

# **Oracle FLEXCUBE Direct Banking**

Retail Inquiries User Manual  
Release 12.0.2.0.0

**Part No. E50108-01**

September 2013

**ORACLE®**

Retail Inquiries User Manual  
September 2013

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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

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

Transaction Name	FLEXCUBE UBS	Third Party Host System
Account Summary	✓	★
Account Details	✓	★
Account Statement	✗	★
Account Activity	✓	★
Spending Analysis	✓	★

### **3. Introduction**

The inquiries Module allows you view the consolidated details of the account like summary, details, account activity, etc.

Through Inquiries section you can view details of CASA accounts and 360 degree view through account summary..

## 4. Account Summary

This option allows you to view a summarized view of all your accounts and gives various details such as the account number, the description of the account, the base currency of the account, the current balance and the other currency equivalent of the current balance.

The option is a consolidated method of viewing all your accounts and its balances in one place. You can get a summary of your accounts maintained with the bank. The transaction is categorized into several sections. Each section lists a particular type of account, for example, Current and Savings accounts, Term Deposits, Contract Term Deposits and Loans are all listed as separate sections and the accounts you hold under each of these categories are sub-totaled separately. The grand total of all the balances is provided at the end of the screen.

The account summary also displays the investment details of the user, for example Investment category, current balances. Investment details will be displayed only if the customer id for private banking is mapped to the user.

Navigate through menus, **Accounts > Account Summary** to view Account Summary.

## Account Summary

Account Summary				14-05-2012 08:16:08 GMT +0000																																																		
<b>Total Portfolio Amount (GBP Equivalent)</b>				3,529,028.23																																																		
Total Savings and Current Account (GBP Equivalent) :				50,789.69																																																		
Total Islamic Savings and Current Account (GBP Equivalent) :				0.00																																																		
Total Term Deposit Account (GBP Equivalent) :				125,800.05																																																		
Total Islamic Term Deposit Account (GBP Equivalent) :				0.00																																																		
Total Loan Account (GBP Equivalent) :				135.44																																																		
Total Islamic Finance Account (GBP Equivalent) :				0.00																																																		
Contract Term Deposits (GBP Equivalent) :				0.00																																																		
Total Investment Amount (GBP Equivalent) :				3,352,303.05																																																		
<input type="checkbox"/> Show Customerwise Breakup																																																						
Choice of Account : <input type="button" value="All"/>		View equivalent balance in currency : <input type="button" value="GBP"/>		<input type="button" value="GO"/>																																																		
<b>Current and Savings</b> <table border="1"> <thead> <tr> <th>Account Description</th> <th>Currency</th> <th>Current Balance</th> <th>Equivalent Balance</th> <th>Set Favorite Accounts</th> </tr> </thead> <tbody> <tr> <td>SKN004412-CITI CORP_CA</td><td>GBP</td><td>0.00</td><td>0.00</td><td></td></tr> <tr> <td>SKN0000000001- Saving cl.-SKN-Bank Futura,2ndStreet Branch, London</td><td>GBP</td><td>50,789.69</td><td>50,789.69</td><td></td></tr> <tr> <td>SKN004498-jones_ca</td><td>GBP</td><td>50,789.69</td><td>50,789.69</td><td></td></tr> <tr> <td>SKN8484484848- Saving cl.-SKN-Bank Futura,2ndStreet Branch, London</td><td>GBP</td><td>50,789.69</td><td>50,789.69</td><td></td></tr> <tr> <td colspan="4">Total Savings and Current Account (GBP Equivalent)</td><td>50,789.69</td></tr> </tbody> </table>					Account Description	Currency	Current Balance	Equivalent Balance	Set Favorite Accounts	SKN004412-CITI CORP_CA	GBP	0.00	0.00		SKN0000000001- Saving cl.-SKN-Bank Futura,2ndStreet Branch, London	GBP	50,789.69	50,789.69		SKN004498-jones_ca	GBP	50,789.69	50,789.69		SKN8484484848- Saving cl.-SKN-Bank Futura,2ndStreet Branch, London	GBP	50,789.69	50,789.69		Total Savings and Current Account (GBP Equivalent)				50,789.69																				
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**Column Description**

Column Name	Description
<b>Current And Savings Accounts, Islamic Current and Savings Account, Term Deposits, Islamic Term Deposits</b>	
<b>Account Description</b>	[Display] Display the Accounts available under each Customer ID. Account information displayed is Account Number, Branch of the account, Product of the account.
<b>Currency</b>	[Display] Display the currency of the account.
<b>Current Balance</b>	[Display] Display the current balance of the account in account currency.
<b>Equivalent Balance</b>	[Display] Display the equivalent amount of current Balance in selected currency.
<b>Loan Accounts</b>	
<b>Account Description</b>	[Display] Display the Accounts available under each Customer ID. Account information displayed is Account Number, Branch of the account, Product of the account.
<b>Currency</b>	[Display] Display the currency of the account.
<b>Sanctioned Loan Amount</b>	[Display] Display the current Sanctioned amount of the Loan account
<b>Equivalent Balance</b>	[Display] Display the equivalent amount of Sanctioned Amount in selected currency.
<b>Islamic Financing Account</b>	
<b>Account Description</b>	[Display] Display the Accounts available under each Customer ID. Account information displayed is Account Number, Branch of the account, Product of the account.
<b>Currency</b>	[Display] Display the currency of the account.

Column Name	Description
<b>Amount Financed</b>	[Display] Display the Amount Financed for Islamic Financing Account.
<b>Equivalent Balance</b>	[Display] Display the equivalent amount of Financed Amount in selected currency.
<b>Debit Cards</b>	
<b>Card Details</b>	[Display] Display the Debit Card Number.
<b>Name on the Card</b>	[Display] Display the Name of the Card.
<b>Account Number</b>	[Display] Display CASA account Number to which the debit card is linked.
<b>Credit Cards</b>	
<b>Card Details</b>	[Display] Display the Credit Card Number and Card Type.
<b>Credit Limit</b>	[Display] Display the Credit Limit assigned to the card.
<b>Cash Limit</b>	[Display] Display the Cash limit assigned to the card.
<b>Amount Utilised</b>	[Display] Display utilized credit limit amount.
<b>Available Limit</b>	[Display] Display available credit limit for utilization.
<b>Expiry Date</b>	[Display] Display Card expiry date.
<b>Card Currency</b>	[Display] Display Card Currency.
<b>Current Outstanding Balance</b>	[Display] Display Current outstanding balance for the card.
<b>Credit Card Statement</b>	[Link] Display the link to view the Credit card statement.

Column Name	Description
<b>Investment</b>	
<b>Allocation</b>	[Display] Display the investment product.
<b>Currency</b>	[Display] Display the currency of the investment product.
<b>Current Balance</b>	[Display] Display the current Value of the investment product.
<b>Equivalent Balance</b>	[Display] Display the current value of the investment product in the Currency selected for calculating equivalent balance.

