Oracle FLEXCUBE Direct Banking

Retail Customer Services User Manual
Release 12.0.2.0.0

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Retail Customer Services 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.
SR	Service Requests

Transaction Name	FLEXCUBE UBS	Third Party Host System
Login(First time login)	**NH**	**NH**
Logout	**NH**	**NH**
Ad-hoc Account Statement Request	✕	★
Stop Or Unblock Cheque Request	✓	★
Cheque Book Request	✓	★
Cheque Status Inquiry	✓	★
Debit Card Details	✕	★

Transaction Name	FLEXCUBE UBS	Third Party Host System
Register reports	**NH**	**NH**
Alerts- User Alerts	✕	★
Alerts-Account Alerts	✕	★
Alerts- Customer Alerts	✕	★
E Statements Subscription/	✕	★
E Statements Un-subscription	✕	★
Preferences	**NH**	**NH**
Session Summary	**NH**	**NH**
Mailbox	**NH**	**NH**
Electronic Form initiate	**NH**	**NH**
Exchange Rate Inquiry	✓	★
Reissue Transaction Password	**NH**	**NH**
Account Closure	**NH**	**NH**
Activate Debit Card	**NH**	**NH**
Apply for ATM/Debit Card	**NH**	**NH**
Debit Card Hot listing	**NH**	**NH**
Reset ATM/ debit Card Pin	**NH**	**NH**
Force change password	**NH**	**NH**
Lock Transaction Password	**NH**	**NH**
Manage Profile	**NH**	**NH**
Forgot Password	**NH**	**NH**
Reset Security Questions	**NH**	**NH**

3. Introduction

4. Login

This option allows the user to log in to the ORACLE FCDB application. By default, the security keyboard option is checked. This enables the user to access the interface through a virtual keyboard appearing on the screen by either clicking or hovering on the keys. Alternatively, the user can clear the security keyboard option and can use the keyboard.

To log in to ORACLE FCDB

1. Enter the appropriate URL of the application provided in the address bar
2. The system displays the main page of the **Oracle FLEXCUBE Direct Banking** application

Oracle FLEXCUBE Direct Banking

Field Description

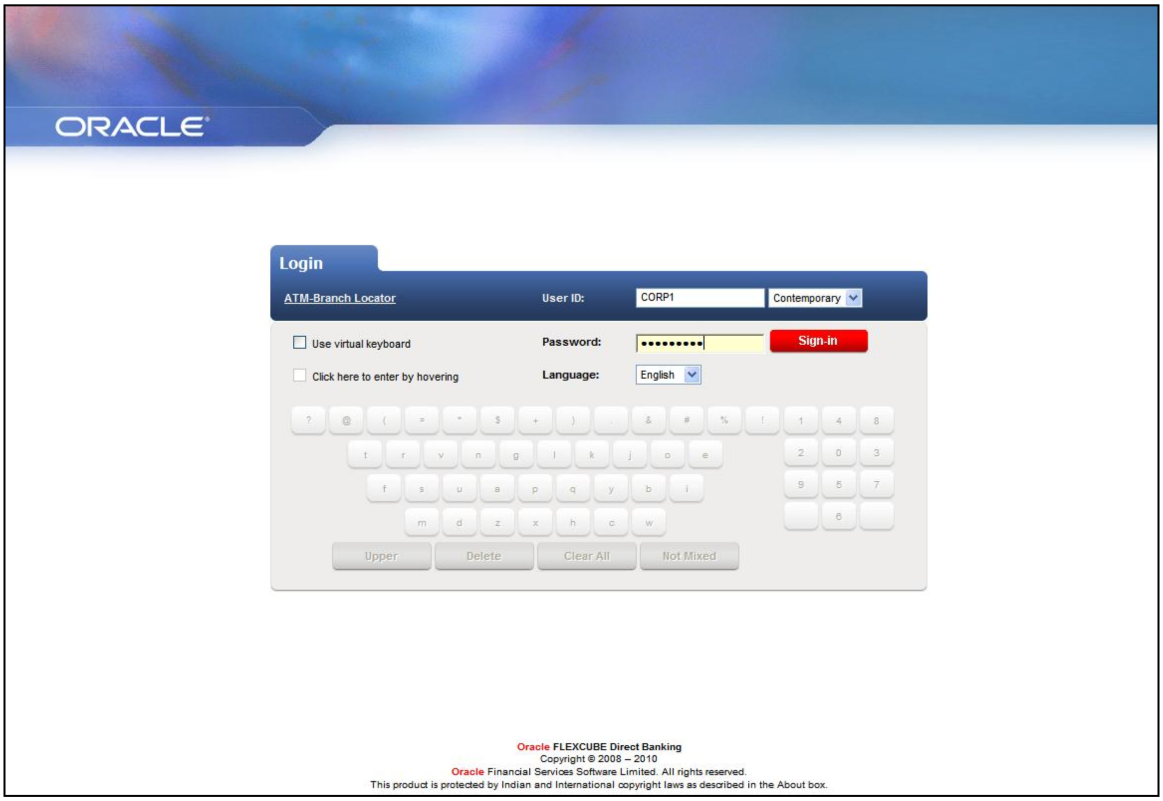
Field Name	Description
User ID	[Mandatory, Alphanumeric, 20] Type the unique user ID.
Password	[Mandatory, Alphanumeric, 20] Type the password.
Theme selection	[Optional, Dropdown] Select the theme from the dropdown displayed inline to the user id field. By default the theme will be set as per the set preferences.
Language	[Optional, Dropdown] Select the language for the application. **Note:** Refere section **2.1 Multilingual Data Input**, for detailed note about the Impact of language selection.

Field Name	Description
Use Virtual Keyboard	[Optional, Check Box] Select the Use Virtual Keyboard check box to use the virtual keyboard. By default, this check box is checked.
Click here to enter by hovering	[Optional, Check Box] Select the Click here to enter by hovering check box to enter the password by moving the mouse over the keyboard without clicking the keys.

Virtual Keyboard Functions

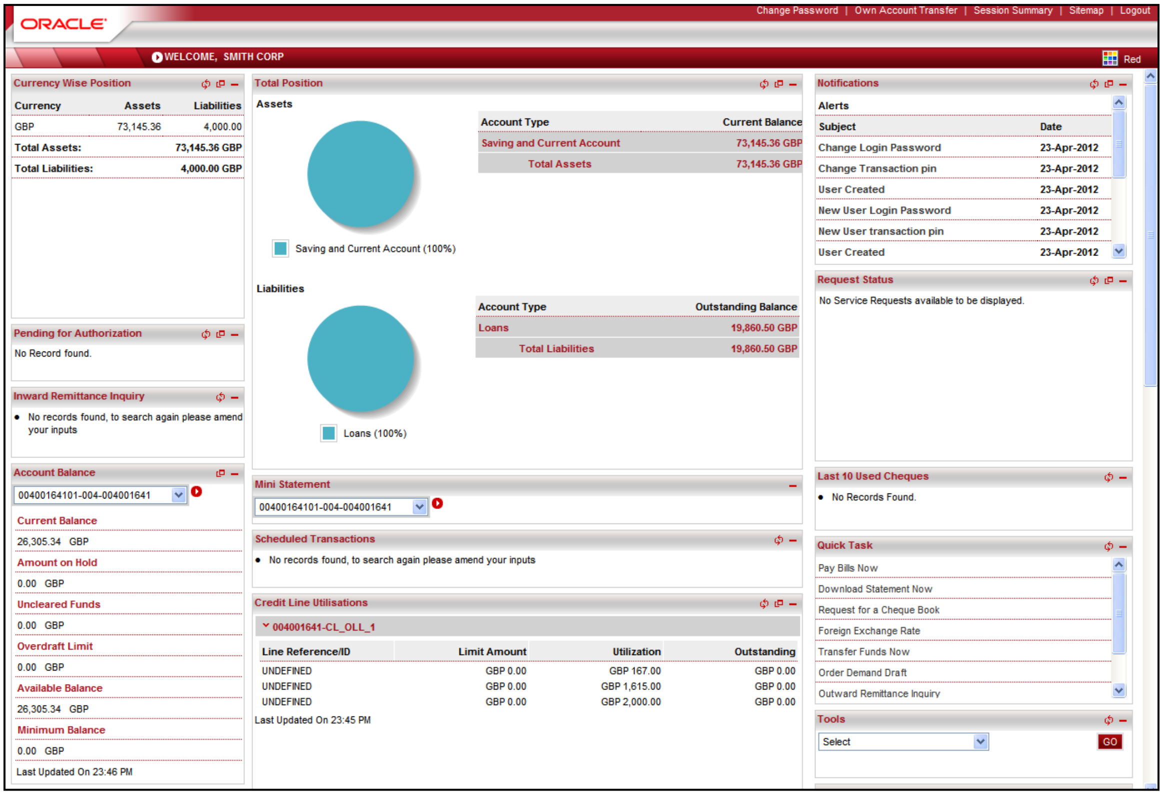
3. Click on the Upper button to arrange the key board using Upper case characters. The Caption of the button will change to Lower.   Click on it to arrange the key board using Lower case characters
4. Click on the Delete button to delete previously entered characters
5. Click on Clear All to clear the password field.
6. Click on the Not Mixed to arrange the keyboard as per standard key board layout. Caption of the button changes to Mixed. Click on the Mixed to change the keyboard layout after every character click.

ORACLE FLEXCUBE DIRECT BANKING



7. Enter the **Use ID** and **Password**.
8. Click the **Sign In** button to log in to the application. The system displays the home page - **View Initiated Transactions** screen.

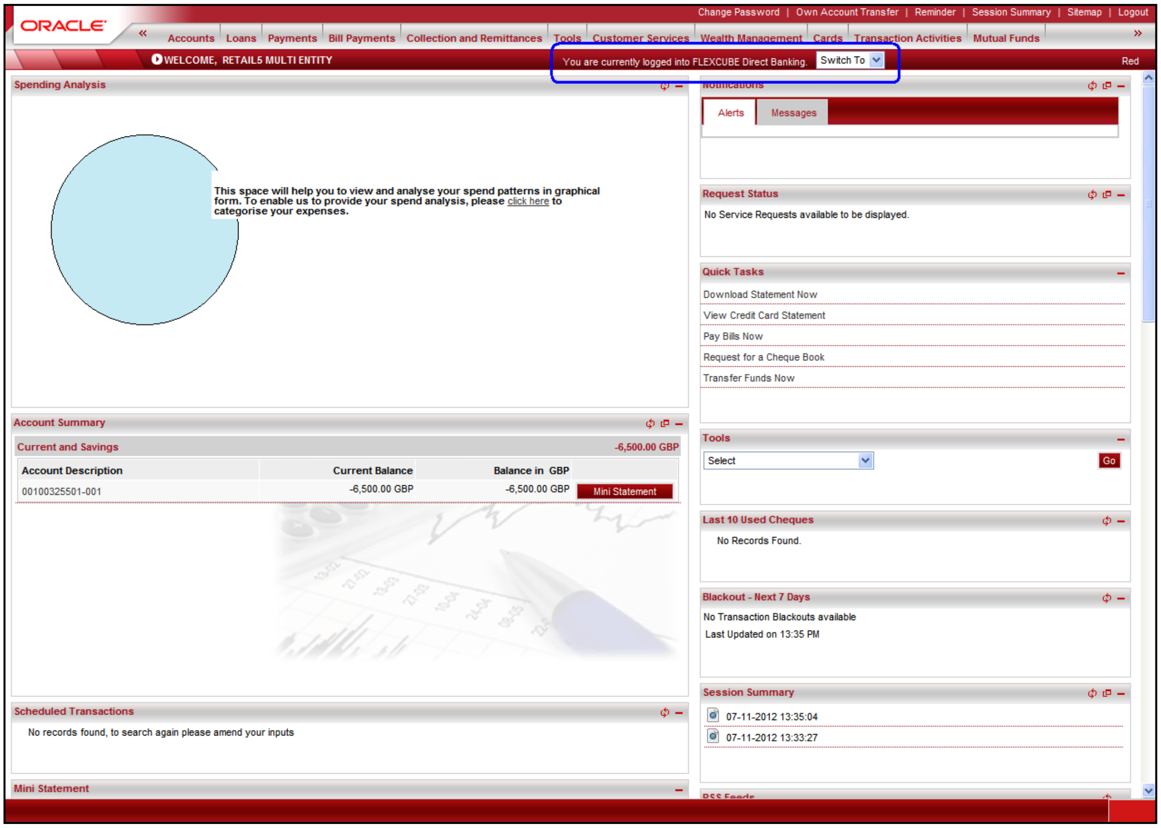
View Initiated Transactions



4.1. Multi Entity Access

If the user has been given access to multiple entities by bank admnisrtator, then after login, it will show below screen.

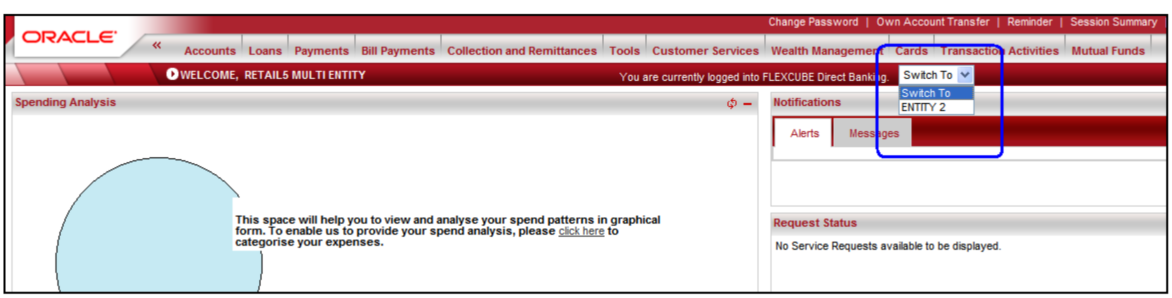
Dashboard (Multi Entity Login)



1. As outlined in above screen, current entity in which user has logged in is displayed.
2. User can select any other entity from the dropdown, to which he wish to switch.

> Note: If user is not provided access to multiple entities, then above message and entity dropdown is not displayed, as user don’t have access to multiple entities. He can access accounts/transactions with respect to entity only to which he has currently logged in.

Dashboard (Multi Entity Login)

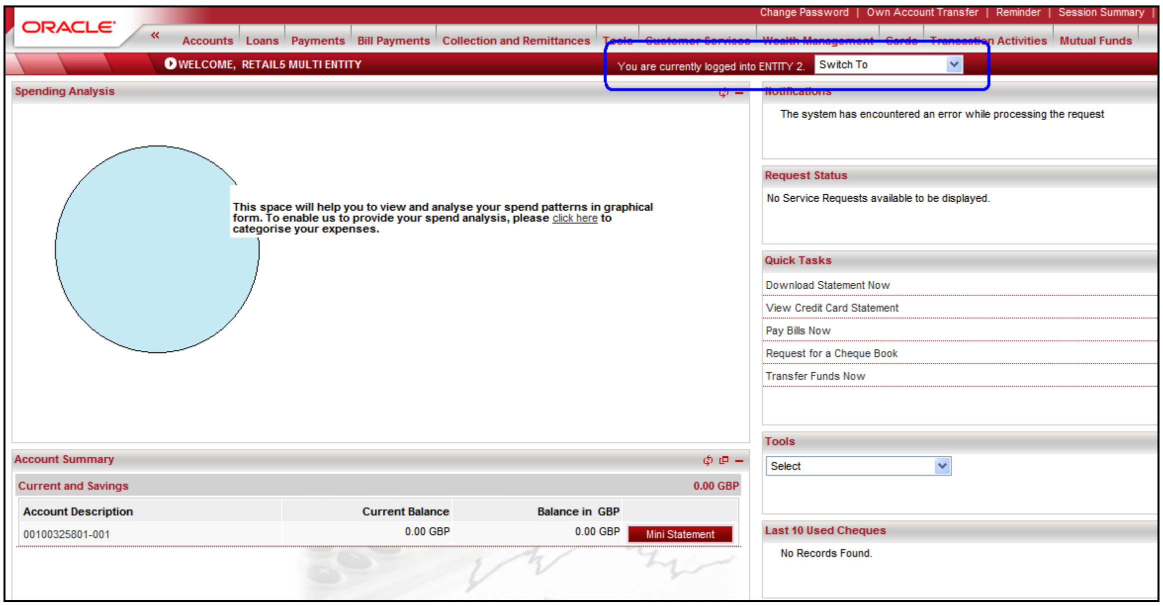


3. Select any entity from the dropdown to be switched to, as highlighted in above screen.

4. Below screen is displayed when other entity (Entity2) is selected from the dropdown. The system switches to that entity, displaying accounts/transactions with respect to that entity to which user has switched.

Note: Business user will be able to access transactions/accounts of other mapped entities. These transactions will depend on the entity specific customer ids as well as entity specific roles mapped to the user.

Dashboard (Multi Entity Login)



5. As outlined, screen displays the message about the entity to which user has switched.

4.2. Multilingual Data Input

Note: Application's language will be as per the language selected at the Login screen.

If Language selected is Arabic, then the application language i.e. screen headings, labels etc will be in Arabic. Language of input data fields(where user has to enter any data), will depend on pre-maintained configuration.

Suppose, for Arabic Language, language options for input data field are maintained as Arabic & English, then if user has selected language preference as Arabic while login, then he can enter data in input data fields, in Arabic or English.

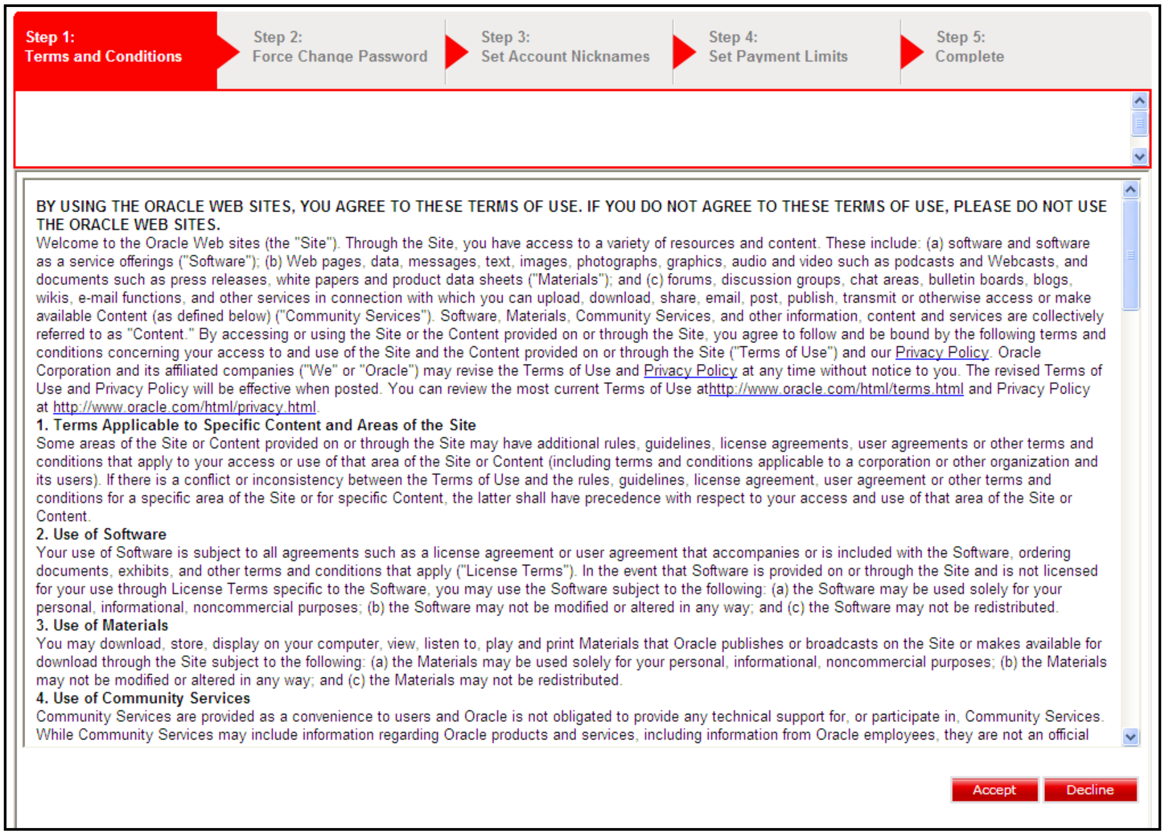
5. First time login

For the first time login user needs to change the password, change account nick names, and modify the limits. Once the process is completed user lands to the first screen or the Landing page.

To log in to the Oracle FLEXCUBE Direct Banking

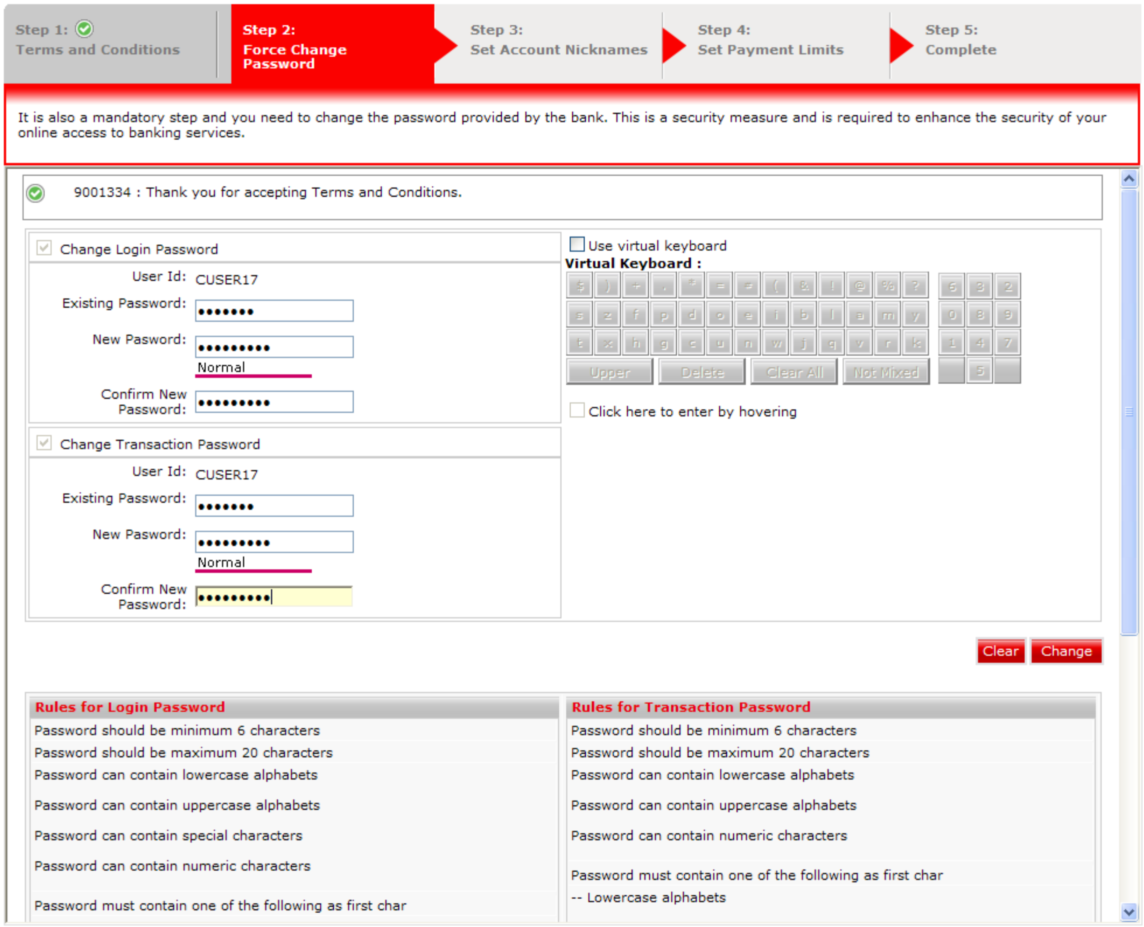
1. Enter the appropriate URL of the application provided in the address bar
2. The system displays the main page of the Oracle FLEXCUBE Direct Banking application
3. Logon to the Internet Banking application through new User id and password. The system displays the First Time Login screen.

Step 1- Terms and Conditions



4. Read the **Terms and conditions** and accept or decline the terms and conditions.
5. Click the **Accept** button to accept the terms and conditions. The system proceeds to the next step.
   OR
   Click the **Decline** button to reject the terms and conditions.

Step 2- Force change Password



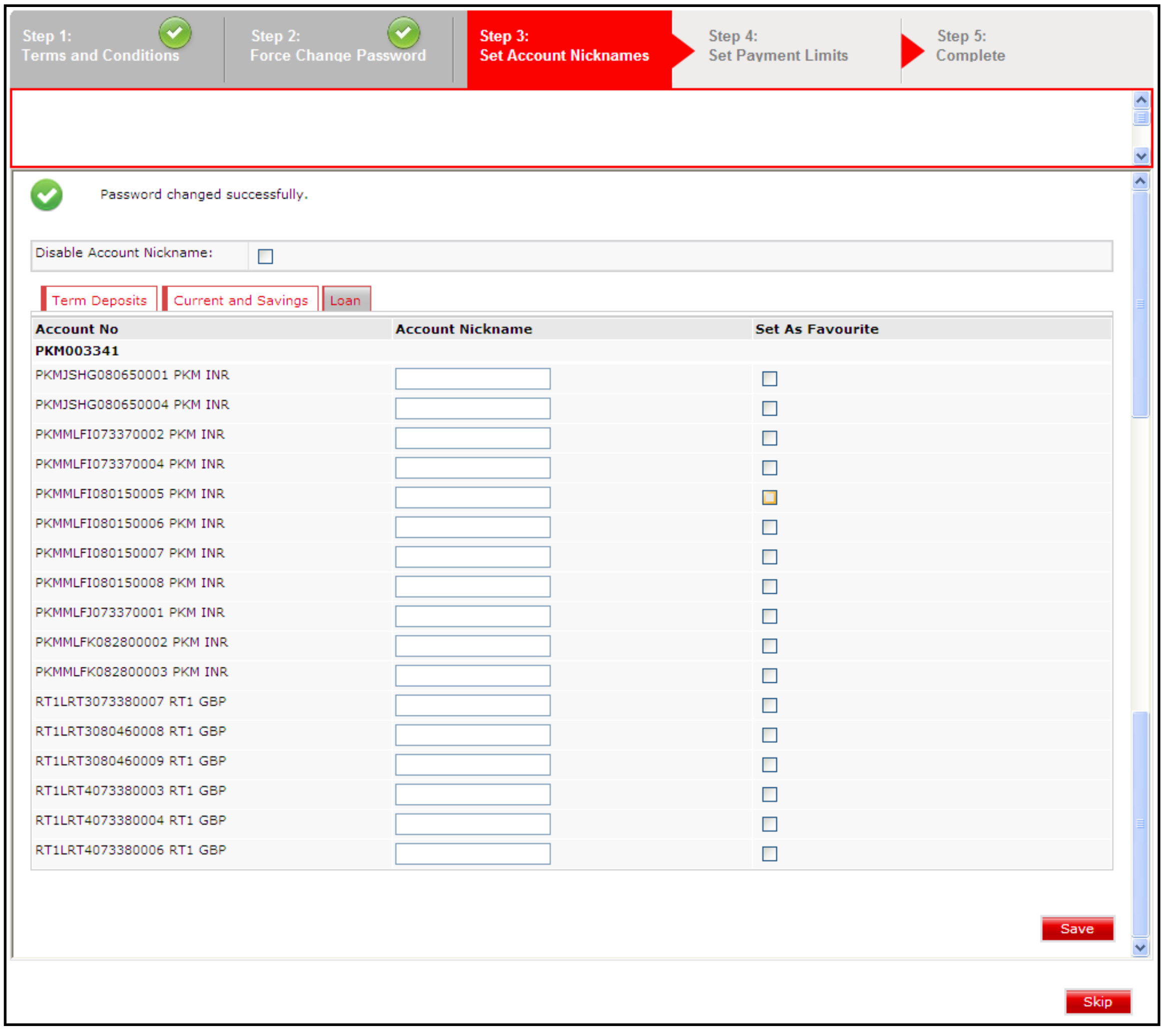
Field Description

Field Name	Description
Change Login Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password. The password strength is displayed on entering the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.

Field Name	Description
Change Transaction Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password. The password strength is displayed on entering the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.
Use Virtual Keyboard	[Optional, Check Box] Select the Use Virtual Keyboard check box to use the virtual keyboard. By default, this check box is checked.
Click here to enter by hovering	[Optional, Check Box] Select the Click here to enter by hovering check box to enter the password by moving the mouse over the keyboard without clicking the keys. By default this checkbox is checked.

6. Enter the appropriate details in the relevant field.
7. Click the Change button. The system displays the next step.
   OR
   Click the Clear button to clear the data in the fields

Step 3- Set Account Nicknames



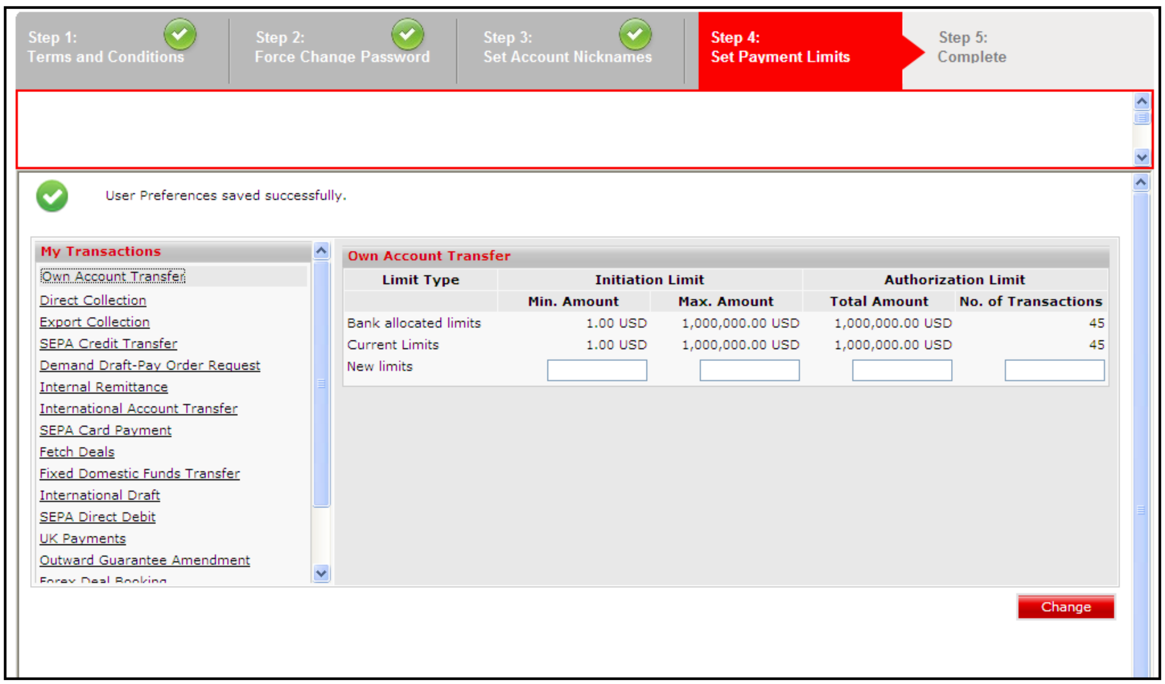
Field Description

Field Name	Description
Account Type	Select the account type from the available account types tabs.
The following fields are displayed on selecting the Account type	
Disable Account Nicknames	[Optional, Checkbox] Select the checkbox for the Disable account Nicknames to disable the Account nick names for the selected accounts.
Account Number	[Display] This column displays the Account number.

Field Name	Description
Account Nick name	[Optional, Alphanumeric, 20] Type the Account nick name.
Set as favorite	[Optional, Checkbox] Select the checkbox for the account for which you want to select the nickname.

