Oracle FLEXCUBE Direct Banking Release 12.0.1.0.0 Retail Credit Card User Manual



Part No. E52306-01



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1. Transaction Host Integration Matrix

Legends

	T
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	×	*



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

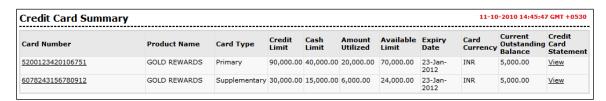


2. Credit Card Summary

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



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.



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.

 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**)



2.1. Credit Card Details

Credit Card details



 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)

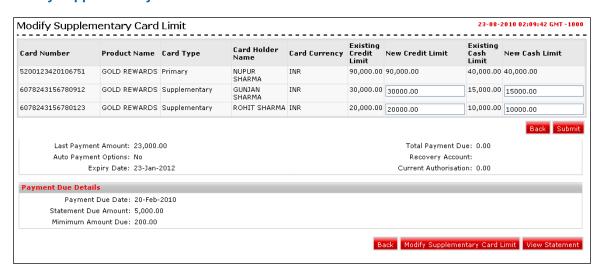
OR

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



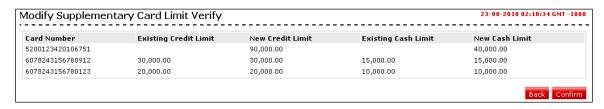
Field Name	Description
Card Number	[Display] This column displays the card number.
Product Name	[Display] This column displays the name of the product.
Card Type	[Display] This column displays the card type.
Card Holder Name	[Display] This column displays the card holders name.
Existing Credit limit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



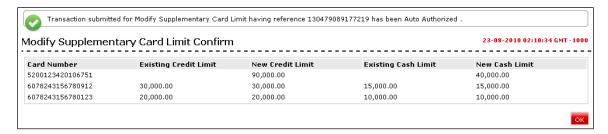
4. Click the **Confirm** button. The system displays the **Modify Supplementary Card Limit Confirm** screen.

OR

Click the Cancel button to return to the previous screen.



Modify Supplementary Card Limit - Confirm



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



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



 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.



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



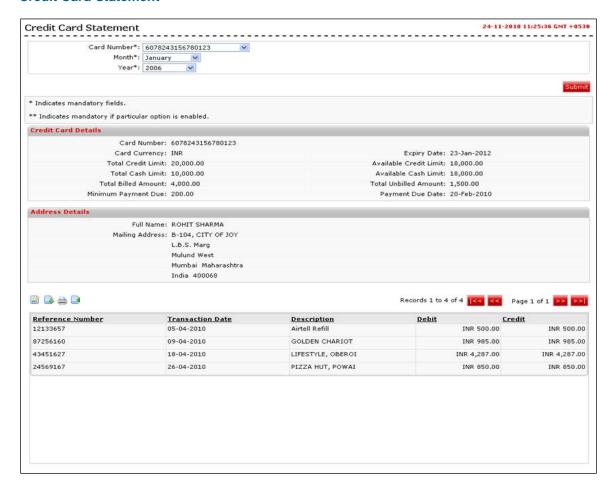


Field Description

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





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 dropdown list.
	The drop-down list will be enabled if the radio button is selected.



Field Name	Description
	[Conditional, Radio Button, Numeric]
	Click the radio button to type the card number.
	This field will be enabled if the radio button is selected.
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	[Display]
due	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



2. Click the **Confirm** button. The system displays the **Credit Card Payment - Confirm** screen.

OR

Click the **Back** button to return to the previous screen.



Credit Card Payment - Confirm



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



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



Field Description

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



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



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



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



6. Modify Supplementary Card Limit

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

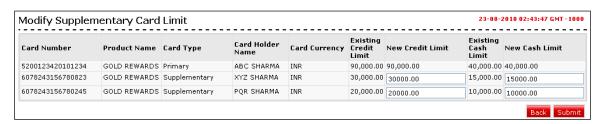
Navigate through the menus to Cards > Credit Cards > Modify Supplementary Card Limit.

