

**Oracle FLEXCUBE Direct Banking
Release 12.0.1.0.0
Retail Customer Services User Manual**



Part No. E52306-01

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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 Requests

Transaction Name	FLEXCUBE UBS	Third Party Host System
Login(First time login)	NH	NH
Logout	NH	NH
Ad-hoc Account Statement Request	×	★
Stop Or Unblock Cheque Request	✓	★
Cheque Book Request	✓	★
Cheque Status Inquiry	✓	★
Debit Card Details	×	★

Transaction Host Integration Matrix

Transaction Name	FLEXCUBE UBS	Third Party Host System
Register reports	NH	NH
Alerts- User Alerts	×	★
Alerts-Account Alerts	×	★
Alerts- Customer Alerts	×	★
E Statements Subscription/	×	★
E Statements Un-subscription	×	★
Preferences	NH	NH
Session Summary	NH	NH
Mailbox	NH	NH
Electronic Form initiate	NH	NH
Exchange Rate Inquiry	✓	★
Reissue Transaction Password	NH	NH
Account Closure	NH	NH
Activate Debit Card	NH	NH
Apply for ATM/Debit Card	NH	NH
Debit Card Hot listing	NH	NH
Reset ATM/ debit Card Pin	NH	NH
Force change password	NH	NH
Lock Transaction Password	NH	NH
Open Additional Account	×	★
Open New Customer Account	✓	★

2. Login

This option allows the user to log in to the ORACLE FCDB application. By default, the security keyboard option is checked. This enables the user to access the interface through a virtual keyboard appearing on the screen by either clicking or hovering on the keys. Alternatively, the user can clear the security keyboard option and can use the keyboard.

To log in to ORACLE FCDB

1. Enter the appropriate URL of the application provided in the address bar
2. The system displays the main page of the **Oracle FLEXCUBE Direct Banking** application

Oracle FLEXCUBE Direct Banking



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Field Description

Field Name	Description
User ID	[Mandatory, Alphanumeric, 20] Type the unique user ID.
Password	[Mandatory, Alphanumeric, 20] Type the password.
Theme selection	[Optional, Dropdown] Select the theme from the dropdown displayed inline to the user id field. By default the theme will be set as per the set preferences.
Language	[Optional, Dropdown] Select the language for the application.

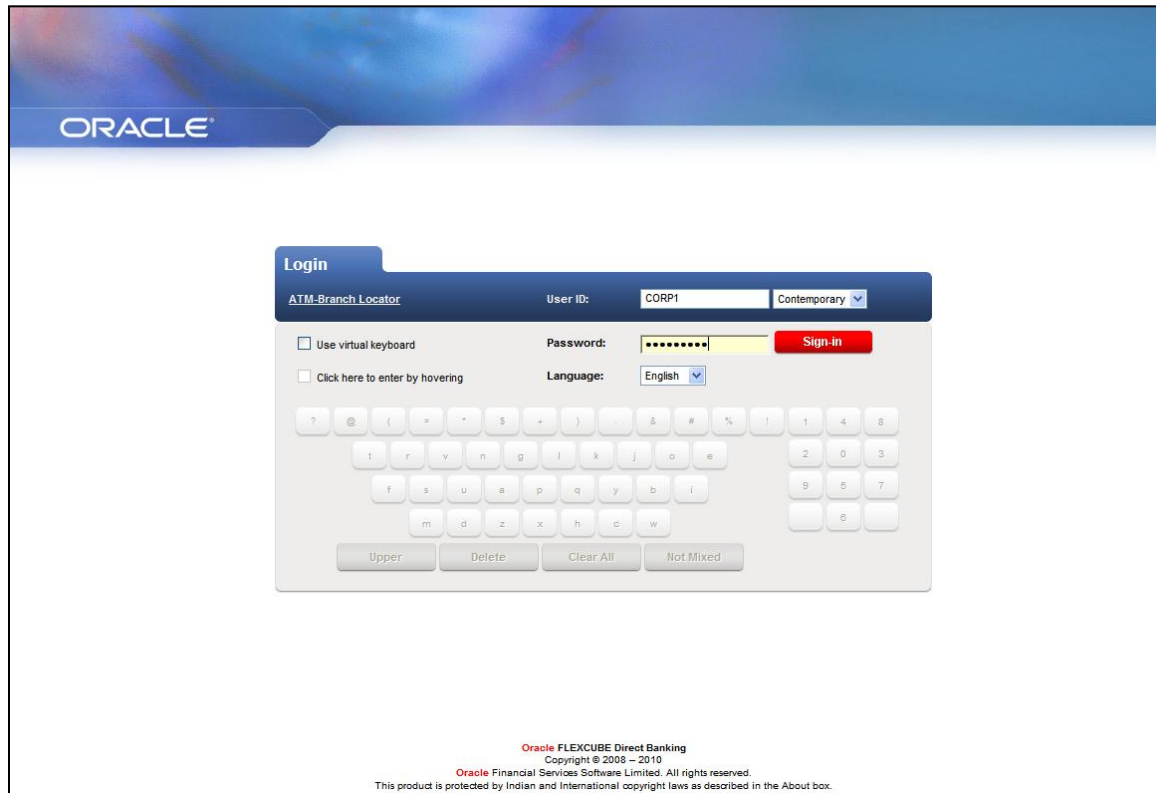
Note: Refere section **2.1 Multilingual Data Input**, for detailed note about the Impact of language selection.

Field Name	Description
Use Virtual Keyboard	[Optional, Check Box] Select the Use Virtual Keyboard check box to use the virtual keyboard. By default, this check box is checked.
Click here to enter by hovering	[Optional, Check Box] Select the Click here to enter by hovering check box to enter the password by moving the mouse over the keyboard without clicking the keys.

Virtual Keyboard Functions

3. Click on the Upper button to arrange the key board using Upper case characters. The Caption of the button will change to Lower. Click on it to arrange the key board using Lower case characters
4. Click on the Delete button to delete previously entered characters
5. Click on Clear All to clear the password field.
6. Click on the Not Mixed to arrange the keyboard as per standard key board layout. Caption of the button changes to Mixed. Click on the Mixed to change the keyboard layout after every character click.

ORACLE FLEXCUBE DIRECT BANKING



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7. Enter the **Use ID** and **Password**.
8. Click the **Sign In** button to log in to the application. The system displays the home page - **View Initiated Transactions** screen.

View Initiated Transactions

ORACLE
Change Password | Own Account Transfer | Session Summary | Sitemap | Logout

WELCOME, SMITH CORP
Red

Currency Wise Position

Currency	Assets	Liabilities
GBP	73,145.36	4,000.00
Total Assets:	73,145.36 GBP	
Total Liabilities:		4,000.00 GBP

Pending for Authorization
No Record found.

Inward Remittance Inquiry
• No records found, to search again please amend your inputs

Account Balance
00400164101-004-004001641

Current Balance
26,305.34 GBP

Amount on Hold
0.00 GBP

Uncleared Funds
0.00 GBP

Overdraft Limit
0.00 GBP


Available Balance
26,305.34 GBP

Minimum Balance
0.00 GBP

Last Updated On 23:46 PM


Total Position

Assets



Saving and Current Account (100%)

Liabilities



Loans (100%)

Account Type	Current Balance
Saving and Current Account	73,145.36 GBP
Total Assets	73,145.36 GBP

Account Type	Outstanding Balance
Loans	19,860.50 GBP
Total Liabilities	19,860.50 GBP

Notifications

Alerts

Subject	Date
Change Login Password	23-Apr-2012
Change Transaction pin	23-Apr-2012
User Created	23-Apr-2012
New User Login Password	23-Apr-2012
New User transaction pin	23-Apr-2012
User Created	23-Apr-2012

Request Status
No Service Requests available to be displayed.

Last 10 Used Cheques
• No Records Found.

Quick Task

- Pay Bills Now
- Download Statement Now
- Request for a Cheque Book
- Foreign Exchange Rate
- Transfer Funds Now
- Order Demand Draft
- Outward Remittance Inquiry

Tools
Select [] GO

Mini Statement
00400164101-004-004001641

Scheduled Transactions
• No records found, to search again please amend your inputs

Credit Line Utilisations

Line ReferenceID	Limit Amount	Utilization	Outstanding
UNDEFINED	GBP 0.00	GBP 167.00	GBP 0.00
UNDEFINED	GBP 0.00	GBP 1,615.00	GBP 0.00
UNDEFINED	GBP 0.00	GBP 2,000.00	GBP 0.00

Last Updated On 23:45 PM

2.1. Multi Entity Access

If the user has been given access to multiple entities by bank administrator, then after login, it will show below screen.

Dashboard (Multi Entity Login)

The screenshot shows the Oracle Flexcube Direct Banking dashboard. At the top, there is a navigation bar with various menu items. Below the navigation bar, a message states "You are currently logged into FLEXCUBE Direct Banking" with a "Switch To" dropdown menu. The dashboard is divided into several sections: "Spending Analysis" (with a placeholder for a graph), "Account Summary" (showing a current balance of -6,500.00 GBP), "Scheduled Transactions" (no records found), and "Mini Statement". On the right side, there are sections for "Notifications", "Request Status", "Quick Tasks", "Tools", "Last 10 Used Cheques", "Blackout - Next 7 Days", and "Session Summary".

1. As outlined in above screen, current entity in which user has logged in is displayed.
2. User can select any other entity from the dropdown, to which he wish to switch.

Note: If user is not provided access to multiple entities, then above message and entity dropdown is not displayed, as user don't have access to multiple entities. He can access accounts/transactions with respect to entity only to which he has currently logged in.

Dashboard (Multi Entity Login)

This screenshot is similar to the previous one, but the "Switch To" dropdown menu is expanded, showing "ENTITY 2" as the selected option. The rest of the dashboard content remains the same.

3. Select any entity from the dropdown to be switched to, as highlighted in above screen.

4. Below screen is displayed when other entity (Entity2) is selected from the dropdown. The system switches to that entity, displaying accounts/transactions with respect to that entity to which user has switched.

Note: Business user will be able to access transactions/accounts of other mapped entities. These transactions will depend on the entity specific customer ids as well as entity specific roles mapped to the user.

Dashboard (Multi Entity Login)

Change Password | Own Account Transfer | Reminder | Session Summary

ORACLE

Accounts Loans Payments Bill Payments Collection and Remittances Tools Customer Services Wealth Management Cards Transaction Activities Mutual Funds

WELCOME, RETAILS MULTI ENTITY

You are currently logged into ENTITY 2. Switch To

Spending Analysis

This space will help you to view and analyse your spend patterns in graphical form. To enable us to provide your spend analysis, please [click here](#) to categorise your expenses.

Account Summary

Current and Savings 0.00 GBP

Account Description	Current Balance	Balance in GBP
00100325801-001	0.00 GBP	0.00 GBP

Mini Statement

Tools

Select

Last 10 Used Cheques

No Records Found.

5. As outlined, screen displays the message about the entity to which user has switched.

2.2. Multilingual Data Input

Note: Application's language will be as per the language selected at the Login screen.

If Language selected is Arabic, then the application language i.e. screen headings, labels etc will be in Arabic. Language of input data fields(where user has to enter any data), will depend on pre-maintained configuration.

Suppose, for Arabic Language, language options for input data field are maintained as Arabic & English, then if user has selected language preference as Arabic while login, then he can enter data in input data fields, in Arabic or English.

3. First time login

For the first time login user needs to change the password, change account nick names, and modify the limits. Once the process is completed user lands to the first screen or the Landing page.

To log in to the Oracle FLEXCUBE Direct Banking

1. Enter the appropriate URL of the application provided in the address bar
2. The system displays the main page of the Oracle FLEXCUBE Direct Banking application
3. Logon to the Internet Banking application through new User id and password. The system displays the First Time Login screen.

Step 1- Terms and Conditions

Step 1: Terms and Conditions

Step 2: Force Change Password

Step 3: Set Account Nicknames

Step 4: Set Payment Limits

Step 5: Complete

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Accept Decline

4. Read the **Terms and conditions** and accept or decline the terms and conditions.
 5. Click the **Accept** button to accept the terms and conditions. The system proceeds to the next step.
- OR
- Click the **Decline** button to reject the terms and conditions.

Step 2- Force change Password

Step 1: ✔
Terms and Conditions

**Step 2:
Force Change Password**

Step 3:
Set Account Nicknames

Step 4:
Set Payment Limits

Step 5:
Complete

It is also a mandatory step and you need to change the password provided by the bank. This is a security measure and is required to enhance the security of your online access to banking services.

✔ 9001334 : Thank you for accepting Terms and Conditions.

Change Login Password

User Id: CUSER17

Existing Password:

New Password: Normal

Confirm New Password:


Change Transaction Password

User Id: CUSER17

Existing Password:

New Password: Normal

Confirm New Password:

Use virtual keyboard
Virtual Keyboard :


Click here to enter by hovering

Rules for Login Password

- Password should be minimum 6 characters
- Password should be maximum 20 characters
- Password can contain lowercase alphabets
- Password can contain uppercase alphabets
- Password can contain special characters
- Password can contain numeric characters
- Password must contain one of the following as first char

Rules for Transaction Password

- Password should be minimum 6 characters
- Password should be maximum 20 characters
- Password can contain lowercase alphabets
- Password can contain uppercase alphabets
- Password can contain numeric characters
- Password must contain one of the following as first char
- Lowercase alphabets

Field Description

Field Name	Description
Change Login Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password. The password strength is displayed on entering the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.

Field Name	Description
Change Transaction Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password. The password strength is displayed on entering the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.
Use Virtual Keyboard	[Optional, Check Box] Select the Use Virtual Keyboard check box to use the virtual keyboard. By default, this check box is checked.
Click here to enter by hovering	[Optional, Check Box] Select the Click here to enter by hovering check box to enter the password by moving the mouse over the keyboard without clicking the keys. By default this checkbox is checked.

6. Enter the appropriate details in the relevant field.
7. Click the Change button. The system displays the next step.
OR
Click the Clear button to clear the data in the fields

Step 3- Set Account Nicknames

Step 1:
Terms and Conditions ✔

Step 2:
Force Change Password ✔

Step 3:
Set Account Nicknames

Step 4:
Set Payment Limits

Step 5:
Complete

✔ Password changed successfully.

Disable Account Nickname:

Term Deposits |
 Current and Savings |
 Loan

Account No	Account Nickname	Set As Favourite
PKM003341		
PKMJSHG080650001 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMJSHG080650004 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFI073370002 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFI073370004 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFI080150005 PKM INR	<input type="text"/>	<input checked="" type="checkbox"/>
PKMMLFI080150006 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFI080150007 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFI080150008 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFJ073370001 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFK082800002 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFK082800003 PKM INR	<input type="text"/>	<input type="checkbox"/>
RT1LRT3073380007 RT1 GBP	<input type="text"/>	<input type="checkbox"/>
RT1LRT3080460008 RT1 GBP	<input type="text"/>	<input type="checkbox"/>
RT1LRT3080460009 RT1 GBP	<input type="text"/>	<input type="checkbox"/>
RT1LRT4073380003 RT1 GBP	<input type="text"/>	<input type="checkbox"/>
RT1LRT4073380004 RT1 GBP	<input type="text"/>	<input type="checkbox"/>
RT1LRT4073380006 RT1 GBP	<input type="text"/>	<input type="checkbox"/>

Save

Skip

Field Description

Field Name	Description
Account Type	Select the account type from the available account types tabs.
The following fields are displayed on selecting the Account type	
Disable Account Nicknames	[Optional, Checkbox] Select the checkbox for the Disable account Nicknames to disable the Account nick names for the selected accounts.
Account Number	[Display] This column displays the Account number.

Field Name	Description
Account Nick name	[Optional, Alphanumeric, 20] Type the Account nick name.
Set as favorite	[Optional, Checkbox] Select the checkbox for the account for which you want to select the nickname.

8. Select The Checkbox
9. Click the **Save** button. The system saves the settings and displays the next step.
10. Click the **Skip** button to skip the step for the time being. The system displays the next step

Step 4- Set Payments limit

Step 1: Terms and Conditions Step 2: Force Change Password Step 3: Set Account Nicknames **Step 4: Set Payment Limits** Step 5: Complete

User Preferences saved successfully.

My Transactions

- Own Account Transfer
- Direct Collection
- Export Collection
- SEPA Credit Transfer
- Demand Draft-Pay Order Request
- Internal Remittance
- International Account Transfer
- SEPA Card Payment
- Fetch Deals
- Fixed Domestic Funds Transfer
- International Draft
- SEPA Direct Debit
- UK Payments
- Outward Guarantee Amendment
- Forex Deal Banking

Own Account Transfer

Limit Type	Initiation Limit		Authorization Limit	
	Min. Amount	Max. Amount	Total Amount	No. of Transactions
Bank allocated limits	1.00 USD	1,000,000.00 USD	1,000,000.00 USD	45
Current Limits	1.00 USD	1,000,000.00 USD	1,000,000.00 USD	45
New limits	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

11. Select the transactions from the list of Transactions available to you.
 12. Enter the new limits for initiation limit and daily authorization limit in the box provided for limits modification. You can modify the limits for all the transactions available to you.
 13. Click the **Change** button. The system displays the next step.
- OR
- Click the **Skip** button to continue to the next screen.

Step 5- Complete

Step 1: Terms and Conditions ✓ Step 2: Force Change Password ✓ Step 3: Set Account Nicknames ✓ Step 4: Set Payment Limits ⚠ Step 5: Complete

Thank you for setting up your Internet Banking Preferences.

Enjoy the Net Banking

Step	Step Name	Completion Status	Completion Message
1	Terms and Conditions	Complete	Thank you for accepting Terms and Conditions.
2	Force Change Password	Complete	Password changed successfully.
3	Set Account Nicknames	Complete	User Preferences saved successfully.
4	Set Payment Limits	Skipped	Step skipped.

[Continue](#)

14. Click the **Continue** button. The system displays following screen asking user to login again.

Internet Banking - Log off - Windows Internet Explorer

ORACLE FLEXCUBE Direct Banking

Logoff

Password changed successfully.

As per the security policy, you are required to re-login

[Click here to re-login](#)

4. Logout

This option allows the user to log out of the ORACLE FCDB application.

To log out of the Oracle FLEXCUBE Direct Banking

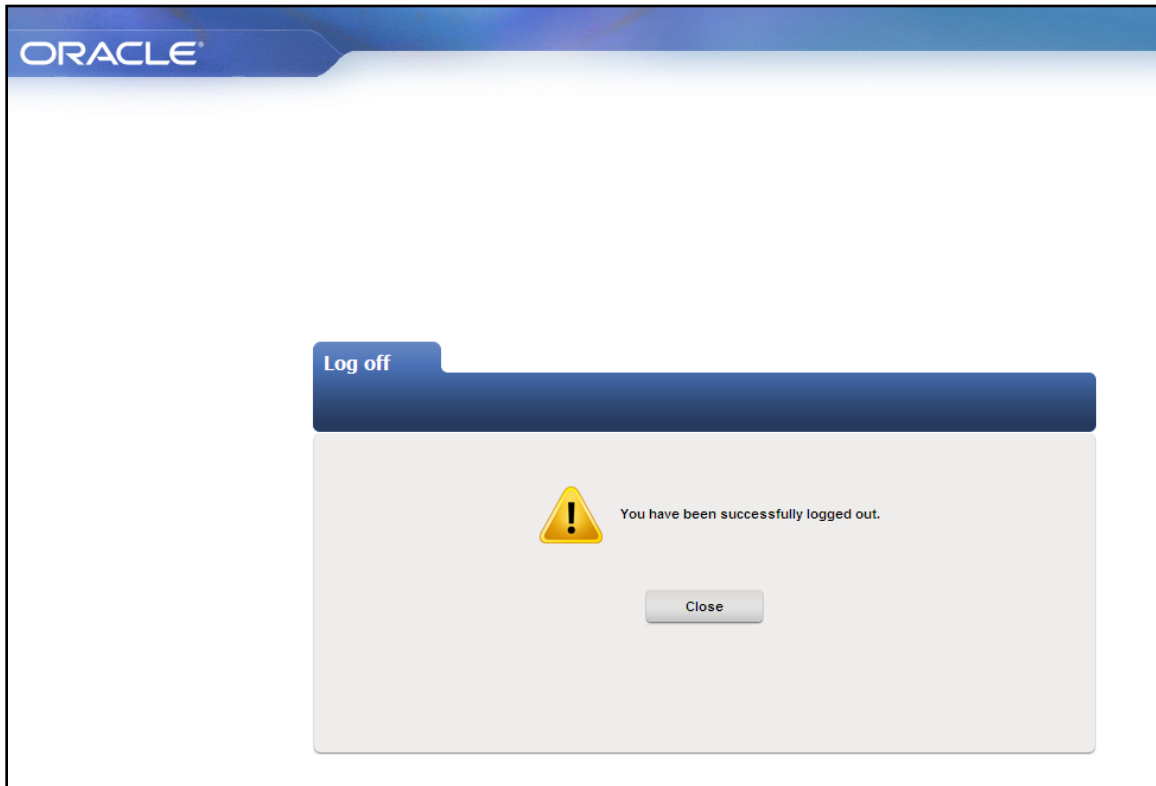
1. Log in to the Oracle FLEXCUBE Direct Banking application
2. Navigate to the appropriate option

Oracle FLEXCUBE Direct Banking



3. Click the Logout option which appears on the upper-right corner of the screen. The system displays FLEXCUBE Internet Banking - Log off screen.

