

# **Oracle FLEXCUBE Direct Banking**

**Retail Credit Card User Manual  
Release 12.0.3.0.0**

**Part No. E52543-01**

**April 2014**

**ORACLE®**

Retail Credit Card User Manual

April 2014

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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

<b>NH</b>	No Host Interface Required.
<b>★</b>	Host Interface to be developed separately.
<b>✓</b>	Pre integrated Host interface available.
<b>×</b>	Pre integrated Host interface not available.
<b>SR</b>	Service Request. Processing to be handled Operationally.

Transaction Name	FLEXCUBE UBS	Third Party Host System
Credit Card Summary	×	★
Credit Card Details	×	★
Secondary Credit Card Details	×	★
Credit Card Statement	×	★
Credit Card Payment	×	★
Modify Supplementary Card Limits	×	★
Register Credit Card	×	★
Activate Credit Card	×	SR
Apply For Credit Card	×	SR
Auto Pay Register	×	SR
Change Billing Cycle	×	SR
Change Credit Card Limit-Primary	×	SR
Credit Card Atm Pin Change	×	SR
Credit Card Hot Listing	×	SR
Credit Card Replacement	×	SR

<b>Transaction Name</b>	<b>FLEXCUBE UBS</b>	<b>Third Party Host System</b>
<b>Deactivation Of Credit Card</b>	<b>X</b>	<b>SR</b>
<b>Deregister Credit Card</b>	<b>X</b>	<b>SR</b>
<b>Supplementary Card Request</b>	<b>X</b>	<b>SR</b>

### 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.

1. Click **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 Statement
<a href="#">XXXXXXXXXXXX6751</a>	GOLD REWARDS	Primary	90,000.00	40,000.00	20,000.00	70,000.00	23-Jan-2016	INR	5,000.00	<a href="#">View</a>
<a href="#">XXXXXXXXXXXX0912</a>	GOLD REWARDS	Supplementary	30,000.00	15,000.00	6,000.00	24,000.00	23-Jan-2012	INR	5,000.00	<a href="#">View</a>

#### Field Description

Field Name	Description
<b>Card Number</b>	[Display] This column displays the card number. Click the link on the required
<b>Product Name</b>	[Display] This column displays the name of the product.
<b>Card Type</b>	[Display] This column displays the card type.
<b>Credit Limit</b>	[Display] This column displays the card credit limit.
<b>Cash Limit</b>	[Display] This column displays the card cash limit.
<b>Amount Utilized</b>	[Display] This column displays the amount utilized.
<b>Available Limit</b>	[Display] This column displays the available limit.
<b>Expiry Date</b>	[Display] This column displays the expiry date.
<b>Card Currency</b>	[Display] This column displays the card currency.

Field Name	Description
<b>Current Outstanding Balance</b>	[Display] This column displays the current outstanding balance
<b>Credit Card Statement</b>	[Display] This column contains links to view the statement of the relevant credit card.

- 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

**Credit Card Summary** ? 🖨️ ☆ 📄 ✕

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**Credit Card Details**

Card Number: XXXXXXXXXXXX6751	Card Type: Primary
Product Name: GOLD REWARDS	
Points Available: 1267	
Total Credit Limit: 90,000.00	Available Credit Limit: 70,000.00
Total Cash Limit: 40,000.00	Available Cash Limit: 70,000.00
Current Balance: 5,000.00	Card Currency: INR
Total Billed Amount: 5,000.00	Total Unbilled Amount: 15,000.00
Statement Date: 02-Mar-2010	Last Payment Date: 20-Mar-2010
Last Payment Amount: 23,000.00	Total Payment Due: 0.00
Auto Payment Options: No	Recovery Account:
Expiry Date: 23-Jan-2012	Current Authorisation: 0.00

---

**Payment Due Details**

Payment Due Date: 20-Feb-2010
Statement Due Amount: 5,000.00
Minimum Amount Due: 200.00

Back
Modify Supplementary Card Limit
View Statement

### Field Description

Field Name	Description
<b>Credit Card Details</b>	
<b>Card Number</b>	[Display] This field displays the credit card number.



