

Oracle FLEXCUBE
Card Management User Manual
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ORACLE®
FINANCIAL SERVICES

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1.1. CM07 - Card Master Setup

Using this option, the bank can setup a card product with a validity period in years. You can select the following mode for issue of card:

- Online
- Batch
- Online & batch

The cards can be issued / reissued using the **Card Maintenance** option.

Definition Prerequisites

Not Applicable

Modes Available

Add By Copy, Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To add a new card product

1. Type the fast path **CM07** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card Master Setup**.
2. The system displays the **Card Master Setup** screen.

Card Master Setup

Field Description

Field Name	Description
Card Description	[Mandatory, Alphanumeric, 36] Type the description of the card product.
Card Type	
Card Type	[Mandatory, Radio Button] Select the mode in which the card is issued. The options are: <ul style="list-style-type: none"> • Online • Batch • Online & Batch
Card Product	[Mandatory, Numeric, Three]
Validity	Type the validity period of the card product.

3. Click the **Add** button.
4. Enter the card details and click the **Ok** button.

Card Master Setup

Card Master Setup

Card Product :	01	...
Card Description :	VISA Card	
Card Type :	<input checked="" type="radio"/> Online	<input type="radio"/> Batch
Card Product Validity :	10	Years
Record Details Input By: _____ Authorized By: _____ Last Mnt. Date: _____ Last Mnt. Action: _____ Authorized: <input checked="" type="checkbox"/>		
<input type="checkbox"/> Add By Copy <input checked="" type="radio"/> Add <input type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry		
<input type="button" value="UDF"/> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>		

5. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue".
6. Click the **Ok** button.
7. The card master details are added once the record is authorized.

1.2. CM08 - Card-Account Product Link Setup

Using this option, the bank can link different account products to a card product. You can setup a card product using the **Card Master Setup** (Fast Path: CM07) option.

Once the card products are defined, that needs to be linked with the account products. After the accounts are opened under these products, the card details can be maintained using the **Card Maintenance** option. The account product which is attached to the card product can be either with the card facility or you can select the **ATM** check box in the **External Bank Facility** section in the **Account Details 2** tab in **Account Master Maintenance** (Fast Path:CH021) option

Definition Prerequisites

- CM07 - Card Master Setup
- Account Product Definition

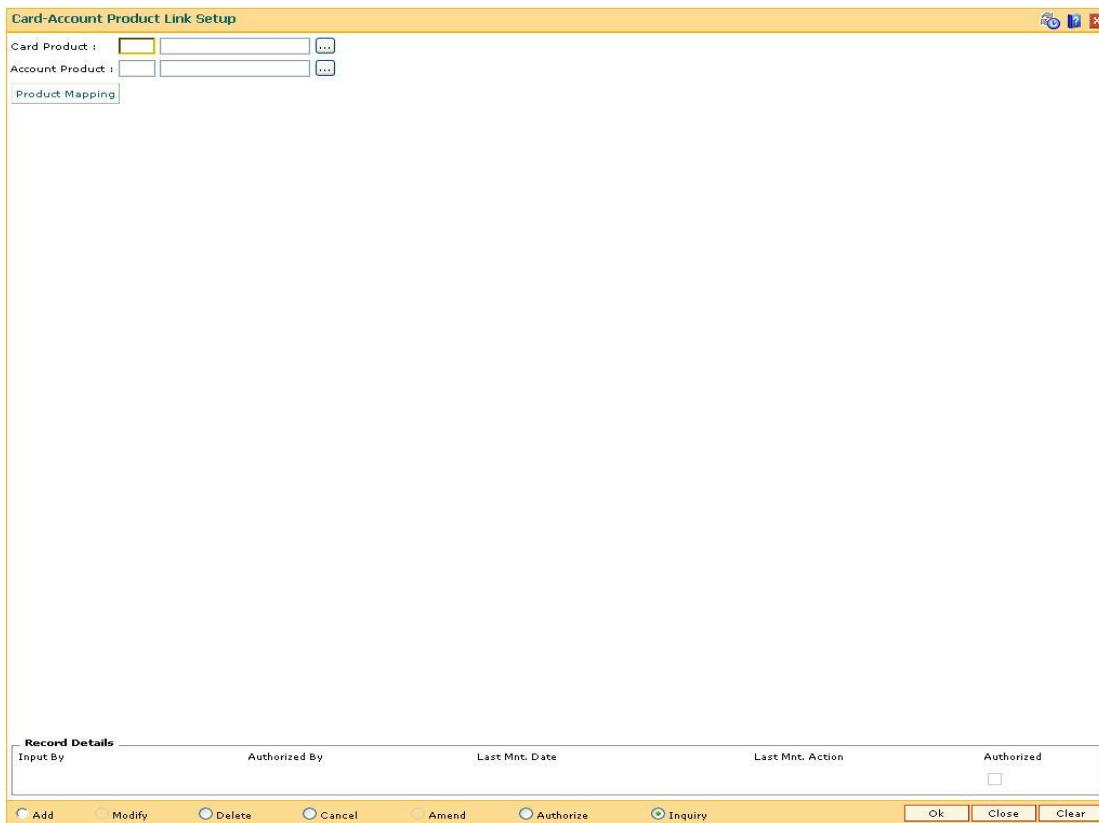
Modes Available

Add, Delete, Cancel, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To link a card product to a account product

1. Type the fast path **CM08** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card-Account Product Link Setup**.
2. The system displays the **Card-Account Product Link Setup** screen.

Card-Account Product Link Setup



Field Description

Field Name	Description
Card Product	<p>[Mandatory, Pick List]</p> <p>Select the card product from the pick list.</p> <p>Select the card product which has to be linked to the account product or whose request log is to be displayed.</p>
Account Product	<p>[Mandatory, Pick List]</p> <p>Select the account product from the pick list.</p> <p>Select the specific account product which has to be linked to the selected card product or whose request log is to be displayed.</p>

3. Select the card and account product from the pick list.
4. Click the **Ok** button.

Card-Account Product Link Setup

5. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue".
6. Click the **Ok** button.
7. The card and account product link is set up once the record is authorized.

To view the card and account product link

1. Click the **Inquiry** button.
2. Select the card and account product from the pick list.
3. Click the **Ok** button.
4. The system displays the cards account link.

Product Mapping

Field Description

Column Name	Description
Card Product	[Display]
	This column displays the card product to which the account product is linked.
Card Product Description	[Display]
	This column displays the description of the card product.
Account Product	[Display]
	This column displays the account product linked to the selected card product.
Account Product Description	[Display]
	This column displays the description of the account product.

5. Click the **Close** button.

1.3. CM02 - Blank Cards Request

Using this option the bank can capture requests for blank (pre-embossed) cards. The bank can monitor the inventory of blank cards using the **Blank Cards Inventory** (Fast Path: CM06) option. Using the **Card Maintenance** option the bank can issue or reissue a card in batch or an online mode.

Definition Prerequisites

- BAM03 - Branch Master Maintenance

Modes Available

Add, Cancel, Amend, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To add a new blank card request

1. Type the fast path **CM02** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Blank Cards Request**.
2. The system displays the **Blank Cards Request** screen.

Blank Cards Request

Field Description

Field Name	Description
Branch Code	[Mandatory, Pick List] Select the specific branch code for which either blank cards are requested or the request log is to be displayed from the pick list.
Card Product	[Mandatory, Pick List] Select the specific card product for which either blank cards are requested or the request log is to be displayed from the pick list.
No. Of Cards	[Mandatory, Pick List, Numeric, Three] In case of request, type the number of required blank cards. In case the request log is to be displayed, select the unauthorized record from the pick list.

3. Select the branch code and the card code from the pick list.
4. Enter the number of cards.

Blank Cards Request

Blank Cards Request

Branch Code : 700

Card Product : 3

No. Of Cards : 4

Request Log

Reference Number	Branch	Card Product	No. of Cards	Log Date	Status
------------------	--------	--------------	--------------	----------	--------

Record Details

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
----------	---------------	----------------	------------------	------------

Add
 Modify
 Delete
 Cancel
 Amend
 Authorize
 Inquiry
 Ok
 Close
 Clear

5. Click the **Ok** button.
6. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue". Click the **Ok** button.

7. The blank card requests are added once the record is authorized.

To view the blank cards request

1. Click the **Inquiry** button.
2. Select the branch code and the card code from the pick list.
3. Click the **Ok** button.
4. The system displays the list of blank cards request in the **Request Log** tab.

Request Log

Reference Number	Branch	Card Product	No. of Cards	Log Date	Status
REF0000000104	700	3	1	2008-01-31 00:00:00.0	X
REF0000000162	700	3	4	2008-01-31 00:00:00.0	R

Field Description

Column Name	Description
Reference Number	[Display] This column displays the request reference number using which a particular request can be cancelled, amended or authorized.
Branch	[Display] This column displays the branch code for which the request is made.

Column Name	Description
Card Product	[Display] This column displays the card product to which the requested cards belong.
No. of Cards	[Display] This column displays the number of cards that are requested.
Log Date	[Display] This column displays the date on which the request is made.
Status	[Display] This column displays the current status of the request.

5. Click the **Close** button.

1.4. CM06 - Blank Cards Inventory*

Using the this option the current blank cards (pre-prepared cards) inventory can be monitored. The bank requests for the blank cards using the **Blank Cards Request** (Fast Path: CM02) option.

Note: If branch code is not specified, then an inventory for all branches will be displayed. If the card product is not selected, then cards belonging to all products will be displayed. Only those cards which are available and not in use will be counted as part of the inventory.

Definition Prerequisites

- BAM03 - Branch Master Maintenance
- Card Product Definition
- CM02 - Blank Cards Request

Modes Available

Not Applicable

To view current branch inventory of blank (pre-embossed) cards

1. Type the fast path **CM06** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Blank Cards Inventory**.
2. The system displays the **Blank Cards Inventory** screen.

Blank Cards Inventory

Blank Cards Inventory

Branch code : ...

Card Product : ...

