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Current Account and Saving Account User Guide

Oracle Banking Branch

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Contents

1. Preface

1.1 Introduction

This manual is designed to help you quickly get acquainted with the Oracle Banking Branch CASA Services. It provides an overview of the module and provides information on using the Current and Savings Account sub-module of Oracle Banking Branch CASA Services.

1.2 Audience

This manual is for the Customer Service Representatives (CSRs) and staff in charge of setting up new products in your bank.

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 Symbols, Definitions and Abbreviations

The following are some of the Symbols you are likely to find in the manual:

Table 1.1: Symbols

Icon	Function
	Edit Icon
	Delete Icon
	Exit Icon
	Search Icon
	Customer Information Icon
	Add Tiles to Dashboard
	Add New Event

Icon	Function
	Calender Icon
	Filter
	First
	Last
	Previous
	Next
	Expand
	Collapse
	View
	Modify
	Close
	Bell

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Table 1.2: Common Icons and its Definitions

Icon Names	Applicable Stages	Operation
Document	Initiation, Approval and Hand-off Retry	The maker of the transaction can click on 'Document' to upload documents that are relevant to the transaction. Once uploaded, the documents are available for viewing during authorization or by the maker.
Remarks	Initiation, Approval and Hand-off Retry	'Remarks' can be used either by the maker or the authorizer of the transaction to optionally capture useful information about the transaction.
Host Error	Hand Off Retry	Hand off Retry' comes into use whenever a transaction input from the mid-office system fails authorization due to Host System rejection. The authorizer of the transaction can view the reason for Host rejection and take appropriate action.
i icon	Initiation, Approval and Hand-off Retry	To view the Customer details such as the photograph, signature, customer ID, Account Branch, and balance, the 'i' icon is used. The 'i' icon becomes active once the maker of the transaction inputs the account number and tabs out of the field. The 'i' icon is useful to inquire customer information about both the debit and the credit account numbers.
Minimize	Initiation, Approval and Hand-off Retry	Users can minimize the transaction input screen. When the screen is minimized, it appears as to a separate tab within the same web page
Maximize	Initiation, Approval and Hand off Retry	User can maximize the transaction input screen.
Close	Initiation, Approval and Hand off Retry	Users can close the transaction input screen. The system displays a warning message to the user that any unsaved data would be lost. User can either choose to ignore the message and close the screen or choose to 'save and close' the transaction

Icon Names	Applicable Stages	Operation
Save and Close	Initiation	In case a transaction has to be closed midway due to a lack of sufficient information, the maker of the transaction can choose this option. On 'Save & Close', the input details are saved and the transaction screen is closed. Saved transaction details will be available in 'My task'. Users can select the transaction from 'My Task' and proceed with the transaction or delete it.
Submit	Initiation	On completion of input of all parameters for a particular transaction, click the 'Submit' icon to move the transaction from the initiation stage to the approval stage. Authorizer can select the transaction from 'Free Task' for approval.
Cancel	Initiation, Approval and Hand off Retry	Cancel operation cancels the transaction input midway without saving any data. The user is alerted that the input data would be lost before confirming the cancellation.
Approve	Approval	Click Approval. The system displays a pop-up screen where approval remarks if any can be input. Click OK to submit the transaction to the Host for approval through Oracle Banking Routing Hub (OBRH).
Reject	Approval and Hand off Retry	When an authorizer chooses to reject a transaction, the 'Reject' icon is used. The system displays a pop-up screen to capture the Rejection remarks if any. Click OK for the transaction to be routed back to the initiation stage. Subsequently, the maker can modify or delete the transaction details

Icon Names	Applicable Stages	Operation
Retry	Hand off Retry	The possibility of retrying a transaction arises when transaction input from the mid-office system fails authorization due to Host System rejection. Such host-rejected transactions will be present in the Hand off Retry queue in the Task Wizard. The Retry option is available only to the authorizer. Upon 'Retry', the transaction is sent to the host once again through Oracle Banking Routing Hub OBRH. Optionally, the authorizer can also 'Reject' the transaction in which case it is routed back to the maker.
Audit	Initiation, Approval and Hand off Retry	Audit details provide the logs of users who have acted on the transaction, the transaction date, and the time for all stages that the transaction has passed through.

1.5 List of Topics

This manual is organized as follows:

Table 1.3:

Topics	Description and Cross References
Preface	This topic provides the general information about the manual. It also list the various topics covered in the User Manual.
Dashboard	The Dashboard provides an overview of the goings-on at the bank to its users, which helps the user in managing the transaction life cycle of different activities in an efficient manner. 1) *2.1 Pending Documentation* 2) *2.2 My Transactions* 3) *2.3 Bulletin Board* 4) *2.4 My Diary*

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Topics	Description and Cross References
Standing Instruction Maintenance	The topics which are part of Standing Instruction Maintenance are: 1) *Scheduled Transfer* 2) *View and Modify Scheduled Transfer* 3) *Sweep In to Account* 4) *Sweep Out from Account* 5) *Auto Term Deposit Instruction*
Cheque Book	The topics which are part of Cheque Book are: 1) *Stop Cheque Payment* 2) *Cheque Book Request*
Card	The topics which are part of Card are: 1) *Card Status Change*
Account Status Update	The topics which are part of Account Status update are: 1) *Activate Dormant Account* 2) *Account Status Change*
Other Services	The topics which are part of Other Services are: 1) *Account Branch Transfer* 2) *Account Address Update* 3) *Amount Block* 4) *Nominee Details Update* 5) *Update Joint Holder Details* 6) *Temporary Overdraft Limit* 7) *Account Statement Frequency* 8) *Account Statement Request*
Query	The topics which are part of Query are: 1) *Account Transaction Inquiry*

2. Dashboard

This topic describes the systematic instructions about Dashboard and various widgets used. This Dashboard provides an overview of the goings-on at the bank to its users, which helps the user in managing the transaction life cycle of different activities in an efficient manner.

The Dashboard is used to visualize the data by graphically representing them using a doughnut wheel. In Dashboard the filters & alerts are used to narrow down the data to the transaction level.

Figure 2.1: Dashboard
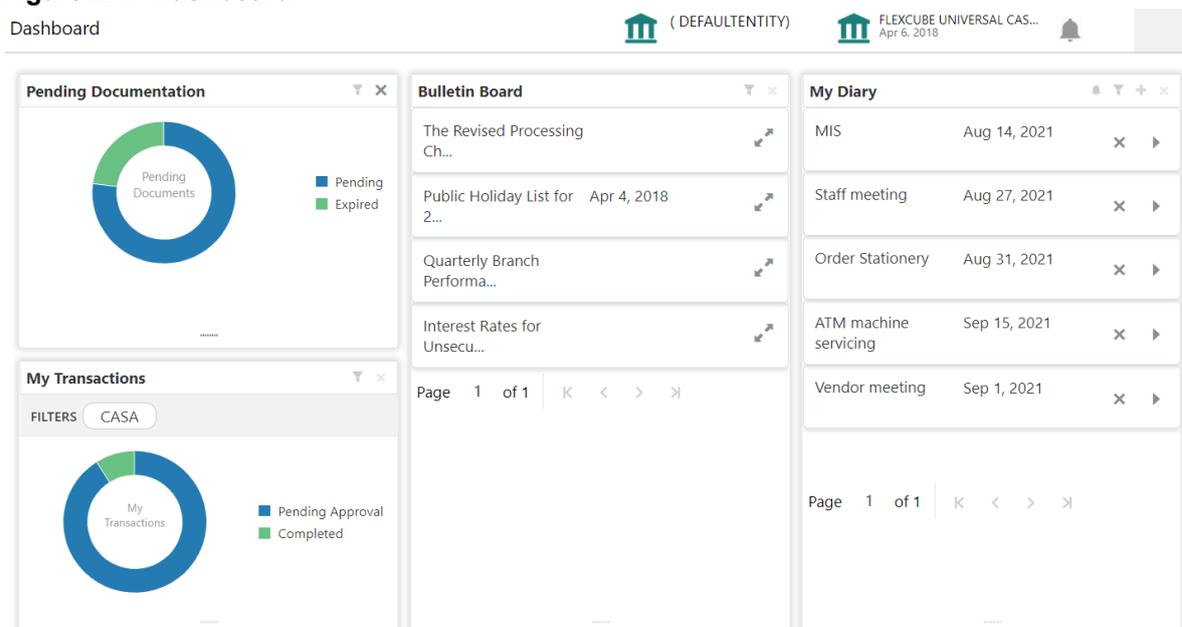
The Dashboard is designed to display the widgets.The widgets are described in the following sub-sections:

- *2.1 Pending Documentation*

- *2.2 My Transactions*

- *2.3 Bulletin Board*

- *2.4 My Diary*

2.1 Pending Documentation

This topic describes the systematic instruction about the Pending Documentation widget in Dashboard.

Context:

The Pending documentation widget provides users a view of documents that are pending or expired or those that are yet to be collected from the customers.

The Pending Documentation doughnut is classified as follows:

- Pending

- Expired

- Expiring this Month

Figure 2.2: Pending Documentation
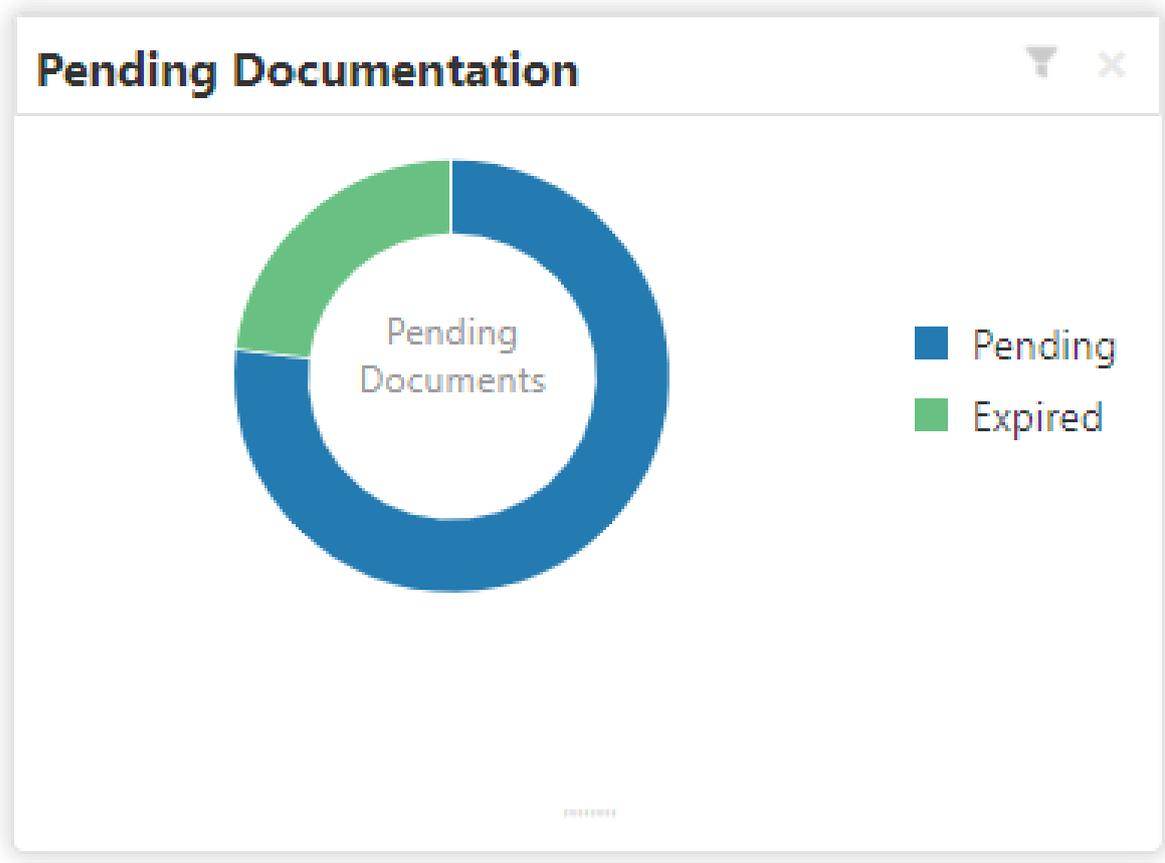
1. To view the number of pending documents, hover the mouse on each section of the doughnut.

2. Click ![filter icon] to display the pending documentation based on the sub domain and product.

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

Table 2.1: Pending Documentation-Filter

Field	Description
Filter by Sub Domain	Displays all the modules supported by widget from the drop down list.
Filter by Product	Enter the Account Class Code or click the search icon to view the Filter by Product pop-up window. By default, this window lists all the Account Class code present in the system. You can search for a specific Product by providing Account Class code or Account Class description, and click on the Fetch button.

3. After Fetching the Account Class code the Filter by product pop-up window gets closed and then click the 'Filter' button.

   STEP RESULT: The applied Filters will appear in the band within the widget.

4. Click ![filter icon] icon and click the clear button to remove the applied filters.

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2.2 My Transactions

This topic describes the systematic instruction about the Pending Documentation widget in Dashboard.

CONTEXT:

My Transaction widget provides a view of all transactions that the user performed during the day.

My Transaction doughnut is classified as follows:

- Pending Approval

- Failed

- Rejected

- Completed

Figure 2.3: My transactions

1. To view the Transactions for the day, hover the mouse on each section of the doughnut.

2. Click ▼ icon to display the transactions based on the sub domain and the process name.
   For more information on fields, refer to the field description table.

Table 2.2: My Transactions-Filter

Field	Description
Filter by Sub Domain	Displays all the modules supported by widget from the drop down list.
Process Name	Enter the Process Name or click on the search icon to select the processes available under a particular sub-domain.

3. After selecting the Process Name click the 'Filter' button.

    STEP RESULT: The applied Filters will appear in the band within the widget.

4. Click ▼ icon and click the clear button to remove the applied filters.

2.3 Bulletin Board

This topic describes the systematic instruction about the Bulletin Board widget in Dashboard.

Context:

The Bulletin Board widget posts all messages about the business in between the bank and its customers.The messages are:

- Public news and its messages

- Bank policies and notices

- System Messages like system downtime information, network failures, etc.