<b>Product Name</b>	[Display] This field displays product name of the credit card.
<b>Card Type</b>	[Display] This field displays the type of the credit card, The credit card type can be either primary or supplementary.
<b>Primary Card Number</b>	[Display] This field displays the primary card number of the selected supplementary credit card.
<b>Card Currency</b>	[Display] This field displays currency of the credit card
<b>Points Available</b>	[Display] This field displays Loyalty points rewarded to the selected credit card.
<b>Total Credit Limit</b>	[Display] This field displays total sanctioned limit for credit purchases.
<b>Available Credit Limit</b>	[Display] This field displays available card limit for utilization.
<b>Total Cash Limit</b>	[Display] This field displays total cash withdrawal limit, (a sub-limit of sanctioned credit limit).
<b>Available Cash Limit</b>	[Display] This field displays cash limit available for utilization.
<b>Current Balance</b>	[Display] This field displays balance amount for the credit card as on current date.
<b>Total Unbilled Amount</b>	[Display] This field displays total amount yet to be billed by the bank.
<b>Total Billed Amount</b>	[Display] This field displays total bill amount raised for a specific bill date.
<b>Statement Date</b>	[Display] This field displays last date for which billing statement is generated
<b>Last Payment Date</b>	[Display] This field displays last date on which the credit card payment is completed.

<b>Last Payment Amount</b>	[Display] This field displays latest amount that you have paid with the credit card.
<b>Total Payment Due</b>	[Display] This field displays amount outstanding for the selected credit card as on last statement date.
<b>Auto Payment Options</b>	[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.
<b>Recovery Account</b>	[Display] This field displays CASA account that is to be debited when Auto Pay option is 'Yes'
<b>Expiry Date</b>	[ Display] This field displays expiry date of card.
<b>Current Authorisation</b>	[Display] This field displays total amount of transactions for which authorizations is completed (card limit is utilized, but the transaction is not yet claimed).

3. Click the **Back** button to return to the **Credit Card Summary** screen.
4. Click the **Modify Supplementary Card Limit** button to modify supplementary card limits. The system displays the **Modify Supplementary card Limits** screen.
5. Click the **View Statement** button. The system displays the **Credit Card Statement** screen.

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**Note:** Please refer **Credit Card Statement** section and **Modify Supplementary Card Limit** sections for more information on Credit Card Statement and Supplementary Card Limit.

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### 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

Credit Card Summary		05-09-2014 12:28:10 GMT +0530	?	🏠	★	📄	✖
<b>Credit Card Details</b>							
Card Number: XXXXXXXXXXXX0912		Card Type: Supplementary					
Product Name: GOLD REWARDS		Points Available: 133					
Primary Card Number: XXXXXXXXXXXX6751		Available Credit Limit: 24,000.00					
Total Credit Limit: 30,000.00		Available Cash Limit: 15,000.00					
Total Cash Limit: 15,000.00		Card Currency: INR					
Current Balance: 5,000.00		Total Unbilled Amount: 1,000.00					
Total Billed Amount: 5,000.00		Last Payment Date: 20-Mar-2010					
Statement Date: 02-Mar-2010		Total Payment Due: 0.00					
Last Payment Amount: 23,000.00		Recovery Account:					
Auto Payment Options: No		Current Authorisation: 0.00					
Expiry Date: 23-Jan-2012							
<b>Payment Due Details</b>							
Payment Due Date: 20-Feb-2010							
Statement Due Amount: 5,000.00							
Minimum Amount Due: 200.00							
						Back	View Statement

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

## 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**.

**Note:** You can also click **View Statement** screen on the **Credit Card Summary** screen to view the **Credit Card Statement** screen.

### Credit Card Statement

### Field Description

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

**Credit Card Statement** ? 🖨️ ⭐ 📄 ✕

Card Number\*:  ⏪ ? 📄 📄 ⏩

Month:  Sub

Year:

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

**Credit Card Details**

Card Number: XXXXXXXXXXXX6751	Expiry Date: 23-Jan-2012
Card Currency: INR	Available Credit Limit: 70,000.00
Total Credit Limit: 90,000.00	Available Cash Limit: 40,000.00
Total Cash Limit: 40,000.00	Total Unbilled Amount: 15,000.00
Total Billed Amount: 5,000.00	Payment Due Date: 20-Feb-2010
Minimum Payment Due: 200.00	

**Address Details**

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

Word Wrap | [Customize Columns](#) | [Download](#) | [Print](#)

