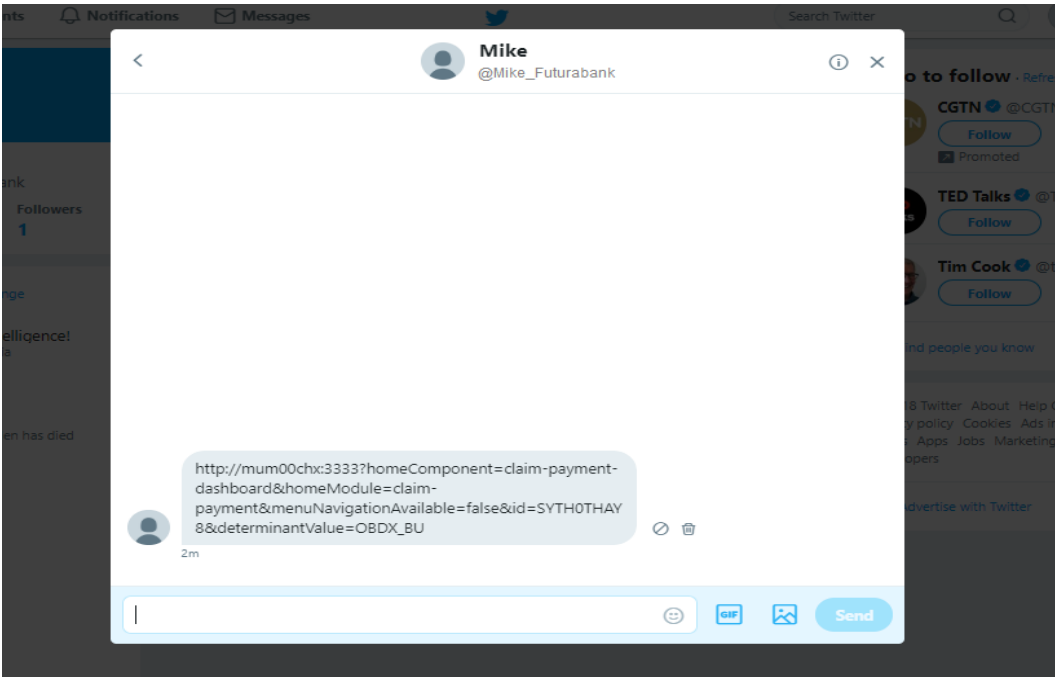
### 5.1.3 Dynamic URL

This section describes the flow by which a recipient of a peer to peer transfer can claim money by clicking on the link received through an email, SMS, Facebook message or Twitter message, as the case may be. When arriving at the claim money page via the dynamic link, the details pertaining to the transfer mode, email ID, mobile number, Facebook or Twitter ID along with the transfer amount will be prefilled. The user will be required to only enter the security code in order to proceed with the claim money flow.