Modify Supplementary Card Limit



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

Modify Supplementary Card Limit



Field Description



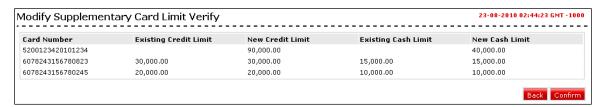
Field Name	Description
Card Number	[Display] This column displays the Card Number.
Product Name	[Display] This column displays the name of the product.
Card Type	[Display] This column displays the Card type.
Card Holder Name	[Display] This column displays the card holders name.
Card currency	[Display]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

 ${\it 3.} \quad {\it Click the \, \textbf{Submit} \, button. \, The \, system \, displays \, the \, verify \, screen.}$

OR

Click the **Back** button to return to the previous screen

Modify Supplementary Card Limit - Verify



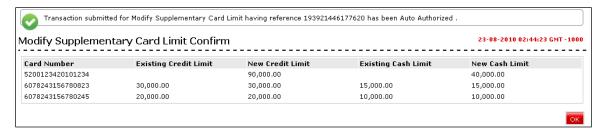
4. Click the **Confirm** button. The system displays the **Modify Supplementary Card Limit** Confirm screen.

OR

Click the **Cancel** button to return to the previous screen.

Modify Supplementary Card Limit - Confirm





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



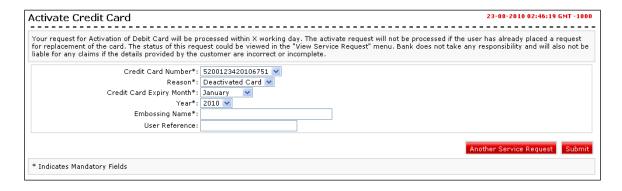
7. Service Requests



7.1. Activate Credit Card

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

Activate Credit Card



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.

 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





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



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

OR

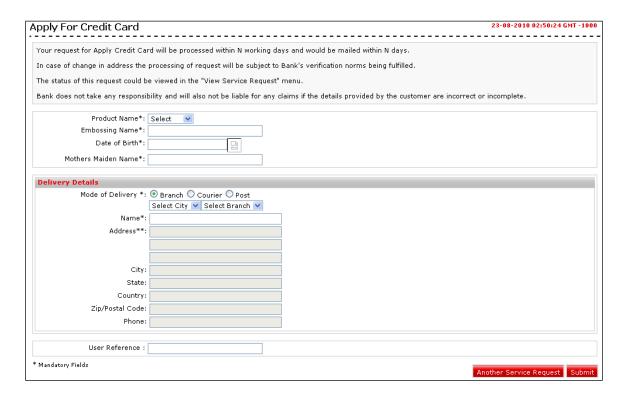
Click the **Another Service Request** button. The system displays the New Service Request screen.



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.



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]
ocicor Branch	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.

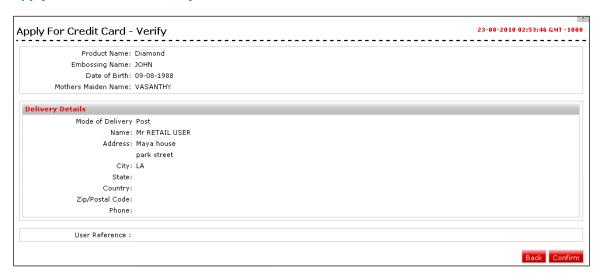


Field Name	Description
Zip/Postal code	[Conditional, Alphanumeric, 35]
	Type the postal code.
	This field will be display field if the Branch radio button is selected from the Mode of Delivery option.
Phone	[Conditional, Alphanumeric, 35]
	Type the phone number.
	This field will be display field if the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

 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



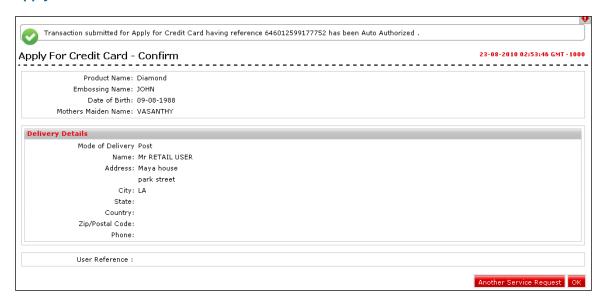
2. Click the Confirm button. The system displays the Apply for Credit Card - Confirm screen

OR

Click the Change the button to change the details.



