Oracle FLEXCUBE Direct Banking
Release 12.0.0
Retail Credit Card User Manual

ORACLE
FINANCIAL SERVICES

Part No. E52305-01

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1. Transaction Host Integration Matrix

Legends

NH	No Host Interface Required.
★	Host Interface to be developed separately.
✔	Pre integrated Host interface available.
✕	Pre integrated Host interface not available.
SR	Service Request. Processing to be handled Operationally.

Transaction Name	FLEXCUBE UBS	Third Party Host System
Credit card Summary	✕	★
Credit card Details	✕	★
Secondary credit Card Details	✕	★
Credit Card statement	✕	★
Credit Card Payment	✕	★
Modify Supplementary Card Limits	✕	★

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Transaction Name	FLEXCUBE UBS	Third Party Host System
Register Credit Card	✕	NH
Activate Credit Card	✕	SR
Apply for Credit Card	✕	SR
Auto pay Register	✕	SR
Change Billing Cycle	✕	SR
Change Credit Card Limit-Primary	✕	SR
Credit Card ATM PIN Change	✕	SR
Credit Card Hot listing	✕	SR
Credit Card Replacement	✕	SR
Deactivation of Credit Card	✕	SR
Supplementary Card Request	✕	SR

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2. Credit Card Summary

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

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

Credit Card summary

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

Field Description

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

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

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

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2.1. Credit Card Details

Credit Card details

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

Modify supplementary Card Limit

Field Description

Field Name	Description

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

2. Enter the new credit and cash limit.

3. Click the **Submit** button. The system displays the **Modify Supplementary Card Limit - Verify** screen.
   OR
   Click the **Back** button to return to the previous screen.

Modify Supplementary Card Limit - Verify

Modify Supplementary Card Limit Verify				23-08-2010 02:10:34 GMT -1000
Card Number	**Existing Credit Limit**	**New Credit Limit**	**Existing Cash Limit**	**New Cash Limit**
5200123420106751		90,000.00		40,000.00
6078243156780912	30,000.00	30,000.00	15,000.00	15,000.00
6078243156780123	20,000.00	20,000.00	10,000.00	10,000.00

Back   Confirm

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

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Modify Supplementary Card Limit – Confirm

Transaction submitted for Modify Supplementary Card Limit having reference 130479089177219 has been Auto Authorized .				
Modify Supplementary Card Limit Confirm				23-08-2010 02:10:34 GMT -1000
Card Number	**Existing Credit Limit**	**New Credit Limit**	**Existing Cash Limit**	**New Cash Limit**
5200123420106751		90,000.00		40,000.00
6078243156780912	30,000.00	30,000.00	15,000.00	15,000.00
6078243156780123	20,000.00	20,000.00	10,000.00	10,000.00

OK

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

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2.2. Secondary Credit Card Details

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

Credit Card Details

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

   Click the **Back** button to return to the credit card summary screen.

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3. Credit Card Statement

Using this option you can view the credit card statement for selected month- year.

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

Credit Card Statement

Credit Card Statement		11-10-2010 14:48:51 GMT +0530
Card Number*:	5200123420106751	
Month*:	Select Month	
Year*:	Select Year	
		Back Submit
* Indicates mandatory fields.		
** Indicates mandatory if particular option is enabled.		

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Field Description

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

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

Credit Card Statement

Credit Card Statement   24-11-2010 11:25:36 GMT +0530

Card Number*: 6078243156780123
Month*: January
Year*: 2006

Submit

* Indicates mandatory fields.

** Indicates mandatory if particular option is enabled.

Credit Card Details

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

Address Details

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

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

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4. Credit Card Payment

Using this option you can view the credit card payment.

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

Credit Card Payment

Field Description

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

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

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

Credit Card Payment- Verify

Credit Card Payment - Verify   26-08-2010 19:04:58 GMT +0530
- -

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

                                                                            Back Confirm

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

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Credit Card Payment - Confirm

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

Credit Card Payment - Confirm   26-08-2010 19:04:58 GMT +0530
- -
From Account: 33300002804
Card Number: 5200123420101234
Amount: 5,000.00 INR

OK

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

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5. Register Credit Card

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

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

Register a Credit Card

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

Card No*: 1212111111

Credit Card Expiry*: Month: January   Year: 2010

CVV Number*:

Credit Card Pin*:

Submit

* Indicates mandatory fields.