Card Details

Branch	Card Product	No. of Available Cards

Ok Close Clear

Field Description

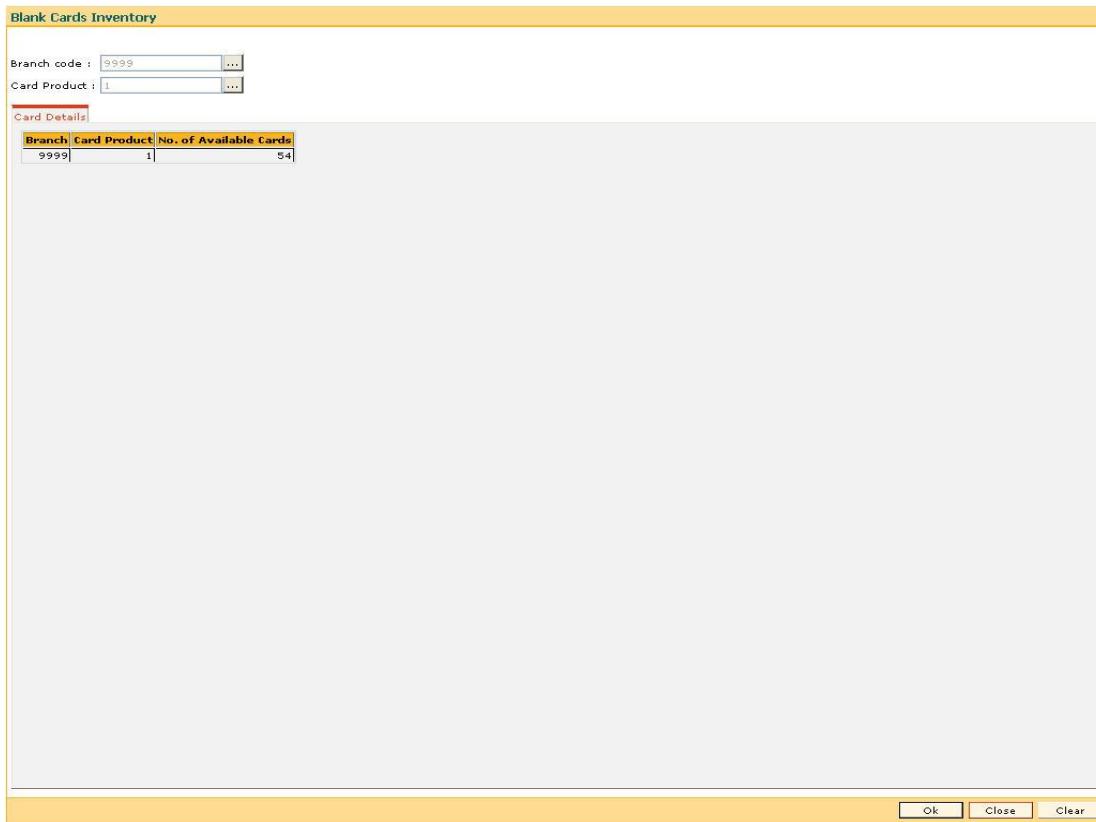
Field Name	Description
Branch Code	[Optional, Pick List] Select the branch code to view the inventory of blank cards for that branch from the pick list.
Card Product	[Optional, Pick List] Select the card product to view inventory of blank cards for that product from the pick list.

3. Select the branch code and the card product from the pick list.

Blank Cards Inventory

4. Click the **Ok** button.
5. The system displays current branch inventory of blank cards in the **Card Details** tab.

Card Details



The screenshot shows a dialog box titled 'Blank Cards Inventory'. At the top, there are two input fields: 'Branch code : 9999' and 'Card Product : 1'. Below these is a section titled 'Card Details' containing a table with three columns: 'Branch', 'Card Product', and 'No. of Available Cards'. The table has one row with the values 9999, 1, and 54 respectively. At the bottom of the dialog box are three buttons: 'Ok', 'Close', and 'Clear'.

Branch	Card Product	No. of Available Cards
9999	1	54

Field Description

Column Name	Description
Branch	[Display] This field displays the branch code in which blank cards are available.
Card Product	[Display] This field displays the card product to which the available card belongs.
No. Of Available Cards	[Display] This field displays the number of available blank cards.

6. Click the **Close** button.

1.5. CM01 - Card Maintenance

Using this option the bank can issue or reissue a card in batch or an online mode. The card details tab allows you to link the primary account number and the default account number to the card and modify the existing account linkage of a card.

The supplementary cards can also be issued using this option.

Definition Prerequisites

- 8053 - Customer Addition

Modes Available

Add, Modify, Cancel, Amend, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To issue or reissue a card

1. Type the fast path **CM01** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card Maintenance**.
2. The system displays the **Card Maintenance** screen.

Card Maintenance

Field Description

Field Name	Description
Search Criteria	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Customer short name: The short name of the customer. • Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. • Customer ID: The unique identification given by the bank.
Search String	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria field.</p> <p>If the search criterion is specified as customer's short name or IC then any letter of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing customer list.</p> <p>For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the Search String field.</p>
Cust IC	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.</p>
ID	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.</p>

Field Name	Description
Home Branch	<p>[Display]</p> <p>This field displays the short name of the branch, where the customers account is opened.</p> <p>The customer signature record and the other customer papers are kept in this branch.</p> <p>These short names are maintained in the Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<p>[Display]</p> <p>This field displays the full name of the customer.</p> <p>The full name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>
Short Name	<p>[Display]</p> <p>This field displays the short name of the customer.</p> <p>The short name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>
Card Issue Mode	<p>[Mandatory, Radio Button]</p> <p>Select the appropriate card issue mode.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Online: It allows the user to issue the card in online mode. In online mode the card number needs to be specified. • Batch: It allows the user to issue card in batch mode. In batch mode, a request reference number is generated and displayed in the card number field
Card Product	<p>[Conditional, Pick List]</p> <p>This field displays the card product.</p> <p>If the card is to be issued, select the card product from the pick list.</p>
Card No	<p>[Mandatory, Numeric, 20]</p> <p>Select the card number from the pick list.</p> <p>In online issuing mode the card number is mandatory and will be validated against the branch inventory.</p>
Old Card No	<p>[Conditional, Pick List]</p> <p>Select the old card number from the pick list.</p> <p>In case of reissue, an old card number is mandatory and the card status will be validated for Lost or Damaged status.</p>

Field Name	Description
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Actions**Reissue**

[Optional, Check Box]

Select the **Reissue** check box to reissue a card.The **Card Product** field gets disabled if this check box is selected.

3. Click the **Add** button.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the **<Tab>** key.
6. Select the card product from the pick list.

Card Maintenance

Card Maintenance

Search Criteria : Customer Id : Search String : Cust IC : 55554444 ID : 602045 Home Branch : 9999
Full Name : SUMUEL S MOHAMAD Short Name : SUMUELSMOHAMAD

Online Batch

Card Product : Card No :

Reissue Old Card No :

[Card Details](#) [Card Status History](#) [Account Link History](#) [Mailing Address](#) [Beneficiary Accounts](#)

Embossed Name :
Card Status :
Language :
Issue Date : Expiry Date :
Remarks :

Account Linked :

Account No.	Account Branch Code	Product Name	Account Title	Account Relation	Default (Y/N)	Link (Y/N)
000000039909	9999	PGS9 SAVING ACCOUNT	SUMUEL MOHAMAD	SOW	N	N
000000054023	9999	PGS9 SAVING ACCOUNT	SUMUEL MOHAMAD	SOW	N	N
000000054031	9999	PGS9 SAVING ACCOUNT	SUMUEL MOHAMAD	SOW	N	N
000000054049	9999	PGS9 SAVING ACCOUNT	SUMUEL MOHAMAD	SOW	N	N
000000054056	9999	PGS9 SAVING ACCOUNT	SUMUEL MOHAMAD	SOW	N	N
000000054064	9999	PGS9 SAVING ACCOUNT	SUMUEL MOHAMAD	SOW	N	N
000000054072	9999	PGS9 SAVING ACCOUNT	SUMUEL MOHAMAD	SOW	N	N
000000060608	9999	REVOLVING LOAN FOR RMLMS		SOW	N	N
000000060665	9999	REVOLVING LOAN FOR RMLMS		SOW	N	N

Record Details
Input By Authorized By Last Mnt. Date Last Mnt. Action Authorized

Add Modify Delete Cancel Amend Authorize Inquiry

7. Enter the relevant information in the various tabs.

Card Details

Card Maintenance

Search Criteria : Customer Id : 602045 Search String : 602045

Cust IC : 555554444 ID : 602045 Home Branch : 9999

Full Name : SUMUEL S MOHAMAD Short Name : SUMUELSMOHAMAD

Online Batch

Card Product : DEFAULT Card No : REF000000601

Reissue Old Card No :

[Card Details](#) [Card Status History](#) [Account Link History](#) [Mailing Address](#) [Beneficiary Accounts](#)

Embossed Name : SUMUEL S MOHAMAD

Card Status : Requested

Language :

Issue Date : 31/07/2008 Expiry Date : 31/07/2011

Remarks :

Account Linked :

Account No.	Account Branch Code	Product Name	Account Title	Account Relation	Default (Y/N)	Link (Y/N)
000000039909	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHAMAD	SOW	N	N
000000054023	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHAMAD	SOW	N	N
000000054031	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHAMAD	SOW	N	N
000000054049	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHAMAD	SOW	N	N
000000054056	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHAMAD	SOW	N	N
000000054064	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHAMAD	SOW	N	N
000000054072	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHAMAD	SOW	N	N
000000060608	9999	REVOLVING LOAN FOR RMLMS	SUMUELSMOHAMAD	SOW	N	N
000000060665	9999	REVOLVING LOAN FOR RMLMS	SUMUELSMOHAMAD	SOW	N	N

Record Details

Input By Authorized By Last Mnt. Date Last Mnt. Action Authorized

Add Modify Delete Cancel Amend Authorize Inquiry

Field Description

Field Name	Description
Embossed Name	[Display] This field displays the name that will appear on the issued card.
Card Status	[Display] This field displays the current status of the card.
Language	[Mandatory, Drop-Down] Select the language in which the card is maintained from the drop-down list.
Issue Date	[Display] This field displays the date on which the card is issued.
Expiry Date	[Display] This field displays the expiry date of card after which the card cannot be used.

Field Name	Description
Remarks	[Optional, Alphanumeric, 120] Type the remarks for the transaction.
Column Name	Description
Account Linked	
Account No.	[Display] This column displays the account number belonging to the selected customer associated with the card to be issued.
Account Branch Code	[Display] This column displays the branch code to which the account number is associated.
Product Name	[Display] This column displays the product to which this account belongs.
Account Title	[Display] This column displays the title given for the account number.
Account Relation	[Display] This column displays the relation for the account number.
Default (Y/N)	[Toggle] Change the toggle status to Y to select the PAN (Primary Account Number). The default value is set as N .
Link (Y/N)	[Toggle] Change the toggle status to Y to link the account. The default value is set as N .