Column Name	Description
<b>Investments</b>	<p>[Display]</p> <p>Display the investments types that you have done. Below are the investment types that are available. As per the Configuration, and investments done by you, it will displays various investments.</p> <ul style="list-style-type: none"> <li>• Forex</li> <li>• Corpus Instrument</li> <li>• Cash</li> <li>• Gold Bars</li> <li>• Commodity</li> <li>• Portfolio Management Service</li> <li>• Mutual Fund</li> <li>• Corporate Bond</li> <li>• Equity</li> <li>• Insurance</li> <li>• Structured Products</li> <li>• Others</li> <li>• Current And Savings Account</li> <li>• Time Deposit Standalone</li> <li>• Specialized Product</li> <li>• Generic</li> <li>• Futures</li> <li>• Options</li> <li>• Fees transaction for Periodic fee charge</li> <li>• MF testing</li> </ul>

Note: Investment section shown in above screen, will display the investment done by you. This Investment section will be displayed only if PWM (Private Wealth Management) customer, which is wealth management enabled, is mapped to your user.

#### Customer wise break up

<input checked="" type="checkbox"/> Show Customerwise Breakup	
<b>Total Savings and Current Account (USD Equivalent)</b>	
<b>Customer Id</b>	<b>Amount Distribution</b>
333000028	5,042,657.79
CA1000761	219,957.00
<b>Total Term Deposit Account (USD Equivalent)</b>	
<b>Customer Id</b>	<b>Amount Distribution</b>
333000028	8,938.94
CA1000761	0.00
<b>Total Loan Account (USD Equivalent)</b>	
<b>Customer Id</b>	<b>Amount Distribution</b>
333000028	0.00
CA1000761	0.00
<b>Contract Term Deposits (USD Equivalent)</b>	
<b>Customer Id</b>	<b>Amount Distribution</b>
333000028	0.00
CA1000761	0.00

### Column Description

Column Name	Description
<b>Total Portfolio Amount</b>	[Display] This column displays the total portfolio amount.
<b>Show Customer wise Breakup</b>	[Optional, Checkbox] Click the checkbox to view customer wise breakup of the accounts.
<b>View Equivalent Balance in Currency</b>	[Mandatory, Drop-Down] Select the appropriate currency from the drop-down list in which you want to view your current balances.
<b>Customer ID</b>	[Display] This column displays the customer id of the account.
<b>Amount</b>	[Display] This column displays the Total amount in which the amount exists..
<b>Distribution</b>	[Display] This column displays the amount in the graphical format.
<b>Account Number</b>	[Display] This column displays the account number. These are the account numbers that have been registered for internet banking.
<b>Description</b>	[Display] This column displays the descriptive name of the account.
<b>Currency</b>	[Display] This column displays the primary currency (base currency) in which funds are credited/ debited in this account.

Column Name	Description
<b>Current Balance</b>	[Display] This column displays the current balance of the account. This balance does not include un-cleared funds stuck in clearing or unutilized overdraft amounts.
<b>Equivalent Balance</b>	[Display] This column displays the current ledger balance in the currency selected for calculating the equivalent balance.
1.	For viewing the Equivalent Balance in any currency select the currency and Click on the <b>Go</b> button. The system will display all your current balances based on the selected currency and display the same under the <<Currency>> Equivalent column.
2.	Click the left side menu icons to view the account details, Account summary, Ad-hoc account statement and account activity in case of CASA and Islamic CASA Accounts  Or  Click the left side menu icons to view the Deposit details, Amend Term Deposit, Redeem Term Deposit, Term Deposit activity in case of Term Deposit and Islamic Term Deposit Accounts  Or  Click the left side menu icons to view the Contract Deposit details, in case of Contract Term Deposits  Or  Click the left side menu icons to view the Loan details, Loan Schedule, Loan Repayment inquiry, Loan Settlement, Loan Activity in case of Loan Accounts  Or  Click the left side menu icons to view the Financing details, Financing Schedule, Financing Repayment inquiry, Financing Settlement, Financing Activity in case of Islamic Financing account.
3.	Click on the View stamen link for viewing respective credit card statement.
4.	Click on the edit icon  next to the account number to edit or assign the nick name to the account.
5.	Click on the Set Favorite accounts link to set the Favourite accounts.

## 5. Account Details

The **Account Details** option provides the user to view important details of a selected Current or Savings account. The account details can be viewed separately for each of the CASA accounts under the various customer IDs mapped to the user.

Navigate through menus, **Accounts > Savings and Current Accounts > Account Details** to view Account Details.

### Account Details

Account Details		23-08-2010 23:11:51 GMT -1000
<input type="text" value="Select Account: 333000028 33300003809 ACC LTD USD 1,383.70"/>		
		<input type="button" value="Submit"/>

### Field Description

Field Name	Description
<b>Select Account</b>	[Mandatory, Drop-Down] Select the account number from the drop-down list for which the details are to be displayed.

1. Click the **Submit** button. The system displays the **Account Details** screen with the account details.

### Account Details

## Account Details

Account Details		01-06-2011 13:00:00 GMT +0530																
<input style="width: 450px; height: 20px; border: 1px solid #ccc; margin-bottom: 5px;" type="text" value="Select Account: QT2001774 QT100177401 QT1-LONDON"/> <input style="width: 100px; height: 25px; background-color: #e67e22; color: white; border: 1px solid #e67e22; border-radius: 5px; font-weight: bold; margin-top: 5px;" type="button" value="Submit"/>																		
<b>Account Details</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Name: Oxy Trading Inc Changed</td> <td style="width: 50%;">Opening Date: 01-10-2010</td> </tr> <tr> <td>Account Number: QT100177401</td> <td>Account Type: Current and Savings</td> </tr> <tr> <td>Account Relationship: Single</td> <td>Account Status: Account Enabled</td> </tr> <tr> <td>Branch: QT1-LONDON [QT1]</td> <td>Product Name: CURRENT ACCOUNT - CORPORATES-QT</td> </tr> <tr> <td>Account Currency: INR</td> <td></td> </tr> </table>			Name: Oxy Trading Inc Changed	Opening Date: 01-10-2010	Account Number: QT100177401	Account Type: Current and Savings	Account Relationship: Single	Account Status: Account Enabled	Branch: QT1-LONDON [QT1]	Product Name: CURRENT ACCOUNT - CORPORATES-QT	Account Currency: INR							
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<b>Facilities</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Cheque Book: Yes</td> <td style="width: 50%;">Overdraft Allowed: Yes</td> </tr> </table>			Cheque Book: Yes	Overdraft Allowed: Yes														
Cheque Book: Yes	Overdraft Allowed: Yes																	
<b>Balances</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Current Balance: 18,069.96</td> <td style="width: 50%;"> </td> </tr> <tr> <td>Amount on Hold: 0.00</td> <td> </td> </tr> <tr> <td>Uncleared Funds: 0.00</td> <td> </td> </tr> <tr> <td>Overdraft Limit: 0.00</td> <td> </td> </tr> <tr> <td>Balance Available: 18,069.96</td> <td> </td> </tr> <tr> <td>Minimum Balance Required: 0.00</td> <td> </td> </tr> <tr> <td>Net Available Balance For 18,069.96</td> <td> </td> </tr> <tr> <td>Withdrawal:</td> <td> </td> </tr> </table>			Current Balance: 18,069.96		Amount on Hold: 0.00		Uncleared Funds: 0.00		Overdraft Limit: 0.00		Balance Available: 18,069.96		Minimum Balance Required: 0.00		Net Available Balance For 18,069.96		Withdrawal:	
Current Balance: 18,069.96																		
Amount on Hold: 0.00																		
Uncleared Funds: 0.00																		
Overdraft Limit: 0.00																		
Balance Available: 18,069.96																		
Minimum Balance Required: 0.00																		
Net Available Balance For 18,069.96																		
Withdrawal:																		
<b>Others</b> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">ATM Daily Withdrawal Limit: 0.00</td> <td style="width: 50%;"> </td> </tr> <tr> <td>Eligible Advance Against 0.00</td> <td> </td> </tr> <tr> <td>Uncleared Funds Limit:</td> <td> </td> </tr> </table>			ATM Daily Withdrawal Limit: 0.00		Eligible Advance Against 0.00		Uncleared Funds Limit:											
ATM Daily Withdrawal Limit: 0.00																		
Eligible Advance Against 0.00																		
Uncleared Funds Limit:																		
<input style="width: 150px; height: 25px; background-color: #e67e22; color: white; border: 1px solid #e67e22; border-radius: 5px; font-weight: bold;" type="button" value="Account Activity"/>																		

