

**Oracle FLEXCUBE  
Card Management User Manual  
Release 4.5.0.0.0  
Part No E52127-01**



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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

Card Master Setup\*

Card Product :  ...

Description :

Card Type :  Online  Batch  Online & Batch

Card Product Validity :  Years

Record Details				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add By Copy
  Add
  Modify
  Delete
  Cancel
  Amend
  Authorize
  Inquiry

UDF OK Close Clear

**Field Description**

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

Card Product Validity : 10 Years

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input checked="" type="checkbox"/>

Add By Copy  
  Add  
  Modify  
  Delete  
  Cancel  
  Amend  
  Authorize  
  Inquiry  
 UDP  
 Ok  
 Close  
 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
<b>Card Product</b>	<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>
<b>Account Product</b>	<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

**Card-Account Product Link Setup**

Card Product :  SAVINGS A/C CARD

Account Product :  REGULAR DSP

**Product Mapping**

Card Product	Card Product Description	Account Product	Account Product Description

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

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

**Card-Account Product Link Setup**

Card Product : 1 SAVINGS A/C CARD

Account Product : 2 REGULAR DSP

**Product Mapping**

Card Product	Card Product Description	Account Product	Account Product Description
1	SAVINGS A/C CARD	2	REGULAR DSP

**Record Details**

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

Add
  Modify
  Delete
  Cancel
  Amend
  Authorize
  Inquiry

## Field Description

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

- 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
<b>Branch Code</b>	[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.
<b>Card Product</b>	[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.
<b>No. Of Cards</b>	[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**

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**

Blank Cards Request

Branch Code : 700

Card Product : 3

No. Of Cards :

Request Log

Reference Number	Branch	Card Product	No. of Cards	Log Date	Status
REF00000104	700	3	1	2008-01-31 00:00:00.0	X
REF00000162	700	3	4	2008-01-31 00:00:00.0	R

Record Details

Input By: \_\_\_\_\_ Authorized By: \_\_\_\_\_ Last Mnt. Date: \_\_\_\_\_ Last Mnt. Action: \_\_\_\_\_ Authorized:

Add
  Modify
  Delete
  Cancel
  Amend
  Authorize
  Inquiry

**Field Description**

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

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

The screenshot shows a web-based application window titled "Blank Cards Inventory". At the top, there are two dropdown menus: "Branch code :" and "Card Product :". Below these is a section labeled "Card Details" which contains a table. The table header is "Branch|Card Product|No. of Available Cards". The table body is currently empty. At the bottom right of the window, there are three buttons: "Ok", "Close", and "Clear".

**Field Description**

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

Blank Cards Inventory

Branch code : 9999 ...

Card Product : 1 ...

Card Details

Branch	Card Product	No. of Available Cards
9999	1	54

Ok Close Clear

## Field Description

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

- 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

The screenshot displays the 'Card Maintenance' interface. At the top, there are search criteria including 'Customer Short Name' and 'Search String'. Below this, fields for 'Cust IC', 'ID', 'Home Branch', 'Full Name', and 'Short Name' are visible. There are radio buttons for 'Online' and 'Batch' modes, and a checkbox for 'Reissue'. Fields for 'Card Product', 'Card No.', and 'Old Card No.' are also present. A tabbed interface shows 'Card Details' as the active tab, with other tabs for 'Card Status History', 'Account Link History', 'Mailing Address', and 'Beneficiary Accounts'. The 'Card Details' section includes fields for 'Embossed Name', 'Card Status', 'Language', 'Issue Date' (15/01/2008), and 'Expiry Date' (15/01/2018). A 'Remarks' field is also available. Below this, the 'Account Linked' section shows a table with columns: 'Account No.', 'Account Branch Code', 'Product Name', 'Account Title', 'Account Relation', 'Default (Y/N)', and 'Link (Y/N)'. At the bottom, there is a 'Record Details' section with fields for 'Input By', 'Authorized By', 'Last Mnt. Date', 'Last Mnt. Action', and 'Authorized'. The footer contains a row of radio buttons for 'Add', 'Modify', 'Delete', 'Cancel', 'Amend', 'Authorize', and 'Inquiry' (which is selected), along with 'Ok', 'Close', and 'Clear' buttons.