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Figure 2.4: Bulletin Board
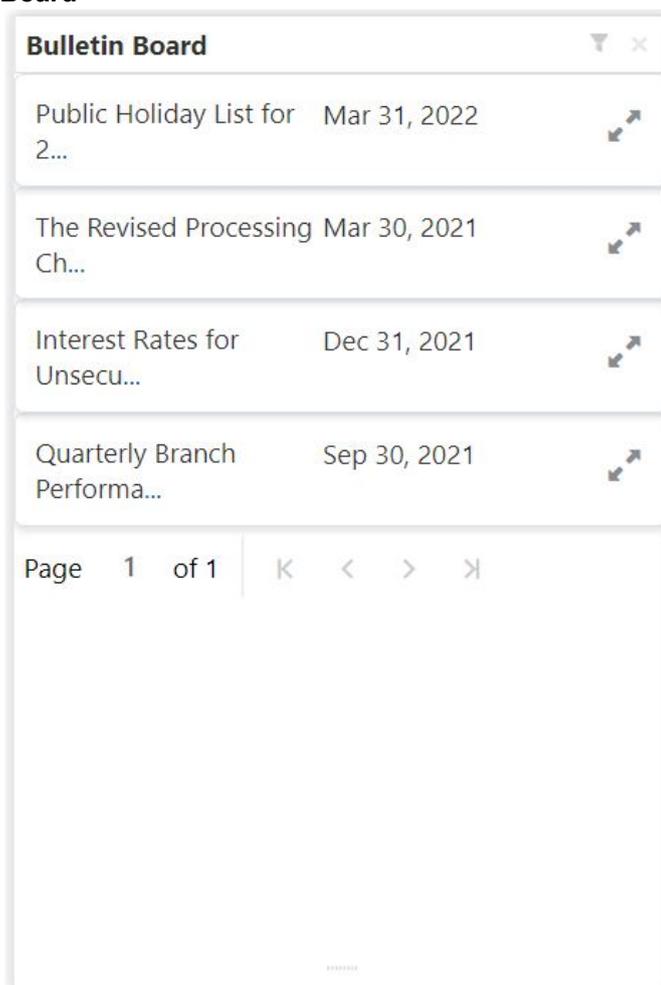
1.   The Bulletin Board details are derived from the function id **STDBULBD** (Bulletin Message Maintenance screen). Text displayed within the widget is the concise message within the Bulletin Message Maintenance screen.

2.   To view the block details in the widget, click ↗ against each bulletin, the following details are displayed in a tabular format,

    a.   Reference number

    b.   Start Date

    c.   Start Time

    d.   Expiry Time

    e.   Message Details

3.   Click on the Message Details to view the complete message.

4.   Click ▼ icon to display the bulletin board based on Reference Number, Start Date, End Date.
    For more information on fields, refer to the field description table.

Table 2.3: Bulletin Board-Filter

Field	Description
Reference Number	Enter the reference number or click the search icon to view the Reference Number pop-up window. By default, this window lists all the Reference Numbers present in the system. You can search for a specific Reference Number by providing Reference Number, and click on the Fetch button.
Start Date	Click on the adjoining calendar icon and specify the start date.
End Date	Click on the adjoining calendar icon and specify the end date.

5.   After Fetching the Reference Number or Start Date or End Date the user needs to click on the 'Filter' button.
     STEP RESULT: The applied Filters will appear in the band within the widget.

6.   Click ▼ icon and click the clear button to remove the applied filters.

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2.4 My Diary

This topic describes the systematic instruction about the My Diary widget in Dashboard.

CONTEXT:

My Diary widget helps users to keep a record of activities that they would perform in the near future or perform at regular intervals. This widget allows users to set reminders, define a frequency for reminders as well as define an end date to the event.

Figure 2.5: My Diary
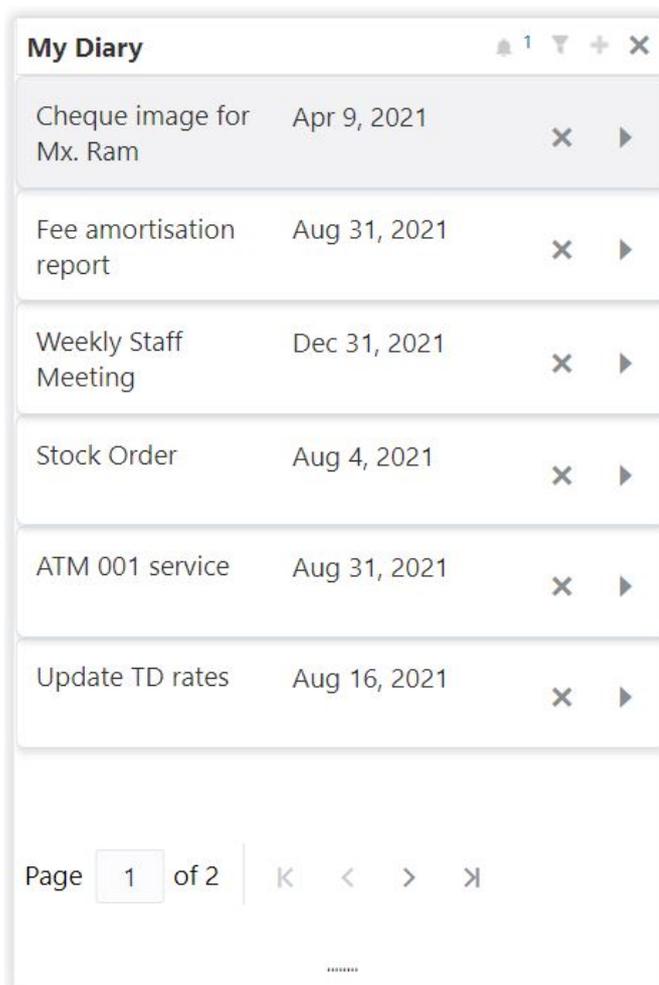
1.   Click ▼ to filter the events based on due date.

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

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Table 2.4: My Diary-Filter

Field	Description
Filter By Due Date	Click on the adjoining calendar icon and specify the Due date.

2. The dairy event within the widget will show the Title and the End-Date. Click ▶ to view or edit the diary event.

3. When the user defines the reminder date for a dairy event, the bell icon with the number of reminder events will be displayed. Click 🔔 icon to view the events that are due for the day.

4. Click ➕ to create a new Diary event.
   STEP RESULT: **Add Event** pop up screen is displayed.

Figure 2.6: My Diary-Add Event
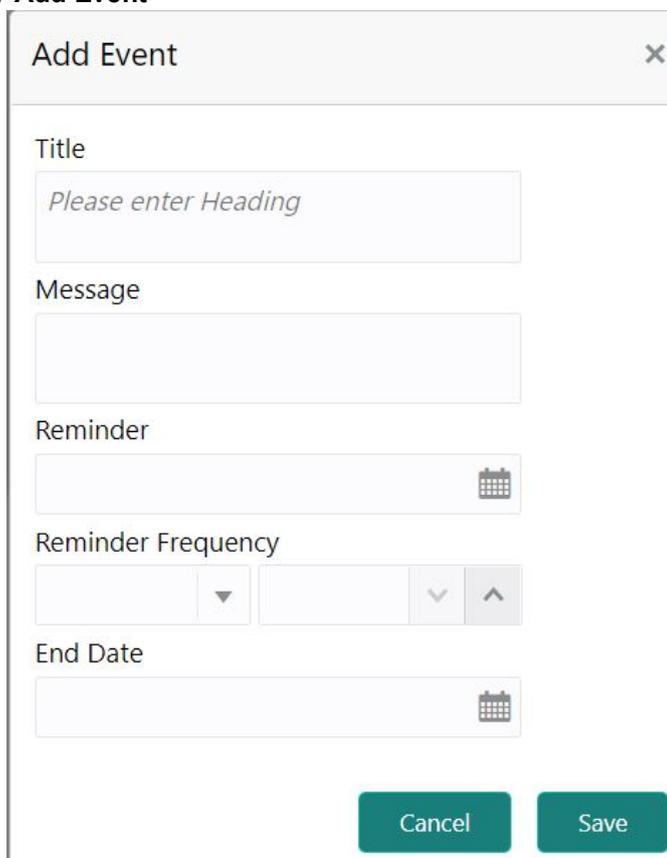
5. On **Add Event** pop up screen, specify the fields.

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

Table 2.5: My Diary-Add Event

Field	Description
Title	Enter an appropriate title for the diary event. When event is saved, the title appears on the widget.
Message	Enter details about the diary event.