Apply for Credit Card- Confirm



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.

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





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



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.



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.

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



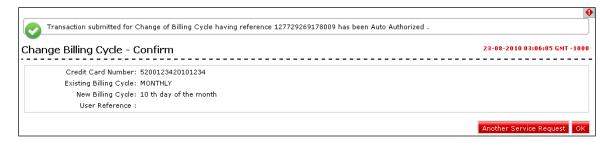
2. Click the **Confirm** button. The system displays the **Change Billing Cycle - Confirm** screen.

OR

Click the **Back** the button to change the details.

Change Billing Cycle - Confirm





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.



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.

 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



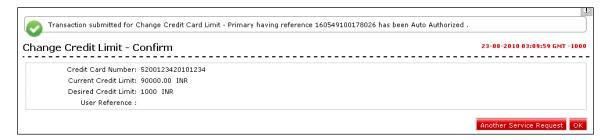
Click the Confirm button. The system displays the Change Credit Card limit-Primary -Confirm screen.

OR

Click the **Back** the button to change the details.

Change Credit Limit - Confirm





Click the **Ok** button. The system displays **Change Credit Card Limit** screen.

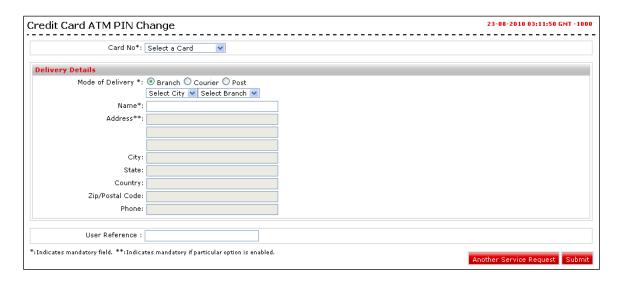
Click the **Another Service Request** button. The system displays the **New Service Request** screen.



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.



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.

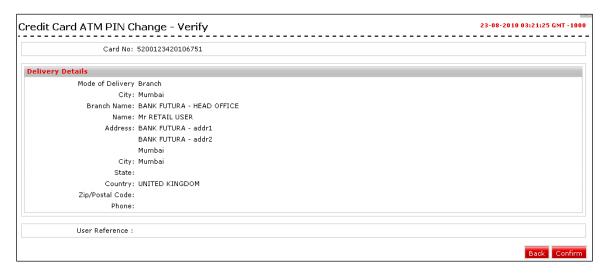


2. Click the **Submit** button. The system displays the **Credit Card ATM PIN Change - Verify** screen.

OR

Click the **Another Service Request** button to return to the **service request** screen.

Credit Card ATM PIN Change - Verify

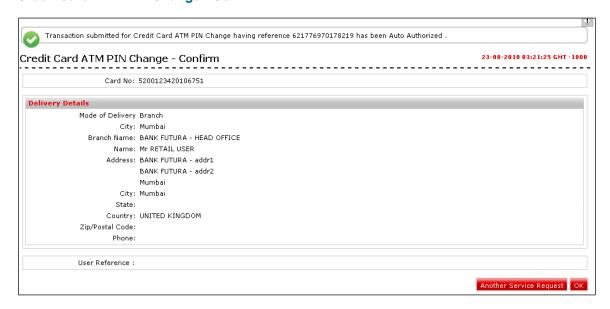


 Click the Confirm button. The system displays the Credit Card ATM PIN Change -Confirm screen

OR

Click the **Back** the button to change the details.