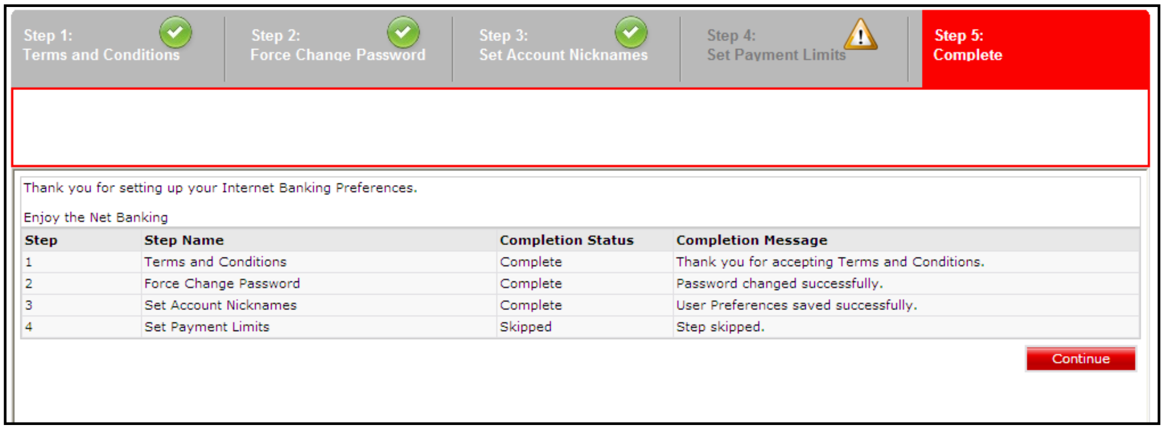
8. Select The Checkbox
9. Click the **Save** button. The system saves the settings and displays the next step.
10. Click the **Skip** button to skip the step for the time being. The system displays the next step

Step 4- Set Payments limit

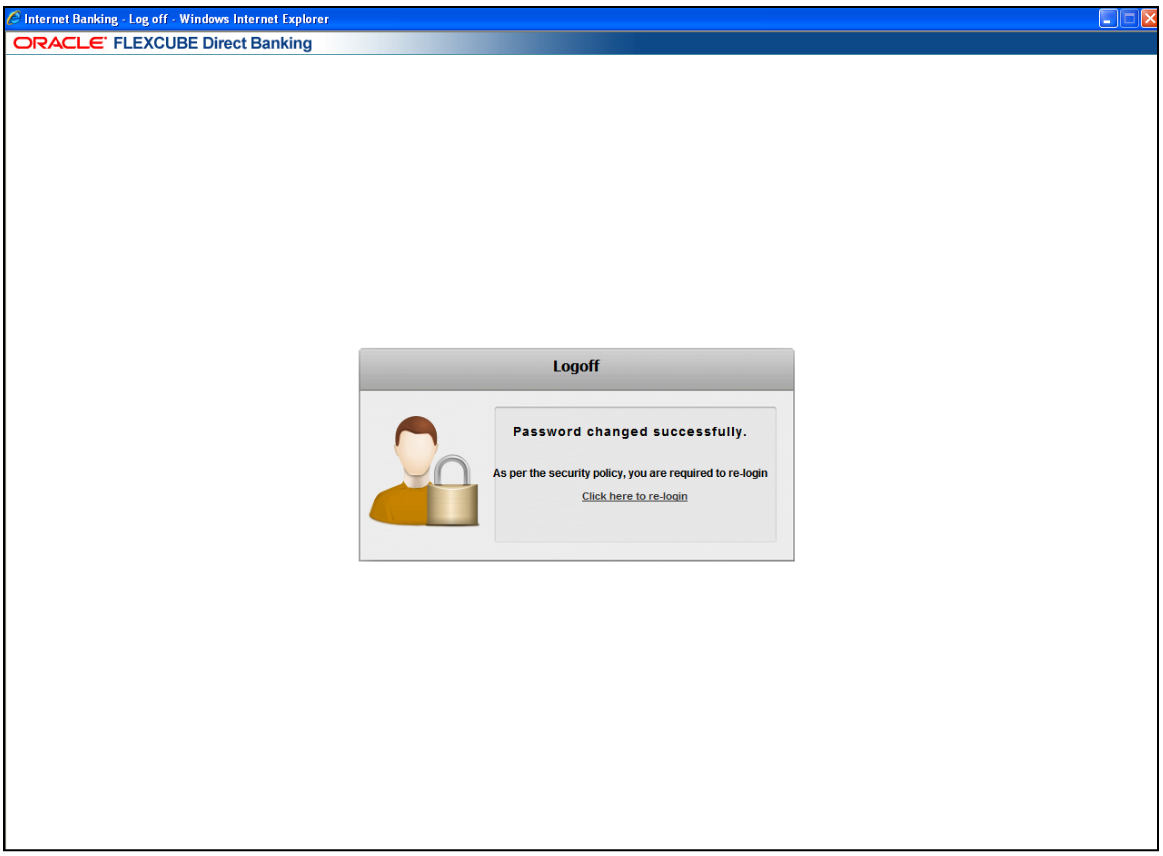


11. Select the transactions from the list of Transactions available to you.
12. Enter the new limits for initiation limit and daily authorization limit in the box provided for limits modification. You can modify the limits for all the transactions available to you.
13. Click the **Change** button. The system displays the next step.
    OR
    Click the **Skip** button to continue to the next screen.

Step 5- Complete



14. Click the **Continue** button. The system displays following screen asking user to login again.



6. Logout

This option allows the user to log out of the ORACLE FCDB application.

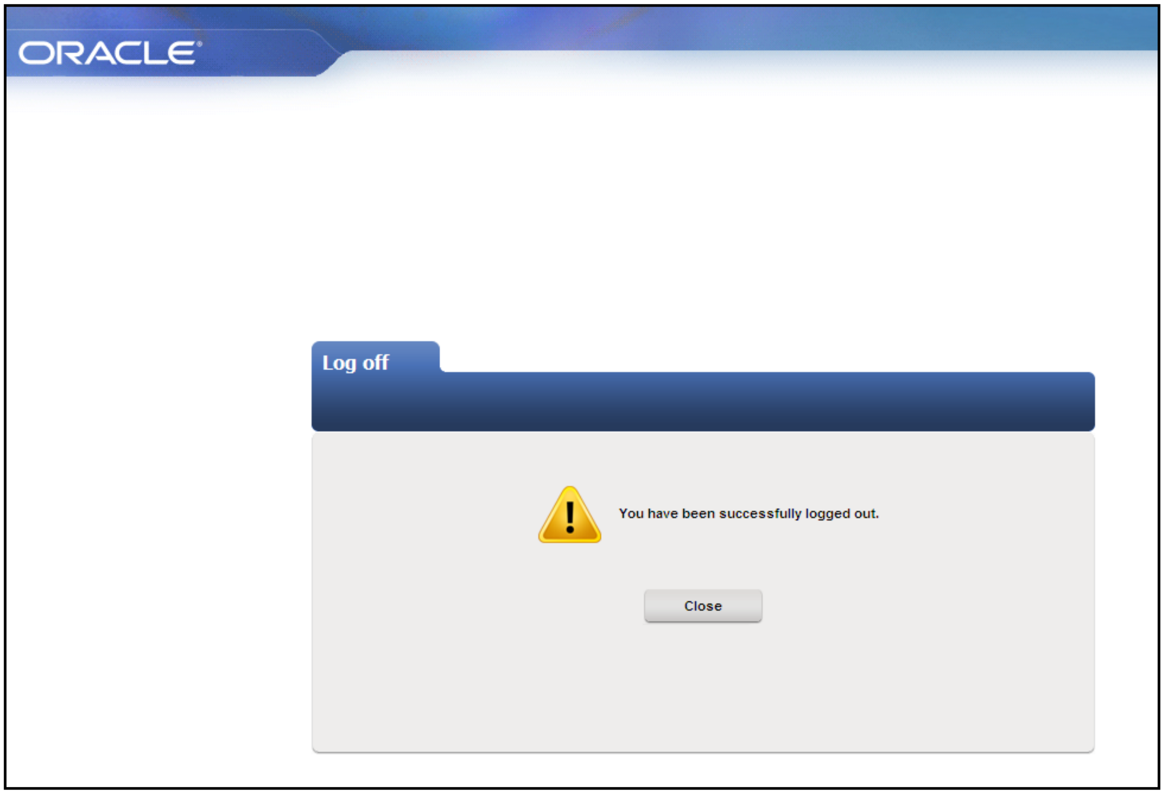
To log out of the Oracle FLEXCUBE Direct Banking

1. Log in to the Oracle FLEXCUBE Direct Banking application
2. Navigate to the appropriate option

Oracle FLEXCUBE Direct Banking

3. Click the Logout option which appears on the upper-right corner of the screen. The system displays FLEXCUBE Internet Banking - Log off screen.

FLEXCUBE Internet Banking - Log off



4. Click the **Close** button to close the window

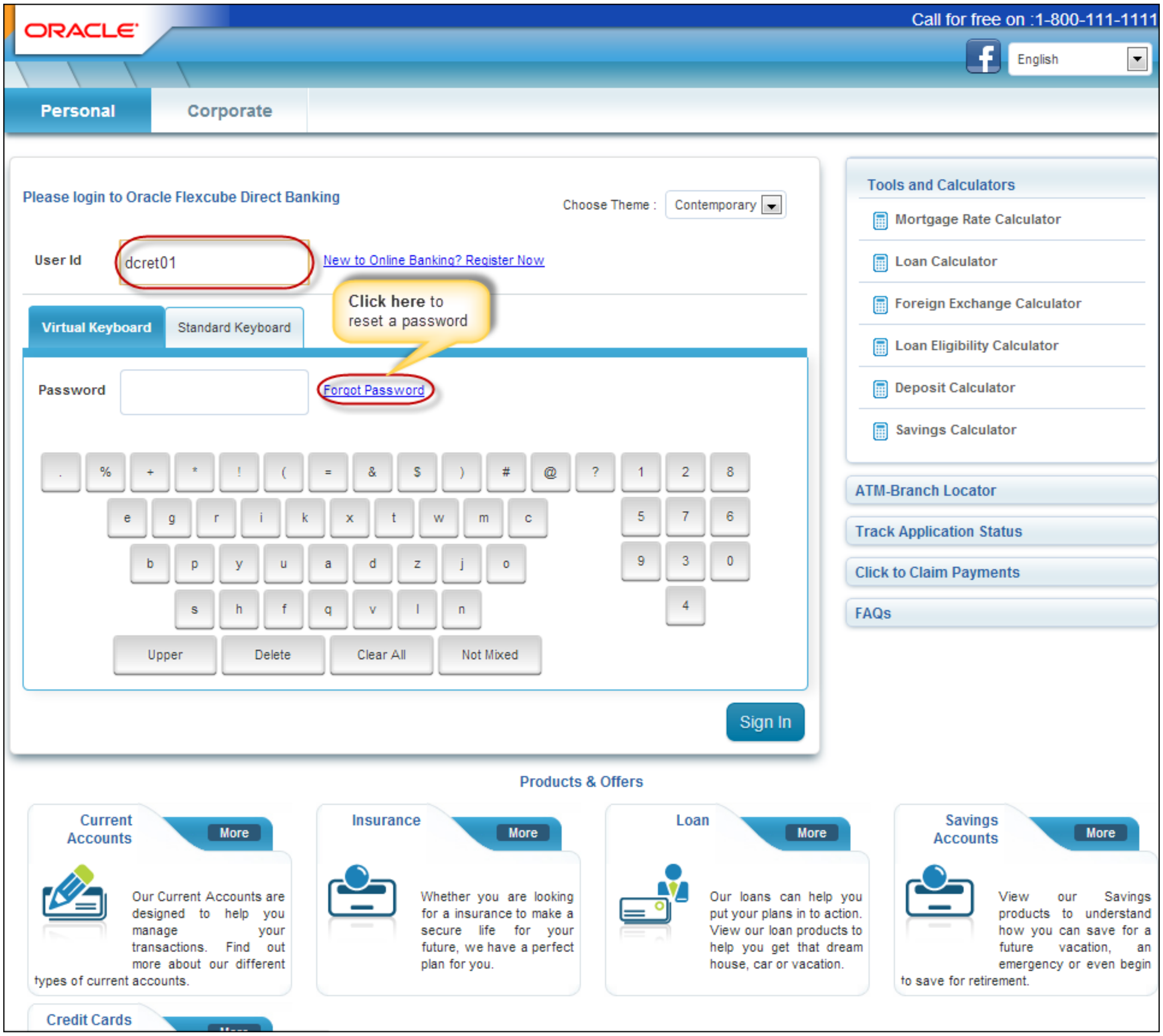
7. Forgot Password

A user can reset a password using **Forgot Password** link available on the **Home** page.

To Reset a Password:

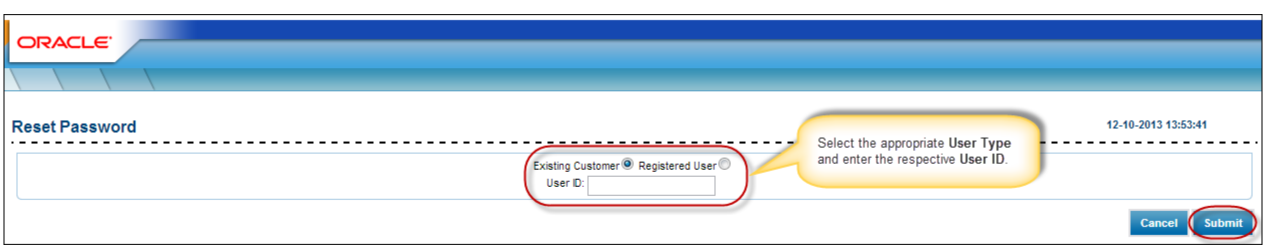
1. Click **Forgot Password** to reset a password, as shown in the following screenshot.

Login Page



The following **Reset Password** page is displayed.

Reset Password

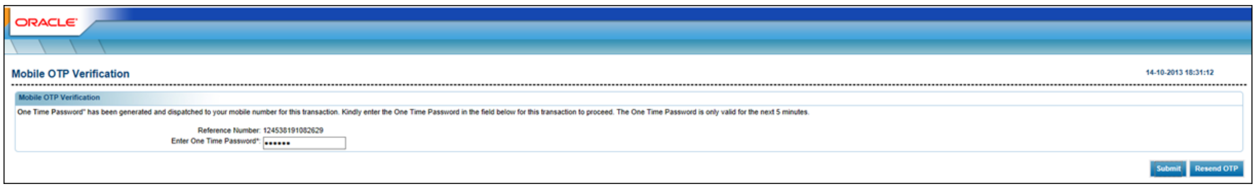


Field Description

Field Name	Description
User Type	[Mandatory, Radio Button] Select the appropriate User Type.
User ID	[Mandatory, Input, Alphanumeric] Enter the appropriate User ID.

2. Click **Submit**. The following **Mobile OTP Verification** page is displayed.

Mobile OTP Verification

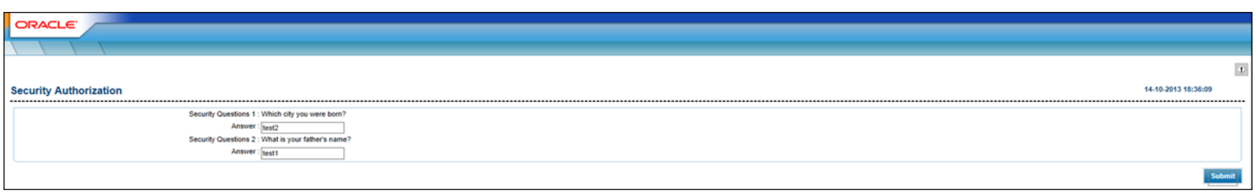


Field Description

Field Name	Description
Reference Number	[Display] Displays the Reference Number of your transaction
Enter One Time Password	[Mandatory, Input, Alphanumeric] Enter the One Time Password that you have received on your registered mobile number.

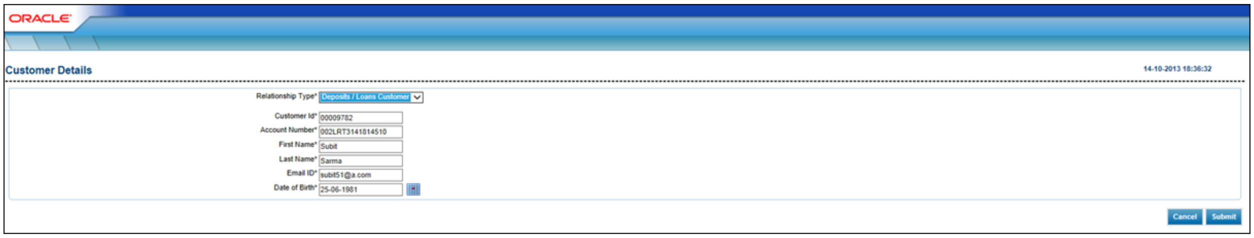
3. Click **Submit**.
4. The **Security Authorization** page is displayed. Enter the appropriate details in the respective fields.

Security Authorization



The **Customer Details** page is displayed.

Customer Details



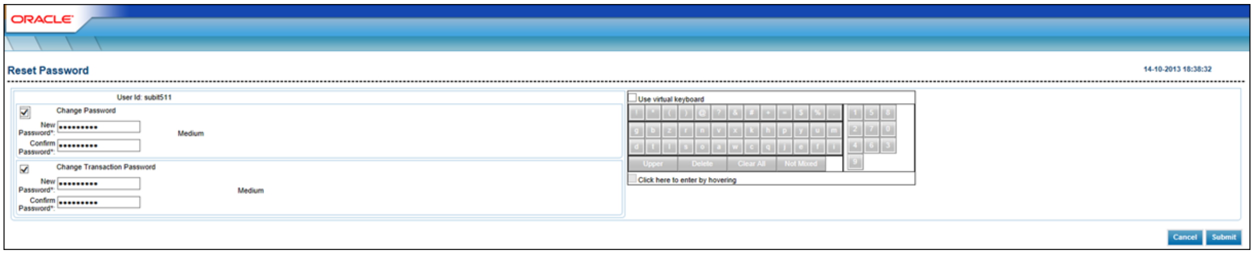
Field Description

Field Name	Description
Customer Details	
Relationship Type	[Mandatory, Dropdown List] Select the appropriate value from the following: • Credit Card Customer • Saving Account Customer • Deposits / Loans Customer
Customer ID	[Conditional, Alphanumeric, Input Box, 20] This field is available only when Relationship Type selected is Saving Account Customer OR Deposits/Loans Customer. Enter the appropriate Account Number.
Account Number	[Mandatory, Alphanumeric] This field is available only when Relationship Type selected is Saving Account Customer. Enter the appropriate Account Number.
First Name	[Mandatory, Alphanumeric, Input Box, 35] This field is available only when Relationship Type selected is Saving Account Customer. Enter the appropriate First Name.
Last Name	[Mandatory, Alphanumeric, Input Box, 35] This field is available only when Relationship Type selected is Saving Account Customer. Enter the appropriate Last Name.
Email ID	[Mandatory, Alphanumeric, Input Box, 255] Enter the appropriate Email ID.
Date of Birth	[Mandatory, Date-Picker] Select the appropriate Date of Birth.

5. Enter the appropriate details in the respective fields.
6. Click **Submit**. The **Reset Password** screen is displayed

7. Enter the appropriate details in the following fields.

Reset Password



8. Click **Submit**. The success message appears on the screen.

Field Description

Field Name	Description
Change Password	
New Password	[Mandatory. Alphanumeric, Input Box, 20] Enter the desired new password.
Confirm New Password	[Mandatory. Alphanumeric, Input Box, 20] Re-Enter the above same password for verification.
Change Transaction Password	
New Password	[Mandatory. Alphanumeric, Input Box, 20] Enter the desired new password.
Confirm New Password	[Mandatory. Alphanumeric, Input Box, 20] Re-Enter the above same password for verification.

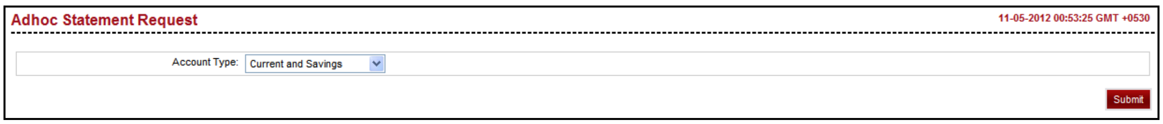
8. Ad-hoc Account Statement Request

Regular statements are sent to the customers as per their desired periodicity. This option allows the user to request for an ad-hoc account statement for any of the CASA accounts.

To request an ad-hoc account statement

1. Navigate through the menus to **Customer Services > Self Services > Adhoc Account Statement Request**. The system displays the Adhoc Statement Request screen

Adhoc Statement Request



Field Description

Field Name	Description
Account Type	[Mandatory, Drop-Down] Select the account type from the drop-down list for which the ad-hoc account statement is to be generated. The options are • Current and Savings • Term Deposit

2. Select the Account Type
3. Click the Submit button. The system displays Adhoc Statement Request screen

Adhoc Statement Request

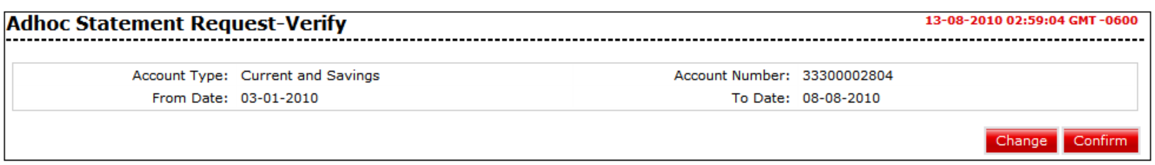
Field Description

Field Name	Description

Field Name	Description
Account Type	[Display] This field displays the account type selected for which the ad-hoc account statement is to be generated.
Account Number	[Mandatory, Drop-Down] Select the account number from the drop-down list. It displays the customer IDs and account numbers of the selected account type under them.
From Date	[Mandatory, Pick List] Select the start date from the pick list. It is the date from which the account statement is required.
To Date	[Mandatory, Pick List] Select the end date from the pick list. It is the date up to which the account statement is required.

4. Select the account number, start date, and end date.
5. Click the Submit button, the system displays the Adhoc Statement Request - Verify screen
   OR
   Click the **Another Account Type** button to go to the previous screen.

Adhoc Statement Request - Verify



6. Click the Confirm button. The system displays the Adhoc Statement Request - Confirm screen with the status message.
   OR
   Click the Change button to change the transaction

Adhoc Statement Request - Confirm

7. Click the Another Request button. The system displays the Adhoc Statement Request screen.

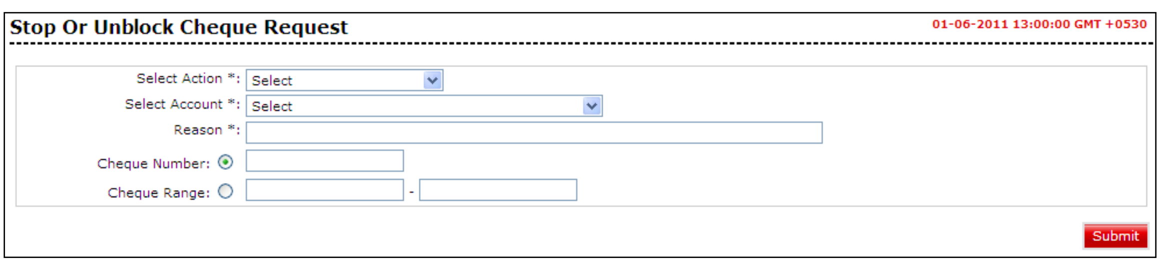
9. Stop Or Unblock Cheque Request

This option allows you to block/unblock a cheque. It also allows you to block/unblock set or batch of a cheque by entering the cheque range.

To stop or unblock a cheque.

1. Navigate through the menus to **Customer Services > Cheques > Stop or Unblock Cheque Request**. The system displays the Stop or Unblock Cheque Request screen.

Stop or Unblock Cheque Request



Field Description

Field Name	Description
Select Action	[Mandatory, Drop-Down] Select the action to be performed on the cheque. The options are: • Stop Cheque Request

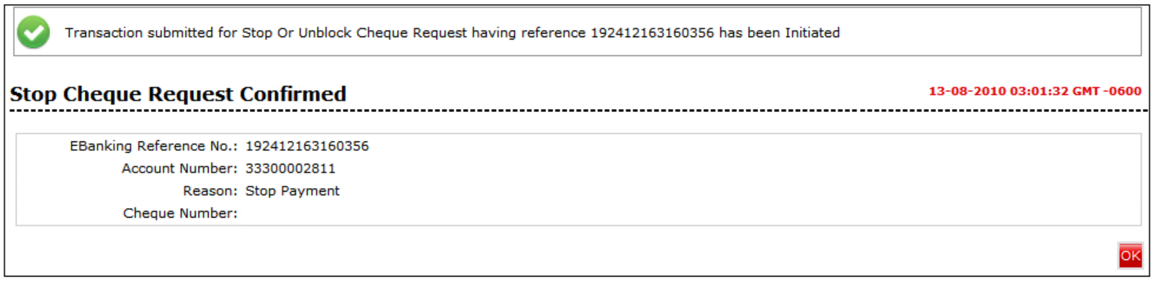
Field Name	Description
	• Unblock Cheque Request
Account Number	[Mandatory, Drop-Down] Select the account number from the drop-down list.
Reason	[Mandatory, Alphanumeric, 40] Type the reason to stop a cheque. Note: This field is disable if the action is selected as unblock.
Cheque Number	[Conditional ,Inputbox,Alphanumeric,6] Click the Cheque Number radio button to enter the cheque number in the adjacent field. The adjacent field gets enabled only if the Cheque Number radio button is selected.
Cheque Range	[Conditional ,Inputbox,Alphanumeric,6] These fields get enabled only if the Cheque Range radio button is selected. Type the cheque range in this field. Type first and last cheque number of the desired range in the two fields. For Example: If the user enters the cheque range as 1-5, then all the cheques from 1-5 are blocked/ unblocked.

2. Click the Submit button. The system displays the Stop Cheque Request Verify screen.

Stop Cheque Request Verify

3. Click the Confirm button. The system displays the Unblock Cheque Request Confirmed screen with the status message.

Unblock Cheque Request Confirmed



4. Click the OK button. The system displays the Stop Or Unblock Cheque Request screen.

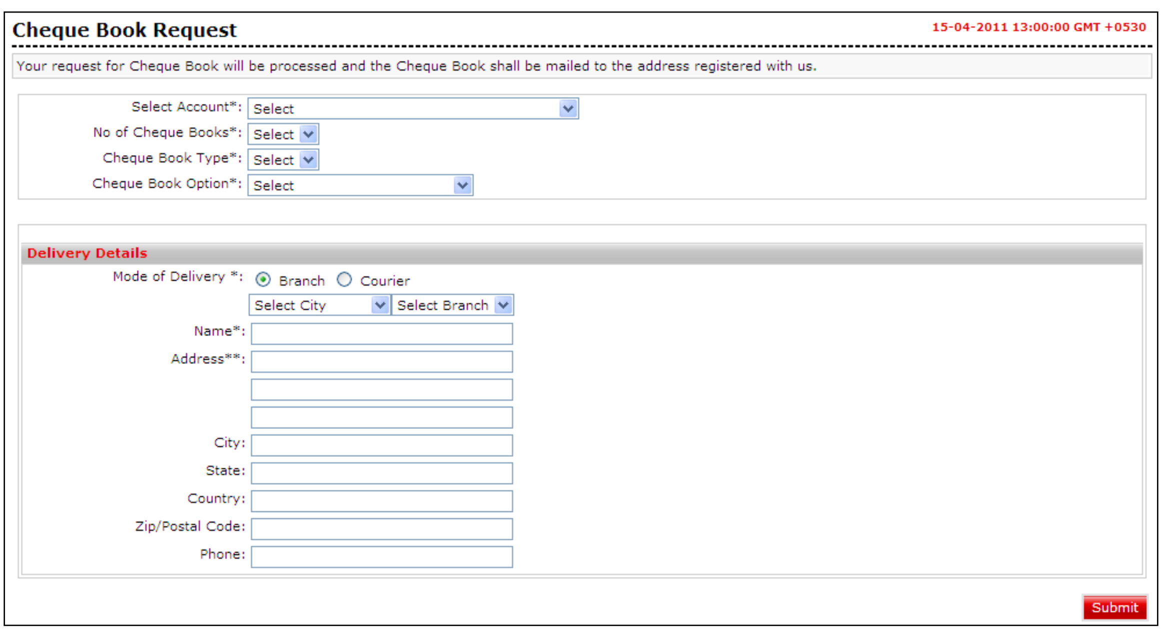
10. Cheque Book Request

The Cheque Book Request option allows you to request for a cheque book.

To request for a cheque book

1. Navigate through the menus to **Customer Serices > Cheques > Cheque Book Request**. The system displays the Cheque Book Request screen.

Cheque Book Request



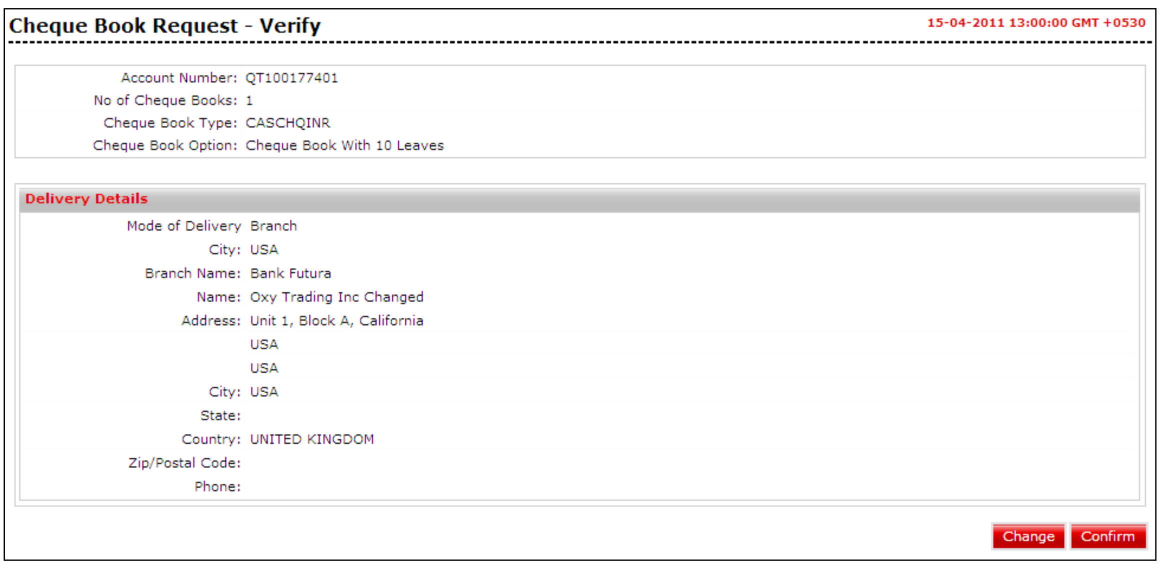
Field Description

Field Name	Description
Select Account	[Mandatory, Drop-Down] Select the account number from the accounts displayed in the drop-down list.
No of Cheque Books	[Mandatory, Drop-Down] Select the no of cheque books from the drop down list.
Cheque Book Type	[Mandatory, Drop-Down] Select the type of cheque books from the drop down list.
Cheque Book Option	[Mandatory, Drop-Down] Select the number of cheque leaves needed from the drop-down list. The options are: • Cheque Book With 10 Leaves • Cheque Book With 25 Leaves • Cheque Book With 50 Leaves
Delivery details	
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are • Branch • Courier Note: On selecting the Branch radio button the fields mention below shall be display fields.
City	[Conditional, Dropdown] Select the City to which the branch belongs from the drop down list.
Branch	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list.
Name	[Optional, Alphanumeric, 35] Type the Name to which the delivery shall be done.
Address	[Optional, Alphanumeric, 34*3] Type the address for delivery of cheque book(s).

Field Name	Description
City	[Optional, Alphanumeric, 35] Type the city to which the address belongs.
State	[Optional, Alphanumeric, 35] Type the state to which the city belongs.
Country	[Optional, Alphanumeric, 35] Type the country of the address.
Postal code	[Optional, Alphanumeric, 35] Type the postal code.
Phone	[Optional, Alphanumeric, 35] Type the phone number.

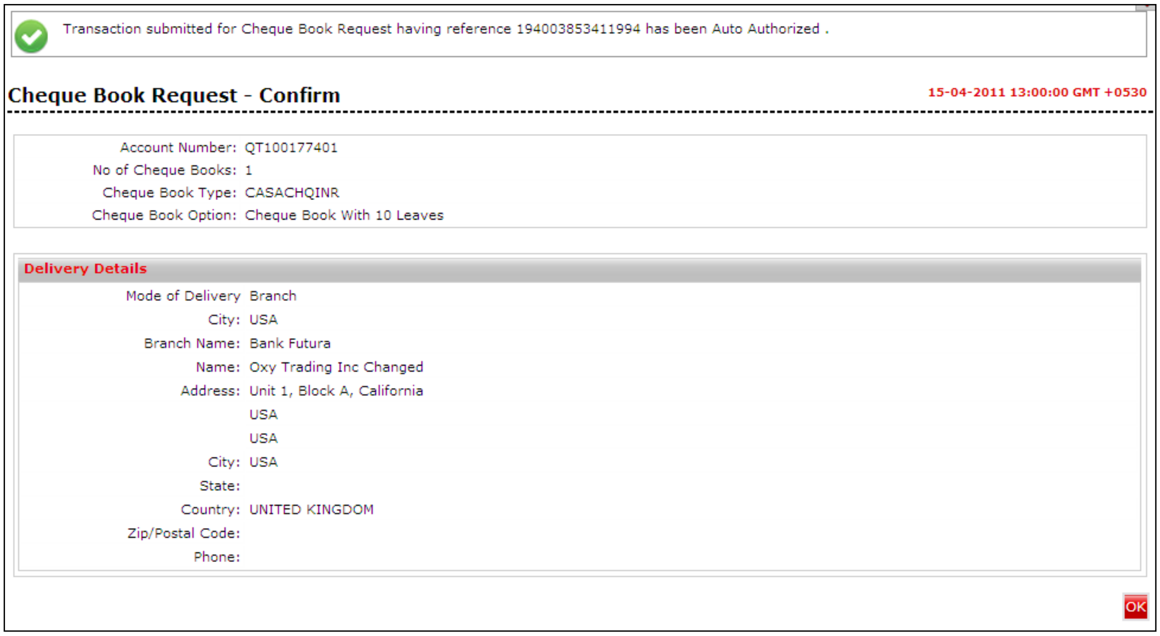
2. Click the Submit button. The system displays the Cheque Book Request - Verify screen.