Card Status History

Card Maintenance

Search Criteria : Customer Id : 602254 Search String : 602254

Cust IC : 125549865654 ID : 602254 Home Branch : 9999

Full Name : GAURAV SHARMA Short Name : GAURAVSHARMA

Online Batch

Card Product : SAVINGS Card No : 4444555552866

Reissue Old Card No :

Card Details | **Card Status History** | Account Link History | Mailing Address | Beneficiary Accounts

Change Date	From Status	To Status	Branch Code	Teller ID	Status Change Remarks
31-12-2007	Active	Damaged	9999	TRAMANATHAN	

Record Details

Input By TRAMANATHAN	Authorized By SRAMANATHAN	Last Mnt. Date 01/07/2008 15:16:33	Last Mnt. Action Authorize	Authorized <input checked="" type="checkbox"/>
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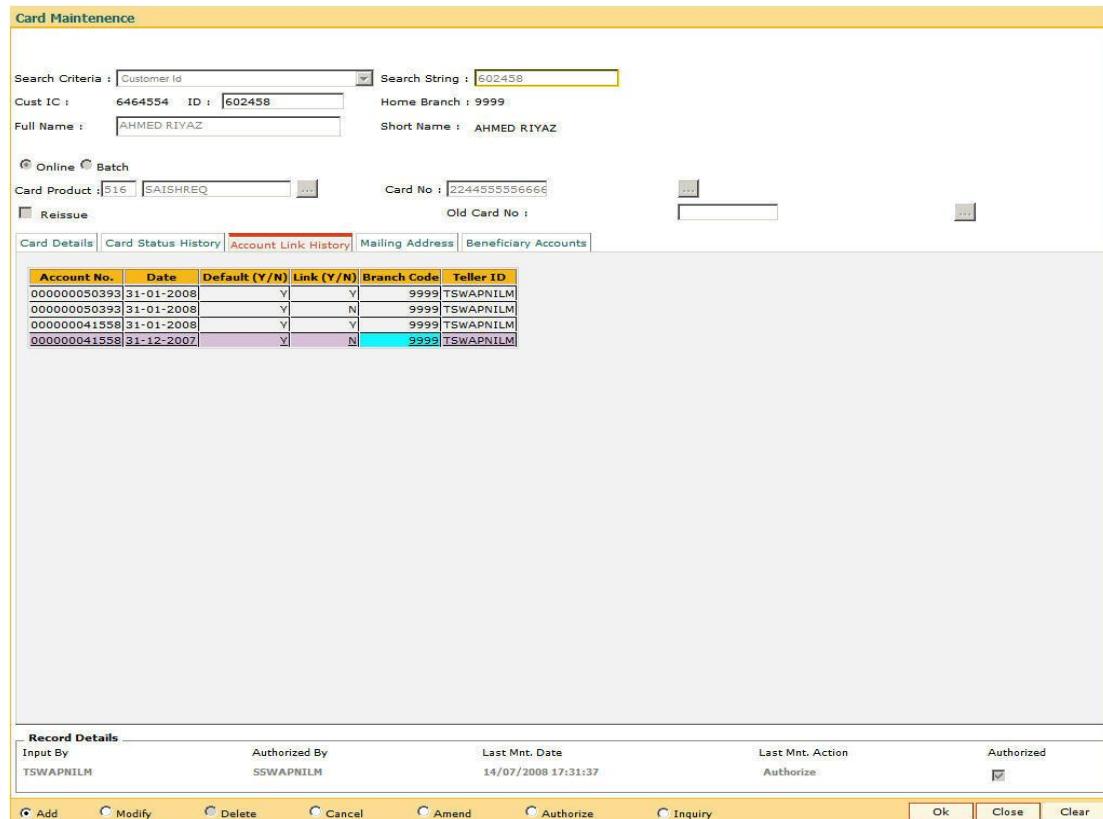
Add Modify Delete Cancel Amend Authorize Inquiry

Field Description

Column Name	Description
Change Date	[Display] This column displays the date on which the card status was changed.
From Status	[Display] This column displays the initial status of the card.
To Status	[Display] This column displays the changed status of the card after modification.
Branch Code	[Display] This column displays the branch in which the change was done.
Teller ID	[Display] This column displays the teller ID of the person who made the change.

Column Name	Description
Status Change	[Display]
Remarks	This column displays the status change remark.

Account Link History



Card Maintenance

Search Criteria : Customer Id : 602458 Search String : 602458

Cust IC : 6464554 ID : 602458 Home Branch : 9999

Full Name : AHMED RIYAZ Short Name : AHMED RIYAZ

Online Batch

Card Product : 516 SAISHREQ Card No : 22445555566666

Reissue Old Card No :

Card Details | Card Status History | **Account Link History** | Mailing Address | Beneficiary Accounts

Account No.	Date	Default (Y/N)	Link (Y/N)	Branch Code	Teller ID
000000050393	31-01-2008	Y	Y	9999	TSWAPNILM
000000050393	31-01-2008	Y	N	9999	TSWAPNILM
000000041558	31-01-2008	Y	Y	9999	TSWAPNILM
000000041558	31-12-2007	Y	N	9999	TSWAPNILM

Record Details

Input By TSWAPNILM	Authorized By SSWAPNILM	Last Mnt. Date 14/07/2008 17:31:37	Last Mnt. Action Authorize	Authorized <input checked="" type="checkbox"/>
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Add Modify Delete Cancel Amend Authorize Inquiry Ok Close Clear

Field Description

Column Name	Description
Account No.	[Display] This column displays the account number, which can be either linked or de linked.
Date	[Display] This column displays the date on which the change happened.
Default (Y/N)	[Display] This column displays whether the account is a primary account number.

Column Name	Description
Link (Y/N)	[Display] This column displays whether the account was linked (Y) or de linked (N).
Branch Code	[Display] This column displays the branch in which the change was done.
Teller ID	[Display] This column displays the ID of the user who initiated the change.

Mailing Address

Card Maintenance

Search Criteria : Customer Id : 602045 Search String : 602045

Cust IC : 555554444 ID : 602045 Home Branch : 9999

Full Name : SUMUEL S MOHMAD Short Name : SUMUELSMOHMAD

Online Batch

Card Product : SAVINGS Card No : 53333333333305

Reissue Old Card No :

Card Details | Card Status History | Account Link History | **Mailing Address** | Beneficiary Accounts

Collect Mail

Collecting Branch : 9999

Address :

City :

State :

Phone:

Record Details

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
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Add Modify Delete Cancel Amend Authorize Inquiry

Ok Close Clear

Field Description

Field Name	Description
Modality	<p>[Mandatory, Radio Button]</p> <p>Select the appropriate dispatch option.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Collect • Mail
Collecting Branch	<p>[Conditional, Pick List]</p> <p>Select the branch in which the customer will collect the card from the pick list</p> <p>By default it will be login branch.</p>

The following fields are enabled if the **Collect** button is selected..

Address	[Mandatory, Alphanumeric, 35, Three lines]
	Type the address of the customer.
City	[Mandatory, Pick List]
	Select the name of the city from the pick list.
State	[Mandatory, Pick List]
	Select the name of the state from the pick list.
Phone	[Mandatory, Alphanumeric, 15]
	Type the phone number of the customer for further correspondence.

Pin Mailing Address

The following fields are enabled if the **Mail** button is selected.

Address	[Mandatory, Alphanumeric, 35, Three lines]
	Type the pin mailing address of the customer.
City	[Mandatory, Pick List]
	Select the name of the city from the pick list.
State	[Mandatory, Pick List]
	Select the name of the state from the pick list.
Phone	[Mandatory, Alphanumeric, 15]
	Type the phone number of the customer for further correspondence.

Beneficiary Accounts

This tab is for future use.

8. Click the **Ok** button.
9. The system displays the message "Record Added...Authorisation Pending...Click Ok to Continue". Click the **Ok** button.
10. The card details are added once the record is authorised.

1.6. CM09 - Card Maintenance*

Using this option, card details like embossed name, issue date, expiry date etc. are maintained. The bank can reissue a card in a batch or an online mode. Whenever there is a reissue the system generates the card number.

The card details tab allows you to link the primary account number and the default account number to the card and also modify the existing account linkage of a card.

Definition Prerequisites

- Customer Definition
- Card Product Definition
- Card account linkage definition (for modification)

Other Prerequisites

Not Applicable

Modes Available

Add, Cancel, Amend, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To reissue new card

1. Type the fast path **CM09** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card Maintenance**.
2. The system displays the **Card Maintenance** screen.

Card Maintenance

Card Maintenance

Search Criteria 1: <input type="text" value="Katakana/Kanji name(WildCard match)"/>	Search Criteria 2: <input type="text" value="Home Phone"/>
Search String 1: <input type="text" value="1"/>	Search String 2: <input type="text"/>
IC : <input type="text" value="9990000773"/>	ID : <input type="text" value="605264"/>
Home Branch : <input type="text" value="999"/>	
Full Name : <input type="text" value="rahul rs"/>	Short Name : <input type="text" value="a"/>
Kana Name : <input type="text" value="rahul rs"/>	
Kanji Name : <input type="text" value="vaibhavag1 rs"/>	
Home Phone : <input type="text" value="458796536"/>	Mobile Phone : <input type="text" value="8574965"/>
Date of birth : <input type="text" value="1981-02-19"/>	
<input type="radio"/> Online <input type="radio"/> Batch	
Card Product : <input type="text"/>	Card No : <input type="text"/>
	Postal Matter Code: <input type="text"/>
<input type="checkbox"/> Reissue	Old Card No : <input type="text"/>
	Assign Same ContractNo: <input type="checkbox"/>
Card Details Card Status History	
Embossed Name : <input type="text"/> Card Status : <input type="text"/> Language : <input type="text"/> Issue Date : <input type="text" value="15/02/2008"/> <input type="text"/> Expiry Date : <input type="text" value="15/02/2018"/> <input type="text"/> Remarks : <input type="text"/>	
Account Linked : <input type="text"/>	
Record Details Input By <input type="text"/> Authorized By <input type="text"/> Last Mnt. Date <input type="text"/> Last Mnt. Action <input type="text"/> Authorized <input type="checkbox"/> <input type="radio"/> Add <input type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>	

Field Description

Field Name	Description
Search Criteria 1	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> Customer IC (Complete Match): The identification criteria (IC) arrived at by the bank during customer addition. Katakana/Kanji Name (Complete Match): The entered name will be checked in the NLS master full name. A complete match of full name is Katakana/Kanji name. Katakana/Kanji Name (WildCard Match): The entered name will be checked in the NLS master full name. A wildcard match of full name is Katakana/Kanji Name. Katakana (Single Byte): The entered name will be checked in the customer master. A single byte match of full name is Katakana name.

Field Name	Description
Search String 1	[Mandatory, Alphanumeric, 20] Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 1 field.
Search Criteria 2	[Optional, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: <ul style="list-style-type: none"> • Date of Birth (YYYYMMDD) (Complete Match) • Mobile No (Wildcard Match) • Home Phone (Wildcard Match)
Search String 2	[Mandatory, Pick List] Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 2 field.
IC	[Display] This field displays the identification code of the customer. A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.
ID	[Display] This field displays the ID of the customer. A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.
Home Branch	[Display] This field displays the short name of the branch, where the customers account is opened. The customer signature record and the other customer papers will are kept in this branch. These short names are maintained in the Branch Master Maintenance (Fast Path: BAM03) option.