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

Records 1 to 4 of 4 ⏪ ⏩ Page 1 of 1 ⏪ ⏩

**Field Description**

Field Name	Description
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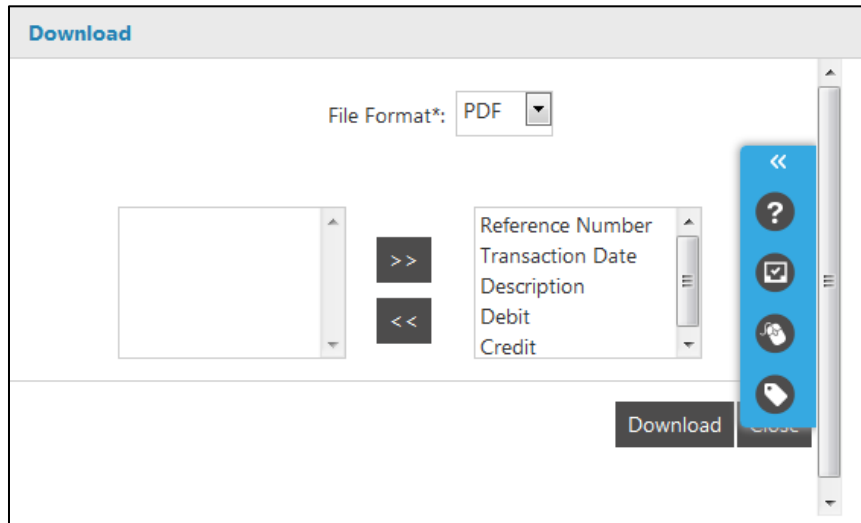
**Credit Card Details**

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



Field Name	Description
<b>Mailing Address</b>	[Display] This field displays complete mailing address of the credit card holder. The details include: <ul style="list-style-type: none"> <li>• Flat Number</li> <li>• Street Name</li> <li>• City</li> <li>• Country</li> <li>• Postal Code</li> </ul>
<b>Reference Number</b>	[Display] This field displays Reference number of the transaction.
<b>Transaction date</b>	[Display] This field displays the transaction date of the transaction.
<b>Description</b>	[Display] This field displays the short description of the transaction.
<b>Debit</b>	[Display] This field displays the debit amount of the transaction.
<b>Credit</b>	[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
<b>File Format</b>	[Conditional, Drop-Down] Select the appropriate type of file format from the drop-down list. The options available are <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> <li>• HTML</li> <li>• RTF</li> </ul>
<b>Included</b>	This box lists all the fields that will be included in the report.
<b>Excluded</b>	This box lists all the fields that will be excluded from the report.
7.	Select the format from the <b>Select Download Format</b> drop-down list.
8.	Select the columns that are to be excluded from the Included box and click the  button. The <b>Excluded</b> box appears on the left-side of the dialog box.
9.	Select the columns that are to be included from the <b>Excluded</b> box and click the  button. The <b>Included</b> box appears on the right-side of the dialog box. All the fields are, by default, selected and included.
10.	Click the <b>Download</b> button to download the file.
11.	Click the <b>Open</b> button to open the file. OR Click the <b>Save</b> 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

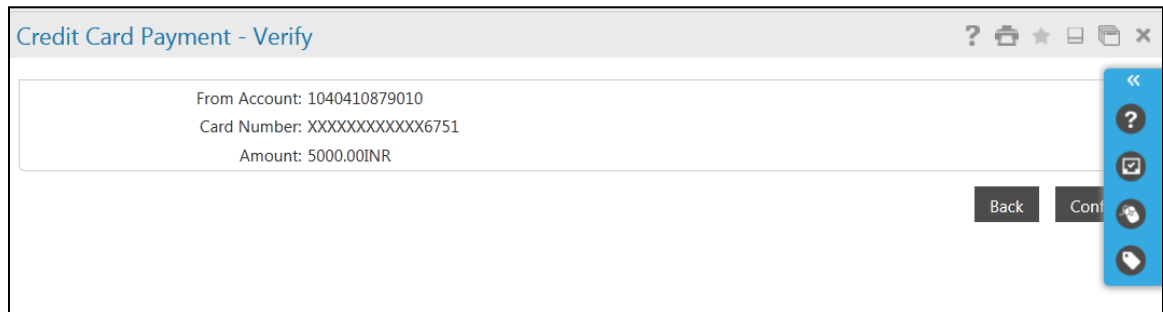
### Field Description

Field Name	Description
<b>From Account</b>	[Mandatory, Dropdown] Select the account from the drop down list.
<b>Card Number</b>	[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.
<b>Payment Instruction</b>	
<b>Total Amount Due</b>	[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.
<b>Minimum amount due</b>	[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
<b>Amount</b>	[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.