### Field Description

Field Name	Description
<b>Account Details</b>	
<b>Name</b>	[Display] This field displays the name of the account holder.
<b>Opening Date</b>	[Display] This field displays the account opening date.
<b>Account Number</b>	[Display] This field displays the account number of the customer.
<b>Account Type</b>	[Display] This field displays the account type. The account type can be Current, Savings, Term Deposit and Loans.
<b>Account Relationship</b>	[Display] This field displays the account relationship of an account holder with the account. The relationship can be sole owner, joint holder, and so on.

Field Name	Description
<b>Account Status</b>	[Display] This field displays the account status of the account.
<b>Branch</b>	[Display] This field displays the bank branch number in which the account is getting operated.
<b>Product Name</b>	[Display] This field displays the product name under which the account is opened.
<b>Account Currency</b>	[Display] This field displays the base currency of an account.
<b>Facilities</b>	
<b>Cheque Book</b>	[Display] This field displays whether the cheque book facility is provided to an account holder or not. If the facility is provided, then it displays "Yes", else "No".
<b>Overdraft Allowed</b>	[Display] This field displays whether the overdraft facility is provided to the account holder or not. If the facility is provided, then it displays "Yes", else "No".
<b>Balances</b>	
<b>Current Balance</b>	[Display] This field displays the current balance in the account.
<b>Amount on Hold</b>	[Display] This field displays the earmarked amount or the amount on hold in the account.
<b>Un cleared Funds</b>	[Display] This field displays the uncleared funds pertaining to the cheques and the clearing related to the account.
<b>Overdraft Limit</b>	[Display] This field displays the overdraft amount limit available for the account.
<b>Balance Available</b>	[Display] This field displays the available balance in the account.

Field Name	Description
<b>Minimum Balance Required</b>	[Display] This field displays the minimum balance to be maintained in the account.
<b>Net Available Balance for withdrawal</b>	[Display] This field displays the maximum current balance a customer can withdraw from the account.
<b>Others</b>	
<b>ATM Daily Withdrawal Limit</b>	[Display] This field displays the maximum amount that the account holder can withdraw per day.
<b>Eligible Advance against Un cleared funds limit</b>	[Display] This field displays the amount of eligible advance against the un cleared funds.

2. Click the **Account Activity** button to view the account activity details (transaction history). The system displays the **Account Activity** for current period screen. For more information, refer to **Transaction History/Account Activity** transaction in this user manual.

## 6. Account Statement

The **Account Statement** option allows you to view the account statements of any account under the customer IDs mapped to you. You can view the list of statements of individual accounts by clicking the account number link. You can also view the details of the individual statement numbers by clicking the statement number link.

Navigate through menus, **Accounts > Savings and Current Accounts > Account Statement** to access Account Statement.

## Account Statement

Account Statement				23-08-2010 23:15:10 GMT -1000
Current and Savings				
Account Number	Description	Currency	Current Balance	
<a href="#">333000028-ACC LTD 5,000.00</a>	SAVINGS ACCOUNT INDIVIDUALS	INR	5,000.00	
<a href="#">333000028 33300002804 ACC LTD INR 2,573,205.67</a>	SAVINGS ACCOUNT INDIVIDUALS	INR	2,573,205.67	
<a href="#">333000028 33300002807 ACC LTD JPY 549,808</a>	SAVINGS ACCOUNT INDIVIDUALS	JPY	549,808	
<a href="#">333000028 33300002809 ACC LTD GBP 2,108.95</a>	Corp Current Acc Class	GBP	2,108.95	
<a href="#">333000028 33300002811 ACC LTD USD 1,231.02</a>	CURRENT ACCOUNT - CORPOR	USD	1,231.02	
<a href="#">333000028 33300002812 ACC LTD INR 46,699.61</a>	SAVINGS ACCOUNT INDIVIDUALS	INR	46,699.61	
<a href="#">333000028 33300002813 ACC LTD INR -3,118,743.99</a>	CURRENT ACCOUNT - CORPOR	INR	-3,118,743.99	
<a href="#">333000028 33300002814 ACC LTD INR 1,128.09</a>	SAVINGS ACCOUNT INDIVIDUALS	INR	1,128.09	
<a href="#">333000028 33300002815 ACC LTD USD 52,697.86</a>	CURRENT ACCOUNT - CORPOR	USD	52,697.86	
<a href="#">333000028 33300003807 ACC LTD USD 4,990,493.91</a>	CURRENT ACCOUNT - CORPOR	USD	4,990,493.91	
<a href="#">333000028 33300003809 ACC LTD USD 1,383.70</a>	Corp Current Acc Class	USD	-616.30	
<b>CA1000761-</b>				
<a href="#">CA1000761 111111112 SHWETHASHREE GBP 99,700.00</a>	SAVINGS ACCOUNT INDIVIDUALS	GBP	100,000.00	
<a href="#">CA1000761 111111114 SHWETHASHREE GBP 0.00</a>	SAVINGS ACCOUNT INDIVIDUALS	GBP	50,000.00	
<a href="#">CA1000761 111111118 SHWETHASHREE GBP 0.00</a>	SAVINGS ACCOUNT INDIVIDUALS	GBP	0.00	
<a href="#">CA1000761 111111119 SHWETHASHREE GBP 0.00</a>	SAVINGS dormant ACCOUNT CLASS	GBP	0.00	

## Field Description

Field Name	Description
<b>Choice of accounts</b>	<p>[Conditional, Dropdown]</p> <p>Select the type of accounts for account statement download.</p> <p>The options are</p> <ul style="list-style-type: none"> <li>• All</li> <li>• Favorites</li> </ul> <p>This field is activated if at least one account is selected as a favorite account.</p>
<b>Current and Savings</b>	
<b>Account Number</b>	<p>[Display]</p> <p>This column displays the account numbers under a particular customer ID.</p> <p>Click the desired account number link to view the corresponding account statements.</p>
<b>Description</b>	<p>[Display]</p> <p>This column displays the brief description of the account.</p>
<b>Currency</b>	<p>[Display]</p> <p>This column displays the base currency of the account.</p>

Field Name	Description
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<b>Current Balance</b>	[Display] This column displays the current balance of the account in the base currency.
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1. Click the required link in the **Account Number** column to view the corresponding account statements. The system displays the **Account Statement** screen.

