

# Oracle FLEXCUBE Direct Banking

Retail Credit Card User Manual  
Release 12.0.2.0.0

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ORACLE®

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Retail Credit Card 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.

Chapters post Transaction Host Integration Matrix 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.
<b>★</b>	Host Interface to be developed separately.
<b>✓</b>	Pre integrated Host interface available.
<b>×</b>	Pre integrated Host interface not available.
<b>SR</b>	Service Request. Processing to be handled Operationally.

Transaction Name	FLEXCUBE UBS	Third Party Host System
Credit card Summary	×	★
Credit card Details	×	★
Secondary credit Card Details	×	★
Credit Card statement	×	★
Credit Card Payment	×	★
Modify Supplementary Card Limits	×	★
Register Credit Card	×	NH
Activate Credit Card	×	SR

Transaction Host Integration Matrix

<b>Transaction Name</b>	<b>FLEXCUBE UBS</b>	<b>Third Party Host System</b>
Apply for Credit Card	×	SR
Auto pay Register	×	SR
Change Billing Cycle	×	SR
Change Credit Card Limit-Primary	×	SR
Credit Card ATM PIN Change	×	SR
Credit Card Hot listing	×	SR
Credit Card Replacement	×	SR
Deactivation of Credit Card	×	SR
Supplementary Card Request	×	SR



### 3. Credit Card Summary

Using this option you can view the credit card summary and details. The limits of the card number which has card type as primary cannot be modified.

Navigate through the menus to **Cards > Credit Cards > Credit Card Summary**.

#### Credit Card summary

Credit Card Summary										11-10-2010 14:45:47 GMT +0530
Card Number	Product Name	Card Type	Credit Limit	Cash Limit	Amount Utilized	Available Limit	Expiry Date	Card Currency	Current Outstanding Balance	Credit Card Statement
<a href="#">5200123420106751</a>	GOLD REWARDS	Primary	90,000.00	40,000.00	20,000.00	70,000.00	23-Jan-2012	INR	5,000.00	<a href="#">View</a>
<a href="#">6078243156780912</a>	GOLD REWARDS	Supplementary	30,000.00	15,000.00	6,000.00	24,000.00	23-Jan-2012	INR	5,000.00	<a href="#">View</a>

#### Field Description

Field Name	Description
<b>Card Number</b>	[Display] This column displays the card number.
<b>Product Name</b>	[Display] This column displays the name of the product.
<b>Card Type</b>	[Display] This column displays the card type.

Field Name	Description
<b>Credit limit</b>	[Display] This column displays the card credit limit.
<b>Cash Limit</b>	[Display] This column displays the card cash limit.
<b>Amount utilized</b>	[Display] This column displays the amount utilized.
<b>Available Limit</b>	[Display] This column displays the available limit.
<b>Expiry Date</b>	[Display] This column displays the expiry date.
<b>Card Currency</b>	[Display] This column displays the card currency.
<b>Current Outstanding Balance</b>	[Display] This column displays the current outstanding balance
<b>Credit Card Statement</b>	[Display] This column displays the credit card statement.

1. Click the **Card Number** link to view the **Credit Card Details** screen.  
OR  
Click the **Credit Card statement** link to view the credit card statement screen. (For more details on credit card statement please refer **Credit Card Statement**)

### 3.1. Credit Card Details

#### Credit Card details

Credit Card Details
23-08-2010 02:09:04 GMT -1000

---

**Credit Card Details**

Card Number: 5200123420106751	Card Type: Primary
Product Name: GOLD REWARDS	
Points Available: 1267	
Total Credit Limit: 90,000.00	Available Credit Limit: 70,000.00
Total Cash Limit: 40,000.00	Available Cash Limit: 70,000.00
Current Balance: 5,000.00	Card Currency: INR
Total Billed Amount: 5,000.00	Total Unbilled Amount: 15,000.00
Statement Date: 02-Mar-2010	Last Payment Date: 20-Mar-2010
Last Payment Amount: 23,000.00	Total Payment Due: 0.00
Auto Payment Options: No	Recovery Account:
Expiry Date: 23-Jan-2012	Current Authorisation: 0.00

**Payment Due Details**

Payment Due Date: 20-Feb-2010
Statement Due Amount: 5,000.00
Minimum Amount Due: 200.00

Back
Modify Supplementary Card Limit
View Statement

1. Click the **View Statement** button. The system displays the **Credit Card Statement** screen (For the more details on credit card statement please refer **Credit Card Statement**)
- OR
- Click the **Modify Supplementary Card Limit** to modify supplementary card limits. The system displays the **Modify Supplementary card Limits** screen.
- OR
- Click the **Back** button to return to the credit card summary screen.

#### Modify supplementary Card Limit

Modify Supplementary Card Limit
23-08-2010 02:09:42 GMT -1000

---

Card Number	Product Name	Card Type	Card Holder Name	Card Currency	Existing Credit Limit	New Credit Limit	Existing Cash Limit	New Cash Limit
5200123420106751	GOLD REWARDS	Primary	NUPUR SHARMA	INR	90,000.00	90,000.00	40,000.00	40,000.00
6078243156780912	GOLD REWARDS	Supplementary	GUNJAN SHARMA	INR	30,000.00	<input type="text" value="30000.00"/>	15,000.00	<input type="text" value="15000.00"/>
6078243156780123	GOLD REWARDS	Supplementary	ROHIT SHARMA	INR	20,000.00	<input type="text" value="20000.00"/>	10,000.00	<input type="text" value="10000.00"/>

Back
Submit

Last Payment Amount: 23,000.00	Total Payment Due: 0.00
Auto Payment Options: No	Recovery Account:
Expiry Date: 23-Jan-2012	Current Authorisation: 0.00

**Payment Due Details**

Payment Due Date: 20-Feb-2010
Statement Due Amount: 5,000.00
Minimum Amount Due: 200.00

Back
Modify Supplementary Card Limit
View Statement

#### Field Description

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

Field Name	Description
<b>Card Number</b>	[Display] This column displays the card number.
<b>Product Name</b>	[Display] This column displays the name of the product.
<b>Card Type</b>	[Display] This column displays the card type.
<b>Card Holder Name</b>	[Display] This column displays the card holders name.
<b>Existing Credit limit</b>	[Display] This column displays the existing card credit limit.
<b>New Credit limit</b>	[Mandatory, Numeric, 10] Type the new credit limit for the card credit.
<b>Existing Cash Limit</b>	[Display] This column displays the card cash limit.
<b>New Cash Limit</b>	[Mandatory, Numeric, 10] Type the new cash limit for the card credit.