## Field Description

Field Name	Description
<b>Search Criteria</b>	<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"> <li>• Customer short name: The short name of the customer.</li> <li>• Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>• Customer ID: The unique identification given by the bank.</li> </ul>
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> 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 <b>Search String</b> field.</p>
<b>Cust IC</b>	<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>
<b>ID</b>	<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
<b>Home Branch</b>	<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 <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>
<b>Full Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Short Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Card Issue Mode</b>	<p>[Mandatory, Radio Button]</p> <p>Select the appropriate card issue mode.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Online:</b> It allows the user to issue the card in online mode. In online mode the card number needs to be specified.</li> <li>• <b>Batch:</b> 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</li> </ul>
<b>Card Product</b>	<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>
<b>Card No</b>	<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>
<b>Old Card No</b>	<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
------------	-------------

**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 : 602045

Cust IC : 55554444 ID : 602045 Home Branch : 9999

Full Name : SUMUEL S MOHMAD Short Name : SUMUELSMOHMAD

Online  Batch

Card Product : 1 DEFAULT Card No : REF00000601

Reissue Old Card No :

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

Embossed Name : SUMUEL S MOHMAD

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)
00000039909	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054023	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054031	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054049	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054056	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054064	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054072	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000060608	9999	REVOLVING LOAN FOR RMLMS		SOW	N	N
00000060665	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 Search String : 602045  
 Cust IC : 55554444 ID : 602045 Home Branch : 9999  
 Full Name : SUMUEL S MOHMAD Short Name : SUMUELSMOHMAD

Online  Batch  
 Card Product : 1 DEFAULT Card No : REF00000601  
 Reissue Old Card No :

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

Embossed Name : SUMUEL S MOHMAD  
 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)
00000039909	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054023	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054031	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054049	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054056	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054064	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054072	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000060608	9999	REVOLVING LOAN FOR RMLMS		SOW	N	N
00000060665	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

Field Description

Field Name	Description
<b>Embossed Name</b>	[Display] This field displays the name that will appear on the issued card.
<b>Card Status</b>	[Display] This field displays the current status of the card.
<b>Language</b>	[Mandatory, Drop-Down] Select the language in which the card is maintained from the drop-down list.
<b>Issue Date</b>	[Display] This field displays the date on which the card is issued.
<b>Expiry Date</b>	[Display] This field displays the expiry date of card after which the card cannot be used.
<b>Remarks</b>	[Optional, Alphanumeric, 120] Type the remarks for the transaction.

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

### Card Status History

**Card Maintenance**

Search Criteria :  Search String :

Cust IC :  ID :  Home Branch : 9999

Full Name :  Short Name :

Online  Batch

Card Product :   Card No :

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 :  Authorized By :  Last Mnt. Date :  Last Mnt. Action :  Authorized :

### Field Description

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

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

### Account Link History

**Card Maintenance**

Search Criteria : Customer Id 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 : 224455556666

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	9999	TSWAPNILM
000000050393	31-01-2008		Y	9999	TSWAPNILM
000000041558	31-01-2008		Y	9999	TSWAPNILM
000000041558	31-12-2007		Y	9999	TSWAPNILM

**Record Details**

Input By : TSWAPNILM Authorized By : SSWAPNILM Last Mnt. Date : 14/07/2008 17:31:37 Last Mnt. Action : Authorize Authorized :

### 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 :  Search String :

Cust IC :  ID :  Home Branch :

Full Name :  Short Name :

Online  Batch

Card Product :  SAVINGS  Card No :

Reissue  Old Card No :

Collect  Mail

Collecting Branch :

Address :

City :

State :

Phone:

---

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

**Field Description**

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

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

<b>Address</b>	[Mandatory, Alphanumeric, 35, Three lines] Type the address of the customer.
<b>City</b>	[Mandatory, Pick List] Select the name of the city from the pick list.
<b>State</b>	[Mandatory, Pick List] Select the name of the state from the pick list.
<b>Phone</b>	[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.

<b>Address</b>	[Mandatory, Alphanumeric, 35, Three lines] Type the pin mailing address of the customer.
<b>City</b>	[Mandatory, Pick List] Select the name of the city from the pick list.
<b>State</b>	[Mandatory, Pick List] Select the name of the state from the pick list.
<b>Phone</b>	[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: Katakana/Kanji name(WildCard matc) Search Criteria 2: Home Phone  
 Search String 1: 1 Search String 2:

IC : 9990000773 ID : 605264  
 Home Branch : 999  
 Full Name : rahul rs Short Name : a  
 Kana Name : rahul rs  
 Kanji Name : yaibhavag1 rs  
 Home Phone : 458796536 Mobile Phone : 8574965  
 Date of birth : 1981-02-19

Online  Batch  
 Card Product :  Card No :  Postal Matter Code:   
 Reissue Old Card No :  Assign Same ContractNo:

**Card Details** | Card Status History

Embossed Name :   
 Card Status :   
 Language :   
 Issue Date : 15/02/2008 Expiry Date : 15/02/2018  
 Remarks :   
 Account Linked : 

