Oracle FLEXCUBE Direct Banking

Corporate Credit Card User Manual
Release 12.0.3.0.0

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ORACLE®

Corporate Credit Card User Manual

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1. Preface

1.1. Intended Audience

This document is intended for the following audience*:*

- Customers
- Partners

1.2. Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

1.3. Access to OFSS Support

https://support.us.oracle.com

1.4. Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual

Transaction Host Integration Matrix provides information on host integration requirements for the transactions covered in the User Manual.

Chapters post Transaction Host Integration Matrix are dedicated to individual transactions and its details, covered in the User Manual

1.5. Related Information Sources

For more information on Oracle FLEXCUBE Direct Banking Release 12.0.3.0.0, refer to the following documents:

- Oracle FLEXCUBE Direct Banking Licensing Guide
- Oracle FLEXCUBE Direct Banking Installation Manuals

2. Transaction Host Integration Matrix

Legends

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

Transaction Name	FLEXCUBE UBS	Third Party Host System
Credit Card Summary	✗	★
Credit Card Details	✗	★
Secondary Credit Card Details	✗	★
Credit Card Statement	✗	★
Credit Card Payment	✗	★
Register Credit Card	✗	★
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Credit Card Hot Listing	✗	SR
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Deregister Credit Card	✗	SR

3.   Credit Card Summary

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

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

Credit Card Summary

Card Number	Product Name	Card Type	Credit Limit	Cash Limit	Amount Utilized	Available Limit	Expiry Date	Card Currency	Current Outstanding Balance	Credit Card Statement
XXXXXXXXXXXX6751	GOLD REWARDS	Primary	90,000.00	40,000.00	20,000.00	70,000.00	23-Jan-2016	INR	5,000.00	View
XXXXXXXXXXXX0823	GOLD REWARDS	Supplementary	30,000.00	15,000.00	6,000.00	24,000.00	23-Jan-2012	INR	5,000.00	View
XXXXXXXXXXXX0245	GOLD REWARDS	Supplementary	20,000.00	10,000.00	5,500.00	18,000.00	23-Jan-2012	INR	4,000.00	View

(Credit Card Summary   05-08-2014 15:02:06 GMT +0530)

Field Description

Field Name	Description
Card Number	[Display] This column displays the card number.
Product Name	[Display] This column displays the name of the product.
Card Type	[Display] This column displays the card type.
Credit limit	[Display] This column displays the card credit limit.
Cash Limit	[Display] This column displays the card cash limit.
Amount utilized	[Display] This column displays the amount utilized.
Available Limit	[Display] This column displays the available limit.
Expiry Date	[Display] This column displays the expiry date.
Card Currency	[Display] This column displays the card currency.
Current Outstanding Balance	[Display] This column displays the current outstanding balance

Field Name	Description
Credit Card Statement	[Display] This column displays the credit card statement.

1. Click the link on the required credit card number to view the detailed **Credit Card Summary** screen.
    OR
    Click the **View** link in the Credit Card Statement column to view the Credit Card Statement screen.

> **Note**: Please refer **Credit Card Statement** section for more information on Credit Card Statement.

Credit Card Summary- Details

Field Description

Field Name	Description
Credit Card Details	
Card Number	[Display] This field displays the credit card number.
Product Name	[Display] This field displays product name of the credit card.

Card Type

[Display]

This field displays the type of the credit card,

The credit card type can be either primary or supplementary.

Primary Card Number

[Display]

This field displays the primary card number of the selected supplementary credit card.

Card Currency

[Display]

This field displays currency of the credit card

Points Available

[Display]

This field displays Loyalty points rewarded to the selected credit card.

Total Credit Limit

[Display]

This field displays total sanctioned limit for credit purchases.

Available Credit Limit

[Display]

This field displays available card limit for utilization.

Total Cash Limit

[Display]

This field displays total cash withdrawal limit, (a sub-limit of sanctioned credit limit).

Available Cash Limit

[Display]

This field displays cash limit available for utilization.

Current Balance

[Display]

This field displays balance amount for the credit card as on current date.

Total Unbilled Amount

[Display]

This field displays total amount yet to be billed by the bank.

Total Billed Amount

[Display]

This field displays total bill amount raised for a specific bill date.