### Account Statement

Account Statement		24-08-2010 20:07:59 GMT +0530																					
<table border="1"> <tr> <td colspan="3"><b>Account Details</b></td> </tr> <tr> <td colspan="3">Account Number: 333000044 3330004416 BANK FUTURA -QT-333</td> </tr> <tr> <td colspan="3">Account Type: Current and Savings</td> </tr> <tr> <td><b>Statement Number</b></td> <td><b>Date From</b></td> <td><b>End Date</b></td> </tr> <tr> <td>333MSOG0733700SD</td> <td></td> <td></td> </tr> <tr> <td>333MSOG073340011</td> <td></td> <td></td> </tr> <tr> <td colspan="3" style="text-align: right;"><a href="#">Another Account</a></td> </tr> </table>			<b>Account Details</b>			Account Number: 333000044 3330004416 BANK FUTURA -QT-333			Account Type: Current and Savings			<b>Statement Number</b>	<b>Date From</b>	<b>End Date</b>	333MSOG0733700SD			333MSOG073340011			<a href="#">Another Account</a>		
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333MSOG0733700SD																							
333MSOG073340011																							
<a href="#">Another Account</a>																							

### Field Description

Field Name	Description
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#### Account Details

<b>Account Number</b>	[Display] This field displays the account number for which the account statements are displayed.
<b>Account Type</b>	[Display] This field displays the account type.
<b>Statement Number</b>	[Display] This column displays the account statement number associated with the selected account.
<b>Date From</b>	[Display] This column displays the start date of the account statement.
<b>End Date</b>	[Display] This column displays the end date of the account statement.

2. Click the required link in the **Statement Number** column to view the individual account statement details. The system displays the **Account Statement** screen.  
OR  
Click the **Back** button. The system displays the previous screen.

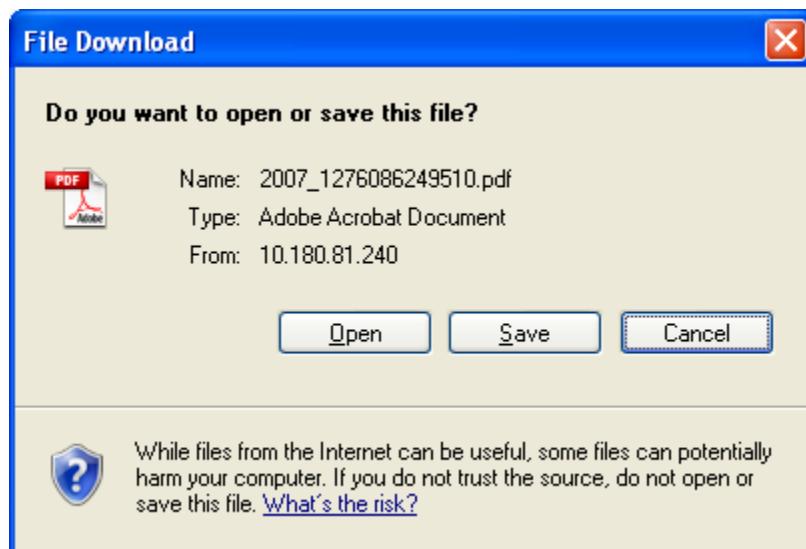
### Account Statement

## Account Statement

Account Statement		24-08-2010 20:09:		
Account Number: 33300004416		Account Type: Savings Accounts		
Statement Number 333MSOG07334001	Date From	End Date	PDF Format	HTML Format
<b>Account Statement Request Details.</b>				
-----				
Date : 30-NOV-07				
Bank Name : Bank Futura Branch Address : BANK FUTURA, RETAIL BRANCH, USA				
Customer Name : Prashath Tapse Customer ID : 333000044 Address : 301 Thukaram Apartments				
CBD Belapur Navi Mumbai 400614 - India				
Your Account has been opened with Account Number 33300004416 and Currency GBP .				
Your Account Type is U				
Your Account has been credited with initial amount:				
The Payment Mode is By GL .				
Your Payin Account is .				
Your Payin Branch is .				
Your Account is debited with opening charges:				

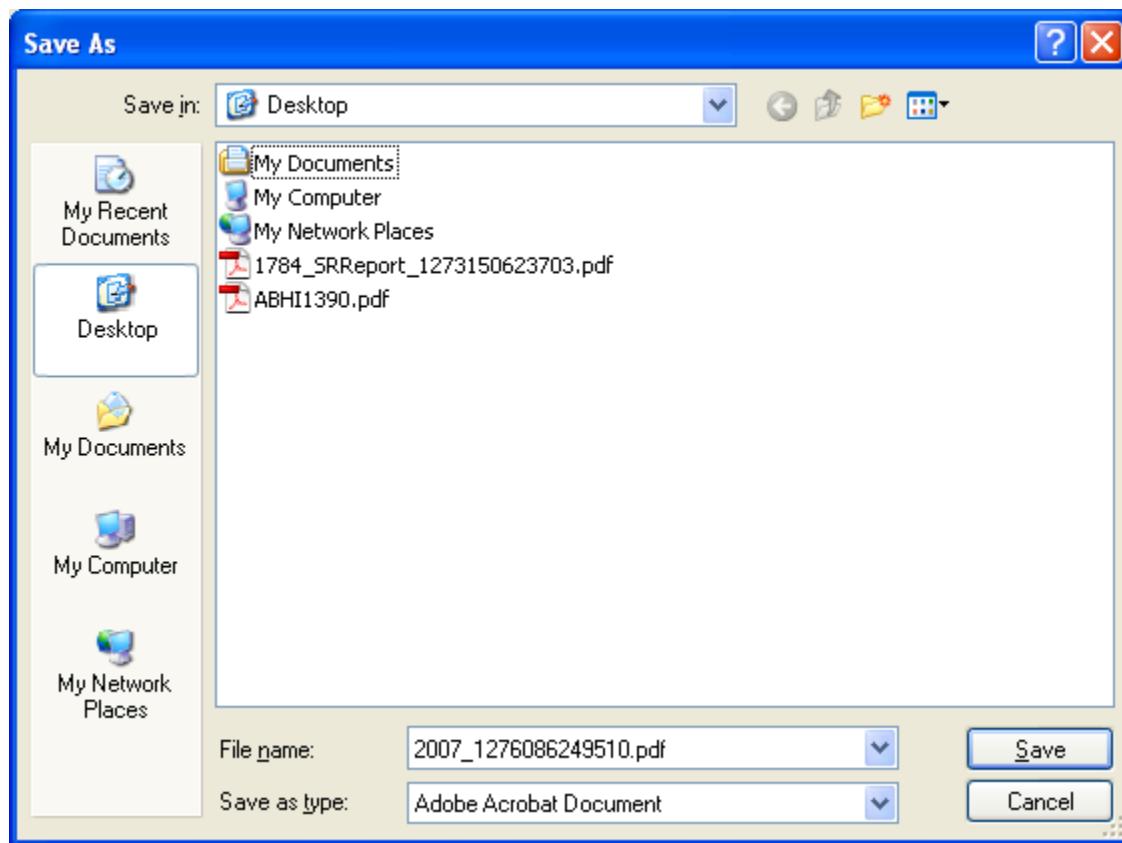
3. Click the **PDF Format** button to download the statement in the PDF format  
OR  
Click the **HTML format** button to download the statement in the HTML format  
OR  
Click the **OK** button. The system displays the initial **Account Statement** screen

### File Download



4. Click the **Open** button the system downloads the statement in the selected format  
OR  
Click the **Save** button. The system saves the file in the selected location  
OR  
Click the **Cancel** button to cancel the File Download.