Field Name	Description
Full Name	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.
Short Name	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.
Kana Name	[Display] This field displays the kana name of the customer for whom the card is maintained.
Kanji Name	[Display] This field displays the kanji name of the customer for whom the card is maintained.
Home Phone	[Display] This field displays the home phone number of the customer for whom the card is maintained.
Mobile phone	[Display] This field displays the mobile phone number of the customer for whom the card is maintained.
Date of Birth	[Display] This field displays the birth date of the customer for whom the card is maintained.
Online	[Mandatory, Radio Button] Click Online to issue a card in an online mode. In the online mode the card number needs to be specified.
Batch	[Mandatory, Radio Button] Click Batch to issue a card in the batch mode. In the batch mode a request reference number will be generated and displayed in the Card No field.
Card Product	[Display] This field displays the card product. If the card is to be issued, select the card product from the pick list.

Field Name	Description
Card No	[Mandatory, Pick List] Select the card number from the pick list. In online issuing mode the card number is mandatory and will be validated against the branch inventory.
Postal Matter Code	[Optional, Drop-Down] Select the code relating to the issued card from the drop-down list. The printing material, like mail receipt confirmation number, will be sent by the printing company along with the re-issued card for ensuring proper delivery.
Reissue	[Optional, Check Box] Select the Reissue check box to reissue a card.
Old Card No	[Conditional, Pick List] Select the old card number from the pick list. In case of reissue, an old card number is mandatory.
Assign Same ContractNo	[Optional, Check Box] Select the Assign Same ContractNo check box to have the same contract number on the new card. If the check box is not selected then the system will generate the new contract number. The user will be allowed to login in MB, IB, or TB if same contract number is assigned. However, the random number will not be the same. Hence, random number authentication pending transaction will not be allowed.

3. Click the **Add** button.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the **<Tab>** key.
6. Select the card product from the pick list.
7. Enter the other relevant information.

Card Maintenance

Card Maintenance

Search Criteria 1: <input type="text" value="Katakana/Kanji name(WildCard match)"/>	Search Criteria 2: <input type="text" value="Home Phone"/>
Search String 1: <input type="text" value="1"/>	Search String 2: <input type="text"/>
IC : <input type="text" value="9990000773"/>	ID : <input type="text" value="605264"/>
Home Branch : <input type="text" value="999"/>	
Full Name : <input type="text" value="rahul rs"/>	Short Name : <input type="text" value="a"/>
Kana Name : <input type="text" value="rahul rs"/>	
Kanji Name : <input type="text" value="vaibhavag1 rs"/>	
Home Phone : <input type="text" value="458796536"/>	Mobile Phone : <input type="text" value="8574965"/>
Date of birth : <input type="text" value="1981-02-19"/>	
<input type="radio"/> Online <input type="radio"/> Batch	
Card Product : <input type="text"/>	Card No : <input type="text"/>
	Postal Matter Code: <input type="text"/>
<input type="checkbox"/> Reissue	Old Card No : <input type="text"/>
	Assign Same ContractNo: <input type="checkbox"/>
Card Details Card Status History	
Embossed Name : <input type="text"/> Card Status : <input type="text"/> Language : <input type="text"/> Issue Date : <input type="text" value="15/02/2008"/> <input type="button" value="Edit"/> Expiry Date : <input type="text" value="15/02/2018"/> <input type="button" value="Edit"/> Remarks : <input type="text"/>	
Account Linked : Account No. Product Name Account Title Account Relation Default (Y/N) Link (Y/N)	
Record Details Input By <input type="text"/> Authorized By <input type="text"/> Last Mnt. Date <input type="text"/> Last Mnt. Action <input type="text"/> Authorized <input type="checkbox"/> <input type="radio"/> Add <input type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>	

8. Enter the required information in the various tabs.

Card Details

Card Maintenance

Search Criteria 1: <input type="text" value="Katakana/Kanji name(WildCard matc"/>	Search Criteria 2: <input type="text" value="Home Phone"/>																																					
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					<input type="button" value="Close"/>																																	
					<input type="button" value="Clear"/>																																	

Field Description

Field Name	Description
Embossed Name	[Mandatory, Alphanumeric, 120] Type the name that will appear on the issued card.
Card Status	[Display] This field displays the current status of the card.
Language	[Mandatory, Drop-Down] Select the language in which the card is maintained from the drop-down list. The options are: <ul style="list-style-type: none"> • English • Chinese
Issue Date	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the card is issued from the pick list.

Field Name	Description
Expiry Date	[Mandatory, Pick List, DD/MM/YYYY] Select the expiry date of card after which the card cannot be used from the pick list.
Remarks	[Mandatory, Alphanumeric, 120] Type the remarks for the transaction.
Column Name	Description
Account Linked	
Account No.	[Display] This column displays the account number belonging to the selected customer and will be associated with the card to be issued.
Product Name	[Display] This column displays the product to which this account belongs.
Account Title	[Display] This column displays the title given for the account number.
Account Relation	[Display] This column displays the relation of selected customer to the account.
Default (Y/N)	[Display] This column displays whether the account is primary account number. By default, it is displayed as Y.
Link (Y/N)	[Display] This column displays the link status. By default, it is displayed as Y.

Card Status History

Card Maintenance

Search Criteria 1: <input type="text" value="Katakana/Kanji name(WildCard matc"/>	Search Criteria 2: <input type="text" value="Home Phone"/>										
Search String 1: <input type="text" value="1"/>	Search String 2: <input type="text"/>										
IC : <input type="text" value="9990000773"/>	ID : <input type="text" value="605264"/>										
Home Branch : <input type="text" value="999"/>											
Full Name : <input type="text" value="rahul rs"/>	Short Name : <input type="text" value="s"/>										
Kana Name : <input type="text" value="rahul rs"/>											
Kanji Name : <input type="text" value="vaibhavag1 rs"/>											
Home Phone : <input type="text" value="458796536"/>	Mobile Phone : <input type="text" value="8574965"/>										
Date of birth : <input type="text" value="1981-02-19"/>											
<input type="radio"/> Online <input type="radio"/> Batch											
Card Product : <input type="text"/>	Card No : <input type="text"/>										
	Postal Matter Code: <input type="text"/>										
<input type="checkbox"/> Reissue	Old Card No : <input type="text"/>										
	Assign Same ContractNo: <input type="checkbox"/>										
<input type="button" value="Card Details"/> <input type="button" value="Card Status History"/> <input type="button" value="Card Number"/> <input type="button" value="Change Date"/> <input type="button" value="From Status"/> <input type="button" value="To Status"/> <input type="button" value="Branch Code"/> <input type="button" value="Teller ID"/> <input type="button" value="Remarks"/>											
Record Details <table border="1"> <tr> <td>Input By</td> <td>Authorized By</td> <td>Last Mnt. Date</td> <td>Last Mnt. Action</td> <td>Authorized</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> </tr> </table>		Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized							
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>							
<input type="radio"/> Add <input type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input checked="" type="radio"/> Inquiry <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>											

Field Description

Column Name	Description
Card Number	[Display] This column displays the number of the card which is maintained.
Change Date	[Display] This column displays the date on which the card status was changed.
From Status	[Display] This column displays the initial status of the card.
To Status	[Display] This column displays the changed status of the card after modification.
Branch Code	[Display] This column displays the branch in which the change was done.

Column Name	Description
Teller ID	[Display] This column displays the teller ID of the person who made the change.
Remarks	[Display] This column displays the remark for the maintained card.

9. Click the **Ok** button.
10. The system displays the message "Record Added...Authorisation Pending...Click Ok to Continue". Click the **Ok** button.
11. The card maintenance details are added once the record is authorized.

1.7. CMS01 - Card Maintenance*

Using this option, card details like embossed name, issue date, expiry date etc. are maintained. The bank can reissue a card in a batch or an online mode. Whenever there is a reissue the system generates the card number.

The card details tab allows you to link the primary account number and the default account number to the card and also modify the existing account linkage of a card.

Definition Prerequisites

- Customer Definition
- Card Product Definition
- Card account linkage definition (for modification)

Other Prerequisites

Not Applicable

Modes Available

Add, Modify, Cancel, Amend, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To add card details

1. Type the fast path **CMS01** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card Maintenance**.
2. The system displays the **Card Maintenance** screen.

Card Maintenance

Card Maintenance

Search Criteria : <input type="button" value="Customer Short Name"/>	Search String : <input type="text"/>
IC : <input type="text"/>	ID : <input type="text"/>
Full Name : <input type="text"/>	Home Branch : <input type="text"/>
Card Type : <input type="text"/>	Card No : <input type="text"/>
<input type="button" value="Card Details"/> <input type="button" value="Card History"/>	
Embossed Name : <input type="text"/> Card Status : <input type="button" value="Single Stripe"/> <input type="button" value="Double Stripe"/> Date Entry : <input type="text"/> Issue Date : <input type="text"/> Expiry Date : <input type="text"/> Last Used : <input type="text"/> Change Limit : <input type="text"/> Retry Allowed : <input type="text"/> Remarks : <input type="text"/> Account Linked : <input type="text"/>	
<input type="button" value="Add"/> <input type="button" value="Modify"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/> <input type="button" value="Amend"/> <input type="button" value="Authorize"/> <input type="button" value="Inquiry"/> <input type="button" value="Show History"/> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>	

Field Description

Field Name	Description
Search Criteria	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> ▪ Customer Short Name ▪ Customer Ic - Customer Identification criteria (IC) arrived at by the bank during customer addition. ▪ Customer Id - Unique identification given by the bank
Search String	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria field.</p>

Field Name	Description
IC	[Display] This field displays the identification code of the customer. A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.
ID	[Display] This field displays the ID of the customer. A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.
Home Branch	[Display] This field displays the short name of the branch, where the customers account is opened. The customer signature record and the other customer papers will be kept in this branch. These short names are maintained in the Branch Master Maintenance (Fast Path: BAM03) option.
Full Name	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.
Short Name	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.
Card Type	[Display] This field displays the card type.
Card No	[Mandatory, Pick List] Select the card number from the pick list. In online issuing mode the card number is mandatory and will be validated against the branch inventory.