Statement Date

[Display]

This field displays last date for which billing statement is generated

Last Payment Date

[Display]

This field displays last date on which the credit card payment is completed.

Last Payment Amount

[Display]

This field displays latest amount that you have paid with the credit card.

Total Payment Due	[Display]
	This field displays amount outstanding for the selected credit card as on last statement date.
Auto Payment Options	[Display]
	This field displays if the auto- payment facility is available for the selected credit card.
	This field displays Yes only if you have opted for auto payment facility for the selected credit card.
Recovery Account	[Display]
	This field displays CASA account that is to be debited when Auto Pay option is 'Yes'
Expiry Date	[Display]
	This field displays expiry date of card.
Current Authorisation	[Display]
	This field displays total amount of transactions for which authorizations is completed (card limit is utilized, but the transaction is not yet claimed).

2.   Click the **Back** button to return to the **Credit Card Summary** screen.

3.   Click the **View Statement** button. The system displays the **Credit Card Statement** screen.

3.1   Secondary Credit Card Details

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

Credit Card Details

1. Click the **View Statement** button. The system displays the **Credit Card Statement** screen
    OR
    Click the **Back** button to return to the credit card summary screen.

    Note: Please refer **Credit Card Statement** section for more information on Credit Card Statement.

4.   Credit Card Statement

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

1.   Click **Cards > Credit Cards > Credit Card Statement.**

Credit Card Statement

Field Description

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

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

Credit Card Statement

Field Description

Field Name	Description
Credit Card Details	
Card Number	[Display]
	This field displays the number of the credit card
Card Currency	[Display]
	This field displays currency of the card
Expiry Date	[Display]
	This field displays the expiry date of card.
Total Credit Limit	[Display]
	This field displays total sanctioned limit available for credit purchases
Available Credit Limit	[Display]
	This field displays available card limit for utilization.
Total Cash Limit	[Display]
	This field displays total cash withdrawal limit, (a sub limit of sanctioned credit limit).
Available Cash Limit	[Display]
	This field displays cash limit available for utilization.
Total Unbilled Amount	[Display]
	This field displays total amount yet to be billed by the bank.
Total Billed Amount	[Display]
	This field displays the mandatory amount that is to be paid out of the total billed amount.
Minimum Payment Due	
Payment Due Date	[Display]
	This field displays the date before which minimum, part or full payment is to be made.
Address Details	
Full name	[Display]
	This field displays the full name of the credit card holder.

Field Name	Description
Mailing Address	[Display] This field displays complete mailing address of the credit card holder. The details include: • Flat Number • Street Name • City • Country • Postal Code
Reference Number	[Display] This field displays Reference number of the transaction.
Transaction date	[Display] This field displays the transaction date of the transaction.
Description	[Display] This field displays the short description of the transaction.
Debit	[Display] This field displays the debit amount of the transaction.
Credit	[Display] This field displays the credit amount of the transaction.

3. To download the complete transaction details, click the **Download** button. The system displays the Download dialog box.
4. Click **Customize Columns** to reorder the columns or select the columns that appear in the list.
5. Click **Print** to print the data.
6. Click the Word Wrap checkbox to apply word-wrap to the columns.

Download
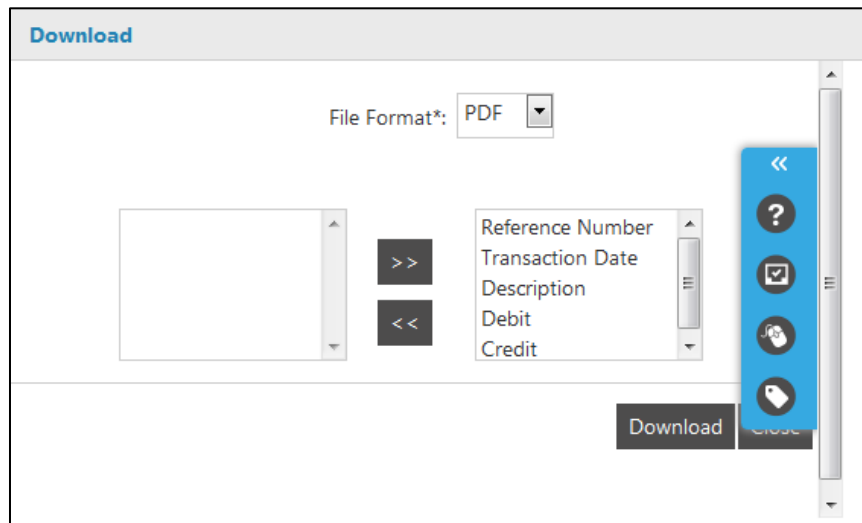
Field Description

Field Name	Description
File Format	[Conditional, Drop-Down] Select the appropriate type of file format from the drop-down list. The options available are • PDF • XLS • HTML • RTF
Included	This box lists all the fields that will be included in the report.
Excluded	This box lists all the fields that will be excluded from the report.