**To claim money:**

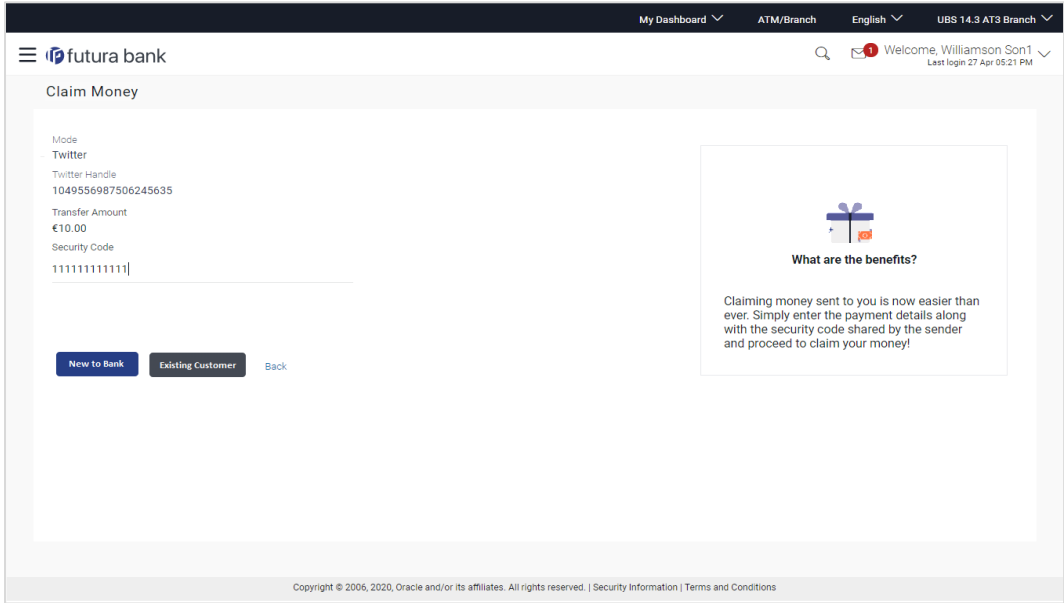
1. Click on the link received through email, SMS, Facebook or Twitter.

**Peer to Peer Payment alert received as a Twitter Direct Message**



2. The **Claim Money** screen appears.

### Dynamic Claim Money - Twitter



### Field Description

Field Name	Description
<b>Mode</b>	<p>The mode through which the funds have been transferred will be displayed. The user is not required to enter this value. The values can be any of the following depending on the mode through which the payment was made:</p> <ul style="list-style-type: none"> <li>• Mobile</li> <li>• Email</li> <li>• Facebook</li> <li>• Twitter</li> </ul>
<b>Email</b>	<p>The email ID of the recipient towards which the funds have been transferred will be displayed. This field will be displayed in case the peer to peer transfer has been made towards the recipients email ID and the recipient has selected the dynamic claim money link received on email.</p>
<b>Mobile Number</b>	<p>The mobile number of the recipient towards which the funds have been transferred will be displayed. This field will be displayed in case the peer to peer transfer has been made towards the recipient’s mobile number and the recipient has selected the dynamic claim money link received as an SMS.</p>

Field Name	Description
<b>Facebook ID</b>	The Facebook ID of the recipient towards which the funds have been transferred will be displayed. This field will be displayed in case the peer to peer transfer has been made towards the recipient's Facebook ID and the recipient has selected the dynamic claim money link received as a Facebook direct message.
<b>Twitter Handle</b>	The Twitter Handle of the recipient towards which the funds have been transferred will be displayed. This field will be displayed in case the peer to peer transfer has been made towards the recipient's Twitter Handle and the recipient has selected the dynamic claim money link received as a Twitter direct message.
<b>Transfer Amount</b>	Displays the amount transferred.
<b>Security Code</b>	Enter the security code provided to you by the initiator of the peer to peer payment.  This security code is generated by the bank when the peer to peer payment is initiated and appears on the peer to peer payment confirmation screen along with the success message. The initiator, in turn, reveals the security code to the beneficiary.
<b>Sign In As</b>	Select the relationship you have with the bank, i.e. select the option New to Bank if you have no prior relationship with the bank, or select the option Existing Customer if you are an existing customer of the bank or have registered yourself previously as a peer to peer recipient.  The options are: <ul style="list-style-type: none"> <li>• New to Bank</li> <li>• Existing Customer</li> </ul>

3. In the **Security Code** field, enter the security code as provided by the initiator of the peer to peer payment.
4. Select an option between **New to Bank** and **Existing Customer**.  
OR  
Click **Back** to navigate to the previous screen.
  - a. If you select the option **New to Bank**, refer section **New to Bank**.
  - b. If you select the option **Existing Customer**, refer section **Login**.

---

Note: The user i.e. the beneficiary will always be re-directed to the URL of the entity from which the sender initiated the payment. P2P payment initiated from one entity cannot be claimed in another entity.