FLEXCUBE Internet Banking - Log off



4. Click the **Close** button to close the window

5. Ad-hoc Account Statement Request

Regular statements are sent to the customers as per their desired periodicity. This option allows the user to request for an ad-hoc account statement for any of the CASA accounts.

To request an ad-hoc account statement

1. Navigate through the menus to **Customer Services > Self Services > Adhoc Account Statement Request**. The system displays the Adhoc Statement Request screen

Adhoc Statement Request



Adhoc Statement Request 11-05-2012 00:53:25 GMT +0530

Account Type:

Field Description

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

Field Name	Description
Account Type	<p>[Mandatory, Drop-Down]</p> <p>Select the account type from the drop-down list for which the ad-hoc account statement is to be generated.</p> <p>The options are</p> <ul style="list-style-type: none"> • Current and Savings • Term Deposit

2. Select the Account Type
3. Click the Submit button. The system displays Adhoc Statement Request screen

Adhoc Statement Request

Field Description

Field Name	Description
Account Type	<p>[Display]</p> <p>This field displays the account type selected for which the ad-hoc account statement is to be generated.</p>
Account Number	<p>[Mandatory, Drop-Down]</p> <p>Select the account number from the drop-down list.</p> <p>It displays the customer IDs and account numbers of the selected account type under them.</p>
From Date	<p>[Mandatory, Pick List]</p> <p>Select the start date from the pick list.</p> <p>It is the date from which the account statement is required.</p>
To Date	<p>[Mandatory, Pick List]</p> <p>Select the end date from the pick list. It is the date up to which the account statement is required.</p>

4. Select the account number, start date, and end date.
5. Click the Submit button, the system displays the Adhoc Statement Request - Verify screen
OR
Click the **Another Account Type** button to go to the previous screen.

Adhoc Statement Request - Verify

Adhoc Statement Request-Verify		13-08-2010 02:59:04 GMT -0600
Account Type: Current and Savings	Account Number: 33300002804	
From Date: 03-01-2010	To Date: 08-08-2010	
		<input type="button" value="Change"/> <input type="button" value="Confirm"/>

6. Click the Confirm button. The system displays the Adhoc Statement Request - Confirm screen with the status message.
OR
Click the Change button to change the transaction

Adhoc Statement Request - Confirm

Adhoc Statement Request-Confirm		13-08-2010 02:57:31 GMT -0600
Transaction Reference 617407119160348 Number:		
Account Type: Current and Savings	Account Number: 33300002804	
From Date: 03-01-2010	To Date: 08-08-2010	
		<input type="button" value="Another Request"/>

7. Click the Another Request button. The system displays the Adhoc Statement Request screen.

6. Stop Or Unblock Cheque Request

This option allows you to block/unblock a cheque. It also allows you to block/unblock set or batch of a cheque by entering the cheque range.

To stop or unblock a cheque.

1. Navigate through the menus to **Customer Services > Cheques > Stop or Unblock Cheque Request**. The system displays the Stop or Unblock Cheque Request screen.

Stop or Unblock Cheque Request

The screenshot shows a web form titled "Stop Or Unblock Cheque Request" with a timestamp "01-06-2011 13:00:00 GMT +0530". The form contains the following fields:

- Select Action *:** A dropdown menu with "Select" as the current value.
- Select Account *:** A dropdown menu with "Select" as the current value.
- Reason *:** A text input field.
- Cheque Number:** A radio button followed by a text input field.
- Cheque Range:** A radio button followed by two text input fields separated by a hyphen.

A red "Submit" button is located at the bottom right of the form.

Field Description

Field Name	Description
Select Action	[Mandatory, Drop-Down] Select the action to be performed on the cheque. The options are: <ul style="list-style-type: none"> • Stop Cheque Request

Field Name	Description
	<ul style="list-style-type: none"> Unblock Cheque Request
Account Number	<p>[Mandatory, Drop-Down]</p> <p>Select the account number from the drop-down list.</p>
Reason	<p>[Mandatory, Alphanumeric, 40]</p> <p>Type the reason to stop a cheque.</p> <p>Note: This field is disable if the action is selected as unblock.</p>
Cheque Number	<p>[Optional, Radio Button, Numeric,20]</p> <p>Click the Cheque Number radio button to enter the cheque number in the adjacent field.</p> <p>The adjacent field gets enabled only if the Cheque Number radio button is selected.</p>
Cheque Range	<p>[Optional, Radio Button, Numeric,20]</p> <p>These fields get enabled only if the Cheque Range radio button is selected.</p> <p>Type the cheque range in this field.</p> <p>Type first and last cheque number of the desired range in the two fields.</p> <p>For Example: If the user enters the cheque range as 1-5, then all the cheques from 1-5 are blocked/ unblocked.</p>

- Click the Submit button. The system displays the Stop Cheque Request Verify screen.

Stop Cheque Request Verify

Stop Cheque Request Verify 13-08-2010 03:01:32 GMT -0600


Account Number: 33300002811
 Reason: Stop Payment
 Cheque Number:

Change
Confirm

- Click the Confirm button. The system displays the Unblock Cheque Request Confirmed screen with the status message.


Unblock Cheque Request Confirmed

Stop Or Unblock Cheque Request

 Transaction submitted for Stop Or Unblock Cheque Request having reference 192412163160356 has been Initiated

Stop Cheque Request Confirmed 13-08-2010 03:01:32 GMT -0600

EBanking Reference No.: 192412163160356
Account Number: 33300002811
Reason: Stop Payment
Cheque Number:



4. Click the OK button. The system displays the Stop Or Unblock Cheque Request screen.

7. Cheque Book Request

The Cheque Book Request option allows you to request for a cheque book.

To request for a cheque book

1. Navigate through the menus to **Customer Serices > Cheques > Cheque Book Request**. The system displays the Cheque Book Request screen.

Cheque Book Request

Cheque Book Request 15-04-2011 13:00:00 GMT +0530

Your request for Cheque Book will be processed and the Cheque Book shall be mailed to the address registered with us.

Select Account*:

No of Cheque Books*:

Cheque Book Type*:

Cheque Book Option*:

Delivery Details

Mode of Delivery *: Branch Courier

Name*:

Address***:

City:

State:

Country:

Zip/Postal Code:

Phone:

Field Description

Field Name	Description
Select Account	[Mandatory, Drop-Down] Select the account number from the accounts displayed in the drop-down list.
No of Cheque Books	[Mandatory, Drop-Down] Select the no of cheque books from the drop down list.
Cheque Book Type	[Mandatory, Drop-Down] Select the type of cheque books from the drop down list.
Cheque Book Option	[Mandatory, Drop-Down] Select the number of cheque leaves needed from the drop-down list. The options are: <ul style="list-style-type: none"> • Cheque Book With 10 Leaves • Cheque Book With 25 Leaves • Cheque Book With 50 Leaves
Delivery details	
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are <ul style="list-style-type: none"> • Branch • Courier Note: On selecting the Branch radio button the fields mention below shall be display fields.
City	[Conditional, Dropdown] Select the City to which the branch belongs from the drop down list.
Branch	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list.
Name	[Optional, Alphanumeric, 35] Type the Name to which the delivery shall be done.
Address	[Optional, Alphanumeric, 34*3] Type the address for delivery of cheque book(s).

Field Name	Description
City	[Optional, Alphanumeric, 35] Type the city to which the address belongs.
State	[Optional, Alphanumeric, 35] Type the state to which the city belongs.
Country	[Optional, Alphanumeric, 35] Type the country of the address.
Postal code	[Optional, Alphanumeric, 35] Type the postal code.
Phone	[Optional, Alphanumeric, 35] Type the phone number.

2. Click the Submit button. The system displays the Cheque Book Request - Verify screen.

Cheque Book Request - Verify

Cheque Book Request - Verify 15-04-2011 13:00:00 GMT +0530

Account Number: QT100177401
 No of Cheque Books: 1
 Cheque Book Type: CASCHQINR
 Cheque Book Option: Cheque Book With 10 Leaves

Delivery Details

Mode of Delivery: Branch
 City: USA
 Branch Name: Bank Futura
 Name: Oxy Trading Inc Changed
 Address: Unit 1, Block A, California
 USA
 USA
 City: USA
 State:
 Country: UNITED KINGDOM
 Zip/Postal Code:
 Phone:

[Change](#) [Confirm](#)

3. Click the Confirm button. The system displays the Cheque Book Request – Confirm screen with the status message.
 OR
 Click the Change button to change the cheque book details.

Cheque Book Request - Confirm

✔ Transaction submitted for Cheque Book Request having reference 194003853411994 has been Auto Authorized .

Cheque Book Request - Confirm

15-04-2011 13:00:00 GMT +0530

Account Number: QT100177401
No of Cheque Books: 1
Cheque Book Type: CASACHQINR
Cheque Book Option: Cheque Book With 10 Leaves

Delivery Details

Mode of Delivery: Branch
City: USA
Branch Name: Bank Futura
Name: Oxy Trading Inc Changed
Address: Unit 1, Block A, California
USA
USA
City: USA
State:
Country: UNITED KINGDOM
Zip/Postal Code:
Phone:

OK

4. Click the OK button. The system displays the Cheque Book Request screen.

8. Cheque Status Inquiry

This allows you to view the status of cheques for an account. Specific reports can be generated for paid cheques, stopped cheques, paid cheques for a given period and for a given cheque range. Alternatively, a generic report can also be generated. Report can be generated for a single cheque also. A generic report without entering a cheque number can also be found out.

Note: The Cheque Status shall be displayed if the Cheque is a valid cheque for selected account

To inquire cheque status.

1. Navigate through the menus to **Customer Services > Cheques > Cheque Status Inquiry**. The system displays the Cheque Status Inquiry screen.

Cheque Status Inquiry

Cheque Status Inquiry
13-08-2010 03:05:43 GMT -0600

The Cheque Status shall be displayed if the Cheque is a valid cheque. Additional information for the Cheque shall be available if the Cheque has been presented to the bank.

Select Account: *

Status: *

From Date:

To Date:

Search By Cheque Number

Cheque Number:

Cheque Range: -

Field Description

Field Name	Description
Select Account	[Mandatory, Dropdown] Select the account for which the stop payment report is to be generated from the dropdown list.
Status	[Mandatory, Dropdown] Select the status of cheque for which report is generated from the dropdown list.
From Date	[Mandatory, Pick List] Select the date from which the report is to generated .
To Date	[Mandatory, Pick List] Select the date from which the report is to be generated.
Search by Cheque Number	[Optional, cheque box] Select the check box if the search criterion is to be defined by cheque number.
Cheque Number	[Conditional, Numeric, 20] Enter the particular cheque number whose status is to be inquired This field will be displayed only if “Search by cheque number” is ticked.
Cheque Range	[Conditional, Numeric, 20] Enter the cheque range whose status is to be required This field will be displayed only if “Search by cheque number” is ticked.

2. Select the account number from the drop-down menu.
3. Select the cheque status and date range.

Cheque Status Inquiry

13-08-2010 03:12:19 GMT -0600

The Cheque Status shall be displayed if the Cheque is a valid cheque. Additional information for the Cheque shall be available if the Cheque has been presented to the bank.

Select Account:*

Status: *

Search By Cheque Number

4. Click the Submit button. The system displays the status of the cheque and cheque amount.

Cheque Status Inquiry

13-08-2010 03:10:53 GMT -0600

The Cheque Status shall be displayed if the Cheque is a valid cheque. Additional information for the Cheque shall be available if the Cheque has been presented to the bank.

Select Account: * ▼

Status: * ▼

Search By Cheque Number

Submit

Account	Cheque Number	Cheque Status	Reason	Amount
33300003807	47	NOT USED		0.00 USD
33300003807	48	REJECTED		0.00 USD
33300003807	49	NOT USED		0.00 USD
33300003807	50	NOT USED		0.00 USD
33300003807	51	NOT USED		0.00 USD
33300003807	52	NOT USED		0.00 USD
33300003807	53	NOT USED		0.00 USD
33300003807	54	NOT USED		0.00 USD
33300003807	55	NOT USED		0.00 USD
33300003807	56	NOT USED		0.00 USD
33300003807	57	NOT USED		0.00 USD
33300003807	58	NOT USED		0.00 USD
33300003807	59	NOT USED		0.00 USD
33300003807	60	NOT USED		0.00 USD
33300003807	61	NOT USED		0.00 USD
33300003807	62	NOT USED		0.00 USD
33300003807	63	NOT USED		0.00 USD
33300003807	64	NOT USED		0.00 USD
33300003807	65	NOT USED		0.00 USD
33300003807	66	NOT USED		0.00 USD

Field Description

Field Name	Description
Account	[Display] This column displays the Account Number specified
Cheque Number	[Display] This column displays the Cheque number whose report is generated.
Cheque Status	[Display] This column displays the Status of cheque for which report is generated.
Reason	[Display] This column displays the Reason for stopping the payment of the cheque.

9. Debit Card Details

Using this options you can view the details of the credit card.

To view debit card details

1. Navigate through the menus to Debit Card Details. The system displays Debit Card Details screen.

Debit Card Details

Get Accounts	23-08-2010 03:27:25 GMT -1000
Select Account <input type="text" value="All"/>	
<input type="button" value="Submit"/>	

Field Name	Description
Select Account	[Mandatory, Dropdown] Select the account to view the debit card details from the dropdown list.

2. Click the **Submit** button. The system displays the **Get Account** with debit card details.

Debit Card details

23-08-2010 23:07:18 GMT -1000

Get Accounts

Select Account All Submit

Records 1 to 2 of 2 |<< << Page 1 of 1 >> >>|

Card Number	Customer Id	Account Number	Branch	Card Product	Name on Card
1245876356565656565	CA1000761	111111118	CASA OPERATIONS-1	DCRD	CARDNAM1
4245876356565656565	CA1000761	111111118	CASA OPERATIONS-1	DCRD	CARDNAM2

Field Description

Field Name	Description
Card Number	[Display] This column displays the Card number for the account number selected.
Customer Id	[Display] This column displays the Customer id of the User for which card exists.
Account Number	[Display] This column displays the Account number of the User for which card exists.
Branch	[Display] This column displays the Branch of the Card number for which Card exists.
Card Product	[Display] This column displays the name of the card product.
Name on card	[Display] This column displays the name on the card as displayed on the card.

- Click the **Card number** link to view the **Debit Card** details.

View Debit Card Details

Debit Cards 23-08-2010 23:07:42 GMT -1000

Customer Details

Customer Id:	CA1000761
Branch:	CASA OPERATIONS-1
Card Product:	DCRD
Account Number:	111111118
Name on Card:	CARDNAM1

Card Details

Request Reference Number :	CA1DCRD073340001
Card Number:	1245876356565656565
Is Primary Card :	Yes
Primary Card Number :	1245876356565656565
Card Application Date:	30-11-2007
Card Issue Date:	
Card Renewal Date:	
Card Expiry Date:	
Card Activation Date:	

Card Status

Card Status:	Issued
Card Dispatch Status:	No
Pin Mailed Status:	No
Last Status Change Date:	30-11-2007
Last Operation:	

ATM Limits

ATM Limit Unit:	Yearly
ATM Count Limit:	3
ATM Amount Limit:	1,000.00 GBP
Remote ATM Limit Unit:	Yearly
Remote ATM Count Limit:	3
Remote ATM Amount Limit:	1,000.00 GBP

POS Limits

POS Limit Unit:	Yearly
POS Count Limit:	3
POS Amount Limit:	1,000.00 GBP
Remote POS Limit Unit:	Yearly
Remote POS Count Limit:	3
Remote POS Amount Limit:	1,000.00 GBP

[Back](#)

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

10. Manage External Accounts

The user may have accounts in multiple banks. This option enables statement access for the external accounts.

The Add External Accounts option allows the user to add external accounts. .

To add external accounts.

1. Navigate through the menus **Accounts > External Accounts > Add External Accounts**. The system displays the Manage External Accounts screen.

Manage External Accounts

Manage External Accounts
13-08-2010 03:20:42 GMT -0600

Account Number*:

Account Name:

SWIFT Code*:

Bank Name:

Address:

Currency: EUR

Effective Date*:

Closing Date:

Field Description

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

Field Name	Description
Account Number	[Mandatory, Alphanumeric, 20] Type the account number in this field.
Account Name	[Optional, Alphanumeric, 50] Type the account name in this field.
SWIFT Code	[Mandatory, Radio Button] Click SWIFT Code to search bank details based on SWIFT code. Type the search characters in the adjacent field to perform search based on the typed characters, if required.
Bank Name	[Mandatory, Radio Button] Click Bank Name to search bank details based on bank name. Type the search characters in the adjacent field to perform search based on the typed characters, if required.
Address	[Display] This field displays the address of the bank. This field will be activated on selecting the Bank name radio button.
Currency	[Mandatory, Dropdown] Select the currency from the dropdown list.
Effective date	[Mandatory, Pick list] Select the effective date for the external account.
Closing date	[Mandatory, Pick list] Select the closing date for the external account.

2. Click SWIFT Code or Bank Name radio button to select SWIFT Code or bank name as base criteria for searching bank details. Type the corresponding search characters, if required.
3. Click the Find button. The system displays the Bank Details pop-up screen with the search results.

Bank Details

13-08-2010 03:21:29 GMT -0600

SWIFT Code*:
Bank Name:

	SWIFT Code	Bank Name	Address	City	Country
<input type="radio"/>	BCITITM1	BANCA INTESA SPA	116, VIA TERRASANTA PALERMO	PALERMO	ITALY
<input type="radio"/>	BCITITM1	BANCA INTESA SPA	242, VIALE MARCONI QUARTU SANT ' ELENA	QUARTU SANT ' ELENA	ITALY
<input type="radio"/>	BCITITM1	BANCA INTESA SPA	VIA VALVERDE IGLESIAS	IGLESIAS	ITALY
<input type="radio"/>	BCITITM1	BANCA INTESA SPA	10, VIA SALARIS CAGLIARI	CAGLIARI	ITALY
<input type="radio"/>	BCITITM1	BANCA INTESA SPA	VIA TUVERI: PIAZZA PALESTRINA CAGLIARI	CAGLIARI	ITALY
<input type="radio"/>	BCITITM1	BANCA INTESA SPA	N. 84 / G, VIALE CARLO PEPOLI BOLOGNA	BOLOGNA	ITALY
<input type="radio"/>	BCITITM1	BANCA INTESA SPA	132, CORSO ITALIA CATANIA	CATANIA	ITALY
<input type="radio"/>	BCITITM1	BANCA INTESA SPA	231, VIA VITTORIO EMANUELE II CATANIA	CATANIA	ITALY

4. Select the required bank details and click the OK button. The system displays the Manage External Accounts screen with the bank details.
- OR
- Re-enter the search criteria to filter the bank details again.

Manage External Accounts

13-08-2010 03:20:42 GMT -0600

Account Number*:

Account Name:

SWIFT Code*: BCITITM1

Bank Name: BANCA INTESA SPA

Address:

Currency:

Effective Date*:

Closing Date:

Field Description

Field Name	Description
Address	[Display] This field displays the bank address.
Currency	[Mandatory, Drop-Down] Select the currency for the external account from the drop-down list.