7.   Select the format from the **Select Download Format** drop-down list.

8.   Select the columns that are to be excluded from the Included box and click the [<<] button. The **Excluded** box appears on the left-side of the dialog box.

9.   Select the columns that are to be included from the **Excluded** box and click the [<<] button. The **Included** box appears on the right-side of the dialog box. All the fields are, by default, selected and included.

10.   Click the **Download** button to download the file.

11.   Click the **Open** button to open the file.
       OR
       Click the **Save** to download and save. The system will save the file at the specified location.

12.   Click the buttons at the bottom of the credit card transaction details columns to navigate through the credit card transaction details.

5.   Credit Card Payment

Using this option you can view the credit card payment.

1.   Click **Cards > Credit Cards > Credit Card Payment**.

Credit Card Payment

Field Description

Field Name	Description
From Account	[Mandatory, Dropdown] Select the account from the drop down list.
Card Number	[Conditional, Radio button, Dropdown] Click the radio button to select the card number from the drop-down list. The drop-down list will be enabled if the radio button is selected. [Conditional, Radio Button, Numeric] Click the radio button to type the card number. This field will be enabled if the radio button is selected.
Payment Instruction	
Total Amount Due	[Display] This field will display the total amount due on selecting the credit card from the drop-down list. This amount will be utilized for payment on selecting the radio button for Total Amount Due.
Minimum Amount Due	[Display] This field will display the minimum amount due on selecting the credit card from the drop-down list. This amount will be utilized for payment on selecting the radio button for minimum amount Due.

Field Name	Description
Amount	[Conditional, Numeric, 13, Two]
	Type the amount you wish to pay for the payment.
	This amount will be utilized for payment on selecting the radio button for Amount and on selecting the radio button to enter the external card number in Card Number field.

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

Credit Card Payment- Verify

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

Credit Card Payment - Confirm
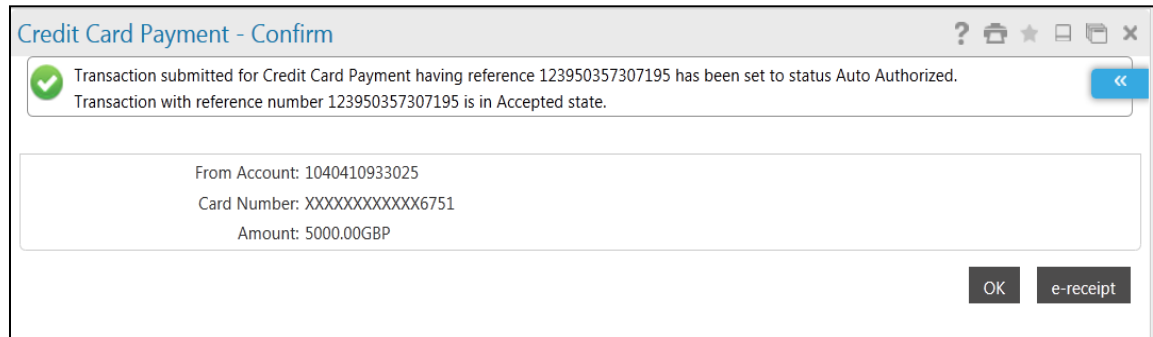
4.   Click **e-receipt** button to generate the e-receipt of the transaction.
OR
Click the **OK** button to return to the **Credit Card Payment** screen.