Account No.	Product Name	Account Title	Account Relation	Default (Y/N)	Link (Y/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
<b>Search Criteria 1</b>	<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"> <li>Customer IC (Complete Match): The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>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.</li> <li>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.</li> <li>Katakana (Single Byte): The entered name will be checked in the customer master. A single byte match of full name is Katakana name.</li> </ul>

Field Name	Description
<b>Search String 1</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria 1</b> field.</p>
<b>Search Criteria 2</b>	<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"> <li>• Date of Birth (YYYYMMDD) (Complete Match)</li> <li>• Mobile No (Wildcard Match)</li> <li>• Home Phone (Wildcard Match)</li> </ul>
<b>Search String 2</b>	<p>[Mandatory, Pick List]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria 2</b> field.</p>
<b>IC</b>	<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>
<b>ID</b>	<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>
<b>Home Branch</b>	<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 will are kept in this branch.</p> <p>These short names are maintained in the <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>

Field Name	Description
<b>Full Name</b>	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.
<b>Short Name</b>	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.
<b>Kana Name</b>	[Display] This field displays the kana name of the customer for whom the card is maintained.
<b>Kanji Name</b>	[Display] This field displays the kanji name of the customer for whom the card is maintained.
<b>Home Phone</b>	[Display] This field displays the home phone number of the customer for whom the card is maintained.
<b>Mobile phone</b>	[Display] This field displays the mobile phone number of the customer for whom the card is maintained.
<b>Date of Birth</b>	[Display] This field displays the birth date of the customer for whom the card is maintained.
<b>Online</b>	[Mandatory, Radio Button] Click <b>Online</b> to issue a card in an online mode. In the online mode the card number needs to be specified.
<b>Batch</b>	[Mandatory, Radio Button] Click <b>Batch</b> to issue a card in the batch mode. In the batch mode a request reference number will be generated and displayed in the <b>Card No</b> field.
<b>Card Product</b>	[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
<b>Card No</b>	<p>[Mandatory, Pick List]</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>
<b>Postal Matter Code</b>	<p>[Optional, Drop-Down]</p> <p>Select the code relating to the issued card from the drop-down list.</p> <p>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.</p>
<b>Reissue</b>	<p>[Optional, Check Box]</p> <p>Select the <b>Reissue</b> check box to reissue a card.</p>
<b>Old Card No</b>	<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.</p>
<b>Assign Same ContractNo</b>	<p>[Optional, Check Box]</p> <p>Select the <b>Assign Same ContractNo</b> check box to have the same contract number on the new card.</p> <p>If the check box is not selected then the system will generate the new contract number.</p> <p>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.</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.
7. Enter the other relevant information.



Card Maintenance

**Card Maintenance**

Search Criteria 1:  Search Criteria 2:

Search String 1:  Search String 2:

IC :  ID :

Home Branch :

Full Name :  Short Name :

Kana Name :

Kanji Name :

Home Phone :  Mobile Phone :

Date of birth :

Online  Batch

Card Product :   Card No :  Postal Matter Code:

Reissue Old Card No :  Assign Same ContractNo:

**Card Details** | **Card Status History**

Embossed Name :

Card Status :

Language :

Issue Date :  Expiry Date :

Remarks :

Account Linked : 

Account No.	Product Name	Account Title	Account Relation	Default (Y/N)	Link (Y/N)

**Record Details**

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"/>

Add  Modify  Delete  Cancel  Amend  Authorize  Inquiry

8. Enter the required information in the various tabs.

**Card Details**

**Card Maintenance**

Search Criteria 1:  Search Criteria 2:

Search String 1:  Search String 2:

IC :  ID :

Home Branch :

Full Name :  Short Name :

Kana Name :

Kanji Name :

Home Phone :  Mobile Phone :

Date of birth :

Online  Batch

Card Product :  Card No :  Postal Matter Code:

Reissue Old Card NO :  Assign Same ContractNo:

**Card Details** | **Card Status History**

Embossed Name :

Card Status :

Language :

Issue Date :  Expiry Date :

Remarks :

Account Linked : 

Account No.	Product Name	Account Title	Account Relation	Default (Y/N)	Link (Y/N)

**Record Details**

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"/>

Add 
  Modify 
  Delete 
  Cancel 
  Amend 
  Authorize 
  Inquiry

**Field Description**

Field Name	Description
<b>Embossed Name</b>	[Mandatory, Alphanumeric, 120] Type the name that will appear on the issued card.
<b>Card Status</b>	[Display] This field displays the current status of the card.
<b>Language</b>	[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"> <li>• English</li> <li>• Chinese</li> </ul>
<b>Issue Date</b>	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the card is issued from the pick list.