2. Enter the new credit and cash limit.
3. Click the **Submit** button. The system displays the **Modify Supplementary Card Limit - Verify** screen.  
OR  
Click the **Back** button to return to the previous screen.

### Modify Supplementary Card Limit - Verify


Modify Supplementary Card Limit Verify				
Card Number	Existing Credit Limit	New Credit Limit	Existing Cash Limit	New Cash Limit
5200123420106751		90,000.00		40,000.00
6078243156780912	30,000.00	30,000.00	15,000.00	15,000.00
6078243156780123	20,000.00	20,000.00	10,000.00	10,000.00

23-08-2010 02:10:34 GMT -1000

**Back** **Confirm**

4. Click the **Confirm** button. The system displays the **Modify Supplementary Card Limit Confirm** screen.  
OR  
Click the **Cancel** button to return to the previous screen.

**Modify Supplementary Card Limit – Confirm**

 Transaction submitted for Modify Supplementary Card Limit having reference 130479089177219 has been Auto Authorized .

**Modify Supplementary Card Limit Confirm** 23-08-2010 02:10:34 GMT -1000

---

Card Number	Existing Credit Limit	New Credit Limit	Existing Cash Limit	New Cash Limit
5200123420106751		90,000.00		40,000.00
6078243156780912	30,000.00	30,000.00	15,000.00	15,000.00
6078243156780123	20,000.00	20,000.00	10,000.00	10,000.00

5. Click the **OK** button. The system displays the **Modify Supplementary Card Limit** screen.

### 3.2. Secondary Credit Card Details

Using this option you can view the secondary credit card details. The limits of the card number which has card type as secondary can be modified.

#### Credit Card Details

Credit Card Details		23-08-2010 02:23:37 GMT -1000
<b>Credit Card Details</b>		
Card Number: 6078243156780912	Product Name: GOLD REWARDS	Card Type: Supplementary
Primary Card Number: 5200123420106751	Total Credit Limit: 30,000.00	Points Available: 133
Total Cash Limit: 15,000.00	Current Balance: 5,000.00	Available Credit Limit: 24,000.00
Total Billed Amount: 5,000.00	Statement Date: 02-Mar-2010	Available Cash Limit: 24,000.00
Last Payment Amount: 23,000.00	Auto Payment Options: No	Card Currency: INR
Expiry Date: 23-Jan-2012		Total Unbilled Amount: 1,000.00
		Last Payment Date: 20-Mar-2010
		Total Payment Due: 0.00
		Recovery Account:
		Current Authorisation: 0.00
<b>Payment Due Details</b>		
Payment Due Date: 20-Feb-2010		
Statement Due Amount: 5,000.00		
Minimum Amount Due: 200.00		
		<a href="#">Back</a> <a href="#">View Statement</a>

1. Click the **View Statement** button. The system displays the **Credit Card Statement** screen (For the more details on credit card statement please refer **Credit Card Statement**)  
OR  
Click the **Back** button to return to the credit card summary screen.

## 4. Credit Card Statement

Using this option you can view the credit card statement for selected month- year.  
Navigate through the menus to **Cards > Credit Cards > Credit Card Statement**.

### Credit Card Statement

**Credit Card Statement** 11-10-2010 14:48:51 GMT +0530

---

Card Number\*: 5200123420106751

Month\*: Select Month

Year\*: Select Year

\* Indicates mandatory fields.  
\*\* Indicates mandatory if particular option is enabled.

Field Description

Field Name	Description
Card Number	[Mandatory, Dropdown] Select the card number from the drop down list.
Month	[Mandatory, Dropdown] Select the month for which the statement is required from the drop down list.
Year	[Mandatory, Dropdown] Select the year for the month for which the statement is required from the drop down list.

1. Click the **Submit** button. The system displays the **Credit Card Statement** screen with the credit card details section and the address details of the credit card holder.

Credit Card Statement

24-11-2010 11:25:36 GMT +0530

---

Card Number\*:  ▼  
 Month\*:  ▼  
 Year\*:  ▼

Submit

\* Indicates mandatory fields.  
 \*\* Indicates mandatory if particular option is enabled.

Credit Card Details

Card Number: 6078243156780123	Expiry Date: 23-Jan-2012
Card Currency: INR	Available Credit Limit: 18,000.00
Total Credit Limit: 20,000.00	Available Cash Limit: 18,000.00
Total Cash Limit: 10,000.00	Total Unbilled Amount: 1,500.00
Total Billed Amount: 4,000.00	Payment Due Date: 20-Feb-2010
Minimum Payment Due: 200.00	

Address Details

Full Name: ROHIT SHARMA  
 Mailing Address: B-104, CITY OF JOY  
 L.B.S. Marg  
 Mulund West  
 Mumbai Maharashtra  
 India 400068

Records 1 to 4 of 4 |<< << Page 1 of 1 >> |>>

Reference Number	Transaction Date	Description	Debit	Credit
12133657	05-04-2010	Airtell Refill	INR 500.00	INR 500.00
87256160	09-04-2010	GOLDEN CHARIOT	INR 985.00	INR 985.00
43451627	18-04-2010	LIFESTYLE, OBEROI	INR 4,287.00	INR 4,287.00
24569167	26-04-2010	PIZZA HUT, POWAI	INR 850.00	INR 850.00



## 5. Credit Card Payment

Using this option you can view the credit card payment.

Navigate through the menus to **Cards > Credit Cards > Credit Card Payment**.