Field Name	Description
Effective Date	[Mandatory, Pick List] Select the effective date for the external account from the pick list.
Closing Date	[Optional, Pick List] Select the closing date for the external account from the pick list.

- Click the Submit button. The system displays the Manage External Account - Verify screen.

Manage External Account - Verify

13-08-2010 03:23:48 GMT-0600

Account Number: 00000005910	Account Name: RITE account
SWIFT Code: BCITITM1	Bank Name: BANCA INTESA SPA
Address: 116, VIA TERRASANTA PALERMO	
Currency: EUR	
Effective Date: 14-08-2010	Closing Date: 30-08-2010

Back Confirm

- Click the Confirm button. The system displays the Manage External Account – Confirm screen with the status message.

Manage External Account - Confirm

✔ External Account Details Added Successfully

13-08-2010 03:23:48 GMT-0600

Account Number: 00000005910	Account Name: RITE account
SWIFT Code: BCITITM1	Bank Name: BANCA INTESA SPA
Address: 116, VIA TERRASANTA PALERMO	
Currency: EUR	
Effective Date: 14-08-2010	Closing Date: 30-08-2010

OK

- Click the OK button. The system displays the Manage External Accounts screen.

11. External Account Statement

Using External Account statement you can see the Account statements for external accounts registered. Account statement will be displayed only if any MT940 statement is received from the other Bank.

To view external account statement

1. Navigate through the menus Accounts > External Accounts > **External Account Statement**. The system displays the **External Account Statement** screen.

External Account Statement

External Account Statement
26-08-2010 03:10:18 GMT -1000

Predefined Period: Last 7 Days v
 Effective Date: g

Closing Date: g

Account Number	Currency Description	Effective Date	Closing Date
BANCA INTESA SPA			
<input checked="" type="radio"/> 123456	INR abc	12-08-2010	02-09-2010

View Statement
Delete

Field Description

Field Name	Description
Select any one of the radio button given below	
Predefined Period	<p>[Optional, Radio Button, Dropdown]</p> <p>Click the Predefined Period radio button to select the predefined Date ranges configured in the application.</p> <p>Select the predefined from the dropdown list</p> <p>The options are</p> <p>Last 7 days</p> <p>Last 15 days</p> <p>Last 30 days.</p>
Effective date	<p>[Optional, Radio Button, Pick list]</p> <p>Click on the Effective date radio button to select the date range for the statement.</p> <p>Select the Effective date from the pick list.</p> <p>This field is enabled if Choose Date Range radio button is selected</p>
Closing Date	<p>[Conditional, Pick list]</p> <p>Select the closing date from the pick list.</p> <p>This field is enabled if Choose Date Range radio button is selected.</p>
Column Name	Description
Account Number	<p>[Display]</p> <p>This column displays external account numbers mapped to the user.</p> <p>Click the radio button adjacent to the Account Number column to view the account statement.</p>
Currency	<p>[Display]</p> <p>This column displays the account currency.</p>
Description	<p>[Display]</p> <p>This column displays the account description.</p>
Effective Date	<p>[Display]</p> <p>This column displays the effective date of the account statement registration.</p>
Closing Date	<p>[Display]</p> <p>This column displays the closing date of the account statement registration.</p>

2. Click the View Statement button. The system displays the External Account Statement Details screen.
OR
Click the Delete button to de-link the external account from statement view. The system displays the Verify and Confirm screen for Delete External Account statement.

External Account Statement Details

26-08-2010 03:09:44 GMT -1000

Bank: BANCA INTESA SPA
Account Statement Period: 19-Aug-2010 to 26-Aug-2010
Account Number: 123456
Currency: INR

Statement Number	Effective Date	Closing Date	Pages Available	Opening Balance	Closing Balance	Receiving Date
1	24-08-2010	31-08-2010	1	500.000000	0.000000	

Back

Field Description

Column Name	Description
Statement Number	<p>[Display]</p> <p>This column displays the statement number of the selected account.</p> <p>Click the link to view the account statement related to the selected account number.</p>
Effective Date	<p>[Display]</p> <p>This column displays the effective date of the account statement.</p>
Closing Date	<p>[Display]</p> <p>This column displays the closing date of the account statement.</p>
Pages Available	<p>[Display]</p> <p>This column displays the number of pages for a particular statement number.</p>
Opening Balance	<p>[Display]</p> <p>This column displays the opening balance of the account as on statement date.</p>
Closing Balance	<p>[Display]</p> <p>This column displays the closing balance of the account.</p>
Receiving Date	<p>[Display]</p> <p>This column displays the statement receipt date.</p>

3. Click the link below the Statement Number column. The system displays the External Account Transaction Details screen.

External Account Transaction Details

External Account Transaction Details						2001-03-15 14:00:00
Bank:	Kalika Bank					
Account Number:	200001					
Currency:	GBP					
Statement Number:	4					
Receiving Date:	13-08-2008					
Opening Balance:	517.85					
Closing Balance:	776.65					
Transaction Period:	05-07-2000 to 05-07-2000					
Page Number:	1					
Transaction Date	Effective Date	Description	Customer Reference	Credit Amount	Debit Amount	
05-07-2000	05-07-2000	iflex	NONREF	258.80		
05-07-2000	05-07-2000	iflex	NONREF	258.80		
Total				517.60		

[Back](#)

Field Description

Column Name	Description
Transaction Date	[Display] This column displays the date of transaction
Effective Date	[Display] This column displays the effective date of the transaction
Description	[Display] This column displays the transaction description.
Customer Reference	[Display] This column displays the customer reference number.
Credit Amount	[Display] This column displays the credit amount.
Debit Amount	[Display] This column displays the debit amount.

4. Select the page number from the drop-down list. The system displays the details on the selected page.
5. Click the Back button to navigate to the previous screen.

12. Register Report

This option allows the user to download, view and register a report.

To download a report

1. Navigate through the menus to **Customer Services > Self Services > Register Report**. The system displays the Register Report screen.

Register Report

The screenshot shows a web interface titled "Register Report" with a timestamp "13-08-2010 03:13:35 GMT -0600" in the top right corner. Below the title is a dashed line. Underneath, there is a form with a label "Report Type" and a dropdown menu currently displaying "CUSTOMER PROFILE DETAIL (CRTC01)". To the right of the dropdown is a red "GO" button.

Field Description

Field Name	Description
Select Report Type	[Mandatory, Drop-Down] Select the report type from the drop-down list.

2. Click the Go button. The system displays the Register Report screen.

Register Report

Register Report 13-08-2010 03:13:43 GMT -0600

Report Type:

Frequency:* Report Output Format:

Activation Date: Deactivation Date:

Hour: Minute:

Report Parameters

Customer Id:

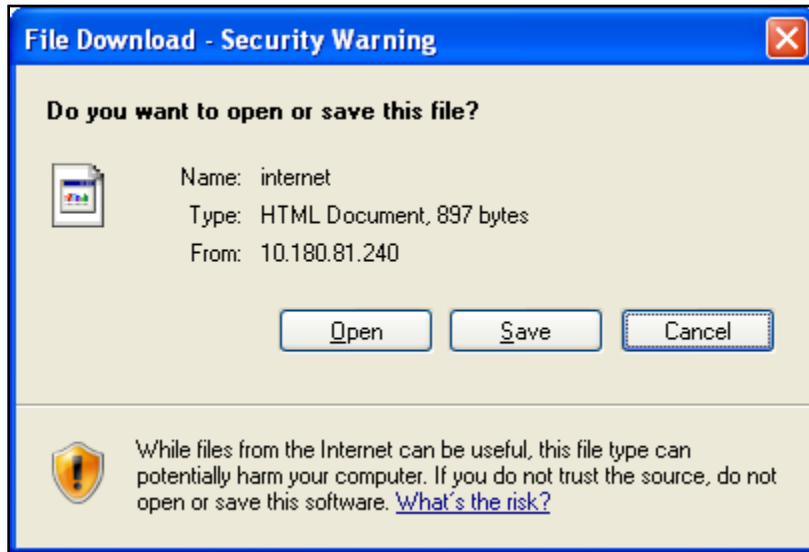
Field Description

Field Name	Description
Frequency	[Mandatory, Drop-Down] Select the report frequency from the drop-down list. The options are <ul style="list-style-type: none">• Daily• Weekly• Monthly• Once•• HTML Excel
Report Output Format	[Mandatory, Drop-Down] Select the report output format from the drop-down list. The options are <ul style="list-style-type: none">• PDF• HTML• Excel
Date	[Conditional, Pick List] Select the report activation date from the pick list. This field is displayed depending upon the selection in the frequency field.

Field Name	Description
Hour	[Conditional, Drop-Down] Select the time in hours from the drop-down list. This field is displayed depending upon the selection in the frequency field.
Minute	[Conditional, Drop-Down] Select the time in minutes from the drop-down list. This field is displayed depending upon the selection in the frequency field.
Activation Date	[Conditional, Pick List] Select the report activation date from the pick list. This field is displayed depending upon the selection in the frequency field.
Deactivation Date	[Conditional, Pick List] Select the report deactivation date from the pick list. This field is displayed depending upon the selection in the frequency field.
Hour	[Conditional, Drop-Down] Select the time in hours from the drop-down list. This field is displayed depending upon the selection in the frequency field.
Minute	[Conditional, Drop-Down] Select the time in minutes from the drop-down list. This field is displayed depending upon the selection in the frequency field.

3. Select the report frequency and report download format.
4. Enter the date range.
5. Click the Run Report button. The system displays the File Download - **Security Warning** screen.

File Download - Security Warning



6. Click the Save button to save the file.
OR
Click the Cancel button to close the window.

To Register a report


7. Click the Register button on the Register Report screen. The system displays the Report Registration - Verification screen.

Register Report - Verification

Report Registration - Verification				
13-08-2010 03:17:00 GMT-0600				
Schedule Type	Report ID	Activation Date	Deactivation Date	Schedule Time
Daily	CRTC01	14-08-2010	19-08-2010	15:45
Report Parameters				
Customer Id: 333000028-ACC LTD (FLEXCUBE DIRECT BANKING-B001)				
				<input type="button" value="Back"/> <input type="button" value="Confirm"/>

8. Click the Confirm button. The system displays the Register Reports screen.
OR
Click the Back button to navigate to the previous screen.

Report Registration Confirmation

 Transaction submitted for Register Report having reference 213151885160523 has been Initiated

Report Registration - Confirmation 13-08-2010 03:17:00 GMT-0600

Schedule Type	Report ID	Activation Date	Deactivation Date	Schedule Time
Daily	CRTC01	14-08-2010	19-08-2010	15 :45

Report Parameters

Customer Id: 333000028-ACC LTD (FLEXCUBE DIRECT
BANKING-B001)

Register Another

To View a report

9. Log on to the Internet Banking application.
10. Navigate through the menus to Reports > Register Report. The system displays the Register Report screen.
11. Click the GO button. The system displays the Register Report screen.
12. Select the report frequency and report download format.
13. Enter the date range.
14. Click the View Reports button. The system displays the Report screen.

13. Alerts

13.1. Alerts- User Alerts

These alerts are sent when there is user level change like change in password; change in email, account is locked etc.

To Register user alerts

1. Navigate through the menus to **Customer Services > Self Services > Alerts**. The system displays the Alerts screen.

Alerts

Field Description

Field Name	Description
User Alerts/ Customer Alerts/ Account Alerts	[Optional, Radio button] Click the User Alerts radio button to select any one of the alerts.
Customer Number	[Conditional, Drop-Down] Select the customer number from the drop down list. This field is enabled if the Customer Alerts radio button is selected.
Account Number	[Conditional, Drop-Down] Select the account number from the drop down list. This field is enabled if the Account Alerts radio button is selected.

2. Select the User Alerts radio button.
3. Click the **Get Alerts** button. The system displays the **Alerts** screen with the description.

Alerts

Alerts
23-04-2012 23:49:00 GMT +0530

User Alerts
 Customer Alerts
 Account Alerts

Customer No:
 Account Number:

Alert Description	Email	SMS	Parameters
<input type="checkbox"/> Limit Threshold Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="98353893"/>	Threshold(%)> <input type="text"/>
<input type="checkbox"/> Limit Utilized Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="98353893"/>	
<input type="checkbox"/> Login Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="98353893"/>	
<input type="checkbox"/> Login Failed Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="98353893"/>	

Field Description

Field Name	Description
Alert Description	[Display] This column displays the alert description. Select the checkbox of the alert to register for the Alert. <div style="border: 1px solid black; background-color: #e0f0ff; padding: 5px; margin-top: 10px;"> Note: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different. </div>
Email	[Display] This column displays the email id at which the alert will be sent.
SMS	[Display] This column displays the Mobile SMS at which the alert will be sent.
Parameters	[Conditional, Numeric, 100] Type the threshold percentage for Alerts Registration. This field is enabled if the Limit threshold Alert checkbox is selected as the alert description

4. Select the Alert Description.
5. Click the Register button. The system displays the **Alert** verification screen.

Alerts


Alerts
23-04-2012 23:51:24 GMT +0530

User Alerts:

Alert Description	Email	SMS	Parameters
Limit Threshold Alert	abc@d.com	9835389311	
Limit Utilized Alert	abc@d.com	9835389312	Not Applicable

- Click the **Confirm** button. The system displays the Alert screen with confirmation message.
OR
Click the **Back** button to return to the previous screen.

Alert - Confirm

 Alerts updated successfully

Alerts 23-04-2012 23:51:24 GMT +0530

User Alerts:

Alert Description	Email	SMS	Parameters
Limit Threshold Alert	abc@d.com	9835389311	
Limit Utilized Alert	abc@d.com	9835389312	Not Applicable

[Register/De register Another](#)

- Click the **Register/De Register Another** button to register another alert.

13.2. Alerts- Customer Alerts

These alerts are sent when any transactions are done in the customer number selected.

To Register Customer alerts

1. Navigate through the menus to **My Services > Alerts**. The system displays the Alerts screen.

Alerts

Field Description

Field Name	Description
User Alerts/ Customer Alerts/ Account Alerts	[Optional, Radio button] Click the User Alerts radio button to select any one of the alerts.
Customer Number	[Conditional, Drop-Down] Select the customer number from the drop down list. This field is enabled if the Customer Alerts radio button is selected.
Account Number	[Conditional, Drop-Down] Select the account number from the drop down list. This field is enabled if the Account Alerts radio button is selected.

2. Click the Customer Alerts radio button. Select the Customer No. Click the Get Alerts button. The system displays the **Alerts** detail screen.

Alerts

Field Description

Field Name	Description
Alert Description	<p>[Optional, Check Box]</p> <p>Select the Alert Description check box to set an alert. It displays the brief description of an alert.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.</p> </div>

Note: In Case Customer Alerts, alert will be delivered to the e-mail and mobile number specified at customer profile.

3. Select the alert description.
4. Click the **Register/De-Register** button. The system displays the **Alert** verification screen.

Alerts - Verify

Alerts 24-04-2012 00:07:38 GMT +0530

Customer Alerts: Customer No: 004001641

Alert Description	Email	SMS	Parameters
TD Status Alert	Not Applicable	Not Applicable	Not Applicable

5. Click the **Confirm** button. The system displays the **Alert** screen with the confirmation message.
OR
Click the **Back** button to return to the previous screen.

Alert - Confirm

Alerts updated successfully

Alerts 24-04-2012 00:07:38 GMT +0530

Customer Alerts: Customer No: 004001641

Alert Description	Email	SMS	Parameters
TD Status Alert	Not Applicable	Not Applicable	Not Applicable

6. Click **the** Register Another button to register another alert.

13.3. Alerts-Account Alerts

These alerts are sent when any transactions are done in the account selected.

To send account alerts

1. Navigate through the menus to **My Services > Alerts**. The system displays the Alerts screen.

Alerts

2. Click the **Get Alerts** button. The Alerts detail screen is displayed.

Alerts

Alert Description	Email	SMS	Parameters
<input type="checkbox"/> Account Balance Alert	abc@d.com	9835389311	
<input type="checkbox"/> Account Status Alert	abc@d.com	9835389311	
<input type="checkbox"/> Cheque Stop Alert	abc@d.com	9835389311	
<input type="checkbox"/> Clearing Cheque Returned Alert	abc@d.com	9835389311	
<input type="checkbox"/> Funds Transfer Alert	abc@d.com	9835389311	
<input type="checkbox"/> Transaction Status Alert	abc@d.com	9835389311	

Field Description

Field Name	Description
Alert Description	[Display] This column displays the alert description. Select the checkbox of the alert description to register for the Alert.

Note: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.

Field Name	Description
Email	[Display] This column displays the Mail id at which the alert will be sent. This field will get displayed
SMS	[Display] This column displays the Mobile SMS at which the alert will be sent.
Parameters	[Conditional, Numeric, 100] Type the threshold percentage for Alerts Registration. This field will get activated on selecting the Limit threshold Alert checkbox.

3. Select the Alert Description.
4. Click the **Register/De-Register** button. The system displays the **Alert** verification screen.

Alerts - Verify

24-04-2012 00:12:26 GMT +0530

Account Alerts: Account Number: 00400164101

Alert Description	Email	SMS	Parameters
Account Balance Alert	abc@d.com	9835389311	Not Applicable
Account Status Alert	abc@d.com	9835389311	Not Applicable

5. Click the **Confirm** button. The system displays the **Alert** screen with confirmation message.
OR
Click the **Back** button to return to the previous screen.

Alert - Confirm

✔ Alerts updated successfully

24-04-2012 00:24:46 GMT +0530

Account Alerts: Account Number: 00400164101

Alert Description	Email	SMS	Parameters
Account Balance Alert	abc@d.com	9835389311	Not Applicable
Account Status Alert	abc@d.com	9835389311	Not Applicable

6. Click the **Register/De-Register Another** button to register another alert.

14. E-statement Subscription / unsubscription

This allows you to subscribe/unsubscribe for e statement .

To subscribe/unsubscribe for E statement

1. Navigate through the menus to Customer Services > Self Services > **E statement**. The system displays the E-statement Subscribe/Un-subscribe screen.

E statement Subscription / Un subscription

E Statement Subscription/Unsubscription 13-08-2010 04:15:09 GMT -0600

Account Type*:

Account No*:

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

Field Description

Field Name	Description
Account Type	[Mandatory, Dropdown] Select the account type from the dropdown list.
Account No/ Credit Card No	[Mandatory, Dropdown] Select the account No/ Credit Card No from the dropdown list.

- Click the **Submit** button. The system displays the E statement subscription/ unsubscription screen with detailed.

E statement Subscription / Unsubscription

13-08-2010 04:15:51 GMT -0600

Account Type*: CASA ▼

Account No*: 333000028 33300002807 ACC LTD JPY 549,808 ▼

Submit

Primary Email Id*:

Secondary Email Id:

Frequency*: Select ▼

Day Of the Week**: Select ▼

Month**: Select ▼

Day Of the Month**: Select ▼

[Terms and Conditions](#)

Subscribe Unsubscribe

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

Field Description

Field Name	Description
Primary Email id	[Mandatory, Alphanumeric] Type the primary email id to which the E-statement is to be sent.
Secondary Email id	[Optional, Alphanumeric] Type the secondary email id to which the E-statement is to be sent.
Frequency	[Mandatory, Dropdown] Select the frequency at which the e-statement is required. The options are <ul style="list-style-type: none"> • Annual • Daily • Fortnightly • Monthly • Quarterly • Semi Annual • Weekly
Month	[Conditional, Dropdown] Select the Month on which the e statement is required. This field will be enabled on selecting Annual, quarterly, Semi annually in the frequency field

Field Name	Description
Day of the week	[Conditional, Dropdown] Select the day of the week on which the e statement is required. This field will be enabled on selecting fortnightly, weekly in the frequency field.
Day of the Month	[Conditional, Dropdown] Select the day of the month on which the e statement is required. This field will be enabled on selecting Monthly in the frequency field
Terms and Conditions	[Mandatory, Checkbox] Select the checkbox of terms and conditions.

3. Click the **Terms and Conditions** link to view the terms and conditions.
4. Click the **Subscribe** button to subscribe for the E statement, the system displays the E statement Subscription / Unsubscription verify screen.
OR
Click the **Unsubscribe** button to unsubscribe for the statement.