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Field	Description
Reminder	Click on the adjoining calendar icon and specify the reminder date.
Reminder Frequency	Users can define a reminder frequency for the diary event in Days, Months, or Years. By using the increment and decrement button, the frequency can be increased or decreased.
End Date	Click on the adjoining calendar icon and specify the End date.On this date, the event will be removed from the widget. **NOTE:** If the Due Date is not specified, the event remains in the widget indefinitely.

6. After selecting the Due Date click the 'Filter' button.

   STEP RESULT: The applied Filters will appear in the band within the widget.

7. Click ▼ icon and click the clear button to remove the applied filters.

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3. Scheduled Transfer

This topic describes the systematic instruction to maintain scheduled transfer. A customer can issue standing instructions to the bank, to perform a certain transaction for a particular period without any follow-up or intervention by either party. For example, a customer can instruct the bank to debit a CASA account by a fixed amount at a predefined frequency and transfer the funds to another account. When the customer requests a scheduled transfer to CASA, the operation officer can capture the instruction details on this screen.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Scheduled Transfer**, or specify the **Scheduled Transfer** in the Search icon bar.
    STEP RESULT: **Scheduled Transfer** screen is displayed.
    NOTE: The fields which are marked in asterisk blue are mandatory fields.

    Figure 3.1: Scheduled Transfer Screen

2. On **Scheduled Transfer** screen, specify the fields.

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

    On the **Account Name**, click the **i** icon to view the Customer Information.

    Table 3.1: Scheduled Transfer - Field Description

Field	Description
Debit Account Number	Enter the debit account number or click the search icon to view the Debit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Debit Account Number, or Debit Account Name and clicking on the 'Fetch' button.
Debit Account Name	Debit Account Name is displayed based on the account selected.

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Field	Description
Credit Account Number	Enter the credit account number, or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Credit Account Number, or Credit Account Name and clicking on the 'Fetch' button.
Credit Account Name	Credit Account Name is displayed based on the account selected.
Transfer Amount	Input the Transfer Amount for scheduled transfer, this amount will be transferred on a predefined frequency. Field Transfer Amount is appended with transaction currency. Credit account number currency will be default as transfer amount currency while choosing the credit account number.
Frequency	The user can select the execution frequency from the 'Frequency' drop-down list. Standing instruction transfer to CASA will be executed on the selected frequency. Frequency drop-down list the below values: • Days • Months • Years The user can easily increase or decrease the value for the selected frequency with the up and down button.
Start Date	The system will default the start date as the current branch date, user can modify the start date to any future date using the adjoining calender button. The first Standing instruction will be executed on the start date. **NOTE:** Start Date cannot be backdated.
Number of Transfers	The User can define the number of transfers to be executed on predefined frequency, it is not a mandatory field, if the user sets the number of transfers, the expiry date will be auto-calculated based on the Start date, Frequency, Month End Execution, and the number of transfers. The value for Number of Transfers can be increased or decreased using the Up and Down buttons
Month End Execution	The user can make sure that the standing instruction transfer to CASA is executed every month-end by enabling the month-end execution. Month End execution cannot be defined for daily frequency. By default month-end, execution will be off. Month End flag can be enabled only if the start date is falling on month-end

Field	Description
End Date	Click the calendar and specify the expiry date. The expiry date is a non-mandatory field. If the expiry date is not captured, the system considers the standing instruction as open-ended. **NOTE:** End Date cannot be less than Start Date.
Narrative	The Narrative defaults as Scheduled Transfer. The user can modify the defaulted value.

4. View and Modify Scheduled Transfer

This topic describes the systematic instruction to View, Modify and Close the Schedule Transfer. A new User Interface is required for finding the existing scheduled transfer contract and modify the contract details or view the schedule transfer cycle details.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions Maintenance**, click **View and Modify Scheduled Transfer**, or specify the **View and Modify Scheduled Transfer** in the Search icon bar.

    STEP RESULT: **View and Modify Scheduled Transfer** screen is displayed.

    NOTE: The fields which are marked in asterisk blue are mandatory fields.

    Figure 4.1: View and Modify Scheduled Transfer

    Figure 4.2: Schedule Transfer Cycle Details

Figure 4.3: Modify Schedule Transfer

2.   On **View and Modify Scheduled Transfer** screen, specify the fields.

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

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Table 4.1: View and Modify Scheduled Transfer

Field	Description
Debit Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
Credit Account Number	Enter the credit account number, or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Credit Account Number, or Credit Account Name and click the 'Fetch' icon.
Search Result	The contract details are displayed in tile format.The available basic details displayed are: • Debit Account Number • Credit Account Number • Transfer Amount • Start Date • Frequency • End Date • Narrative
View Transaction	Click to view the **Schedule Transfer Cycle Details** . On **Schedule Transfer Cycle Details** screen the user can view: • Instruction Details • Execution Preferences • Cycle Details

3. On **Modify Schedule Transfer** screen, specify the fields.

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

On the **Account Name**, click the **i** icon to view the Customer Information.

4. **Modify Transaction**

Field	Description
Modify Transaction	Click [icon] to modify the scheduled transfer contract details. User can modify the below details: • Transfer Amount • Frequency • Number of Transfers • Month End Execution • End Date • Narrative • Suspend Execution
Transfer Amount	The transfer amount displayed can be modified by the user.
Frequency	Users can modify the execution frequency from the Frequency drop-down list. Standing instruction transfer to CASA will be executed on the selected frequency. Frequency drop-down list the below values: • Days • Months • Years Users can easily increase or decrease the value for the selected frequency with the up and down button.
Number of Transfers	Users can modify the number of transfers to be executed on predefined frequency, it is not a mandatory field, if the user sets the number of transfers, the expiry date will be auto-calculated based on the following criteria: • Start Date • Frequency • Month End Execution • Number of Transfer
Month End Execution	User can modify and ensure that standing instruction transfer to CASA is executed every month-end by enabling the month-end execution. Month End flag can be enabled only if the start date is falling on month-end. Month End flag cannot be enabled for daily frequency.

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Field	Description
End Date	The system displays the existing value and the user can modify the value, user can modify the expiry date from the adjoining calendar. The expiry date is a non-mandatory Field, if the expiry date is not captured, the system considers the standing instruction as open-ended. In case the number of transfers is defined, the system updates the expiry date based on Start date, frequency, and month-end execution. Date format example- Sep 15, 2020. System updates the number of transfers based on start date, Frequency, and End date.
Narrative	The Narrative defaults as Scheduled Transfer. Users can modify the defaulted value.
Suspend Execution	Scheduled transfer execution can be stopped or started by enabling or disabling Suspend Execution.

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5. Sweep In to Account

This topic describes the systematic instructions to request Sweep In to Account. This screen will help to define sweep requests on customer accounts that get executed when the account balance falls below a predefined threshold value.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Sweep In To Account**, or specify the **Sweep In To Account** in the Search icon bar.

   STEP RESULT: **Sweep In to Account** screen is displayed.

   NOTE: The fields which are marked in asterisk blue are mandatory fields.

   Figure 5.1: Sweep In to Account

2. On **Sweep In to Account** screen, specify the fields.

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

   Table 5.1: Sweep In to Account

Field	Description
Credit Account Number	Enter the credit account number or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Credit Account Number, or Credit Account Name and click Fetch.
Credit Account Name	Credit Account Name is displayed based on the credit account number selected.
Debit Account Number	Enter the debit account number or click the search icon to view the Debit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Debit Account Number, or Debit Account Name, and click Fetch.