Cheque Book Request - Verify



3. Click the Confirm button. The system displays the Cheque Book Request – Confirm screen with the status message.
   OR
   Click the Change button to change the cheque book details.

Cheque Book Request - Confirm



4. Click the OK button. The system displays the Cheque Book Request screen.

11. Cheque Status Inquiry

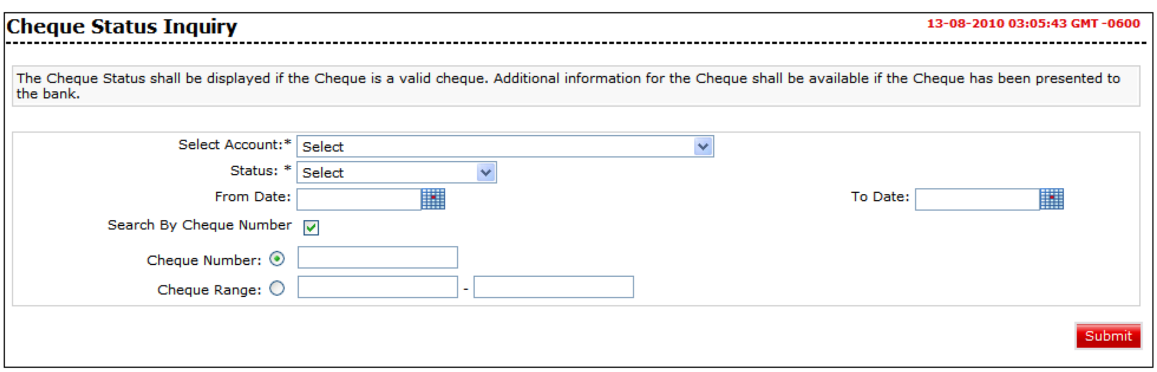
This allows you to view the status of cheques for an account. Specific reports can be generated for paid cheques, stopped cheques, paid cheques for a given period and for a given cheque range. Alternatively, a generic report can also be generated. Report can be generated for a single cheque also. A generic report without entering a cheque number can also be found out.

Note: The Cheque Status shall be displayed if the Cheque is a valid cheque for selected account

To inquire cheque status.

1. Navigate through the menus to **Customer Services > Cheques > Cheque Status Inquiry**. The system displays the Cheque Status Inquiry screen.

Cheque Status Inquiry

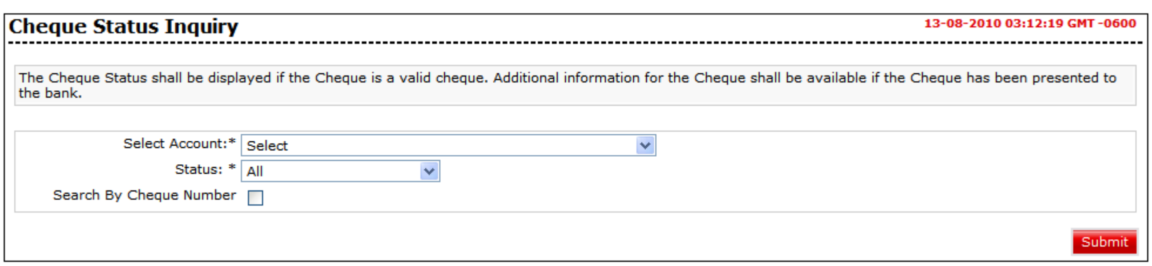


Field Description

Field Name	Description
Select Account	[Mandatory, Dropdown] Select the account for which the stop payment report is to be generated from the dropdown list.
Status	[Mandatory, Dropdown] Select the status of cheque for which report is generated from the dropdown list.
From Date	[Mandatory, Pick List] Select the date from which the report is to generated .
To Date	[Mandatory, Pick List] Select the date from which the report is to be generated.
Search by Cheque Number	[Optional, cheque box] Select the check box if the search criterion is to be defined by cheque number.
Cheque Number	[Conditional ,Inputbox,Alphanumeric,6] Enter the particular cheque number whose status is to be inquired This field will be displayed only if "Search by cheque number" is ticked.
Cheque Range	[Conditional ,Inputbox,Alphanumeric,6] Enter the cheque range whose status is to be required This field will be displayed only if "Search by cheque number" is ticked.

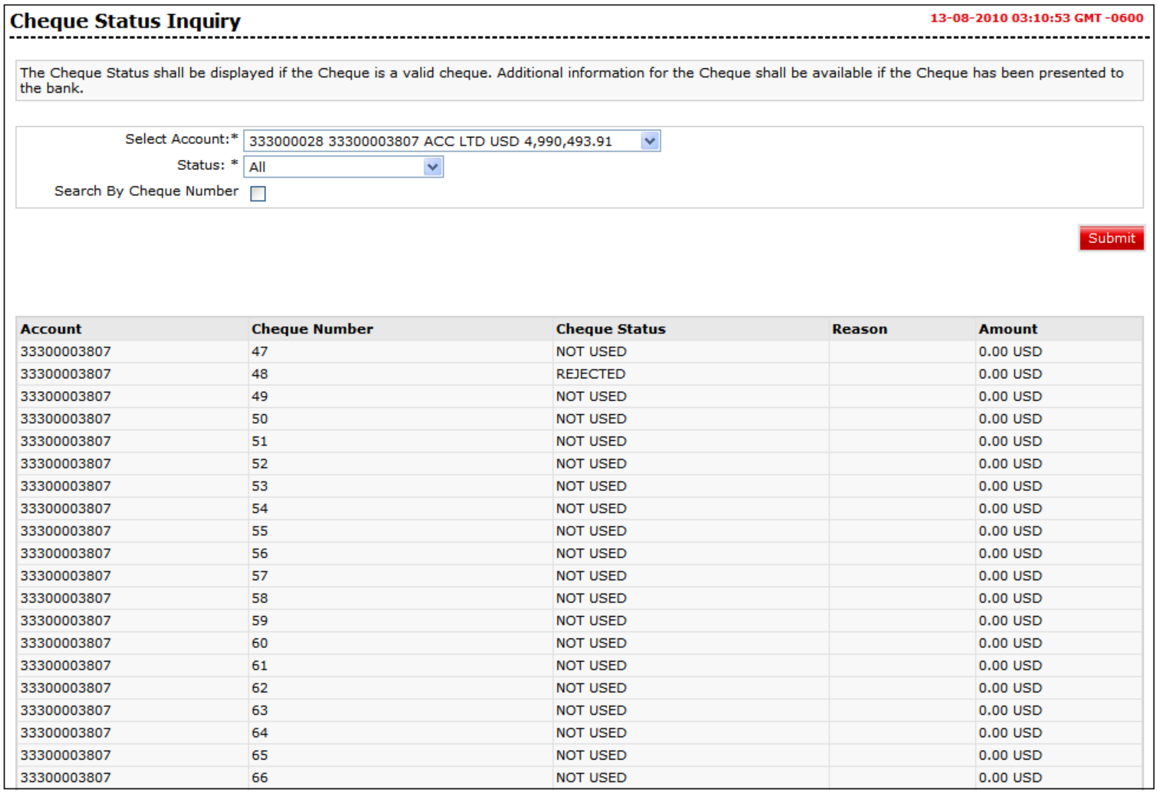
2. Select the account number from the drop-down menu.
3. Select the cheque status and date range.

Cheque Status Inquiry



4. Click the Submit button. The system displays the status of the cheque and cheque amount.

Cheque Status Inquiry



Cheque Status Inquiry 13-08-2010 03:10:53 GMT -0600

The Cheque Status shall be displayed if the Cheque is a valid cheque. Additional information for the Cheque shall be available if the Cheque has been presented to the bank.

Select Account:* 333000028 33300003807 ACC LTD USD 4,990,493.91

Status: * All

Search By Cheque Number

Submit

Account	Cheque Number	Cheque Status	Reason	Amount
33300003807	47	NOT USED		0.00 USD
33300003807	48	REJECTED		0.00 USD
33300003807	49	NOT USED		0.00 USD
33300003807	50	NOT USED		0.00 USD
33300003807	51	NOT USED		0.00 USD
33300003807	52	NOT USED		0.00 USD
33300003807	53	NOT USED		0.00 USD
33300003807	54	NOT USED		0.00 USD
33300003807	55	NOT USED		0.00 USD
33300003807	56	NOT USED		0.00 USD
33300003807	57	NOT USED		0.00 USD
33300003807	58	NOT USED		0.00 USD
33300003807	59	NOT USED		0.00 USD
33300003807	60	NOT USED		0.00 USD
33300003807	61	NOT USED		0.00 USD
33300003807	62	NOT USED		0.00 USD
33300003807	63	NOT USED		0.00 USD
33300003807	64	NOT USED		0.00 USD
33300003807	65	NOT USED		0.00 USD
33300003807	66	NOT USED		0.00 USD

Field Description

Field Name	Description
Account	[Display] This column displays the Account Number specified
Cheque Number	[Display] This column displays the Cheque number whose report is generated.
Cheque Status	[Display] This column displays the Status of cheque for which report is generated.
Reason	[Display] This column displays the Reason for stopping the payment of the cheque.

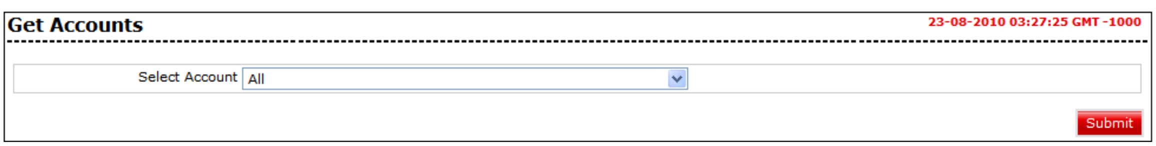
12. Debit Card Details

Using this options you can view the details of the credit card.

To view debit card details

1. Navigate through the menus to Debit Card Details. The system displays Debit Card Details screen.

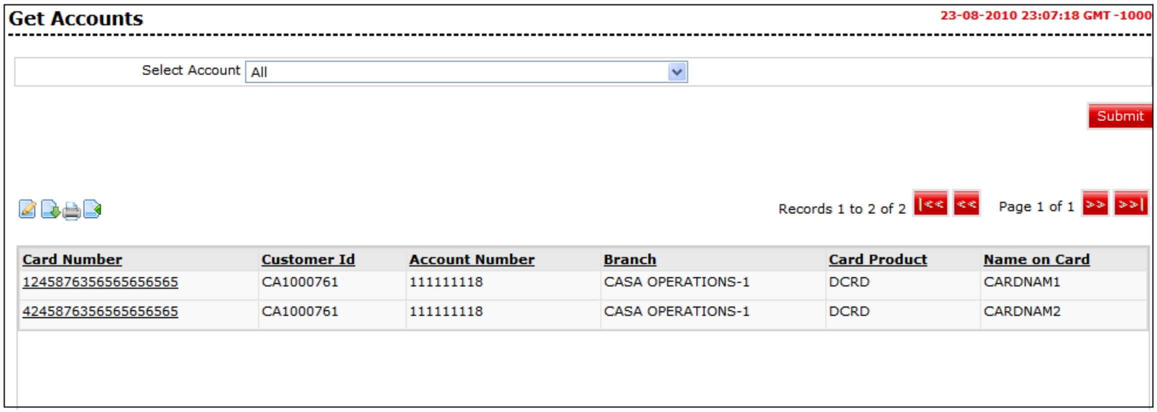
Debit Card Details



Field Name	Description
Select Account	[Mandatory, Dropdown] Select the account to view the debit card details from the dropdown list.

2. Click the **Submit** button. The system displays the **Get Account** with debit card details.

Debit Card details

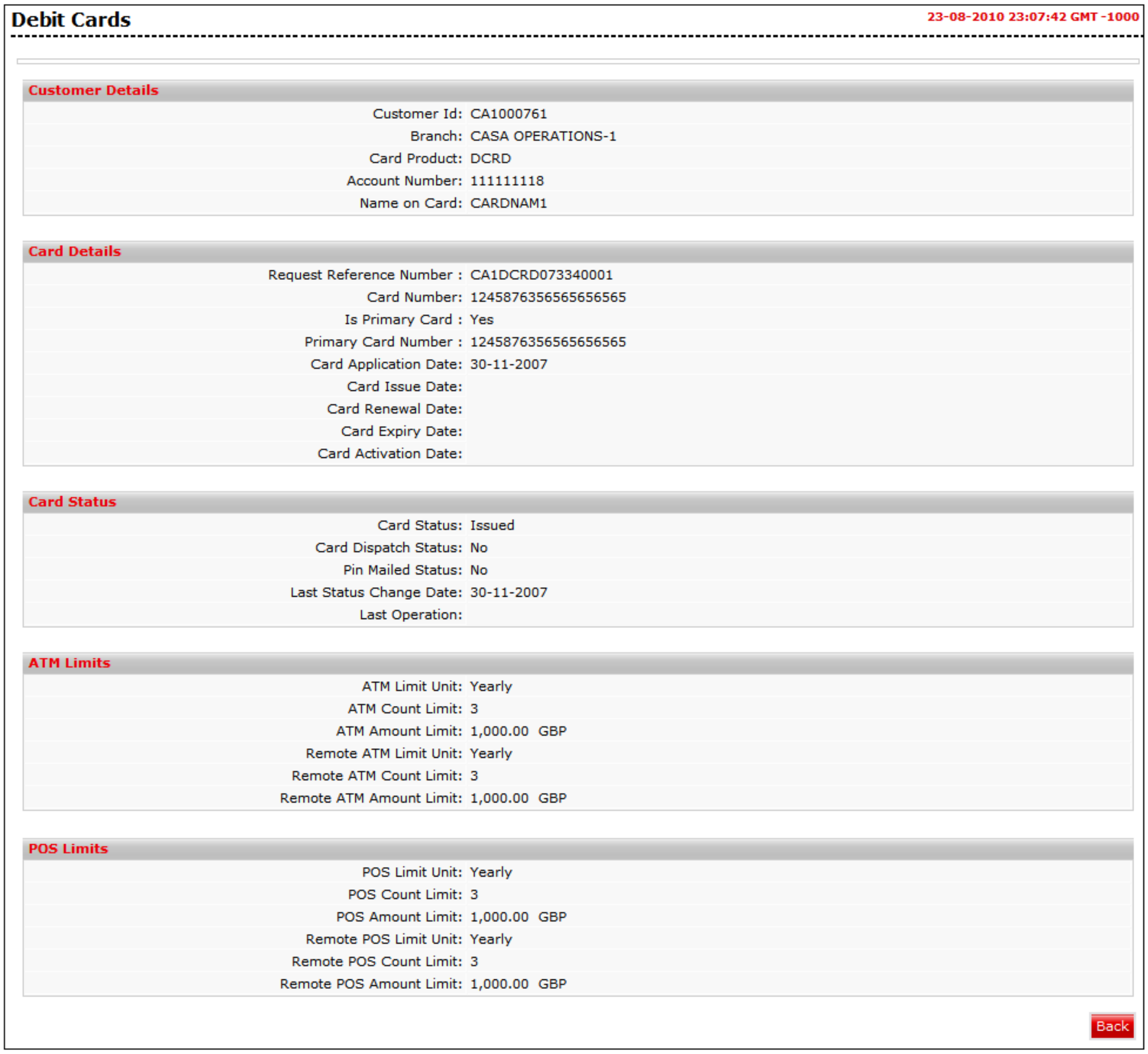


Field Description

Field Name	Description
Card Number	[Display] This column displays the Card number for the account number selected.
Customer Id	[Display] This column displays the Customer id of the User for which card exists.
Account Number	[Display] This column displays the Account number of the User for which card exists.
Branch	[Display] This column displays the Branch of the Card number for which Card exists.
Card Product	[Display] This column displays the name of the card product.
Name on card	[Display] This column displays the name on the card as displayed on the card.

3. Click the **Card number** link to view the **Debit Card** details.

View Debit Card Details



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

13. Manage External Accounts

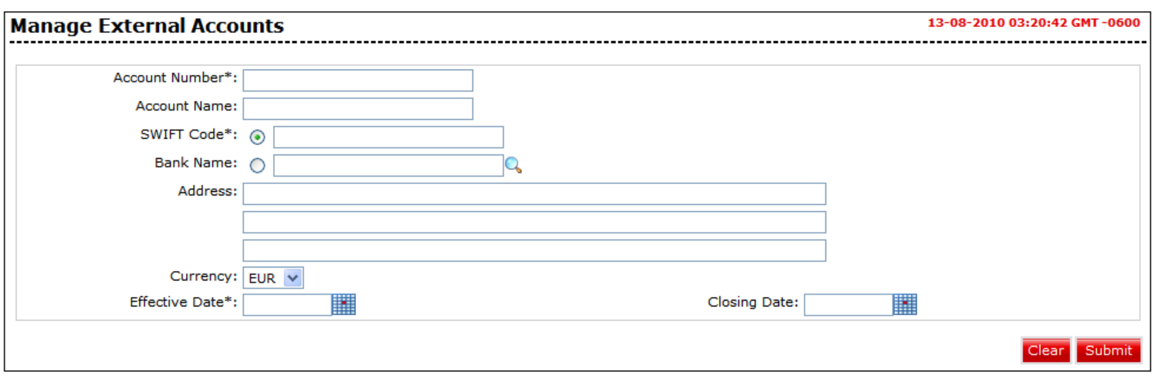
The user may have accounts in multiple banks. This option enables statement access for the external accounts.

The Add External Accounts option allows the user to add external accounts. .

To add external accounts.

1. Navigate through the menus **Accounts > External Accounts > Add External Accounts**. The system displays the Manage External Accounts screen.

Manage External Accounts



Field Description

Field Name	Description

Field Name	Description
Account Number	[Mandatory, Alphanumeric, 20] Type the account number in this field.
Account Name	[Optional, Alphanumeric, 50] Type the account name in this field.
SWIFT Code	[Mandatory, Radio Button] Click SWIFT Code to search bank details based on SWIFT code. Type the search characters in the adjacent field to perform search based on the typed characters, if required.
Bank Name	[Mandatory, Radio Button] Click Bank Name to search bank details based on bank name. Type the search characters in the adjacent field to perform search based on the typed characters, if required.
Address	[Display] This field displays the address of the bank. This field will be activated on selecting the Bank name radio button.
Currency	[Mandatory, Dropdown] Select the currency from the dropdown list.
Effective date	[Mandatory, Pick list] Select the effective date for the external account.
Closing date	[Mandatory, Pick list] Select the closing date for the external account.

2. Click SWIFT Code or Bank Name radio button to select SWIFT Code or bank name as base criteria for searching bank details. Type the corresponding search characters, if required.
3. Click the Find button. The system displays the Bank Details pop-up screen with the search results.

Bank Details

Bank Details 13-08-2010 03:21:29 GMT -0600

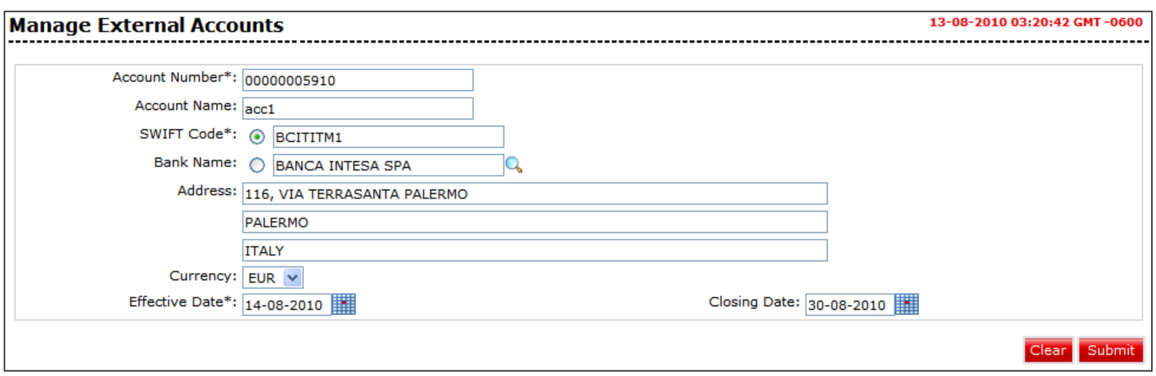
SWIFT Code*: Bank Name:

	SWIFT Code	Bank Name	Address	City	Country
○	BCITITM1	BANCA INTESA SPA	116, VIA TERRASANTA PALERMO	PALERMO	ITALY
○	BCITITM1	BANCA INTESA SPA	242, VIALE MARCONI QUARTU SANT ' ELENA	QUARTU SANT ' ELENA	ITALY
○	BCITITM1	BANCA INTESA SPA	VIA VALVERDE IGLESIAS	IGLESIAS	ITALY
○	BCITITM1	BANCA INTESA SPA	10, VIA SALARIS CAGLIARI	CAGLIARI	ITALY
○	BCITITM1	BANCA INTESA SPA	VIA TUVERI: PIAZZA PALESTRINA CAGLIARI	CAGLIARI	ITALY
○	BCITITM1	BANCA INTESA SPA	N. 84 / G, VIALE CARLO PEPOLI BOLOGNA	BOLOGNA	ITALY
○	BCITITM1	BANCA INTESA SPA	132, CORSO ITALIA CATANIA	CATANIA	ITALY
○	BCITITM1	BANCA INTESA SPA	231, VIA VITTORIO EMANUELE II CATANIA	CATANIA	ITALY

OK

4. Select the required bank details and click the OK button. The system displays the Manage External Accounts screen with the bank details.
   OR
   Re-enter the search criteria to filter the bank details again.

Manage External Accounts



Manage External Accounts 13-08-2010 03:20:42 GMT -0600

Account Number*: 00000005910
Account Name: acc1
SWIFT Code*: BCITITM1
Bank Name: BANCA INTESA SPA
Address: 116, VIA TERRASANTA PALERMO
PALERMO
ITALY
Currency: EUR
Effective Date*: 14-08-2010 Closing Date: 30-08-2010

Clear Submit

Field Description

Field Name	Description
Address	[Display] This field displays the bank address.
Currency	[Mandatory, Drop-Down] Select the currency for the external account from the drop-down list.

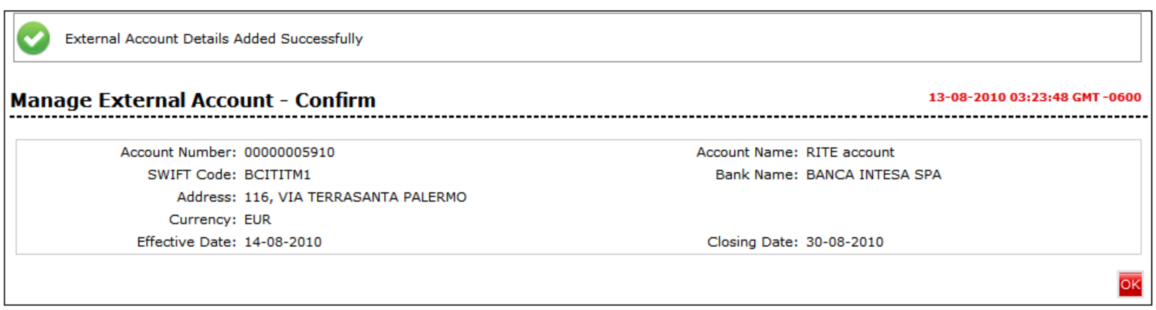
Field Name	Description
Effective Date	[Mandatory, Pick List] Select the effective date for the external account from the pick list.
Closing Date	[Optional, Pick List] Select the closing date for the external account from the pick list.

5. Click the Submit button. The system displays the Manage External Account - Verify screen.

Manage External Account - Verify

6. Click the Confirm button. The system displays the Manage External Account – Confirm screen with the status message.

Manage External Account - Confirm



7. Click the OK button. The system displays the Manage External Accounts screen.

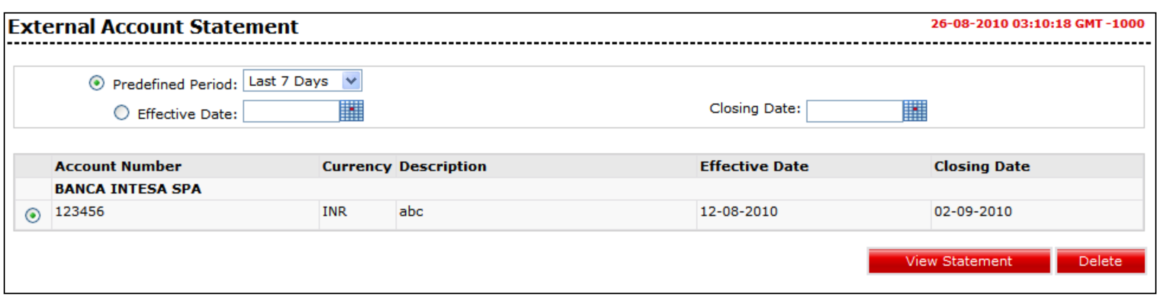
14. External Account Statement

Using External Account statement you can see the Account statements for external accounts registered. Account statement will be displayed only if any MT940 statement is received from the other Bank.

To view external account statement

1. Navigate through the menus Accounts > External Accounts > **External Account Statement**. The system displays the **External Account Statement** screen.

External Account Statement



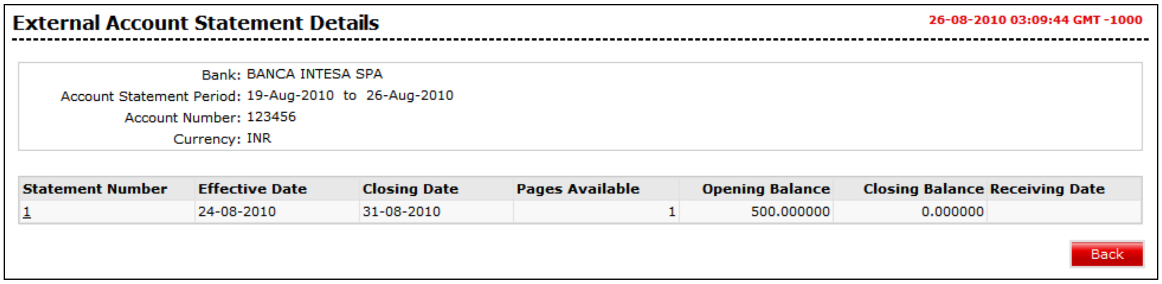
Field Description

Field Name	Description
Select any one of the radio button given below	
Predefined Period	[Optional, Radio Button, Dropdown] Click the Predefined Period radio button to select the predefined Date ranges configured in the application. Select the predefined from the dropdown list The options are Last 7 days Last 15 days Last 30 days.
Effective date	[Optional, Radio Button, Pick list] Click on the Effective date radio button to select the date range for the statement. Select the Effective date from the pick list. This field is enabled if Choose Date Range radio button is selected
Closing Date	[Conditional, Pick list] Select the closing date from the pick list. This field is enabled if Choose Date Range radio button is selected.

Column Name	Description
Account Number	[Display] This column displays external account numbers mapped to the user. Click the radio button adjacent to the Account Number column to view the account statement.
Currency	[Display] This column displays the account currency.
Description	[Display] This column displays the account description.
Effective Date	[Display] This column displays the effective date of the account statement registration.
Closing Date	[Display] This column displays the closing date of the account statement registration.

2. Click the View Statement button. The system displays the External Account Statement Details screen.
   OR
   Click the Delete button to de-link the external account from statement view. The system displays the Verify and Confirm screen for Delete External Account statement.

External Account Statement Details

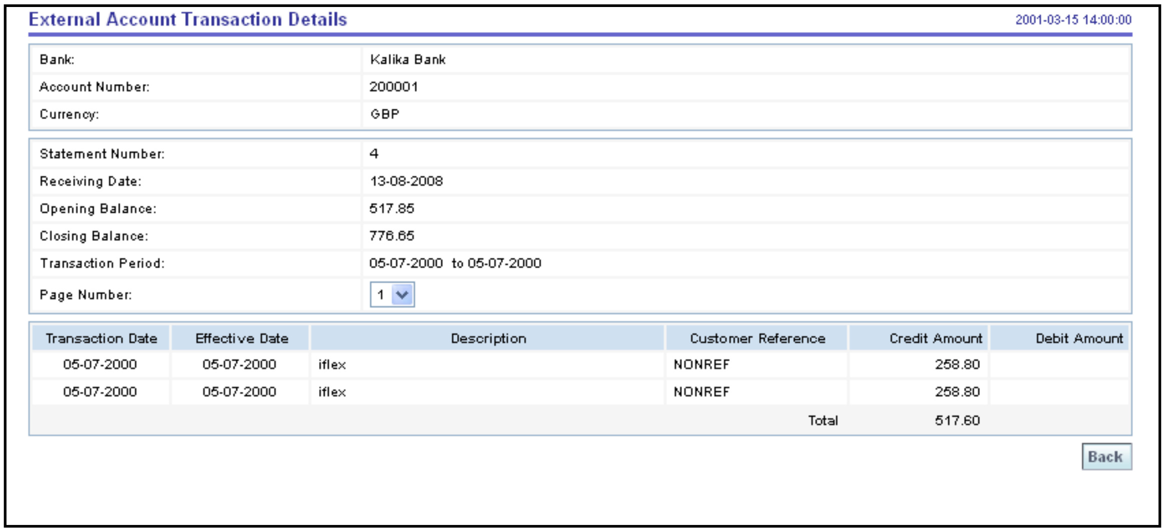


Field Description

Column Name	Description
Statement Number	[Display] This column displays the statement number of the selected account. Click the link to view the account statement related to the selected account number.
Effective Date	[Display] This column displays the effective date of the account statement.
Closing Date	[Display] This column displays the closing date of the account statement.
Pages Available	[Display] This column displays the number of pages for a particular statement number.
Opening Balance	[Display] This column displays the opening balance of the account as on statement date.
Closing Balance	[Display] This column displays the closing balance of the account.
Receiving Date	[Display] This column displays the statement receipt date.

3. Click the link below the Statement Number column. The system displays the External Account Transaction Details screen.

External Account Transaction Details



Field Description

Column Name	Description
Transaction Date	[Display] This column displays the date of transaction
Effective Date	Display] This column displays the effective date of the transaction
Description	[Display] This column displays the transaction description.
Customer Reference	[Display] This column displays the customer reference number.
Credit Amount	[Display] This column displays the credit amount.
Debit Amount	[Display] This column displays the debit amount.

4. Select the page number from the drop-down list. The system displays the details on the selected page.
5. Click the Back button to navigate to the previous screen.

15. Register Report

This option allows the user to download, view and register a report.

To download a report

1. Navigate through the menus to **Customer Services > Self Services > Register Report**. The system displays the Register Report screen.

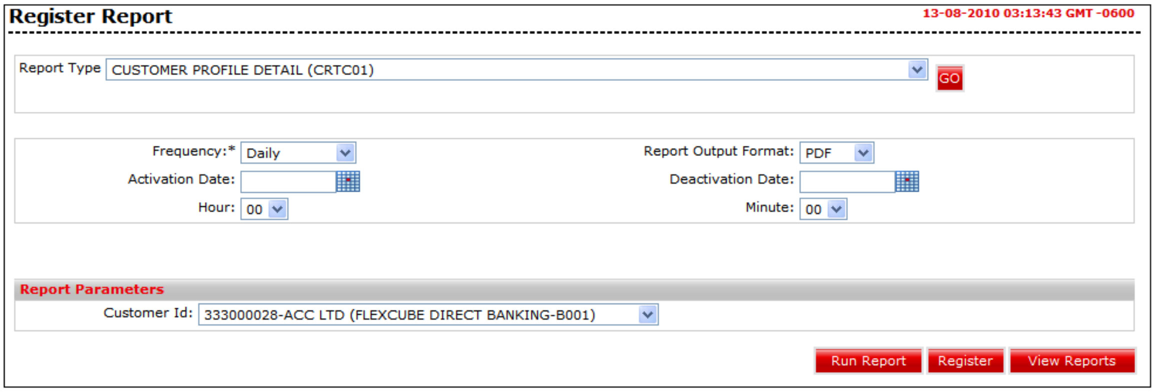
Register Report

Field Description

Field Name	Description
Select Report Type	[Mandatory, Drop-Down] Select the report type from the drop-down list.