E statement Subscription / Unsubscription- Verify

E Statement Subscription/Unsubscription-Verify 13-08-2010 04:16:56 GMT -0600

Account Type: CASA
Account No*: 333000028 33300002807 ACC LTD JPY 549,808

Primary Email Id: abc@yahoo.com Secondary Email Id: abcd@yahoo.com
Frequency: Annual Month: August

Change Confirm

5. Click the **Change** button to return to the previous screen to modify the input data.
OR
Click the **Confirm** button. The system displays the **E statement Subscription / Unsubscription - confirm** screen

E statement Subscription / Unsubscription- Confirm

Transaction submitted for E Statement having reference 126570435160919 has been Initiated

E Statement Subscription/Unsubscription-Confirm 13-08-2010 04:16:56 GMT -0600

Account Type: CASA
Account No*: 333000028 33300002807 ACC LTD JPY 549,808

Primary Email Id: abc@yahoo.com Secondary Email Id: abcd@yahoo.com
Frequency: Annual Month: August

OK

6. Click the **OK** button to return to the E-statement Subscribe / unsubscribe screen.

15. Subscribe /unsubscribe additional Channels

This transaction allows you to subscribe or unsubscribe for additional channels. These additional channels can be any channels like SMS, mobile or any other channel.

You can directly subscribe/Unsubscribe from these channels

15.1. Unsubscribe from other channels

To Unsubscribe for other channels

1. Navigate through the menu to **Customer Services > Self Services > Subscribe/Unsubscribe Banking Channels**. The system displays the Subscribe / Unsubscribe additional Channels screen.

Subscribe/ Unsubscribe additional channels

Field Description

Field Name	Description
Subscribe Channel	
Check Box	[Optional Checkbox] Select the check box for the channel stated with the check box.
User Id	[Mandatory, Alphanumeric] Type the user id of the initiator of the transaction.
Password	[Mandatory, Alphanumeric] Type the New Password that you want to set for the user.
Confirm Password	[Mandatory, Alphanumeric] Type the Password to confirm the password that you want to set for the user.

2. The above screen shows channel to be subscribe in subscribe channel section and Unsubscribe channel section shows channel that have already been subscribed by the user.

In order to unsubscribe from the channels

3. Select the check box to unsubscribe for Mobile Banking.
4. Click the update button. The system displays the Subscribe / unsubscribe Banking channels verify screen.

Subscribe/ Unsubscribe additional channel-Verify

Subscribe/Unsubscribe Banking Channel Verify 30-10-2012 14:25:21 GMT +0530

Unsubscribe Channels

Mobile Banking

User Id MICORP1

Channels Mobile Browser

Change Confirm

5. Click the **Back** button to return to the previous screen to make the changes.
OR
Click the **Confirm** button to unsubscribe the selected channels. The system displays the Subscribe / unsubscribe Banking channels Confirm screen.

Subscribe/ Unsubscribe additional channel-Confirm

 Transaction submitted for Subscribe/Unsubscribe Banking Channel having reference 168406281079560 has been Auto Authorized.

Subscribe/Unsubscribe Banking Channel Confirm 30-10-2012 14:25:21 GMT +0530

Unsubscribe Channels

Mobile Banking

User Id MICORP1

Channels Mobile Browser

OK

6. Click the Ok button to Return to the Subscribe/ Subscribe Banking Channels.

15.2. Subscribe for Other Channels



To Subscribe for other channels

1. Navigate through the menu to **My Services > Subscribe / Unsubscribe additional Channels**. The system displays the Subscribe / Unsubscribe additional Channels screen.

Subscribe/ Unsubscribe additional channels

Field Name	Description
Subscribe Channel	
Check Box	[Optional Checkbox] Select the check box for the channel stated with the check box.
User Id	[Mandatory, Alphanumeric] Type the user id of the initiator of the transaction.
Password	[Mandatory, Alphanumeric] Type the New Password that you want to set for the user.
Confirm Password	[Mandatory, Alphanumeric] Type the Password to confirm the password that you want to set for the user.
Transaction Password	[Mandatory, Alphanumeric] Type the New Transaction Password that you want to set for the user.
Confirm transaction Password	[Mandatory, Alphanumeric] Type the Transaction Password that you want to set for the user.

2. Click the **check availability**  button to check the availability of the user.

3. Click the **view user id policy**  button to check the availability for the password.
4. Click the **view user id policy**  button to check the password policy.
5. Select the required checkbox, Input the required data.
6. Click the Update button. The system displays the Subscribe / Unsubscribe additional Channels- Verify screen.

Subscribe / Unsubscribe additional Channels- Verify



7. Click the **Back** button to return to the previous screen to make the changes.
OR
Click the **Confirm** button to unsubscribe the selected channels. The system displays the Subscribe / unsubscribe Banking channels Confirm screen.

Subscribe/ Unsubscribe additional channel-Confirm



8. Click the **Ok** button to Return to the Subscribe/ Subscribe Banking Channels.

16. Preferences

The Preferences option allows you to change the user ID, set the preferred language, preferred color, home page, favorite transactions, and favorite accounts and nick names. The user can access favorite transactions and accounts directly instead of accessing it through the main menu.

To set user preferences.

1. Navigate through the menus to **Customer Services > Self Services > Preferences**. The system displays the Preferences screen.

Preferences

Preferences
20-11-2012 16:30:19 GMT +0530

Set User ID

Existing User ID : MIRETAIL1

Specify New User ID :

[View User ID Policy](#)

Channels : Internet Banking
Browser based mobile banking
Mobile Application

Set Language Preference

Languages:

Set Colour Preference

Colours:

Set Timezone Preference

Timezone:

Set Login Layout Preference:

Login Layout:

Set Landing Page

Transaction List** :

Set As Favourite

<input type="checkbox"/> Account Activity	<input type="checkbox"/> Account Details	<input type="checkbox"/> Account Overview
<input type="checkbox"/> Account Statement	<input type="checkbox"/> Account Summary	<input type="checkbox"/> Add External Accounts
<input type="checkbox"/> Ad hoc Account Statement Request	<input type="checkbox"/> Alerts	<input type="checkbox"/> Amend Term Deposit
<input type="checkbox"/> ATM and Branch Locators	<input type="checkbox"/> Beneficiary Maintenance	<input type="checkbox"/> Buy Mutual Fund
<input type="checkbox"/> Change Users Limits	<input type="checkbox"/> Channel Deactivation	<input type="checkbox"/> Cheque Book Request
<input type="checkbox"/> Cheque Status Inquiry	<input type="checkbox"/> Consolidated Position	<input type="checkbox"/> Contract Term Deposit Initiate
<input type="checkbox"/> Contract Term Deposit View	<input type="checkbox"/> Credit Card Payment	<input type="checkbox"/> Credit Card Statement
<input type="checkbox"/> Credit Card Summary	<input type="checkbox"/> Dashboard Widget Management	<input type="checkbox"/> Debit Card Details
<input type="checkbox"/> Demand Draft Request	<input type="checkbox"/> Dividend Information	<input type="checkbox"/> Domestic Account Transfer
<input type="checkbox"/> Domestic Collection Inquiry	<input type="checkbox"/> Electronic Form Initiate	<input type="checkbox"/> E Statement
<input type="checkbox"/> Exchange Rate Inquiry	<input type="checkbox"/> External Account Statement	<input type="checkbox"/> FCY Collection Inquiry
<input type="checkbox"/> Finance Profit Percentage	<input type="checkbox"/> Financing Account Activity	<input type="checkbox"/> Financing Details
<input type="checkbox"/> Financing Repayment Inquiry	<input type="checkbox"/> Financing Schedule	<input type="checkbox"/> Financing Settlement
<input type="checkbox"/> Fund Activity	<input type="checkbox"/> Fund Information	<input type="checkbox"/> Interest Rate Inquiry (CASA)
<input type="checkbox"/> SEPA Direct Debit	<input type="checkbox"/> Set Account Preferences	<input type="checkbox"/> Spending Analysis
<input type="checkbox"/> Standing Instruction Cancellation	<input type="checkbox"/> Stop Or Unblock Cheque Request	<input type="checkbox"/> Structured Deposit Subscription
<input type="checkbox"/> Structured TD Status	<input type="checkbox"/> Subscribe/Unsubscribe Banking Channel	<input type="checkbox"/> Switch Mutual Fund
<input type="checkbox"/> Term Deposit Activity	<input type="checkbox"/> Term Deposit Details	<input type="checkbox"/> Transactions
<input type="checkbox"/> UK Payments	<input type="checkbox"/> User Manuals	<input type="checkbox"/> View Draft Details
<input type="checkbox"/> View Limit Utilization	<input type="checkbox"/> View Registered Reports	<input type="checkbox"/> View Standing Instruction
<input type="checkbox"/> View Wealth Management		

[Set Favourite Accounts and Nick Names](#)

**Landing Page functionality is only applicable for Classic version.

Field Description

Field Name	Description
Set User ID	
Existing User ID	[Display] This field displays the existing user ID.
Specify New User ID	[Optional, Alphanumeric, 15] Type the new user ID in this field.
Channels	[Display] This field displays the channel for which preference is to be set.
Set Language Preference	
Languages	[Optional, Drop-Down] Select the preferred language from the drop-down list.

Field Name	Description
Set Colour Preference	
Colours	[Optional, Drop-Down] Select the preferred colour from the drop-down list.
Set Timezone Preference	
Timezone	[Optional, Drop-Down] Select the preferred timezone from the drop-down list.
Set Login Layout Preference	
Login Layout	[Optional, Drop-Down] Select the preferred login layout as contemporary or classic.
Set Landing Page	
Transaction List	[Optional, Drop-Down] Select the transaction list from the drop-down list. The selected transaction will be set as the landing page.
Set As Favorite	
Set As Favorite	[Optional, Check Box] Select the check box against the transactions that you want to set as favorite transactions. The user can access the favorite transactions directly instead of accessing it through the main menu.

- Click the **Set Preference** button. The system displays the **Preferences - Verify** screen.

Preferences - Verify

- Click the **Confirm** button. The system displays the Preferences - Confirm screen with the status message.
OR
Click the **Back** button to change the user preferences.

Preferences - Confirm

Transaction submitted for Preferences having reference 202031527211116 has been Auto Authorized.

Preferences - Confirm 20-11-2012 16:35:17 GMT +0530

Existing User ID : MRETAL1
 Colours : Red
 Landing Transaction : ACCOUNT ACTIVITY

Favourite Transactions

ACCOUNT ACTIVITY	ACCOUNT STATEMENT CURRENT AND SAVINGS ACCOUNT	ACCOUNT STATEMENT REQUEST
LOCATE BRANCHES		

OK

- Click the **OK** button. The system displays the Preferences screen.

Set Favorite Accounts and Nick Names

- Click the **set favorite account and Nicknames link**. The system displays the set account preference screen.

Set Account Preference

Set Account Preferences 20-11-2012 16:36:31 GMT +0530

Disable Account Nickname:

Loan **Current and Savings** **Term Deposits** **Islamic Term Deposits** **Credit Cards**

Account No	Account Nickname	Set As Favourite
006005884	<input type="text"/>	<input type="checkbox"/>
006LRMH122900001 006 GBP		

* Alphanumeric Characters With Spaces are Allowed for Account Nickname

Save

Field Description

Field Name	Description
Account No.	[Display] This column displays the Account number.
Account Nick name	[Conditional, Alphanumeric, 16] Type the nick name for the account number. This field is activated for the account number for which the check box is selected.
Set As Favorite	[Conditional, Checkbox] Select the check box to make the account as a favorite account.

- Click the **Save** button. The system saves the settings and displays the preferences screen.

17. Session Summary

This option allows the user to track activity details of last five logins. The user can view the entire session summary of the previous five log sessions, and transactions carried out in each session along with the transactions' status and time.

To view user session

1. Navigate through the menus to Session Summary. The system displays **View User Session** screen.

View User Session

Session Summary			13-08-2010 04:43:28 GMT -0600
Channel User Id	Channel	Session Start	Session
CUSER1	Internet Banking	13-08-2010 03:55:32 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 03:45:16 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 03:37:32 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 02:56:29 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 02:45:43 GMT -0600	View Session Info

Field Description

Column Name	Description
Channel User Id	[Display] This field displays the channel user IDs accessed during the session.
Channel	[Display] This field displays the channel accessed during the session.
Session Start	[Display] This field displays the date and time of access.

2. This screen allows the user to view the list of last five sessions accessed by the user.
3. Click the View Session Info button to view the list of transactions done for the session specified. The system displays the View User Session screen.

View User Session

Session Summary			13-08-2010 04:43:36 GMT -0600
Channel User Id	CUSER1	Session Start	13-08-2010 03:55:32 GMT -0600
			Back
Transaction Name	Status	Transaction Date	
Login (LGN)	Success	13-08-2010 03:55:32 GMT -0600	
Transactions (VAT)	Success	13-08-2010 03:55:50 GMT -0600	
Transactions (VAT)	Success	13-08-2010 03:55:51 GMT -0600	
Loan Interest Rates (LIR)	Success	13-08-2010 03:55:53 GMT -0600	
Mailbox (IMS)	Success	13-08-2010 03:55:56 GMT -0600	
Transactions (VAT)	Success	13-08-2010 03:55:51 GMT -0600	
Transaction Blackout (TBO)	Success	13-08-2010 03:56:00 GMT -0600	
Alerts (ALR)	Success	13-08-2010 04:09:12 GMT -0600	
Alerts (ALR)	Success	13-08-2010 04:11:12 GMT -0600	
Alerts (ALR)	Success	13-08-2010 04:13:19 GMT -0600	
Preferences (UPS)	Success	13-08-2010 04:25:00 GMT -0600	
Preferences (UPS)	Success	13-08-2010 04:27:58 GMT -0600	
Preferences (UPS)	Success	13-08-2010 04:28:49 GMT -0600	
Preferences (UPS)	Success	13-08-2010 04:29:18 GMT -0600	
Set Account Preferences (ACN)	Success	13-08-2010 04:37:23 GMT -0600	
Set Account Preferences (ACN)	Success	13-08-2010 04:38:55 GMT -0600	
Preferences (UPS)	Success	13-08-2010 04:39:25 GMT -0600	
Set Account Preferences (ACN)	Success	13-08-2010 04:39:49 GMT -0600	
Set Account Preferences (ACN)	Success	13-08-2010 04:39:55 GMT -0600	
Set Account Preferences (ACN)	Success	13-08-2010 04:40:14 GMT -0600	
Preferences (UPS)	Success	13-08-2010 04:40:30 GMT -0600	
Preferences (UPS)	Success	13-08-2010 04:41:18 GMT -0600	
Preferences (UPS)	Success	13-08-2010 04:41:33 GMT -0600	
Preferences (UPS)	Success	13-08-2010 04:41:38 GMT -0600	

Field Description

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

Field Name	Description
Channel User Id	[Display] This field displays the channel user ID accessed during the session.
Session Start	[Display] This field displays the date and time of access.
Transaction Name	[Display] This field displays the name of the transaction performed.
Status	[Display] This field displays the status of the transaction.
Transaction Date	[Display] This field displays the date and time of the transaction.

4. This screen allows the user to view the list of transactions processed for a specified session along with the login and logoff details with date and time.
5. Click the Back button to navigate go to the previous screen.

18. Mailbox

The Mailbox option is an integrated communication system within the internet banking system for you to communicate with the bank and vice versa. It allows you to view all the notifications, alert messages and general messages sent by the bank; allows you to send messages to the bank and view the sent messages.

Like popular e-mail clients that you may have used, the Mailbox offers an Inbox - where you can view messages and notifications sent to you, a Send Message facility using which you can send messages to the bank and a Sent folder, which allows you to view all the sent items.

Mail Box functionality is subdivided into the following sub-sections:

- Viewing received messages (Inbox)
- Viewing sent messages (Sent Messages)
- Sending messages(Compose)

18.1. Viewing Received Message

The Inbox folder stores all the bulletin messages sent to you. You can view the individual messages by clicking on the sender's name. The following procedure explains the steps to access Inbox and view a message stored within it.

To view received messages

1. Navigate through the menus to **Customer Service > Mailbox**. The system displays the Messages screen.

Mailbox


Message Id	Subject	Sender	Customer Id	Received	Expires	Is Read
191146570112028	Demand Draft and Cheques	Accounts Department	006005884	04-12-2012 21:48:44	04-04-2013 00:00:00	N
660310307111331	Demand Draft and Cheques	Accounts Department	006005884	04-12-2012 21:39:23	04-04-2013 00:00:00	N
660310307111331	Demand Draft and Cheques	Accounts Department	006005884	30-11-2012 09:34:16	30-03-2013 00:00:00	Y

2. Click the Inbox tab. The system displays following screen.

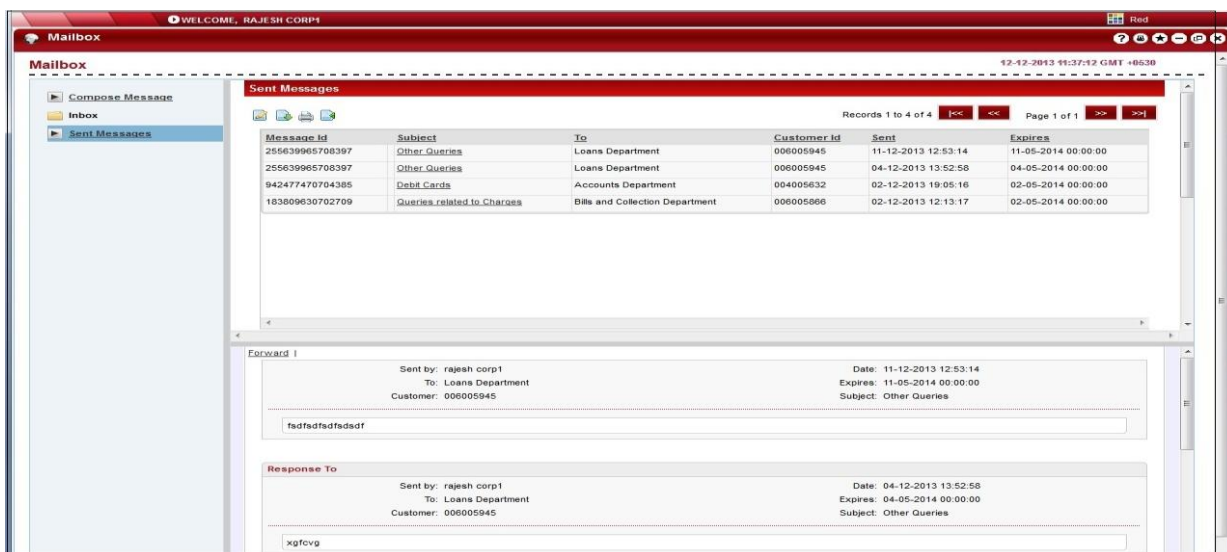
Mailbox Inbox

Message Id	Subject	Sender	Customer Id	Received	Expires	Is Read
191146570112028	Demand Draft and Cheques	Accounts Department	006005884	04-12-2012 21:48:44	04-04-2013 00:00:00	N
660310307111331	Demand Draft and Cheques	Accounts Department	006005884	04-12-2012 21:39:23	04-04-2013 00:00:00	N
660310307111331	Demand Draft and Cheques	Accounts Department	006005884	30-11-2012 09:34:16	30-03-2013 00:00:00	Y

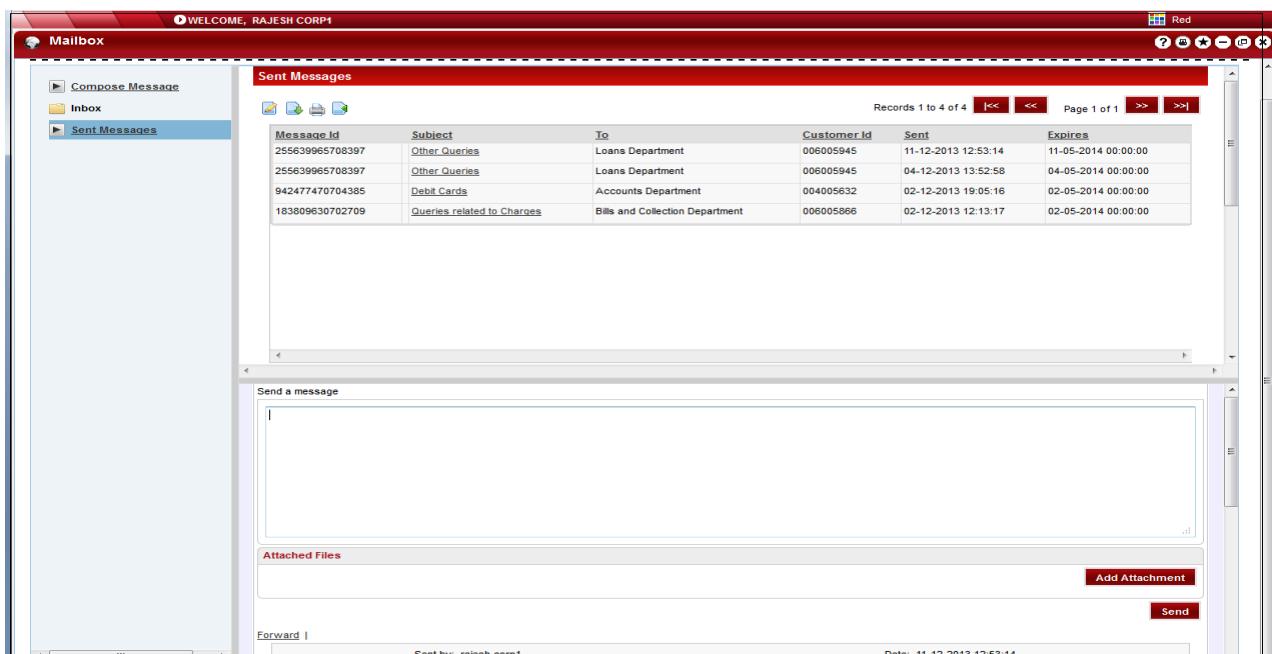
Field Description






Field Name	Description
Message Id	[Display] This field displays the system generated conversation/message id.
Subject	[Display] This field displays the descriptive synopsis of the message. It also acts as a link to access the message. Note: This icon  between the message id and subject column shows that the message has some attachments.
Sender	[Display] This field displays the name of the sender of the message. If the message has been sent by the bank, then the Department Name will be displayed as the Sender. The names for the departments ids are already maintained in the system. If the message has been sent by another user, then the customer id for which the mail is being sent will be displayed as the sender.
Customer Id	[Display] This field displays the customer id.
Received	[Display] This field displays the date on which the message was received.
Expires	[Display] This field displays the expiry date for the transaction.
Is Read	[Display] This field displays the Is Read flag as Y/N.