Field Name	Description
<b>Expiry Date</b>	[Mandatory, Pick List, DD/MM/YYYY] Select the expiry date of card after which the card cannot be used from the pick list.
<b>Remarks</b>	[Mandatory, Alphanumeric, 120] Type the remarks for the transaction.

Column Name	Description
<b>Account Linked</b>	
<b>Account No.</b>	[Display] This column displays the account number belonging to the selected customer and will be associated with the card to be issued.
<b>Product Name</b>	[Display] This column displays the product to which this account belongs.
<b>Account Title</b>	[Display] This column displays the title given for the account number.
<b>Account Relation</b>	[Display] This column displays the relation of selected customer to the account.
<b>Default (Y/N)</b>	[Display] This column displays whether the account is primary account number. By default, it is displayed as Y.
<b>Link (Y/N)</b>	[Display] This column displays the link status. By default, it is displayed as Y.

## Card Status History

**Card Maintenance**

Search Criteria 1:  Search Criteria 2:

Search String 1:  Search String 2:

IC :  ID :

Home Branch :

Full Name :  Short Name :

Kana Name :

Kanji Name :

Home Phone :  Mobile Phone :

Date of birth :

Online  Batch

Card Product :   ... Card No :  ... Postal Matter Code:

Reissue Old Card No :  ... Assign Same ContractNo:

**Card Details | Card Status History**

Card Number	Change Date	From Status	To Status	Branch Code	Teller ID	Remarks

**Record Details**

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

Add 
  Modify 
  Delete 
  Cancel 
  Amend 
  Authorize 
  Inquiry

## Field Description

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

<b>Column Name</b>	<b>Description</b>
<b>Teller ID</b>	[Display] This column displays the teller ID of the person who made the change.
<b>Remarks</b>	[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 : Customer Short Name      Search String :

IC :       ID :       Home Branch :

Full Name :       Short Name :

Card Type :       Card No :

**Card Details** | Card History

Embossed Name :

Card Status :

Single Stripe       Double Stripe

Date Entry :  Issue Date :  Expiry Date :

Last Used :  Change Limit :  Retry Allowed :

Remarks :

Account Linked : 

Acct No.	Product Name	Account Title	Module	Link(Y/N)
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**Record Details**

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"/>

Add    Modify    Delete    Cancel    Amend    Authorize    Inquiry           

Field Description

Field Name	Description
<b>Search Criteria</b>	[Mandatory, 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"> <li>Customer Short Name</li> <li>Customer Ic - Customer Identification criteria (IC) arrived at by the bank during customer addition.</li> <li>Customer Id - Unique identification given by the bank</li> </ul>
<b>Search String</b>	[Mandatory, Alphanumeric, 20] Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> field.

Field Name	Description
<b>IC</b>	<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>
<b>ID</b>	<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>
<b>Home Branch</b>	<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 will are kept in this branch.</p> <p>These short names are maintained in the <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>
<b>Full Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Short Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Card Type</b>	<p>[Display]</p> <p>This field displays the card type.</p>
<b>Card No</b>	<p>[Mandatory, Pick List]</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>

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 : Customer Short Name Search String :

IC :  ID :  Home Branch :

Full Name :  Short Name :

Card Type :  Card No :

**Card Details** | **Card History**

Embossed Name :

Card Status :

Single Stripe  Double Stripe

Date Entry :  Issue Date :  Expiry Date :

Last Used :  Change Limit :  Retry Allowed :

Remarks :

Account Linked :

---

**Record Details**

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"/>

6. Enter the relevant information in the various tabs.

**Card Details**

**Card Maintenance**

Search Criteria : Customer Short Name      Search String :

IC : ID :       Home Branch :

Full Name :       Short Name :

Card Type :       Card No :

**Card Details** | Card History

Embossed Name :

Card Status :

Single Stripe       Double Stripe

Date Entry :  Issue Date :  Expiry Date :

Last Used :  Change Limit :  Retry Allowed :

Remarks :

Account Linked : 

Acct No.	Product Name	Account Title	Module	Link(Y/N)
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**Record Details**

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"/>

Add    Modify    Delete    Cancel    Amend    Authorize    Inquiry           

**Field Description**

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

Field Name	Description
<b>Change Limit</b>	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the limit is changed from the pick list.
<b>Retry Allowed</b>	[Mandatory, Numeric, 3] Type the number of retries allowed.
<b>Remarks</b>	[Mandatory, Alphanumeric, 120] Type the remarks for the transaction.