Field	Description
Debit Account Name	Debit Account Name is displayed based on the Debit Account Number selected.
Threshold Amount	Enter the threshold amount, currency is defaulted based on the currency of the credit account. The sweep in the transaction will be executed during the end-of-day batch process if the balance in the credit account goes below the threshold amount.
Minimum Balance After Sweep	Minimum Balance After Sweep is the amount that should be left in the Debit Account after the Sweep In instruction is executed. The minimum balance after sweep ensures that a certain balance is left in the Debit Account and only the excess amount is swept. This is an optional field.
Start Date	Users can define the start date for the sweep in instruction. Start date cannot be backdated. **NOTE:** Start Date cannot be backdated
End Date	Users can define the end date for Sweep In instruction, Sweep In instruction will be closed after the end date. **NOTE:** End Date cannot be less than Start Date.
Narrative	The narrative will be defaulted to 'Sweep In to Account'. The defaulted value is modifiable.

6. Sweep Out from Account

This topic describes the systematic instructions to request Sweep Out from Account. This screen will help to define sweep-out requests on customer accounts that get executed when the account balance goes above the threshold value.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Sweep Out from Account**, or specify the **Sweep Out from Account** in the Search icon bar.

   STEP RESULT: **Sweep Out from Account** screen is displayed.

   NOTE: The fields which are marked in asterisk blue are mandatory fields.

   Figure 6.1: Sweep Out from Account

2. On **Sweep Out from Account** screen, specify the fields.

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

   On the **Account Name**, click the **i** icon to view the Customer Information.

   Table 6.1: Sweep Out from Account

Field	Description
Debit Account Number	Enter the Debit Account Number or click the search icon to view the Debit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Debit Account Number, or Debit Account Name and click the Fetch button.
Debit Account Name	Debit Account Name is displayed based on the credit account number selected.
Threshold Amount	Enter the threshold amount, currency is defaulted based on the currency of the debit account. The Sweep-Out transaction will be executed during the end-of-day batch process if the balance in the debit account goes above the threshold amount. .

Field	Description
Minimum Sweep Amount	The Minimum Sweep Amount and currency will be defaulted based on the product parameter and debit account currency. Sweep out instruction is executed only if the derived sweep amount (Debit Account balance minus the Threshold Amount) is greater than or equal to Minimum Sweep Amount. This is an optional field that can be input during the sweep setup.
Credit Account Number	Enter the credit account number or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Credit Account Number, or Credit Account Name and click the Fetch button.
Credit Account Name	Credit Account Name is displayed based on the credit account number selected.
Start Date	Users can define the start date for sweep-out instruction, Start date cannot be backdated. **NOTE:** Start date cannot be backdated
End Date	Users can define the end date for sweep-out instruction, Sweep out instruction will be closed after the end date. **NOTE:** End Date cannot be less than Start Date.
Narrative	The narrative will be defaulted as 'Sweep Out from Account'. The defaulted value is modifiable.

7. Auto Term Deposit Instruction

This topic describes capturing the customer requests for creating a term deposit account if the account balance goes above the threshold limit. This will ensure a better interest return to account holders.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Term Deposit Instruction**, or specify the **Term Deposit Instruction** in the Search icon bar.

   STEP RESULT: **Term Deposit Instruction** screen is displayed.

   NOTE: The fields which are marked in asterisk blue are mandatory fields.

   Figure 7.1: Term Deposit Instruction Screen

2. On **Term Deposit Instruction** screen, specify the fields.

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

   On the **Account Name**, click the **i** icon to view the Customer Information.

   Table 7.1: Term Deposit Instruction

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click the Fetch button. .
Account Name	Account Name is displayed based on the account number selected.
Threshold Amount	Account Currency will default to Threshold Amount filed. User can define the threshold amount for creating the term deposit account if the current account and savings account balance exceed the threshold amount, the system creates a term deposit account for the excess amount after considering the sweep multiples.

Field	Description
Sweet Multiples Of	Users can define the sweep multiples of which the term deposit to be created, this will avoid term deposit creation for a small amount.
Tenor	Users can define the tenor details for creating the term deposit account. Tenor details will be defaulted based on the account class configured for term deposit instruction, the system allows to change the defaulted value. Term Deposit account will be created for the selected tenor. The tenor drop down list the below values,: • Days • Months • Years Users can increase or decrease the selected tenor with up and down arrow buttons.
Start Date	Users can define the start date from which the term deposit instruction to be valid, using the adjoining calendar. The system will default the start date as the current branch date, user can modify the start date to any future date. **NOTE:** Start Date cannot be backdated.
End Date	Users can define the end date of term deposit instruction, using the adjoining calendar, the system will not execute the term deposit instruction after the end date. **NOTE:** End Date cannot be less than Start Date.

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8. Stop Cheque Payment

This topic describes the systematic instructions for stopping payment of cheque. Based on Customer Request Bank can stop payment on uncleared cheque. Stop payment requests can either be for a single cheque or a continuous sequence of cheque.

NOTE: Users can select the option **Single Cheque** or **Range of Cheque** for a stop payment. If stop payment to be performed for multiple sequential cheque numbers, user has to select the Range of cheque option.

1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Stop Cheque Payment**, or specify the **Stop Cheque Payment** in the Search icon bar.

   STEP RESULT: **Stop Cheque Payment** screen is displayed.

   NOTE: The fields which are marked in asterisk blue are mandatory fields.

   Figure 8.1: Stop Cheque Payment - Single Cheque tab

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Figure 8.2: Stop Cheque Payment - Range of Cheque tab

2. On **Stop Cheque Payment** screen, specify the fields.

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

   On the **Account Name**, click the **i** icon to view the Customer Information.

Table 8.1: Stop Payment Cheque - Single Cheque - Field Description

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing, Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button. .
Account Name	Account Name is displayed based on the account number selected.
Cheque Number	Enter the cheque number on which payment has to be stopped.
	note: Option to input a single cheque number is available when 'Single Cheque' is selected. This field is mandatory.
Stop Reason	User can capture the reason for stop payment instruction. .

Table 8.2: Stop Payment Cheque - Range of Cheque- Field Description

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing, Customer ID, Account Number, or Account Name and click the Fetch button. .
Account Name	Account Name is displayed based on the account number selected.

Field	Description
Cheque Start Number	Enter the first cheque number in a series of cheque on which payment has to be stopped. note: Option to input Cheque Start Number is available when 'Range of Cheque is selected. .
Cheque End Number	Enter the last cheque number in a series of cheque on which payment has to be stopped. NOTE: Option to input Cheque Start Number is available when 'Range of Cheque is selected. Cheque End Number cannot be less than the Cheque Start Number The cheque numbers must always be sequential
Stop Reason	User can capture the reason for stop payment instruction.

9. Cheque Book Request

This topic describes the systematic instructions to request Cheque book.Subject to the facility being available for the category of account the Customer owns, Cheque Books can be requested by the Customer. Generally, Cheque Books come in pre-defined book sizes and customers can request for issuance of new Cheque books when they run out of Cheque leaves.

1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Cheque Book Request**, or specify the **Cheque Book Request** in the Search icon bar.

   STEP RESULT: **Cheque Book Request** screen is displayed.

   NOTE: The fields which are marked in asterisk blue are mandatory fields.

   Figure 9.1: Cheque Book Request Screen

2. On **Cheque Book Request** page, specify the fields.

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

   On the **Account Name**, click the **i** icon to view the Customer Information.

   Table 9.1:   Cheque Book Request

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button. .
Account Name	Account Name is displayed based on the account number selected.