### Credit Card Payment

23-08-2010 02:32:05 GMT -1000

---

From Account\*:

Card Number\*:  Select Card

Payment Instruction:

Total Amount Due:

Minimum Amount Due:

Amount:

Submit

### Field Description

Field Name	Description
<b>From Account</b>	[Mandatory, Dropdown] Select the account from the drop down list.
<b>Card Number</b>	[Conditional, Radio button, Dropdown] Click the radio button to select the card number from the drop-down list. The drop-down list will be enabled if the radio button is selected.

Field Name	Description
	[Conditional, Radio Button, Numeric] Click the radio button to type the card number. This field will be enabled if the radio button is selected.
<b>Payment Instruction</b>	
<b>Total Amount Due</b>	[Display] This field will display the total amount due on selecting the credit card from the drop-down list. This amount will be utilized for payment on selecting the radio button for Total Amount Due.
<b>Minimum amount due</b>	[Display] This field will display the minimum amount due on selecting the credit card from the drop-down list. This amount will be utilized for payment on selecting the radio button for minimum amount Due.
<b>Amount</b>	[Conditional, Numeric, 13, Two] Type the amount you wish to pay for the payment. This amount will be utilized for payment on selecting the radio button for Amount and on selecting the radio button to enter the external card number in Card Number field.

1. Click the **Submit** button. The system displays the **Credit Card Payment – Verify** screen.

### Credit Card Payment- Verify

2. Click the **Confirm** button. The system displays the **Credit Card Payment - Confirm** screen.  
OR  
Click the **Back** button to return to the previous screen.

### Credit Card Payment - Confirm

 Request Processed Successfully  
Transaction submitted for Credit Card Payment having reference 957578408187468 has been Auto Authorized .

**Credit Card Payment - Confirm** 26-08-2016 19:04:58 GMT +0530

---

From Account: 33300002804  
Card Number: 5200123420101234  
Amount: 5,000.00 INR



3. Click the **OK** button to return to the **Credit Card Payment** screen.

## 6. Register Credit Card

Using this option you register a new credit card issued by the bank for accessing through Internet and Mobile Banking.

Navigate through the menus to **Cards > Credit Cards > Register Credit Card**.

### Register a Credit Card

**Register Credit Card**
11-10-2010 14:56:49 GMT +0530

---

Card No\*:

Credit Card Expiry\*: Month:  Year:

CVV Number\*:

Credit Card Pin\*:

\* Indicates mandatory fields.

\*\* Indicates mandatory if particular option is enabled.

### Field Description

Field Name	Description
<b>Card No</b>	[Mandatory, Numeric, 16] Type the credit card number.
<b>Credit Card Expiry</b>	

Field Name	Description
<b>Month</b>	[Mandatory, Dropdown] Select the month of credit card expiry from the dropdown lists respectively.
<b>Year</b>	[Mandatory, Dropdown] Select the year of credit card expiry from the dropdown lists respectively.
<b>CVV Number</b>	[Mandatory, Alphanumeric, 5] Type the CVV Number.
<b>Credit Card Pin</b>	[Mandatory, Alphanumeric, Encrypted] Type the credit card pin.

1. Click the **Submit** button. The system displays the **Register Credit Card - Verify** screen.

### Register Credit Card - Verify

11-10-2010 15:07:01 GMT +0530

---

Card No: 1212111111  
Credit Card Expiry: Month: January Year: 2010

Change
Confirm

2. Click the **Confirm** button. The system displays the **Register Credit Card - Confirm** screen  
OR  
Click the **Change** button to change the details.

### Register Credit Card - Confirm

✔ Request Processed Successfully  
 Transaction submitted for Register Credit Card having reference 103021467177576 has been Auto Authorized .

11-10-2010 15:07:01 GMT +0530

---

Card No: 1212111111  
Credit Card Expiry: Month: January Year: 2010

OK

3. Click the **Ok** button. The system displays **Register Credit Card** screen.

## 7. Modify Supplementary Card Limit

Using this option you can modify the credit limit for supplementary card.

Navigate through the menus to **Cards > Credit Cards > Modify Supplementary Card Limit**.

### Modify Supplementary Card Limit

11-10-2010 15:42:36 GMT +0530

---

Credit Card Number \*:  Submit

1. Select the credit card number.
2. Click the Submit button. The system displays **Modify Supplementary Card Limit** screen.

### Modify Supplementary Card Limit

23-08-2010 02:43:47 GMT -1000

---

Card Number	Product Name	Card Type	Card Holder Name	Card Currency	Existing Credit Limit	New Credit Limit	Existing Cash Limit	New Cash Limit
5200123420101234	GOLD REWARDS	Primary	ABC SHARMA	INR	90,000.00	90,000.00	40,000.00	40,000.00
6078243156780823	GOLD REWARDS	Supplementary	XYZ SHARMA	INR	30,000.00	<input type="text" value="30000.00"/>	15,000.00	<input type="text" value="15000.00"/>
6078243156780245	GOLD REWARDS	Supplementary	PQR SHARMA	INR	20,000.00	<input type="text" value="20000.00"/>	10,000.00	<input type="text" value="10000.00"/>

Back Submit

### Field Description

Field Name	Description
<b>Card Number</b>	[Display] This column displays the Card Number.
<b>Product Name</b>	[Display] This column displays the name of the product.
<b>Card Type</b>	[Display] This column displays the Card type.
<b>Card Holder Name</b>	[Display] This column displays the card holders name.
<b>Card currency</b>	[Display] This column displays the currency of the card.
<b>Existing Credit limit</b>	[Display] This column displays the Existing Card Credit limit.
<b>New Credit limit</b>	[Mandatory, Numeric, 10] Type the new Credit limit for the Card Credit.
<b>Existing Cash Limit</b>	[Display] This column displays the Card Cash limit.
<b>New Cash Limit</b>	[Mandatory, Numeric, 10] Type the new cash limit for the Card Credit.