Column Name	Description
<b>Account Linked</b>	
<b>Acct No.</b>	[Display] This column displays the account number belonging to the selected customer and will be associated with the card to be issued.
<b>Product Name</b>	[Display] This column displays the product to which this account belongs.
<b>Account Title</b>	[Display] This column displays the title given for the account number.
<b>Module</b>	[Display] This column displays the name of the module to which the account is linked.
<b>Link (Y/N)</b>	[Display] This column displays the link status. By default, it is displayed as Y.

**Card History**

**Field Description**

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

<b>Column Name</b>	<b>Description</b>
<b>From Status</b>	[Display] This column displays the initial status of the card.
<b>To Status</b>	[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	
IC :	DLS123	ID :	600886	Home Branch : 999
Full Name :	AMITABH H BACCHAN		Short Name :	DLS123
Card No :	999123000085		...	
Current Status :	Generated		...	
New Status :	Active		...	
Comments :	CARD ACTIVATED ...			
<b>Record Details</b>				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
TJAMES	SJAMES	31/08/2006 18:25:30	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
<b>Search Criteria</b>	<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"> <li>• Customer short name: The short name of the customer.</li> <li>• Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>• Customer ID: The unique identification given by the bank.</li> </ul>
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> 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 <b>Search String</b> field.</p>
<b>IC</b>	<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>
<b>ID</b>	<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
<b>Home Branch</b>	<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 <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>
<b>Full Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Short Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Card No</b>	<p>[Mandatory, Pick List]</p> <p>Select the number of the card whose status has to be changed from the pick list.</p>
<b>Current Status</b>	<p>[Display]</p> <p>This field displays the current status of the selected card.</p>
<b>New Status</b>	<p>[Display]</p> <p>This field displays the new status.</p> <p>The new status will be Active.</p>
<b>Comments</b>	<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	Home Branch : 999
Full Name :	AMITABH H BACCHAN		Short Name :	DLS123
Card No :	999123000085		...	
Current Status :	Generated		...	
New Status :	Active		...	
Comments :	CARD ACTIVATED			
<b>Record Details</b>				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
TJAMES	SJAMES	31/08/2006 18:25:30	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"/>				

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

**Card Status Change**

Search Criteria :  Search String :

IC :  ID :  Home Branch :

Full Name :  Short Name :

Card No :

Current Status :

New Status :

Comments :

**Record Details**

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"/>

Modify
  Delete
  Cancel
  Amend
  Authorize
  Inquiry

## Field Description

Field Name	Description
<b>Search Criteria</b>	<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"> <li>Customer short name: The short name of the customer.</li> <li>Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>Customer ID: The unique identification given by the bank.</li> </ul>

Field Name	Description
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> 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 <b>Search String</b> field.</p>
<b>IC</b>	<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>
<b>ID</b>	<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>
<b>Home Branch</b>	<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 <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>
<b>Full Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>

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





## Field Description

Field Name	Description
<b>Search Criteria</b>	<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"> <li>• Customer short name: The short name of the customer.</li> <li>• Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>• Customer ID: The unique identification given by the bank.</li> </ul>
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> 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 <b>Search String</b> field.</p>
<b>IC</b>	<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>
<b>ID</b>	<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
<b>Home Branch</b>	<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 <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>
<b>Full Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Short Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Card No</b>	<p>[Mandatory, Pick List]</p> <p>Select the number of the card whose status has to be changed from the pick list.</p>
<b>Current Status</b>	<p>[Display]</p> <p>This field displays the current status of the selected card.</p>
<b>New Status</b>	<p>[Mandatory, Drop-Down]</p> <p>Select the new status for the card from the drop-down list.</p>
<b>Comments</b>	<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. Select the new status of the card from the drop-down list.
8. Select the comment from the pick list or enter the relevant comment.

