

Oracle FLEXCUBE Direct Banking

Retail Customer Services Transaction
Dashboard User Manual
Release 12.0.2.0.0

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Retail Customer Services Transaction Dashboard User Manual
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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 OFSS Support

<https://flexsupp.oracle.com/>

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

Transaction Host Integration Matrix provides information on host integration requirements for the transactions covered in the User Manual.

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

Chapters post Introduction are dedicated to individual transactions and its details, covered in the User Manual

1.5. Related Information Sources

For more information on Oracle FLEXCUBE Direct Banking Release 12.0.2.0.0, refer to the following documents:

- Oracle FLEXCUBE Direct Banking Licensing Guide
- Oracle FLEXCUBE Direct Banking Installation Manuals

2. Transaction Host Integration Matrix

Legends

NH	No Host Interface Required.
★	Host Interface to be developed separately.
✓	Pre integrated Host interface available.
✗	Pre integrated Host interface not available.

Transaction Name	FLEXCUBE UBS	Third Party Host System
Transaction Dashboard	NH	★
View Transactions	NH	★
Transactions To release	NH	★

3. Introduction

The dash board of a business user displays all the transactions that have been initiated or any action has been taken on the transaction by the user.

The Authorization transaction is useful in case of a business user needs to get its transactions authorized by a higher authority. The authorization transaction helps reduce the level of risk and increase the security thereby reducing the chances of wrong transactions being authorized by a corporate user with wrong amount or wrong data.

Business user Authorization works on the Maker Checker concept wherein a maker i.e. initiator of the transaction initiates the transaction. The rule is created stating what type of transactions will go for authorization to what level of authorizers. Thus the transactions are available for authorization to the respective authorizers.

The types of Authorizations are defined on day zero like sequential or non sequential Authorization depending upon the number of Authorizers. While creating the rules for authorization one can also define the number of authorizers in a list for authorization.

The Business user Authorization transaction includes transactions like Initiated transactions, View transactions, View Drafts and Templates, View Authorization Transactions.

4. Initiated Transactions

This transaction displays all self initiated transactions along with the current status of the transactions & number of transaction count for each type with specific status.

To view initiated transactions

1. Log on the **Internet Banking** Application
2. Navigate through the menus to **Transaction Activities > Transactions**. The system displays **View Initiated Transactions** screen.

View Initiated Transactions

View Initiated Transactions			
24-08-2010 01:27:23 GMT -1000			
View By Transaction Status			
Initiated Transactions	View Drafts/Templates	Transactions To Authorize	View Transactions
Initiated Transactions			
Transaction Type	Status	Count	
Domestic Funds Transfer	Accepted	6	9.38%
	Under Process	2	3.12%
Domestic Transfer Bene	Accepted	3	4.69%
International Account Transfer	Pending for Processing	3	4.69%
International Draft	Accepted	1	1.56%
International Transfer Bene	Accepted	2	3.12%
Multiple Internal Transfer	Accepted	6	9.38%
Open New Account	Accepted	1	1.56%
Own Account Transfer	Accepted	3	4.69%
	Pending for Processing	1	1.56%
Pay Bill	Accepted	7	10.94%
SEPA Card Payment	Accepted	12	18.75%
Sepa Card Payment Bene	Accepted	4	6.25%
SEPA Credit Transfer	Accepted	1	1.56%
Sepa Credit Transfer Bene	Accepted	4	6.25%
Sepa Direct Debit Bene	Accepted	1	1.56%
UK Payments	Accepted	3	4.69%
UK Payments Bene	Accepted	4	6.25%

Field Description

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

Initiated Transactions

Transaction Type	[Display] This column displays the list of transactions.
Status	[Display] This column displays the status of transactions.
Count	[Display] Number of transaction for each transaction type with same status.
Graph	[Display] This column displays the count as a graph.

- Click the hyperlink of the status. The system displays **search initiated transactions** screen.