2. Click the Go button. The system displays the Register Report screen.

Register Report



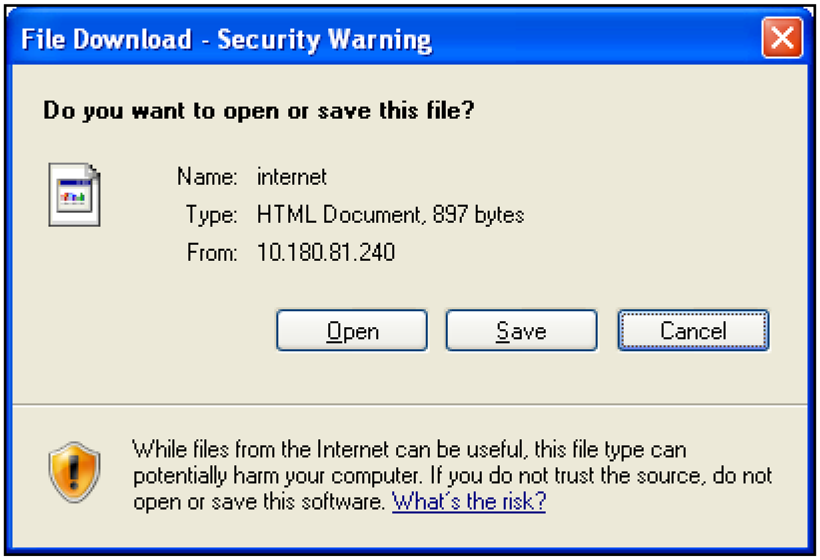
Field Description

Field Name	Description
Frequency	[Mandatory, Drop-Down] Select the report frequency from the drop-down list. The options are • Daily • Weekly • Monthly • Once • • HTML Excel
Report Output Format	[Mandatory, Drop-Down] Select the report output format from the drop-down list. The options are • PDF • HTML • Excel
Date	[Conditional, Pick List] Select the report activation date from the pick list. This field is displayed depending upon the selection in the frequency field.

Field Name	Description
Hour	[Conditional, Drop-Down] Select the time in hours from the drop-down list. This field is displayed depending upon the selection in the frequency field.
Minute	[Conditional, Drop-Down] Select the time in minutes from the drop-down list. This field is displayed depending upon the selection in the frequency field.
Activation Date	[Conditional, Pick List] Select the report activation date from the pick list. This field is displayed depending upon the selection in the frequency field.
Deactivation Date	[Conditional, Pick List] Select the report deactivation date from the pick list. This field is displayed depending upon the selection in the frequency field.
Hour	[Conditional, Drop-Down] Select the time in hours from the drop-down list. This field is displayed depending upon the selection in the frequency field.
Minute	[Conditional, Drop-Down] Select the time in minutes from the drop-down list. This field is displayed depending upon the selection in the frequency field.

3. Select the report frequency and report download format.
4. Enter the date range.
5. Click the Run Report button. The system displays the File Download **- Security Warning** screen.

File Download - Security Warning

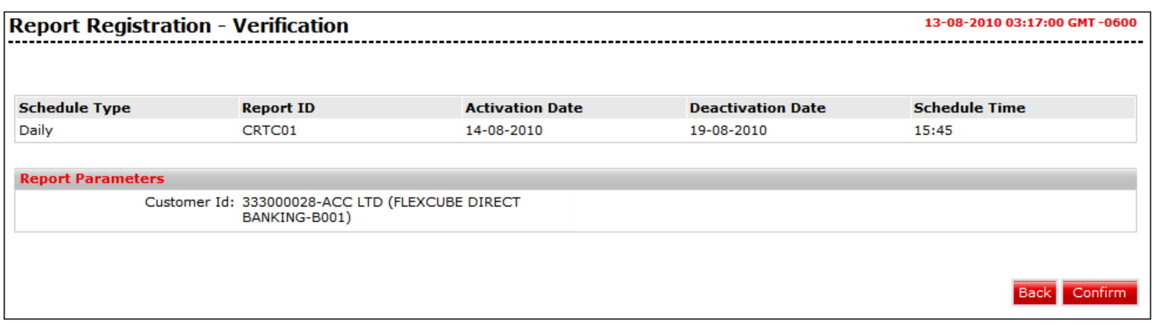


6. Click the Save button to save the file.
   OR
   Click the Cancel button to close the window.

To Register a report

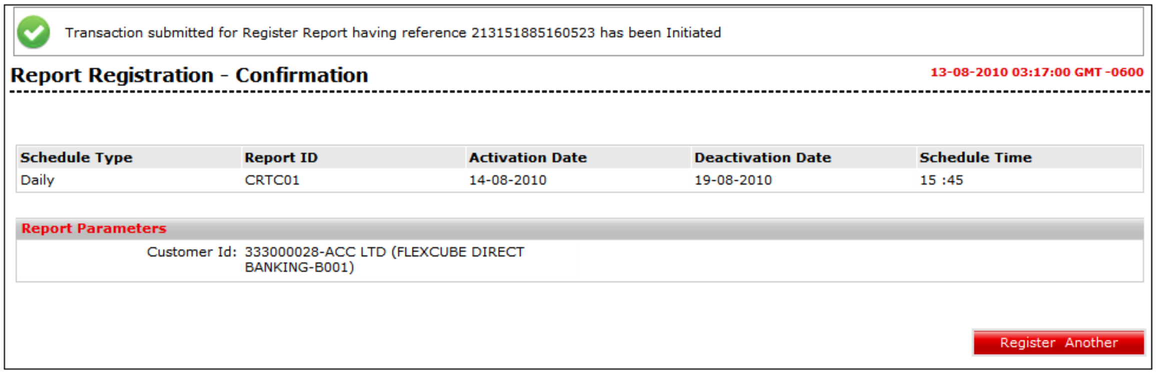
7. Click the Register button on the Register Report screen. The system displays the Report Registration - Verification screen.

Register Report - Verification



8. Click the Confirm button. The system displays the Register Reports screen.
   OR
   Click the Back button to navigate to the previous screen.

Report Registration Confirmation



To View a report

9. Log on to the Internet Banking application.
10. Navigate through the menus to Reports > Register Report. The system displays the Register Report screen.
11. Click the GO button. The system displays the Register Report screen.
12. Select the report frequency and report download format.
13. Enter the date range.
14. Click the View Reports button. The system displays the Report screen.

16. Alerts

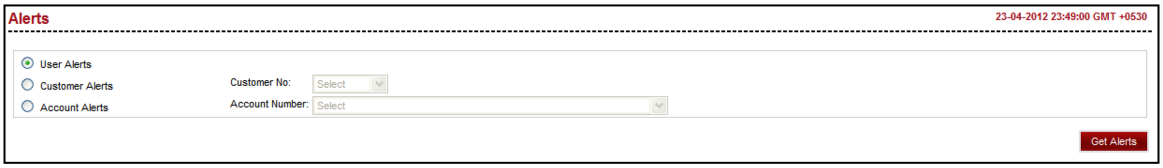
16.1. Alerts- User Alerts

These alerts are sent when there is user level change like change in password; change in email, account is locked etc.

To Register user alerts

1. Navigate through the menus to **Customer Services > Self Services > Alerts**. The system displays the Alerts screen.

Alerts

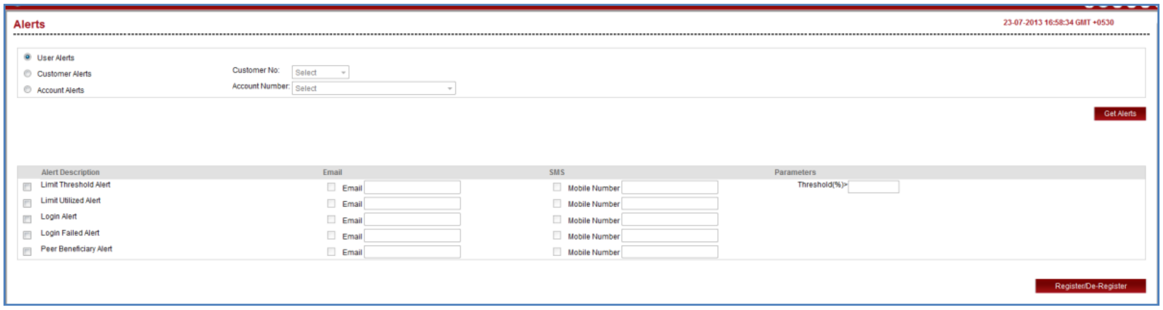


Field Description

Field Name	Description
User Alerts/ Customer Alerts/ Account Alerts	[Optional, Radio button] Click the **User Alerts** radio button to select any one of the alerts.
Customer Number	[Conditional, Drop-Down] Select the customer number from the drop down list. This field is enabled if the **Customer Alerts** radio button is selected.
Account Number	[Conditional, Drop-Down] Select the account number from the drop down list. This field is enabled if the **Account Alerts** radio button is selected.

2. Select the User Alerts radio button.
3. C lick the **Get Alerts** button. The system displays the **Alerts** screen with the description.

Alerts



Field Description

Field Name	Description
Alert Description	[Display] This column displays the alert description. Select the checkbox of the alert to register for the Alert. Note: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.
Email	[Display] This column displays the email id at which the alert will be sent. Note: This field will be enabled only if Email checkbox is selected.
SMS	[Display] This column displays the Mobile SMS at which the alert will be sent. Note: This field will be enabled only if Mobile Number checkbox is selected.
Parameters	[Conditional, Numeric, 100] Type the threshold percentage for Alerts Registration. This field is enabled if the **Limit threshold Alert** checkbox is selected as the alert description

4. Select the Alert Description.
5. Click the Register button. The system displays the **Alert** verification screen.

Alerts

6. Click the **Confirm** button. The system displays the Alert screen with confirmation message.
   OR
   Click the **Back** button to return to the previous screen.

Alert - Confirm

7. Click the **Register/De Register Another** button to register another alert.

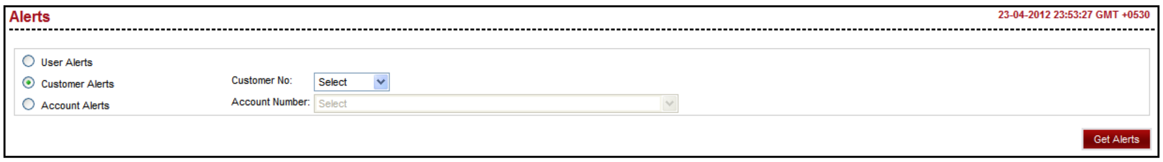
16.2. Alerts- Customer Alerts

These alerts are sent when any transactions are done in the customer number selected.

To Register Customer alerts

1. Navigate through the menus to **My Services > Alerts**. The system displays the Alerts screen.

Alerts

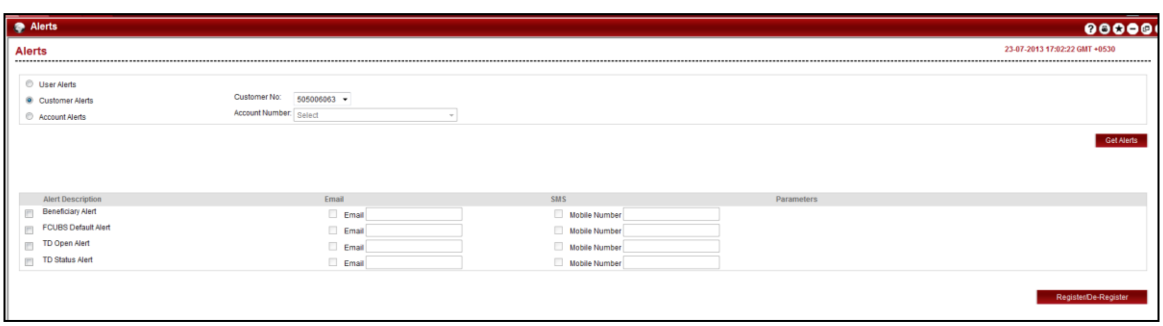


Field Description

Field Name	Description
User Alerts/ Customer Alerts/ Account Alerts	[Optional, Radio button] Click the **User Alerts** radio button to select any one of the alerts.
Customer Number	[Conditional, Drop-Down] Select the customer number from the drop down list. This field is enabled if the **Customer Alerts** radio button is selected.
Account Number	[Conditional, Drop-Down] Select the account number from the drop down list. This field is enabled if the **Account Alerts** radio button is selected.

2. Click the Customer Alerts radio button. Select the Customer No. Click the Get Alerts button. The system displays the **Alerts** detail screen.

Alerts



Field Description

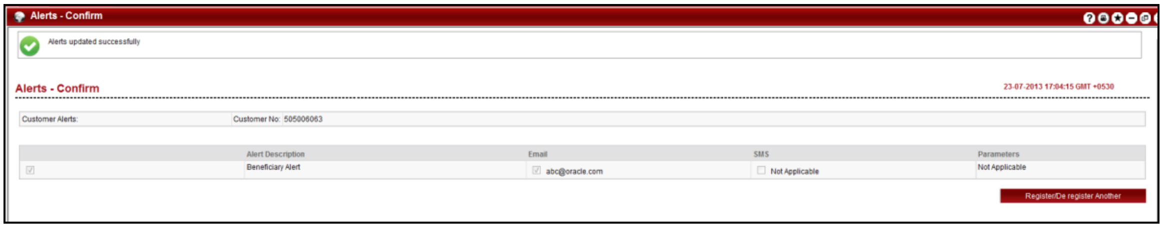
Field Name	Description
Alert Description	[Optional, Check Box] Select the Alert Description check box to set an alert. It displays the brief description of an alert. Note: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.
Email	[Display] This column displays the email id at which the alert will be sent. Note: This filed will be enabled only if Email checkbox is selected.
SMS	[Display] This column displays the Mobile SMS at which the alert will be sent. Note: This filed will be enabled only if Mobile Number checkbox is selected.
Parameters	[Conditional, Numeric, 100] Type the threshold percentage for Alerts Registration. This field is enabled if the **Limit threshold Alert** checkbox is selected as the alert description

3. Select the alert description.
4. Click the **Register/De-Register** button. The system displays the **Alert** verification screen.

Alerts - Verify

5. Click the **Confirm** button. The system displays the **Alert** screen with the confirmation message.
   OR
   Click the **Back** button to return to the previous screen.

Alert - Confirm



6. Click **the** Register Another button to register another alert.

16.3. Alerts-Account Alerts

These alerts are sent when any transactions are done in the account selected.

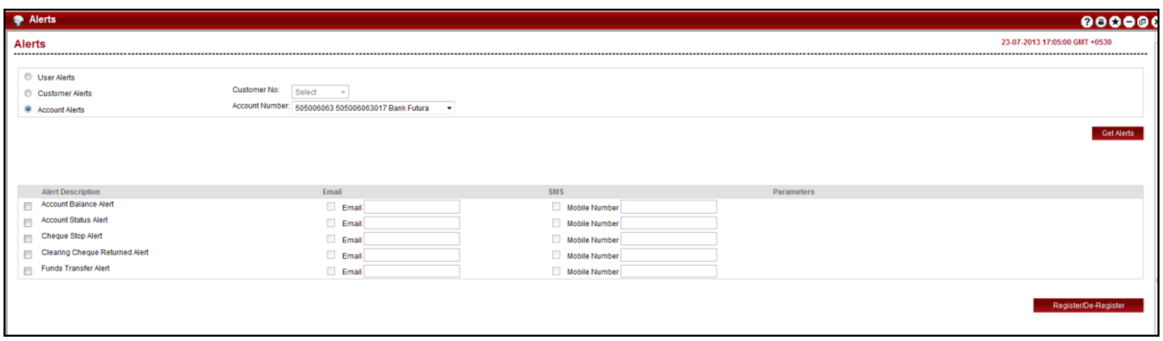
To send account alerts

1. Navigate through the menus to **My Services > Alerts**. The system displays the Alerts screen.

Alerts

2. Click the **Get Alerts** button The Alerts detail screen is displayed.

Alerts



Field Description

Field Name	Description
Alert Description	[Display] This column displays the alert description. Select the checkbox of the alert description to register for the Alert. Note: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.
Email	[Display] This column displays the Mail id at which the alert will be sent. This field will get displayed Note: This field will be enabled only if Email checkbox is selected.

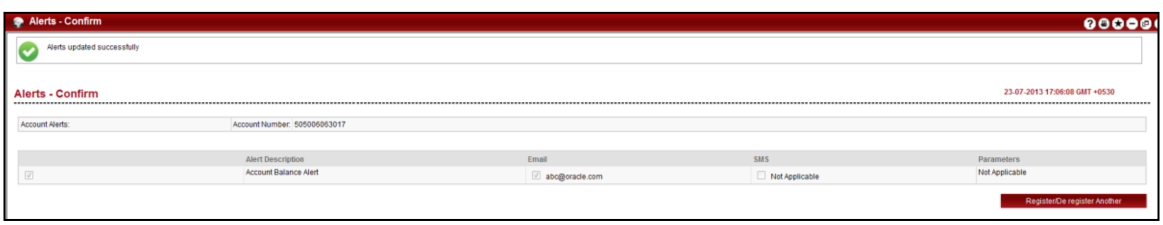
Field Name	Description
SMS	[Display] This column displays the Mobile SMS at which the alert will be sent. Note: This field will be enabled only if Mobile Number checkbox is selected.
Parameters	[Conditional, Numeric, 100] Type the threshold percentage for Alerts Registration. This field will get activated on selecting the Limit threshold Alert checkbox.

3. Select the Alert Description.
4. Click the **Register/De-Register** button. The system displays the **Alert** verification screen.

Alerts - Verify

5. Click the **Confirm** button. The system displays the **Alert** screen with confirmation message.
   OR
   Click the **Back** button to return to the previous screen.

Alert - Confirm



6. Click the **Register/De-Register Another** button to register another alert.

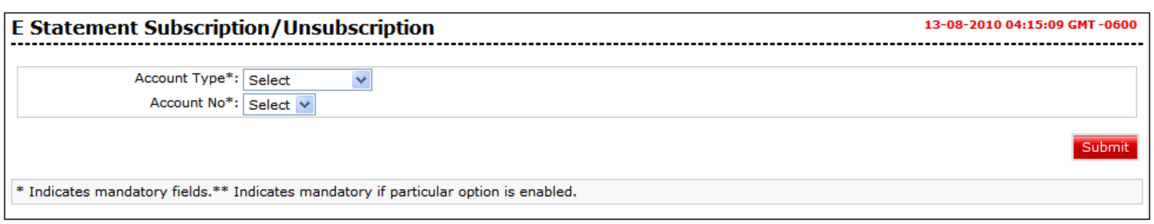
17. E-statement Subscription / unsubscription

This allows you to subscribe/unsubscribe for e statement .

To subscribe/unsubscribe for E statement

1. Navigate through the menus to Customer Services > Self Services > **E statement**. The system displays the E-statement Subscribe/Un-subscribe screen.

E statement Subscription / Un subscription

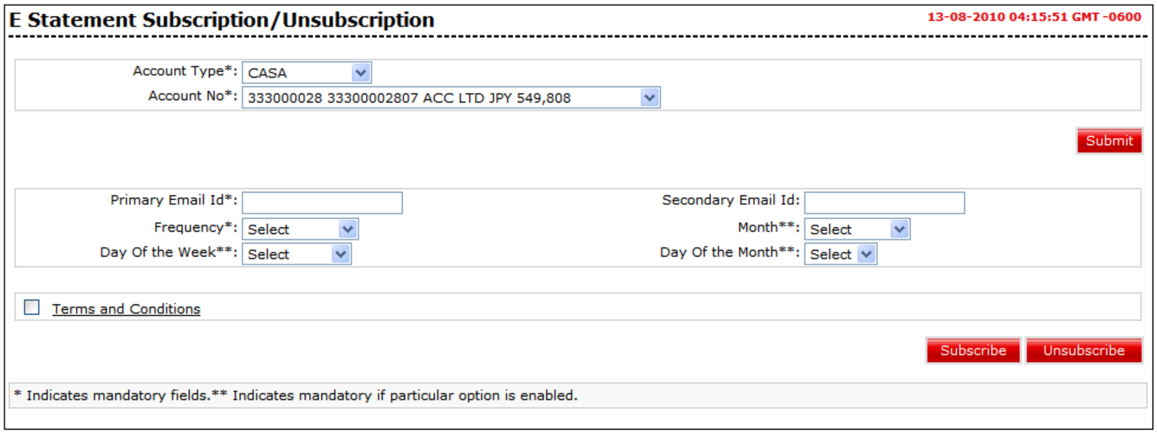


Field Description

Field Name	Description
Account Type	[Mandatory, Dropdown] Select the account type from the dropdown list.
Account No/ Credit Card No	[Mandatory, Dropdown] Select the account No/ Credit Card No from the dropdown list.

2. Click the **Submit** button. The system displays the E statement subscription/ un subscription screen with detailed.

E statement Subscription / Unsubscription



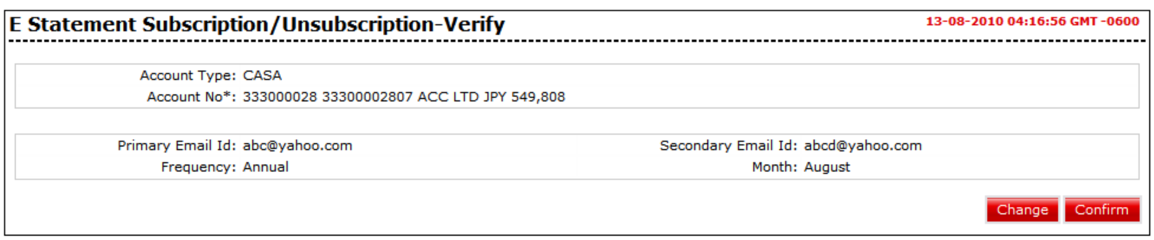
Field Description

Field Name	Description
Primary Email id	[Mandatory, Alphanumeric] Type the primary email id to which the E-statement is to be sent.
Secondary Email id	[Optional, Alphanumeric] Type the secondary email id to which the E-statement is to be sent.
Frequency	[Mandatory, Dropdown] Select the frequency at which the e-statement is required. The options are • Annual • Daily • Fortnightly • Monthly • Quarterly • Semi Annual • Weekly
Month	[Conditional, Dropdown] Select the Month on which the e statement is required. This field will be enabled on selecting Annual, quarterly, Semi annually in the frequency field

Field Name	Description
Day of the week	[Conditional, Dropdown] Select the day of the week on which the e statement is required. This field will be enabled on selecting fortnightly, weekly in the frequency field.
Day of the Month	[Conditional, Dropdown] Select the day of the month on which the e statement is required. This field will be enabled on selecting Monthly in the frequency field
Terms and Conditions	[Mandatory, Checkbox] Select the checkbox of terms and conditions.

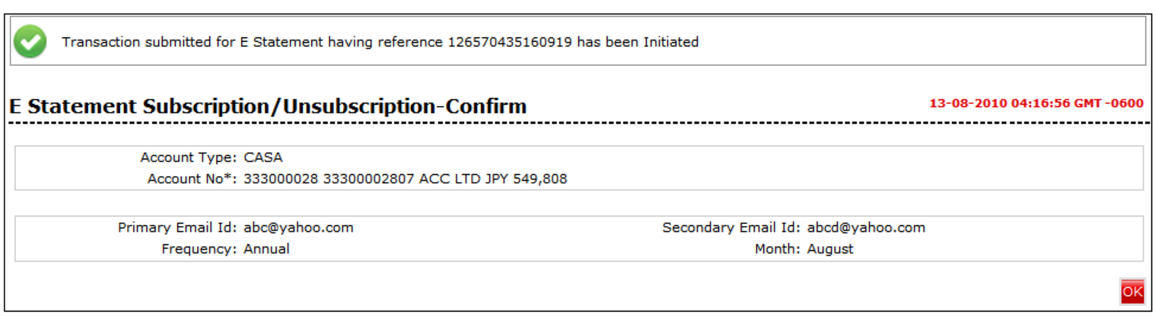
3. Click the **Terms and Conditions** link to view the terms and conditions.
4. Click the **Subscribe** button to subscribe for the E statement, the system displays the E statement Subscription / Unsubscription verify screen.
   OR
   Click the **Unsubscribe** button to unsubscribe for the statement.

E statement Subscription / Unsubscription- Verify



5. Click the **Change** button to return to the previous screen to modify the input data.
   OR
   Click the **Confirm** button. The system displays the **E statement Subscription / Unsubscription - confirm** screen

E statement Subscription / Unsubscription- Confirm



6. Click the **OK** button to return to the E-statement Subscribe / unsubscribe screen.

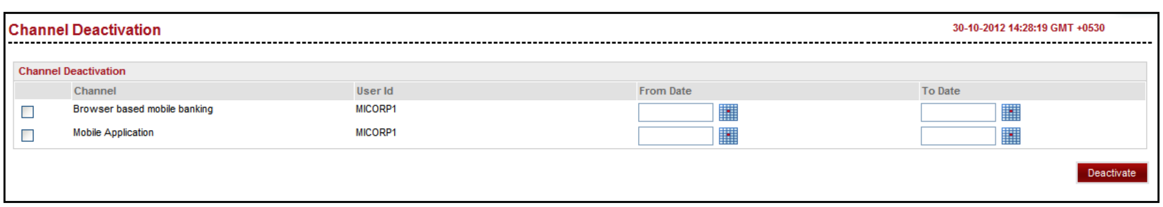
18. Deactivate User Channel

This transaction allows you to deactivate/disable the access to the existing user through other channels. These additional channels can be any channels like browser based or J2ME mobile banking channel. Using this transactions you can deactivate your mobile banking channel users.

To deactivate user channel

7. Navigate through the menu to **Customer Services > My Profile > Channel Deactivation**. The system displays the **Channel Deactivation** screen.

Channel Deactivation



Field Description

Column Name	Description
Channel	[Display] This column displays the channel description. Select the checkbox of the channel for which you want to deactivate the user.

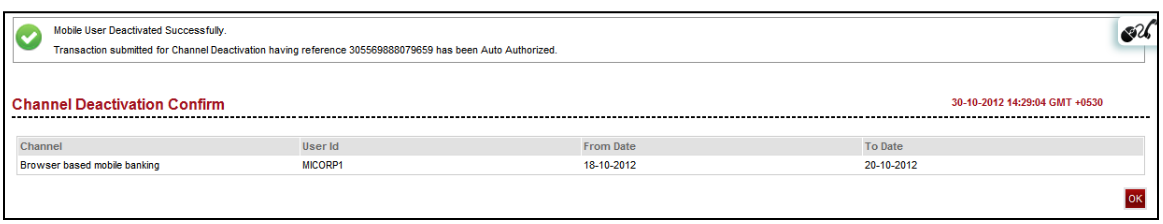
Column Name	Description
User Id	[Display] This column displays the user id with respect to the channel.
From Date	[Mandatory, Picklist] Select the start date for deactivation from the pick list.
To Date	[Mandatory, Picklist] Select the end date for deactivation from the pick list.

8. Click the **Deactivate** button. The system displays **Channel Deactivation Verify** screen.

Channel Deactivation Verify

9. Click the **Change** button to navigate to the previous screen of Channel Deactivation.
   OR
   Click the **Deactivate** button for confirmation. The system displays **Channel Deactivation Conform** screen.

Channel Deactivation Confirm



10. Click the **OK** button. The system displays initial **Channel Deactivation** screen.

19. Subscribe /unsubscribe additional Channels

This transaction allows you to subscribe or unsubscribe for additional channels. These additional channels can be any channels like SMS, mobile or any other channel.

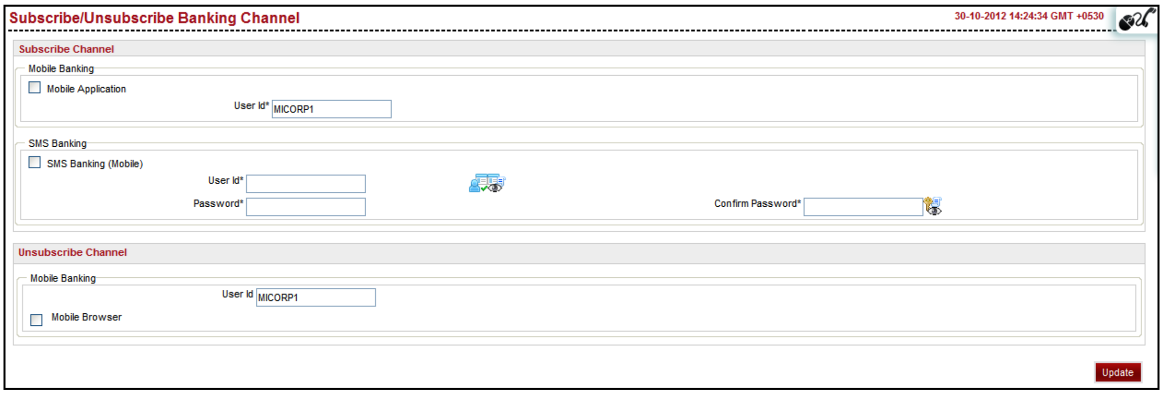
You can directly subscribe/Unsubscribe from these channels

19.1. Unsubscribe from other channels

To Unsubscribe for other channels

1. Navigate through the menu to **Customer Services > My Profile > Subscribe/Unsubscribe Banking Channels**. The system displays the Subscribe / Unsubscribe additional Channels screen.

Subscribe/ Unsubscribe additional channels



Field Description

Field Name	Description
Subscribe Channel	
Check Box	[Optional Checkbox] Select the check box for the channel stated with the check box.
User Id	[Mandatory, Alphanumeric] Type the user id of the initiator of the transaction.
Password	[Mandatory, Alphanumeric] Type the New Password that you want to set for the user.
Confirm Password	[Mandatory, Alphanumeric] Type the Password to confirm the password that you want to set for the user.

2. The above screen shows channel to be subscribe in subscribe channel section and Unscubscribe channel section shows channel that have already been subscribed by the user.

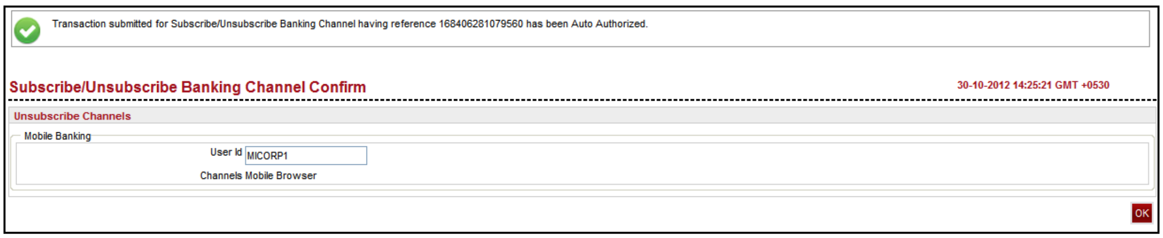
In order to unsubscribe from the channels

3. Select the check box to unsubscribe for Mobile Banking.
4. Click the update button. The system displays the Subscribe / unsubscribe Banking channels verify screen.

Subscribe/ Unsubscribe additional channel-Verify

5. Click the **Back** button to return to the previous screen to make the changes.
   OR
   Click the **Confirm** button to unsubscribe the selected channels. The system displays the Subscribe / unsubscribe Banking channels Confirm screen.

Subscribe/ Unsubscribe additional channel-Confirm



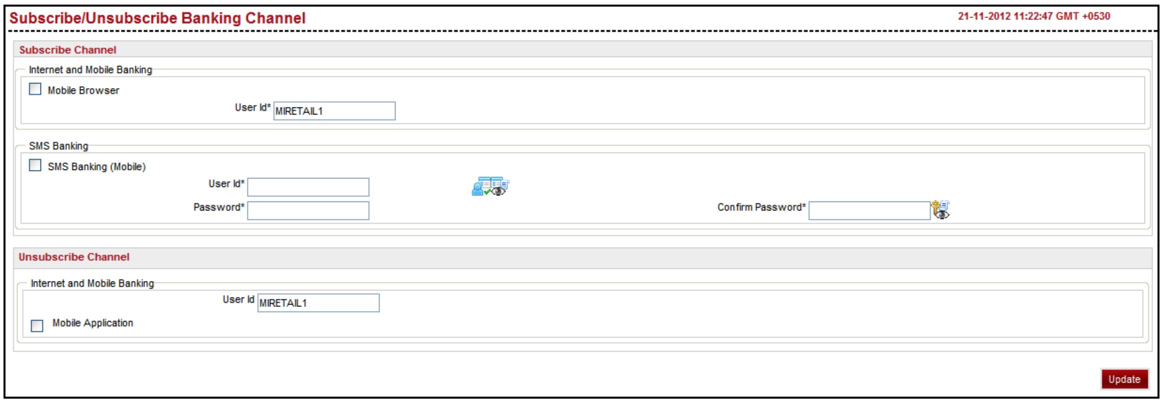
6. Click the Ok button to Return to the Subscribe/ Subscribe Banking Channels.

19.2. Subscribe for Other Channels

To Subscribe for other channels

1. Navigate through the menu to **My Profile > Subscribe / Unsubscribe additional Channels**. The system displays the Subscribe / Unsubscribe additional Channels screen.

Subscribe/ Unsubscribe additional channels



Field Name	Description
Subscribe Channel	
Check Box	[Optional Checkbox] Select the check box for the channel stated with the check box.
User Id	[Mandatory, Alphanumeric] Type the user id of the initiator of the transaction.
Password	[Mandatory, Alphanumeric] Type the New Password that you want to set for the user.
Confirm Password	[Mandatory, Alphanumeric] Type the Password to confirm the password that you want to set for the user.
Transaction Password	[Mandatory, Alphanumeric] Type the New Transaction Password that you want to set for the user.
Confirm transaction Password	[Mandatory, Alphanumeric] Type the Transaction Password that you want to set for the user.