## Card Unblocking

**Card Unblocking**

Search Criteria : Customer Short Name Search String : amita

IC : DLS123 ID : 600886 Home Branch : 999

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:	<input type="text" value="Katakana/Kanji name(WildCard matc.)"/>	Search Criteria 2:	<input type="text" value="Date of Birth YYYYMMDD "/>																
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="waibhavag1 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"/>																		
Card No :	<input type="text" value="9990000773-01"/>																		
Card Status :	<input type="text" value="Issued"/>	Random Number status :	<input type="text" value="Issued"/>																
Action :	<input type="text" value="Activate Card"/>																		
Comments :	<input type="text"/>																		
<table border="1"> <thead> <tr> <th colspan="5">Record Details</th> </tr> <tr> <th>Input By</th> <th>Authorized By</th> <th>Last Mnt. Date</th> <th>Last Mnt. Action</th> <th>Authorized</th> </tr> </thead> <tbody> <tr> <td><input type="text" value="TRANJAN"/></td> <td><input type="text" value="SRANJAN"/></td> <td><input type="text" value="24/04/2007 16:06:38"/></td> <td><input type="text" value="Authorize"/></td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table>					Record Details					Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized	<input type="text" value="TRANJAN"/>	<input type="text" value="SRANJAN"/>	<input type="text" value="24/04/2007 16:06:38"/>	<input type="text" value="Authorize"/>	<input checked="" type="checkbox"/>
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<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
<b>Search Criteria 1</b>	<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"> <li>• Customer IC (Complete Match): The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>• 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.</li> <li>• 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.</li> <li>• Katakana (Single Byte):The entered name will be checked in the Customer Master. A single byte match of full name is katakana name.</li> </ul>
<b>Search String 1</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria 1</b> field.</p>
<b>Search Criteria 2</b>	<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"> <li>• Date of Birth (YYYYMMDD) (Complete Match)</li> <li>• Mobile No (Wildcard Match)</li> <li>• Home Phone (Wildcard Match)</li> </ul>
<b>Search String 2</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>The search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria 2</b> 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>

Field Name	Description
<b>IC</b>	<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>
<b>ID</b>	<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>
<b>Home Branch</b>	<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 <b>Branch Master Maintenance</b> Fast Path: BAM03) option.</p>
<b>Full Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Short Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Kana Name</b>	<p>[Display]</p> <p>This field displays the kana name of the customer for whom the card is maintained.</p>
<b>Kanji Name</b>	<p>[Display]</p> <p>This field displays the kanji name of the customer for whom the card is maintained.</p>

Field Name	Description
<b>Home Phone</b>	[Display] This field displays the home phone number of the customer for whom the card is maintained.
<b>Mobile phone</b>	[Display] This field displays the mobile phone number of the customer for whom the card is maintained.
<b>Date of birth</b>	[Display] This field displays the birth date of the customer for whom the card is maintained.
<b>Card No</b>	[Mandatory, Pick List] Select the card number from the pick list. The card number of which status has to be changed.
<b>Card Status</b>	[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 <b>Card No</b> pick list.
<b>Random Number status</b>	[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 <b>Card No</b> pick list.
<b>Action</b>	[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"> <li>• Block Card</li> <li>• Block Random Number</li> <li>• Activate Card</li> <li>• Activate Random Number</li> </ul>
<b>Comments</b>	[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.

Card and Random Number Status Change

Card and Random Number Status Change																			
Search Criteria 1:	<input type="text" value="Katakana/Kanji name(WildCard matc.)"/>	Search Criteria 2:	<input type="text" value="Date of Birth YYYYMMDD"/>																
Search String 1:	<input type="text" value="1"/>	Search String 2:	<input type="text"/>																
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<input type="button" value="Add"/> <input checked="" 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="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

Card-MCA Linkage Maintenance\*

Card Number:  Card Type & Desc:

CASA MCA Details | TD MCA Details | RD MCA Details

MCA No.	MCA Title	Home Branch	Multi Currency Package	Default MCA

Remarks:

Record Details

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add By Copy
  Add
  Modify
  Delete
  Cancel
  Amend
  Authorize
  Inquiry

UDF OK Close Clear



**Field Description**

Field Name	Description
<b>Search Criteria</b>	<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"> <li>• Customer short name: The short name of the customer.</li> <li>• Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>• Customer ID: The unique identification given by the bank.</li> </ul>
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> 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 <b>Search String</b> field.</p>
<b>Customer IC</b>	<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>
<b>Customer ID</b>	<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
<b>Home Branch</b>	<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 <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>
<b>Full Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Short Name</b>	<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 <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Card Issue Mode</b>	<p>[Mandatory, Radio Button]</p> <p>Select the appropriate card issue mode.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Online:</b> It allows the user to issue the card in online mode. In online mode the card number needs to be specified.</li> <li>• <b>Batch:</b> 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</li> </ul>
<b>Card Product</b>	<p>[Conditional, Pick List]</p> <p>Select the card product from the pick list.</p>
<b>Card Number</b>	<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>
<b>Reissue</b>	<p>[Optional, Check Box]</p> <p>Select the <b>Reissue</b> check box to reissue a card.</p>
<b>Old Card No</b>	<p>[Conditional, Pick List]</p> <p>Select the old card number from the pick list.</p> <p>This field is enabled if the <b>Reissue</b> 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

**Customer Card Maintenance\***

**Customer Search**

Search Criteria:  Search String:

Customer IC:  Customer Id:  Home Branch:

Full Name:  Short Name:

Online  Batch

Card Product:   Card Number:

Reissue:  Old Card Number:

**Card Details** | Card Status History | Mailing Address

Embossed Name:

Card Status:

Language:

Issue Date:  Expiry Date:

Remarks:

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add By Copy  Add  Modify  Delete  Cancel  Amend  Authorize  Inquiry

UDF Ok Close Clear

7. Enter the relevant information in the various tabs.

Card Details

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), Search String (John), Customer IC (RETAILONHOLIDAY), Customer Id (604286), Home Branch (112), Full Name (JOHN D), and Short Name (JOHN D). Below this are radio buttons for 'Online' and 'Batch', and fields for Card Product (2, VISA DEBIT CARD), Card Number (REF000000021), Reissue (checkbox), and Old Card Number. A tabbed interface shows 'Card Details' selected, with fields for Embossed Name (John), Card Status (Requested), Language (dropdown), Issue Date (17/05/2010), Expiry Date (30/05/2014), and Remarks (Card requested). At the bottom, there is a 'Record Details' section with columns for Input By, Authorized By, Last Mnt. Date, Last Mnt. Action, and Authorized. The bottom toolbar includes buttons for Add By Copy, Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry, UDF, Ok, Close, and Clear.

Field Description

Field Name	Description
<b>Embossed Name</b>	[Display] This field displays the name that will appear on the issued card.
<b>Card Status</b>	[Display] This field displays the current status of the card.
<b>Language</b>	[Mandatory, Drop-Down] Select the language in which the card is maintained from the drop-down list.
<b>Issue Date</b>	[Display] This field displays the date on which the card is issued.
<b>Expiry Date</b>	[Display] This field displays the expiry date of card after which the card cannot be used.
<b>Remarks</b>	[Optional, Alphanumeric, 120] Type the remarks for the transaction.

Card Status History

**Customer Search**

Search Criteria: Customer Short Name [ ] Search String: john [ ]

Customer IC: RETAILONHOLIDAY [ ] Customer Id: 604286 [ ] Home Branch: 112 [ ]

Full Name: JOHN D [ ] Short Name: JOHN D [ ]

Online [ ] Batch [ ]

Card Product: 2 [ ] VISA DEBIT CARD [ ] Card Number: REF000000021 [ ]

Reissue: [ ] Old Card Number: [ ]

Card Details | **Card Status History** | Mailing Address

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

**Record Details**

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

Add By Copy 
  Add 
  Modify 
  Delete 
  Cancel 
  Amend 
  Authorize 
  Inquiry

UDF [ ] OK [ ] Close [ ] Clear [ ]

Field Description

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

**Mailing Address**

The screenshot shows the 'Customer Card Maintenance' application window. The 'Mailing Address' tab is active. The form contains the following fields and sections:

- Customer Search:** Search Criteria (Customer Short Name), Search String (John), Customer IC (RETAILONHOLIDAY), Customer Id (604286), Home Branch (112), Full Name (JOHN D), Short Name (JOHN D).
- Card Details:** Card Product (2), VISA DEBIT CARD, Card Number (REF000000021), Reissue (checkbox), Old Card Number.
- Mailing Address:** Radio buttons for Collect and Mail (Mail is selected). Fields for Collecting Branch (9999), Address (5/207, Chi Road), City (Xiang), State (Chuang), and Phone (099-055-2063636).
- Record Details:** A table with columns: Input By, Authorized By, Last Mnt. Date, Last Mnt. Action, Authorized.
- Buttons:** Add By Copy, Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry, UDF, Ok, Close, Clear.

**Field Description**

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

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

**Address** [Mandatory, Alphanumeric, 35, Three lines]  
Type the address of the customer.

Field Name	Description
<b>City</b>	[Mandatory, Pick List] Select the name of the city from the pick list.
<b>State</b>	[Mandatory, Pick List] Select the name of the state from the pick list.
<b>Phone</b>	[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 - Muti Currency Account Linkage



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Link</b>	[Optional, Radio Button] Select the <b>Link</b> radio button to link the card to the MCA.
<b>Delink</b>	[Optional, Radio Button] Select the <b>Delink</b> radio button to delink the card to the MCA.
<b>Re-link</b>	[Optional, Check Box] Select the <b>Re-link</b> check box to enable re-issuance of a debit card to the MCA.
<b>Current Debit Card No.</b>	[Conditional, Alphanumeric] Type the original card number for re-issuance of a card. This field is mandatory if <b>Re-issue</b> check box is selected.
<b>Current Debit Status</b>	[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 <b>Replaced</b> .
<b>Card Number</b>	[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.
<b>Status</b>	[Displays] This field displays the status of card number entered.
<b>Card Type</b>	[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 <b>Link</b> radio button is selected. The card type is maintained in the day zero table. This field is a pick list, if the <b>Delink</b> radio button is selected.
<b>MCA Number</b>	[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 <b>Delink</b> radio button is selected. This field is a input field, if the <b>Link</b> radio button is selected.
<b>MCA Title</b>	[Display] This field displays the MCA title.