3. Click the **Add** button.
4. Select the search criteria from the drop-down list.

5. Type the search string and press the **<Tab>** key.

Card Maintenance

Card Maintenance

Search Criteria : <input type="button" value="Customer Short Name"/>	Search String : <input type="text"/>
IC : <input type="text"/>	ID : <input type="text"/>
Full Name : <input type="text"/>	Home Branch : <input type="text"/>
Card Type : <input type="text"/>	Short Name : <input type="text"/>
<input type="button" value="Card Details"/> <input type="button" value="Card History"/>	
Embossed Name : <input type="text"/> Card Status : <input type="button" value=""/> <input checked="" type="radio"/> Single Stripe <input type="radio"/> Double Stripe Date Entry : <input type="text"/> 31/03/2008 <input type="button" value=""/> Issue Date : <input type="text"/> 31/03/2008 <input type="button" value=""/> Expiry Date : <input type="text"/> 01/01/1800 <input type="button" value=""/> Last Used : <input type="text"/> 31/03/2008 <input type="button" value=""/> Change Limit : <input type="text"/> 01/01/1800 <input type="button" value=""/> Retry Allowed : <input type="text"/> 3 Remarks : <input type="text"/> Account Linked : <input type="button" value="Acct No."/> <input type="button" value="Product Name"/> <input type="button" value="Account Title"/> <input type="button" value="Module"/> <input type="button" value="Link(Y/N)"/>	
Record Details Input By <input type="text"/> Authorized By <input type="text"/> Last Mnt. Date <input type="text"/> Last Mnt. Action <input type="text"/> Authorized <input type="checkbox"/> <input checked="" type="radio"/> Add <input type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="button" value="Show History"/> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>	

6. Enter the relevant information in the various tabs.

Card Details

Card Maintenance

Search Criteria : <input type="button" value="Customer Short Name"/>	Search String : <input type="text"/>
IC : <input type="text"/>	ID : <input type="text"/>
Full Name : <input type="text"/>	Home Branch : <input type="text"/>
Card Type : <input type="text"/>	Short Name : <input type="text"/>
<input type="button" value="Card Details"/> <input type="button" value="Card History"/>	
Embossed Name : <input type="text"/> Card Status : <input type="button" value=""/> <input checked="" type="radio"/> Single Stripe <input type="radio"/> Double Stripe Date Entry : <input type="text"/> Issue Date : <input type="text"/> Expiry Date : <input type="text"/> Last Used : <input type="text"/> Change Limit : <input type="text"/> Retry Allowed : <input type="text"/> Remarks : <input type="text"/> Account Linked : <input type="button" value="Acct No Product Name Account Title Module Link(Y/N)"/>	
Record Details Input By <input type="text"/> Authorized By <input type="text"/> Last Mnt. Date <input type="text"/> Last Mnt. Action <input type="text"/> Authorized <input type="checkbox"/> <input checked="" type="radio"/> Add <input type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry	
<input type="button" value="Show History"/> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>	

Field Description

Field Name	Description
Embossed Name	[Mandatory, Alphanumeric, 120] Type the name that will appear on the issued card.
Card Status	[Display] This field displays the current status of the card.
Date Entry	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the card entered from the pick list.
Issue Date	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the card is issued from the pick list.
Expiry Date	[Mandatory, Pick List, DD/MM/YYYY] Select the expiry date of card after which the card cannot be used from the pick list.
Last Used	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the card is last used from the pick list.

Field Name	Description
Change Limit	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the limit is changed from the pick list.
Retry Allowed	[Mandatory, Numeric, 3] Type the number of retries allowed.
Remarks	[Mandatory, Alphanumeric, 120] Type the remarks for the transaction.
Column Name	Description
Account Linked	
Acct No.	[Display] This column displays the account number belonging to the selected customer and will be associated with the card to be issued.
Product Name	[Display] This column displays the product to which this account belongs.
Account Title	[Display] This column displays the title given for the account number.
Module	[Display] This column displays the name of the module to which the account is linked.
Link (Y/N)	[Display] This column displays the link status. By default, it is displayed as Y.

Card History

Card Maintenance

Search Criteria : <input type="button" value="Customer Short Name"/>	Search String : <input type="text"/>
IC : <input type="text"/>	ID : <input type="text"/>
Full Name : <input type="text"/>	Home Branch : <input type="text"/>
Card Type : <input type="text"/>	Short Name : <input type="text"/>
<input type="button" value="Card Details"/> <input type="button" value="Card History"/> <input type="button" value="S. No."/> <input type="button" value="Card No."/> <input type="button" value="Card Type"/> <input type="button" value="Issue Date"/> <input type="button" value="History Posting Date"/> <input type="button" value="From Status"/> <input type="button" value="To Status"/>	
Record Details Input By <input type="text"/> Authorized By <input type="text"/> Last Mnt. Date <input type="text"/> Last Mnt. Action <input type="text"/> Authorized <input type="checkbox"/> <input type="radio"/> Add <input type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="button" value="Show History"/> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>	

Field Description

Column Name	Description
S. No.	[Display] This column displays the serial number of the card which is maintained.
Card No.	[Display] This column displays the number of the card which is maintained.
Card Type	[Display] This column displays the type of the card which is maintained.
Issue Date	[Display] This column displays the date on which the card is issued.
History Posting Date	[Display] This column displays the history posting date of the card which is maintained.

Column Name	Description
From Status	[Display] This column displays the initial status of the card.
To Status	[Display] This column displays the changed status of the card after modification.

7. Click the **Ok** button.
8. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue". Click the **Ok** button.
9. The new card details are added once the record is authorized.

1.8. CM04 - Card Activation*

Using this option the bank can activate a card which has status as lost, unblock, generated, mailed or blocked.

The status of the card is changed using the **Card Status Change** (Fast Path: CM03) option as per the functional requirement. Cards having status as active and generated are changed to some other status like lost, block etc through this option.

Definition Prerequisites

- Customer Definition
- Customer to Card linkage

Modes Available

Modify, Cancel, Authorize. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To activate a card

1. Type the fast path **CM04** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card Activation**.
2. The system displays the **Card Activation** screen.

Card Activation

Card Activation

Search Criteria :	Customer Short Name	Search String :	AMIT	Home Branch : 999
IC :	DLS123	ID :	600886	
Full Name :	AMITABH H BACCHAN	Short Name :	DLS123	
Card No :	999123000085			
Current Status :	Generated			
New Status :	Active			
Comments :	CARD ACTIVATED			
Record Details Input By: TJAMES Authorized By: SJAMES Last Mnt. Date: 31/08/2006 18:25:30 Last Mnt. Action: Authorize Authorized: <input checked="" type="checkbox"/>				
<input type="radio"/> Add <input checked="" type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="radio"/> Inquiry <input type="radio"/> Inquiry <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/> 				

Field Description

Field Name	Description
Search Criteria	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Customer short name: The short name of the customer. • Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. • Customer ID: The unique identification given by the bank.
Search String	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria field.</p> <p>If the search criterion is specified as customers short name or IC then any letter of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing customer list.</p> <p>For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the Search String field.</p>
IC	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.</p>
ID	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.</p>

Field Name	Description
Home Branch	<p>[Display]</p> <p>This field displays the short name of the branch, where the customers account is opened.</p> <p>The customer signature record and the other customer papers are kept in this branch.</p> <p>These short names are maintained in the Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<p>[Display]</p> <p>This field displays the full name of the customer.</p> <p>The full name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>
Short Name	<p>[Display]</p> <p>This field displays the short name of the customer.</p> <p>The short name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>
Card No	<p>[Mandatory, Pick List]</p> <p>Select the number of the card whose status has to be changed from the pick list.</p>
Current Status	<p>[Display]</p> <p>This field displays the current status of the selected card.</p>
New Status	<p>[Display]</p> <p>This field displays the new status.</p> <p>The new status will be Active.</p>
Comments	<p>[Optional, Pick List]</p> <p>Select the reason for changing the card status from the pick list.</p> <p>The user can also enter the comments.</p>

3. Select the **Modify** mode.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the **<Tab>** key.
6. Select the card number from the pick list.
7. The system displays current status and new status of the card.
8. Select the comment from the pick list or enter the relevant comment.

Card Activation

Card Activation

Search Criteria :	Customer Short Name	Search String :	AMIT
IC :	DLS123	ID :	600886
Full Name :	AMITABH H BACCHAN	Short Name :	DLS123
Card No :	999123000085	...	
Current Status :	Generated	...	
New Status :	Active	...	
Comments :	CARD ACTIVATED		

Record Details

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
TJAMES	SJAMES	31/08/2006 18:25:30	Authorize	<input checked="" type="checkbox"/>

Add
 Modify
 Delete
 Cancel
 Amend
 Authorize
 Inquiry

9. Click the **Ok** button.
10. The system displays the message "Record Modified...Authorisation Pending...Click Ok to Continue". Click the **Ok** button.
11. The card is activated once the record is authorized.

Note: Cards having current status as Generated, Lost, Unblock, Blocked and Mailed are only allowed to be activated.

1.9. CM03 - Card Status Change

Using this option the bank can change the status of a card as per the functional requirement. The bank may receive a customer request to block an issued card due to theft/lost/damage. Once the card is found and customer requests for activation the same is also facilitated in this maintenance. The various card status are available with the user :

- Active
- Lost
- Unblock
- Generated
- Mailed
- Blocked

Note: Cards having current status as active and generated are only allowed to change status. The new status can be changed to lost, damaged and mailed.

Definition Prerequisites

- 8053 - Customer Addition
- CM01 - Card Maintenance

Modes Available

Modify, Cancel, Amend, Authorize. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To modify the card status

1. Type the fast path **CM03** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card Status Change**.
2. The system displays the **Card Status Change** screen.

Card Status Change

The screenshot shows the 'Card Status Change' application window. At the top, there are search criteria fields: 'Search Criteria' (dropdown menu showing 'Customer Short Name'), 'Search String' (text input), 'IC' (text input), 'Full Name' (text input), 'Card No' (text input), 'Current Status' (dropdown menu), 'New Status' (dropdown menu), 'Comments' (text input), and 'Home Branch' (dropdown menu). Below these are 'Record Details' fields: 'Input By' (text input), 'Authorized By' (text input), 'Last Mtc. Date' (text input), 'Last Mtc. Action' (text input), and 'Authorized' (checkbox). At the bottom, there are buttons for 'Add', 'Modify' (selected), 'Delete', 'Cancel', 'Amend', 'Authorize', 'Inquiry', and 'Ok' (disabled), along with 'Close' and 'Clear' buttons.

Field Description

Field Name	Description
Search Criteria	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> Customer short name: The short name of the customer. Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. Customer ID: The unique identification given by the bank.

Field Name	Description
Search String	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria field.</p> <p>If the search criterion is specified as customer's short name or IC then any letter of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing customer list.</p> <p>For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the Search String field.</p>
IC	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.</p>
ID	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.</p>
Home Branch	<p>[Display]</p> <p>This field displays the short name of the branch, where the customers account is opened.</p> <p>The customer signature record and the other customer papers are kept in this branch.</p> <p>These short names are maintained in the Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<p>[Display]</p> <p>This field displays the full name of the customer.</p> <p>The full name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>

Field Name	Description
Short Name	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.
Card No	[Mandatory, Pick List] Select the number of the card whose status has to be changed from the pick list.
Current Status	[Display] This field displays the current status of the selected card.
New Status	[Mandatory, Drop Down] Select the new status for the card from the drop-down list.
Comments	[Optional, Pick List] Select the reason for changing the card status from the pick list. The user can also enter the comments.