Field	Description
Number of Cheque Leaves	Input the Number of Cheque Leaves per Cheque book. Cheque books are generally issued by the Bank in predefined sizes or leaves per book. The number of leaves is a drop-down field that contains numbers that define the size of the Cheque book. .
Request Date	Request date defaults to the current business date and will not allow editing.
Delivery Mode	In the Delivery Mode drop-down, the available options are: • Post/Courier • Branch Selecting Branch would indicate that the customer would collect the Cheque book at the Branch whereas selecting Delivery would mean that the Cheque book will be delivered at the registered mailing address of the account. **NOTE:** There will be no option to select a delivery address since the mailing address is verified at the time of account opening and all customer communication happens at this address.
Delivery Address	If Delivery Mode is selected as 'Post/Courier', Delivery Address will default to the address maintained at the Account. This field cannot be edited.
Narrative	Narrative field defaults to Cheque Book Request and allows editing.

10. Card Status Change

This topic describes the systematic instructions about Card Status Change.

1. On **Home screen**, click **Account Services**. On Account Services, under **Card**, click **Card Status Change** or specify the **Card Status** Change in the Search icon bar**.**

    STEP RESULT: **Card Status Change** screen is displayed.

    NOTE: The fields which are marked in asterisk blue are mandatory fields.

    Figure 10.1: Card Status Change

2. On **Card Status Change**, specify the fields.

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

    Table 10.1: Card Status Change

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing, Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
Account Name	The system defaults this field, based on the Account Selected
Card Number	Enter the Card Number or click the search icon to view the Card Number pop-up window. By default, this window lists all the Card Numbers linked to the Account Number. You can search for a specific Card Number by providing, Card Number, Name on the Card, or Card Type and click on the Fetch button.
Name on the Card	The system defaults this field, based on the Card Number.
Card Type	The system defaults this field based on the Card Number.
Expiry Date	Expiry Date of the Card is defaulted based on the Card Number

Field	Description
Card Status	Select the Card status from the drop-down list. Users can Block or Activate the Card by selecting the appropriate value in the drop-down list.
Reason for change	Specify the reason for change.

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11. Activate Dormant Account

This topic describes the systematic instruction for Activating Dormant Account based on the account holder's request.

1. On the **Homepage**, from **Account Services**, under **Account Status Update**, click **Activate Dormant Account**, or specify the **Activate Dormant Account** in the Search icon bar.

   STEP RESULT: **Activate Dormant Account** screen is displayed.

   NOTE: The fields which are marked in asterisk blue are mandatory fields.

   Figure 11.1: Activate Dormant Account Screen

2. On **Activate Dormant Account**, specify the fields.

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

   On the **Account Name**, click the **i** icon to view the Customer Information.

   Table 11.1:   Activate Dormant Account

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
Account Name	Account Name is displayed based on the account number selected.
Account Status	Account status is display-only field. The system displays the current account status (Dormant/Active).
Dormant Since	Dormant Since is a display-only field, the system defaults the dormant date while choosing/entering the Account Number. No value will be displayed if the account is active.

Field	Description
Activate Account	The user can activate the dormant account by enabling the toggle button.

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12. Account Status Change

This topic describes the systematic instructions about account status change. The bank or the customer can request for changing the status of current and savings account status like No Debit, No Credit, Debit Override, Credit Override, and Frozen.

1. On the **Homepage**, from **Account Services**, under **Account Status Update**, click **Account Status Change**, or specify the **Account Status Change** in the Search icon bar.

    STEP RESULT: **Account Status Change Detail** screen is displayed.

    NOTE: The fields which are marked in asterisk blue are mandatory fields.

    Figure 12.1: Account Status Change Detail screen

2. On A**ccount Status Change Detail** screen, specify the fields.

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

    On the **Account Name**, click the **i** icon to view the Customer Information.

    Table 12.1: Account Status Change

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
Account Name	Account Name is displayed based on the account number selected.
Account Status	The existing account statuses will be displayed, and users can modify them (No Debit, No Credit, Debit Override, Credit Override, and Frozen) by enabling or disabling the toggle button.

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13. Account Branch Transfer

This topic describes the systematic instructions about customer requests for the transfer of their Current and Saving accounts from one branch to a different branch.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Amount Branch Transfer**, or specify the **Amount Branch Transfer** in the Search icon bar.

    STEP RESULT: **Account Branch Transfer** screen is displayed.

    NOTE: The fields which are marked in asterisk blue are mandatory fields.

    Figure 13.1: Account Branch Transfer Screen

2. On **Account Branch Transfer** screen, specify the fields.

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

    On the **Account Name**, click the **i** icon to view the Customer Information.

    Table 13.1: Account Branch Transfer

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
Account Name	Account Name is displayed based on the account number selected.
Current Branch Code	Current Branch Code is displayed based on the account number selected.
Current Branch Name	Current Branch Name is displayed based on the account number selected.
Transfer Branch Code	Enter the Transfer Branch Code or click the search icon to view the list of available branch codes. You can search a specif branch code by providing Branch Code or Branch Name and click on the 'Fetch' button.

Field	Description
Transfer Branch Name	The system displays the transfer branch name based on the transfer branch selected.
Transfer Date	Click on the Calender icon, and select the From and To date for account statement generation. **NOTE:** Transfer Date cannot be current date or back dated.

14. Account Address Update

This topic describes the systematic instruction about Account Address Update.While entering the account number, the system displays the current address details of the account and the user can modify these details.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Account Address Update** or specify the **Account Address Update** in the Search icon bar.

   STEP RESULT: **Account Address Update** screen is displayed.

   NOTE: The fields which are marked in asterisk blue are mandatory fields.

   Figure 14.1: Account Address Update

2. On **Account Address Update** screen, specify the fields.

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

   On the **Account Name**, click the **i** icon to view the Customer Information.

   Table 14.1: Account Address Update

Field	Description
Account Number	Enter the **Account number** or click the search icon to view the **Account Number** pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing **Customer ID**, **Account Number**, or **Account Name** and click on the **Fetch** button. .
Account Name	**Account Name** is displayed based on the account number selected.
Building	Current **Building** details will be displayed and the user can modify the details.
Street	Current **Street** details will be displayed and the user can modify the details.
City	Current **City** details will be displayed and the user can modify the details.

Field	Description
State	The current **State** will be displayed and the user can modify it.
Country	Click the search icon to view the Country pop-up window. On the **Country** pop-up window, specify any one of the following fields, and click **Fetch**. By default, this window lists all the Country codes present in the system. You can search for a specific Country by providing Country Code or Country Name and clicking on the '**Fetch**' button. The available fields on the Country Pop-Up window are: • Country Code • Country Name
Zip Code	The current **Zip code** will be displayed, and the user can modify it.

15. Amount Block

This topic describes the systematic instruction about Amount Block. An amount block is that part of the balance in a customer's account, which is reserved for a specific purpose. It can be specified for an account either on the directions of the customer or of that of the bank. When an amount block is set for an account, the balance available for withdrawal is the current balance of the account minus the blocked amount. On the expiry of the period for which the amount block is defined, the system automatically updates the amount block check in the Customer Accounts table.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Amount Block**, or specify the **Amount Block** in the Search icon bar.
    STEP RESULT: **Amount Block** screen is displayed.

    NOTE: The fields which are marked in asterisk blue are mandatory fields.

    Figure 15.1: Amount Block

2. On **Amount Block** screen, specify the fields.

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

    On the **Account Name**, click the **i** icon to view the Customer Information.

    Table 15.1:   Amount Block

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button. .
Account Name	Account Name is displayed based on the account number selected.
Amount To be Blocked	Specify the amount to be blocked. The ISO currency code will be defaulted in this field based on the Account Currency.