---



## 5.2 New to Bank

If the user selects the option, New to Bank, the registration screen is displayed on which the user can register as a beneficiary to claim money transferred through peer to peer payments.

### New To Bank - Registration

### Field Description

Field Name	Description
<b>Claim Money</b>	
<b>First Name</b>	Enter your first name.
<b>Last Name</b>	Enter your last name/surname.
<b>Email</b>	Enter your email ID. This will be defaulted as the login ID of the user.

1. In the **First Name** field, enter your first name.
2. In the **Last Name** field, enter your last name/ surname.
3. In the **Email** field, enter your email ID.
4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
5. The **Verification** screen appears.

### Verification

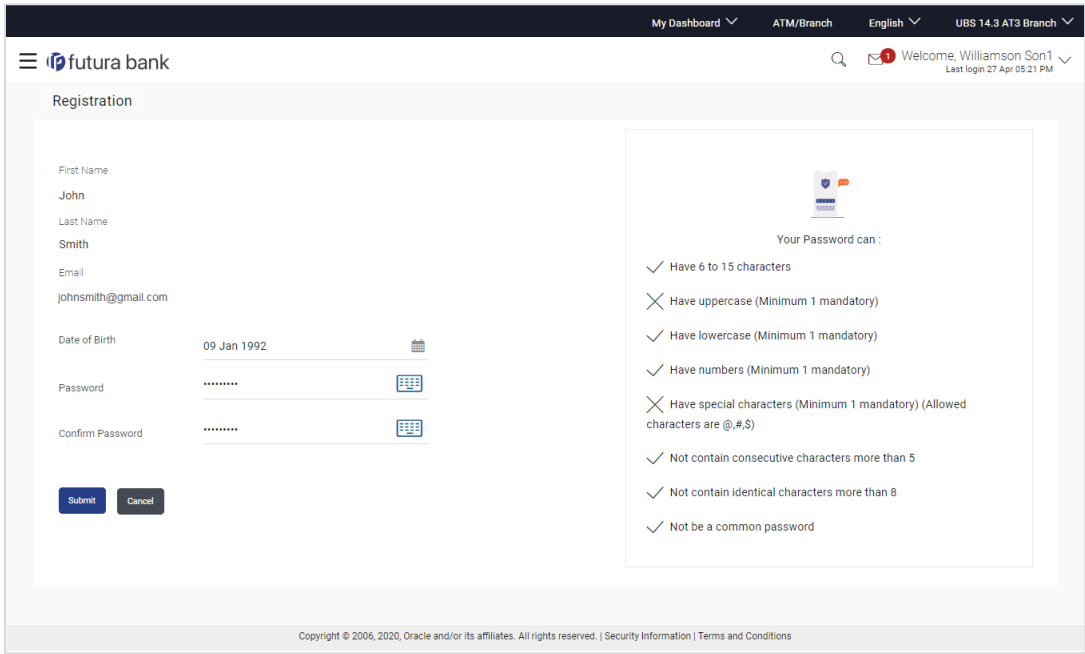


### Field Description

Field Name	Description
<b>Verification</b>	
<b>Verification Code</b>	Enter the verification code sent to your email ID / mobile number.
<b>Attempts Left</b>	Displays the number of attempts left to enter the correct verification code.

6. In the **Verification Code** field, enter the verification code that has been sent to your email ID.  
OR  
Click **Resend Code** to get another code sent to your email ID.
7. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
8. The **Registration** screen appears.