Field Name	Description
<b>Multi Currency Package</b>	[Display] This field displays the multi currency package.
<b>Module</b>	[Display] This field displays the module.
<b>Home Branch</b>	[Display] This field displays the home branch.
<b>Default MCA</b>	[Conditional, Check Box] Select the <b>Default MCA</b> 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

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

Card-MCA Linkage Maintenance

Card Number:  Card Type & Desc:

CASA MCA Details | TD MCA Details | RD MCA Details

MCA No.	MCA Title	Home Branch	Multi Currency Package	Default MCA

Remarks:

Record Details

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add By Copy  
  Add  
  Modify  
  Delete  
  Cancel  
  Amend  
  Authorize  
  Inquiry

**Field Description**

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

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

**Card - MCA Linkage Maintenance**

Card-MCA Linkage Maintenance\*

Card Number:  Card Type & Desc:

CASA MCA Details | TD MCA Details | RD MCA Details

MCA No.	MCA Title	Home Branch	Multi Currency Package	Default MCA
0000000033791	Retail Package 12	9999	5212	true

Remarks:

Record Details

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add By Copy 
  Add 
  Modify 
  Delete 
  Cancel 
  Amend 
  Authorize 
  Inquiry

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

CASA MCA Details | TD MCA Details | RD MCA Details

MCA No.	MCA Title	Home Branch	Multi Currency Package	Default MCA
210000007000014	CASA Retail 10038 RMB	5	1038	true

Remarks:

Record Details

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

Add By Copy
  Add
  Modify
  Delete
  Cancel
  Amend
  Authorize
  Inquiry

Field Description

Field Name	Description
<b>MCA No</b>	[Display] This field displays the MCA number.
<b>MCA Title</b>	[Display] This field displays the MCA title of the account number.
<b>Home Branch</b>	[Display] This field displays the home branch of the MCA.
<b>Multi Currency Package</b>	[Display] This field displays the multi currency package.
<b>Default MCA</b>	[Optional, Check Box] Select the <b>Default MCA</b> 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

CASA MCA Details | **TD MCA Details** | RD MCA Details

MCA No.	MCA Title	Home Branch	Multi Currency Package
210000157900021	50001 Retail	9999	5001

Remarks:

Record Details

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add By Copy 
  Add 
  Modify 
  Delete 
  Cancel 
  Amend 
  Authorize 
  Inquiry

UDF Ok Close Clear

## Field Description

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

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

**RD MCA Details**

Card-MCA Linkage Maintenance\*

Card Number: 24284441818838998903 Card Type & Desc: 738 Debit Card

CASA MCA Details | TD MCA Details | **RD MCA Details**

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

Remarks:

Record Details

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add By Copy
  Add
  Modify
  Delete
  Cancel
  Amend
  Authorize
  Inquiry

**Field Description**

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

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



## 1.15. CM14 - Card Type Master Maintenance

The card type master allows to define various card types.

### Definition Prerequisites

Not Applicable

### 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 add a Card type

1. Type the fast path **CM14** or click **Go** or navigate through the menus to **Global Definitions >Customer Transactions>Card Type Master Maintenance**
2. The system displays the **Card Type Master Maintenance** screen.

Card Type Master Maintenance\*

Card Type ID : \*  ...

Card Type Name : \*

Remarks:

Record Details				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add By Copy     Add    Modify    Delete    Cancel    Amend    Authorize    Inquiry

UDF   Ok   Close   Clear

3. Enter the **Card Type Id** .
4. Enter **Card Type Name**

**Field Description**

Field Name	Description
<b>Card Type ID</b>	[Alphanumeric, Text box] Type the card type ID in this field .
<b>Card Type Name</b>	[Alphanumeric, Text box] Enter the card type Name in this field .

**Card Type Master Maintenance**

Card Type Master Maintenance\*

Card Type ID : \*  ...

Card Type Name : \*

Remarks:

Record Details				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add By Copy
  Add
  Modify
  Delete
  Cancel
  Amend
  Authorize
  Inquiry

UDF Ok Close Clear

5. Click on **OK** button
6. The record will be added successfully , you will be prompted with the message " Record Added , Authorization pending ...
7. Click **OK** and authorize the transaction using the supervisor login.



**Card Management User Manual**

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