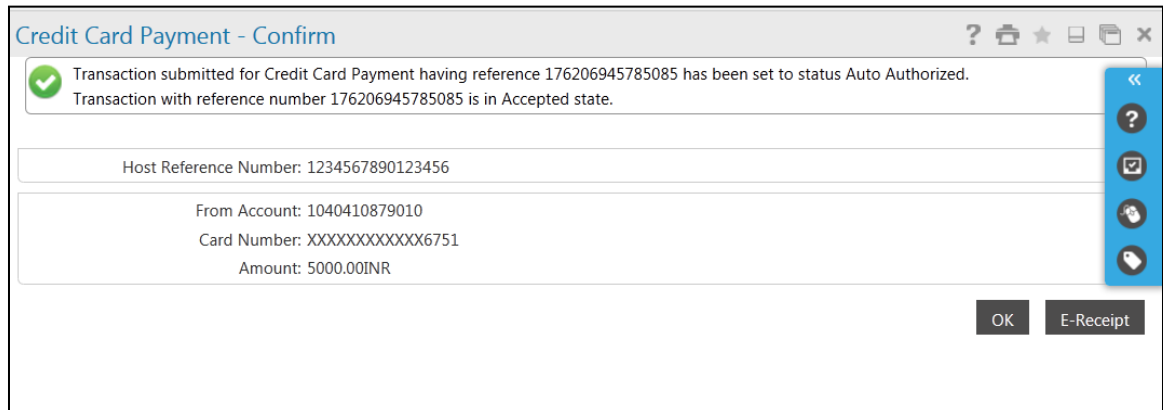
- Click the **Submit** button. The system displays the **Credit Card Payment – Verify** screen.

**Credit Card Payment- Verify**



- 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**



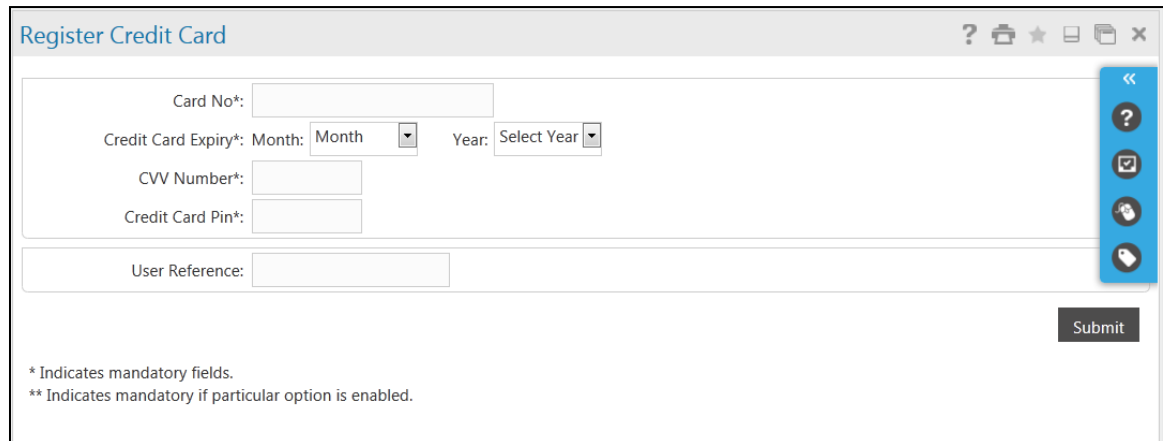
- Click the **OK** button to return to the **Credit Card Payment** screen  
OR  
Click **E- Receipt** to generate electronic form receipt of the payment.

## 6. Register Credit Card

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

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

### Register a Credit Card



Register Credit Card

Card No\*:

Credit Card Expiry\*: Month:  Year:

CVV Number\*:

Credit Card Pin\*:

User Reference:

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

### Field Description

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

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

**Register Credit Card - Verify**

Register Credit Card - Verify

Card No: 6078243156780123  
Credit Card Expiry: Month: February Year: 2016  
User Reference

Change Confirm

3. 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**

Register Credit Card - Confirm

Transaction submitted for Register Credit Card having reference 130477437785174 has been set to status Auto Authorized.  
Transaction with reference number 130477437785174 is in Accepted state.

Card No: 6078243156780123  
Credit Card Expiry: Month: February Year: 2016  
User Reference

4. Click the **OK** button. The system displays **Register Credit Card** screen.

## 7. Modify Supplementary Card Limit

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

1. Click **Cards > Credit Cards > Modify Supplementary Card Limit**.

**Note:** You can also click **Modify Supplementary Card Limit** on the **Credit Card Summary – Details** screen to view the **Modify Supplementary Card Limit** screen

### Modify Supplementary Card Limit

The screenshot shows a web browser window titled "Modify Supplementary Card Limit". At the top, there is a search bar with the text "Credit Card Number\*" and a dropdown menu currently showing "Select". To the right of the search bar is a "Submit" button. On the far right, there is a vertical toolbar with icons for back, help, search, and other functions.