The status of transaction can be :

- Initiated
- Semi Authorized
- Rejected by Host
- Authorized
- Deleted

- Accepted
- Rejected by Authorizer

Search Initiated Transaction Screen

Search Initiated Transactions
03-03-2011 13:01:28 GMT +0530

[▼ To add more search criteria](#)

EBanking Reference No.*: ☐

Other Search Criteria: ☒

Transaction Type*:

Customer:

User Reference Number:

Transaction Period*:

Value Date From:

From Amount:

Currency:

Status*:

Account Number:

Value Date To:

To Amount:

Records 1 to 1 of 1

Page 1 of 1

None/All	EBanking Reference No.	Transaction Type	Transaction Status	Created On	Updated On	Created By	Updated By	User Reference No.	Transaction Amount	Value Date	Updated On-My Timezone	Created On-My Timezone
<input type="checkbox"/>	162492189012136	Adhoc Account Statement Request	Under Process	08-02-2011 14:20:50 GMT +0530	08-02-2011 14:20:50 GMT +0530	CUSER1	CUSER1	162492189012136	0		08-02-2011 14:20:50 GMT +0530	08-02-2011 14:20:50 GMT +0530

Note : Indicates Linked References.

Field Description

Field Name	Description
Search By	
EBanking Reference Number	[Radio Button, Input] Select the radio button and enter the ebanking reference number of the transaction.
Other Search Criteria	[Radio Button] Select the radio button search by other search criteria.
Transaction Type	[Dropdown] Select the transaction type from the list.
Status	[Dropdown] Select the status from the list.

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Field Name	Description
Customer	[Dropdown] Select the customer id from the list.
Account Number	[Input] Type the account number.
User Reference Number	[Input] Type the user reference number.
Transaction Period	[Dropdown] Select the period in which the transaction was initiated. Values: <ul style="list-style-type: none"> • Last 1 Day • Last 6 Months • Last n Transactions Custom Date
From Date	[Date picker] Enter the date from to search by date range. From Date will be enabled and mandatory if Custom Date is selected in the Transaction Period dropdown.
To Date	[Date picker] Enter the To Date to search by date range. To Date will be enabled and mandatory if Custom Date is selected in the Transaction Period dropdown.
Value Date From	[Date picker] Enter the Value Date From to search by value date range.
Value Date To	[Date picker] Enter the Value Date To to search by value date range.
From Amount	[Input] Enter the From Amount to search by amount range.
To Amount	[Input] Enter the To Amount to search by amount range.
Currency	[Dropdown] Select the currency from the list.
Search Results	

Field Name	Description
EBanking Reference Number	[Display] This column displays the EBanking Reference Number of the Transaction.
Transaction Type	[Display] This column displays the Name of the Transaction.
Transaction Status	[Display] This column displays the status of the Transaction.
Created On (Entity Time zone)	[Display] This column displays the Date of creation of the Transaction as per the entity time zone.
Created On (My time zone)	[Display] This column displays the Date of creation of the Transaction as per the user's preferred time zone.
Updated On	[Display] This column displays the Date of update of the Transaction.
Created By	[Display] This column displays the User id with which the Transaction is created.
Updated By	[Display] This column displays the User id with which the Transaction is updated.
User Reference Number	[Display] This column displays the User Reference no of the Transaction.
Value Date	[Display] This column displays the Value date of the Transaction.
Updated on My Time zone	[Display] This column displays the date, time and time zone details of the transaction update.
Created on My Time zone	[Display] This column displays the date, time and time zone details of the transaction Created.
Source Branch code	[Display] This column displays the Source branch code of the transaction.

Field Name	Description
Customer ID	[Display] This column displays the customer id of the user.
Transcation Id	[Display] This column displays the transaction id of the transcation.
Template Type	[Display] This column displays the type of temaplte if the transaction is saved as a template..