### Registration



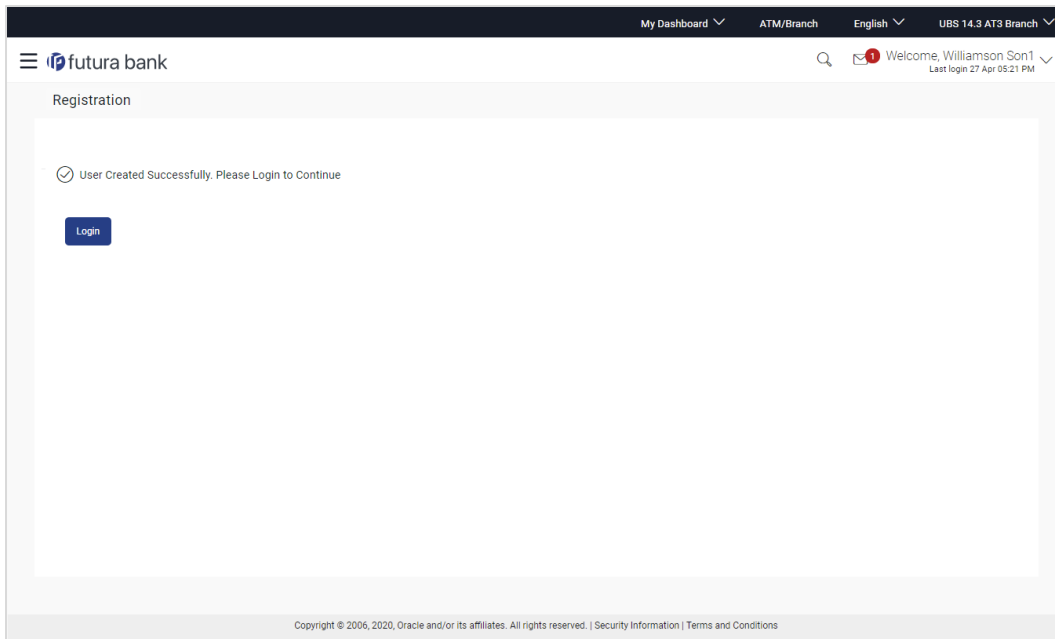
### Field Description

Field Name	Description
<b>Registration</b>	
<b>First Name</b>	Displays the first name you entered.
<b>Last Name</b>	Displays the last name/surname you entered.
<b>Email</b>	Displays the email ID you entered.
<b>Date of Birth</b>	Enter your date of birth.
<b>Password</b>	Enter a password that is to be set as your login password.
<b>Confirm Password</b>	Re-enter your password so as to confirm the same.

9. In the **Date of Birth** field, enter your date of birth.
10. In the **Password** field, enter a password that is to be set as your login password.
11. In the **Confirm Password** field, re-enter the password to confirm the same.
12. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.

13. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to return to the previous screen.
14. A message confirming user registration appears.

### User Registration Confirmation



15. Click **Login** to claim money.  
You will be prompted to login.

## 5.3 Login

The login screen appears once the user clicks on the option **Existing Customer** on the **Claim Money** screen.

In case the user has selected the option **New to Bank** on the **Claim Money** screen, he is required to first register himself as a beneficiary to claim funds transferred through peer to peer payments. Only once the user is successfully registered, will he be prompted to Login.

The steps following the Login step are applicable to both users that are existing customers as well as those that had no relationship with the bank prior to registering as peer to peer payment beneficiaries.

### Login

ATM/Branch English UBS 14.3 AT3 Branch

futura bank

Login to Futura Bank Online Banking  
Using Futura Bank Internet banking for the first time? [Register now](#)