3. Click the **Modify** button.
4. Select the search criteria from the drop-down list.
5. Enter the search string and press the **<Tab>** key.
6. Select the customer from the pick list.

Card Status Change

Card Status Change

Search Criteria :	CustomerId : <input type="text" value="123456879"/>	Search String : <input type="text" value="600903"/>	Home Branch : <input type="text" value="9999"/>
IC :	<input type="text" value="123456879"/>	ID :	<input type="text" value="600903"/>
Full Name :	<input type="text" value="ABDUL NARAYAN GOMES"/>		
Card No :	<input type="text" value="REF000000042"/>		
Current Status :	<input type="text" value="Active"/>		
New Status :	<input type="text" value="Active"/>		
Comments :	<input type="text" value="FOR BATCH DCMS"/>		

Record Details

Input By <input type="text" value="TSWAPNILM"/>	Authorized By <input type="text" value="SSWAPNILM"/>	Last Mnt. Date <input type="text" value="14/05/2008 10:25:28"/>	Last Mnt. Action <input type="text" value="Authorize"/>	Authorized <input checked="" type="checkbox"/>					
<input type="radio"/> Add	<input type="radio"/> Modify	<input type="radio"/> Delete	<input type="radio"/> Cancel	<input type="radio"/> Amend	<input type="radio"/> Authorize	<input type="radio"/> Inquiry	<input type="button" value="Ok"/>	<input type="button" value="Close"/>	<input type="button" value="Clear"/>

7. Click the **Ok** button.
8. The system displays the message "Record Modified...Authorization Pending...Click Ok to Continue". Click the **Ok** button.
9. The card status is modified once the record is authorized.

1.10. CM05 - Card Unblocking*

Using the **Card Unblocking** option the bank can unblock a card which has been blocked due to PIN number validations.

Definition Prerequisites

- Customer Definition
- Customer to Card linkage

Modes Available

Modify, Cancel, Authorize. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To unlock a card

1. Type the fast path **CM05** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card Unblocking**.
2. The system displays the **Card Unblocking** screen.

Card Unblocking

Card Unblocking																			
Search Criteria :	Customer Short Name	Search String :	amita																
IC :	DLS123	ID :	600896	Home Branch : 999															
Full Name :	AMITABH H BACCHAN	Short Name :	DLS123																
Card No :	999001110001	...																	
Current Status :	Active	New Status :	UnBlock																
Comments :	Card Blocked																		
<table border="1"> <tr> <td colspan="2">Record Details</td> <td>Last Mnt. Date</td> <td>Last Mnt. Action</td> <td>Authorized</td> </tr> <tr> <td>Input By</td> <td>Authorized By</td> <td>28/07/2006 17:18:47</td> <td>Authorize</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>TPRAVIN</td> <td>SPRAVIN</td> <td></td> <td></td> <td></td> </tr> </table>					Record Details		Last Mnt. Date	Last Mnt. Action	Authorized	Input By	Authorized By	28/07/2006 17:18:47	Authorize	<input checked="" type="checkbox"/>	TPRAVIN	SPRAVIN			
Record Details		Last Mnt. Date	Last Mnt. Action	Authorized															
Input By	Authorized By	28/07/2006 17:18:47	Authorize	<input checked="" type="checkbox"/>															
TPRAVIN	SPRAVIN																		
<input type="radio"/> Add <input type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="radio"/> Inquiry <input type="radio"/> Inquiry																			
<input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>																			

Field Description

Field Name	Description
Search Criteria	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Customer short name: The short name of the customer. • Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. • Customer ID: The unique identification given by the bank.
Search String	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria field.</p> <p>If the search criterion is specified as customers short name or IC then any letter of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing customer list.</p> <p>For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the Search String field.</p>
IC	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.</p>
ID	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.</p>

Field Name	Description
Home Branch	<p>[Display]</p> <p>This field displays the short name of the branch, where the customers account is opened.</p> <p>The customer signature record along with other customer papers will reside in this branch</p> <p>These short names are maintained in the Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<p>[Display]</p> <p>This field displays the full name of the customer.</p> <p>The full name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>
Short Name	<p>[Display]</p> <p>This field displays the short name of the customer.</p> <p>The short name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>
Card No	<p>[Mandatory, Pick List]</p> <p>Select the number of the card whose status has to be changed from the pick list.</p>
Current Status	<p>[Display]</p> <p>This field displays the current status of the selected card.</p>
New Status	<p>[Mandatory, Drop-Down]</p> <p>Select the new status for the card from the drop-down list.</p>
Comments	<p>[Optional, Pick List]</p> <p>Select the reason for changing the card status from the pick list.</p> <p>The user can also enter the comments.</p>
<p>3. Select the Modify mode.</p> <p>4. Select the search criteria from the drop-down list.</p> <p>5. Type the search string and press the <Tab> key.</p> <p>6. Select the card number from the pick list.</p> <p>7. Select the new status of the card from the drop-down list.</p> <p>8. Select the comment from the pick list or enter the relevant comment.</p>	

Card Unblocking

Card Unblocking

Search Criteria :	Customer Short Name	Search String :	amita	Home Branch :	999
IC :	DLS123	ID :	600886		
Full Name :	AMITABH H BACCHAN	Short Name :	DLS123		
Card No :	999001110001				
Current Status :	Active				
New Status :	UnBlock				
Comments :	Card Blocked				

Record Details

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
TPRAVIN	SPRAVIN	28/07/2006 17:18:47	Authorize	<input checked="" type="checkbox"/>

Add Modify Delete Cancel Amend Authorize Inquiry Ok Close Clear

9. Click the **Ok** button.
10. The system displays the message "Record Modified...Authorisation Pending...Click Ok to Continue". Click the **Ok** button.
11. The card status will be changed once the record is authorized.

1.11. CM10 - Card and Random Number Status Change*

The **Card and Random Number Status Change** option is used to change the status of the card. You can change to the following status:

- Block Card
- Block Random Number
- Activate Card
- Activate Random Number

Definition Prerequisites

Not Applicable

Modes Available

Modify, Cancel, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To modify status of card and random number

1. Type the fast path **CM10** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card and Random Number Status Change**.
2. The system displays the **Card and Random Number Status Change** screen.

Card and Random Number Status Change

Card and Random Number Status Change															
Search Criteria 1:	Katakana/Kanji name/WildCard matc...		Search Criteria 2:	Date of Birth[YYYYMMDD]											
Search String 1:	1		Search String 2:												
IC :	9990000773		ID :	605264											
Home Branch :	999		Short Name :	a											
Full Name :	rahul rs		Mobile Phone :	8574965											
Kana Name :	rahul rs														
Kanji Name :	vaibhavag1 rs														
Home Phone :	458796536														
Date of birth :	1981-02-19														
Card No :	9990000773-01														
Card Status :	Issued		Random Number status :	Issued											
Action :	Activate Card														
Comments :	<input type="text"/> <input type="button" value="..."/>														
Record Details <table border="1"> <tr> <td>Input By</td> <td>Authorized By</td> <td>Last Mnt. Date</td> <td>Last Mnt. Action</td> <td>Authorized</td> </tr> <tr> <td>TRANJAN</td> <td>SRANJAN</td> <td>24/04/2007 16:06:38</td> <td>Authorize</td> <td><input checked="" type="checkbox"/></td> </tr> </table>						Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized	TRANJAN	SRANJAN	24/04/2007 16:06:38	Authorize	<input checked="" type="checkbox"/>
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized											
TRANJAN	SRANJAN	24/04/2007 16:06:38	Authorize	<input checked="" type="checkbox"/>											
<input type="radio"/> Add <input checked="" type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>															

Field Description

Field Name	Description
Search Criteria 1	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> Customer IC (Complete Match): The identification criteria (IC) arrived at by the bank during customer addition. Katakana/Kanji Name (Complete Match): The entered name will be checked in the NLS master full name. A complete match of full name is Katakana/Kanji name. Katakana/Kanji Name (WildCard Match): The entered name will be checked in the NLS master full name. A wildcard match of full name is Katakana/Kanji name. Katakana (Single Byte): The entered name will be checked in the Customer Master. A single byte match of full name is katakana name.
Search String 1	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 1 field.</p>
Search Criteria 2	<p>[Optional, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> Date of Birth (YYYYMMDD) (Complete Match) Mobile No (WildCard Match) Home Phone (WildCard Match)
Search String 2	<p>[Mandatory, Alphanumeric, 20]</p> <p>The search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 2 field.</p> <p>If the search criterion is specified as home phone number or mobile number then any letter of the home phone number or mobile number can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing list.</p>

CM10 - Card and Random Number Status Change*

Field Name	Description
IC	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.</p>
ID	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.</p>
Home Branch	<p>[Display]</p> <p>This field displays the short name of the branch, where the customers account is opened.</p> <p>The customer signature record and the other customer papers are kept in this branch.</p> <p>These short names are maintained in the Branch Master Maintenance Fast Path: BAM03) option.</p>
Full Name	<p>[Display]</p> <p>This field displays the full name of the customer.</p> <p>The full name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>
Short Name	<p>[Display]</p> <p>This field displays the short name of the customer.</p> <p>The short name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>
Kana Name	<p>[Display]</p> <p>This field displays the kana name of the customer for whom the card is maintained.</p>
Kanji Name	<p>[Display]</p> <p>This field displays the kanji name of the customer for whom the card is maintained.</p>

Field Name	Description
Home Phone	[Display] This field displays the home phone number of the customer for whom the card is maintained.
Mobile phone	[Display] This field displays the mobile phone number of the customer for whom the card is maintained.
Date of birth	[Display] This field displays the birth date of the customer for whom the card is maintained.
Card No	[Mandatory, Pick List] Select the card number from the pick list. The card number of which status has to be changed.
Card Status	[Display] This field displays the current status of the selected card. It displays the status of the card as the card number is selected in the Card No pick list.
Random Number status	[Display] This field displays the current status of the selected random number. It displays the status of the random number as the card number is selected in the Card No pick list.
Action	[Mandatory, Drop-Down] Select the action to be performed on the card from the drop-down list. The options are: <ul style="list-style-type: none"> • Block Card • Block Random Number • Activate Card • Activate Random Number
Comments	[Optional, Pick List] Select the reason for changing the card and random number status from the pick list. The user can also enter the comments.

3. Click the **Modify** button.
4. Select the search string, type the search criteria and press the **<Tab>** key.
5. Enter the other relevant information.