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

### Modify Supplementary Card Limit

The screenshot shows the "Modify Supplementary Card Limit" screen with a table of card details. The table has columns for Card Number, Product Name, Card Type, Card Holder Name, Card Currency, Existing Credit Limit, New Credit Limit, Existing Cash Limit, and New Cash Limit. There are two rows of data. Below the table are "Back" and "Submit" buttons. The same vertical toolbar from the previous screenshot is visible on the right.

Card Number	Product Name	Card Type	Card Holder Name	Card Currency	Existing Credit Limit	New Credit Limit	Existing Cash Limit	New Cash Limit
XXXXXXXXXXXX6751	GOLD REWARDS	PrimaryPrimary	NUPUR SHARMA	INR	90000.00	90000.00	40000.00	40000.00
XXXXXXXXXXXX0123	GOLD REWARDS	Supplementary	ROHIT SHARMA	GBP	20000.00	20000.00	10000.00	10000.00

### Field Description

Field Name	Description
<b>Card Number</b>	[Display] This column displays the card number.
<b>Product Name</b>	[Display] This column displays the name of the product.

Field Name	Description
<b>Card Type</b>	[Display] This column displays the card type.
<b>Card Holder Name</b>	[Display] This column displays the card holder's name.
<b>Card Currency</b>	[Display] This column displays the currency of the card.
<b>Existing Credit Limit</b>	[Display] This column displays the existing card credit limit.
<b>New Credit Limit</b>	[Mandatory, numeric, 10] Type the new credit limit for the card credit.
<b>Existing Cash Limit</b>	[Display] This column displays the card cash limit.
<b>New Cash Limit</b>	[Mandatory, numeric, 10] Type the new cash limit for the card credit.

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

**Modify Supplementary Card Limit - Verify**

Modify Supplementary Card Limit Verify <span style="float: right;">23-08-2010 02:44:23 GMT -1000</span>				
Card Number	Existing Credit Limit	New Credit Limit	Existing Cash Limit	New Cash Limit
5200123420101234		90,000.00		40,000.00
6078243156780823	30,000.00	30,000.00	15,000.00	15,000.00
6078243156780245	20,000.00	20,000.00	10,000.00	10,000.00

**Back** **Confirm**

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

**Modify Supplementary Card Limit - Confirm**

<div style="display: flex; align-items: center;">  Transaction submitted for Modify Supplementary Card Limit having reference 193921446177620 has been Auto Authorized .                 </div>				
Modify Supplementary Card Limit Confirm <span style="float: right;">23-08-2010 02:44:23 GMT -1000</span>				
Card Number	Existing Credit Limit	New Credit Limit	Existing Cash Limit	New Cash Limit
5200123420101234		90,000.00		40,000.00
6078243156780823	30,000.00	30,000.00	15,000.00	15,000.00
6078243156780245	20,000.00	20,000.00	10,000.00	10,000.00

**OK**

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



## 8. Service Requests

Click **Customer Services > New Service Request**

The system displays the Service Request screen.

### Service Request

### 8.1 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
<b>Credit Card Number</b>	[Mandatory, Drop-Down] Select the credit card number from the drop-down list.
<b>Reason</b>	[Mandatory, Drop-Down] Select the reason from the drop-down list.

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

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

### Activate Credit Card – Verify

Activate Credit Card - Verify

Credit Card Number: XXXXXXXXXXXXX0123  
Reason: New Card  
Credit Card Expiry Month: March  
Year: 2014  
Embossing Name: sd  
User Reference:

Back Confirm

- 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



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.






## 8.2 Apply for Credit Card

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

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

### Apply for Credit Card

Apply for Credit Card








Your request for Apply Credit Card will be processed within N working days and would be mailed within N days.

In case of change in address the processing of request will be subject to Bank's verification 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.