Save As



5. Click the **Save** button to save the file in the desired location.
- OR
- Click the **Cancel** button to cancel the download.

## 7. Account Activity

The **Account Activity** option allows you to view and download the account activity for any CASA account under the customer IDs mapped. You can get the transaction details based on different transaction dates, by specifying the amount range and sorting on the transaction date, value date and the amount.

Navigate through menus, **Accounts > Savings and Current Accounts > Account Activity** to access Account Activity.

### Account Activity

**Account Activity** 23-08-2010 23:18:43 GMT-1000

Select Account*: <input type="button" value="Select"/>	
Search By*: <input type="button" value="Current Period"/>	Transaction Type*: <input type="button" value="Both Debits And Credits"/>
From Date**: <input type="text"/>	To Date**: <input type="text"/>
From Amount**: <input type="text"/>	To Amount**: <input type="text"/>
Debit Card Transaction: <input type="button" value="All"/>	
Sort By*: <input type="button" value="Value Date"/>	Sort Order*: <input type="button" value="Descending"/>
<small>*Dates specified are the value dates. *:Indicates mandatory field. **:Indicates mandatory if particular option is enabled.</small>	
<input type="button" value="Submit"/>	

### Field Description

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

Field Name	Description
<b>Select Account</b>	[Mandatory, Drop-Down] Select the account from the drop-down list. It displays the CASA account and the customer IDs under it.
<b>Search By</b>	[Mandatory, Drop-Down] Select the search criteria from the drop-down list. The options are: <ul style="list-style-type: none"> <li>• Current Period</li> <li>• Today's transaction's</li> <li>• Previous fortnight</li> <li>• Previous Period</li> <li>• Specified Period</li> <li>• Last "n" days</li> <li>• Last "n" transactions</li> <li>• Previous Month</li> <li>• Previous quarter</li> <li>• Previous six months</li> <li>• Yesterdays transactions</li> </ul>
<b>No of transactions/ No of Days</b>	[Conditional, Numeric, 15] Type the number of days or no of Transaction as per the selection done in the Search By field. This field is enabled and displayed only when the number of days or no of Transaction is selected in the Search by field.
<b>Transaction Type</b>	[Mandatory, Drop-Down] Select the transaction type from the drop-down list. The options are: <ul style="list-style-type: none"> <li>• Both Debits And Credits</li> <li>• Only Debits</li> <li>• Only Credits</li> <li>• Debit Card transactions</li> </ul>
<b>From Date</b>	[Conditional, Pick List] Select the from date from the pick list. It is the start date for displaying the transaction history. This field is enabled, only if you select <b>Specified Period</b> from the <b>Search By</b> drop-down list.

Field Name	Description
<b>To Date</b>	[Conditional, Pick List] Select the to date from the pick list. It is the end date for displaying the transaction history. This field is enabled, only if you select <b>Specified Period</b> from the <b>Search By</b> drop-down list.
<b>From Amount</b>	[Optional, Numeric, 10] Type the from amount in this field.
<b>To Amount</b>	[Optional, Numeric, 10] Type the to amount in this field.
<b>Sort By</b>	[Mandatory, Drop-Down] Select the sort by order from the drop-down list. The options are: <ul style="list-style-type: none"> <li>• Transaction Date</li> <li>• Amount</li> <li>• Value Date</li> </ul>
<b>Sort Order</b>	[Mandatory, Drop-Down] Select the sort order from the drop-down list. The options are: <ul style="list-style-type: none"> <li>• Ascending</li> <li>• Descending</li> </ul>

1. Click the **Submit** button. The system displays the **Account Activity** screen with the transaction details.

## Account Activity

Account Activity		23-08-2010 23:20:38 GMT -1000																																																																																						
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">         Select Account*: 333000028 33300002804 ACC LTD INR 2,573,205.67       </div> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="flex: 1; margin-right: 20px;">         Search By*: Last 'n' Transactions          Transaction Type*: Both Debits And Credits          From Date**: 14-01-2008          From Amount**:          Debit Card Transaction: All       </div> <div style="flex: 1;">         No of Transactions**: 10          To Date**: 15-06-2010          To Amount**:          Sort By*: Value Date          Sort Order*: Descending       </div> </div> <p style="font-size: small; margin-top: 5px;">         *Dates specified are the value dates.          **Indicates mandatory field.          ***Indicates mandatory if particular option is enabled.       </p> <div style="text-align: right; margin-top: 10px;"> <input style="background-color: #c00; color: white; padding: 2px 10px; border: 1px solid #c00; border-radius: 5px; font-weight: bold; font-size: 10px;" type="button" value="Submit"/> </div>																																																																																								
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Account Number</th> <th style="text-align: left; padding: 5px;">Account Currency</th> <th style="text-align: left; padding: 5px;">Opening Balance</th> <th style="text-align: left; padding: 5px;">Closing Balance</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">33300002804</td> <td style="padding: 5px;">INR</td> <td style="padding: 5px;">2,568,842.62</td> <td style="padding: 5px;">2,571,146.67</td> </tr> </tbody> </table> <p style="margin-top: 5px;">Pages : (1) 1</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Transaction Date</th> <th style="text-align: left; padding: 5px;">Value Date</th> <th style="text-align: left; padding: 5px;">Transaction Reference No.</th> <th style="text-align: left; padding: 5px;">User Reference No.</th> <th style="text-align: left; padding: 5px;">Description</th> <th style="text-align: left; padding: 5px;">Debit</th> <th style="text-align: left; padding: 5px;">Credit</th> </tr> </thead> <tbody> <tr><td style="padding: 5px;">15-06-2010</td><td style="padding: 5px;">15-06-2010</td><td style="padding: 5px;">333FTIN08035006</td><td style="padding: 5px;">333FTIN08035006</td><td style="padding: 5px;">FT Charges</td><td style="padding: 5px;">398.50</td><td style="padding: 5px;"></td></tr> <tr><td style="padding: 5px;">15-06-2010</td><td style="padding: 5px;">15-06-2010</td><td style="padding: 5px;">333COWL080350099</td><td style="padding: 5px;"></td><td style="padding: 5px;">Offset amount</td><td style="padding: 5px;">20.00</td><td style="padding: 5px;"></td></tr> <tr><td style="padding: 5px;">15-06-2010</td><td style="padding: 5px;">15-06-2010</td><td style="padding: 5px;">333COWL080350100</td><td style="padding: 5px;"></td><td style="padding: 5px;">Offset amount</td><td style="padding: 5px;">20.00</td><td style="padding: 5px;"></td></tr> <tr><td style="padding: 5px;">15-06-2010</td><td style="padding: 5px;">15-06-2010</td><td style="padding: 5px;">333COWL080350101</td><td style="padding: 5px;"></td><td style="padding: 5px;">Offset amount</td><td style="padding: 5px;">20.00</td><td style="padding: 5px;"></td></tr> <tr><td style="padding: 5px;">21-05-2010</td><td style="padding: 5px;">21-05-2010</td><td style="padding: 5px;">333DEBK080040053</td><td style="padding: 5px;"></td><td style="padding: 5px;">NEW DEPOSIT</td><td style="padding: 5px;">118.00</td><td style="padding: 5px;"></td></tr> <tr><td style="padding: 5px;">21-05-2010</td><td style="padding: 5px;">21-05-2010</td><td style="padding: 5px;">333DEBK08004005D</td><td style="padding: 5px;"></td><td style="padding: 5px;">NEW DEPOSIT</td><td style="padding: 5px;">101.00</td><td style="padding: 5px;"></td></tr> <tr><td style="padding: 5px;">21-05-2010</td><td style="padding: 5px;">21-05-2010</td><td style="padding: 5px;">333DEBK08004005E</td><td style="padding: 5px;"></td><td style="padding: 5px;">NEW DEPOSIT</td><td style="padding: 5px;">101.00</td><td style="padding: 5px;"></td></tr> <tr><td style="padding: 5px;">21-05-2010</td><td style="padding: 5px;">21-05-2010</td><td style="padding: 5px;">333DEBK08004005H</td><td style="padding: 5px;"></td><td style="padding: 5px;">NEW DEPOSIT</td><td style="padding: 5px;">125.00</td><td style="padding: 5px;"></td></tr> <tr><td style="padding: 5px;">23-04-2010</td><td style="padding: 5px;">23-04-2010</td><td style="padding: 5px;">333DEBK080040052</td><td style="padding: 5px;"></td><td style="padding: 5px;">NEW DEPOSIT</td><td style="padding: 5px;">117.00</td><td style="padding: 5px;"></td></tr> <tr><td style="padding: 5px;">03-03-2008</td><td style="padding: 5px;">14-01-2008</td><td style="padding: 5px;">333TD3M080630001</td><td style="padding: 5px;"></td><td style="padding: 5px;">0000006114 DEPOSIT MATURITY</td><td style="padding: 5px;">4,701.55</td><td style="padding: 5px;"></td></tr> </tbody> </table>				Account Number	Account Currency	Opening Balance	Closing Balance	33300002804	INR	2,568,842.62	2,571,146.67	Transaction Date	Value Date	Transaction Reference No.	User Reference No.	Description	Debit	Credit	15-06-2010	15-06-2010	333FTIN08035006	333FTIN08035006	FT Charges	398.50		15-06-2010	15-06-2010	333COWL080350099		Offset amount	20.00		15-06-2010	15-06-2010	333COWL080350100		Offset amount	20.00		15-06-2010	15-06-2010	333COWL080350101		Offset amount	20.00		21-05-2010	21-05-2010	333DEBK080040053		NEW DEPOSIT	118.00		21-05-2010	21-05-2010	333DEBK08004005D		NEW DEPOSIT	101.00		21-05-2010	21-05-2010	333DEBK08004005E		NEW DEPOSIT	101.00		21-05-2010	21-05-2010	333DEBK08004005H		NEW DEPOSIT	125.00		23-04-2010	23-04-2010	333DEBK080040052		NEW DEPOSIT	117.00		03-03-2008	14-01-2008	333TD3M080630001		0000006114 DEPOSIT MATURITY	4,701.55	
Account Number	Account Currency	Opening Balance	Closing Balance																																																																																					
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15-06-2010	15-06-2010	333FTIN08035006	333FTIN08035006	FT Charges	398.50																																																																																			
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21-05-2010	21-05-2010	333DEBK080040053		NEW DEPOSIT	118.00																																																																																			
21-05-2010	21-05-2010	333DEBK08004005D		NEW DEPOSIT	101.00																																																																																			
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03-03-2008	14-01-2008	333TD3M080630001		0000006114 DEPOSIT MATURITY	4,701.55																																																																																			
Select Download Format: ---Select Download Format--- <input style="background-color: #c00; color: white; padding: 2px 10px; border: 1px solid #c00; border-radius: 5px; font-weight: bold; font-size: 10px;" type="button" value="Download"/>																																																																																								