4. The additional search criteria fields and additional search result fields are displayed as per the transaction type selected.
5. Click the **E-banking reference number** hyper link. The system displays the View initiated transaction screen.

View Initiated Transactions




View Initiated Transactions
24-08-2010 01:29:50 GMT -1000

Reference Number	Transaction Type	Created On	Updated By	Updated On	Status	Version	Value Date	Host Reference Number
172931937087829	Pay Bill	03-08-2010 20:34:27 GMT -1000	ADIRET	03-08-2010 20:34:28 GMT -1000	Accepted [5]	1	19-07-2010	

Customer Name: 010000863
 Biller: MTN DIGICOM
 Account: 000863EUR01
 Bill Number: 2332
 Bill Date: 01-03-2009
 Payment Amount: 3,232.00 EUR

Note: #

Audit Detail

Authorizer/s	Authorized On	Status	Value Date	Amount	Note
 ADIRET	03-08-2010 20:34:28 GMT -1000	Accepted [5]	19-Jul-2010	EUR 3,232.00	
 ADIRET	03-08-2010 20:34:28 GMT -1000	Under Process [25]	19-Jul-2010	EUR 3,232.00	
 ADIRET	03-08-2010 20:34:27 GMT -1000	Authorized [3]	19-Jul-2010	EUR 3,232.00	

Back

6. Click the **Back** button to return to the previous screen.

5. View Drafts/ Templates

View Drafts / templates Tab displays the transactions for which you have created drafts or templates. You can see the drafts and templates and use them to initiate the transactions from this screen. The difference between saving as template and saving as a draft is that while saving as draft you can save without entering complete details but while saving as a template you can save as a template only after entering completely correct details.

To view transactions

1. Logon to **Internet Banking** application
2. Navigate through the menu to **Dashboard >View Transactions**. The system displays the **View Transactions** screen

View Transactions

View Drafts/Templates				24-08-2010 01:30:42 GMT -1000
View By: Transaction Status				
Initiated Transactions	View Drafts/Templates	Transactions To Authorize	View Transactions	
View Drafts/Templates				
Transaction Type	Status	Count		
International Account Transfer	Template	3	<div><div></div></div>	25%
	Draft	1	<div><div></div></div>	8.33%
SEPA Card Payment	Template	4	<div><div></div></div>	33.33%
	Draft	1	<div><div></div></div>	8.33%
UK Payments	Draft	2	<div><div></div></div>	16.67%
	Template	1	<div><div></div></div>	8.33%

Field Description

Field Name	Description
View Drafts/ Templates	
Transaction type	<p>[Display]</p> <p>This column displays the transaction type</p>
Status	<p>[Display]</p> <p>Displays the status of transactions.</p> <p>Click on the hyperlink to display the search results as per search criteria for the selected transaction.</p> <p>The status of transaction can be :</p> <ul style="list-style-type: none"> Initiated Semi Authorized Rejected by Host Authorized Deleted Accepted Rejected by Authorizer
Count	<p>[Display]</p> <p>Number of transaction for each transaction type with same status.</p>
Graph	<p>[Display]</p> <p>Displays the count as a graph.</p>
<p>3. Click on the status of the transaction. The system displays the Search Authorization Transactions screen.</p>	

Search Authorization Transactions

Search Transactions 04-03-2011 12:18:04 GMT +0530

▼ To add more search criteria

EBanking Reference No.*: ☐

Other Search Criteria: ☒

Transaction Type*: Status*:

Customer: Account Number:

User Reference Number:

Initiator:

Transaction Period*:

Value Date From:

Value Date To:



From Amount:

To Amount:

Currency:

OIN:

Records 1 to 2 of 2 Page 1 of 1

EBanking Reference No.	Transaction Type	Transaction Status	Created On	Updated On	Created By	Updated
 571957364021465	SEPA Direct Debit	Template	10-02-2011 17:59:12 GMT +0530	10-02-2011 17:59:12 GMT +0530	CORPINIT	CORPINIT
 817134646019959	SEPA Direct Debit	Template	10-02-2011 14:42:56 GMT +0530	10-02-2011 14:42:56 GMT +0530	CORPINIT	CORPINIT