** Indicates mandatory if particular option is enabled.

Field Description

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

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

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

Register Credit Card - Verify

Register Credit Card – **Verify**	11-10-2010 15:07:01 GMT +0530
Card No: 1212111111	
Credit Card Expiry: Month: January Year: 2010	
	Change Confirm

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

Register Credit Card - Confirm

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

Register Credit Card – **Confirm**	11-10-2010 15:07:01 GMT +0530
Card No: 1212111111	
Credit Card Expiry: Month: January Year: 2010	
	OK

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

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6. Modify Supplementary Card Limit

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

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

Modify Supplementary Card Limit

Modify Supplementary Card Limit	11-10-2010 15:42:36 GMT +0530
Credit Card Number *: Select ▼	
	Submit

1. Select the credit card number.

2. Click the Submit button. The system displays **Modify Supplementary Card Limit** screen.

Modify Supplementary Card Limit

Modify Supplementary Card Limit — 23-08-2010 02:43:47 GMT -1000

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

Back Submit

Field Description

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

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

Modify Supplementary Card Limit - Verify

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

Back Confirm

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

Modify Supplementary Card Limit - Confirm

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

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

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

OK

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

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7. Service Requests

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7.1. Activate Credit Card

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

Activate Credit Card

Activate Credit Card   23-08-2010 02:46:19 GMT -1000
- -
Your request for Activation of Debit Card will be processed within X working day. The activate request will not be processed if the user has already placed a request for replacement of the card. The status of this request could be viewed in the "View Service Request" menu. Bank does not take any responsibility and will also not be liable for any claims if the details provided by the customer are incorrect or incomplete.

Credit Card Number*: 5200123420106751
Reason*: Deactivated Card
Credit Card Expiry Month*: January
Year*: 2010
Embossing Name*:
User Reference:

Another Service Request   Submit

* Indicates Mandatory Fields

Field Description

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

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

Activate Credit Card – Verify

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

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

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

Activate Credit Card- Confirm

✓ Transaction submitted for Activate Credit Card having reference 607043153177725 has been Auto Authorized .

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

- -
```
              Credit Card Number: 5200123420106751
                          Reason: Deactivated Card
        Credit Card Expiry Month: January
                            Year: 2012
                  Embossing Name: RAVEEKISAN
                  User Reference:
```
                                                    Another Service Request   OK

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

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7.2. Apply for Credit Card

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

Apply for Credit Card

Field Description

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

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Field Name	Description
Mode of Delivery	[Mandatory, Radio button] Select the radio button from the available radio buttons The options available are • Branch • Courier • Post
Select City	[Conditional, Dropdown] Select the city to which the branch belongs from the drop down list. This field will be enabled if the **Branch** radio button is selected from the **Mode of Delivery** option.
Select Branch	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list. This field will be enabled if the **Branch** radio button is selected from the **Mode of Delivery** option.
Name	[Conditional, Alphanumeric, 35] Type the name to which the delivery shall be done. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.
Address	[Conditional, Alphanumeric, 34. Three] Type the address for delivery of cheque book(s). This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.
City	[Conditional, Alphanumeric, 35] Type the city to which the address belongs. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.
State	[Conditional, Alphanumeric, 35] Type the state to which the city belongs. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.
Country	[Conditional, Alphanumeric, 35] Type the country of the address. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.

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

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

Apply for Credit Card - Verify

2. **Click the Confirm button. T**he system displays the **Apply for Credit Card - Confirm sc**reen
   OR
   Click the **Change the button to c**hange the details.

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Apply for Credit Card- Confirm

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

7.3. Auto pay Register

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

Auto Pay Register

Field Description

Field Name	Description
Credit Card No	[Mandatory, Drop-Down] Select the credit card number from the dropdown list.
Account No	[Mandatory, Drop-Down] Select the account number from the dropdown list.
Payment Type	[Mandatory, Radio button] Select the radio button from drop-down list. The options are as follow: • Total Amount due • Minimum amount due • De-register
User Reference	[Optional, Alphanumeric, 50] Type the user reference number for future reference.

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

Auto Pay Register - Verify

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

Auto Pay Register - Confirm

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

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

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

Another Service Request   OK

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

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7.4. Change Billing Cycle

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

Change Billing Cycle

Field Description

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

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

Change Billing Cycle - Verify

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

Change Billing Cycle - Confirm

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

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

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

Another Service Request   OK

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

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7.5. Change Credit Card Limit-Primary

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

Change Credit Card Limit – Primary

Field Description

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

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

Change Credit limit - Verify

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

Change Credit Limit - Confirm

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

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7.6. Credit Card ATM PIN Change

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

Credit Card ATM PIN Change

Field Description

Field Name	Description
Card No	[Mandatory, Drop-Down] Select the credit card number from the drop-down list.
Delivery Details	
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are • Branch • Courier • Post
Select City	[Conditional, Drop-Down] Select the city to which the branch belongs from the drop down list. This field will be enabled if the **Branch** radio button is selected from the **Mode of Delivery** option.

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

1. Enter the relevant details.

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

Credit Card ATM PIN Change - Verify

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

Credit Card ATM PIN Change - Confirm

4. Click the **Ok button. The system dis**plays **Credit Card ATM PIN Change sc**reen.
   OR

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

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7.7. Credit Card Hot listing

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

Credit Card Hot Listing

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

Credit Card Number*: Select
Credit Card Hot Listing Reason*: Select
New Credit Card Required*: ⦿ Yes ○ No

Delivery Details

Mode of Delivery *: ⦿ Branch ○ Courier ○ Post
Select City Select Branch
Name*:
Address**:

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

User Reference :

Another Service Request   Submit

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Select the credit card number from the dropdown list.
Credit Card Hot Listing reason	[Display] This field displays the current credit limit for the credit card.
New Credit Card Required	[Mandatory, Radio Button] Select the radio button if the new credit card is required.
Delivery Details	
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are • Branch • Courier • Post

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

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

1. Enter the relevant details.

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

Credit Card Hot listing - Verify

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

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Credit Card Hot listing - Confirm

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

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

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

Delivery Details

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

User Reference :

Another Service Request   OK

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

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7.8. Credit Card Replacement

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

Credit card Replacement

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Dropdown] Select the credit card number from the dropdown list.
Reason	[Display] This field displays the current credit limit for the credit card.
Embossing Name	[Mandatory, Numeric] Type the embossing name.
Delivery Details	
Mode of delivery	[Mandatory, Radio button] Select the radio button from the available radio buttons The options available are • Branch • Courier • Post.