- Click the **Submit** button. The system displays the verify screen.  
OR  
Click the **Back** button to return to the previous screen


### Modify Supplementary Card Limit - Verify

Modify Supplementary Card Limit Verify					23-08-2010 02:44:23 GMT -1000
Card Number	Existing Credit Limit	New Credit Limit	Existing Cash Limit	New Cash Limit	
5200123420101234		90,000.00		40,000.00	
6078243156780823	30,000.00	30,000.00	15,000.00	15,000.00	
6078243156780245	20,000.00	20,000.00	10,000.00	10,000.00	

- Click the **Confirm** button. The system displays the **Modify Supplementary Card Limit Confirm** screen.  
OR  
Click the **Cancel** button to return to the previous screen.

### Modify Supplementary Card Limit - Confirm

## Modify Supplementary Card Limit

 Transaction submitted for Modify Supplementary Card Limit having reference 193921446177620 has been Auto Authorized .

**Modify Supplementary Card Limit Confirm** 23-08-2010 02:44:23 GMT +1000

Card Number	Existing Credit Limit	New Credit Limit	Existing Cash Limit	New Cash Limit
5200123420101234		90,000.00		40,000.00
6078243156780823	30,000.00	30,000.00	15,000.00	15,000.00
6078243156780245	20,000.00	20,000.00	10,000.00	10,000.00

5. Click the **OK** button. The system displays the **Modify Supplementary Card Limit** screen.



## 8. Service Requests

## 8.1. Activate Credit Card

Using this service request option you can raise a request to activate credit card.

### Activate Credit Card

Activate Credit Card
23-08-2010 02:46:19 GMT -1000

---

Your request for Activation of Debit Card will be processed within X working day. The activate request will not be processed if the user has already placed a request for replacement of the card. The status of this request could be viewed in the "View Service Request" menu. Bank does not take any responsibility and will also not be liable for any claims if the details provided by the customer are incorrect or incomplete.

Credit Card Number\*:

Reason\*:

Credit Card Expiry Month\*:

Year\*:

Embossing Name\*:

User Reference:

\* Indicates Mandatory Fields

### Field Description

Field Name	Description
<b>Credit Card Number</b>	[Mandatory, Drop-Down] Select the credit card number from the drop-down list.
<b>Reason</b>	[Mandatory, Drop-Down] Select the reason from the drop-down list.
<b>Credit Card Expiry Month</b>	[Mandatory, Drop-Down] Select the credit card expiry month from the drop-down list.
<b>Year</b>	[Mandatory, Drop-Down] Select the year of expiry from the drop-down list.
<b>Embossing Name</b>	[Mandatory, Alphanumeric, 35] Type the embossing name as displayed on the credit card.
<b>User reference</b>	[Optional, Alphanumeric, 25] Type the user reference number.

1. Click the **Submit** button and the **Activate Credit Card - Verify** screen is displayed  
OR  
Click the **Another Service Request** button to return to the service request screen.

### Activate Credit Card – Verify

**Activate Credit Card - Verify** 23-08-2010 02:48:40 GMT -1000


---

Credit Card Number: 5200123420106751  
 Reason: Deactivated Card  
 Credit Card Expiry Month: January  
 Year: 2012  
 Embossing Name: RAVEEKISAN  
 User Reference:

**Back** **Confirm**

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

**Activate Credit Card- Confirm**

 Transaction submitted for Activate Credit Card having reference 60704315317725 has been Auto Authorized .

**Activate Credit Card - Confirm** 23-08-2010 02:48:40 GMT -1000

---

Credit Card Number: 5200123420106751  
 Reason: Deactivated Card  
 Credit Card Expiry Month: January  
 Year: 2012  
 Embossing Name: RAVEEKISAN  
 User Reference:

**Another Service Request** **OK**

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

## 8.2. Apply for Credit Card

Using this option you can raise a request to apply for credit card.

### Apply for Credit Card

Apply For Credit Card
23-08-2010 02:50:24 GMT -1000

---

Your request for Apply Credit Card will be processed within N working days and would be mailed within N days.

In case of change in address the processing of request will be subject to Bank's verification norms being fulfilled.

The status of this request could be viewed in the "View Service Request" menu.

Bank does not take any responsibility and will also not be liable for any claims if the details provided by the customer are incorrect or incomplete.

Product Name\*:

Embossing Name\*:

Date of Birth\*:

Mothers Maiden Name\*:

**Delivery Details**

Mode of Delivery \*:  Branch  Courier  Post

Name\*:

Address\*\*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference :

\* Mandatory Fields

Another Service Request
Submit

### Field Description

Field Name	Description
<b>Product Name</b>	[Mandatory, Dropdown] Select the name of the product from the dropdown list.
<b>Embossing Name</b>	[Mandatory, Alphanumeric, 35] Type the embossing name as displayed on the credit card.
<b>Date of Birth</b>	[Mandatory, Pick list] Select the date of birth from the calendar from the pick list.
<b>Mother's maiden Name</b>	[Mandatory, Alphanumeric] Type the mother's maiden name.

Field Name	Description
<b>Mode of Delivery</b>	<p>[Mandatory, Radio button]</p> <p>Select the radio button from the available radio buttons</p> <p>The options available are</p> <ul style="list-style-type: none"> <li>• Branch</li> <li>• Courier</li> <li>• Post</li> </ul>
<b>Select City</b>	<p>[Conditional, Dropdown]</p> <p>Select the city to which the branch belongs from the drop down list.</p> <p>This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Select Branch</b>	<p>[Conditional, Dropdown]</p> <p>Select the branch from where the cheque book will be collected from the drop down list.</p> <p>This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Name</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the name to which the delivery shall be done.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Address</b>	<p>[Conditional, Alphanumeric, 34. Three]</p> <p>Type the address for delivery of cheque book(s).</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>City</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the city to which the address belongs.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>State</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the state to which the city belongs.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Country</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the country of the address.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>

Field Name	Description
<b>Zip/Postal code</b>	[Conditional, Alphanumeric, 35] Type the postal code. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Phone</b>	[Conditional, Alphanumeric, 35] Type the phone number. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>User Reference</b>	[Optional, Alphanumeric, 35] Type the user reference number for future reference.