CM10 - Card and Random Number Status Change*

Card and Random Number Status Change

Card and Random Number Status Change																							
Search Criteria 1:	Katakana/Kanji name/WildCard match		Search Criteria 2:	Date of Birth[YYYYMMDD]																			
Search String 1:	1		Search String 2:																				
IC :	9990000773		ID :	605264																			
Home Branch :	999		Short Name :	a																			
Full Name :	rahul rs		Mobile Phone :	9574965																			
Kana Name :	rahul rs		Random Number status :	Issued																			
Kanji Name :	vaibhavag1 rs																						
Home Phone :	458796536																						
Date of birth :	1981-02-19																						
Card No :	9990000773-01																						
Card Status :	Issued																						
Action :	Activate Card																						
Comments :																							
<table border="1"> <tr> <th colspan="2">Record Details</th> <th>Input By</th> <th>Authorized By</th> <th>Last Mnt. Date</th> <th>Last Mnt. Action</th> </tr> <tr> <td>TRANJAN</td> <td>SRANJAN</td> <td></td> <td></td> <td>24/04/2007 16:06:38</td> <td>Authorize</td> </tr> <tr> <td colspan="2"> <input type="radio"/> Add <input checked="" type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry </td> <td colspan="2"></td> <td colspan="2"> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/> </td> </tr> </table>						Record Details		Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	TRANJAN	SRANJAN			24/04/2007 16:06:38	Authorize	<input type="radio"/> Add <input checked="" type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry				<input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>	
Record Details		Input By	Authorized By	Last Mnt. Date	Last Mnt. Action																		
TRANJAN	SRANJAN			24/04/2007 16:06:38	Authorize																		
<input type="radio"/> Add <input checked="" type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry				<input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>																			

6. Click the **Ok** button.
7. The system displays the message "Record Modified...Authorisation Pending.. Click Ok to Continue?". Click the **OK** button.
8. The card and random number status is changed once the record is authorized.

1.12. CM12 - Customer Card Maintenance

Using this option the bank can issue or reissue a card in batch or an online mode. The card details tab allows you to link the primary account number and the default account number to the card and modify the existing account linkage of a card.

Definition Prerequisites

- 8053 - Customer Addition

Modes Available

Add By Copy, Add, Modify, Cancel, Amend, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To issue or reissue a card

1. Type the fast path **CM12** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Customer Card Maintenance**.
2. The system displays the **Customer Card Maintenance** screen.

Customer Card Maintenance

Field Description

Field Name	Description
Search Criteria	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> Customer short name: The short name of the customer. Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. Customer ID: The unique identification given by the bank.
Search String	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria field.</p> <p>If the search criterion is specified as customer's short name or IC then any letter of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing customer list.</p> <p>For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the Search String field.</p>
Customer IC	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.</p>
Customer ID	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.</p>

Field Name	Description
Home Branch	<p>[Display]</p> <p>This field displays the short name of the branch, where the customers account is opened.</p> <p>The customer signature record and the other customer papers are kept in this branch.</p> <p>These short names are maintained in the Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<p>[Display]</p> <p>This field displays the full name of the customer.</p> <p>The full name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>
Short Name	<p>[Display]</p> <p>This field displays the short name of the customer.</p> <p>The short name of the customer is defaulted from the Customer Addition (Fast Path: 8053) option.</p>
Card Issue Mode	<p>[Mandatory, Radio Button]</p> <p>Select the appropriate card issue mode.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Online: It allows the user to issue the card in online mode. In online mode the card number needs to be specified. • Batch: It allows the user to issue card in batch mode. In batch mode, a request reference number is generated and displayed in the card number field
Card Product	<p>[Conditional, Pick List]</p> <p>Select the card product from the pick list.</p>
Card Number	<p>[Mandatory, Numeric, 20]</p> <p>Select the card number from the pick list.</p> <p>In online issuing mode the card number is mandatory and will be validated against the branch inventory.</p>
Reissue	<p>[Optional, Check Box]</p> <p>Select the Reissue check box to reissue a card.</p>
Old Card No	<p>[Conditional, Pick List]</p> <p>Select the old card number from the pick list.</p> <p>This field is enabled if the Reissue check box is selected.</p> <p>In case of reissue, an old card number is mandatory and the card status is validated for Lost or Damaged status.</p>

3. Click the **Add** button.
4. Select the search criteria from the drop-down list.

5. Type the search string and press the **<Tab>** key.
6. Select the card product from the pick list.

Customer Card Maintenance

7. Enter the relevant information in the various tabs.

Card Details

Field Description

Field Name	Description
Embossed Name	[Display] This field displays the name that will appear on the issued card.
Card Status	[Display] This field displays the current status of the card.
Language	[Mandatory, Drop-Down] Select the language in which the card is maintained from the drop-down list.
Issue Date	[Display] This field displays the date on which the card is issued.
Expiry Date	[Display] This field displays the expiry date of card after which the card cannot be used.

Field Name	Description
Remarks	[Optional, Alphanumeric, 120] Type the remarks for the transaction.

Card Status History

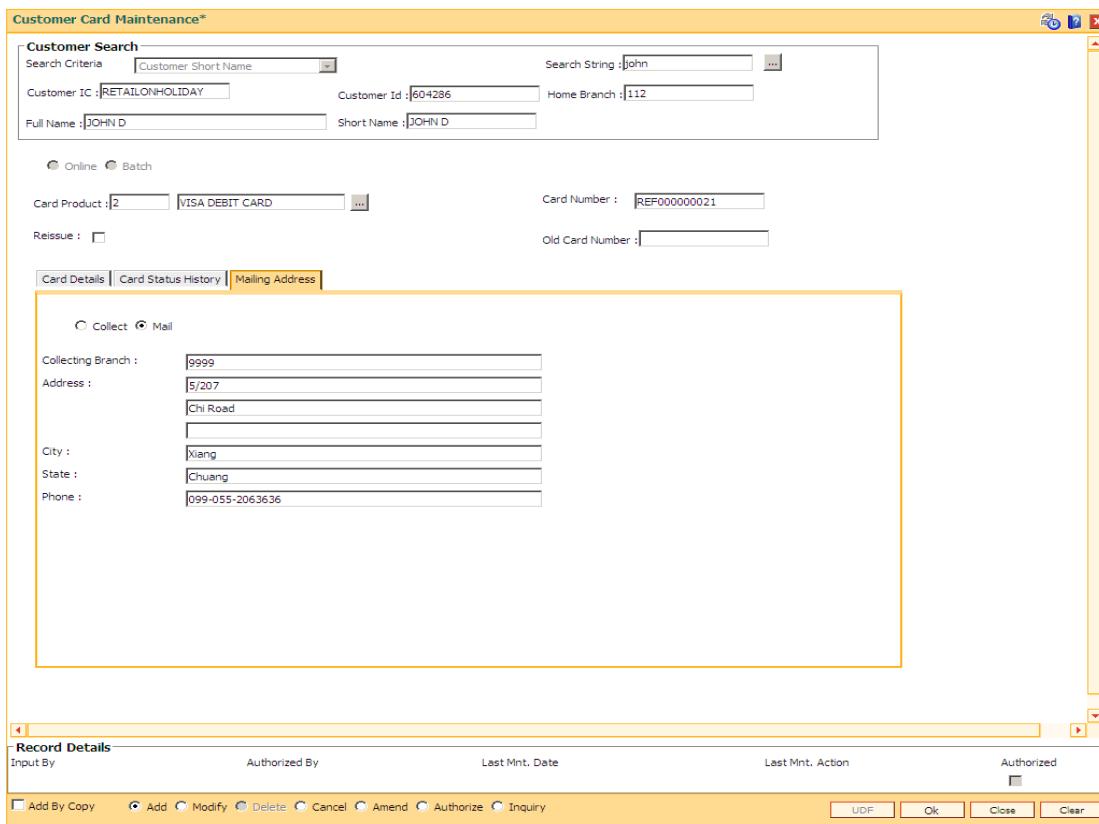
The screenshot shows the 'Customer Card Maintenance' application window. At the top, there is a 'Customer Search' section with fields for 'Search Criteria' (Customer Short Name: 'john'), 'Customer IC' (RETAILONHOLIDAY), 'Customer Id' (604286), 'Home Branch' (112), 'Full Name' (JOHN D), and 'Short Name' (JOHN D). Below this, there are buttons for 'Online' and 'Batch', and fields for 'Card Product' (2, VISA DEBIT CARD), 'Card Number' (REF000000021), 'Reissue' (checkbox), and 'Old Card Number' (checkbox). The main area has tabs for 'Card Details', 'Card Status History' (which is selected and highlighted in orange), and 'Mailing Address'. The 'Card Status History' tab displays a grid with columns: Change Date, From Status, To Status, Branch Code, Teller ID, Status Change Remarks. One row in the grid shows: 31-12-2007, Active, Damaged, 9999, TRAMANATHAN. At the bottom of the window, there is a 'Record Details' section with fields for Input By, Authorized By, Last Mnt. Date, Last Mnt. Action, and Authorized (checkbox). Below this are buttons for Add By Copy, Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry, and a toolbar with UDF, Ok, Close, and Clear buttons.

Field Description

Column Name	Description
Change Date	[Display] This column displays the date on which the card status was changed.
From Status	[Display] This column displays the initial status of the card.
To Status	[Display] This column displays the changed status of the card after modification.
Branch Code	[Display] This column displays the branch in which the change was done.

Column Name	Description
Teller ID	[Display] This column displays the teller ID of the person who made the change.
Status Change Remarks	[Display] This column displays the status change remark.

Mailing Address



The screenshot shows the 'Customer Card Maintenance' application interface. At the top, there is a 'Customer Search' section with fields for 'Customer Short Name' (Search String: John), 'Customer IC' (RETAILONHOLIDAY), 'Customer Id' (604286), 'Home Branch' (112), 'Full Name' (JOHN D), and 'Short Name' (JOHN D). Below this, there are buttons for 'Online' and 'Batch'. In the center, there is a card product selection (Card Product: 2, VISA DEBIT CARD) and a card number (Card Number: REF000000021). A 'Reissue' checkbox is also present. At the bottom, there are tabs for 'Card Details', 'Card Status History', and 'Mailing Address' (which is currently selected and highlighted with a yellow border). The 'Mailing Address' tab contains fields for 'Collect' (radio button) and 'Mail' (radio button), followed by address details: Collecting Branch (9999), Address (5/207, Chi Road), City (Xiang), State (Chuang), and Phone (099-055-2063636). At the very bottom, there is a 'Record Details' section with fields for 'Input By', 'Authorized By', 'Last Mnt. Date', 'Last Mnt. Action', and 'Authorized' (checkbox). Below this, there are buttons for 'Add By Copy', 'Add', 'Modify', 'Delete', 'Cancel', 'Amend', 'Authorize', 'Inquiry', 'UDF', 'Ok', 'Close', and 'Clear'.

Field Description

Field Name	Description
Dispatch Option	[Mandatory, Radio Button] Select the appropriate dispatch option. The options are: <ul style="list-style-type: none"> • Collect • Mail

Field Name	Description
Collecting Branch	<p>[Conditional, Pick List]</p> <p>Select the branch in which the customer will collect the card from the pick list</p> <p>By default it will be login branch.</p>

The following fields are enabled if the **Collect** button is selected..