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

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

1. Enter the relevant details.

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

Credit card Replacement - Verify

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

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Credit card Replacement - Confirm

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

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

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

Delivery Details

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

User Reference :

Another Service Request | OK

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

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7.9. Deactivation of Credit Card

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

Deactivation of Credit Card

Field Description

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

1. Enter the relevant details.

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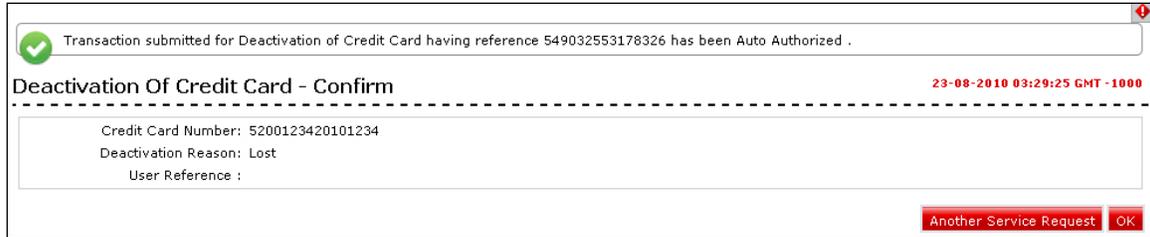
Deactivation of Credit Card - Verify

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

Deactivation of Credit Card - Confirm

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Transaction submitted for Deactivation of Credit Card having reference 549032553178326 has been Auto Authorized .

Deactivation Of Credit Card - Confirm   23-08-2010 03:29:25 GMT-1000

Credit Card Number: 5200123420101234
Deactivation Reason: Lost
User Reference :

Another Service Request   OK

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

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7.10. Supplementary Card Request

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

Supplementary Card Request

Field Description

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

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Field Name	Description
Credit limit for Supplementary card	[Mandatory, Numeric, 13.Two] Type the credit limit for the supplementary card.
Cash limit for Supplementary card	[Mandatory, Numeric, 13.Two] Type the cash limit for the supplementary card.
Mother's maiden name of supplementary card holder	[Mandatory, Alphanumeric, 35] Type the mother's maiden name on the supplementary card.
Limit Type	[Mandatory, Dropdown] Select the limit type for the supplementary card from the dropdown list. The options available are • Separate • Shared
Delivery Details	
Mode of delivery	[Mandatory, Radio button] Select the radio button from the available radio buttons The options available are • Branch • Courier Post.
Select City	[Conditional, Drop-Down] Select the city to which the branch belongs from the drop down list. This field will be enabled if the **Branch** radio button is selected from the **Mode of Delivery** option.
Select Branch	[Conditional, Drop-Down] Select the branch from where the cheque book will be collected from the drop down list. This field will be enabled if the **Branch** radio button is selected from the **Mode of Delivery** option.
Name	[Conditional, Alphanumeric, 35] Type the name to which the delivery shall be done. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.

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

1. Enter the relevant details.

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

Supplementary Card Request - Verify

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

- -

Primary Credit Card Number:	5200123420101234
Product Name:	Diamond

Supplementary Card Holder Details

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

Delivery Details

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

User Reference :	

Back   Confirm

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

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Supplementary Card Request - Confirm

> ! Transaction submitted for Supplementary Card Request having reference 452704430178385 has been Auto Authorized .
>
> **Supplementary Card Request - Confirm**   23-08-2010 03:34:09 GMT -1000
>
> Primary Credit Card Number: 5200123420101234
> Product Name: Diamond
>
> **Supplementary Card Holder Details**
> Name: PRAVEEN
> Relationship with Primary Credit Card Holder: Parent
> Limit Type: Separate
> Credit Limit: 90000.00 INR
> Cash Limit: 40000.00 INR
> Embossing Name: RAVAN
> Mother's Maiden Name: MAYA
> Date of Birth: 09-08-1985
>
> **Delivery Details**
> Mode of Delivery Branch
> City: Mumbai
> Branch Name: BANK FUTURA - HEAD OFFICE
> Name: Mr RETAIL USER
> Address: BANK FUTURA - addr1
>   BANK FUTURA - addr2
>   Mumbai
> City: Mumbai
> State:
> Country: UNITED KINGDOM
> Zip/Postal Code:
> Phone:
>
> User Reference :
>
> [Another Service Request] [OK]

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

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Oracle FLEXCUBE Direct Banking

Retail Credit Card User Manual

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