1. Click the **Submit** button and the **Apply for Credit Card – Verify** screen is displayed  
OR  
Click the **Another Service Request** button to return to the **service request** screen.

### Apply for Credit Card - Verify

Apply For Credit Card - Verify 23-08-2010 02:53:46 GMT - 1000

---

Product Name: Diamond  
Embossing Name: JOHN  
Date of Birth: 09-08-1988  
Mothers Maiden Name: VASANTHY

**Delivery Details**


Mode of Delivery: Post  
Name: Mr RETAIL USER  
Address: Maya house  
park street  
City: LA  
State:  
Country:  
Zip/Postal Code:  
Phone:

User Reference :

**Back** **Confirm**

2. Click the **Confirm** button. The system displays the **Apply for Credit Card - Confirm** screen  
OR  
Click the **Change the button** to change the details.

## Apply for Credit Card- Confirm

 Transaction submitted for Apply for Credit Card having reference 646012599177752 has been Auto Authorized .

**Apply For Credit Card - Confirm** 23-08-2010 02:53:46 GMT -1000

---

Product Name: Diamond  
Embossing Name: JOHN  
Date of Birth: 09-08-1988  
Mothers Maiden Name: VASANTHY

**Delivery Details**

Mode of Delivery Post  
Name: Mr RETAIL USER  
Address: Maya house  
park street  
City: LA  
State:  
Country:  
Zip/Postal Code:  
Phone:

User Reference :

[Another Service Request](#) [OK](#)

3. Click the **Ok** button. The system displays **Apply for Credit Card Service Request** screen.  
OR  
Click the **Another Service Request** button. The system displays the **New Service Request** screen.

## 8.3. Auto pay Register

Using this service request option you can raise a request for register for auto payment for credit card.

### Auto Pay Register

### Field Description

Field Name	Description
<b>Credit Card No</b>	[Mandatory, Drop-Down] Select the credit card number from the dropdown list.
<b>Account No</b>	[Mandatory, Drop-Down] Select the account number from the dropdown list.
<b>Payment Type</b>	[Mandatory, Radio button] Select the radio button from drop-down list. The options are as follow: <ul style="list-style-type: none"> <li>• Total Amount due</li> <li>• Minimum amount due</li> <li>• De-register</li> </ul>
<b>User Reference</b>	[Optional, Alphanumeric, 50] Type the user reference number for future reference.

1. Click the **Submit** button. The system displays the **Auto Pay Register - Verify** screen.  
OR  
Click the **Another Service Request** button to return to the **Service Request** screen.

### Auto Pay Register - Verify



2. Click the **Confirm** button. The system displays the **Auto Pay Register - Confirm** screen  
OR  
Click the **Back** the button to change the details.

### Auto Pay Register - Confirm

Transaction submitted for Autopay Register having reference 908472256177943 has been Auto Authorized .

**Autopay Register - Confirm** 23-08-2010 03:04:03 GMT-1000

---

Credit Card No.: 5200123420106751  
Account No: 33300002804-333  
Payment Type: Total Amount Due  
User Reference :

[Another Service Request](#) [OK](#)

3. Click the **Ok** button. The system displays **Auto Pay Register** screen.  
OR  
Click the **Another Service Request** button. The system displays the **New Service Request** screen.

## 8.4. Change Billing Cycle

Using this service request option you can raise a request for change billing cycle for credit card.

### Change Billing Cycle

### Field Description

Field Name	Description
<b>Credit Card Number</b>	[Mandatory, Drop-Down] Select the credit card no from the drop-down list.
<b>Existing Billing Cycle</b>	[Display] This field displays the existing billing cycle for credit card payment.
<b>New Billing Cycle</b>	[Mandatory, Drop-Down] Select the billing cycle from the drop-down list.
<b>User Reference</b>	[Mandatory, Alphanumeric, 50] Type the user reference number for future reference.

1. Click the **Submit** button. The system displays the **Change Billing Cycle - Verify** screen.  
OR  
Click the **Another Service Request** button to return to the **Service Request** screen.

### Change Billing Cycle - Verify

2. Click the **Confirm** button. The system displays the **Change Billing Cycle - Confirm** screen.  
OR  
Click the **Back** the button to change the details.

### Change Billing Cycle - Confirm

Transaction submitted for Change of Billing Cycle having reference 127729269178009 has been Auto Authorized .

**Change Billing Cycle - Confirm** 23-08-2010 03:06:05 GMT -1000

---

Credit Card Number: 5200123420101234  
Existing Billing Cycle: MONTHLY  
New Billing Cycle: 10 th day of the month  
User Reference :

**Another Service Request** **OK**

3. 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.

## 8.5. Change Credit Card Limit-Primary

Using this service request option you can raise a request to change credit card limit for primary credit card.

### Change Credit Card Limit – Primary

### Field Description


Field Name	Description
<b>Credit Card Number</b>	[Mandatory, Drop-Down] Select the credit card number from the drop-down list.
<b>Current Credit Limit</b>	[Display] This field displays the current credit limit for the credit card.
<b>Desired Credit Limit</b>	[Mandatory, Numeric] Select the billing cycle from the dropdown list.
<b>User Reference</b>	[Mandatory, Alphanumeric, 50] Type the user reference number for future reference.

1. Click the **Submit** button. The system displays the **Change Credit Card Limit - Verify** screen.  
OR  
Click the **Another Service Request** button to return to the **service request** screen.

### Change Credit limit - Verify

2. Click the **Confirm** button. The system displays the **Change Credit Card limit-Primary - Confirm** screen.  
OR  
Click the **Back** the button to change the details.

### Change Credit Limit - Confirm

 Transaction submitted for Change Credit Card Limit - Primary having reference 160549100178026 has been Auto Authorized .

**Change Credit Limit - Confirm** 23-08-2010 03:09:59 GMT -1000

---

Credit Card Number: 5200123420101234  
Current Credit Limit: 90000.00 INR  
Desired Credit Limit: 1000 INR  
User Reference :

[Another Service Request](#) [OK](#)

3. Click the **Ok** button. The system displays **Change Credit Card Limit** screen.  
OR  
Click the **Another Service Request** button. The system displays the **New Service Request** screen.