### Column Description

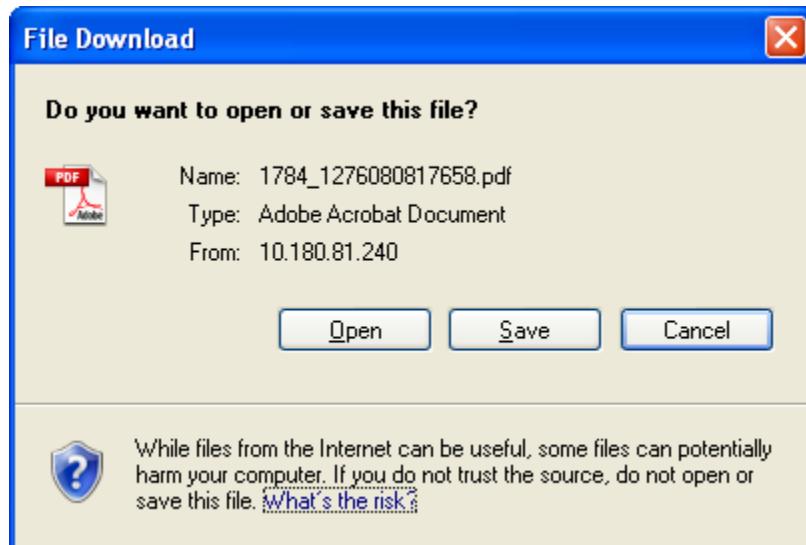
Column Name	Description
<b>Account Number</b>	[Display]  This column displays the account number for which the account activities are displayed.
<b>Account Currency</b>	[Display]  This column displays the base currency of the account.
<b>Opening Balance</b>	[Display]  This column displays the opening balance of an account prior to the latest transaction.
<b>Closing Balance</b>	[Display]  This column displays the closing balance of an account prior to the latest transaction.

Column Name	Description
<b>Pages</b>	[Display] This section displays the different page links that can be used to navigate to the desired set of records in the transaction list. Click the desired page link. For example, click <u>2</u> to view the transactions on the second page of the list, or click <u>Last Page</u> to view the transactions on the last page of the list.
<b>Transaction Date</b>	[Display] This column displays the date on which the transaction was processed.
<b>Value Date</b>	[Display] This column displays the value date of the transaction.
<b>Reference</b>	[Display] This column displays the reference number for the transaction.
<b>Description</b>	[Display] This column displays the brief description of the transaction.
<b>Debit</b>	[Display] This column displays the debit amount of the transaction.
<b>Credit</b>	[Display] This column displays the credit amount of the transaction.
<b>Balance</b>	[Display] This column displays the balance amount remaining after the transaction. This column is displayed only in the case of Periodic Search and Value dated Sorting.
<b>Select Download Format</b>	[Mandatory, Drop-Down] Select the download format from the drop-down list. It is the format in which the file is downloaded. The options are: <ul style="list-style-type: none"> <li>• Excel Format</li> <li>• PDF Format</li> <li>• QIF Format</li> <li>• QFX format</li> <li>• MT940 format</li> </ul>

Note: MT940 Format is not the MT940 messages generated for the account but the activity downloaded as per the Format of MT 940.