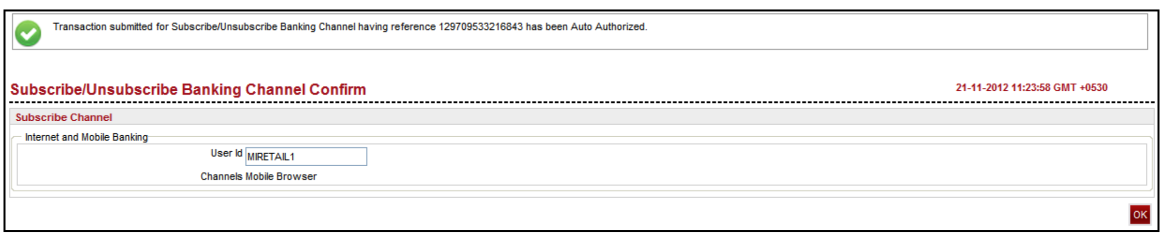
2. Click the **check availability**  button to check the availability of the user.

3. Click the **view user id policy** button to check the availability for the password.
4. Click the **view user id policy** button to check the password policy.
5. Select the required checkbox, Input the required data.
6. Click the Update button. The system displays the Subscribe / Unsubscribe additional Channels- Verify screen.

Subscribe / Unsubscribe additional Channels- Verify

7. Click the **Back** button to return to the previous screen to make the changes.
   OR
   Click the **Confirm** button to unsubscribe the selected channels. The system displays the Subscribe / unsubscribe Banking channels Confirm screen.

Subscribe/ Unsubscribe additional channel-Confirm



8. Click the **Ok** button to Return to the Subscribe/ Subscribe Banking Channels.

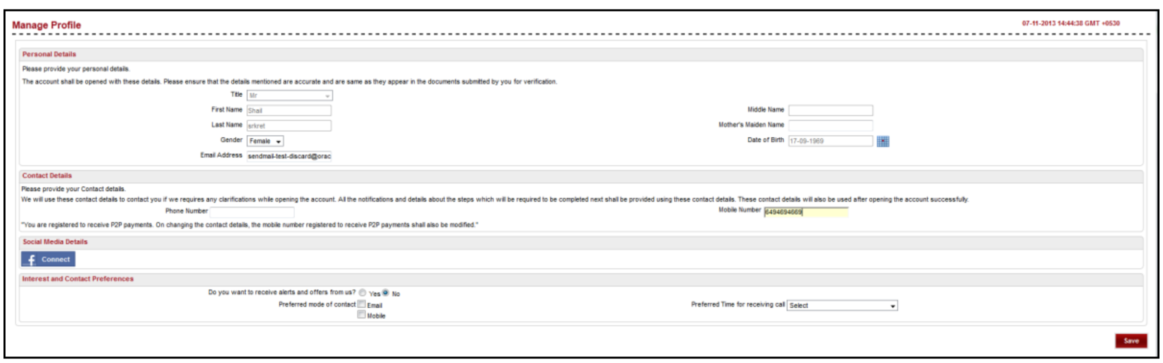
20. Manage Profile

The manage profile option allows you to update the details of your profile like email address and mobile numbers.

To manage profile .

1. Navigate through the menus to **Customer Services > My Profile > Manage Profile**. The system displays the Manage Profile screen.

Manage Profile



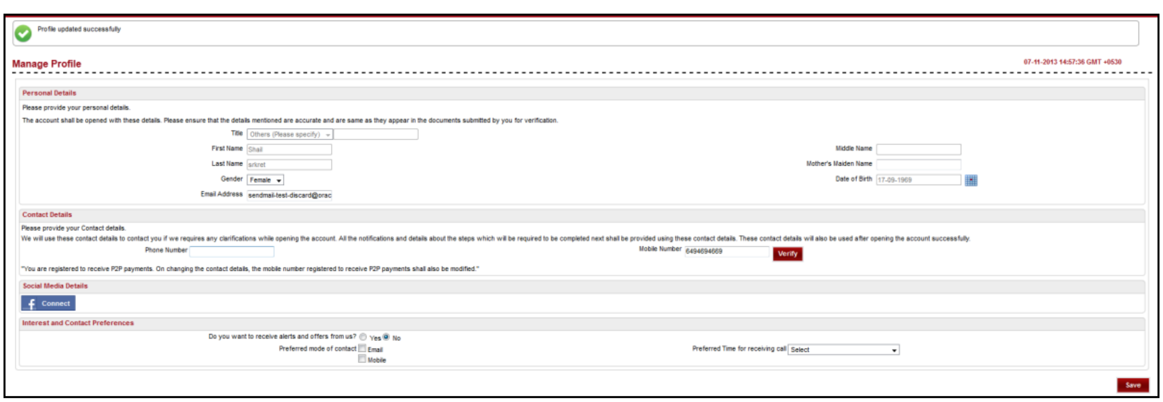
Field Description

Field Name	Description
Personla Details	
Title	[Display] This field will display the title of your name that you have entered during account opening.
First Name	[Display] This field will display the first name that you have entered during account opening.
Middle Name	[Display] This field will display the middle name that you have entered during account opening.
Last Name	[Display] This field will display the last name that you have entered duing account opening.
Mothers Maiden Name	[Optional,Input] Enter the name.
Date of Birth	[Display] This field will display the date of birth that you have entered during account opening.
Gender	[Optional,Dropdown] Select the option from dropdown
Email Address	[Inputbox] This field will display the email address that you have entered during account opening.You can enter or update email address here if required.
Contact Details	Contact Details will get displayed if you have already entered it during account opening.
Phone Number	[Inputbox] This field will display the phone number you have entered during account opening. You can update the phone number if required.

Field Name	Description
Mobile Number	[Inputbox] This field will display the mobile number you have entered during account opening. You can update the mobile number if required. **Note**: If you update the mobile number, Verify button will be enabled for mobile verification. You can perform the mobile verification later or you can verify the mobile number using verify mobile button. The One Time Password will be send to you on your mobile number.
Interest and Contact Preferences	
Do you want to receive alerts from us	[Mandatory, Radio Button] Select the option to get alerst and offers. **Note**: The interests options like Vehicle Loan,Credit cards will be displayed when you select Yes option to receive alerts here. Select the respective check boxes of your interest to get alerts for the same.
Preffered mode of contact	[Optional,Checkbox] Select the mode of contact. The values are: • Email • Mobile
Preffered Time for receiving call	[Optional, Dropdown] Select the time range for receiving a call from bank.

2. Click on **Fconnect** button to add social media profile if required.The system will display facebook login screen.
3. Click **Save** button.The system will display following confirmation screen: .

Manage Profile Confirm



21. Reset Security Questions

You can modify and reassign the set of security questions maintained by the bank administrator

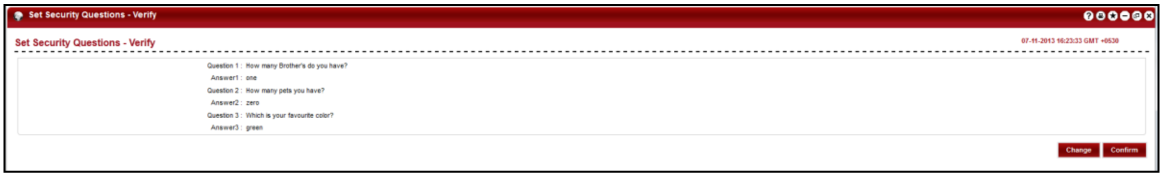
To Reset Security Questions

1. Logon to the Internet Banking application.
2. Navigate through the menus to **Customer Services > My Profile >Reset Security Questions**. The system displays the Set Security Questions screen.

Set Security Questions

3. Select the question from dropdown list for each Security Question set 1,2 and 3 respectively from the set and enter the answer for each question.
4. Click **Submit** button.The system displays the Security Questions Maintenance Verify screen.

Set Security Questions Verify



5. Click the **Confirm** button. The system displays the Security Questions Maintenance Confirm screen.

Set Security Questions Confirm

6. Click **OK**.

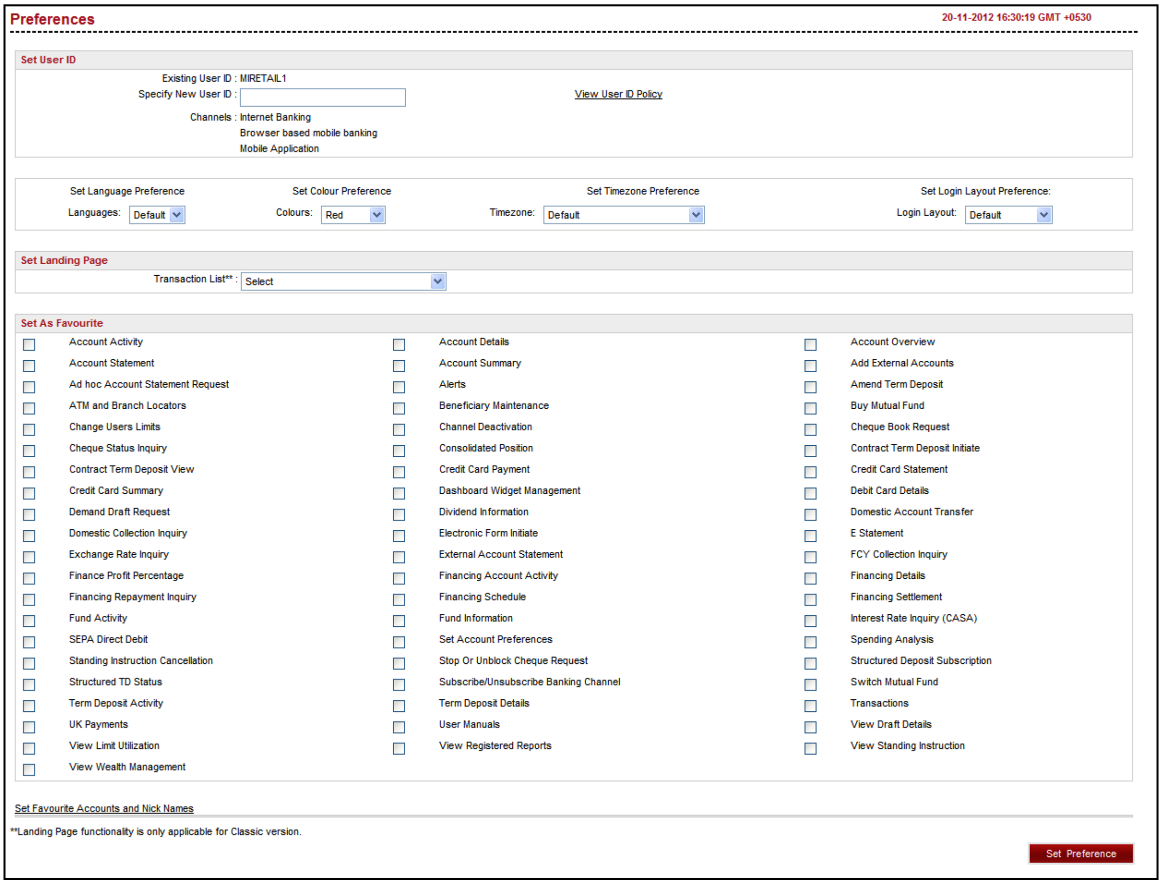
22. Preferences

The Preferences option allows you to change the user ID, set the preferred language, preferred color, home page, favorite transactions, and favorite accounts and nick names. The user can access favorite transactions and accounts directly instead of accessing it through the main menu.

To set user preferences.

1. Navigate through the menus to **Customer Services > Self Services > Preferences**. The system displays the Preferences screen.

Preferences



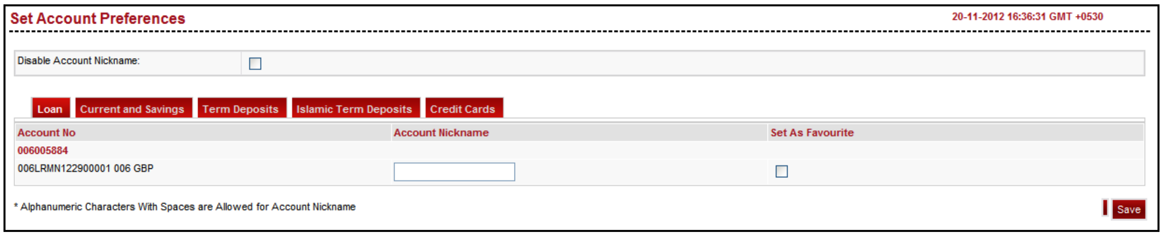
Field Description

Field Name	Description
Set User ID	
Existing User ID	[Display] This field displays the existing user ID.
Specify New User ID	[Optional, Alphanumeric, 15] Type the new user ID in this field.
Channels	[Display] This field displays the channel for which preference is to be set.
Set Language Preference	
Languages	[Optional, Drop-Down] Select the preferred language from the drop-down list.

Field Name	Description
Set Colour Preference	
Colours	[Optional, Drop-Down] Select the preferred colour from the drop-down list.
Set Timezone Preference	
Timezone	[Optional, Drop-Down] Select the preferred timezone from the drop-down list.
Set Login Layout Preference	
Login Layout	[Optional, Drop-Down] Select the preferred login layout as contemporary or classic.
Set Landing Page	
Transaction List	[Optional, Drop-Down] Select the transaction list from the drop-down list. The selected transaction will be set as the landing page.
Set As Favorite	
Set As Favorite	[Optional, Check Box] Select the check box against the transactions that you want to set as favorite transactions. The user can access the favorite transactions directly instead of accessing it through the main menu.
Set Favorite Accounts and Nick Names	

2. Click the **set favorite account and Nicknames link**. The system displays the set account preference screen.

Set Account Preference

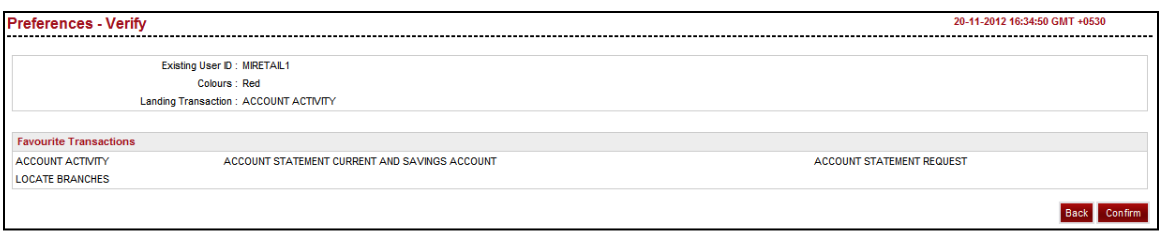


Field Description

Field Name	Description
Account No.	[Display] This column displays the Account number.
Account Nick name	[Conditional, Alphanumeric, 16] Type the nick name for the account number. This field is activated for the account number for which the check box is selected.
Set As Favorite	[Conditional, Checkbox] Select the check box to make the account as a favorite account.

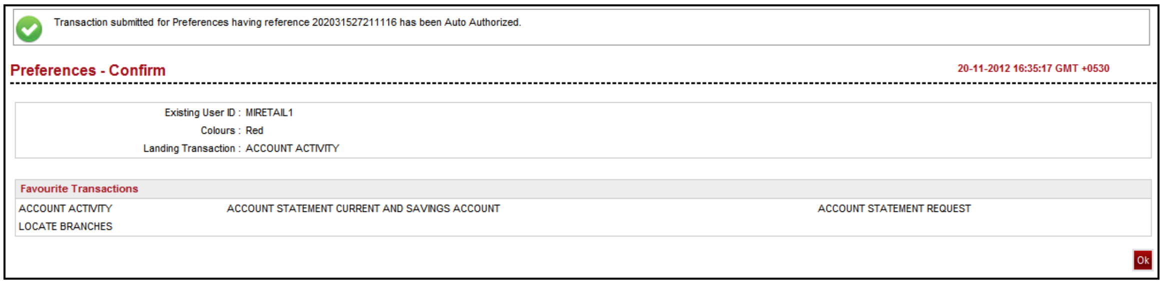
3. Click the **Save** button. The system saves the settings and displays the preferences screen.
4. Click the Set Preference button. The system displays the Preferences - Verify screen.

Preferences - Verify



5. Click the Confirm button. The system displays the Preferences - Confirm screen with the status message.
   OR
   Click the Back button to change the user preferences.

Preferences - Confirm



6. Click the OK button. The system displays the Preferences screen.

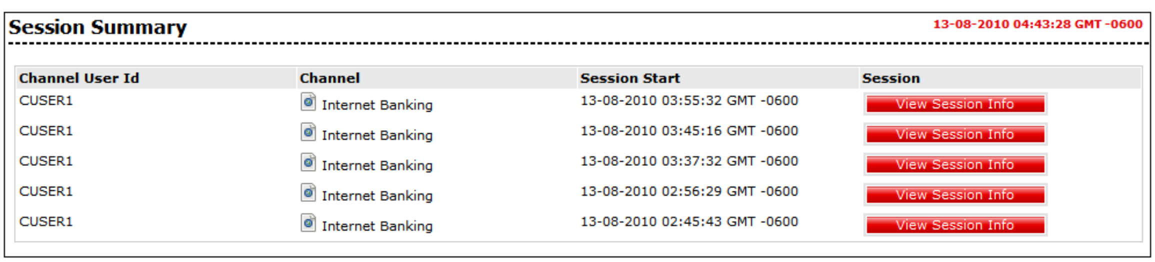
23. Session Summary

This option allows the user to track activity details of last five logins. The user can view the entire session summary of the previous five log sessions, and transactions carried out in each session along with the transactions' status and time.

To view user session

1. Navigate through the menus to Session Summary. The system displays **View User Session** screen.

View User Session



Session Summary 13-08-2010 04:43:28 GMT -0600

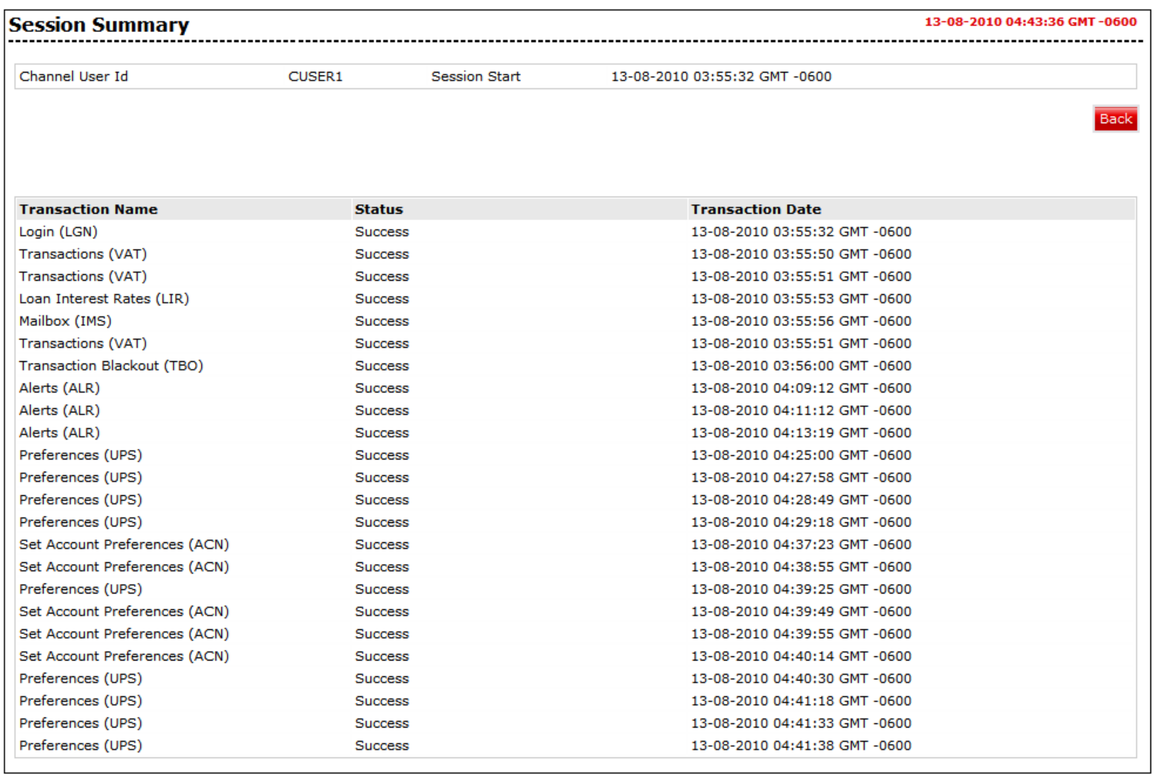
Channel User Id	Channel	Session Start	Session
CUSER1	Internet Banking	13-08-2010 03:55:32 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 03:45:16 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 03:37:32 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 02:56:29 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 02:45:43 GMT -0600	View Session Info

Field Description

Column Name	Description
Channel User Id	[Display] This field displays the channel user IDs accessed during the session.
Channel	[Display] This field displays the channel accessed during the session.
Session Start	[Display] This field displays the date and time of access.

2. This screen allows the user to view the list of last five sessions accessed by the user.
3. Click the View Session Info button to view the list of transactions done for the session specified. The system displays the View User Session screen.

View User Session



Session Summary 13-08-2010 04:43:36 GMT -0600

Channel User Id CUSER1 Session Start 13-08-2010 03:55:32 GMT -0600

Back

Transaction Name	Status	Transaction Date
Login (LGN)	Success	13-08-2010 03:55:32 GMT -0600
Transactions (VAT)	Success	13-08-2010 03:55:50 GMT -0600
Transactions (VAT)	Success	13-08-2010 03:55:51 GMT -0600
Loan Interest Rates (LIR)	Success	13-08-2010 03:55:53 GMT -0600
Mailbox (IMS)	Success	13-08-2010 03:55:56 GMT -0600
Transactions (VAT)	Success	13-08-2010 03:55:51 GMT -0600
Transaction Blackout (TBO)	Success	13-08-2010 03:56:00 GMT -0600
Alerts (ALR)	Success	13-08-2010 04:09:12 GMT -0600
Alerts (ALR)	Success	13-08-2010 04:11:12 GMT -0600
Alerts (ALR)	Success	13-08-2010 04:13:19 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:25:00 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:27:58 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:28:49 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:29:18 GMT -0600
Set Account Preferences (ACN)	Success	13-08-2010 04:37:23 GMT -0600
Set Account Preferences (ACN)	Success	13-08-2010 04:38:55 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:39:25 GMT -0600
Set Account Preferences (ACN)	Success	13-08-2010 04:39:49 GMT -0600
Set Account Preferences (ACN)	Success	13-08-2010 04:39:55 GMT -0600
Set Account Preferences (ACN)	Success	13-08-2010 04:40:14 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:40:30 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:41:18 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:41:33 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:41:38 GMT -0600

Field Description

Field Name	Description

Field Name	Description
Channel User Id	[Display] This field displays the channel user ID accessed during the session.
Session Start	[Display] This field displays the date and time of access.
Transaction Name	[Display] This field displays the name of the transaction performed.
Status	[Display] This field displays the status of the transaction.
Transaction Date	[Display] This field displays the date and time of the transaction.

4. This screen allows the user to view the list of transactions processed for a specified session along with the login and logoff details with date and time.
5. Click the Back button to navigate go to the previous screen.

24. Mailbox

The Mailbox option is an integrated communication system within the internet banking system for you to communicate with the bank and vice versa. It allows you to view all the notifications, alert messages and general messages sent by the bank; allows you to send messages to the bank and view the sent messages.

Like popular e-mail clients that you may have used, the Mailbox offers an Inbox - where you can view messages and notifications sent to you, a Send Message facility using which you can send messages to the bank and a Sent folder, which allows you to view all the sent items.

Mail Box functionality is subdivided into the following sub-sections:

- Viewing received messages (Inbox)
- Viewing sent messages (Sent Messages)
- Sending messages(Compose)

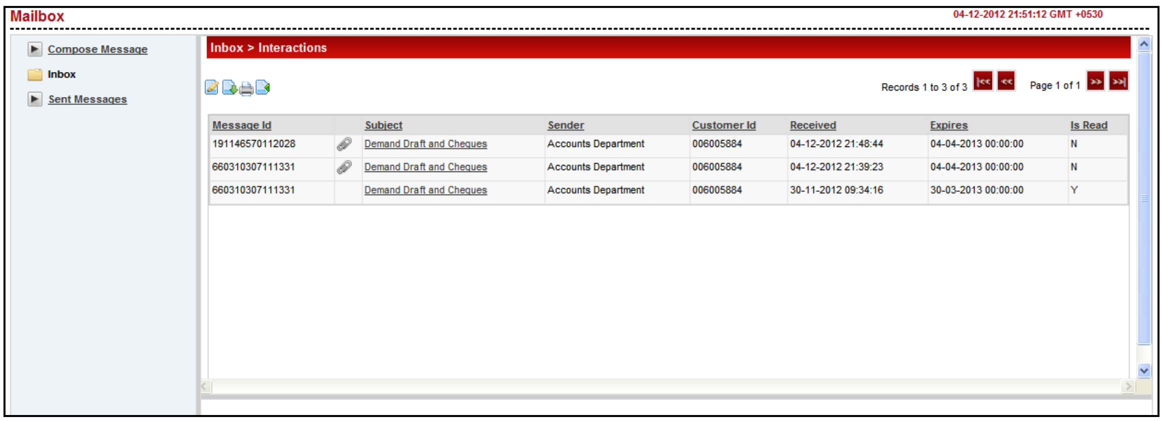
24.1. Viewing Received Message

The Inbox folder stores all the bulletin messages sent to you. You can view the individual messages by clicking on the sender's name. The following procedure explains the steps to access Inbox and view a message stored within it.

To view received messages

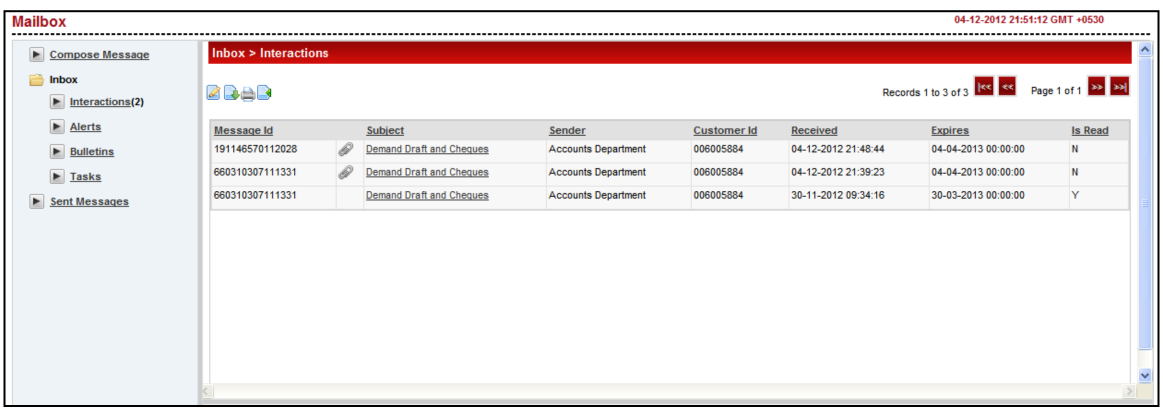
1. Navigate through the menus to **Customer Service > Mailbox**. The system displays the Messages screen.

Mailbox



2. Click the Inbox tab. The system displays following screen.

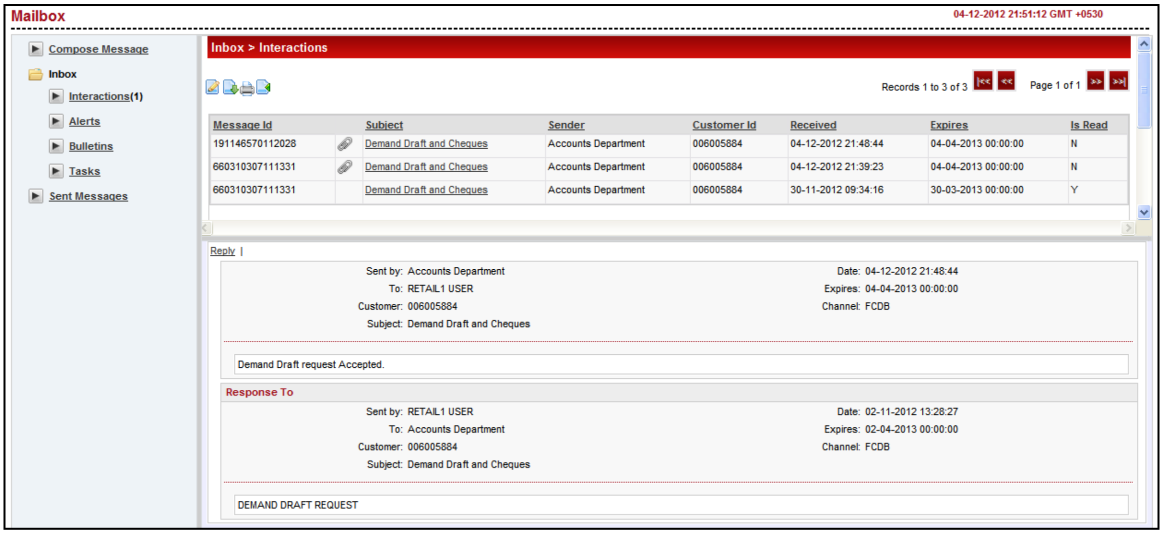
Mailbox Inbox



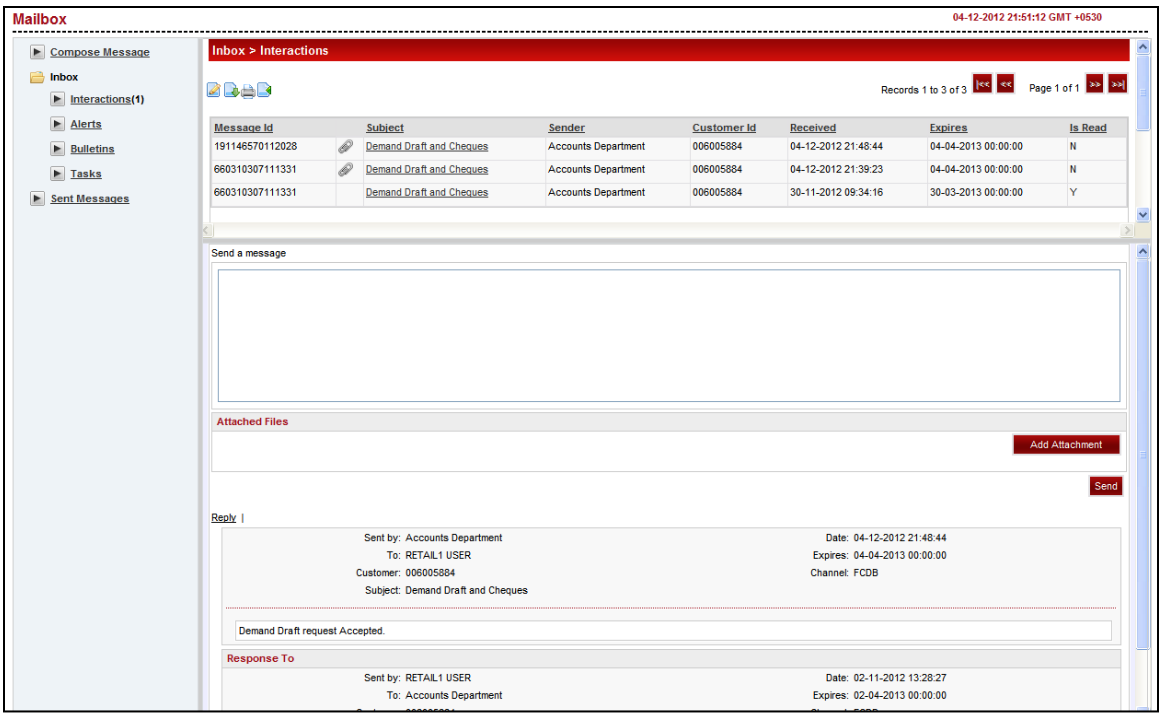
Field Description

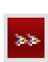
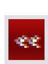
Field Name	Description
Message Id	[Display] This field displays the system generated conversation/message id.
Subject	[Display] This field displays the descriptive synopsis of the message. It also acts as a link to access the message. Note: This icon  between the message id and subject column shows that the message has some attachments.
Sender	[Display] This field displays the name of the sender of the message. If the message has been sent by the bank, then the Department Name will be displayed as the Sender. The names for the departments ids are already maintained in the system. If the message has been sent by another user, then the customer id for which the mail is being sent will be displayed as the sender.
Customer Id	[Display] This field displays the customer id.
Received	[Display] This field displays the date on which the message was received.
Expires	[Display] This field displays the expiry date for the transaction.
Is Read	[Display] This field displays the Is Read flag as Y/N.

3. Click on Subject link to view the message. The system displays following screen.



4. Click the reply link in order to reply to the current message. The system displays below screen.



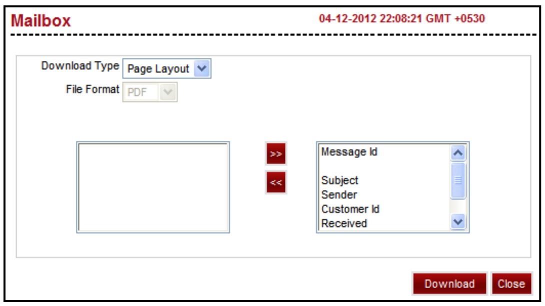
5. Type the reply message. Add any attachments if required.
6. Click the Send button. The system displays the confirmation message of reply sent.
7. Click  or  to navigate to the next or previous page in the list, respectively.
8. Click  or  to navigate to the first or last page in the list, respectively.