Field Description

Field Name	Description
Search By	
EBanking Reference Number	[Radio Button, Input] Select the radio button and enter the ebanking reference number of the transaction.
Other Search Criteria	[Radio Button] Select the radio button search by other search criteria.
Transaction Type	[Dropdown] Select the transaction type from the list.
Status	[Dropdown] Select the status from the list.
Customer	[Dropdown] Select the customer id from the list.
Account Number	[Input] Type the account number.
User Reference Number	[Input] Type the user reference number.

Field Name	Description
Transaction Period	<p>[Dropdown]</p> <p>Select the period in which the transaction was initiated.</p> <p>Values:</p> <ul style="list-style-type: none"> • Last 1 Day • Last 6 Months • Last n Transactions <p>Custom Date</p>
From Date	<p>[Date picker]</p> <p>Enter the date from to search by date range.</p> <p>From Date will be enabled and mandatory if Custom Date is selected in the Transaction Period dropdown.</p>
To Date	<p>[Date picker]</p> <p>Enter the To Date to search by date range.</p> <p>To Date will be enabled and mandatory if Custom Date is selected in the Transaction Period dropdown.</p>
Value Date From	<p>[Date picker]</p> <p>Enter the Value Date From to search by value date range.</p>
Value Date To	<p>[Date picker]</p> <p>Enter the Value Date To to search by value date range.</p>
From Amount	<p>[Input]</p> <p>Enter the From Amount to search by amount range.</p>
To Amount	<p>[Input]</p> <p>Enter the To Amount to search by amount range.</p>
Currency	<p>[Dropdown]</p> <p>Select the currency from the list.</p>
Search Results	
EBanking Reference Number	<p>[Display]</p> <p>This column displays the EBanking Reference Number of the Transaction.</p>
Transaction Type	<p>[Display]</p> <p>This column displays the Name of the Transaction.</p>
Transaction Status	<p>[Display]</p> <p>This column displays the status of the Transaction.</p>

Field Name	Description
Created On (Entity Time zone)	[Display] This column displays the Date of creation of the Transaction as per the entity time zone.
Created On (My time zone)	[Display] This column displays the Date of creation of the Transaction as per the user's preferred time zone.
Updated On	[Display] This column displays the Date of update of the Transaction.
Created By	[Display] This column displays the User id with which the Transaction is created.
Updated By	[Display] This column displays the User id with which the Transaction is updated.
User Reference Number	[Display] This column displays the User Reference no of the Transaction.
Value Date	[Display] This column displays the Value date of the Transaction.
Updated on My Time zone	[Display] This column displays the date, time and time zone details of the transaction update.
Created on My Time zone	[Display] This column displays the date, time and time zone details of the transaction Created.
Source Branch code	[Display] This column displays the Source branch code of the transaction.
Customer ID	[Display] This column displays the customer id of the user.
Transaction Id	[Display] This column displays the transaction id of the transaction.
Template Type	[Display] This column displays the type of template if the transaction is saved as a template..

4. The additional search criteria fields and additional search result fields are displayed as per the transaction type selected.
5. Click the **E banking Reference Number**. The system displays the **View transaction** screen



















6. View Transactions

View Transactions Tab displays the transactions for which you have view access. You can see the transactions initiated or authorized by other users. You can see the summary templates using predefined criteria through which you can drill down to view actual transaction details.