Username

Password

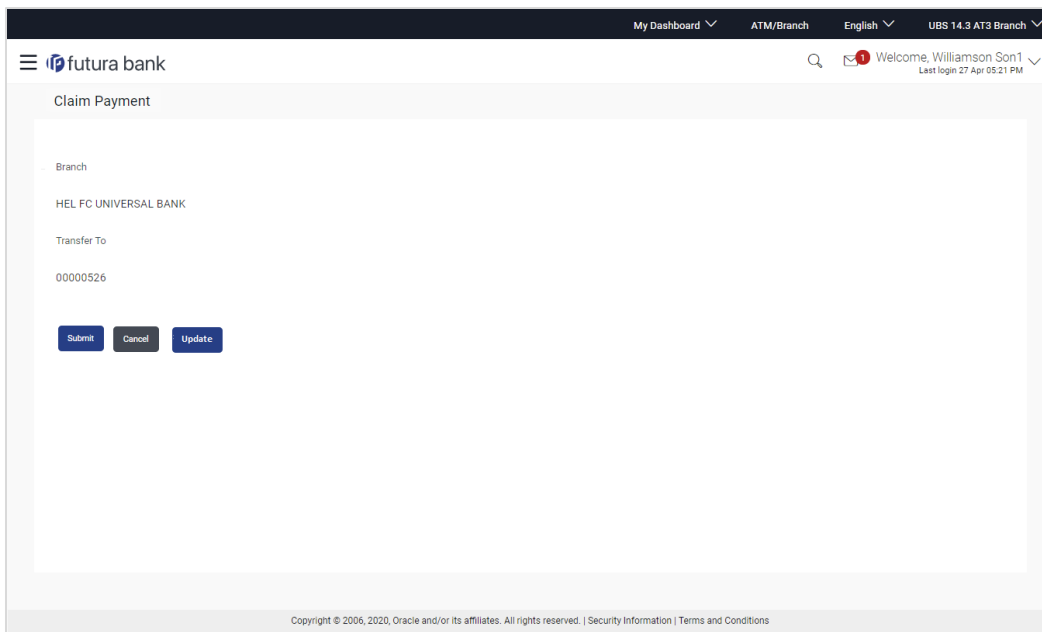
Login

[Forgot Username](#) | [Forgot Password](#)

- Never provide your User ID or password to any one on phone or in response to a mail.
- The Bank shall not be held responsible for any incorrect online transactions and disclosure of account-related details. We request you to exercise due diligence with the same.

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### Claim Payment : Existing beneficiary who claimed previously



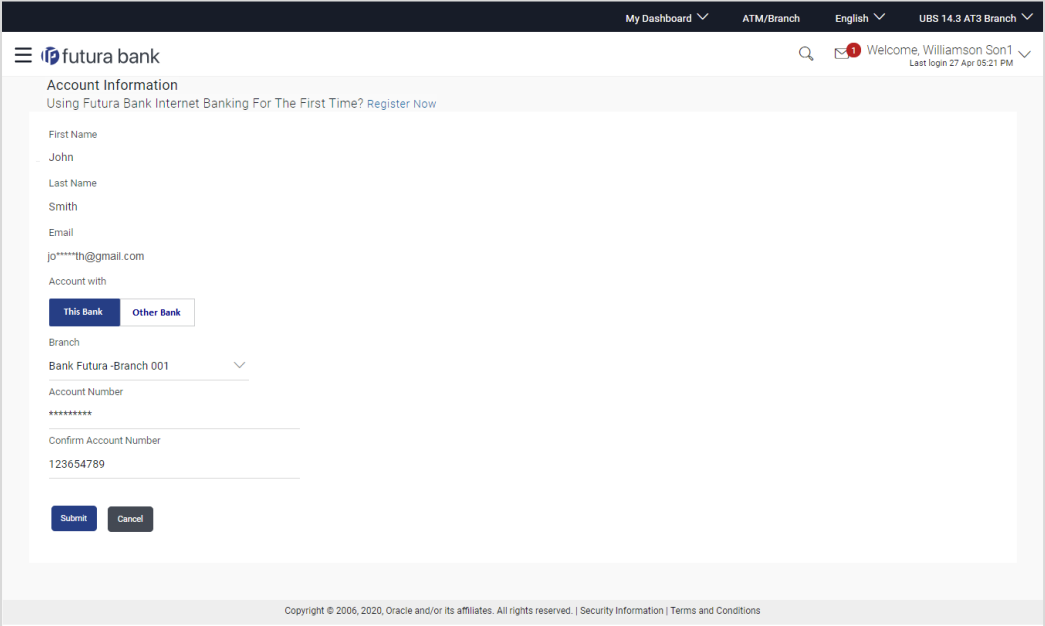
1. Enter your email ID and password defined at the time of registration in the provided fields and click **Login**.  
The **Account Information** screen appears.