Field	Description
Effective Date	The date from which the funds in the account need to be blocked can be specified in the Effective Date field. The effective date is the current date of the Branch and is defaulted. The effective date can be changed to a future date. However, backdating the effective date is not allowed. Enter paragraph text here
Expiry date	The date on which the amount block is to be released can be specified in the Expiry Date field. From this date onwards, the blocked amount will be unlocked and is available for withdrawal to the customer. Block instruction amount cannot be modified after the expiry date. This is an optional input field and can be left blank which would mean that the block would remain on the account for an indefinite period.
Block Reason	Click the search icon to view the Block Code pop-up window. By default, this window lists all the available Block Codes. You can search for a specific Block Reason by providing Block Code or Block Description and clicking on the '**Fetch**' button. The available fields on the Block Code Pop-Up window are: • Block Code • Block Description When a Block Reason is selected, the Block Description is automatically populated.
Narrative	The Narrative is defaulted to 'Amount Block'. You can edit the defaulted narrative to a narrative of your choice.

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16. Nominee Details Update

This topic describes the systematic instruction to update nominee details.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Nominee Details Update**, or specify the **Nominee Details Update** in the Search icon bar.

STEP RESULT: **Nominee Details Update** screen is displayed.

NOTE: The fields which are marked in asterisk blue are mandatory.

Figure 16.1: Nominee Details Update screen

Figure 16.2: Nominee Details List screen
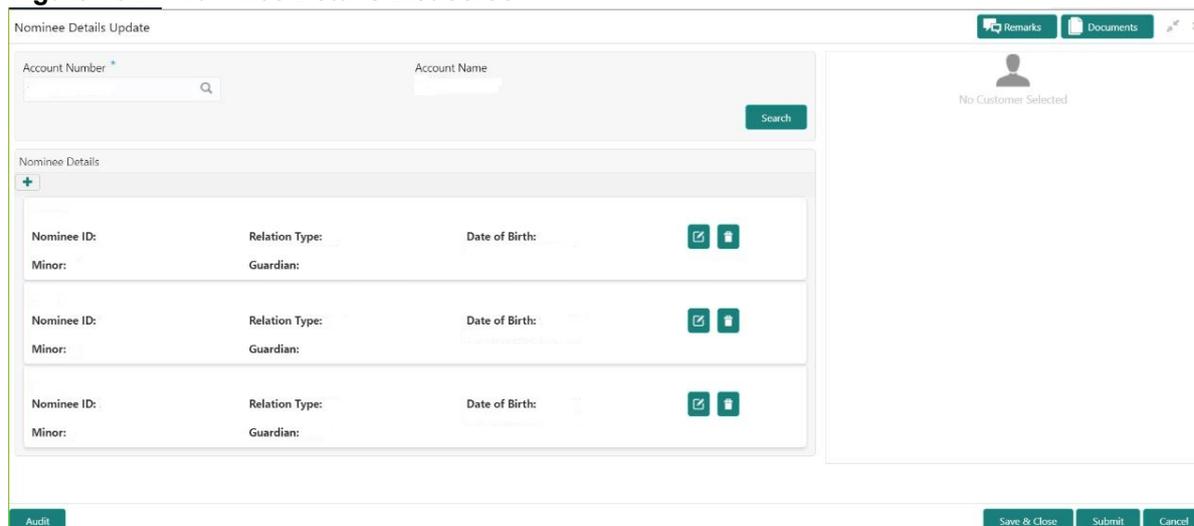
2.   On **Update Nominee Details** screen, specify the fields.

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

On the **Account Name**, click the **i** icon to view the Customer Information.

Table 16.1:   Update Nominee Details

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing, Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
Account Name	The system defaults this field, based on the Account Number selected.

Field	Description
Nominee Details	Click on **Search** button to display the existing nominee details, existing nominee details will be displayed in list view format and the below nominee details are displayed: • Nominee Name • Relation Type • Date of Birth • Percentage • Minor • Guardian After search, if no nominee details are found, the system gives an information message 'Nominee Details are not available'. Users can add new Nominee details by click on the '+' button. The nominee details popup screen will be displayed and the user can capture the nominee details: • Title - Select the title from the drop-down list. • First Name - Specify the First Name. • Middle Name - Specify the Middle Name • Last Name - Specify the Last Name. • Relation Type - Specify the Relation Type from the drop-down list. • Date of Birth - Specify the Date of birth. • Minor - Based on the date of birth, the system derives whether the customer is minor or major. • Percentage - Enter the possession percentage of the nominee, the total percentage of all nominees should be equal to 100. • Default Account Address - If the Account address and nominee • the address is the same, the user can default the account address nominee address by enabling the 'Default Account Address' toggle button. • Building - Specify the Nominee building • Street - Specify the Nominee Street • Locality - Specify the Nominee Locality • City - Specify the nominee city. • State - Specify the nominee State. • Country - Specify the nominee Country. • Zip Code - Specify the nominee Zip Code • E-mail - Specify the nominee e-mail ID • Mobile - Specify the nominee Mobile Number • Phone - Specify the nominee telephone number

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Field	Description
Edit Icon	Users can edit the existing nominee details by a click on the Edit icon. A pop-up window displays with existing nominee details, and the user can edit the details.
Delete Icon	Users can remove the existing nominee by a click on the Delete icon, while removing the existing nominee system will get a confirmation from the user 'Do you wish to remove the nominee <Nominee Name

3. Guardian details will be enabled if the nominee is a minor. For more information on fields, refer to the Guardian Details Field Description table.

Figure 16.3: Guardian Details screen

Table 16.2: Guardian Details - Field Description

Field	Description
Title	Select the title from the drop-down list
First Name	Specify the First Name.
Middle Name	Specify the Middle Name
Last Name	Specify the Last Name.
Relation Type	Specify the Relation Type from the drop-down list.
Date of Birth	Specify the Date of birth.
Building	Specify the Guardian building
Street	Specify the Guardian Street
Locality	Specify the Guardian Locality
City	Specify the Guardian city.
State	Specify the Guardian State.

Field	Description
Country	Specify the Guardian Country.
Zip Code	Specify the Guardian Zip Code
E-mail	Specify the Guardian e-mail ID
Mobile	Specify the Guardian Mobile Number
Phone	Specify the Guardian telephone number

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17. Update Joint Holder Details

This topic describes the systematic instruction to update joint account details. A Customer can be the sole owner of the account he owns or it can be held jointly. Joint accounts are accounts that are shared between two or more individuals. They can be operated either singly or jointly. However, Joint account holders share equal responsibility for charges or any other liability arising from holding such accounts.

1. On the **Homepage**, from **Account Services**, **Other Services**, click **Joint Holder Maintenance**, or specify the **Joint Holder Maintenance** in the Search icon bar.

   STEP RESULT: **Joint holder Maintenance** screen is displayed.

   NOTE: The fields which are marked in asterisk blue are mandatory fields.

   Figure 17.1: Joint Holder Maintenance screen

2. On **Joint Holder Update Details** screen, specify the fields.

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

   On the **Account Name**, click the **i** icon to view the Customer Information.

   Table 17.1: Update joint Account Details

Field	Description
Account Number	Enter the Account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button Click the Search icon after providing the Account Number. If the account is already held jointly, 'Account Type', 'Mode of Operation', and 'Joint Holder Details' are defaulted and the record is open for editing. If the account is held Singly, you can update the Joint Holder details for the first time. .