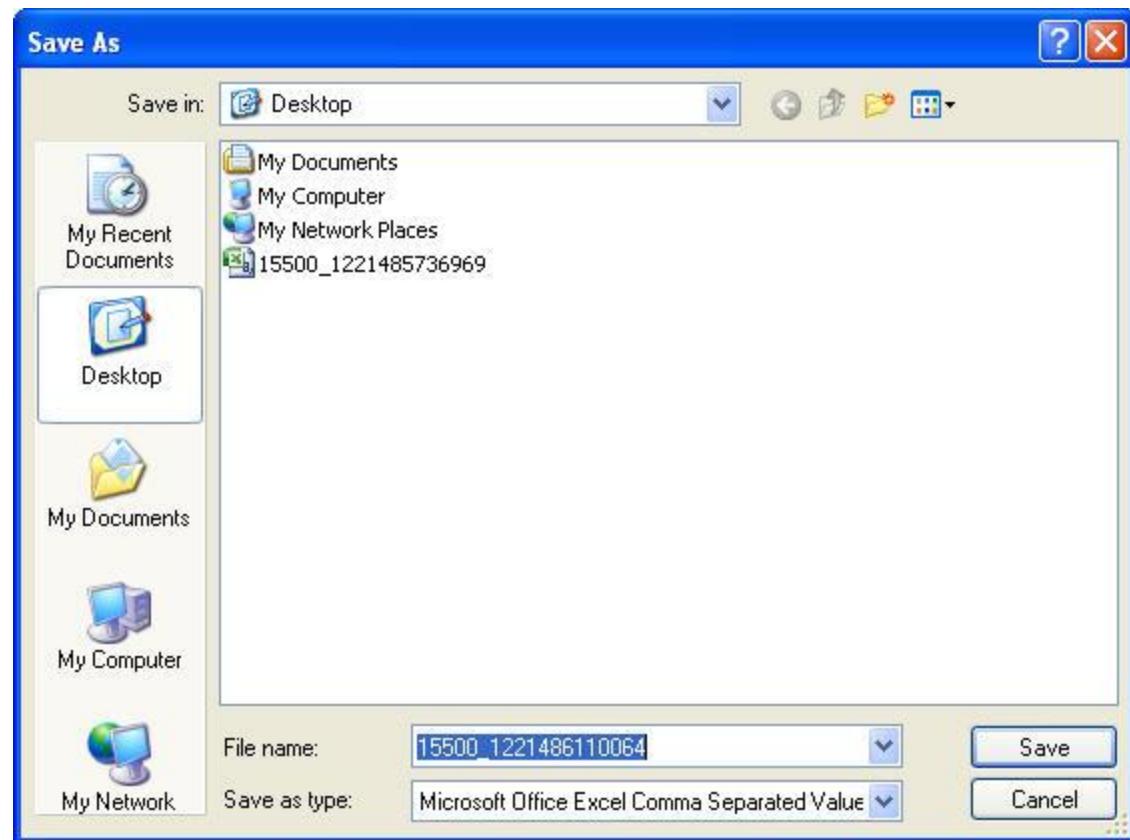
2. Select the required download format, and click the **Download** button to download the file.  
The system displays the **File Download** dialog box.

File Download



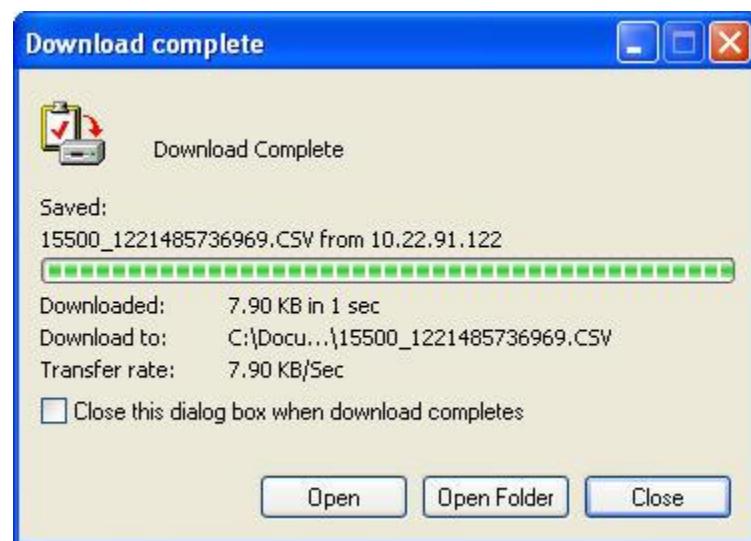
3. Click the **Save** button to save the file. The system displays the **Save As** dialog box.  
OR  
Click the **Open** button to open the file. The system displays the file in the desired format.

## Save As



4. Navigate to the desired location where you want to save the file, and click the **Save** button. The system displays the **Download complete** dialog box when the download is complete.

## Download complete



5. Click the **Open** button to view the downloaded file. The system displays the downloaded file in the selected format.  
OR  
Click the **Open Folder** button to open the folder where the file is downloaded. The system opens the folder.

## 8. Spending Analysis

The **Spending Analysis** option allows you to view the graphs, analyze the spending patterns. You can view spending analysis in the form of pie chart (default graph) & bar graph. You can also print and download the spending analysis along with graphs in PDF format.

Navigate through menus, **Accounts > Savings and Current Accounts > Spending Analysis** to view Spending Analysis.

### Spending Analysis



The screenshot shows the 'Spending Analysis' interface. At the top right, the date is displayed as 25-04-2012 22:30:51 GMT +0530. The main area contains several search and filter fields: 'Customer' (dropdown menu 'All'), 'Search By' (dropdown menu 'Select'), 'From Date' (text input field with a calendar icon), 'To Date' (text input field with a calendar icon), 'Category' (dropdown menu 'Select'), 'Currency' (dropdown menu 'All'), and 'Sort By' (dropdown menu). Below these fields is a red 'View' button. At the bottom of the interface, there is a 'Select Graph Type' dropdown menu.

1. Select the customers for which the spending analysis is to be viewed.

### Field Description

Field Name	Description

Field Name	Description
<b>Customer</b>	[Drop-down] Select the customers for which the spending analysis is to be viewed
<b>Search By</b>	[Drop-down] Select periodic search options available to the User.
<b>From Date</b>	[Date-picker] Select the From Date for specified date.
<b>To Date</b>	[Date-picker]] Select the To Date for specified date.
<b>Category</b>	[Drop-down] Select the category to filter the details from the available categories.
<b>Currency</b>	[Drop-down] Select the currency.
<b>Sort By</b>	[Drop-down] Select the option to view specific transaction details.

6. Click the **View** button. The system displays spending analysis details and its graphical representation for selected customer.

### Spending Analysis

## Spending Analysis

Spending Analysis 26-04-2012 21:37:50 GMT +0530

Customer\*: 004005042(Spend Rev4) 
 Search By\*: Previous Fortnight 
 From Date:  
 To Date:  
 Category: Select 
 Currency: All 
 Sort By: Date

Select Graph Type:

█ Loan Repayment-10000 GBP (14%)  
█ Interest Liquidation-147.87 GBP (0%)  
█ Outward Remittance2-3015 GBP (4%)  
█ Cash Transaction-58000 GBP (82%)

Records 1 to 10 of 14 Page 1 of 2

Date	Customer Id	Account	Transaction Ref. No.	Transaction Description	Amount	Equivalent Currency Amount	Category
11-04-2012	004005042	01111111403	004FCRF121020010	OUTWARD CUSTOMER TRANSFER	GBP 5.00	GBP 5.00	<input type="button" value="Outward Remittance2"/> <input type="checkbox"/>
11-04-2012	004005042	01111111403	004FCRF121020010	OUTWARD CUSTOMER TRANSFER	GBP 1,000.00	GBP 1,000.00	<input type="button" value="Outward Remittance2"/> <input checked="" type="checkbox"/>
11-04-2012	004005042	01111111403	004FCRF121020011	OUTWARD CUSTOMER TRANSFER	GBP 5.00	GBP 5.00	<input type="button" value="Outward Remittance2"/> <input type="checkbox"/>
11-04-2012	004005042	01111111403	004CRDRGBP 00001	DEBIT INTEREST	GBP 24.62	GBP 24.62	<input type="button" value="Interest Liquidation"/> <input type="checkbox"/>

**Field Description**

Field Name	Description
<b>Date</b>	[Display] This field displays the date on which the transaction is done.
<b>Customer Id</b>	[Display] This field displays the customer Id.
<b>Account</b>	[Display] This field displays the Account number through which the transaction is performed.
<b>Transaction Ref. No.</b>	[Display] This field displays the reference number of the transaction.
<b>Transaction Description</b>	[Display] This field displays the transaction description of the transaction as per the host.
<b>Amount</b>	[Display] This field displays the amount for which the transaction has been done.
<b>Equivalent currency</b>	[Display] <b>Amount</b> This field displays the transaction amount with currency on the basis of equivalent currency as per bank rate.
<b>Category</b>	[Display] This field displays the transaction currency
.	