## 5.4 Account Information

Once the user logs in successfully, the Account Information screen is displayed on which the user is able to identify the account in which the funds are to be credited. The user can opt to have the funds transferred to an account that is held within the same bank or can also opt to have the funds transferred to an external bank’s account i.e. an account that is held with another bank.

### 5.4.1 Account Information – This Bank

#### Account Information – This Bank



#### Field Description

Field Name	Description
<b>Account Information</b>	
<b>First Name</b>	The first name of the beneficiary is displayed.
<b>Last Name</b>	The last name/ surname of the beneficiary is displayed.
<b>Email</b>	The email ID of the beneficiary is displayed.

Field Name	Description
------------	-------------

<b>Account with</b>	Select an option to identify whether the account in which the funds are to be transferred is held within the same bank or is held in another bank.
---------------------	--

The options are:

- This Bank– Select this option if the money is to be credited to your account that is held within the same bank.
- Other Bank– Select this option if the money is to be credited to your bank that is held in another bank.

<b>Account Number</b>	Specify the account number in which the funds are to be transferred.
-----------------------	--

1. In the **Account with** field, select the **This Bank** option.  
The field in which you can enter your account number appears.
2. Enter the account number in which the funds are to be received.  
OR  
Select the **Other Bank** option. The fields in which you can enter details of your account held with another bank appear.  
Click **Submit**. The **Review** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to return to the previous screen.
3. Verify the details and click **Confirm**. The request submitted successfully message appears along with the reference number.  
OR  
Click **Cancel** to cancel the transaction
4. Click **OK** to logout from the application.



## 5.4.2 Account Information – Other Bank

### Account Information – Other Bank

### Field Description

Field Name	Description
<b>Account Information</b>	
<b>First Name</b>	The first name of the beneficiary is displayed.
<b>Last Name</b>	The last name/ surname of the beneficiary is displayed.
<b>Email</b>	The email ID of the beneficiary is displayed.
<b>Account with</b>	Select an option to identify whether the account in which the funds are to be transferred is held within the same bank or is held in another bank. The options are: <ul style="list-style-type: none"> <li>This Bank– Select this option if the money is to be credited to your account that is held within the same bank.</li> <li>Other Bank– Select this option if the money is to be credited to your bank that is held in another bank.</li> </ul>

The following fields appear if you select the option **Other Bank**.