Field	Description
Account Name	Account Name is displayed based on the account number selected.
Account type	Select the Account Type from the following: • Single • Joint
Mode Of Operation	If the account is individually owned, Account Type and Mode of Operation are defaulted to Single. Joint Holder Details multi-grid table does not display any record. If the account is jointly owned, the Account Type has defaulted as Joint. Mode of Operation has defaulted to any one of Jointly, Either Anyone or Survivor, Former or Survivor or Mandate Holder. Joint Holder Details multi-grid table will contain one or more than one record.
Joint Holder Details	The joint Holder Details screen can be used to either input Joint Holder details for the first time or to modify existing details of Joint Holding. The Joint Holder Details will display: • Customer Number • Customer Name • Joint holder Type • Start Date • End Date

18. Temporary Overdraft Limit

This topic describes the systematic instructions to maintain Temporary Overdraft Limit.The temporary OD limit is the limit up to which any overdraft is allowed for a specified time over and above the limit provided for an account. This limit is independent of any credit line linked to the account. This facility is mostly opted by the customer for short-term overdrawing.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Temporary Overdraft Limit**, or specify the **Temporary Overdraft Limit** in the Search icon bar.

    STEP RESULT: **Temporary Overdraft Limit** screen is displayed

    NOTE: The fields which are marked in asterisk blue are mandatory fields.

    Figure 18.1: Temporary Overdraft Limit Screen

2. On T**emporary Overdraft Limit** screen, specify the fields. For more information on fields, refer to the field description table.

    On the **Account Name**, click the **i** icon to view the Customer Information.

    Table 18.1: Temporary Overdraft Limit

Field	Description
Account Number	Enter the **Account number** or click the search icon to view the **Account Number** pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing **Customer ID**, **Account Number**, or **Account Name** and click on the **Fetch** button.
Temporary Overdraft Start Date	The current Business Date defaults in the Temporary Overdraft Start Date field. This can be changed to any future date. However, it cannot be backdated.

Field	Description
Temporary Overdraft End Date	The date on which the temporary overdraft limit comes to an end. This date cannot be lesser than the Temporary Overdraft Start Date Input to this field is optional. If a date is not specified it means that the temporary overdraft facility is extended to the customer for an indefinite period
Temporary Overdraft Limit	The limit amount can be input in the Temporary Overdraft Limit field. The ISO currency code will be defaulted in this field based on the Account Currency. This field highlights the limit up to which any overdraft is allowed for a specified period over and above the limit set for this account. This limit is independent of any credit line linked to this account. This is mostly used for short-term overdrawing. Any amount greater than equal one can be input. Negative values not allowed
Temporary Overdraft Renewal	Optionally, temporary overdraft renewal details can also be specified. Fields specific to renewal become visible only when the Temporary Overdraft Renewal slider is turned on. When the Temporary Overdraft Renewal slider is turned on, specifying Renewal Unit, Renewal Frequency and Next Renewal Limit becomes mandatory.
Renewal Frequency	Renewal frequency for temporary overdraft should be specified in the Renewal Frequency field. The user has the option to specify the renewal frequency in: • Days • Months • Years
Next Renewal Limit	The new limit amount after renewal should be specified in the Next Renewal Limit field. A value greater than or equal to 1 should be specified.

19. Account Statement Frequency

This topic describes the systematic instruction about Account Statement Frequency Update. After specifying the account number, system displays existing account statement cycle details, and the user can modify the frequency.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Account Statement Frequency**, or specify the **Account Statement Frequency** in the Search icon bar.

   STEP RESULT: **Account Statement Frequency** screen is displayed.

   NOTE: The fields which are marked in asterisk blue are mandatory fields.

   Figure 19.1: Account Statement Frequency

2. On **Account Statement Frequency** screen, specify the fields.

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

   On the **Account Name,** click the **i** icon to view the Customer Information.

Table 1:   Account Statement Frequency

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click the Fetch.
Account Name	Account Name is displayed based on the account number selected.
Last Statement Date	The last statement generation date will be displayed.

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Field	Description
Frequency	Users can modify the frequency for generating the account statements. To specify the frequency of the statements, click on the adjoining drop-down list. The following list is displayed: • Annual • Semiannual • Quarterly • Monthly • Fortnightly • Weekly • Daily For the **Annual, Semiannual, Quarterly** and **Daily** cycles, the account statement will be generated on the last day of that cycle. For a weekly and fortnightly statement, the user can specify the day of the week on which account statements must be generated. To specify weekly and fortnightly statements, click on the adjoining drop-down list. The following list of days will be displayed: • Sunday • Monday • Tuesday • Wednesday • Thursday • Friday • Saturday For monthly statements the user can specify the dates of the month, between 1 and 31(corresponding to the system date). For example: • If the user selected the statement date to 30, then account statements will be generated on the last working day for months with < 30 days. • If the user sets the statement date to 31, then account statements will be generated on the last working day for months with <31 days. • If 30th or 31st is a holiday on the next working day the account statement gets generated.

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20. Account Statement Request

This topic describes the systematic instructions about account statement requests. Based on the account holder's request, a detailed or brief account statement can be generated for a given Period.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Account Statement Request**, or specify the **Account Statement Request** in the Search icon bar.

   STEP RESULT: **Account Statement Request** screen is displayed.

   NOTE: The fields which are marked in asterisk blue are mandatory fields.

   Figure 20.1: Account Statement Request Screen

2. On **Account Statement Request** screen, specify the fields.

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

   On the **Account Name**, click the **i** icon to view the Customer Information.

   Table 20.1: Account Statement Request

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button. .
Account Name	Account Name is displayed based on the account number selected.

Field	Description
Period	Users can select the period for account statement generation from the drop-down list. Period drop-down list the below values: • Date Range • Current Month • Last 2 Months • Last 3 Months When users select the Date Range in the Period drop-down, the user can define the account statement generation date manually. When users select the Current Month or Last 2 Months or Last 3 Months in the Period drop-down, the Date Range field will be default and the user cannot modify the date. For Example, • If the user selected the Period drop-down as Current Month, then the date will be default based on the current date i.e first of every month till the current date. • If the user selected the Period drop-down as Last 2 Months, then the system defaults the account statement generation date as last 2 months from current date and the user cannot modify the date. • If the user selected the Period drop-down as Last 3 Months, then the system defaults the account statement generation date as last 3 months from current date and the user cannot modify the date.
Date Range	Click on the Calender icon, and select the From and To date for account statement generation. **NOTE:** To Date cannot be less than From Date

21. Account Transaction Inquiry

This topic provides the systematic instructions for the users to view, and download all the transactions posted to the current account and saving accounts for a particular date range or last n transactions.

1. On **Homepage**, from **Account Services**, under **Query**, click **Account Transactions**, or specify the **Account Transactions** in the Search icon bar.

    STEP RESULT: **Account Transactions** screen is displayed.

    NOTE: The fields which are marked in asterisk blue are mandatory fields.

    Figure 21.1: Account Transactions Screen

2. On **Account Transactions** screen, specify the fields.

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

    Table 21.1:   Account Transaction Inquiry

Field	Description
Account Number	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click the Fetch.
Account Name	Account Name is displayed based on the account number selected.
Account Currency	Account Currency is displayed based on the account number selected.
Transaction Type	User can view all the transactions posted to the current account and saving account with the below transaction type: • Debits & Credits • Debits • Credits

Field	Description
Search Type	The Users can select the search type. The below list of values is available: • Data Range • Last 2 months • Last 3 months • Last number of transactions
Date Range	This option will be available, if the user selects the search type as 'Date Range'. Click on the Calender and specify the From date and To date for the account transactions. **NOTE:** To Date cannot less than From Date. Click **Search.** Post the inputs, the Account Transaction can be viewed
Last Number of Transactions	This option will be displayed if the user selects search type as 'Last number of Transactions'. Users can search the account transactions for the last 'n' transactions. Click **Search.** Post the inputs, the Account Transaction can be viewed
Transactional Details	On execute query system display the below transaction details. User will be able to search and sort the transaction details. • Reference Number • Transaction Description • Cheque Number • Transaction Date • Value Date • Debit Amount • Credit Amount • Running Balance

22. List of Menus

View and Modify Schedule Transfer