3. Click on Subject link to view the message. The system displays following screen.





- Click the reply link in order to reply to the current message. The system displays below screen.

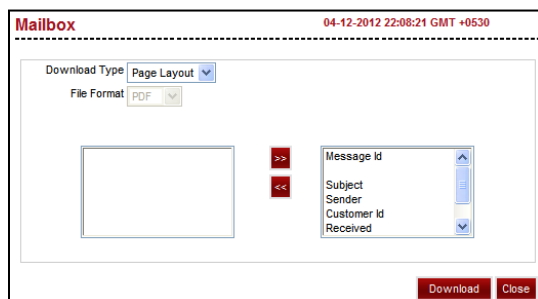


- Type the reply message. Add any attachments if required.
- Click the Send button. The system displays the confirmation message of reply sent.
- Click  or  to navigate to the next or previous page in the list, respectively.
- Click  or  to navigate to the first or last page in the list, respectively.
- Click on **Edit** button  if you wish to edit the number of columns displayed. You can decide the number of columns to be displayed along with their position using this option.
OR

Click the **Print** button  to print the data.
OR

Click the optimize data icon  to optimize the data/details displayed among columns.
OR

Click the Download  button to download the attachments/messages. The system displays the download dialog screen.



10. Specify the details like download type and click the Download to download the details.

18.2. Compose Messages

To communicate with the bank authorities, the Mailbox offers a message sending option. You can write about any problems that you may have faced, errors in the system, transactions that may have not completed and any other issues and address them to the bank. It is a very effective method of communicating with the bank.

To compose messages

1. Navigate through the menus to **Customer Service > Mailbox**. The system displays the Messages screen.

Mailbox

Message Id	Subject	Sender	Customer Id	Received	Expires	Is Read
191146570112028	Demand Draft and Cheques	Accounts Department	006005884	04-12-2012 21:48:44	04-04-2013 00:00:00	N
660310307111331	Demand Draft and Cheques	Accounts Department	006005884	04-12-2012 21:39:23	04-04-2013 00:00:00	N
660310307111331	Demand Draft and Cheques	Accounts Department	006005884	30-11-2012 09:34:16	30-03-2013 00:00:00	Y

2. Click the **Compose Message** tab. The system displays following screen.

Mailbox

Mailbox

04-12-2012 21:11:50 GMT +0530

Compose Message

Submit a question using our secured messaging form below. You can expect a response in 2 business days.
Your personal financial information is held in strictest confidence.

Select the subject of this message: Select from here Customer:

Enter your message below
(Messages are limited to approximately 2000 characters or 200 words of text.)

Add Attachment

Send

Field Description

Field Name	Description
Select the subject of this message	[Mandatory, Drop down] Select appropriate subject for the message to be sent from the drop down.
Customer	[Mandatory, Drop down] Select the customer from the drop down.

3. Type the message in the message box mentioned under **Enter your message below** field. In message box, you can enter 2000 characters or 200 words of text, as your message.

Message Mailbox Compose

The screenshot shows the 'Compose Message' interface. On the left is a sidebar with 'Compose Message', 'Inbox', and 'Sent Messages'. The main area has a red header 'Compose Message' and a timestamp '30-10-2012 16:32:07 GMT +0530'. Below the header, there is a message form with a subject dropdown set to 'Demand Draft and Cheques' and a customer dropdown set to 'SRKCORPORATE'. A text area contains 'Demand Draft Request'. There are 'Add Attachment' and 'Send' buttons.

4. Click the Add Attachment button. The system will open screen to browse and attach any file to mail.

The screenshot shows the 'Attachments' screen. At the top, it says 'Attachments' and '30-10-2012 16:40:35 GMT +0530'. Below this is a section titled 'Select Document to Attach' with a text input field, a 'Browse...' button, and an 'Add Another' button. Below this, it lists 'Allowed File Types: xls, doc, pdf, csv, txt, zip, tif, jpg, rar'. At the bottom right, there are 'Attach' and 'Done' buttons.

5. Browse to any file to be attached. Click the Attach button. The system will show below screen.

Attachments 30-10-2012 16:45:28 GMT +0530

Select Document to Attach

Browse... Add Another

Allowed File Types:
xls, doc, pdf, csv, txt, zip, tif, jpg, rar

Attach Done

File Name
Draft.txt

- Click the Done button. The system will return to Compose Message screen.

Message Mailbox Compose

Mailbox 04-12-2012 21:11:50 GMT +0530

Compose Message

Submit a question using our secured messaging form below. You can expect a response in 2 business days.
Your personal financial information is held in strictest confidence.

Select the subject of this message: Funds Transfer NEFT/RTGS/Others Customer: HDFC BANK

Enter your message below
(Messages are limited to approximately 2000 characters or 200 words of text.)

Funds Transfer Details

Attached Files

UM.doc Remove Add Another

Send

- Click the **Remove** button if you want to remove the attached file.
OR
Click the **Add Another** button to attach more files.
OR
Click the **Send** button. The system displays the following confirmation message.

Mailbox Message Compose Confirmation



18.3. Sent Messages

To view sent messages

1. Navigate through the menus to **Customer Service > Mailbox**. The system displays the Messages screen.

Mailbox

Mailbox 04-12-2012 21:51:12 GMT +0530

Inbox > Interactions

Records 1 to 3 of 3 << >> Page 1 of 1 >>

Message Id	Subject	Sender	Customer Id	Received	Expires	Is Read
191148570112028	Demand Draft and Cheques	Accounts Department	006005884	04-12-2012 21:48:44	04-04-2013 00:00:00	N
660310307111331	Demand Draft and Cheques	Accounts Department	006005884	04-12-2012 21:39:23	04-04-2013 00:00:00	N
660310307111331	Demand Draft and Cheques	Accounts Department	006005884	30-11-2012 09:34:16	30-03-2013 00:00:00	Y

2. Click the **Sent Message** tab. The system displays following screen.

Mailbox

Mailbox 04-12-2012 22:22:30 GMT +0530


Sent Messages

Records 1 to 10 of 16 << >> Page 1 of 2 >>

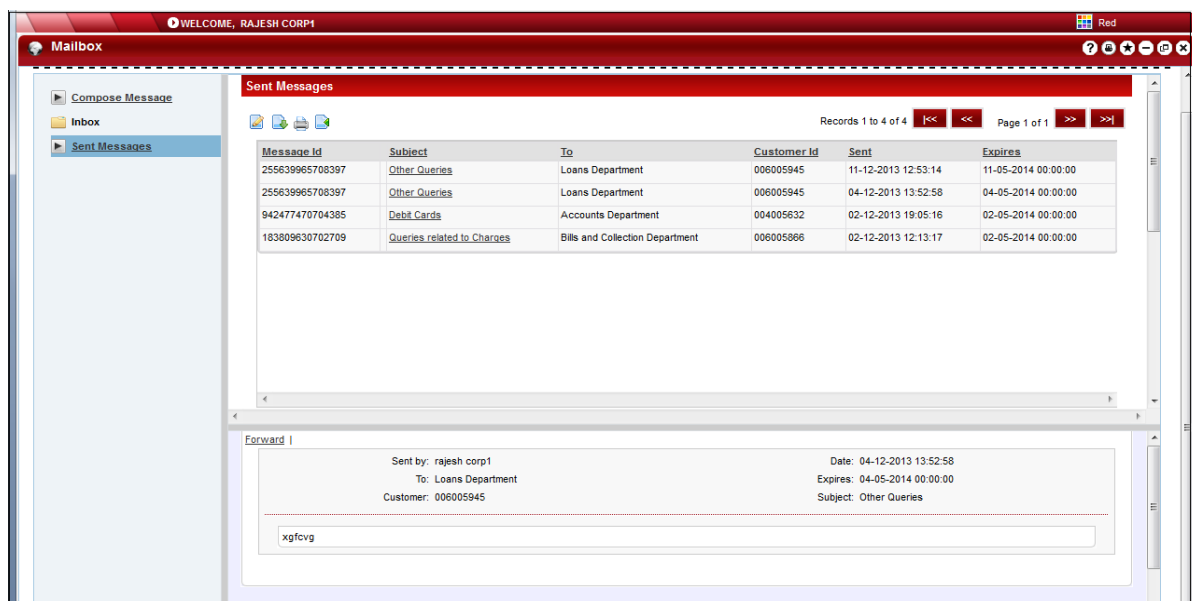
Message Id	Subject	To	Customer Id	Sent	Expires
0060001202	Demand Draft and Cheques	Accounts Department	006005884	04-12-2012 19:45:01	04-05-2013 00:00:00
0060001151	Demand Draft and Cheques	Accounts Department	006005884	03-12-2012 17:40:27	03-05-2013 00:00:00
0060001151	Demand Draft and Cheques	Accounts Department	006005884	03-12-2012 17:37:12	03-05-2013 00:00:00
0060001151	Demand Draft and Cheques	Accounts Department	006005884	03-12-2012 17:22:46	03-05-2013 00:00:00
0060001151	Demand Draft and Cheques	Accounts Department	006005884	30-11-2012 15:33:11	30-04-2013 00:00:00
0060001149	Demand Draft and Cheques	Accounts Department	006005884	30-11-2012 15:27:33	30-04-2013 00:00:00
0060001128	Other Queries	Loans Department	006005884	29-11-2012 17:42:35	29-04-2013 00:00:00
0060001123	Demand Draft and Cheques	Accounts Department	006005884	29-11-2012 16:52:52	29-04-2013 00:00:00
0060001081	Demand Draft and Cheques	Accounts Department	006005884	28-11-2012 18:54:59	28-04-2013 00:00:00
0060001080	Demand Draft and Cheques	Accounts Department	006005884	28-11-2012 18:35:33	28-04-2013 00:00:00

Field Description

Field Name	Description
Message Id	[Display] This field displays the system generated conversation/message id.

Field Name	Description
Subject	[Display] This field displays the descriptive synopsis of the message. It also acts as a link to access the message. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">Note: This icon  between the message id and subject column shows that the message has some attachments.</div>
To	[Display] This field displays the name of the receiver to which message has been sent.
Customer Id	[Display] This field displays the customer id.
Sent	[Display] This field displays the date on which the message was sent.
Expires	[Display] This field displays the expiry date for the transaction.

- Click the subject link to view any sent message. The system displays below screen.



The screenshot shows the Mailbox application interface. The top navigation bar includes 'Compose Message', 'Inbox', and 'Sent Messages'. The main content area displays a table of sent messages with columns for Message Id, Subject, To, Customer Id, Sent, and Expires. The selected message details are shown below the table.

Message Id	Subject	To	Customer Id	Sent	Expires
255639965708397	Other Queries	Loans Department	006005945	11-12-2013 12:53:14	11-05-2014 00:00:00
255639965708397	Other Queries	Loans Department	006005945	04-12-2013 13:52:58	04-05-2014 00:00:00
942477470704385	Debit Cards	Accounts Department	004005632	02-12-2013 19:05:16	02-05-2014 00:00:00
183809630702709	Queries related to Charges	Bills and Collection Department	006005866	02-12-2013 12:13:17	02-05-2014 00:00:00

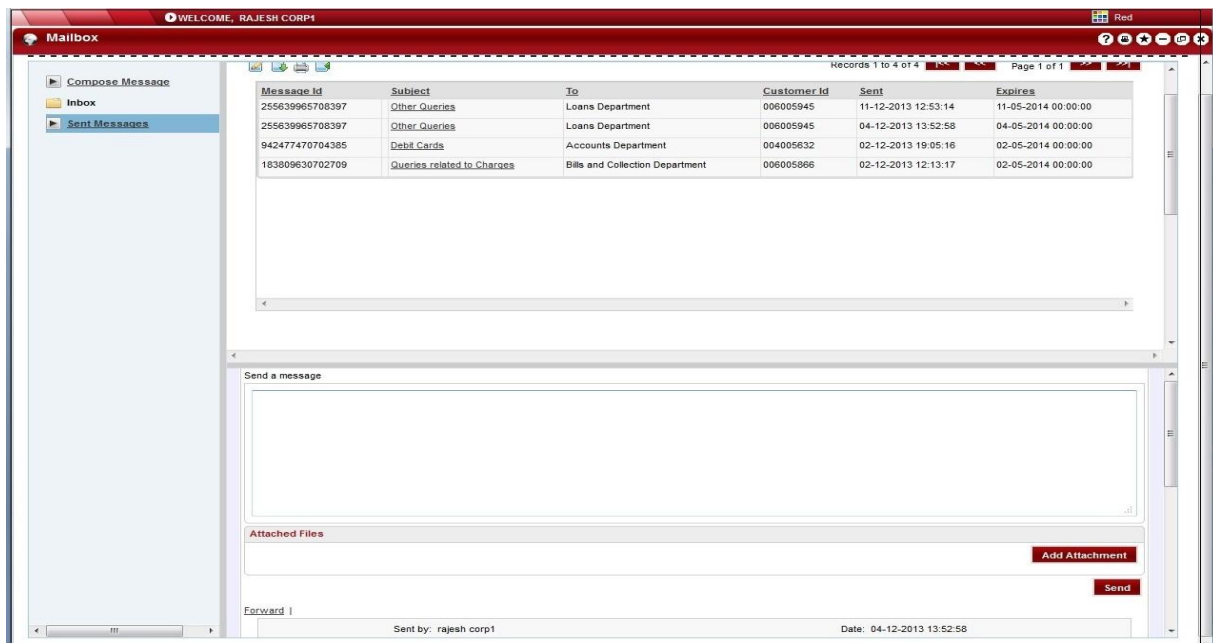
Forward |

Sent by: rajesh corp1
 To: Loans Department
 Customer: 006005945

Date: 04-12-2013 13:52:58
 Expires: 04-05-2014 00:00:00
 Subject: Other Queries

xgfcvg

- Click the **Forward** link in order to forward the current message. The system displays below screen.



5. Type the message and Click the Send button. The system displays Confirmation message for the message sent.

19. Reminders

The Reminder functionality enables business users to register for reminders. Once a reminder is registered the user can view the reminder under the Reminder schedule. The reminder schedule will display all registered reminders i.e. reminders that are due on the current date and also reminders that are due in the future. Once the reminder is due, it appears under the, 'Reminders for Today' screen section of the Reminder schedule. The system will enable the user to take action on the reminder.

19.1. Registration

Here, business user can register reminders.

To register reminder

1. Navigate through the menus to **Customer Services > Self Services > Reminder Schedule**. The system displays **Reminder Schedule** screen for reminder.

Reminder Schedule

Reminder Schedule 24-04-2012 17:36:40 GMT +0530

Reminders for Today Reminders due during this week Reminders due during this month

24-04-2012

Draft Reminder Daily - End Date: 25-04-2012

Demand Draft ▶ Dismiss ▶ Delete ▶ Modify

Register New Reminder

2. Initially it shows **Reminders for today** tab showing today's reminders.
3. Click the Dismiss/Delete/Modify links in order to dismiss, delete or modify the reminder respectively.

Reminder Schedule

Reminder Schedule 24-04-2012 17:36:40 GMT +0530

Reminders for Today Reminders due during this week Reminders due during this month

24-04-2012

Draft Reminder Daily - End Date: 25-04-2012

Demand Draft ▶ Dismiss ▶ Delete ▶ Modify

Register New Reminder

4. Click on the **Reminder Due during this week** tab. The system displays reminders due for current week.

Reminder Schedule

Reminder Schedule 23-04-2012 23:23:46 GMT +0530

Reminders for Today Reminders due during this week Reminders due during this month

▶ 24-04-2012

▶ 25-04-2012

▶ 26-04-2012

▶ 27-04-2012

▶ 28-04-2012

Register New Reminder

5. Click on the date link to view the reminder set for that particular day. The system displays screen as below.

Reminder Schedule

6. Click the Delete/Modify link on order to delete or modify that respective reminder.
7. Click the **Reminders Due during this months** tab in order to view reminders due for current month.

Reminder Schedule

8. Click on the date link to view the reminder set for that particular day. The system displays screen as below.

Reminder Schedule

9. Click the Delete/Modify link on order to delete or modify that respective reminder
10. Click the Register New Reminder button. The system displays below Registration screen.
OR
Navigate to Customer Services > Self Services > Reminder Registration.

Registration

Field Description

Field Name	Description
Subject	[Mandatory, Alphanumeric,50] Type the subject for which the reminder is to be set.
Frequency	[Mandatory, Dropdown] Select the frequency from the dropdown.
Start Date	[DatePicker] Select the start date for the reminders.
End Date	[DatePicker] Select the end date for the reminders.
Description	[Mandatory, Alphanumeric,100] Type the description for the reminder to be set.

11. Click the **Register** button. The system displays **Remindres Registration Confirm** screen.

OR

Click the **Cancel** button to go back to the previous screen.

Remindres Registration Confirm

12. Click the **OK** button. The system displays initial **Remindre Schedule** screen.

20. Electronic Form Initiate

The Electronic form initiate section enables you to initiate electronic form to inquire or request updates/changes on the transactions:

You should be able to write a query to the bank for a particular transaction.

To Initiate Electronic form

1. Navigate through the menus to **Customer Services > Electronic Form Initiate**. The system displays Electronic Form Initiate screen.

Electronic Form initiate

Electronic Form - Initiate 13-08-2010 00:56:42 GMT -1000

Transaction Date*:

Transaction Type*: Bulk Files Upload

Query Type*: other

Message*:

Field Description

Field Name	Description
Transaction Date	[Mandatory, Pick list] Select the d ate of the transaction from the drop down list.
Transaction Type	[Mandatory, Pick list] Select the type of the transaction from the drop down list.
Query Type	[Mandatory, Pick list] Select the type of the query from the drop down list.
Message	[Mandatory, Alphanumeric,] Type the message for the electronic form initiation.

2. Click the **Submit for Authorization** button to verify and confirm the transaction
OR
Click the **Reset** button to reset the electronic form initiate

Electronic Form - Verify

13-08-2010 05:02:03 GMT -0600

Country: FLEXCUBE DIRECT BANKING	Primary Customer Name: ACC LTD
Primary Customer Id: 333000028	

Date: 13-8-2010
Transaction Type: Internal Transfer
Query Type: Cancel Transaction
Message: Cancel for reason.