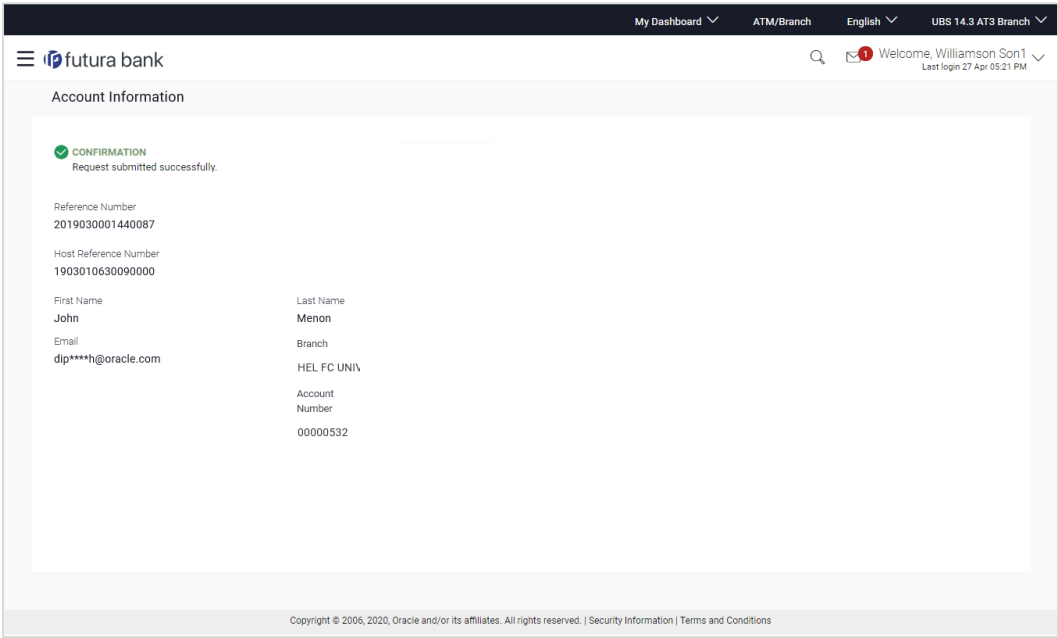
Field Name	Description
<b>Account Number</b>	Specify the Account number that is to be credited with the transferred amount.
<b>Confirm Account Number</b>	Confirm the account number that is to be credited with the transferred amount.
<b>Account Name</b>	Specify the name of the account as maintained in the bank.
<b>Bank Code (BIC)</b>	Enter the identifier code of the bank in which the payee's account is held.
<b>Search BIC Code</b>	
This pop-up screen appears with the following fields if you click the <b>Lookup Bank BIC Code</b> link.	
<b>BIC Code</b>	The unique identifier code of the beneficiary bank.
<b>Bank Name</b>	Bank name corresponding to the BIC code.
<b>City</b>	City of the beneficiary bank.
<b>Bank Details</b>	Details of the bank based on the BIC code identified. These include the name of the bank and branch as well as the physical address of the bank.

5. In the **Account with** field, select the **Other Bank** option.  
 The fields in which you can enter details pertaining to your bank account appear.  
 OR  
 Select the **This Bank** option.  
 The field in which you can enter the account number that is held with the same bank appears.
6. In the **Account Number** field, enter the account number in which the funds are to be received.
7. In the **Confirm Account Number** field, enter the account number once again.
8. In the **Account Name** field, enter the account name of the user.
9. In the **Bank Code (BIC)** field, enter the bank code.  
 Click **Verify** to validate the bank code.  
 OR  
 Click the **Lookup Bank BIC Code** link to look up the bank code. The bank details appear based on the bank code selected.
10. Click **Submit**. The **Review** screen appears.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to return to the previous screen.

- 11. Verify the details and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.

A message confirming submission of the request to receive funds in the defined account appears along with the reference number.

**Claim Payment: Confirmation screen**



- 12. Click **Ok** to logout from the application.

[Home](#)