## 8.6. Credit Card ATM PIN Change

Using this service request option you can raise a request to change credit card pin.

### Credit Card ATM PIN Change

23-08-2010 03:11:50 GMT -1000

Credit Card ATM PIN Change

Card No\*:

---

**Delivery Details**

Mode of Delivery \*:  Branch  Courier  Post

Name\*:

Address\*\*:

City:

State:

Country:

Zip/Postal Code:

Phone:

---

User Reference :

\*:Indicates mandatory field. \*\*:Indicates mandatory if particular option is enabled.

### Field Description

Field Name	Description
<b>Card No</b>	[Mandatory, Drop-Down] Select the credit card number from the drop-down list.
<b>Delivery Details</b>	
<b>Mode of delivery</b>	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are <ul style="list-style-type: none"> <li>• Branch</li> <li>• Courier</li> <li>• Post</li> </ul>
<b>Select City</b>	[Conditional, Drop-Down] Select the city to which the branch belongs from the drop down list. This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.

Field Name	Description
<b>Select Branch</b>	<p>[Conditional, Drop-Down]</p> <p>Select the branch from where the cheque book will be collected from the drop down list.</p> <p>This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Name</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the name to which the delivery shall be done.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Address</b>	<p>[Conditional, Alphanumeric, 34, Three]</p> <p>Type the address for delivery of cheque book(s).</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option</p>
<b>City</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the city to which the address belongs.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>State</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the state to which the city belongs.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Country</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the country of the address.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Postal code</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the postal code.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Phone</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the phone number.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>User Reference</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the user reference number for future reference.</p>

1. Enter the relevant details.

2. Click the **Submit** button. The system displays the **Credit Card ATM PIN Change - Verify** screen.  
OR  
Click the **Another Service Request** button to return to the **service request** screen.

### Credit Card ATM PIN Change - Verify

23-08-2010 03:21:25 GMT -1000

---

Card No: 5200123420106751

Delivery Details

Mode of Delivery: Branch  
 City: Mumbai  
 Branch Name: BANK FUTURA - HEAD OFFICE  
 Name: Mr RETAIL USER  
 Address: BANK FUTURA - addr1  
           BANK FUTURA - addr2  
           Mumbai  
 City: Mumbai  
 State:  
 Country: UNITED KINGDOM  
 Zip/Postal Code:  
 Phone:

User Reference :

Back
Confirm

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

### Credit Card ATM PIN Change - Confirm

✔ Transaction submitted for Credit Card ATM PIN Change having reference 621776970178219 has been Auto Authorized .

23-08-2010 03:21:25 GMT -1000

---

Card No: 5200123420106751

Delivery Details

Mode of Delivery: Branch  
 City: Mumbai  
 Branch Name: BANK FUTURA - HEAD OFFICE  
 Name: Mr RETAIL USER  
 Address: BANK FUTURA - addr1  
           BANK FUTURA - addr2  
           Mumbai  
 City: Mumbai  
 State:  
 Country: UNITED KINGDOM  
 Zip/Postal Code:  
 Phone:

User Reference :

Another Service Request
OK

4. Click the **Ok** button. The system displays **Credit Card ATM PIN Change** screen.  
OR



Click the **Another Service Request** button. The system displays the **New Service Request** screen.

## 8.7. Credit Card Hot listing

Using this service request option you can raise a request for credit card hot listing.

### Credit Card Hot Listing

**Credit Card Hot Listing**
11-10-2010 16:04:47 GMT +0530

---

Credit Card Number\*: 
  
 Credit Card Hot Listing Reason\*: 
  
 New Credit Card Required\*:  Yes  No

**Delivery Details**
  
 Mode of Delivery \*:  Branch  Courier  Post
   
  
 Name\*: 
  
 Address\*\*: 
  

  
 City: 
  
 State: 
  
 Country: 
  
 Zip/Postal Code: 
  
 Phone:

User Reference :

Another Service Request
Submit

### Field Description

Field Name	Description
<b>Credit Card Number</b>	[Mandatory, Drop-Down] Select the credit card number from the dropdown list.
<b>Credit Card Hot Listing reason</b>	[Display] This field displays the current credit limit for the credit card.
<b>New Credit Card Required</b>	[Mandatory, Radio Button] Select the radio button if the new credit card is required.
<b>Delivery Details</b>	
<b>Mode of delivery</b>	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are <ul style="list-style-type: none"> <li>• Branch</li> <li>• Courier</li> <li>• Post</li> </ul>

Field Name	Description
<b>Select City</b>	<p>[Conditional, Drop-Down]</p> <p>Select the city to which the branch belongs from the drop down list.</p> <p>This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Select Branch</b>	<p>[Conditional, Drop-Down]</p> <p>Select the branch from where the cheque book will be collected from the drop down list.</p> <p>This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Name</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the name to which the delivery shall be done.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Address</b>	<p>[Conditional, Alphanumeric, 34, Three]</p> <p>Type the address for delivery of cheque book(s).</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>City</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the city to which the address belongs.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>State</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the state to which the city belongs.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Country</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the country of the address.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Postal code</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the postal code.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Phone</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the phone number.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>

Field Name	Description
<b>User Reference</b>	[Conditional, Alphanumeric, 35] Type the user reference number for future reference.

1. Enter the relevant details.
2. Click the **Submit** button. The system displays the **Credit card Hot listing- Verify** screen.  
OR  
Click the **Another Service Request** button to return to the **service request** screen.

**Credit Card Hot listing - Verify**

**Credit Card Hot Listing - Verify** 11-10-2010 17:27:07 GMT +0530

---

Credit Card Number: 5200123420106751  
 Credit Card Hot Listing Reason: Fraud Suspected  
 New Credit Card Required: Yes

**Delivery Details**

Mode of Delivery Branch  
 City: London  
 Branch Name: DEPOSIT BRANCH 5  
 Name: Mr RUSER12 RUSER12  
 Address: 79 Strand  
 Charing Cross, London  
 London  
 City: London  
 State:  
 Country: UNITED KINGDOM  
 Zip/Postal Code:  
 Phone:

User Reference :

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

**Credit Card Hot listing - Confirm**

✔ Transaction submitted for Credit Card Hot Listing having reference 201136147199994 has been Auto Authorized .