Credit Card ATM PIN Change - Confirm



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

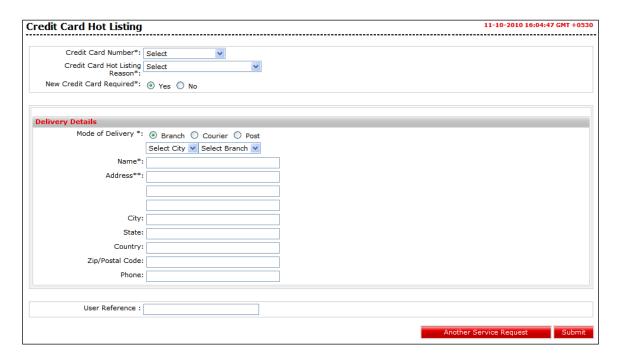




7.7. Credit Card Hot listing

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

Credit Card Hot Listing



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



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.

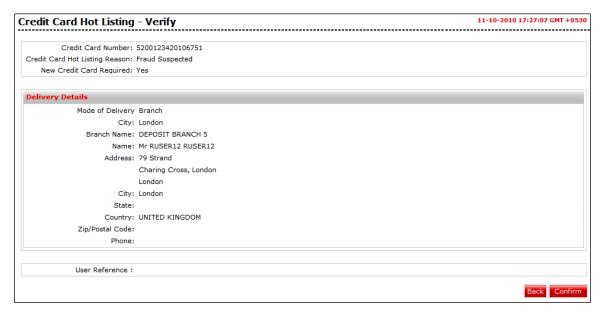


Field Name	Description
User Reference	[Conditional, Alphanumeric, 35]
	Type the user reference number for future reference.

- 1. Enter the relevant details.
- 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



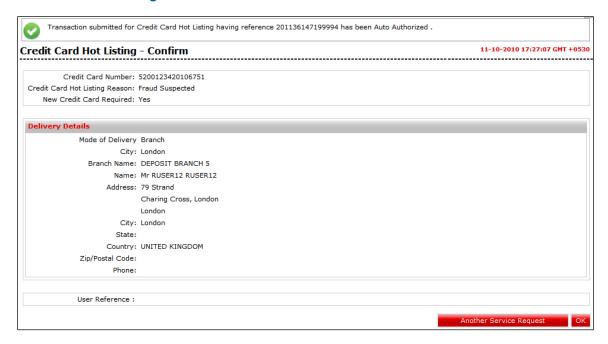
3. Click the **Confirm** button. The system displays the **Credit Card Hot listing - Confirm** screen.

OR

Click the **Back** the button to change the details.



Credit Card Hot listing - Confirm



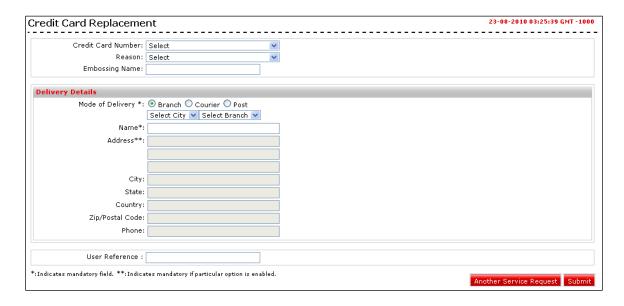
Click the Ok button. The system displays Credit Card Hot listing screen.



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.



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.



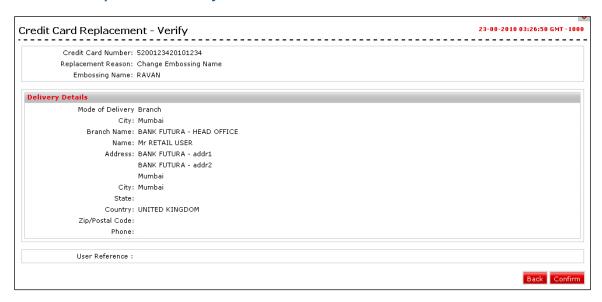
Field Name	Description
User Reference	[Optional, Alphanumeric, 35]
	Type the user reference number for future reference.