To view transactions

1. Logon to **Internet Banking** application
2. Navigate through the menu to **Transactio Activities >View Transactions**. The system displays the **View Transactions** screen

View Transactions

View Transactions				24-08-2010 01:42:47 GMT -1000
View By Transaction Status				
Initiated Transactions	View Drafts/Templates	Transactions To Authorize	View Transactions	
View Transactions				
Transaction Type	Status	Count		
Domestic Funds Transfer	Accepted	6		9.38%
	Under Process	2		3.12%
Domestic Transfer Bene	Accepted	3		4.69%
International Account Transfer	Pending for Processing	3		4.69%
International Draft	Accepted	1		1.56%
International Transfer Bene	Accepted	2		3.12%
Multiple Internal Transfer	Accepted	6		9.38%
Open New Account	Accepted	1		1.56%
Own Account Transfer	Accepted	3		4.69%
	Pending for Processing	1		1.56%
Pay Bill	Accepted	7		10.94%
SEPA Card Payment	Accepted	12		18.75%
Sepa Card Payment Bene	Accepted	4		6.25%
SEPA Credit Transfer	Accepted	1		1.56%
Sepa Credit Transfer Bene	Accepted	4		6.25%
Sepa Direct Debit Bene	Accepted	1		1.56%
UK Payments	Accepted	3		4.69%
UK Payments Bene	Accepted	4		6.25%

Field Description

Field Name	Description
Transaction Type	[Display] Gives the list of transaction.
Status	[Display] This column displays the status of transactions.
Count	[Display] Number of transaction for each transaction type with same status.
Graph	[Display] This column displays the count as a graph.

- Click the **status** link. The system displays search authorization transactions screen.

Search Transactions

Search Transactions
04-03-2011 12:28:14 GMT +0530

▼ To add more search criteria

EBanking Reference No.*:

Other Search Criteria: ☒

Transaction Type*: Internal Account Transfer

Customer: All

User Reference Number:

Transaction Period*: Select

Value Date From:

From Amount:

Currency: Any

Status*: Initiated

Account Number:

Initiator:

Value Date To:

To Amount:

Records 1 to 8 of 8
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|>>

Page 1 of 1
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|>>

EBanking Reference No.	Transaction Type	Transaction Status	Created On	Created On-My Timezone	Updated On
103742345045854	Internal Account Transfer	Initiated	17-02-2011 17:29:29 GMT +0530	17-02-2011 17:29:29 GMT +0530	17-02-2011 17:29:29
111783613048033	Internal Account Transfer	Initiated	18-02-2011 14:28:58 GMT +0530	18-02-2011 14:28:58 GMT +0530	18-02-2011 14:28:58
117627331048061	Internal Account Transfer	Initiated	18-02-2011 14:30:34 GMT +0530	18-02-2011 14:30:34 GMT +0530	18-02-2011 14:30:34
201106386074046	Internal Account Transfer	Initiated	04-03-2011 12:23:49 GMT +0530	04-03-2011 12:23:49 GMT +0530	04-03-2011 12:23:49
204986106074050	Internal Account Transfer	Initiated	04-03-2011 12:24:41 GMT +0530	04-03-2011 12:24:41 GMT +0530	04-03-2011 12:24:41
663846767048042	Internal Account Transfer	Initiated	18-02-2011 14:29:49 GMT +0530	18-02-2011 14:29:49 GMT +0530	18-02-2011 14:29:49
780176970048008	Internal Account Transfer	Initiated	18-02-2011 14:27:15 GMT +0530	18-02-2011 14:27:15 GMT +0530	18-02-2011 14:27:15
838734519048085	Internal Account Transfer	Initiated	18-02-2011 14:31:40 GMT +0530	18-02-2011 14:31:40 GMT +0530	18-02-2011 14:31:40

Note : Indicates Linked References.

Field Description

Field Name	Description
Search By	
EBanking Reference Number	[Radio Button, Input] Select the radio button and enter the ebanking reference number of the transaction.
Other Search Criteria	[Radio Button] Select the radio button search by other search criteria.
Transaction Type	[Dropdown] Select the transaction type from the list.
Status	[Dropdown] Select the status from the list.
Customer	[Dropdown] Select the customer id from the list.