9. Click on **Edit** button if you wish to edit the number of columns displayed. You can decide the number of columns to be displayed along with their position using this option.
   OR

   Click the **Print** button to print the data.
   OR

   Click the optimize data icon to optimize the data/details displayed among columns.
   OR

   Click the Download button to download the attachments/messages. The system displays the download dialog screen.



10. Specify the details like download type and click the Download to download the details.

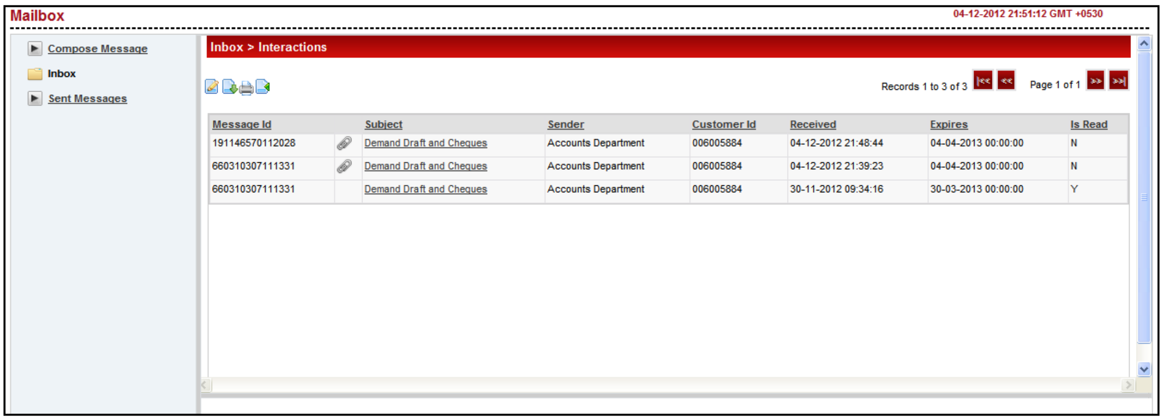
24.2. Compose Messages

To communicate with the bank authorities, the Mailbox offers a message sending option. You can write about any problems that you may have faced, errors in the system, transactions that may have not completed and any other issues and address them to the bank. It is a very effective method of communicating with the bank.

To compose messages

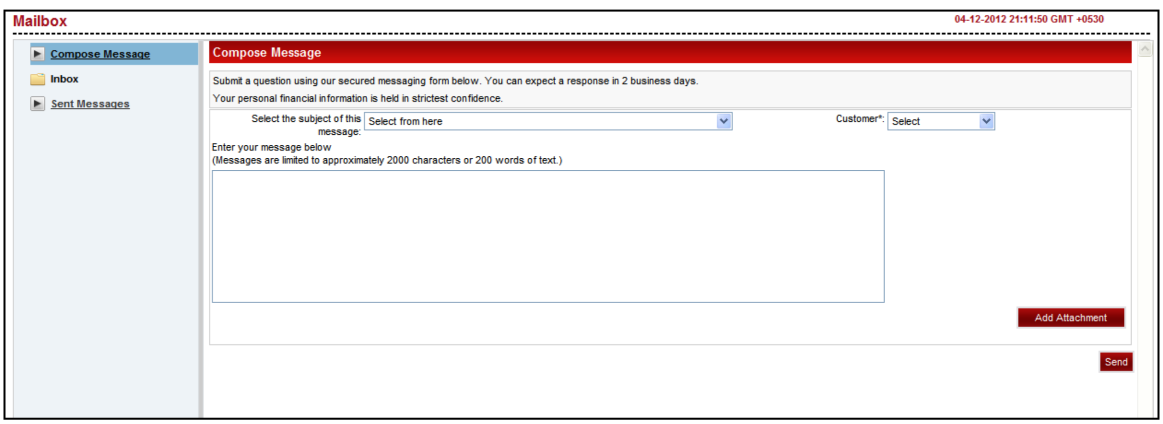
1. Navigate through the menus to **Customer Service > Mailbox**. The system displays the Messages screen.

Mailbox



2. Click the **Compose Message** tab. The system displays following screen.

Mailbox

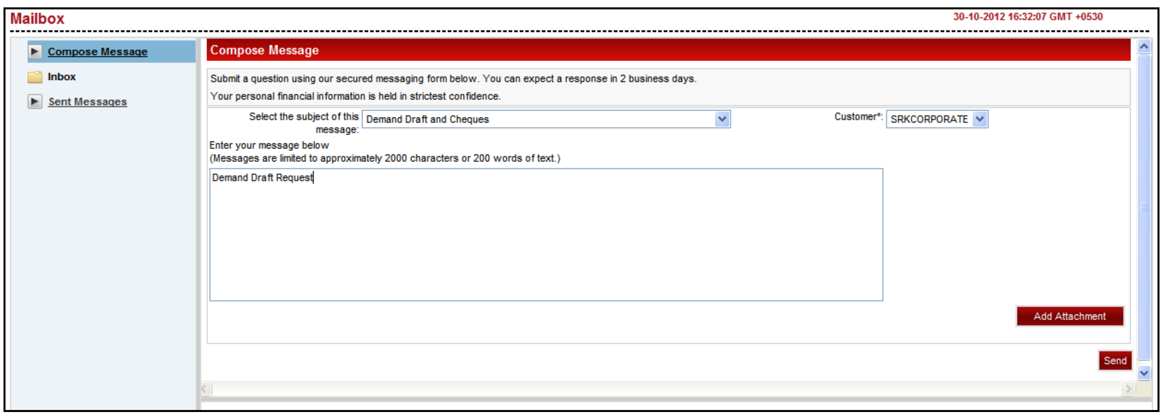


Field Description

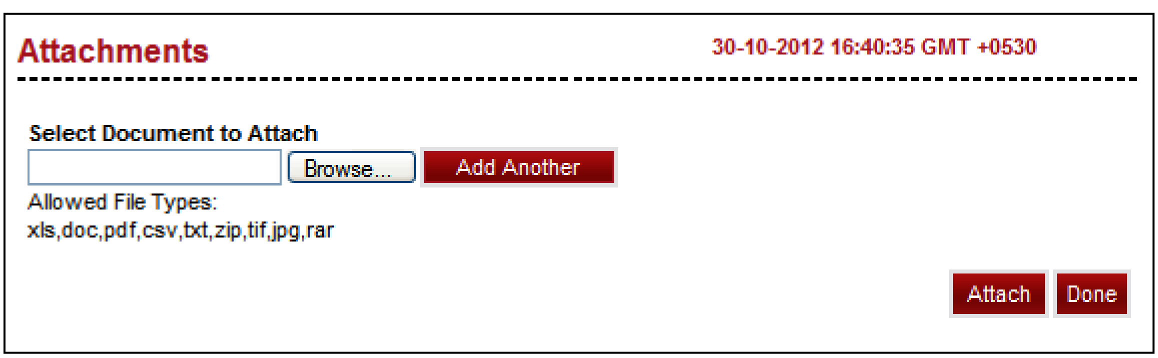
Field Name	Description
Select the subject of this message	[Mandatory, Drop down] Select appropriate subject for the message to be sent from the drop down.
Customer	[Mandatory, Drop down] Select the customer from the drop down.

3. Type the message in the message box mentioned under **Enter you message below** field. In message box, you can enter 2000 characters or 200 words of text, as your message.

Message Mailbox Compose



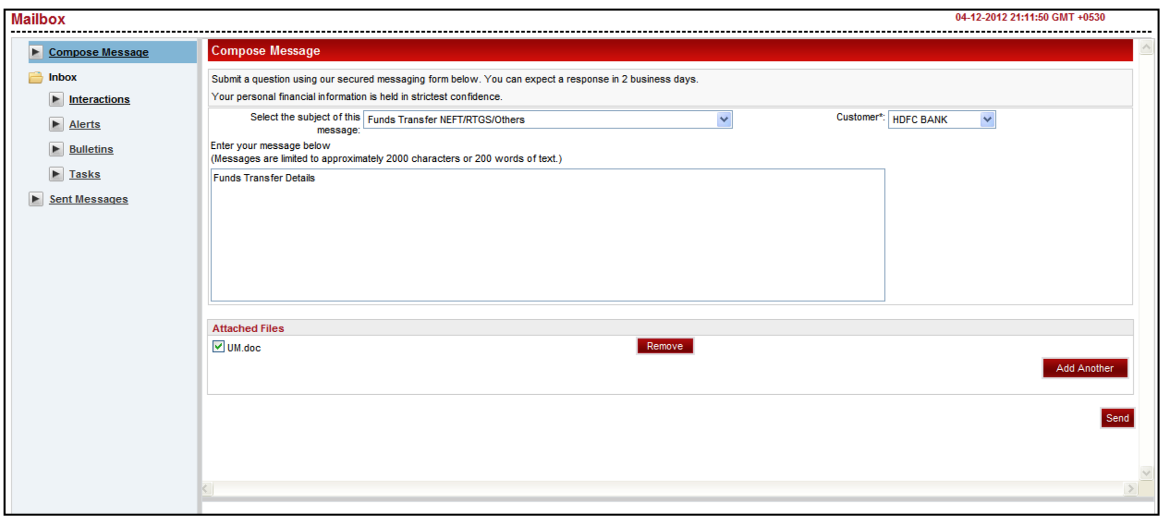
4. Click the Add Attachment button. The system will open screen to browse and attach any file to mail.



5. Browse to any file to be attached. Click the Attach button. The system will show below screen.

6. Click the Done button. The system will return to Compose Message screen.

Message Mailbox Compose



7. Click the **Remove** button if you want to remove the attached file.
   OR
   Click the **Add Another** button to attach more files.
   OR
   Click the **Send** button. The system displays the following confirmation message.

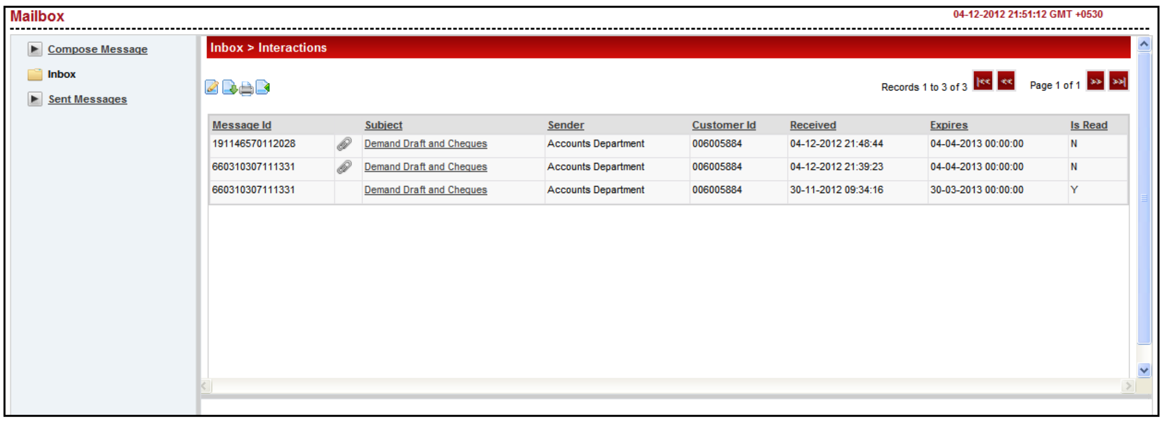
Mailbox Message Compose Confirmation

24.3. Sent Messages

To view sent messages

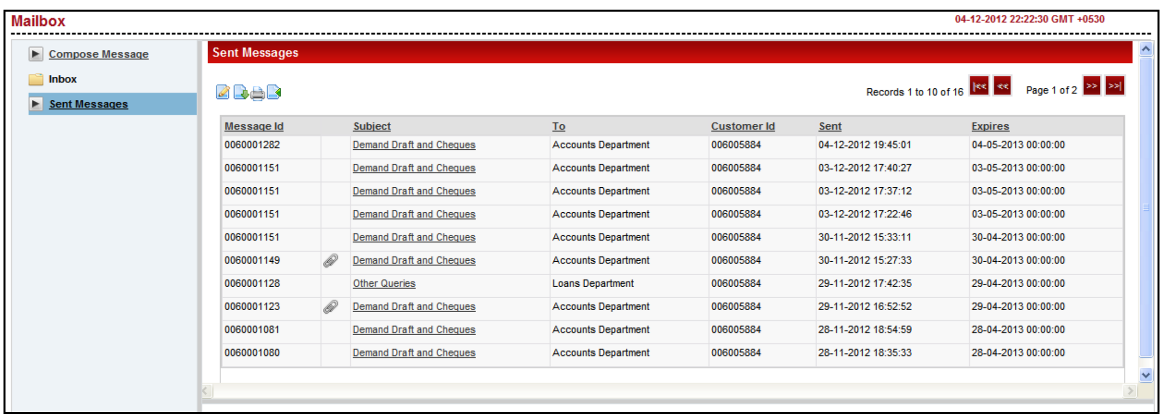
1. Navigate through the menus to **Customer Service > Mailbox**. The system displays the Messages screen.

Mailbox



2. Click the **Sent Message** tab. The system displays following screen.

Mailbox

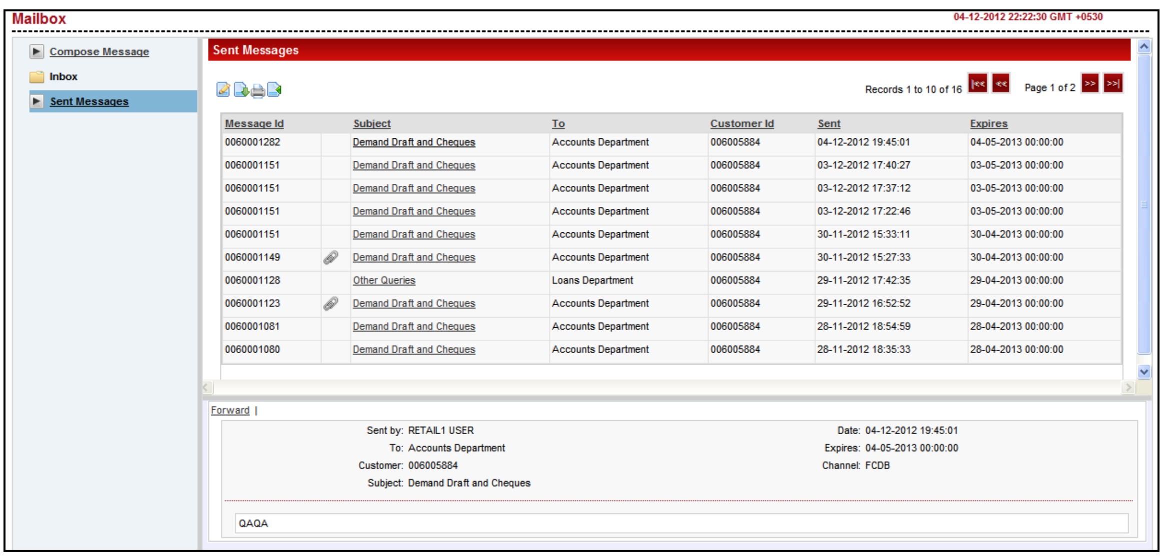


Field Description

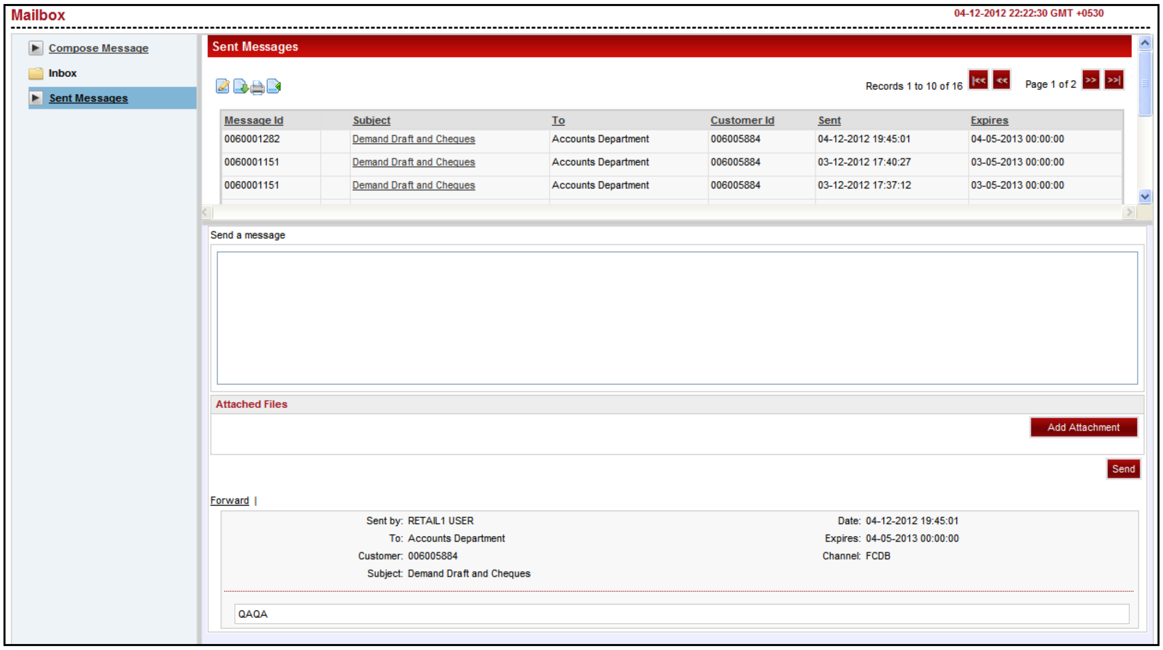
Field Name	Description
Message Id	[Display] This field displays the system generated conversation/message id.

Field Name	Description
Subject	[Display] This field displays the descriptive synopsis of the message. It also acts as a link to access the message. Note: This icon between the message id and subject column shows that the message has some attachments.
To	[Display] This field displays the name of the receiver to which message has been sent.
Customer Id	[Display] This field displays the customer id.
Sent	[Display] This field displays the date on which the message was sent.
Expires	[Display] This field displays the expiry date for the transaction.

3. Click the subject link to view any sent message. The system displays below screen.



4. Click the **Forward** link in order to forward the current message. The system displays below screen.



5. Type the message and Click the Send button. The system displays Confirmation message for the message sent.

25. Reminders

The Reminder functionality enables business users to register for reminders. Once a reminder is registered the user can view the reminder under the Reminder schedule. The reminder schedule will display all registered reminders i.e. reminders that are due on the current date and also reminders that are due in the future. Once the reminder is due, it appears under the, 'Reminders for Today' screen section of the Reminder schedule. The system will enable the user to take action on the reminder.

25.1. Registration

Here, business user can register reminders.

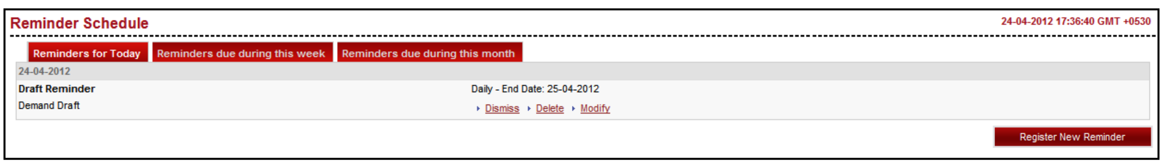
To register reminder

1. Navigate through the menus to **Customer Services > Self Services > Reminder Schedule**. The system displays **Reminder Schedule** screen for reminder.

Reminder Schedule

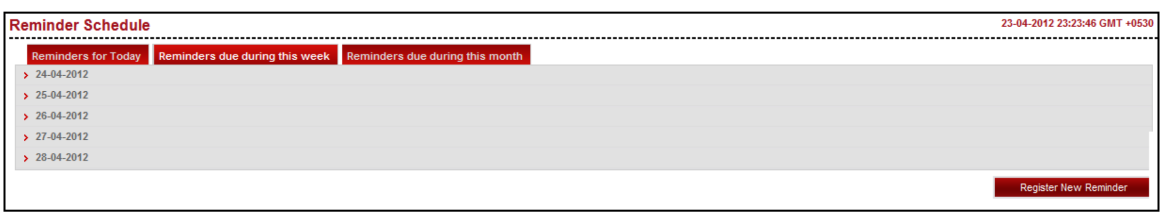
2. Initially it shows **Reminders for today** tab showing today's reminders.
3. Click the Dismiss/Delete/Modify links in order to dismiss, delete of modify the reminder respectively.

Reminder Schedule



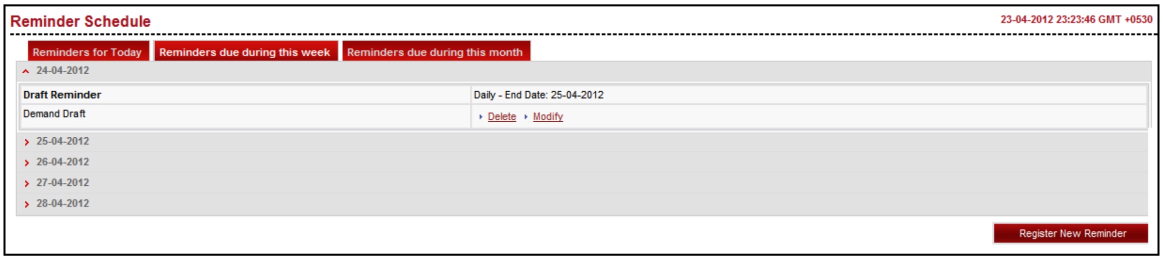
4. Click on the **Reminder Due during this week** tab. The system displays reminders due for current week.

Reminder Schedule



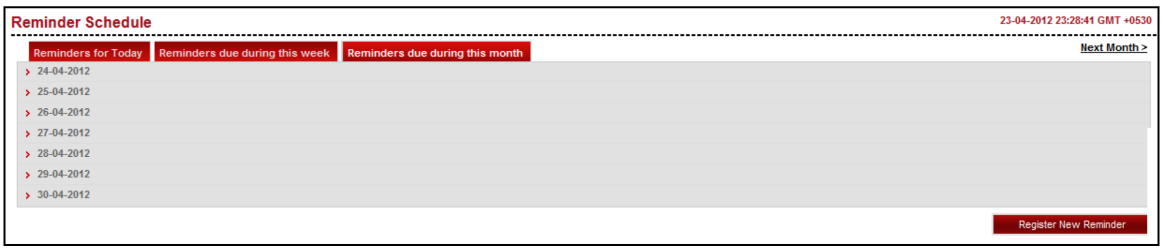
5. Click on the date link to view the reminder set for that particular day. The system displays screen as below.

Reminder Schedule



6. Clcik the Delete/Modify link on order to delete or modify that respective reminder.
7. Click the **Reminders Due during this months** tab in order to view reminders due for current month.

Reminder Schedule

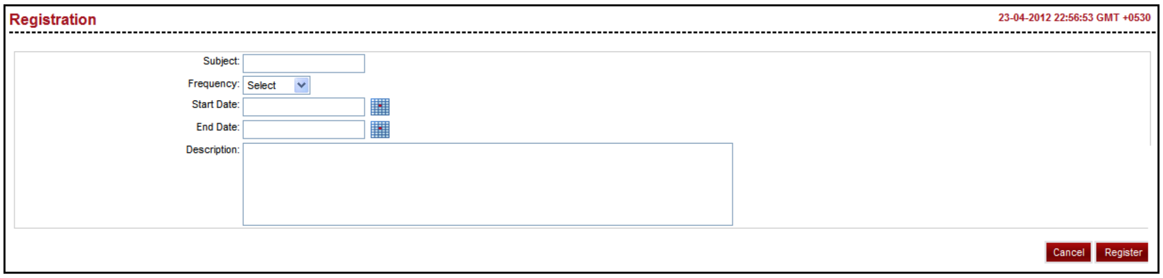


8. Click on the date link to view the reminder set for that particular day. The system displays screen as below.

Reminder Schedule

9. Clcik the Delete/Modify link on order to delete or modify that respective reminder
10. Click the Register New Reminder button. The system displays below Registration screen.
    OR
    Navigate to Customer Services > Self Services > Reminder Registration.

Registration

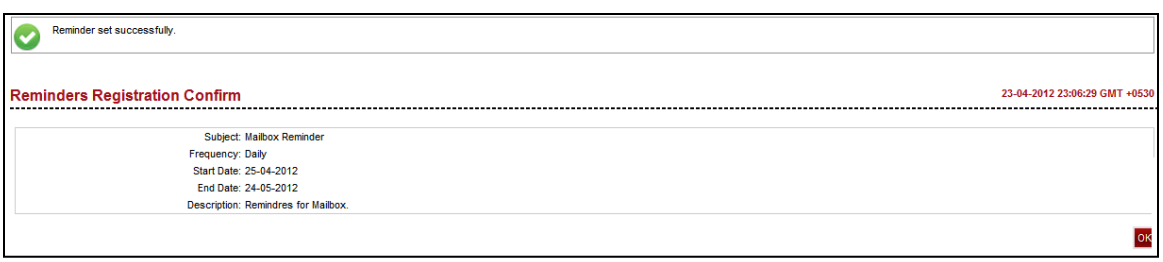


Field Description

Field Name	Description
Subject	[Mandatory, Alphanumeric,50] Type the subject for which the reminder is to be set.
Frequency	[Mandatory, Dropdown] Select the frequency from the dropdown.
Start Date	[DatePicker] Select the start date for the reminders.
End Date	[DatePicker] Select the end date for the reminders.
Description	[Mandatory, Alphanumeric,100] Type the description for the reminder to be set.

11. Click the **Register** button. The system displays **Remindres Registration Confirm** screen.
    OR
    Click the **Cancel** button to go back to the previous screen.

Remindres Registration Confirm



12. Click the **OK** button. The system displays initial **Remindre Schedule** screen.

26. Electronic Form Initiate

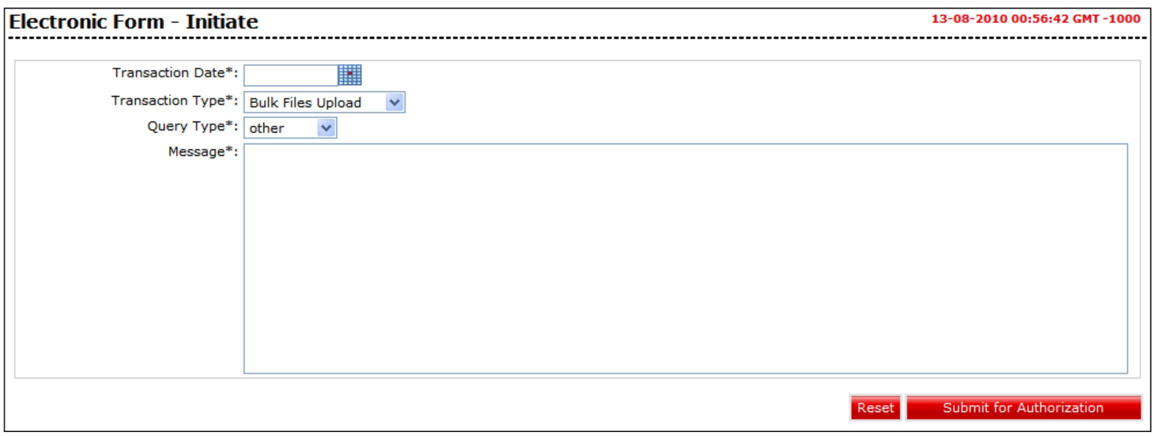
The Electronic form initiate section enables you to initiate electronic form to inquire or request updates/changes on the transactions:

You should be able to write a query to the bank for a particular transaction.

To Initiate Electronic form

1. Navigate through the menus to **Customer Services > Electronic Form Initiate**. The system displays Electronic Form Initiate screen.

Electronic Form initiate



Field Description

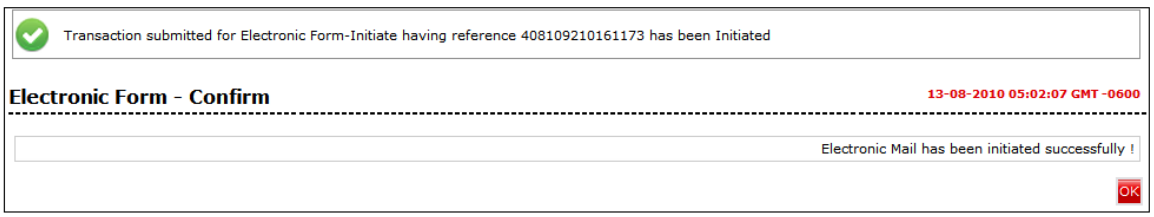
Field Name	Description
Transaction Date	[Mandatory, Pick list] Select the date of the transaction from the drop down list.
Transaction Type	[Mandatory, Pick list] Select the type of the transaction from the drop down list.
Query Type	[Mandatory, Pick list] Select the type of the query from the drop down list.
Message	[Mandatory, Alphanumeric,] Type the message for the electronic form initiation.

2. Click the **Submit for Authorization** button to verify and confirm the transaction
   OR
   Click the **Reset** button to reset the electronic form initiate

Electronic Form - Verify

3. **Click** the **Cancel** button to cancel the Transactions
   OR
   Click the **Confirm** button. The system displays the Electronic form Confirm screen.

Electronic Form - Verify



4. Click the **OK** button to return to the Electronic form initiate screen.

27. Foreign Exchange Rate Inquiry

The exchange rate (also known as the foreign-exchange rate, forex rate or FX rate) between two currencies specifies how much one currency is worth in terms of the other. For example an exchange rate of 102 Japanese yen (JPY, ¥) to the United States dollar (USD, $) means that JPY 102 is worth the same as USD 1.

The Exchange Rate Inquiry option allows the user to view the latest exchange rates for various currencies offered for buying and selling by the bank. The exchange rates will be displayed against the base currency of FCDB. The option provides the buying and selling rates for cash as well as the buying and selling rates applicable for telegraphic transfers. If you wish to buy or sell foreign exchange, refer to this option to find the latest rates offered by the bank before doing so.

To inquire for the current Exchange Rates

1. Navigate through the menus to **Tools > Exchange Rate Inquiry**.

Exchange Rate Inquiry

Exchange Rate Inquiry 13-08-2010 05:04:21 GMT -0600

FX Rate Unit USD

These are indicative rates only. For actual rates please contact your branch.

To Currency	Cash Buy	Cash Sell	TT Buy	TT Sell
AUS DOLLAR (AUD)	1.11	1.11	0.00	0.00
US DOLLAR (USD)	1.00	1.00	0.00	0.00
INDIAN RUPEE (INR)	48.00	52.00	0.00	0.00
GBP (GBP)	1.47	1.47	0.00	0.00
TAIWAN DOLLAR (TWD)	33.07	33.07	0.00	0.00
EURO (EUR)	1.33	1.31	0.00	0.00
JPY (JPY)	97.95	97.95	0.00	0.00

Column Description

Column Name	Description
To Currency	[Display] This column displays the name of currency that bank offers for buying or selling against foreign currency
Cash Buy	[Display] This column displays the exchange rate at which the bank will buy the foreign currency if the transaction is in cash.
Cash Sell	[Display] This column displays the exchange rate at which the bank will sell the foreign currency if the transaction is in cash.
TT Buy	[Display] This column displays the exchange rate at which the bank will buy the foreign currency if the transaction is through a telegraphic transfer.
TT Sell	[Display] This column displays the exchange rate at which the bank will sell the foreign currency if the transaction is through a telegraphic transfer.

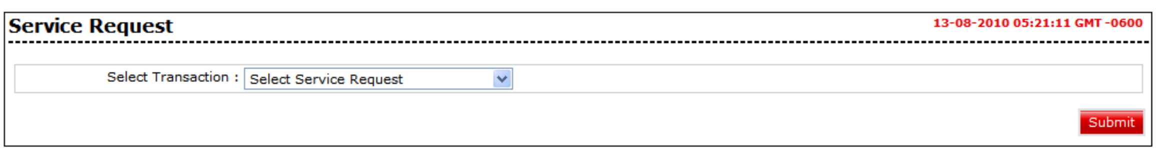
28. New Service Request

Using this option you can initiate a service request for any transaction given in the list.

To initiate service request:

1. Navigate through the menus to **Customer Services > New Service Request**. The system displays the New Service Request screen.

Service Request



Field Description

Field Name	Description
Select Transaction	[Mandatory, Drop-Down] Select the transaction from the drop-down list.