- 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



Click the Confirm button. The system displays the Credit Card Replacement - Confirm screen

OR

Click the **Back** the button to change the details.



Credit card Replacement - Confirm



Click the Ok button. The system displays Credit Card Replacement screen.
 OR



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



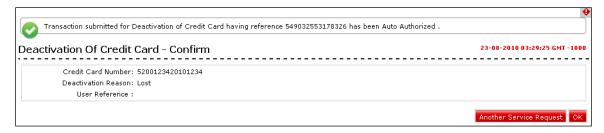
 Click the Confirm button. The system displays the Deactivation of Credit Card -Confirm screen

OR

Click the **Back** the button to change the details.

Deactivation of Credit Card - Confirm





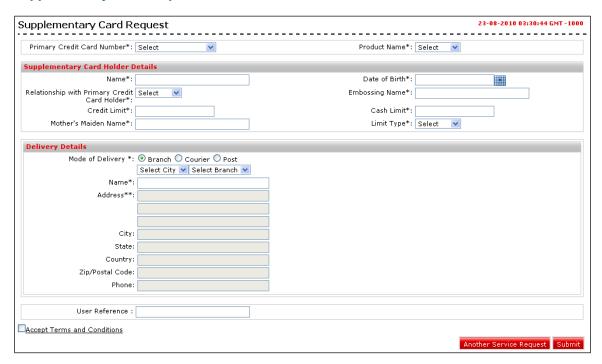
 Click the Ok button. The system displays Deactivation of Credit Card screen. OR



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.



Field Name	Description
Credit limit for Supplementary card	[Mandatory, Numeric, 13.Two]
	Type the credit limit for the supplementary card.
Cash limit for	[Mandatory, Numeric, 13.Two]
Supplementary card	Type the cash limit for the supplementary card.
Mother's maiden	[Mandatory, Alphanumeric, 35]
name of supplementary card holder	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.



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.

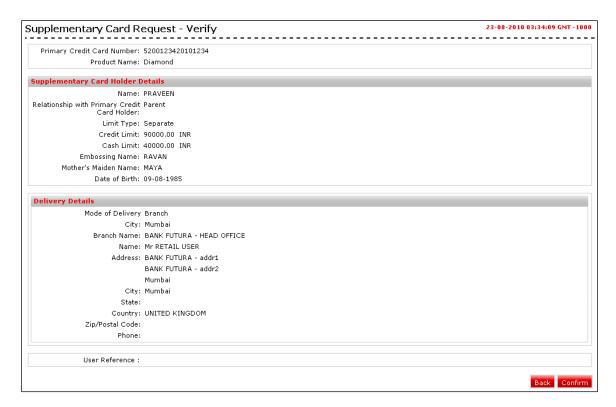
- 1. Enter the relevant details.
- 2. Click the **Submit** button. The system displays the **Supplementary Card Request Verify** screen.

OR

Click the **Another Service Request** button to return to the **service request** screen.

Supplementary Card Request - Verify





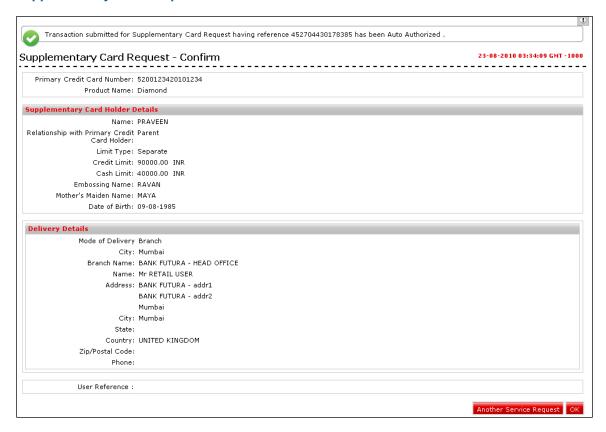
 Click the Confirm button. The system displays the Supplementary Card Request -Confirm screen

OR

Click the **Back** the button to change the details.



Supplementary Card Request - Confirm



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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