Cancel
Confirm

3. **Click** the **Cancel** button to cancel the Transactions
OR
Click the **Confirm** button. The system displays the Electronic **f**orm Confirm screen.

Electronic Form - Verify

✔ Transaction submitted for Electronic Form-Initiate having reference 408109210161173 has been Initiated

13-08-2010 05:02:07 GMT -0600

Electronic Form - Confirm

Electronic Mail has been initiated successfully !

OK

4. Click the **OK** button to return to the Electronic form initiate screen.

21. Foreign Exchange Rate Inquiry

The exchange rate (also known as the foreign-exchange rate, forex rate or FX rate) between two currencies specifies how much one currency is worth in terms of the other. For example an exchange rate of 102 Japanese yen (JPY, ¥) to the United States dollar (USD, \$) means that JPY 102 is worth the same as USD 1.

The Exchange Rate Inquiry option allows the user to view the latest exchange rates for various currencies offered for buying and selling by the bank. The exchange rates will be displayed against the base currency of FCDB. The option provides the buying and selling rates for cash as well as the buying and selling rates applicable for telegraphic transfers. If you wish to buy or sell foreign exchange, refer to this option to find the latest rates offered by the bank before doing so.

To inquire for the current Exchange Rates

1. Navigate through the menus to **Tools > Exchange Rate Inquiry**.

Exchange Rate Inquiry

Exchange Rate Inquiry		13-08-2010 05:04:21 GMT-0600			
FX Rate Unit USD					
These are indicative rates only. For actual rates please contact your branch.					
To Currency	Cash Buy	Cash Sell	TT Buy	TT Sell	
AUS DOLLAR (AUD)		1.11	1.11	0.00	0.00
US DOLLAR (USD)		1.00	1.00	0.00	0.00
INDIAN RUPEE (INR)		48.00	52.00	0.00	0.00
GBP (GBP)		1.47	1.47	0.00	0.00
TAIWAN DOLLAR (TWD)		33.07	33.07	0.00	0.00
EURO (EUR)		1.33	1.31	0.00	0.00
JPY (JPY)		97.95	97.95	0.00	0.00

Column Description

Column Name	Description
To Currency	[Display] This column displays the name of currency that bank offers for buying or selling against foreign currency
Cash Buy	[Display] This column displays the exchange rate at which the bank will buy the foreign currency if the transaction is in cash.
Cash Sell	[Display] This column displays the exchange rate at which the bank will sell the foreign currency if the transaction is in cash.
TT Buy	[Display] This column displays the exchange rate at which the bank will buy the foreign currency if the transaction is through a telegraphic transfer.
TT Sell	[Display] This column displays the exchange rate at which the bank will sell the foreign currency if the transaction is through a telegraphic transfer.

22. New Service Request

Using this option you can initiate a service request for any transaction given in the list.

To initiate service request:

1. Navigate through the menus to **Customer Services > New Service Request**. The system displays the New Service Request screen.

Service Request

Field Description

Field Name	Description
Select Transaction	[Mandatory, Drop-Down] Select the transaction from the drop-down list.

2. Select the transaction for which the request needs to be given and click the **Submit button**.

22.1. Reissue Transaction Password

Using this Service Request option you can raise a request to reissue transaction password.

Note: This transaction will be allowed only if the transaction password is locked for the channel(s) / channel group.

To register a Service Request to Reissue Transaction Password

1. Navigate through the menus to **Customer Services > New Service Request > Reissue transaction password**. The system displays the Reissue transaction password screen.

Reissue Transaction Password

Field Description

Field Name	Description
Channel Group	[Mandatory, Drop-Down] Select the channel for which the transaction password is to be reissued from the dropdown list.
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are <ul style="list-style-type: none"> • Branch • Courier Note: On selecting the Branch radio button the fields mention below shall be display fields.
City	[Conditional, Dropdown] Select the City to which the branch belongs from the drop down list.

Field Name	Description
Branch	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list.
Name	[Optional, Alphanumeric, 35] Type the Name to which the delivery shall be done.
Address	[Optional, Alphanumeric, 34*3] Type the address for delivery of cheque book(s).
City	[Optional, Alphanumeric, 35] Type the city to which the address belongs.
State	[Optional, Alphanumeric, 35] Type the state to which the city belongs.
Country	[Optional, Alphanumeric, 35] Type the country of the address.
Postal code	[Optional, Alphanumeric, 35] Type the postal code.
Phone	[Optional, Alphanumeric, 35] Type the phone number.

2. Click the Submit button and the Reissue transaction password - **Verify** page is displayed
OR
Click the **Another Service Request** button to return to the service request screen.

Reissue Transaction Password - Verify

25-08-2010 20:08:42

Channel: Internet

Delivery Details

Mode of Delivery Branch
 City: Mumbai
 Branch Name: Bank Futura-Capital Market Branch1
 Name: Mr Amey Corp
 Address: 79 Strand
 Charing Cross, London
 Mumbai
 City: Mumbai
 State:
 Country: UNITED KINGDOM
 Zip/Postal Code:
 Phone:

User Reference :

Back
Confirm

disclaimer Note.

3. Click the **Confirm** button. The system displays the **Reissue transaction Password - Confirm** screen
 OR
 Click the **Back** button to change the details.

Reissue Transaction Password – Confirm

✔ Transaction submitted for Reissue Transaction Password having reference 122167389184959 has been Auto Authorized .

Reissue Transaction Password - Confirm 25-08-2010 20:08:42

Channel*: Internet

Delivery Details

Mode of Delivery: Branch
 City: Mumbai
 Branch Name: Bank Futura-Capital Market Branch1
 Name: Mr Amey Corp
 Address: 79 Strand
 Charing Cross, London
 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 **Reissue Transaction Password Service Request** screen.
 OR
 Click the **Another Service Request**. The system displays the **New Service Request** screen.

22.2. Account Closure

Using this Service Request option you can raise a request for Account Closure.

To Register a Service Request for Account Closure

1. Navigate through the menus to **Customer Services > New Service Request > Account Closure**. The system displays the **Account Closure** screen.

Account Closure

Field Description


Field Name	Description
Account	[Mandatory, Dropdown] Select the Credit Card Number from the dropdown list.
Reason	[Mandatory, Dropdown] Select the Reason from the dropdown list.

2. Click the Submit button and the **Account Closure - Verify** page is displayed
OR
Click the **Another Service Request** button to return to the service request screen.

Account Closure - Verify

3. Click the **Confirm** button. The system displays the **Account Closure - Confirm** screen
OR
Click the **Back** button to change the details.

Account Closure - Confirm

 Transaction submitted for Account Closure having reference 551050953161452 has been Auto Authorized .

Account Closure - Confirm 13-08-2010 01:46:08 GMT -1000

Account: 111111112	Balance: 100,000.00 GBP
Reason: Migrating to another country	

4. Click the **OK** button. The system displays **Another Account Closure Service Request** screen.
OR
Click the **Another Service Request** button. The system displays the **New Service Request** screen.

22.3. Activate Debit Card

Using this Service Request option you can raise a request to activate Debit Card.

To register a service Request to Activate debit Card

1. Navigate through the menus to **Customer Services > New Service Request > Activate debit Card**. The system displays the **Activate debit Card** screen.

Activate debit Card

23-08-2010 04:20:35 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.

Account*:

Debit Card Number*:

Reason*:

Embossing Name*:

User Reference :

Field Description

Field Name	Description
Account	[Mandatory, Dropdown] Select the Account from the drop down list.
Debit Card number	[Mandatory, Dropdown] Select the Debit Card number from the drop down list.
Reason	[Mandatory, Dropdown] Select the reason for activation of debit card from the dropdown list. The options available are <ul style="list-style-type: none"> Deactivated Card New Card
Embossing Name	[Mandatory, Alphanumeric, 35] Type the Embossing name on the Debit Card.
User Reference	[Optional, Alphanumeric, 35] Type the User reference number for future Reference.

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

Activate debit Card - Verify

23-08-2010 04:21:55 GMT -1000

Account: CA1000761 111111118 SHWETHASHREE GBP 0.00
 Debit Card Number: 4245876356565656565
 Activation Reason: New Card
 Embossing Name: SHWETHASHREE
 User Reference : a1

Back
Confirm

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

Activate debit Card - Confirm

✔ Transaction submitted for Activate Debit Card having reference 797610581178585 has been Auto Authorized .

Account: CA1000761 111111118 SHWETHASHREE GBP 0.00
 Debit Card Number: 4245876356565656565
 Reason: New Card
 Embossing Name: SHWETHASHREE
 User Reference : a1

Another Service Request
OK

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

22.4. Apply for ATM/Debit Card

Using this Service Request option you can raise a request to Applying for ATM/ debit Card.

To register a service Request to Apply for ATM/Debit Card

1. Navigate through the menus to **Customer Services > New Service Request > Apply for ATM/debit Card**. The system displays the **Apply for ATM/debit Card** screen.

Apply for ATM/debit Card

Apply For ATM/Debit Card
23-08-2010 19:54:43

Your request for Apply ATM / Debit Card will be processed within X working days and would be mailed within Y working days.

In case of change in address the processing of request will be subject to KYC norms being fulfilled.

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

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

Select Account Number* :

Reason* :

Embossing Name* :

Date of Birth* :

Delivery Details

Mode of Delivery * : Branch Courier Post

Name* :

Address** :

City :

State :

Country :

Zip/Postal Code :

Phone :

User Reference :

Field Description

Field Name	Description
Select Account Number	[Mandatory, Dropdown] Select the Account Number from the dropdown list.

Field Name	Description
Reason	[Mandatory, Dropdown] Select the reason for activation of debit card from the dropdown list. The options available are <ul style="list-style-type: none"> • Card Hot listed • New Application
Embossing Name	[Mandatory, Alphanumeric, 35] Type the Embossing name on the Debit Card.
Date of birth	[Mandatory, Pick list] Select the date of birth of the supplementary card holder from the dropdown list.
Delivery Details	
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are <ul style="list-style-type: none"> • Branch • Courier • Post Note: On selecting the Branch radio button the fields mention below shall be display fields.
City	[Conditional, Dropdown] Select the City to which the branch belongs from the drop down list.
Branch	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list.
Name	[Optional, Alphanumeric, 35] Type the Name to which the delivery shall be done.
Address	[Optional, Alphanumeric, 34*3] Type the address for delivery of cheque book(s).
City	[Optional, Alphanumeric, 35] Type the city to which the address belongs.
State	[Optional, Alphanumeric, 35] Type the state to which the city belongs.

Field Name	Description
Country	[Optional, Alphanumeric, 35] Type the country of the address.
Postal code	[Optional, Alphanumeric, 35] Type the postal code.
Phone	[Optional, Alphanumeric, 35] Type the phone number.
User Reference	[Optional, Alphanumeric, 25] Type the User reference number for future Reference.

- Click the Submit button. The system displays the **Apply for ATM/debit Card - Verify** screen.
OR
Click the **Another Service Request** button to return to the **service request** screen.

Apply for ATM/debit Card - Verify

Apply For ATM / Debit Card - Verify 26-08-2010 18:50:04

Account: SAR000523 SAR00052304 LINKING SAVINGS ACCOUNT
 Reason: New Application
 Embossing Name: DDDD
 Date of Birth: 02-12-1981

Delivery Details


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

User Reference :

Back
Confirm

- Click the **Confirm** button. The system displays the **Apply for ATM/debit Card - Confirm** screen
OR
Click the **Back** the button to change the details.

Apply for ATM/debit Card - Confirm

 Transaction submitted for Apply for ATM / Debit Card having reference 174743280187423 has been Auto Authorized .

Apply For ATM / Debit Card - Confirm 26-08-2010 18:50:04

Account: SAR000523 SAR00052304 LINKING SAVINGS ACCOUNT
 Reason: New Application
 Embossing Name: DDDD
 Date of Birth: 02-12-1981

Delivery Details

Mode of Delivery	Branch
City:	Mumbai
Branch Name:	BANK FUTURA - HEAD OFFICE
Name:	Mr RETAILUSER RETAIL
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 **Apply for ATM/debit Card** screen.
 OR
 Click the **Another Service Request** button. The system displays the **New Service Request** screen.

22.5. Debit Card Hot listing

Using this Service Request option you can raise a request for Debit Card Hot listing.

To register a service Request for Debit Card Hot listing

1. Navigate through the menus to **Customer Services > New Service Request > Debit Card Hot listing**. The system displays the **Debit Card Hot listing** screen.

Debit Card Hot Listing

Debit Card Hot Listing
23-08-2010 04:33:33 GMT -1000

Account Number*:

Debit Card Number*:

Debit Card Hot Listing Reason*:

Place of Loss:

New Debit Card Required*: Yes No

Delivery Details

Mode of Delivery *: Branch Courier Post

Name*:

Address**:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

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

Field Description

Field Name	Description
Account Number	[Mandatory, Dropdown] Select the Account Number from the dropdown list.
Debit Card Number	[Mandatory, Dropdown] Select the Debit Card Number from the dropdown list.

Field Name	Description
Debit Card Hot Listing reason	<p>[Mandatory, Dropdown]</p> <p>Select the Debit Card Hot Listing reason from the dropdown list.</p> <p>The options available are</p> <ul style="list-style-type: none"> • Captured in own banks ATM • Captured in other Bank s ATM • Lost • Stolen • Fraud Suspected • Others <p>On selecting others type the reason for hot listing in the field displayed</p>
Place of Loss	<p>[Optional, Alphanumeric, 35]</p> <p>Type the place of Loss.</p>
New Debit Card Required	<p>[Mandatory, Radio button]</p> <p>Select one of the radio button from the available options.</p> <p>The options available are</p> <ul style="list-style-type: none"> • Yes • No
Delivery Details	
Mode of delivery	<p>[Mandatory, Radio button]</p> <p>Select the Radio button from the available radio buttons</p> <p>The options available are</p> <ul style="list-style-type: none"> • Branch • Courier • Post <p>Note: On selecting the Branch radio button the fields mention below shall be display fields.</p>
City	<p>[Conditional, Dropdown]</p> <p>Select the City to which the branch belongs from the drop down list.</p>
Branch	<p>[Conditional, Dropdown]</p> <p>Select the branch from where the cheque book will be collected from the drop down list.</p>

Field Name	Description
Name	[Optional, Alphanumeric, 35] Type the Name to which the delivery shall be done.
Address	[Optional, Alphanumeric, 34*3] Type the address for delivery of cheque book(s).
City	[Optional, Alphanumeric, 35] Type the city to which the address belongs.
State	[Optional, Alphanumeric, 35] Type the state to which the city belongs.
Country	[Optional, Alphanumeric, 35] Type the country of the address.
Postal code	[Optional, Alphanumeric, 35] Type the postal code.
Phone	[Optional, Alphanumeric, 35] Type the phone number.
User Reference	[Optional, Alphanumeric, 35] Type the User reference number for future Reference.

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

Debit Card Hot listing - Verify

23-08-2010 04:31:38 GMT -1000

Account Number: CA1000761 111111118 SHWETHASHREE GBP 0.00
 Debit Card Number: 1245876356565656565
 Debit Card Hot Listing Reason: Captured in Other Bank's ATM
 Place of Loss:
 New Debit Card Required: Yes

Delivery Details


Mode of Delivery Branch
 City: Mumbai
 Branch Name: BANK FUTURA - CORPORATE DEPOSITS BR
 Name: Mr RETAIL USER1
 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 **Debit Card Hot listing - Confirm** screen
OR
Click the **Back** the button to change the details.

Debit Card Hot listing - Confirm

 Transaction submitted for Debit Card Hot Listing having reference 482145513178622 has been Auto Authorized .

Debit Card Hot Listing - Confirm

Account Number: CA1000761 111111118 SHWETHASHREE GBP 0.00
 Debit Card Number: 1245876356565656565
 Debit Card Hot Listing Reason: Captured in Other Bank's ATM
 Place of Loss:
 New Debit Card Required: Yes

23-08-2010 04:31:38 GMT -1000

Delivery Details

Mode of Delivery: Branch
 City: Mumbai
 Branch Name: BANK FUTURA - CORPORATE DEPOSITS BR
 Name: Mr RETAIL USER1
 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 **Debit Card Hot listing** screen.
OR
Click the **Another Service Request** button. The system displays the **New Service Request** screen.

22.6. Reset ATM/ Debit Card PIN

Using this Service Request option you can raise a request to Reset ATM/ Debit Card PIN.

To register a service Request for Reset ATM/ Debit Card PIN

1. Navigate through the menus to **Customer Services > New Service Request > Reset ATM/ Debit Card PIN**. The system displays the **Reset ATM/ Debit Card PIN** screen.

Reset ATM/ Debit Card PIN

Reset ATM/Debit Card Pin
23-08-2010 04:34:10 GMT -1000

Your request for reissue of PIN will be processed within X working days. You will receive the PIN within Y days of dispatch.

In case of change in address the processing of request will be subject to KYC norms being fulfilled.

Bank does not take any responsibility and will also not be liable for any claims if the details (in this case the change address) provided by the customer are incorrect or incomplete.

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

Select Account Number*:

Select Debit Card Number*:

Embossing Name*:

Delivery Details

Mode of Delivery *: Branch Courier Post

Name*:

Address**:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference :

Another Service Request
Submit

Field Description

Field Name	Description
Select Account Number	[Mandatory, Dropdown] Select the Credit Card Number from the dropdown list.
Select Debit Card Number	[Mandatory, Dropdown] Select the Credit Card Number from the dropdown list.
Security key	[Mandatory, Alphanumeric, 20] Type the security key as mentioned on the Card.
Embossing Name	[Mandatory, Alphanumeric, 35] Type the Embossing Name as mentioned on the Card.

Field Name	Description
Delivery Details	
Mode of delivery	<p>[Mandatory, Radio button]</p> <p>Select the Radio button from the available radio buttons</p> <p>The options available are</p> <ul style="list-style-type: none"> • Branch • Courier • Post <p>Note: On selecting the Branch radio button the fields mention below shall be display fields.</p>
City	<p>[Conditional, Dropdown]</p> <p>Select the City to which the branch belongs from the drop down list.</p>
Branch	<p>[Conditional, Dropdown]</p> <p>Select the branch from where the cheque book will be collected from the drop down list.</p>
Name	<p>[Optional, Alphanumeric, 35]</p> <p>Type the Name to which the delivery shall be done.</p>
Address	<p>[Optional, Alphanumeric, 34*3]</p> <p>Type the address for delivery of cheque book(s).</p>
City	<p>[Optional, Alphanumeric, 35]</p> <p>Type the city to which the address belongs.</p>
State	<p>[Optional, Alphanumeric, 35]</p> <p>Type the state to which the city belongs.</p>
Country	<p>[Optional, Alphanumeric, 35]</p> <p>Type the country of the address.</p>
Postal code	<p>[Optional, Alphanumeric, 35]</p> <p>Type the postal code.</p>
Phone	<p>[Optional, Alphanumeric, 35]</p> <p>Type the phone number.</p>
User Reference	<p>[Optional, Alphanumeric, 35]</p> <p>Type the User reference number for future Reference.</p>

2. Click the Submit button. The system displays the **Reset ATM/ Debit Card PIN - Verify** screen.

OR

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

Reset ATM/ Debit Card PIN - Verify

23-08-2010 04:34:31 GMT -1000

Account Number: CA1000761 111111118 SHWETHASHREE GBP 0.00
 Debit Card Number: 1245876356565656565
 Embossing Name: SHWETHASHREE

Delivery Details
 Mode of Delivery Branch
 City: Mumbai
 Branch Name: BANK FUTURA-PC BRANCH
 Name: Mr RETAIL USER1
 Address: FT BANK LONDON - 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 **Reset ATM/ Debit Card PIN - Confirm** screen

OR

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

Reset ATM/ Debit Card PIN - Confirm

✔ Transaction submitted for Reset ATM / Debit Card Pin having reference 212437065178630 has been Auto Authorized .

23-08-2010 04:34:31 GMT -1000

Account Number: CA1000761 111111118 SHWETHASHREE GBP 0.00
 Debit Card Number: 1245876356565656565
 Embossing Name: SHWETHASHREE

Delivery Details
 Mode of Delivery Branch
 City: Mumbai
 Branch Name: BANK FUTURA-PC BRANCH
 Name: Mr RETAIL USER1
 Address: FT BANK LONDON - 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 Change Billing Cycle screen.
OR
Click the **Another Service Request** button. The system displays the **New Service Request** screen.