**Credit Card Hot Listing - Confirm** 11-10-2010 17:27:07 GMT +0530

---

Credit Card Number: 5200123420106751  
 Credit Card Hot Listing Reason: Fraud Suspected  
 New Credit Card Required: Yes

**Delivery Details**

Mode of Delivery	Branch
City:	London
Branch Name:	DEPOSIT BRANCH 5
Name:	Mr RUSER12 RUSER12
Address:	79 Strand
	Charing Cross, London
	London
City:	London
State:	
Country:	UNITED KINGDOM
Zip/Postal Code:	
Phone:	

User Reference :

Another Service Request
OK

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

## 8.8. Credit Card Replacement

Using this service request option you can raise a request for credit card replacement.

### Credit card Replacement

Credit Card Replacement
23-08-2010 03:25:39 GMT -1000

---

Credit Card Number:   
 Reason:   
 Embossing Name:

**Delivery Details**  
 Mode of Delivery \*:  Branch  Courier  Post  
   
 Name\*:   
 Address\*\*:   
  
  
 City:   
 State:   
 Country:   
 Zip/Postal Code:   
 Phone:

User Reference :

\*:Indicates mandatory field. \*\*:Indicates mandatory if particular option is enabled.

Another Service Request
Submit

### Field Description

Field Name	Description
<b>Credit Card Number</b>	[Mandatory, Dropdown] Select the credit card number from the dropdown list.
<b>Reason</b>	[Display] This field displays the current credit limit for the credit card.
<b>Embossing Name</b>	[Mandatory, Numeric] Type the embossing name.
<b>Delivery Details</b>	
<b>Mode of delivery</b>	[Mandatory, Radio button] Select the radio button from the available radio buttons The options available are <ul style="list-style-type: none"> <li>• Branch</li> <li>• Courier</li> <li>• Post.</li> </ul>

Field Name	Description
<b>Select City</b>	<p>[Conditional, Drop-Down]</p> <p>Select the city to which the branch belongs from the drop down list.</p> <p>This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Select Branch</b>	<p>[Conditional, Drop-Down]</p> <p>Select the branch from where the cheque book will be collected from the drop down list.</p> <p>This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Name</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the name to which the delivery shall be done.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Address</b>	<p>[Conditional, Alphanumeric, 34, Three]</p> <p>Type the address for delivery of cheque book(s).</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>City</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the city to which the address belongs.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>State</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the state to which the city belongs.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Country</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the country of the address.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Postal code</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the postal code.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>
<b>Phone</b>	<p>[Conditional, Alphanumeric, 35]</p> <p>Type the phone number.</p> <p>This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.</p>

Field Name	Description
<b>User Reference</b>	[Optional, Alphanumeric, 35] Type the user reference number for future reference.

1. Enter the relevant details.
2. Click the **Submit** button. The system displays the **Credit Card Replacement - Verify** screen.  
OR  
Click the **Another Service Request** button to return to the **service request** screen.

### Credit card Replacement - Verify

Credit Card Replacement - Verify 23-08-2010 03:26:50 GMT -1000

---

Credit Card Number: 5200123420101234  
Replacement Reason: Change Embossing Name  
Embossing Name: RAVAN

**Delivery Details**

Mode of Delivery: Branch  
City: Mumbai  
Branch Name: BANK FUTURA - HEAD OFFICE  
Name: Mr RETAIL USER  
Address: BANK FUTURA - addr1  
BANK FUTURA - addr2  
Mumbai  
City: Mumbai  
State:  
Country: UNITED KINGDOM  
Zip/Postal Code:  
Phone:

User Reference :

[Back](#) [Confirm](#)

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



## Credit card Replacement - Confirm

Transaction submitted for Credit Card Replacement having reference 325909569178261 has been Auto Authorized .

**Credit Card Replacement - Confirm** 23-08-2010 03:26:50 GMT -1000

---

Credit Card Number: 5200123420101234  
Replacement Reason: Change Embossing Name  
Embossing Name: RAVAN

**Delivery Details**

Mode of Delivery: Branch  
City: Mumbai  
Branch Name: BANK FUTURA - HEAD OFFICE  
Name: Mr RETAIL USER  
Address: BANK FUTURA - addr1  
BANK FUTURA - addr2  
Mumbai  
City: Mumbai  
State:  
Country: UNITED KINGDOM  
Zip/Postal Code:  
Phone:

User Reference :

[Another Service Request](#) [OK](#)

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

## 8.9. Deactivation of Credit Card

Using this service request option you can raise a request to deactivate credit card.

### Deactivation of Credit Card

### Field Description

Field Name	Description
<b>Credit Card Number</b>	[Mandatory, Dropdown] Select the credit card number from the dropdown list.
<b>Reason</b>	[Mandatory, Drop-Down] Select the reason of deactivation of credit card from the dropdown list.
<b>User Reference</b>	[Mandatory, Alphanumeric, 50] Type the user reference number for future reference.

1. Enter the relevant details.
2. Click the **Submit** button. The system displays the **Deactivation of Credit Card - Verify** screen.  
OR  
Click the **Another Service Request** button to return to the **service request** screen.

### Deactivation of Credit Card - Verify

3. Click the **Confirm** button. The system displays the **Deactivation of Credit Card - Confirm** screen  
OR  
Click the **Back** the button to change the details.

### Deactivation of Credit Card - Confirm

The screenshot shows a confirmation dialog box. At the top, a green checkmark icon is followed by the text: "Transaction submitted for Deactivation of Credit Card having reference 549032553178326 has been Auto Authorized .". Below this, the title "Deactivation Of Credit Card - Confirm" is displayed on the left, and the timestamp "23-08-2010 03:29:25 GMT -1000" is on the right. A dashed horizontal line separates the title from the details. The details section contains the following text: "Credit Card Number: 5200123420101234", "Deactivation Reason: Lost", and "User Reference :". At the bottom right of the dialog, there are two buttons: "Another Service Request" and "OK".