6. Register Credit Card

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

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

Register a Credit Card

Register Credit Card   ? 🖨 ★ ▢ ⬚ ✕

```
Card No*:          [                    ]                          «

Credit Card Expiry*: Month: [Month    ▼]    Year: [Select Year ▼]

CVV Number*:       [        ]

Credit Card Pin*:  [        ]
                                                          [Submit]

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

Field Description

Field Name	Description
Card No	[Mandatory, Numeric, 16] Type the credit card number.
Credit Card Expiry	
Month	[Mandatory, Dropdown] Select the month of credit card expiry from the dropdown lists respectively.
Year	[Mandatory, Dropdown] Select the year of credit card expiry from the dropdown lists respectively.
CVV Number	[Mandatory, Alphanumeric, 5] Type the CVV Number.
Credit Card Pin	[Mandatory, Alphanumeric, Encrypted] Type the credit card pin.

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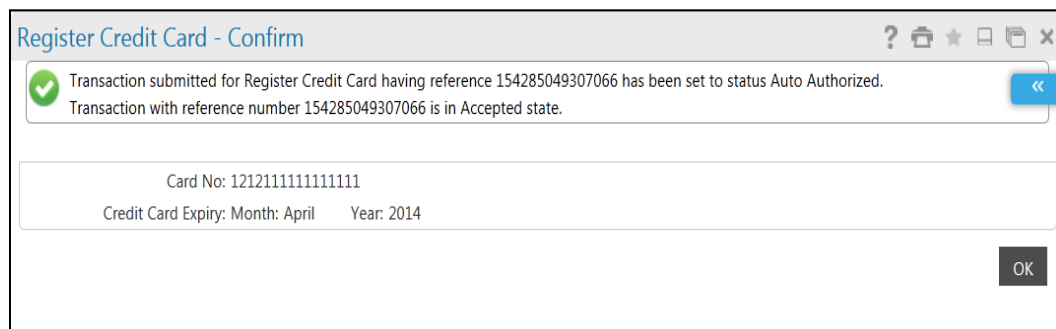
Register Credit Card - Verify

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

Register Credit Card - Confirm

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

7. Service Requests

Click **Customer Services > New Service Request**

The system displays the Service Request screen.

Service Request

7.1 Activate Credit Card

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

1. Select Activate Credit Card on the Service Request screen and then click **Submit**.
   The system displays Activate Credit Card screen.

Activate Credit Card

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Select the credit card number from the drop-down list.
Reason	[Mandatory, Drop-Down] Select the reason from the drop-down list.

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

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

Activate Credit Card – Verify

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

Activate Credit Card- Confirm

Activate Credit Card - Confirm

Transaction submitted for Activate Credit Card having reference 257568952807327 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX0123
Reason:
Credit Card Expiry Month:
Year: 2014
Embossing Name: sd
User Reference:

Another Service Request   OK

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

7.2 Credit Card ATM PIN Change

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

1. Select Credit Card ATM PIN Change on the Service Request screen and then click **Submit**.
The system displays Credit Card ATM PIN Change screen.

Credit Card ATM PIN Change

Field Description

Field Name	Description
Card No	[Mandatory, Drop-Down] Select the credit card number from the drop-down list.
Delivery Details	
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are • Branch • Post/Courier

Field Name	Description
Select City	[Conditional, Drop-Down] Select the city to which the branch belongs from the drop down list. This field will be enabled if the **Branch** radio button is selected from the **Mode of Delivery** option.
Select Branch	[Conditional, Drop-Down] Select the branch from where the cheque book will be collected from the drop down list. This field will be enabled if the **Branch** radio button is selected from the **Mode of Delivery** option.
Name	[Conditional, Alphanumeric, 35] Type the name to which the delivery shall be done. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.
Address	[Conditional, Alphanumeric, 34,x 3] Type the address for delivery of cheque book(s). This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option
City	[Conditional, Alphanumeric, 35] Type the city to which the address belongs. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.
State	[Conditional, Alphanumeric, 35] Type the state to which the city belongs. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.
Country	[Conditional, Alphanumeric, 35] Type the country of the address. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.
Zip/Postal code	[Conditional, Alphanumeric, 35] Type the postal code. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.