23. Change Password

This option allows you to change the login or transaction password

To change the password

1. Logon to the Internet Banking application.
2. Navigate to the upper right corner side menus.
3. Click the **Change Password** link as shown in the below screen. The system displays the **Change Password** screen.

Change Password



Change Password

Change Password
30-10-2012 14:32:58 GMT +0530

User Id : MICORP1

Change Option : Login Password

Enter Old Password :

New Password :

Confirm New Password :

Use virtual keyboard

Virtual Keyboard :

Q	W	E	R	T	Y	U	I	O	P	8	9	5	
A	S	D	F	G	H	J	K	L	X	Z	C	V	
N	M	B	V	C	X	Z	Q	1	0	B			
V	O	I	Y	U	N	K	G	S	M	W	C	H	
Upper				Delete				Clear All		Not Mixed		14	

Click here to enter by hovering

Clear
Change

Policy to be followed

Password should be minimum 7 characters.

Password should be maximum 20 characters.

Password can contain lowercase alphabets.

Password can contain uppercase alphabets.

Password can contain special characters

Password can contain numeric characters.

Password must contain one of the following as first char :

- Lowercase alphabets
- Uppercase alphabets
- Numeric characters

Password must contain one of the following as last char :

- Lowercase alphabets
- Uppercase alphabets
- Numeric characters

Allowed special characters.

-

Password can contain 5 successive characters.

Password can contain 5 repetitions.

Field Description

Field Name	Description
User Id	[Display] This field displays your user id.
Change Option	[Mandatory, Dropdown] Select the login or transaction password which is to be changed.
<p>Note: You can enter details in the below fields using virtual keyboard by checking the check-box Use Virtual Keyboard or can manually enter details.</p>	
Enter Old Password	[Mandatory, Numeric,] Type the old password.
New Password	[Mandatory, Numeric] Type your New Password.the password strength is displayed on entering the new password.
<p>Note: This new password should be as per Password Policy (displayed below the text fields in the above screen) set by the bank.</p>	
Confirm New Password	[Mandatory, Numeric] Type the new password.

Field Name	Description
Use virtual keyboard	<p>[Optional, Checkbox]</p> <p>Check this checkbox if you want to use Virtual Keyboard password.</p> <p>Note: Option to enter space is not provided on virtual keyboard.</p>
Click here to enter by hovering	<p>[Optional, Checkbox]</p> <p>Check this checkbox if you want to enter password by hovering. Using this option, password can be entered by hovering i.e by moving the mouse over the virtual keyboard letters, without clicking on any letter.</p> <p>Note: This checkbox is enabled only when Use Virtual Keyboard checkbox is checked.</p>

- Click the **Change** button. The system displays **Change Password – Verify** screen.
OR
Click the **Clear** button to clear the fields.

Change Password – Verify

- Click the **Confirm** button. The system displays **Change Password – Confirm** screen with the status message.
OR
Click the **Edit** button to edit the entered details.

Change Password – Confirm

- Click the **OK** button. The system displays initial **Change Password** screen.

24. Force Change Password

During login, a first time user should be forced to change the initial login password and transaction password (if configured) provided by the bank. Force Change Password will also be applicable when the password of the user has been reset by the Bank Administrator.

To change password

1. Logon to the Internet Banking application through new User id and password. The system displays the Force change password screen.

Force Change Password

Change Password
28-02-2011 11:20:41 GMT +0530

Change Login Password

User Id: CUSER11

Existing Password:

New Password:

Normal

Confirm New Password:

Use virtual keyboard

Virtual Keyboard :

Q	W	E	R	T	Y	U	I	O	P	+	=	-	[]	;	'	~	7	8	9	
A	S	D	F	G	H	J	K	L	;	'	~	4	5	6	7	8	9	0	1	2	3
Z	X	C	V	B	N	M	^	_	~	0	1	2	3	4	5	6	7	8	9	0	1
Upper											Delete			Clear All			Not Mixed			0	

Click here to enter by hovering

Change Transaction Password

User Id: CUSER11

Existing Password:

New Password:

Normal

Confirm New Password:

Clear
Change

Rules for Login Password	Rules for Transaction Password
Password should be minimum 6 characters Password should be maximum 20 characters Password can contain lowercase alphabets Password can contain uppercase alphabets Password can contain special characters Password can contain numeric characters Password must contain one of the following as first char -- Lowercase alphabets -- Uppercase alphabets -- Numeric characters Password must contain one of the following as last char -- Lowercase alphabets -- Uppercase alphabets -- Numeric characters Allowed Special characters Password can contain 5 successive characters Password can contain 5 repetitions Following personal details should not be included in your password:	Password should be minimum 6 characters Password should be maximum 20 characters Password can contain lowercase alphabets Password can contain uppercase alphabets Password can contain numeric characters Password must contain one of the following as first char -- Lowercase alphabets -- Uppercase alphabets -- Numeric characters Password must contain one of the following as last char -- Lowercase alphabets -- Uppercase alphabets -- Numeric characters Allowed Special characters Password can contain 5 successive characters Password can contain 5 repetitions Following personal details should not be included in your password: First Name

Field Description

Field Name	Description
Change Login Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password. The password strength is displayed on entering the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.

Field Name	Description
Change Transaction Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password. The password strength is displayed on entering the new password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.
Use Virtual Keyboard	[Optional, Check Box] Select the Use Virtual Keyboard check box to use the virtual keyboard. By default, this check box is checked.
Click here to enter by hovering	[Optional, Check Box] Select the Click here to enter by hovering check box to enter the password by moving the mouse over the keyboard without clicking the keys. By default this checkbox is checked.

2. Enter the appropriate details in the relevant field.
3. Click the **Change** button. The system displays the home page / landing page.
OR
Click the **Clear** button to clear the data in the fields.

25. Lock Transaction Password

Using the Lock Transaction Password option you can lock the transaction Password. In order to unlock the password the password needs to reset which unlocks the transaction password.

To Lock a Transaction password

1. Navigate through the menus to **Customer Services > Self Services > Lock Transaction Password**. The system displays the Lock Transaction Password screen.

Lock Transaction Password

<input type="checkbox"/>	Channel Group	User Id	Channel	Status
<input type="checkbox"/>	Internet Banking	MICORP1	Internet	Unlock
<input type="checkbox"/>	Mobile Banking	MICORP1	Mobile Browser	Unlock
<input type="checkbox"/>			Mobile Application	Unlock

Field Description

Field Name	Description
Channel Group	[Display] This field displays the channel group to which the user belongs.
User Id	[Display] This field displays the User id for which transaction password needs to be locked.

Field Name	Description
Channel	[Display] This field displays the channel to which the user belongs.
Status	[Display] This field displays the status as lock/unlock.

2. Select the checkbox of the channel for which the transaction password needs to be locked.
3. Click the Lock button. The system displays the **Lock Transaction PIN** Verify screen.

Lock Transaction PIN Verify

4. Click the Edit button to modify the entered password
OR
Click the Confirm button. The system displays the **Lock Transaction PIN – Confirm** screen with the status message.

Lock Transaction PIN – Confirm

5. Click the OK button. The system displays the **Lock Transaction PIN** screen.

26. Open Additional Account

This transaction allows you to open a new account directly through internet banking.

Note: This transaction is available only for conventional CASA product.

To Open Additional account

1. Navigate through the menus to Customer Services > Open New Account. The system displays the Open new Account screen

Open Additional account

Open New Account
23-08-2010 04:38:32 GMT -1000

Select Product : SAVINGS dormant ACCOUNT CLASS ▼

Branch: BANK FUTURA-PC BRANCH ▼

Currency: GBP ▼

Product Details

Cheque Book Facility : No

Overdraft Allowed : No

Minimum Balance Required : 0.00

Submit

Field Description

Field Name	Description
Select Product	<p>[Optional, Dropdown]</p> <p>Select the Product for which a New account is to be created from the dropdown list.</p>

Field Name	Description
Branch	[Optional, Dropdown] Select the branch in which a New account is to be created from the dropdown list..
Currency	[Optional, Dropdown] Select the currency in which a New account is to be created from the dropdown list.

On selecting the above fields the following fields are displayed.

Product details

Cheque book facility	[Display] This field displays if the cheque book facility is allowed.
Overdraft allowed	[Display] This field displays if the overdraft is allowed.
Minimum Balance required	[Display] This field displays the minimum balance require for the product..

2. Enter the appropriate details in the relevant field.
3. Click the Submit button. The system displays the Open New account verify screen

Open New account - Verify

Open New Account 23-08-2010 04:39:00 GMT -1000

Account Details

Product : SAVINGS dormant ACCOUNT CLASS
 Product Type : Saving Account
 Branch : BANK FUTURA-PC BRANCH
 Currency : GBP


Product Details

Cheque Book Facility : No
 Overdraft Allowed : No
 Minimum Balance Required : 0.00

Back
Confirm

4. Click the Back button to return to the previous screen.
OR
Click the Submit button. The system displays the **Open New Account Confirm** screen

Open New Account - Confirm

 Transaction submitted for Open New Account having reference 519507100178658 has been Auto Authorized .

Open New Account 23-08-2010 04:39:25 GMT -1000

Account Details

Product : SAVINGS dormant ACCOUNT CLASS
Product Type : Saving Account
Branch : BANK FUTURA-PC BRANCH
Currency : GBP

Product Details

Cheque Book Facility : No
Overdraft Allowed : No
Minimum Balance Required : 0.00

5. Click the **OK** button. The system displays the open new account initiate screen.

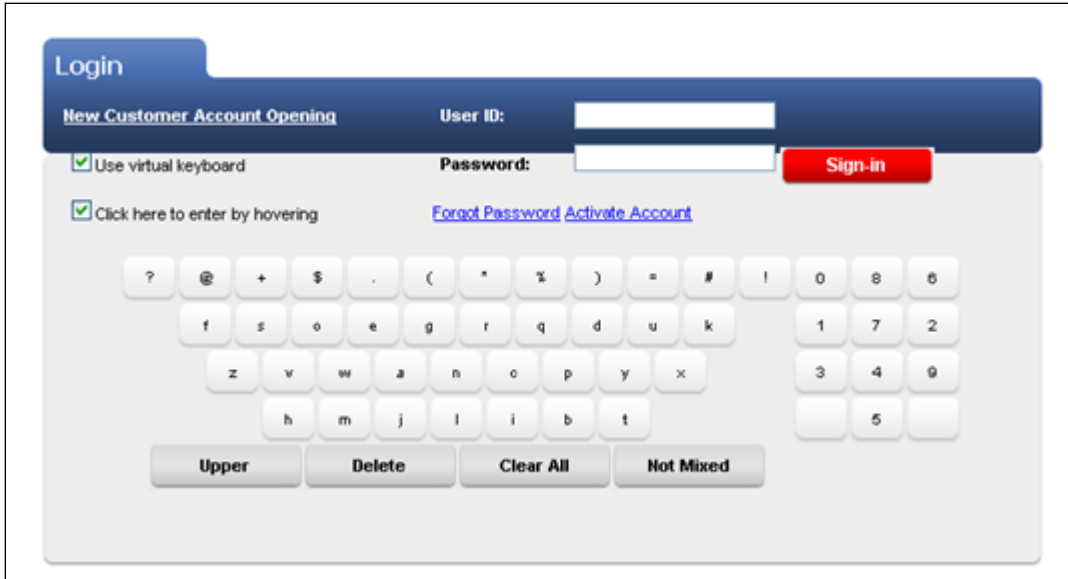
27. Open New Customer Account

New Customer can open an account with the bank using this functionality as well as register for the Internet banking to access the newly created account using net banking.

To open new customer account

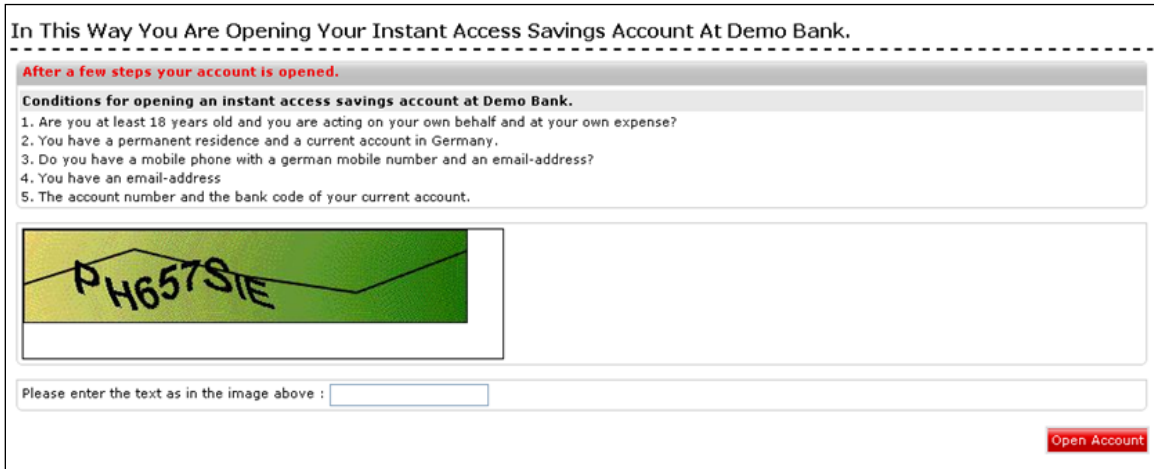
1. Enter the appropriate URL of application provided in the address bar of browser.
2. The system displays main page of the **ORACLE FLEXCUBE Direct Banking** application.

Oracle FLEXCUBE Direct Banking



3. Click on the New Customer Account Opening link. The system displays New Customer Account Opening screen.

Open New Customer Account Now



Field Description

Column Name	Description
Text Box	[Mandatory, Alphanumeric] Type the text as shown in the image above text box.

4. Enter the appropriate details.
5. Click **Open Account** button.

6. The system displays **Account Opening** screen.

Account Opening

Account Opening 1 Of 3

Your personal data
The following information to allow access to your money account and serve your own personal safety ..

Salutation* : <input type="text" value="Dr"/> Last Name* : <input type="text"/> Street* : <input type="text"/> City* : <input type="text"/> Postal Code* : <input type="text"/>	First Name* : <input type="text"/> Gender* : <input type="text" value="Female"/> Flat Name and Number* : <input type="text"/> State* : <input type="text"/> Date Of Birth* : <input type="text"/>
---	---

Additional Details

Email Address* : <input type="text"/> Mobile Telephone* : <input type="text"/> User ID* : <input type="text"/> Residence Phone Number : <input type="text"/>	Confirm Email Address : <input type="text"/> Confirm Mobile Telephone* : <input type="text"/> Confirm User ID* : <input type="text"/>
--	---

[Continue](#)

The fields marked with * are mandatory.

Field Description

Column Name	Description
Salutation	[Mandatory, Drop down] Select the appropriate salutation from the drop-down list.
First Name	[Mandatory, Alphanumeric, 40] Type first name in this text box.
Last Name	[Mandatory, Alphanumeric, 40] Type last name in this text box.
Gender	[Mandatory, Drop down] Select the appropriate gender from the drop-down list.
Street	[Mandatory, Alphanumeric, 40] Type the proper street name in this text box.
Flat Name and Number:	[Mandatory, Alphanumeric, 40] Type appropriate flat name and number in this text box.
City*:	[Mandatory, Alphanumeric, 40] Type appropriate city name in this text box.
State*:	[Mandatory, Drop-Down,] Select the appropriate state name from the drop-down list.
Postal Code*:	[Mandatory, Alphanumeric, 10] Type appropriate postal code in this text box.

Column Name	Description
Date of Birth*:	[Mandatory, Date Picker] Type date of birth in this text box.
Additional Details	
Email Address*:	[Mandatory, String, 100] Type the email address in this text box.
Confirm Email Address*:	[Mandatory, String, 100] Retype email address in this text box to confirm the email address.
Mobile Telephone*:	[Mandatory, Numeric, 12] Type the mobile or telephone number in this text box.
Confirm Mobile Telephone*:	[Mandatory, Numeric, 12] Retype the mobile or telephone number in this text box to confirm it.
User ID*:	[Mandatory, Alphanumeric, 25] Type appropriate user id in this text box.
Confirm User Id*:	[Mandatory, Alphanumeric, 25] Retype user id in this text box to confirm.
Residence Phone Number:	[Optional, Alphanumeric, 25] Type the residence phone number in this text box.

7. Enter the appropriate details.
8. Click **Continue** button to continue account opening process.
9. The system displays **Account Opening** screen.

Account Opening

Account Opening 2 Of 3

Your Account Details
Here you can find an initial deposit to your new account overnight lead and / or a regular savings mission.

The linked account has to run on your name.

Account Number* :

Bank BIC Code* :

With which amount would you like to open your daily allowance account?

Initial Deposit: USD

Back
Continue

Field Description

Column Name	Description
Account Number*:	[Mandatory, Alphanumeric, 25] Type account number in this text box.
Bank BIC Code*:	[Mandatory, Alphanumeric, 25] Type the BLC code in this text box or click on look up to search the BIC code of the bank.
Initial Deposit*:	[Mandatory, Alphanumeric, 25] Type initial deposit amount in this text box.

10. Enter the appropriate details.
11. Click **Back** button to view the previous screen.
12. Click **Continue** button to continue the account opening process.
13. The system displays **Account Opening** screen.

Account Opening

Account Opening 3 Of 3

Please read the following conditions and confirm you by clicking the appropriate small box that you recognize these.

Terms and Conditions

I accept the Terms and Conditions and certify the accuracy of my information. Furthermore, I declare myself with the provisions on data protection agreement.

Back
Next to the summary

14. Click on the checkbox to accept the agreement of terms & conditions.
15. Click **Back** button to view the previous screen.
16. Click **Next To The Summary** button to view the summary.
17. The system displays the **Data Summary** screen.

Data Summary

Your Data At A Glance

Account Opening 1 - Verify

Sex* : Female	Title* : Mr
First Name* : Harry	Last Name* : Potter
Street* : NEHRU road	Flat Name and Number* : 12 MG Road
Postal Code* : 400103	City* : Mumbai
State* : Maharashtra	Date Of Birth* : 06-03-1992

Additional Details

Email Address* : giselle.sequeira@oracle.com	Confirm Email Address: giselle.sequeira@oracle.com
Mobile Telephone* : 9619595095	Confirm Mobile Telephone* : 9619595095
User ID* : POTTER7	Confirm User ID* : POTTER7
Residence Phone Number:	

[Change Step 1](#)

Account Opening 2 - Verify

Account Number* : A123456789	Bank BIC Code* : LONDUSBRQT2
------------------------------	------------------------------

[Change Step 2](#)

Account Opening 3 - Verify

I have read and understood the terms and conditions.

[Change Step 3](#)

[Confirm](#)

18. Click the **Change Step 1-3** button to edit the account details as per the requirement.
19. Click the **Confirm** button to confirm the account details and continue account opening process. The system displays the **Download PDF** screen.