Field Name	Description
Account Number	[Input] Type the account number.
User Reference Number	[Input] Type the user reference number.
Transaction Period	[Dropdown] Select the period in which the transaction was initiated. Values: <ul style="list-style-type: none"> • Last 1 Day • Last 6 Months • Last n Transactions Custom Date
From Date	[Date picker] Enter the date from to search by date range. From Date will be enabled and mandatory if Custom Date is selected in the Transaction Period dropdown.
To Date	[Date picker] Enter the To Date to search by date range. To Date will be enabled and mandatory if Custom Date is selected in the Transaction Period dropdown.
Value Date From	[Date picker] Enter the Value Date From to search by value date range.
Value Date To	[Date picker] Enter the Value Date To to search by value date range.
From Amount	[Input] Enter the From Amount to search by amount range.
To Amount	[Input] Enter the To Amount to search by amount range.
Currency	[Dropdown] Select the currency from the list.
Search Results	
EBanking Reference Number	[Display] This column displays the EBanking Reference Number of the Transaction.

Field Name	Description
Transaction Type	[Display] This column displays the Name of the Transaction.
Transaction Status	[Display] This column displays the status of the Transaction.
Created On (Entity Time zone)	[Display] This column displays the Date of creation of the Transaction as per the entity time zone.
Created On (My time zone)	[Display] This column displays the Date of creation of the Transaction as per the user's preferred time zone.
Updated On	[Display] This column displays the Date of update of the Transaction.
Created By	[Display] This column displays the User id with which the Transaction is created.
Updated By	[Display] This column displays the User id with which the Transaction is updated.
User Reference Number	[Display] This column displays the User Reference no of the Transaction.
Value Date	[Display] This column displays the Value date of the Transaction.
Updated on My Time zone	[Display] This column displays the date, time and time zone details of the transaction update.
Created on My Time zone	[Display] This column displays the date, time and time zone details of the transaction Created.
Source Branch code	[Display] This column displays the Source branch code of the transaction.
Customer ID	[Display] This column displays the customer id of the user.

Field Name	Description
Transcation Id	[Display] This column displays the transaction id of the transcation.
Template Type	[Display] This column displays the type of temaplte if the transaction is saved as a template..

- The additional search criteria fields and additional search result fields are displayed as per the transaction type selected.
- Click the **Reference Number** link to view the further details of the transaction.

View Transactions

View Transactions
24-08-2010 01:44:16 GMT -1000

Reference Number	Transaction Type	Created On	Updated By	Updated On	Status	Version	Value Date	Host Reference Number
414560800026017	Domestic Transfer Bene	21-07-2010 02:48:36 GMT -1000	ADIRET	21-07-2010 02:48:37 GMT -1000	Accepted [5]	1		

Transaction Type: Domestic Account Transfer

Beneficiary Id: SDFSDF
Beneficiary Name: DSFSFSDF
Account Type: Pay Over the Counter
Beneficiary Address: fsddfsdfsdf
sdf
City: sdfsdf
Beneficiary Email:

Enter Beneficiary Bank Details

Beneficiary Account Number:
National Clearing Code Type: CHAPS Network
National Clearing Codes: APACGB61
Bank Name:
Bank Address: LONDON
UNITED KINGDOM
Beneficiary Bank City: LONDON
Visibility: Public

Note:

Audit Detail					
Authorizer/s	Authorized On	Status	Value Date	Amount	Note
<input checked="" type="checkbox"/> ADIRET	21-07-2010 02:48:37 GMT -1000	Accepted [5]		0	
<input checked="" type="checkbox"/> ADIRET	21-07-2010 02:48:37 GMT -1000	Under Process [25]		0	
<input checked="" type="checkbox"/> ADIRET	21-07-2010 02:48:36 GMT -1000	Authorized [3]		0	

Back

- Click the **Back** button to return to the Dashboard
OR
Click the **Copy transaction** button to copy the transaction. The system displays the initiate respective transaction screen with similar details