2. Select the transaction for which the request needs to be given and click the Submit **button**.

28.1. Reissue Transaction Password

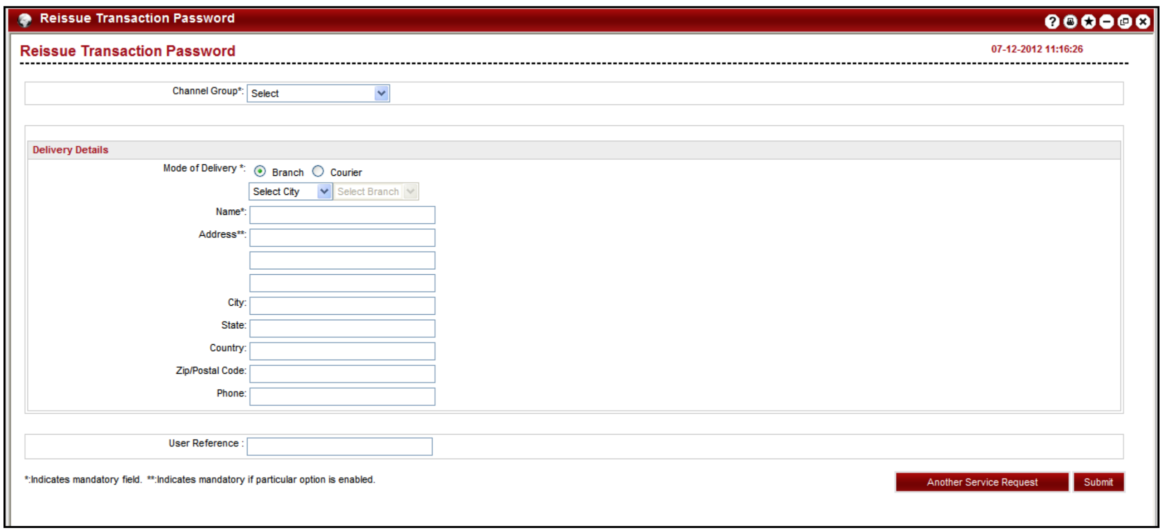
Using this Service Request option you can raise a request to reissue transaction password.

Note: This transaction will be allowed only if the transaction password is locked for the channel(s) / channel group.

To register a Service Request to Reissue Transaction Password

1. Navigate through the menus to **Customer Services > New Service Request > Reissue transaction password**. The system displays the Reissue transaction password screen.

Reissue Transaction Password



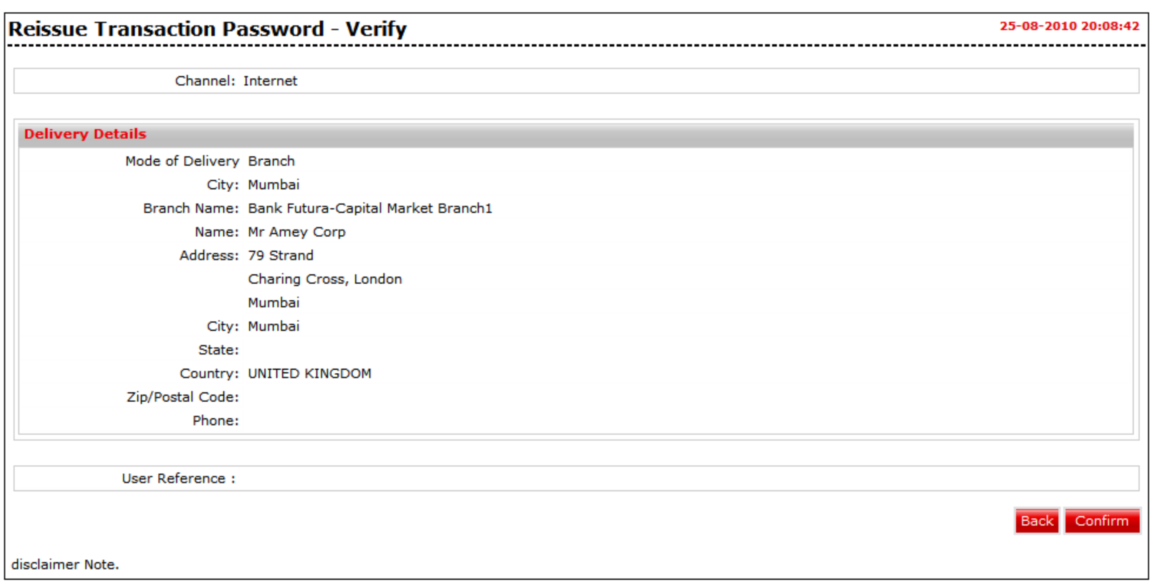
Field Description

Field Name	Description
Channel Group	[Mandatory, Drop-Down] Select the channel for which the transaction password is to be reissued from the dropdown list.
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are • Branch • Courier Note: On selecting the Branch radio button the fields mention below shall be display fields.
City	[Conditional, Dropdown] Select the City to which the branch belongs from the drop down list.

Field Name	Description
Branch	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list.
Name	[Optional, Alphanumeric, 35] Type the Name to which the delivery shall be done.
Address	[Optional, Alphanumeric, 34*3] Type the address for delivery of cheque book(s).
City	[Optional, Alphanumeric, 35] Type the city to which the address belongs.
State	[Optional, Alphanumeric, 35] Type the state to which the city belongs.
Country	[Optional, Alphanumeric, 35] Type the country of the address.
Postal code	[Optional, Alphanumeric, 35] Type the postal code.
Phone	[Optional, Alphanumeric, 35] Type the phone number.

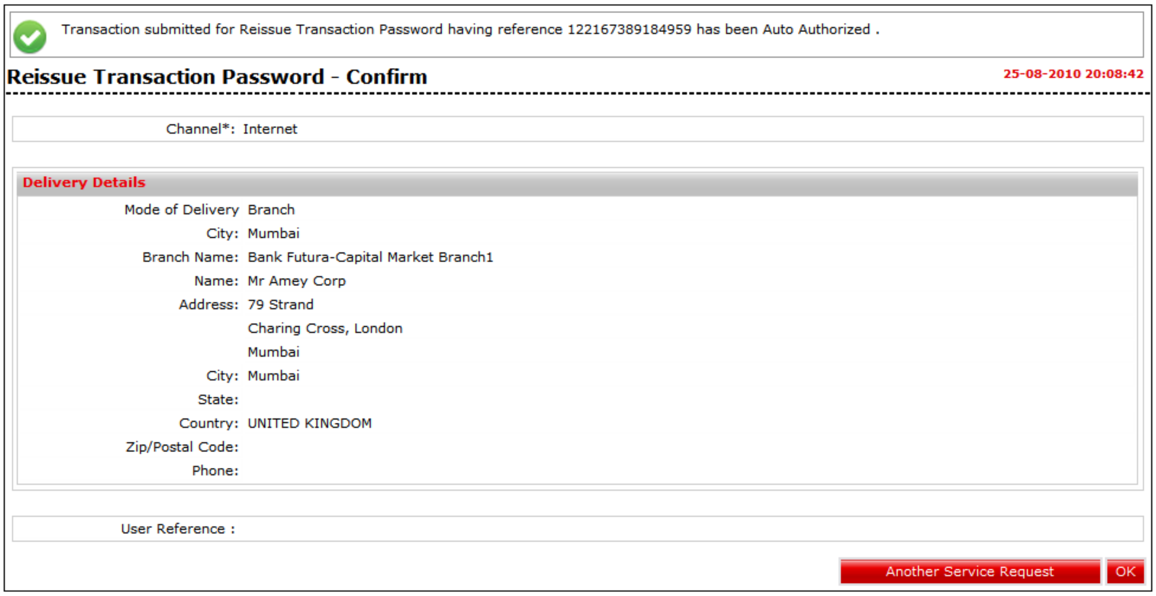
2. Click the Submit button and the Reissue transaction password - **Verify** page is displayed
   OR
   Click the **Another Service Request** button to return to the service request screen.

Reissue Transaction Password - Verify



3. Click the **Confirm** button. The system displays the **Reissue transaction Password - Confirm** screen
   OR
   Click the **Back** button to change the details.

Reissue Transaction Password – Confirm



4. Click the **Ok** button. The system displays **Reissue Transaction Password** Service Request screen.
   OR
   Click the **Another Service Request**. The system displays the **New Service Request** screen.

28.2. Account Closure

Using this Service Request option you can raise a request for Account Closure.

To Register a Service Request for Account Closure

1. Navigate through the menus to **Customer Services >** New Service Request > **Account Closure.** The system displays the **Account Closure** screen.

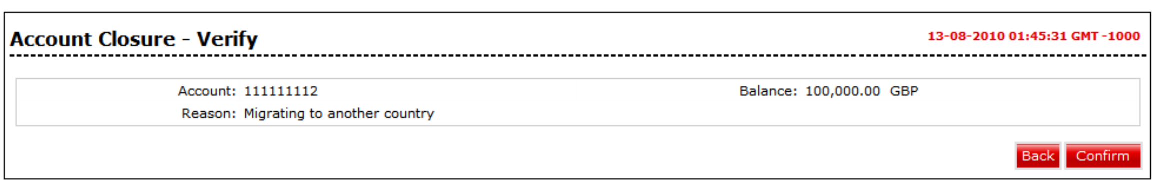
Account Closure

Field Description

Field Name	Description
Account	[Mandatory, Dropdown] Select the Credit Card Number from the dropdown list.
Reason	[Mandatory, Dropdown] Select the Reason from the dropdown list.

2. Click the Submit button and the **Account Closure - Verify** page is displayed
   OR
   Click the **Another Service Request** button to return to the service request screen.

Account Closure - Verify



3. Click the **Confirm** button. The system displays the **Account Closure - Confirm** screen
   OR
   Click the **Back** button to change the details.

Account Closure - Confirm

4. Click the **OK** button. The system displays **Another Account Closure Service Request** screen.
   OR
   Click the **Another Service Request** button. The system displays the **New Service Request** screen.

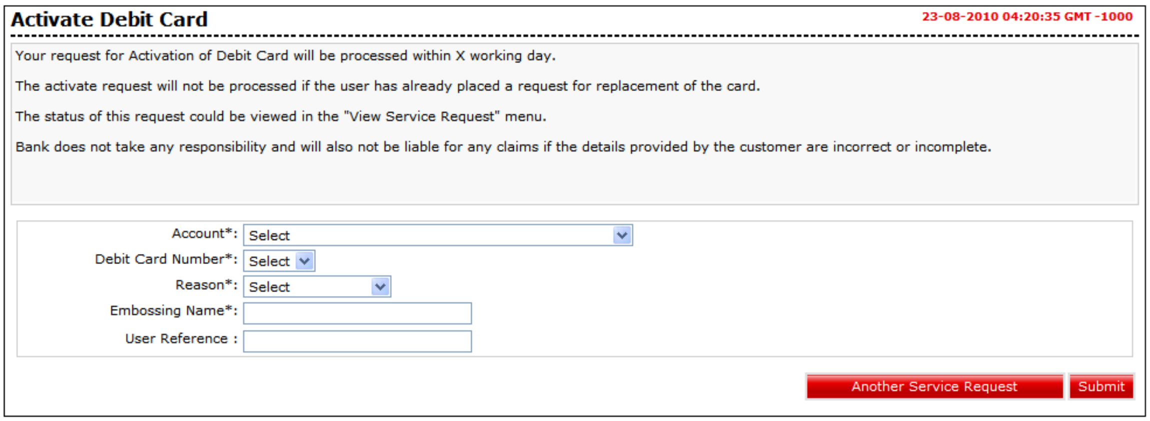
28.3. Activate Debit Card

Using this Service Request option you can raise a request to activate Debit Card.

To register a service Request to Activate debit Card

1. Navigate through the menus to **Customer Services >** New Service Request > **Activate debit Card.** The system displays the **Activate debit Card** screen.

Activate debit Card



Field Description

Field Name	Description
Account	[Mandatory, Dropdown] Select the Account from the drop down list.
Debit Card number	[Mandatory, Dropdown] Select the Debit Card number from the drop down list.
Reason	[Mandatory, Dropdown] Select the reason for activation of debit card from the dropdown list. The options available are • Deactivated Card • New Card
Embossing Name	[Mandatory, Alphanumeric, 35] Type the Embossing name on the Debit Card.
User Reference	[Optional, Alphanumeric, 35] Type the User reference number for future Reference.

2. Click the Submit button. The system displays the **Activate debit Card - Verify** screen.
OR
Click the **Another Service Request** button to return to the **service request** screen.

Activate debit Card - Verify

3. Click the **Confirm** button. The system displays the **Activate debit Card - Confirm** screen
   OR
   Click the **Back** the button to change the details.

Activate debit Card - Confirm

4. Click the **Ok** button. The system displays **Activate debit Card** screen.
   OR
   Click the **Another Service Request** button. The system displays the **New Service Request** screen.

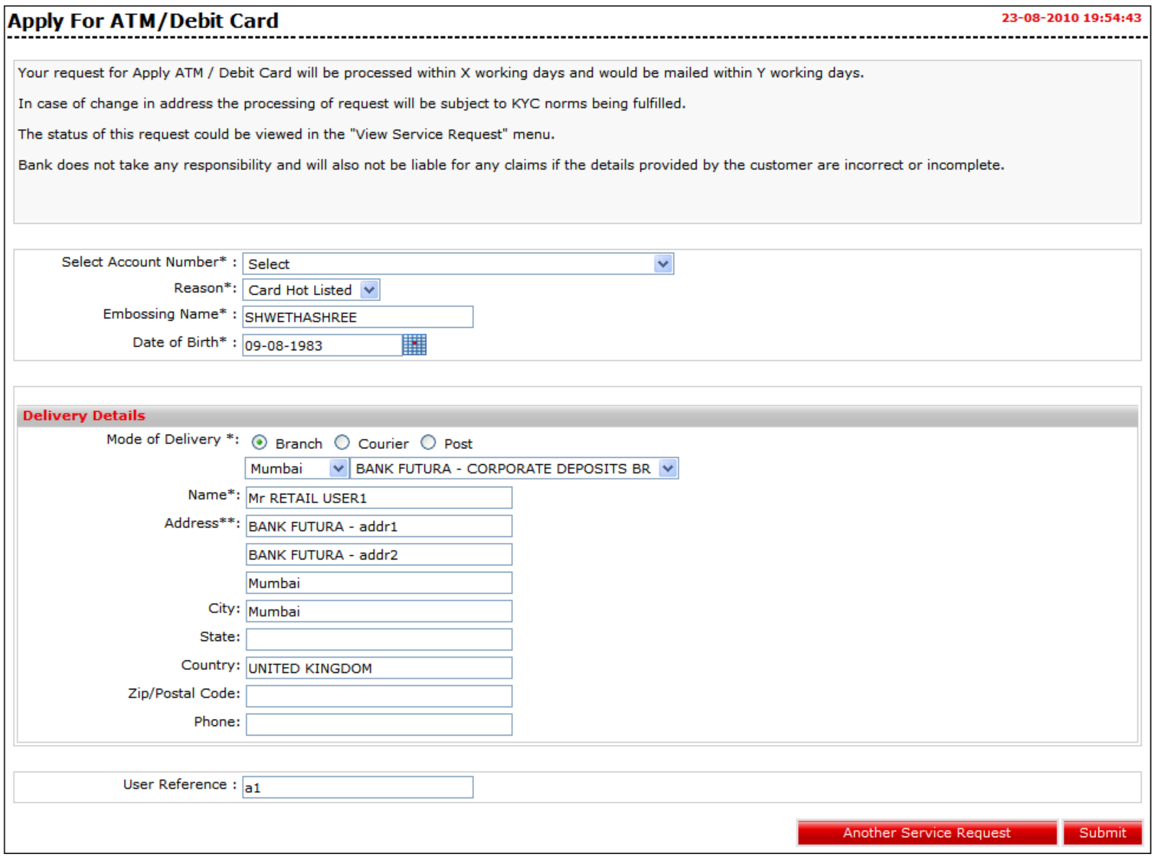
28.4. Apply for ATM/Debit Card

Using this Service Request option you can raise a request to Applying for ATM/ debit Card.

To register a service Request to Apply for ATM/Debit Card

1. Navigate through the menus to **Customer Services >** New Service Request > **Apply for ATM/debit Card.** The system displays the **Apply for ATM/debit Card** screen.

Apply for ATM/debit Card



Field Description

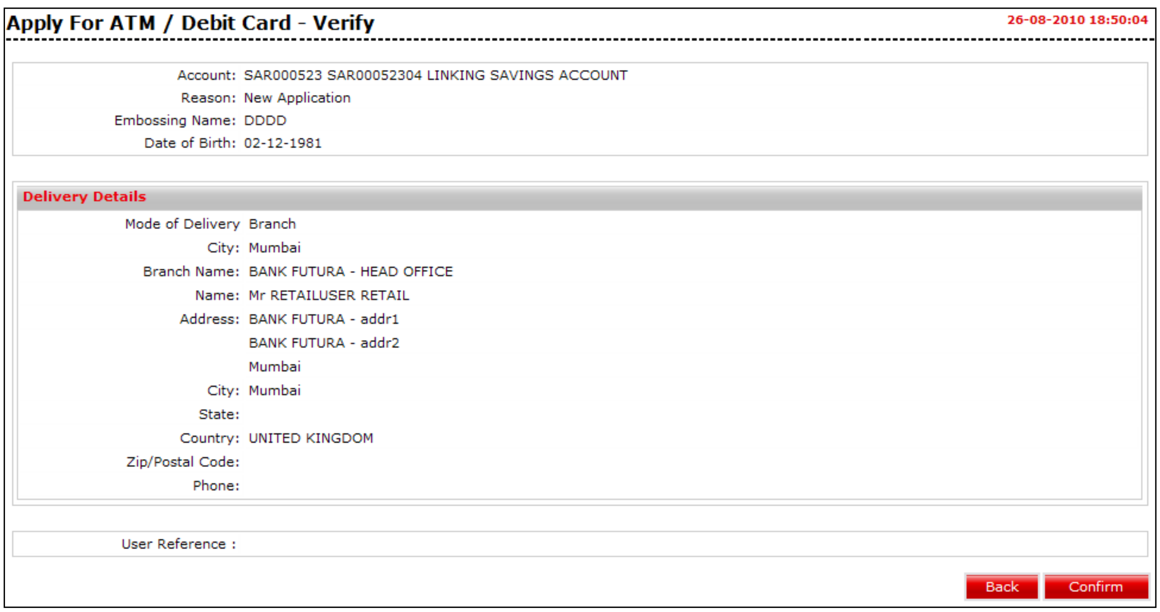
Field Name	Description
Select Account Number	[Mandatory, Dropdown] Select the Account Number from the dropdown list.

Field Name	Description
Reason	[Mandatory, Dropdown] Select the reason for activation of debit card from the dropdown list. The options available are • Card Hot listed • New Application
Embossing Name	[Mandatory, Alphanumeric, 35] Type the Embossing name on the Debit Card.
Date of birth	[Mandatory, Pick list] Select the date of birth of the supplementary card holder from the dropdown list.
Delivery Details	
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are • Branch • Courier • Post Note: On selecting the Branch radio button the fields mention below shall be display fields.
City	[Conditional, Dropdown] Select the City to which the branch belongs from the drop down list.
Branch	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list.
Name	[Optional, Alphanumeric, 35] Type the Name to which the delivery shall be done.
Address	[Optional, Alphanumeric, 34*3] Type the address for delivery of cheque book(s).
City	[Optional, Alphanumeric, 35] Type the city to which the address belongs.
State	[Optional, Alphanumeric, 35] Type the state to which the city belongs.

Field Name	Description
Country	[Optional, Alphanumeric, 35] Type the country of the address.
Postal code	[Optional, Alphanumeric, 35] Type the postal code.
Phone	[Optional, Alphanumeric, 35] Type the phone number.
User Reference	[Optional, Alphanumeric, 25] Type the User reference number for future Reference.

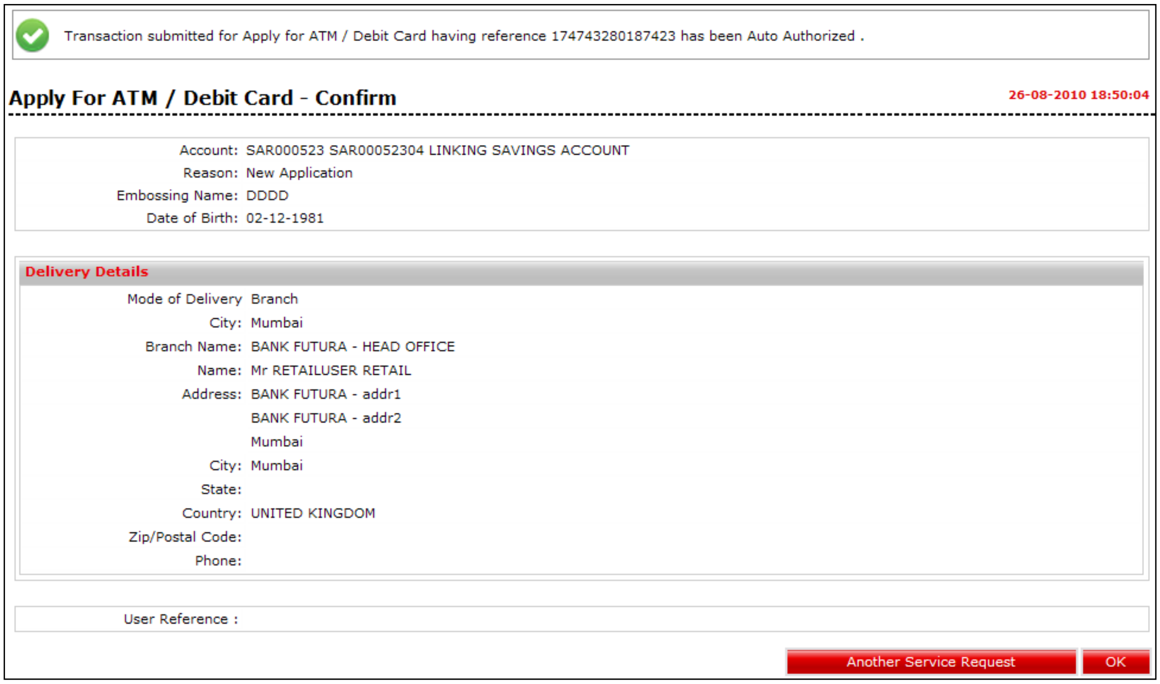
2. Click the Submit button. The system displays the **Apply for ATM/debit Card - Verify** screen.
   OR
   Click the **Another Service Request** button to return to the **service request** screen.

Apply for ATM/debit Card - Verify



3. Click the **Confirm** button. The system displays the **Apply for ATM/debit Card - Confirm** screen
   OR
   Click the **Back** the button to change the details.

Apply for ATM/debit Card - Confirm



4. Click the **Ok** button. The system displays **Apply for ATM/debit Card** screen.
   OR
   Click the **Another Service Request** button. The system displays the **New Service Request** screen.

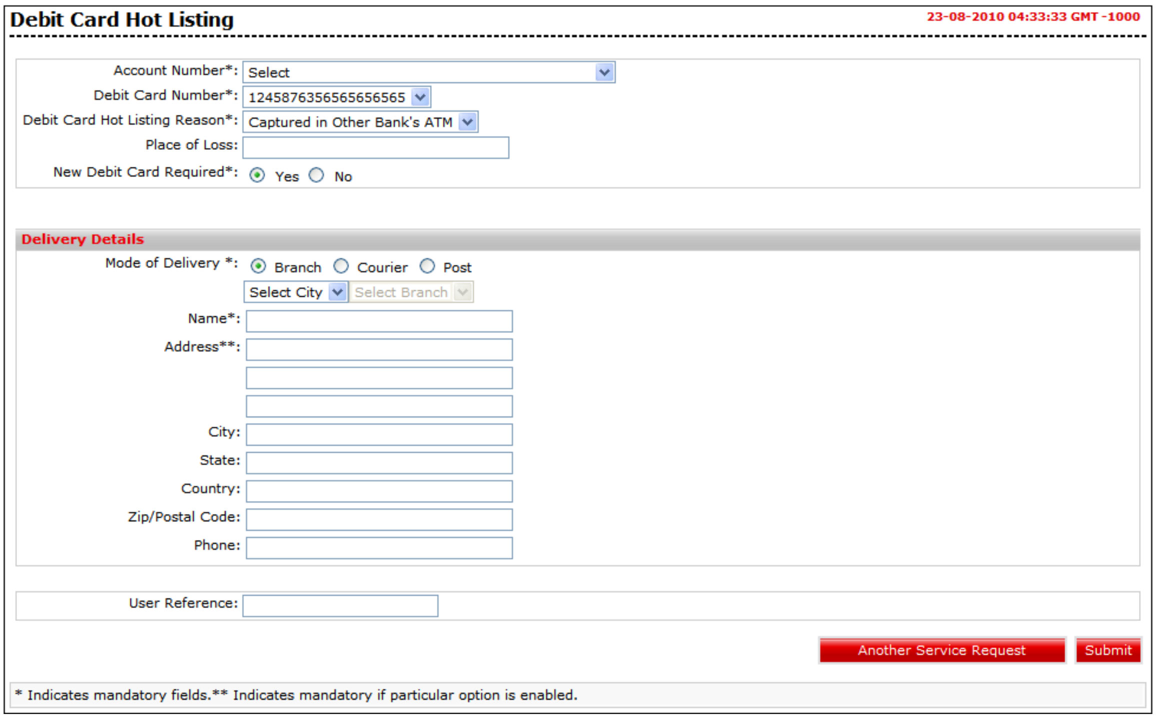
28.5. Debit Card Hot listing

Using this Service Request option you can raise a request for Debit Card Hot listing.

To register a service Request for Debit Card Hot listing

1. Navigate through the menus to **Customer Services >** New Service Request > **Debit Card Hot listing.** The system displays the **Debit Card Hot listing** screen.

Debit Card Hot Listing



Field Description

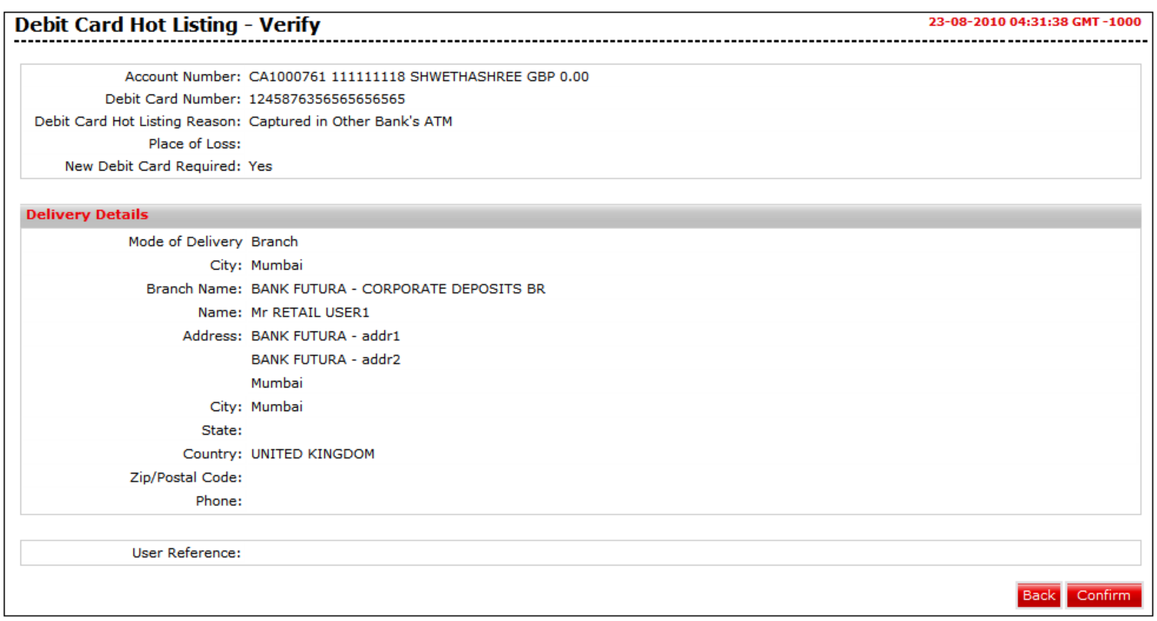
Field Name	Description
Account Number	[Mandatory, Dropdown] Select the Account Number from the dropdown list.
Debit Card Number	[Mandatory, Dropdown] Select the Debit Card Number from the dropdown list.

Field Name	Description
Debit Card Hot Listing reason	[Mandatory, Dropdown] Select the Debit Card Hot Listing reason from the dropdown list. The options available are • Captured in own banks ATM • Captured in other Bank s ATM • Lost • Stolen • Fraud Suspected • Others On selecting others type the reason for hot listing in the field displayed
Place of Loss	[Optional, Alphanumeric, 35] Type the place of Loss.
New Debit Card Required	[Mandatory, Radio button] Select one of the radio button from the available options. The options available are • Yes • No
Delivery Details	
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are • Branch • Courier • Post Note: On selecting the Branch radio button the fields mention below shall be display fields.
City	[Conditional, Dropdown] Select the City to which the branch belongs from the drop down list.
Branch	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list.

Field Name	Description
Name	[Optional, Alphanumeric, 35] Type the Name to which the delivery shall be done.
Address	[Optional, Alphanumeric, 34*3] Type the address for delivery of cheque book(s).
City	[Optional, Alphanumeric, 35] Type the city to which the address belongs.
State	[Optional, Alphanumeric, 35] Type the state to which the city belongs.
Country	[Optional, Alphanumeric, 35] Type the country of the address.
Postal code	[Optional, Alphanumeric, 35] Type the postal code.
Phone	[Optional, Alphanumeric, 35] Type the phone number.
User Reference	[Optional, Alphanumeric, 35] Type the User reference number for future Reference.

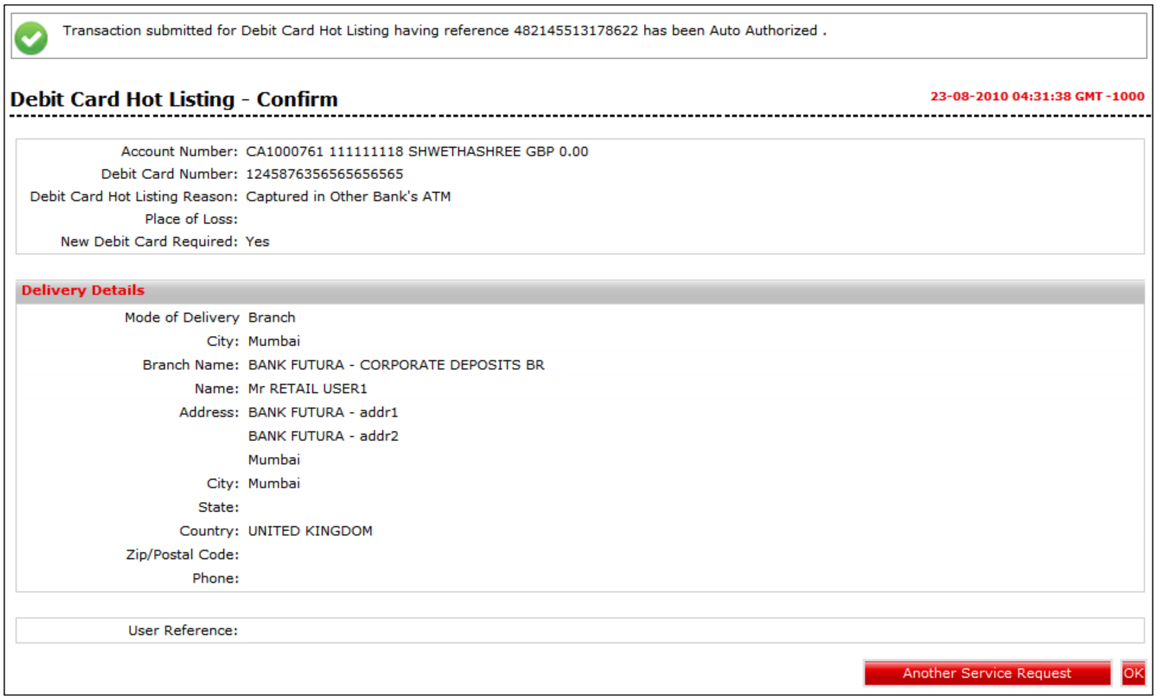
2. Click the Submit button. The system displays the **Debit Card Hot listing - Verify** screen.
   OR
   Click the **Another Service Request** button to return to the **service request** screen.

Debit Card Hot listing - Verify



3. Click the **Confirm** button. The system displays the **Debit Card Hot listing - Confirm** screen
   OR
   Click the **Back** the button to change the details.

Debit Card Hot listing - Confirm



4. Click the **Ok** button. The system displays **Debit Card Hot listing** screen.
   OR
   Click the **Another Service Request** button. The system displays the **New Service Request** screen.