Phone	[Conditional, Alphanumeric, 35] Type the phone number. This field will be display field if the **Branch** radio button is selected from the **Mode of Delivery** option.

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

2. Enter the relevant details.

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

Credit Card ATM PIN Change - Verify

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

Credit Card ATM PIN Change - Confirm

5. Click the **OK button. The system dis**plays **Credit Card ATM PIN Change sc**reen.
    OR
    Click the **Another Service Request** button. The system displays the **New Service Request** screen.

7.3   Credit Card Hot Listing

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

1.   Select Credit Card Hot Listing on the Service Request screen and then click **Submit**.
The system displays Credit Card Hot Listing screen.

Credit Card Hot Listing

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Select the credit card number from the dropdown list.
Credit Card Hot Listing Reason	[Display] This field displays the current credit limit for the credit card.
New Credit Card Required	[Mandatory, Radio Button] Select the radio button if the new credit card is required.
Delivery Details	

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

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

2.   Enter the relevant details.

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

Credit Card Hot Listing - Verify

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

Credit Card Hot Listing - Confirm

5.	Click the **OK** button. The system displays **Credit Card Hot Listing** screen.
	OR
	Click the **Another Service Request** button. The system displays the **New Service Request** screen.

7.4 Credit Card Replacement

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

1. Select Credit Card Replacement on the Service Request screen and then click **Submit**. The system displays Credit Card Replacement screen.

Credit Card Replacement

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Dropdown] Select the credit card number from the dropdown list.
Reason	[Display] This field displays the current credit limit for the credit card.
Embossing Name	[Mandatory, Numeric] Type the embossing name.
Delivery Details	

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

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

2. Enter the relevant details.

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

Credit card Replacement - Verify

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

Credit Card Replacement - Confirm

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

7.5　Deactivation of Credit Card

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

1.　Select Deactivation of Credit Card on the Service Request screen and then click **Submit**. The system displays Deactivation of Credit Card screen.
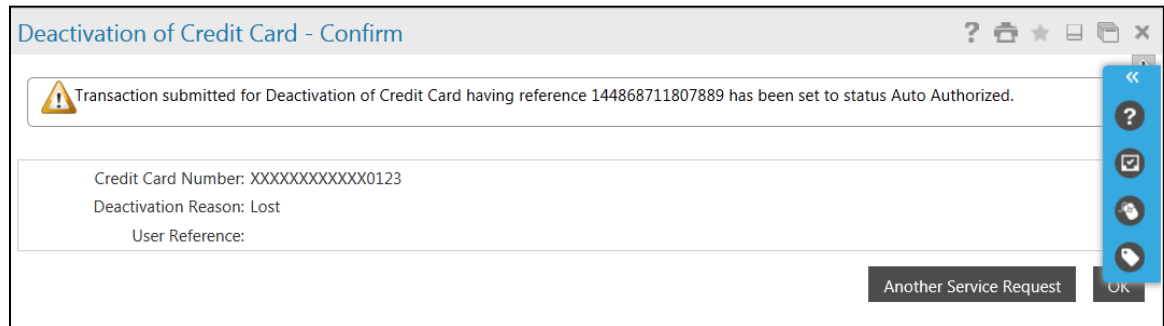
Deactivation of Credit Card

Field Description

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

2.　Enter the relevant details.

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

Deactivation of Credit Card - Verify

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

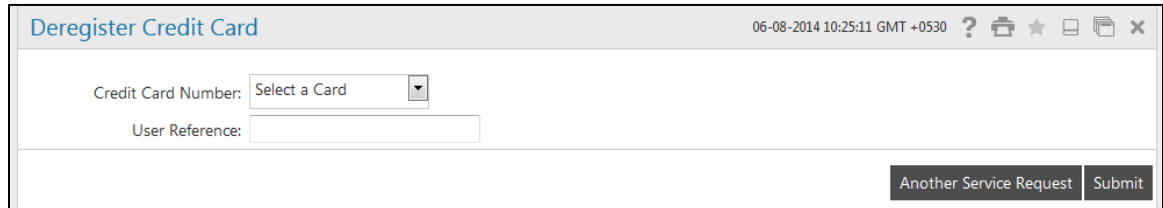**Deactivation of Credit Card - Confirm**

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

7.6 Deregister Credit Card

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

1. Select Deregister Credit Card on the Service Request screen and then click **Submit**. The system displays Deactivation of Credit Card screen.

Deregister Credit Card

Field Description

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

2. Enter the relevant details.

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

Deregister Credit Card - Verify

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

Deregister Credit Card - Confirm

5. Click the **OK** button. The system displays **Deregister Credit Card** screen.
   OR

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