Download PDF

Download PDF

BANK TEXT GOES HERE

[Close](#)
[Download PDF](#)

20. Click Download PDF button.
21. The system displays the Application Processing & Transaction Reference Number screen.

Transaction Reference Number

POST IDENT - Coupon

GENDER : Female

SALUTATION : Mr

FIRSTNAME : Harry

LASTNAME : Potter

STREET : NEHRU road

FLAT NAME AND NUMBER : 12 MG Road

POSTAL CODE : 400103

CITY : Mumbai

STATE : Maharashtra

DATE OF BIRTH : 06-03-1992

E MAIL : giselle.sequeira@oracle.com

MOBILE NO : 9619595095

USER ID : POTTER7

RESIDENCE NO :

MOBILE NO : 9619595095

USER ID : POTTER7

RESIDENCE NO :

LINKED ACCOUNT NUMBER : A123456789

BANK BIC CODE : LONDUSBRQT2

DEPOSIT CURRENCY : USD

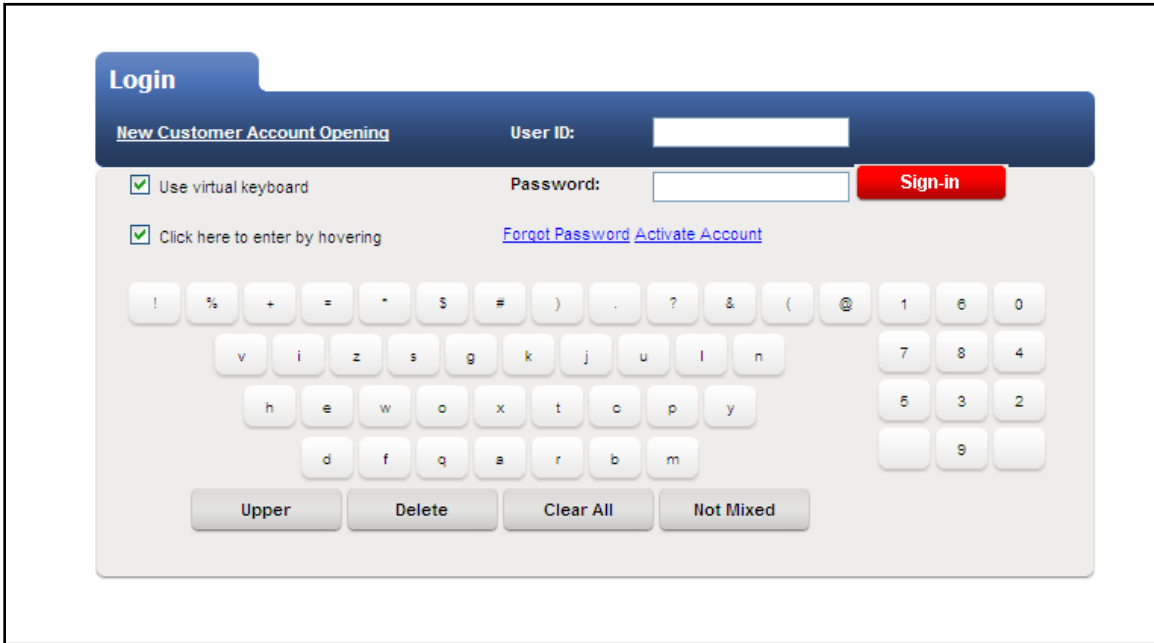
CUST ACCT NO : 1000001171

CUSTOMER NO : QT1002517

Before activating the account KYC verification needs to be done by the Bank admin.(please refer Core user manual)for KYC verification.

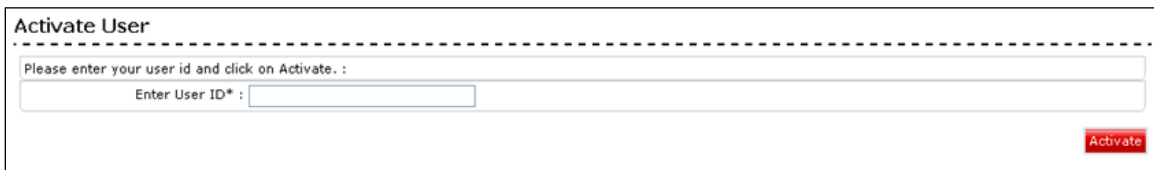
To activate account

22. Click the activate account link on the main screen.



23. The system displays the activate user screen.

Activate User



24. Type the User Id in Enter user Id field

25. Click the **Activate** button. The system displays the **Mobile TAN Verification** screen.

Mobile tan Verification



26. Type the Mobile TAN in the Mobile Tan field and click the Submit button. The system displays the Set Password Screen.

Set Password

Set Password

New Password* :

Confirm New Password* :

Submit

Policy to be followed

Password should be minimum 6 characters

Password should be maximum 20 characters

Password can contain lowercase alphabets

Password can contain uppercase alphabets

Password can contain numeric characters

Password must contain one of the following as first char

- Lowercase alphabets
- Uppercase alphabets
- Numeric characters

Password must contain one of the following as last char

- Lowercase alphabets
- Uppercase alphabets
- Numeric characters

Allowed Special characters

Password can contain 5 successive characters

Password can contain 5 repetitions

Field Description

Field Name	Description
Enter New Password	[Mandatory, Alphanumeric, 25] Type the New password in this text box.
Confirm New Password	[Mandatory, Alphanumeric, 25] Type the New Password in this text box. The password in this field should be same as in the text box.

27. Click the Submit button. The system displays the set Password Confirm screen.

Set Password - Confirm

 Password has been reset successfully

Set Password - Confirm

Your password has been changed successfully

Continue

28. Click the **Continue** button. The system displays the Security question screen.

Set Security Information

Set Security Information

Personal safety issues for your online banking

Update the security information for your internet banking account. You can choose to update one or more of the security questions. Click on the checkbox to update the appropriate security information. The following questions and their responses are currently registered with us.

Security Question 1 :

Answer 1 :

Security Question 2 :

Answer 2 :

Security Question 3 :

Answer 3 :

For security reasons in the answers to specific questions the safety rules:
 For security reasons the answers to the security questions are required. The answers to the security questions must be of atleast 6 and maximum 25 characters.

Field Description

Field Name	Description
Security Question 1	[Mandatory, Dropdown] Select the security question from the dropdown list.
Answer 1	[Mandatory, Alphanumeric, 25] Type the security answer in this text box.
Security Question 2	[Mandatory, Dropdown] Select the security question from the dropdown list.
Answer 2	[Mandatory, Alphanumeric, 25] Type the security answer in this text box.
Security Question 3	[Mandatory, Dropdown] Select the security question from the dropdown list.
Answer 3	[Mandatory, Alphanumeric, 25] Type the security answer in this text box.

29. Enter the required details. Click the **Submit** button the system displays the **Security information - Confirmation** screen.

 You have successfully changed your security information. Please login again to confirm Random Deposit.

Change Security Information - Confirm

User activated successfully.

30. Once the security question is set login to the Virtual banking user using the user id and the new password.

Login

31. Type the user id and the password. Click the **Sign in** button the system displays the Security question validation screen.

Security Question

32. Type the Security Answer to the question in the text box .

33. Click the Submit button. The system displays the Random deposit screen.

Confirm Random Deposit

34. Type the **random amount** in the test box for Random Deposit amount and Confirm Random deposit amount.

35. Click the **submit** button. The system displays the **Confirm random Deposit – Verify** screen.

Confirm Random Deposit – Verify

Confirm Random Deposit - Verify

BIC Code : LONDUSBRQT2
 Account Number : A123456789
 Status : Pending
 Random Deposit Amount : 0.10
 Confirm Random Deposit Amount : 0.10

Submit

36. Click the **Submit** button the system displays the Confirmation screen.

Confirm Random Deposit

Confirm Random Deposit

Thank you for activating your account
 The following Linked Account has been verified.

BIC Code : LONDUSBRQT2
 Account Number : A123456789

Continue

37. Click the **Continue** button. The system displays the main screen/ landing page.

Forgot Password

If you forget the password of your virtual banking user, the password can be reset through the virtual banking.

To Reset the password

38. Enter the appropriate URL of application provided in the address bar of browser.
39. The system displays main page of the **ORACLE FLEXCUBE Direct Banking** application.

40. Click the **Forgot password link** to reset the password for the virtual banking user . the system displays the Reset password screen.

Reset Password

41. Enter the user id for which the password is to be resetted.
42. Click the **continue** button the system displays the Security question screen.

Change Security Information

43. Type the security answer to the security question.
44. Click the **Submit** button, the system displays the MAN verification screen.

Mobile MTAN Verification

Mobile TAN Verification

A Mobile TAN has been generated and dispatched to your mobile number for this transaction. Request to enter the Mobile TAN for this transaction to proceed. The Mobile TAN is only valid for the next 5 minutes .
Please note that this MTAN is valid only for 5 minutes

User Id: DHAWAL2
Transaction Reference Number: 1662
Enter Mobile TAN Code:

Submit

- 45. Enter the Mobile MTAN Code sent by the bank .
- 46. Click the **Submit** button, the system displays the password reset screen.

Verify Reset Password

Verify Reset Password

New Pasword *:

Confirm New Password *:


Confirm

Policy to be followed

- Password should be minimum 6
- Password should be maximum 20 characters
- Password can contain lowercase alphabets
- Password can contain uppercase alphabets
- Password can contain numeric characters
- Password must contain one of the following as first char
 - Lowercase alphabets
 - Uppercase alphabets
 - Numeric characters
- Password must contain one of the following as last char
 - Lowercase alphabets
 - Uppercase alphabets
 - Numeric characters
- Allowed Special characters
- Password can contain 5 successive characters
- Password can contain 5 repetitions

- 47. Enter the New password , confirm the new password and click the **Confirm** button.

Reset password Confirm

 Password has been reset successfully

Reset Password - Confirm

Confirm Reset Password first line

Close

- 48. Click the close button to close the screen

49. The password is resetted and you can login with the new password .

28. ATM/Branch Locator

This transaction allows you view the address and location of the ATM and the Branch.

To view ATM Branch Locator

1. Navigate through the menus to **Tools > ATM & Branch Locators**.

ATM Branch Locator

ATM Branch Locator

Enter location*:

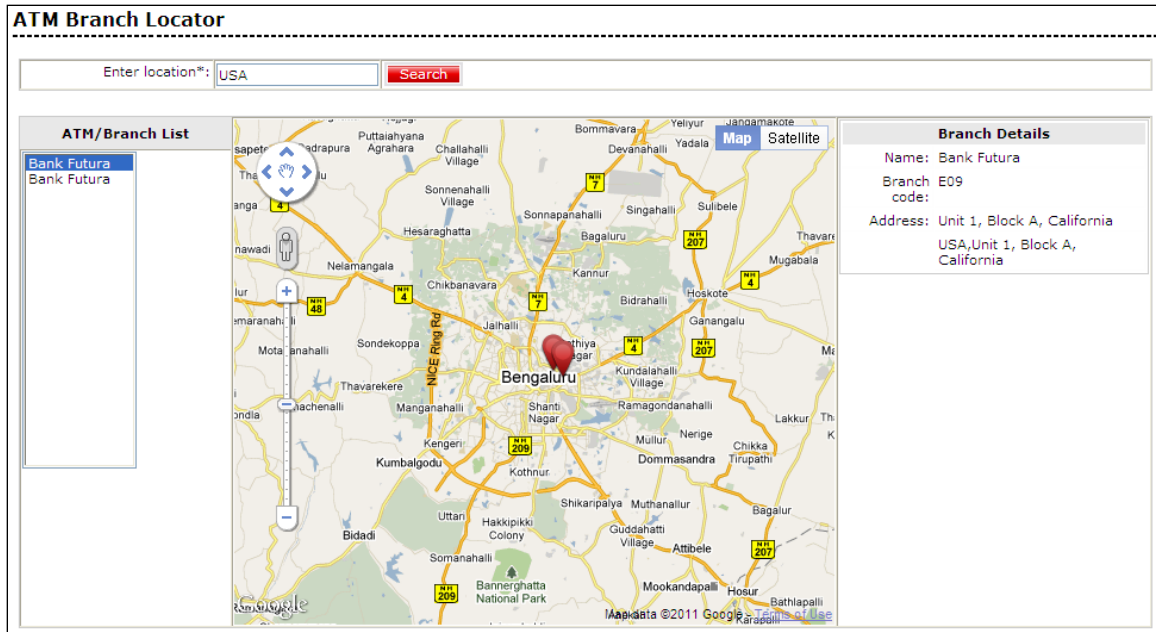
Fields marked as * are mandatory.

Field Description

Field Name	Description
Enter Location	[Mandatory, Textbox] Enter the location for which you want to see the ATM branches

2. Type the location and click the **search** button, the system displays the ATM and branches in the location mentioned.

ATM Branch Locator



Field Description

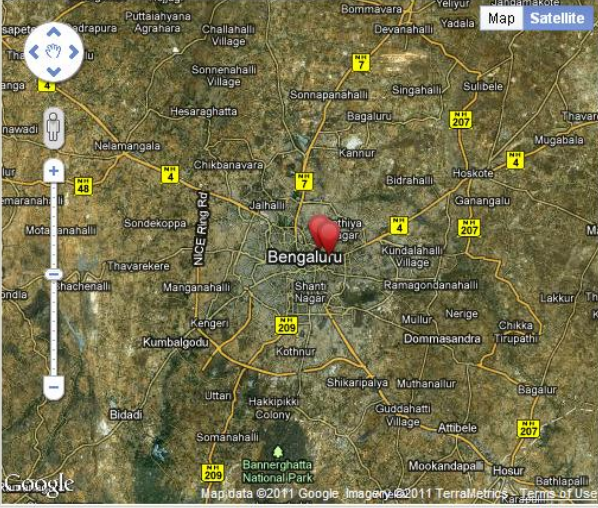
Field Name	Description
ATM/ Branch List	[Display] This column displays the ATM / Branch list to select to view the ATM/Branch address.
Brach Details	
Name	[Display] This field displays the name of the branch of the bank.
Branch Code	[Display] This field displays the branch code of the bank.
Address	[Display] This field displays the address of the branch of the bank.

- Click the Map/satellite to view the map view / satellite view of the ATM/Branch resopectively.

ATM Branch Locator Satellite View

ATM Branch Locator

Enter location*:

ATM/Branch List	Map	Satellite	Branch Details
<ul style="list-style-type: none">Bank FuturaBank Futura			<p>Branch Details</p> <p>Name: Bank Futura Branch E09 code: Address: Unit 1, Block A, California USA,Unit 1, Block A, California</p>

29. Dashboard Widget Management

Business users are provided with a dashboard screen which displays widgets of different transactions.

This transaction allows users to specify dashboard widget preferences for their channels.

The business user can view and modify dashboard widget maintenance set for each channel themselves.

The user can enable or disable widgets to be displayed on the dashboard screens of their banking channels. By default only mandatory widgets will be displayed on the user's dashboard that have been enabled for the entity user type (to which the user belongs). Widgets displayed on dashboard will also depend on the role mapped to the user, i.e. a widget will be displayed on the user's dashboard only if it has been configured for the user type and channel and also if the user has access to the particular transaction to which the widget belongs as per mapped role.

There will be limit on maximum number of widgets displayed in dashboard. This will depend on pre-maintained configuration with the bank.

Initially system will display only default widgets. Default widgets will be a combination of the mandatory widgets and any other widgets set as default for the user type and channel combination.

Widgets selected will be displayed in next login, but not in the current login/session.

When the user switches from his home entity to a foreign entity, the widgets displayed will be a combination of the widgets available as per the user's access to widgets in the home entity and the widgets available in the foreign entity.

Dashboard widget management screen will not be available for foreign entities.

To perform Dashboard Widget Management

1. Navigate through the menus to Customer Services > Self Services > Dashboard Widget Management. The system displays the Dashboard Widget Management screen.

Dashboard Widget Management

Field Description

Field Name	Description
Select Channel	[Mandatory, Drop-Down] Select the channel for which widget management is to be done.
	Note: Only those channels that are mapped to the user and for which configurable dashboard is applicable will be available for selection.

2. Click the **Submit** button. The system displays widgets for selection as shown in below screen.

Dashboard Widget Management

Dashboard Widget Management
31-10-2012 17:50:27 GMT +0530

Select Channel: internet
Submit

Select widgets to be displayed on your dashboard screen.
 Maximum Widgets Allowed: 22

Widget Name	Widget Description
<input checked="" type="checkbox"/> RSS Feeds	Displays current news articles.
<input checked="" type="checkbox"/> Tools	Displays a list of tools for quick navigation.
<input checked="" type="checkbox"/> Quick Tasks	Displays a list of transactions for quick navigation purposes.
<input checked="" type="checkbox"/> Account Summary	Displays the summary of all your accounts.
<input checked="" type="checkbox"/> Advertisements	Displays personalised advertisements and offers to the user.
<input checked="" type="checkbox"/> Notifications	Displays a list of your recent notifications.
<input checked="" type="checkbox"/> Spending Analysis	Displays category wise expenditure incurred on your Current and Savings accounts over a period of time in graphical form.
<input checked="" type="checkbox"/> My Transactions	Displays a list of the last 'N' transactions initiated by you.
<input checked="" type="checkbox"/> Scheduled Transactions	Displays minimum details of transfers pending from you Current and Savings accounts.
<input checked="" type="checkbox"/> Loan Rates	Displays the current loan rates of all loan products with the bank.
<input checked="" type="checkbox"/> Request Status	Displays a list with status of the last 'N' service requests initiated.
<input checked="" type="checkbox"/> Inward Remittance Inquiry	Displays the last 'N' transfers made towards your account.
<input checked="" type="checkbox"/> Mini Statement	Displays the activity on your accounts for the past 'N' Days.
<input checked="" type="checkbox"/> Pay Bills	This widget allows you to make quick payments towards utility bills.
<input checked="" type="checkbox"/> Transfer Funds	This widget enables you to transfer funds within your accounts held with the bank.
<input checked="" type="checkbox"/> Last 10 Used Cheques	Displays the status of the last 10 cheques issued by you.
<input checked="" type="checkbox"/> Exchange Rates	Displays the current currency exchange rate available with the bank.
<input checked="" type="checkbox"/> Blackout - Next 7 Days	Displays the date and time during which transactions shall not be available to you during the next 7 days.
<input checked="" type="checkbox"/> Session Summary	Displays the date and time of 5 of your most recent login sessions.
<input checked="" type="checkbox"/> Account Balances	Displays important details and balances on your Current and Savings accounts.
<input checked="" type="checkbox"/> Recent Activity	Displays a list of the last 'N' initiated transactions.
<input checked="" type="checkbox"/> Reminders	Displays all the reminders due for you on the current day.

Confirm Selection

Field Description

Field Name	Description
Widget Name	[Optional, Checkbox] This column displays the available widgets to be selected.
Widget Description	[Display] This column displays the description for particular widget. It displays the customer IDs and account numbers of the selected account type under them.

3. Check the checkbox for any widget which is to be displayed in Dashboard Widgets screen.
4. Click the **Confirm Selection** button. The system displays Confirmation message for widget selection as shown in below screen. These selected widgets will be displayed in Dashboard Widget screen.

Dashboard Widget Management

Widget Name	Widget Description
<input checked="" type="checkbox"/> RSS Feeds	Displays current news articles.
<input checked="" type="checkbox"/> Tools	Displays a list of tools for quick navigation.
<input checked="" type="checkbox"/> Quick Tasks	Displays a list of transactions for quick navigation purposes.
<input checked="" type="checkbox"/> Account Summary	Displays the summary of all your accounts.
<input checked="" type="checkbox"/> Advertisements	Displays personalised advertisements and offers to the user.
<input checked="" type="checkbox"/> Notifications	Displays a list of your recent notifications.
<input checked="" type="checkbox"/> Spending Analysis	Displays category wise expenditure incurred on your Current and Savings accounts over a period of time in graphical form.
<input checked="" type="checkbox"/> My Transactions	Displays a list of the last 'N' transactions initiated by you.
<input checked="" type="checkbox"/> Scheduled Transactions	Displays minimum details of trans
<input checked="" type="checkbox"/> Loan Rates	Displays the current loan rates of
<input checked="" type="checkbox"/> Request Status	Displays a list with status of the k
<input checked="" type="checkbox"/> Inward Remittance Inquiry	Displays the last 'N' transfers made towards your account.
<input checked="" type="checkbox"/> Mini Statement	Displays the activity on your accounts for the past 'N' Days.
<input checked="" type="checkbox"/> Pay Bills	This widget allows you to make quick payments towards utility bills.
<input checked="" type="checkbox"/> Transfer Funds	This widget enables you to transfer funds within your accounts held with the bank.
<input checked="" type="checkbox"/> Last 10 Used Cheques	Displays the status of the last 10 cheques issued by you.
<input checked="" type="checkbox"/> Exchange Rates	Displays the current currency exchange rate available with the bank
<input checked="" type="checkbox"/> Blackout - Next 7 Days	Displays the date and time during which transactions shall not be available to you during the next 7 days.
<input checked="" type="checkbox"/> Session Summary	Displays the date and time of 5 of your most recent login sessions
<input checked="" type="checkbox"/> Account Balances	Displays important details and balances on your Current and Savings accounts.
<input checked="" type="checkbox"/> Recent Activity	Displays a list of the last 'N' initiated transactions.
<input checked="" type="checkbox"/> Reminders	Displays all the reminders due for you on the current day.

Messages ✕

- Your Preferences have been set.

Confirm Selection



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