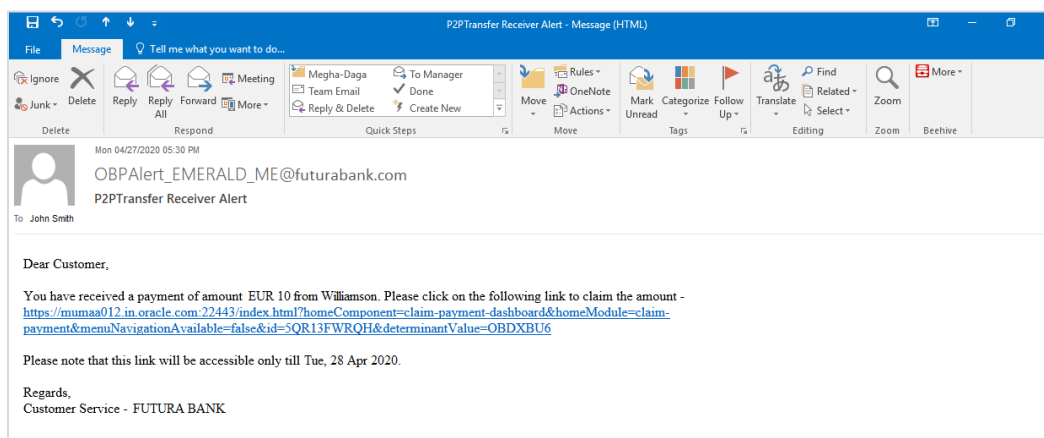
## 6. Claim Money Link

Once a peer to peer payment is successfully initiated, a link is sent to the beneficiary through the mode defined in the payment instruction, i.e. if the initiator has opted to make the payments towards an Email ID, the link to claim money is sent via email to the beneficiary's Email ID defined in the peer to peer payment instruction. Similarly, if the initiator opted to make the payment towards a mobile number, the claim money link is sent as an SMS to the beneficiary's mobile number defined in the payment instruction and if the payment was made towards a Facebook account or a Twitter Handle, the claim money link is sent to the beneficiary as a private message via Facebook Messenger or a direct message through Twitter.

Once the beneficiary clicks on the link, the **Claim Money** screen is opened and the beneficiary can follow the steps to claim the money transferred via peer to peer payment.

Another mode through which a beneficiary could have received a link to claim money is through iMessage i.e. if the person transferring the funds, did so using **iMessage Payments**. In this case, when the beneficiary clicks on the claim money link, the Claim Money page is displayed without the options to select the payment modes. The subsequent steps required to initiate a claim money request remain the same. Please refer the user manual on iMessage Payments for further information on payments made through iMessage.

### Email alert for claim money



1. Click the link to claim the money. The Claim Money page is opened.

[Home](#)

---

## **7. Claim Money – Request initiated by an existing (registered payee)**

Once a user has registered himself as a beneficiary of peer to peer payments, the account identified as the account in which funds are to be credited will be maintained in the bank's database. Hence, when the beneficiary logs in to initiate subsequent claim money requests, the same account will be available for selection. Alternately, the beneficiary can also identify any other account to be credited with the fund transfer. This account can be either held with the bank or in an external bank.

Hence, when the existing customer logs into the application using the credentials, and claims money for the second time, he gets two options:

1. Receive a payment with the same account details: The customer can claim money using the same bank account which he has already used to claim money for the first time.
2. Update new bank Account details: The customer can also opt to add another account number of the same bank or account number of other bank.

## **FAQ**

- 1. As part of Peer to Peer transfer, what is the relevance of the security code displayed on the confirmation screen?**

The security code displayed should be noted by the user (initiator of the peer to peer payment) and should be provided to the beneficiary of the payment so that the receiver / beneficiary can claim the money.

- 2. Can the recipient of the peer to peer payment, transfer funds received from the sender to an account in another bank?**

Yes, as part of the claim money process the recipient has an option to select the bank in which the money is to be transferred. The recipient will need to enter the account number and select the bank in which account is maintained.

- 3. As part of the funds transfer process to a new payee, on the transaction confirmation screen does the sender need to add the recipient as a new payee?**

No. It is not mandatory to add the recipient as a new payee. The user can optionally select the Add New Payee option and enter the payee details.

- 4. I am the beneficiary of the payment, how do I get the security code required to claim the money?**

The initiator of the peer to peer payment is displayed the security code on the confirmation page of the payment. He/she will, in turn, make the security code known to you so that you can enter the same in the provided field while initiating a claim money request.

- 5. I am the beneficiary of the payment, I want to transfer the money to another bank but do not know the BIC code?**

You can look up the bank BIC by clicking on the lookup link.

- 6. I am the beneficiary of the payment, and have lost/deleted the email received to claim the money. How can I claim it now?**

You can visit the bank portal, click on the link of 'Claim Money' from the menu. On clicking on the Claim Money option, you will be navigated to the screen on which you can initiate a request to claim money.

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