4. Click the **Ok** button. The system displays **Deactivation of Credit Card** screen.  
OR  
Click the **Another Service Request** button. The system displays the **New Service Request** screen.

## 8.10. Supplementary Card Request

Using this service request option you can raise a request for a supplementary card.

### Supplementary Card Request

Supplementary Card Request
23-08-2010 03:30:44 GMT -1000

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**Supplementary Card Holder Details**

Name*:	Date of Birth*:
Relationship with Primary Credit Card Holder*:	Embossing Name*:
Credit Limit*:	Cash Limit*:
Mother's Maiden Name*:	Limit Type*:

**Delivery Details**

Mode of Delivery \*:

Branch
  Courier
  Post

Name\*:

Address\*\*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference :

[Accept Terms and Conditions](#)

### Field Description

Field Name	Description
<b>Primary Credit Card Number</b>	[Mandatory, Drop-Down] Select the primary credit card number from the drop-down list.
<b>Card Type</b>	[Mandatory, Drop-Down] Select the card type from the drop-down list.
<b>Supplementary Credit Card Holders name</b>	[Mandatory, Alphanumeric, 35] Type the supplementary credit card holders' name.
<b>Date of birth</b>	[Mandatory, Pick list] Select the date of birth of the supplementary card holder from the pick list.
<b>Relationship with Primary Credit Card holder</b>	[Mandatory, Drop-Down] Select the relationship with the Primary credit card holder from the drop-down list.
<b>Embossing Name</b>	[Mandatory, Alphanumeric, 35] Type the embossing name on the supplementary card.

Field Name	Description
<b>Credit limit for Supplementary card</b>	[Mandatory, Numeric, 13.Two] Type the credit limit for the supplementary card.
<b>Cash limit for Supplementary card</b>	[Mandatory, Numeric, 13.Two] Type the cash limit for the supplementary card.
<b>Mother's maiden name of supplementary card holder</b>	[Mandatory, Alphanumeric, 35] Type the mother's maiden name on the supplementary card.
<b>Limit Type</b>	[Mandatory, Dropdown] Select the limit type for the supplementary card from the dropdown list. The options available are <ul style="list-style-type: none"> <li>• Separate</li> <li>• Shared</li> </ul>
<b>Delivery Details</b>	
<b>Mode of delivery</b>	[Mandatory, Radio button] Select the radio button from the available radio buttons The options available are <ul style="list-style-type: none"> <li>• Branch</li> <li>• Courier</li> </ul> Post.
<b>Select City</b>	[Conditional, Drop-Down] Select the city to which the branch belongs from the drop down list. This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Select Branch</b>	[Conditional, Drop-Down] Select the branch from where the cheque book will be collected from the drop down list. This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Name</b>	[Conditional, Alphanumeric, 35] Type the name to which the delivery shall be done. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.

Field Name	Description
<b>Address</b>	[Conditional, Alphanumeric, 34, Three] Type the address for delivery of cheque book(s). This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>City</b>	[Conditional, Alphanumeric, 35] Type the city to which the address belongs. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>State</b>	[Conditional, Alphanumeric, 35] Type the state to which the city belongs. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Country</b>	[Conditional, Alphanumeric, 35] Type the country of the address. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Postal code</b>	[Conditional, Alphanumeric, 35] Type the postal code. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Phone</b>	[Conditional, Alphanumeric, 35] Type the phone number. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>User Reference</b>	[Optional, Alphanumeric, 35] Type the user reference number for future reference.

1. Enter the relevant details.
2. Click the **Submit** button. The system displays the **Supplementary Card Request - Verify** screen.  
OR  
Click the **Another Service Request** button to return to the **service request** screen.

### Supplementary Card Request - Verify

**Supplementary Card Request - Verify** 23-08-2010 03:34:09 GMT -1000

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Primary Credit Card Number: 5200123420101234  
Product Name: Diamond

**Supplementary Card Holder Details**

Name: PRAVEEN  
Relationship with Primary Credit Card Holder: Parent  
Limit Type: Separate  
Credit Limit: 90000.00 INR  
Cash Limit: 40000.00 INR  
Embossing Name: RAVAN  
Mother's Maiden Name: MAYA  
Date of Birth: 09-08-1985

**Delivery Details**

Mode of Delivery: Branch  
City: Mumbai  
Branch Name: BANK FUTURA - HEAD OFFICE  
Name: Mr RETAIL USER  
Address: BANK FUTURA - addr1  
BANK FUTURA - addr2  
Mumbai  
City: Mumbai  
State:  
Country: UNITED KINGDOM  
Zip/Postal Code:  
Phone:

User Reference :

[Back](#) [Confirm](#)

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

**Supplementary Card Request - Confirm**

✔ Transaction submitted for Supplementary Card Request having reference 452704430178385 has been Auto Authorized .

**Supplementary Card Request – Confirm**
23-08-2010 03:34:09 GMT -1000

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Primary Credit Card Number: 5200123420101234  
 Product Name: Diamond

Supplementary Card Holder Details

 Name: PRAVEEN  
 Relationship with Primary Credit Card Holder: Parent  
 Limit Type: Separate  
 Credit Limit: 90000.00 INR  
 Cash Limit: 40000.00 INR  
 Embossing Name: RAVAN  
 Mother's Maiden Name: MAYA  
 Date of Birth: 09-08-1985

Delivery Details

 Mode of Delivery: Branch  
 City: Mumbai  
 Branch Name: BANK FUTURA - HEAD OFFICE  
 Name: Mr RETAIL USER  
 Address: BANK FUTURA - addr1  
               BANK FUTURA - addr2  
               Mumbai  
 City: Mumbai  
 State:  
 Country: UNITED KINGDOM  
 Zip/Postal Code:  
 Phone:

User Reference :

Another Service Request
OK

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