Address	[Mandatory, Alphanumeric, 35, Three lines]
	Type the address of the customer.
City	[Mandatory, Pick List]
	Select the name of the city from the pick list.
State	[Mandatory, Pick List]
	Select the name of the state from the pick list.
Phone	[Mandatory, Alphanumeric, 15]
	Type the phone number of the customer for further correspondence.

8. Click the **Ok** button.
9. The system displays the message "Record Added...Authorisation Pending..". Click the **Ok** button.
10. The card details are added once the record is authorised.

1.13. CM13 - Card - Multi Currency Account Linkage

Using this option card can be linked or delinked to an MCA. One MCA can be linked to ten cards at a time. One card can also be linked to multiple MCA of same module but different Business types. This option also allows re-issuance of debit card to the MCA. For re-issuance of debit card enter the currently linked debit card number based on which the status of the debit card will be displayed.

Definition Prerequisites

- The maintenance screen of card and MCA

Modes Available

Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To link or delink the card with the MCA

1. Type the fast path **CM13** and click **Go** or navigate through the menus to **>>**
2. The system displays the **Card - Multi Currency Account Linkage** screen.

Card - Multi Currency Account Linkage

Field Description

Field Name	Description
Link	[Optional, Radio Button] Select the Link radio button to link the card to the MCA.
Delink	[Optional, Radio Button] Select the Delink radio button to delink the card to the MCA.
Re-issue	[Optional, Check Box] Select the Re-issue check box to enable re-issuance of a debit card to the MCA.
Current Debit Card No.	[Conditional, Alphanumeric] Type the original card number for re-issuance of a card. This field is mandatory if Re-issue check box is selected.
Current Debit Status	[Displays] This field displays the current status of the debit card if the current debit card number is entered. The current debit card status should be normal else the system will give error message. On re-issuance of a card the status will change to Replaced .
Card Number	[Mandatory, Numeric, 20] Type the card number that has to be linked or delinked for the MCA. The card will be linked to MCA based on the MCA business type. i.e. multiple MCA of same module but different business types can be linked to a Card.
Status	[Displays] This field displays the status of card number entered.
Card Type	[Conditional, Numeric, 16, Pick List] Type Or Select the card type which is to be linked or delinked to the card. This field is a input field, if the Link radio button is selected. The card type is maintained in the day zero table. This field is a pick list, if the Delink radio button is selected.
MCA Number	[Conditional, Numeric, 16, Pick List] Type Or Select the MCA number which is to be linked or delinked to the card. This field is a pick list, if the Delink radio button is selected. This field is a input field, if the Link radio button is selected.
MCA Title	[Display] This field displays the MCA title.

Field Name	Description
Multi Currency Package	[Display] This field displays the multi currency package.
Module	[Display] This field displays the module.
Home Branch	[Display] This field displays the home branch.
Default MCA	[Conditional, Check Box] Select the Default MCA check box to link the CASA account as default MCA for the linked card. This field is enabled if the selected MCA is CASA account.

3. Select the radio button.
4. Enter the relevant details.

Card - Muti Currency Account Linkage

Card-Muti Currency Account Linkage*

<input checked="" type="radio"/> Link	<input type="radio"/> Delink				
Re-issue :	<input checked="" type="checkbox"/>	Current Debit Card No:	24284441818838998903	Current Debit Card Status:	NORMAL
Card Number :	12234454556666666666			Status :	NORMAL
Card Type :	Debit Card			...	
MCA Number :	0000000033791			...	
MCA Title :	ALEXM			...	
Multi Currency Package:	5212	Retail Package 12			
Module :	CH			...	
Home Branch :	9999	Head Office			
Default MCA :	<input checked="" type="checkbox"/>				
<input type="button" value="Card"/> <input type="button" value="Change Pin"/> <input type="button" value="Cheque"/> <input type="button" value="Cost Rate"/> <input type="button" value="Denomination"/> <input type="button" value="Instrument"/> <input type="button" value="Inventory"/> <input type="button" value="Pin Validation"/> <input type="button" value="Service Charge"/> <input type="button" value="Signature"/> <input type="button" value="Travellers Cheque"/>					
<input type="button" value="UDF"/> <input type="button" value="OK"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>					

5. Click the **Ok** button.
6. The system displays the message "Record Modified...Authorisation Pending..Do you want to continue". Click the **OK** button.
7. The linking or delinking of card with MCA is done once the record is authorised.

1.14. CMM01 - Card- MCA Linkage Maintenance

Using this option you can maintain and inquiry for MCA linked to a card . The CASA MCA can be set as by default. The modification of the default MCA will be allowed only if the card is having multiple CASA MCA linked to it. If the Card is having only one CASA , it has to be set as default at the time of linkage itself.

The RD MCA details and TD MCA details are enabled under inquiry mode.

Definition Prerequisites

- The maintenance screen of card and MCA

Modes Available

Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To maintain card- MCA linking

1. Type the fast path **CMM01** and click **Go** or navigate through the menus to **Global Definition > Master > Card - MCA Linkage Maintenance**.
2. The system displays the **Card - MCA Linkage Maintenance** screen.

Card - MCA Linkage Maintenance

Field Description

Field Name	Description
Card Number	[Mandatory, Numeric,20] Type the card no. for which MCA linkage has to be maintained
Card Type & Description	[Display] This field displays the stock code defined under stock type card in Stock Code and Description (FP: IVM01).

3. Enter the card number. The system displays the card type and description.

Card - MCA Linkage Maintenance

MCA No.	MCA Title	Home Branch	Multi Currency Package	Default MCA
000000033791	Retail Package 12	9999	5212	true

4. Click the **CASA MCA Details** tab to view the CASA MCA linkage details.

CASA MCA Details

Card-MCA Linkage Maintenance*

Card Number:	44040001100000022550	...	Card Type & Desc:	738	Debit Card																						
<table border="1"> <tr> <td>CASA MCA Details</td> <td>TD MCA Details</td> <td>RD MCA Details</td> </tr> <tr> <td>MCA No.</td> <td>MCA Title</td> <td>Home Branch</td> <td>Multi Currency Package</td> <td>Default MCA</td> </tr> <tr> <td>21000000700014</td> <td>CASA Retail 10038 RMB</td> <td>5</td> <td>1038</td> <td>true</td> </tr> </table>						CASA MCA Details	TD MCA Details	RD MCA Details	MCA No.	MCA Title	Home Branch	Multi Currency Package	Default MCA	21000000700014	CASA Retail 10038 RMB	5	1038	true									
CASA MCA Details	TD MCA Details	RD MCA Details																									
MCA No.	MCA Title	Home Branch	Multi Currency Package	Default MCA																							
21000000700014	CASA Retail 10038 RMB	5	1038	true																							
<p>Remarks:</p> <p>Record Details</p> <table border="1"> <tr> <td>Input By</td> <td>Authorized By</td> <td>Last Mnt. Date</td> <td>Last Mnt. Action</td> <td>Authorized</td> </tr> <tr> <td><input type="checkbox"/> Add By Copy</td> <td><input type="radio"/> Add</td> <td><input type="radio"/> Modify</td> <td><input type="radio"/> Delete</td> <td><input type="radio"/> Cancel</td> <td><input type="radio"/> Amend</td> <td><input type="radio"/> Authorize</td> <td><input type="radio"/> Inquiry</td> <td><input type="checkbox"/></td> </tr> <tr> <td colspan="8"> <input type="button" value="UDF"/> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/> </td> </tr> </table>						Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized	<input type="checkbox"/> Add By Copy	<input type="radio"/> Add	<input type="radio"/> Modify	<input type="radio"/> Delete	<input type="radio"/> Cancel	<input type="radio"/> Amend	<input type="radio"/> Authorize	<input type="radio"/> Inquiry	<input type="checkbox"/>	<input type="button" value="UDF"/> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>							
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized																							
<input type="checkbox"/> Add By Copy	<input type="radio"/> Add	<input type="radio"/> Modify	<input type="radio"/> Delete	<input type="radio"/> Cancel	<input type="radio"/> Amend	<input type="radio"/> Authorize	<input type="radio"/> Inquiry	<input type="checkbox"/>																			
<input type="button" value="UDF"/> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>																											

Field Description

Field Name	Description
MCA No	[Display] This field displays the MCA number.
MCA Title	[Display] This field displays the MCA title of the account number.
Home Branch	[Display] This field displays the home branch of the MCA.
Multi Currency Package	[Display] This field displays the multi currency package.
Default MCA	[Optional, Check Box] Select the Default MCA check box to specify whether the account is default MCA.

- Click the **TD MCA Details** tab to view the TD MCA linkage details.

TD MCA Details

Card-MCA Linkage Maintenance*

Card Number:	24284441818838998903	...	Card Type & Desc:	738	Debit Card								
<input type="radio"/> CASA MCA Details <input type="radio"/> TD MCA Details <input type="radio"/> RD MCA Details													
<table border="1"> <thead> <tr> <th>MCA No.</th> <th>MCA Title</th> <th>Home Branch</th> <th>Multi Currency Package</th> </tr> </thead> <tbody> <tr> <td>210000157900021</td> <td>50001 Retail</td> <td>9999</td> <td>5001</td> </tr> </tbody> </table>						MCA No.	MCA Title	Home Branch	Multi Currency Package	210000157900021	50001 Retail	9999	5001
MCA No.	MCA Title	Home Branch	Multi Currency Package										
210000157900021	50001 Retail	9999	5001										
Remarks: <input type="text"/>													
Record Details <table border="1"> <tr> <td>Input By</td> <td>Authorized By</td> <td>Last Mint. Date</td> <td>Last Mint. Action</td> <td>Authorized <input type="checkbox"/></td> </tr> </table>						Input By	Authorized By	Last Mint. Date	Last Mint. Action	Authorized <input type="checkbox"/>			
Input By	Authorized By	Last Mint. Date	Last Mint. Action	Authorized <input type="checkbox"/>									
<input type="checkbox"/> Add By Copy <input type="radio"/> Add <input type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry													
<input type="button" value="UDF"/> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>													

Field Description

Field Name	Description
MCA No	[Display] This field displays the MCA number.
MCA Title	[Display] This field displays the MCA title of the account number.
Home Branch	[Display] This field displays the home branch of the MCA.
Multi Currency Package	[Display] This field displays the multi currency package.

6. Click the **RD MCA Details** tab to view the RD MCA linkage details.

RD MCA Details

MCA No.	MCA Title	Home Branch	Multi Currency Package
210000157900031	RD MCA PACKAGE FOR PE	9999	1202

Field Description

Field Name	Description
MCA No	[Display] This field displays the MCA number.
MCA Title	[Display] This field displays the MCA title of the account number.
Home Branch	[Display] This field displays the home branch of the MCA.
Multi Currency Package	[Display] This field displays the multi currency package.

7. Click the **Ok** button.
8. Click the **Close** button.



Card Management User Manual

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