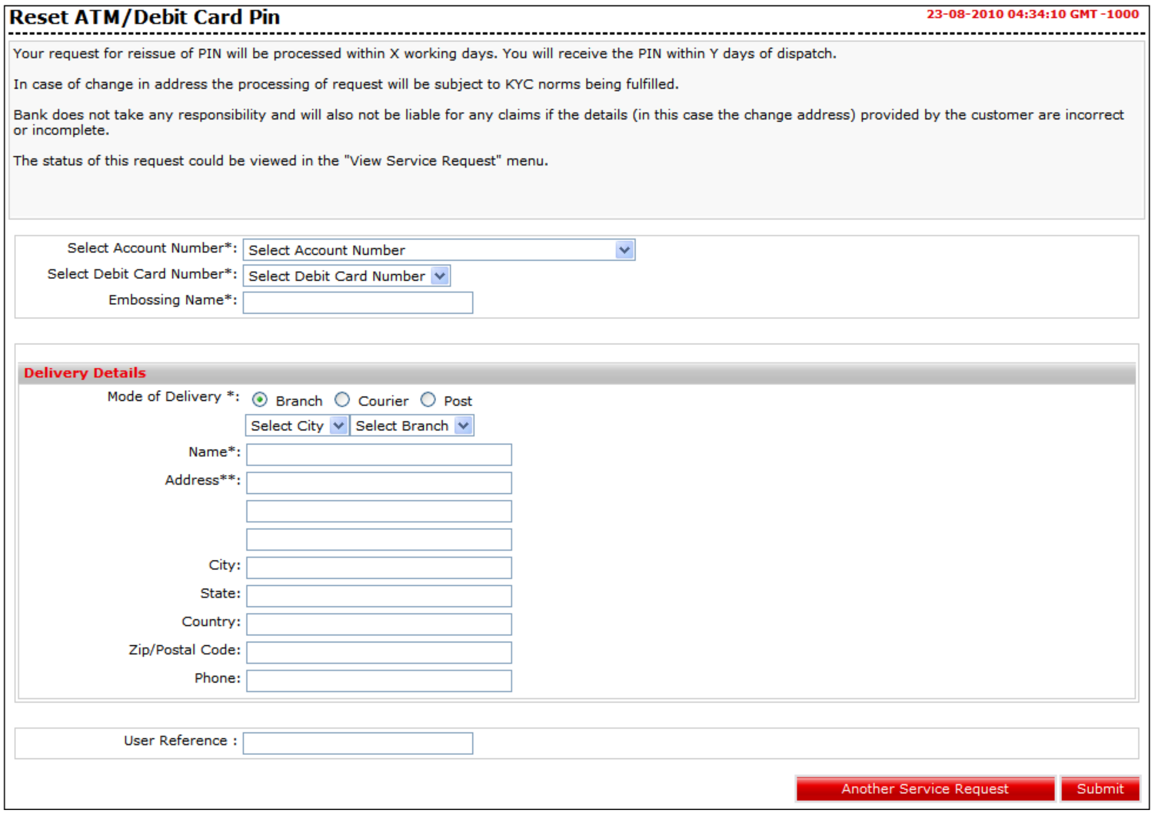
28.6. Reset ATM/ Debit Card PIN

Using this Service Request option you can raise a request to Reset ATM/ Debit Card PIN.

To register a service Request for Reset ATM/ Debit Card PIN

1. Navigate through the menus to **Customer Services >** New Service Request > **Reset ATM/ Debit Card PIN.** The system displays the **Reset ATM/ Debit Card PIN** screen.

Reset ATM/ Debit Card PIN



Field Description

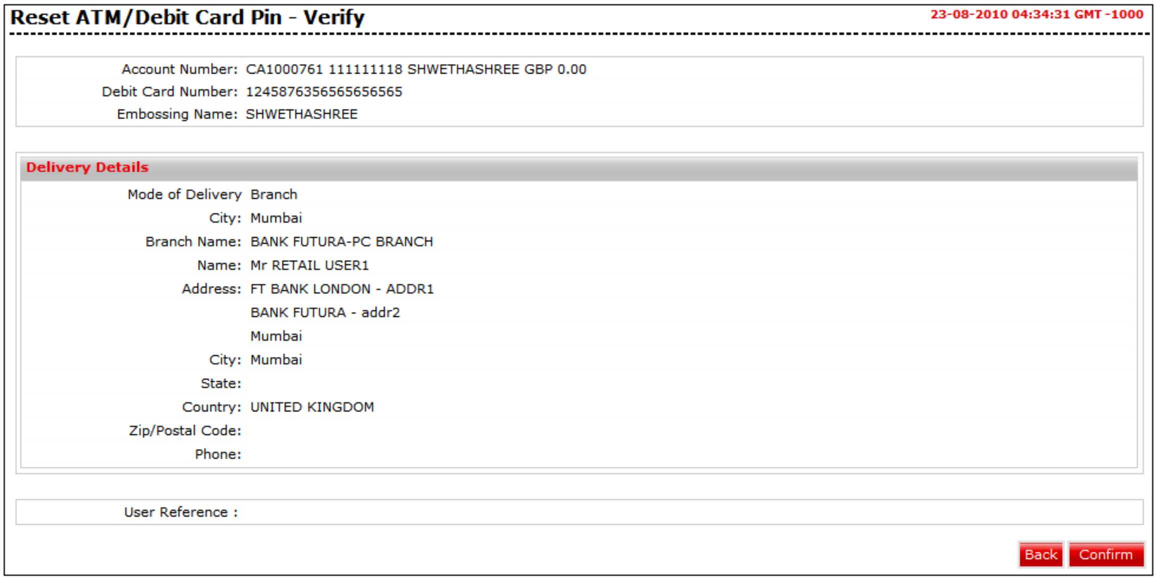
Field Name	Description
Select Account Number	[Mandatory, Dropdown] Select the Credit Card Number from the dropdown list.
Select Debit Card Number	[Mandatory, Dropdown] Select the Credit Card Number from the dropdown list.
Security key	[Mandatory, Alphanumeric, 20] Type the security key as mentioned on the Card.
Embossing Name	[Mandatory, Alphanumeric, 35] Type the Embossing Name as mentioned on the Card.

Field Name	Description
Delivery Details	
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are • Branch • Courier • Post Note: On selecting the Branch radio button the fields mention below shall be display fields.
City	[Conditional, Dropdown] Select the City to which the branch belongs from the drop down list.
Branch	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list.
Name	[Optional, Alphanumeric, 35] Type the Name to which the delivery shall be done.
Address	[Optional, Alphanumeric, 34*3] Type the address for delivery of cheque book(s).
City	[Optional, Alphanumeric, 35] Type the city to which the address belongs.
State	[Optional, Alphanumeric, 35] Type the state to which the city belongs.
Country	[Optional, Alphanumeric, 35] Type the country of the address.
Postal code	[Optional, Alphanumeric, 35] Type the postal code.
Phone	[Optional, Alphanumeric, 35] Type the phone number.
User Reference	[Optional, Alphanumeric, 35] Type the User reference number for future Reference.

2. Click the Submit button. The system displays the **Reset ATM/ Debit Card PIN - Verify** screen.

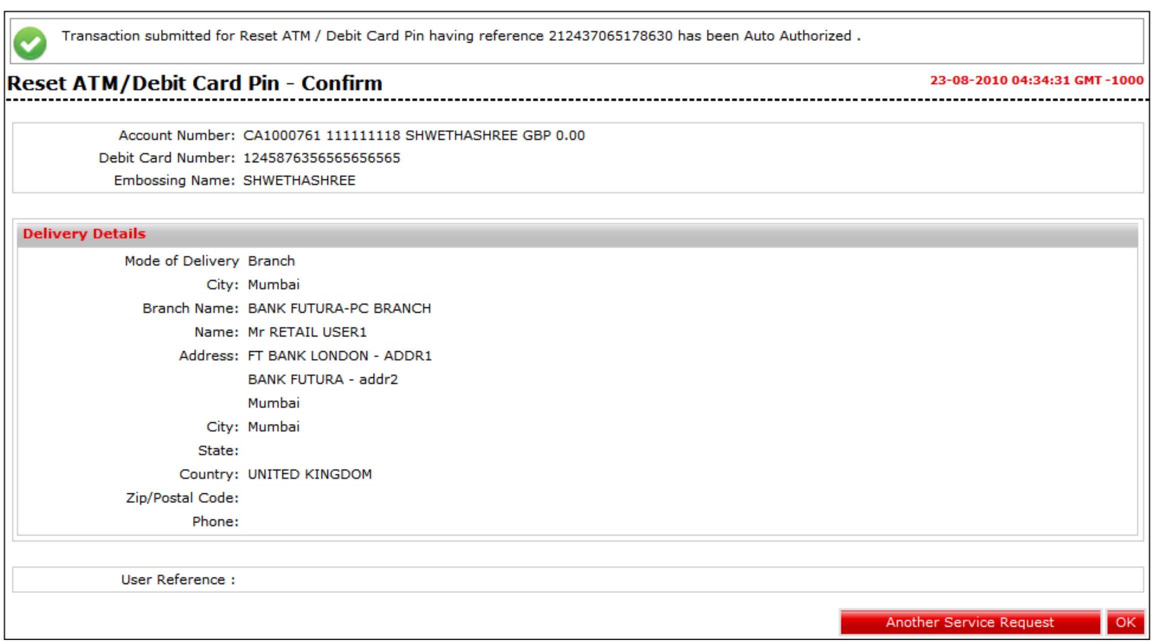
OR
Click the **Another Service Request** button to return to the **service request** screen.

Reset ATM/ Debit Card PIN - Verify



3. Click the **Confirm** button. The system displays the **Reset ATM/ Debit Card PIN - Confirm** screen
OR
Click the **Back** the button to change the details.

Reset ATM/ Debit Card PIN - Confirm



4. Click the **Ok** button. The system displays Change Billing Cycle screen.
   OR
   Click the **Another Service Request** button. The system displays the **New Service Request** screen.

29. Change Password

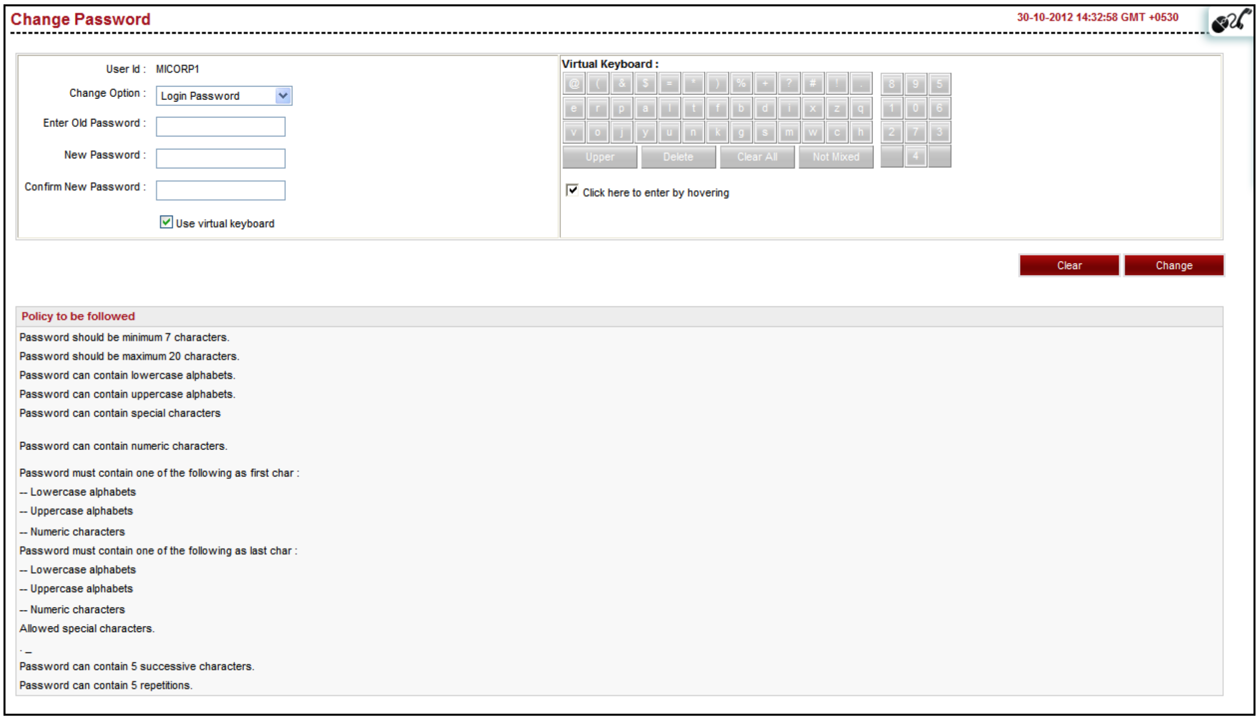
This option allows you to change the login or transaction password

To change the password

1. Logon to the Internet Banking application.
2. Navigate to the upper right corner side menus.
3. Click the **Change Password** link as shown in the below screen. The system displays the **Change Password** screen.

Change Password

Change Password



Field Description

Field Name	Description
User Id	[Display] This field displays your user id.
Change Option	[Mandatory, Dropdown] Select the login or transaction password which is to be changed.

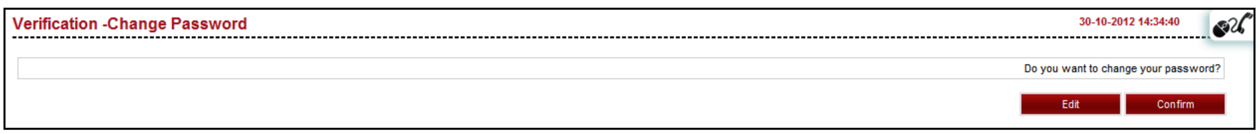
Note: You can enter details in the below fields using virtual keyboard by checking the check-box **Use Virtual Keyboard** or can manually enter details.

Field Name	Description
Enter Old Password	[Mandatory,Numeric,] Type the old password.
New Password	[Mandatory, Numeric] Type your New Password.the password strength is displayed on entering the new password. Note: This new password should be as per Password Policy (displayed below the text fields in the above screen) set by the bank.
Confirm New Password	[Mandatory, Numeric] Type the new password.

Field Name	Description
Use virtual keyboard	[Optional, Checkbox] Check this checkbox if you want to use Virtual Keyboard. password. Note: Option to enter space is not provided on virtual keyboard.
Click here to enter by hovering	[Optional, Checkbox] Check this checkbox if you want to enter password by hovering. Using this option, password can be entered by hovering i.e by moving the mouse over the virtual keyboard letters, without clicking on any letter. Note: This checkbox is enabled only when Use Virtual Keyboard checkbox is checked.

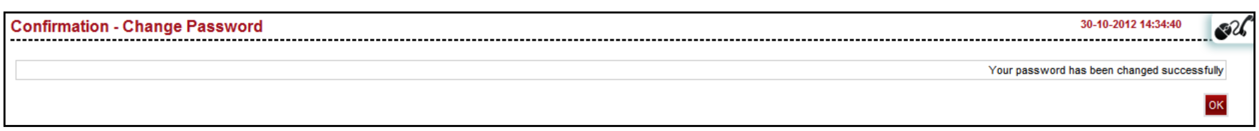
4. Click the **Change** button. The system displays **Change Password – Verify** screen.
   OR
   Click the **Clear** button to clear the fields.

Change Password – Verify



5. Click the **Confirm** button. The system displays **Change Password – Confirm** screen with the status message.
   OR
   Click the **Edit** button to edit the entered details.

Change Password – Confirm



6. Click the **OK** button. The system displays initial **Change Password** screen.

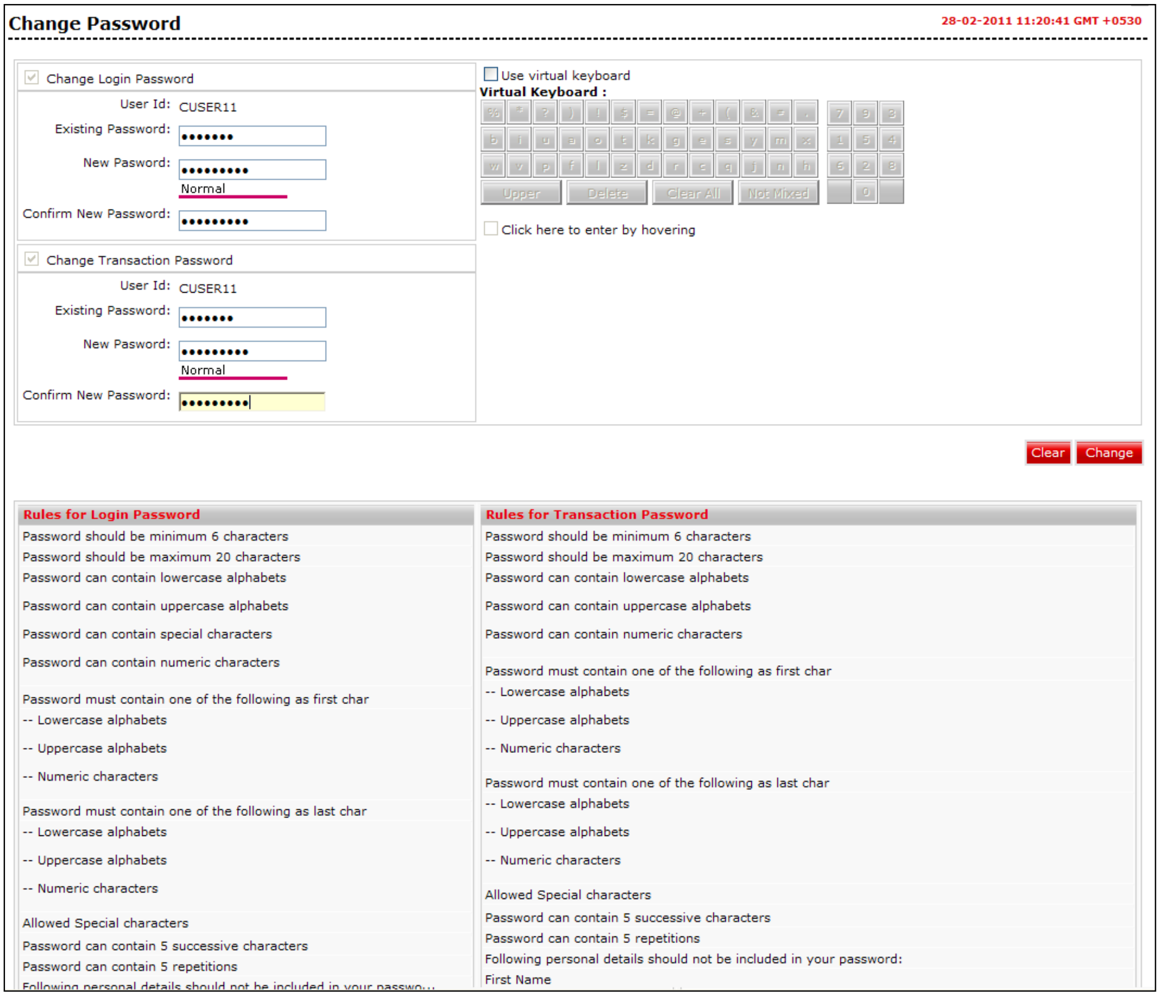
30. Force Change Password

During login, a first time user should be forced to change the initial login password and transaction password (if configured) provided by the bank. Force Change Password will also be applicable when the password of the user has been reset by the Bank Administrator.

To change password

1. Logon to the Internet Banking application through new User id and password. The system displays the Force change password screen.

Force Change Password



Field Description

Field Name	Description
Change Login Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password. The password strength is displayed on entering the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.

Field Name	Description
Change Transaction Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password. The password strength is displayed on entering the new password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.
Use Virtual Keyboard	[Optional, Check Box] Select the Use Virtual Keyboard check box to use the virtual keyboard. By default, this check box is checked.
Click here to enter by hovering	[Optional, Check Box] Select the Click here to enter by hovering check box to enter the password by moving the mouse over the keyboard without clicking the keys. By default this checkbox is checked.

2. Enter the appropriate details in the relevant field.
3. Click the **Change** button. The system displays the home page / landing page.
   OR
   Click the **Clear** button to clear the data in the fields.

31. Lock Transaction Password

Using the Lock Transaction Password option you can lock the transaction Password. In order to unlock the password the password needs to reset which unlocks the transaction password.

To Lock a Transaction password

1. Navigate through the menus to **Customer Services > Self Services > Lock Transaction Password**. The system displays the Lock Transaction Password screen.

Lock Transaction Password

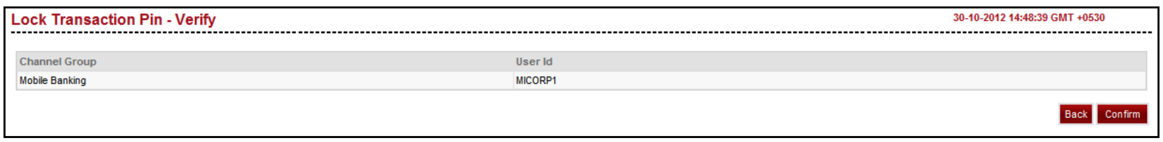
Field Description

Field Name	Description
Channel Group	[Display] This field displays the channel group to which the user belongs.
User Id	[Display] This field displays the User id for which transaction password needs to be locked.

Field Name	Description
Channel	[Display] This field displays the channel to which the user belongs.
Status	[Display] This field displays the status as lock/unlock.

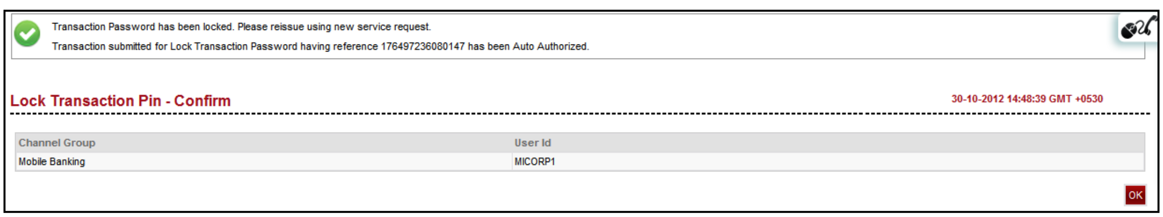
2. Select the checkbox of the channel for which the transaction password needs to be locked.
3. Click the Lock button. The system displays the **Lock Transaction PIN** Verify screen.

Lock Transaction PIN Verify



4. Click the Edit button to modify the entered password
   OR
   Click the Confirm button. The system displays the **Lock Transaction PIN** – Confirm screen with the status message.

Lock Transaction PIN – Confirm



5. Click the OK button. The system displays the **Lock Transaction PIN** screen.

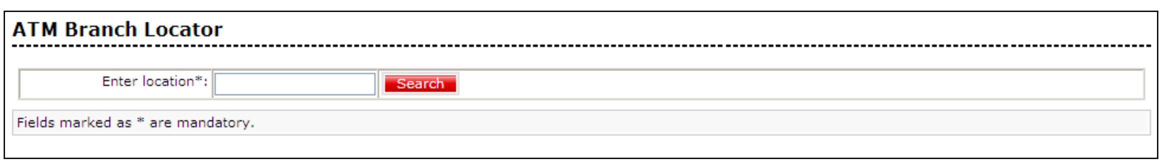
32. ATM/Branch Locator

This transaction allows you view the address and location of the ATM and the Branch.

To Open Additional account

6. Navigate through the menus to **Tools > ATM & Branch Locators**.

ATM Branch Locator

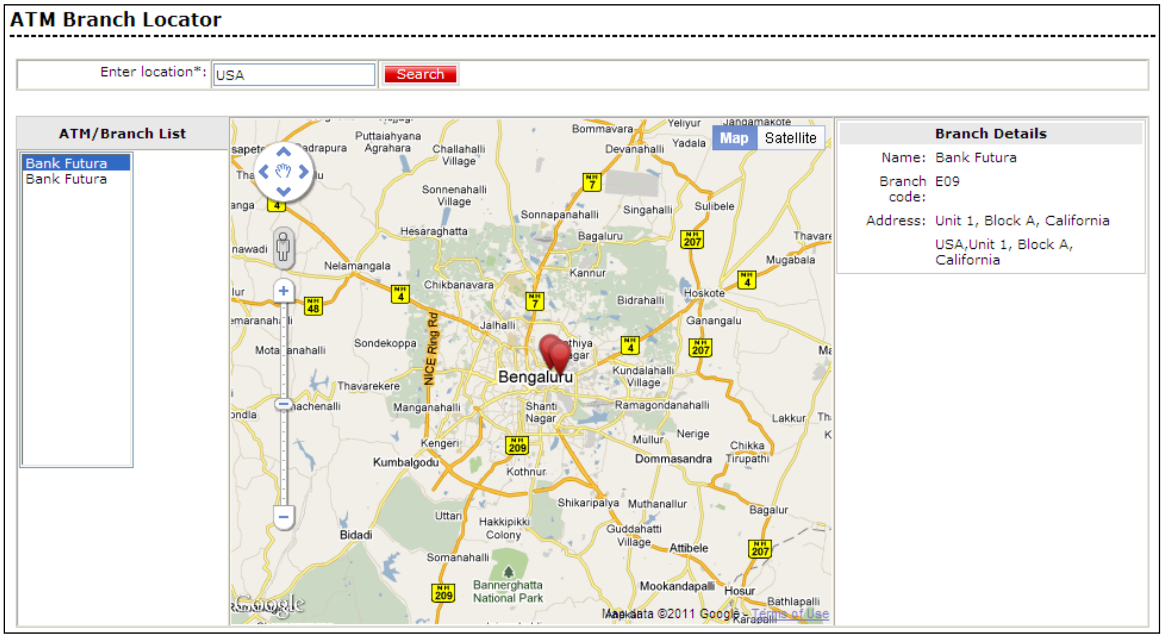


Field Description

Field Name	Description
Enter Location	[Mandatory, alphanumeric] Select the Product for which a New account is to be cxreated from the dropdown list.

7. Type the location and click the **search** button, the system displays the ATM and branches in the location mentioned.

ATM Branch Locator

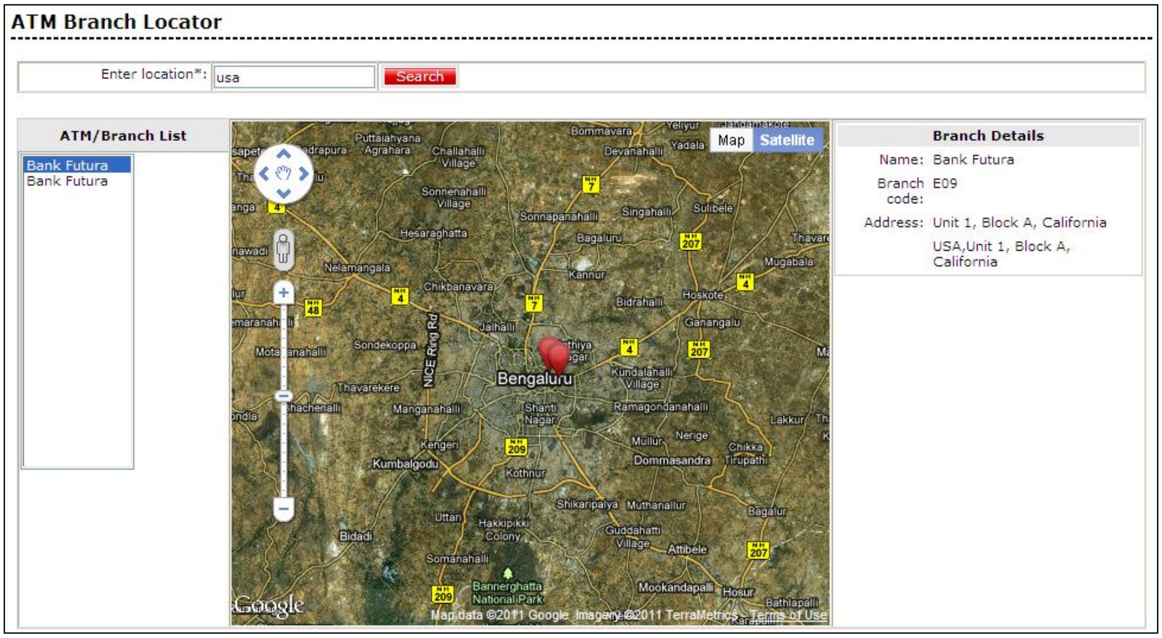


Field Description

Field Name	Description
ATM/ Branch List	[Display] This column displays the ATM / Branch list to select to view the ATM/Branch address.
Brach Details	
Name	[Display] This field displays the name of the branch of the bank.
Branch Code	[Display] This field displays the branch code of the bank.
Address	[Display] This field displays the address of the branch of the bank.

8. Click the Map/satellite to view the map view / satellite view of the ATM/Branch resopectively.

Open New Account - Confirm



33. Dashboard Widget Management

Business users are provided with a dashboard screen which displays widgets of different transactions.

This transaction allows users to specify dashboard widget preferences for their channels.

The business user can view and modify dashboard widget maintenance set for each channel themselves.

The user can enable or disable widgets to be displayed on the dashboard screens of their banking channels. By default only mandatory widgets will be displayed on the user's dashboard that have been enabled for the entity user type (to which the user belongs). Widgets displayed on dashboard will also depend on the role mapped to the user, i.e. a widget will be displayed on the user's dashboard only if it has been configured for the user type and channel and also if the user has access to the particular transaction to which the widget belongs as per mapped role.

There will be limit on maximum number of widhets displayed inn dashboard. This will depend on pre-maintained configuration with the bank.

Initially system will display only default widgets. Default widgets will be a combination of the mandatory widgets and any other widgets set as default for the user type and channel combination.

Widgets selected wil be displayed in next login, but not inn the current login/session.

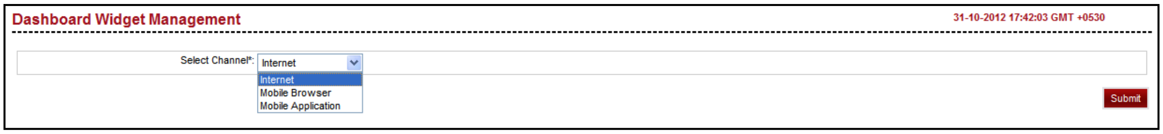
When the user switches from his home entity to a foreign entity, the widgets displayed will be a combination of the widgets available as per the user's access to widgets in the home entity and the widgets available in the foreign entity.

Dashboard widget management screen will not be available for foreign entities.

To perfoem Dashboard Widget Management

1. Navigate through the menus to Customer Services > Self Services > Dashboard Widget Management. The system displays the Dashboard Widget Management screen.

Dashboard Widget Management

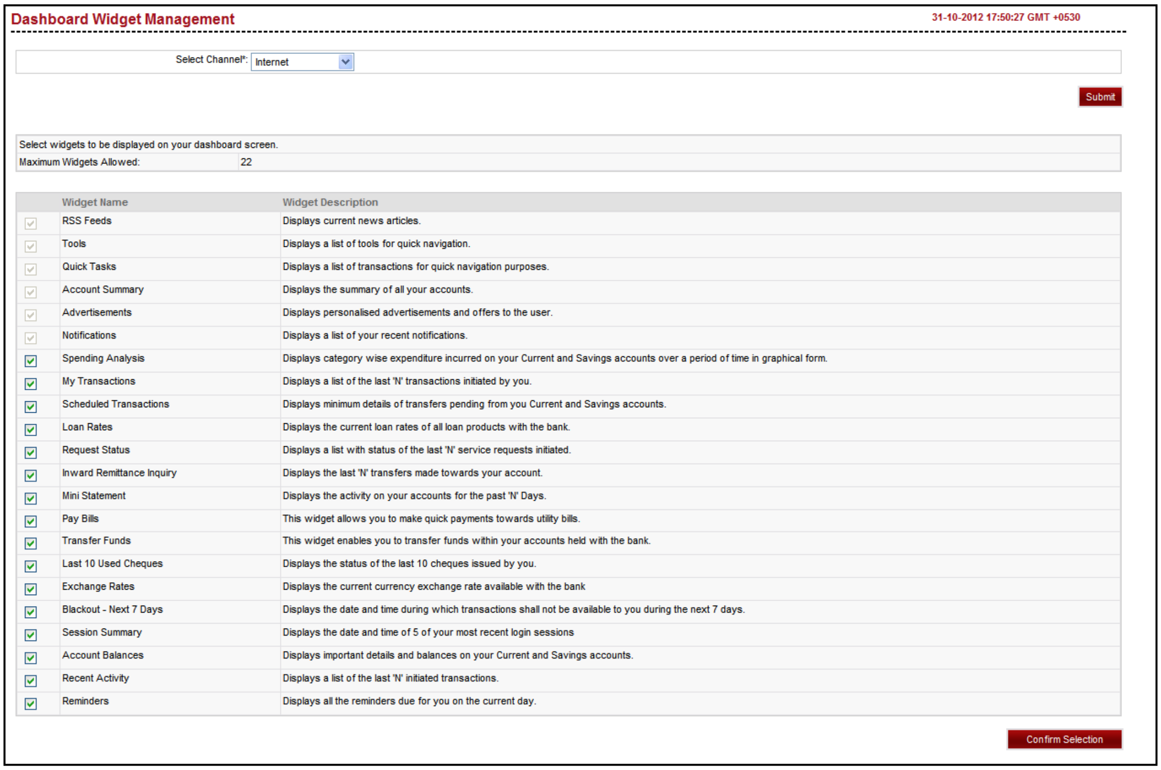


Field Description

Field Name	Description
Select Channel	[Mandatory, Drop-Down] Select the channel for which widget management is to be done. Note: Only those channels that are mapped to the user and for which configurable dashboard is applicable will be available for selection.

2. Click the **Submit** button. The system displays widgets for selection as shown in below screen.

Dashboard Widget Management



Field Description

Field Name	Description
Widget Name	[Optional, Checkbox] This column displays the available widgets to be selected.
Widget Description	[Display] This column displays the description for particular widget. It displays the customer IDs and account numbers of the selected account type under them.

3. Check the checkbox for any widget which is to be displayed in Dashboard Widgets screen.
4. Click the **Confirm Selection** button. The system displays Confirmation message for widget selection as shown in below screen. These selected widgets will be displayed in Dashboard Widget screen.

Dashboard Widget Management