7. Click the  edit button to change the category of required transaction
8. Click  add button to add any category for required transaction.
9. Click  cancel button to cancel category editing.. The system displays the downloaded file in the selected format.
10. Click **Update Category** button to update category.

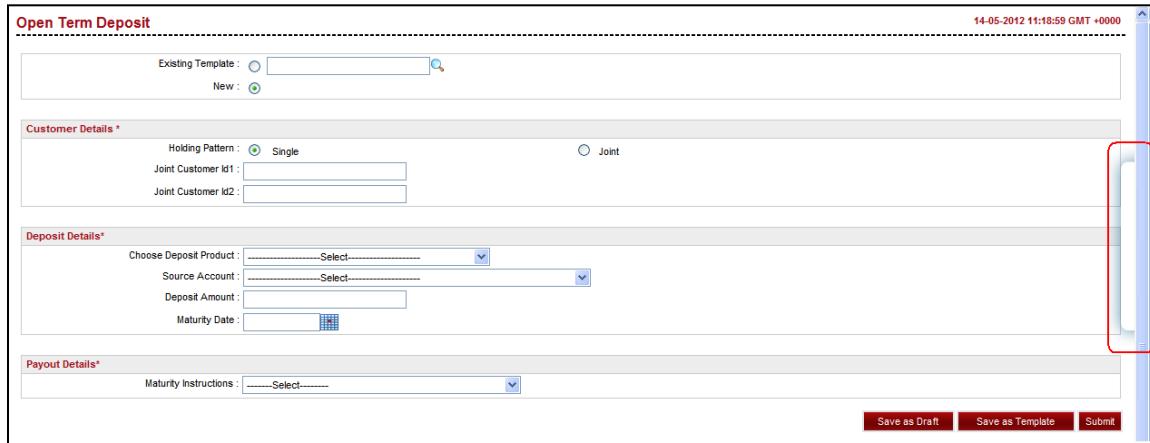
## **9. Live Help**

Using this option, you can chat or request for a call by the Oracle ATG agents for online assistance.

This feature provides the options to the business users to interact with bank officials / call centre executives.

1. Below is shown for Open Term Deposit transaction. This option will be available for various transactions.

## Open Term Deposit



**Open Term Deposit**

14-05-2012 11:18:59 GMT +0000

Existing Template :  New :

**Customer Details \***

Holding Pattern :  Single  Joint

Joint Customer Id1 :   
Joint Customer Id2 :

**Deposit Details\***

Choose Deposit Product :  Select

Source Account :  Select

Deposit Amount :

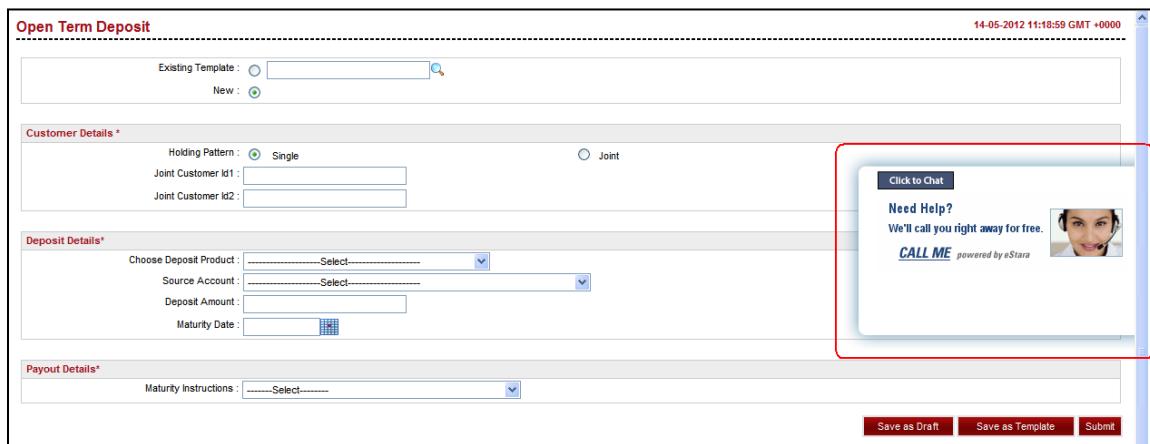
Maturity Date :

**Payout Details\***

Maturity Instructions :  Select

**Buttons:** Save as Draft, Save as Template, Submit

2. In the above screen, move the mouse at the right side middle section of the screen, as encircled above. It will open a small widget/window showing the option to call, as shown in below screen.



**Open Term Deposit**

14-05-2012 11:18:59 GMT +0000

Existing Template :  New :

**Customer Details \***

Holding Pattern :  Single  Joint

Joint Customer Id1 :   
Joint Customer Id2 :

**Deposit Details\***

Choose Deposit Product :  Select

Source Account :  Select

Deposit Amount :

Maturity Date :

**Payout Details\***

Maturity Instructions :  Select

**Callout Window:**

- Click to Chat
- Need Help?
- We'll call you right away for free.
- CALL ME** powered by eSiara 

**Buttons:** Save as Draft, Save as Template, Submit

3. You can chat with the agent by clicking Click to Chat option  
OR  
You can interact with an agent on call, by clicking Call Me option. It will direct a call to an Agent, which then will direct the agent to call you.
4. Below window is shown, when Call Me option is clicked.



The image shows the Oracle Live Help interface. At the top, there is a blue header bar with the word 'ORACLE' in red. Below the header, there are two main sections: 'Talk by Phone' and 'Talk by Computer'. The 'Talk by Phone' section contains fields for 'Country' (set to 'India'), 'Your Number' (with a '91' prefix), and a dropdown for 'Call me' (set to 'Right Now'). A large blue button labeled 'Talk By Phone' is present. Below this, the word 'OR' is centered. The 'Talk by Computer' section contains a note '(Requires microphone and speakers)', a 'Talk By PC' button, and a 'POWERED BY ORACLE' logo.

**Talk by Phone**  
To talk with us, please enter your phone number.  
(You'll need an open phone line to receive this call)

Country: India

Your Number: 91

Call me: Right Now

**Talk by Computer**  
(Requires microphone and speakers)

Talk By PC

POWERED BY  
ORACLE

5. Select the Country
6. Enter your number. Click the Talk By Phone button. You will receive a call.
7. You can also interact on computer by clicking Talk By PC option