Product Name\*:
Select 

Embossing Name\*:



Date of Birth\*:



Mothers Maiden Name\*:

Delivery Details

 Branch
  Courier

Mode of Delivery\*:
Select City 
Select Branch 

Name\*:

Address\*\*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

\* Mandatory Fields

Another Service Request
Submit

Field Description	
Field Name	Description
<b>Product Name</b>	[Mandatory, Dropdown] Select the name of the product from the dropdown list.
<b>Embossing Name</b>	[Mandatory, Alphanumeric, 35] Type the embossing name as displayed on the credit card.
<b>Date of Birth</b>	[Mandatory, Pick list] Select the date of birth from the calendar from the pick list.
<b>Mother's maiden Name</b>	[Mandatory, Alphanumeric] Type the mother's maiden name.
<b>Mode of Delivery</b>	[Mandatory, Radio button] Select the radio button from the available radio buttons The options available are <ul style="list-style-type: none"> <li>• Branch</li> <li>• Post/Courier</li> </ul>
<b>Select City</b>	[Conditional, Dropdown] Select the city to which the branch belongs from the drop down list. This field is mandatory if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Select Branch</b>	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list. This field is mandatory if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Name</b>	[Conditional, Alphanumeric, 35] Type the name to which the delivery shall be done. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Address</b>	[Conditional, Alphanumeric, 34. x 3] Type the address for delivery of cheque book(s). This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>City</b>	[Conditional, Alphanumeric, 35] Type the city to which the address belongs. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.

Field Name	Description
<b>State</b>	[Conditional, Alphanumeric, 35] Type the state to which the city belongs. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Country</b>	[Conditional, Alphanumeric, 35] Type the country of the address. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Zip/Postal code</b>	[Conditional, Alphanumeric, 35] Type the postal code. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>Phone</b>	[Conditional, Alphanumeric, 35] Type the phone number. This field will be display field if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.
<b>User Reference</b>	[Optional, Alphanumeric, 35] Type the user reference number for future reference.

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

#### **Apply for Credit Card - Verify**

Apply for Credit Card - Verify

Product Name: Gold  
Embossing Name: we  
Date of Birth: 10-3-1985  
Mothers Maiden Name: hdgdgd

**Delivery Details**

Mode of Delivery Branch  
City: BANGALORE  
Branch Name: Bank Futura-E06 BRANCH  
Name: dnksnd  
Address: IFLEXPARK  
BAGHMANE  
BANGALORE  
City: BANGALORE  
State:  
Country: United Kingdom  
Zip/Postal Code:  
Phone:

User Reference:

Back Confirm

3. Click the **Confirm** button. The system displays the **Apply for Credit Card - Confirm** screen.  
OR  
Click the **Change** the button to change the details.

**Apply for Credit Card- Confirm**

Apply for Credit Card - Confirm

Transaction submitted for Apply for Credit Card having reference 113518767785908 has been set to status Auto Authorized.

Product Name: Gold  
 Embossing Name: we  
 Date of Birth: 10-3-1985  
 Mothers Maiden Name: hdgdgd

**Delivery Details**

Mode of Delivery Branch  
 City: BANGALORE  
 Branch Name: Bank Futura-E06 BRANCH  
 Name: dnksnd  
 Address: IFLEXPARK  
 BAGHMANE  
 BANGALORE  
 City: BANGALORE  
 State:  
 Country: United Kingdom  
 Zip/Postal Code:  
 Phone:

User Reference:

Another Service Request OK

Click here to call

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



## 8.3 Automatic Pay Register

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

Select Automatic pay Register on the Service Request screen and then click **Submit**. The system displays Automatic pay Register screen.

### Automatic pay Register

### Field Description

Field Name	Description
<b>Credit Card No</b>	[Mandatory, Drop-Down] Select the credit card number from the dropdown list.
<b>Account No</b>	[Mandatory, Drop-Down] Select the account number from the dropdown list.
<b>Payment Type</b>	[Mandatory, Radio button] Select the radio button from drop-down list. The options are as follow: <ul style="list-style-type: none"> <li>• Total Amount due</li> <li>• Minimum amount due</li> <li>• De-register</li> </ul>
<b>User Reference</b>	[Optional, Alphanumeric, 50] Type the user reference number for future reference.

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

**Auto pay Register - Verify**

Automatic pay Register - Verify

Credit Card No.: XXXXXXXXXXXX0123  
 Account No: 1040410879021-104  
 Payment Type: Total Amount Due  
 User Reference:

Back Confirm

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

**Auto pay Register - Confirm**

Automatic pay Register - Confirm

Transaction submitted for Automatic pay Register having reference 146705314785947 has been set to status Auto Authorized.

Credit Card No.: XXXXXXXXXXXX0123  
 Account No: 1040410879021-104  
 Payment Type: Total Amount Due  
 User Reference:

Another Service Request OK

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

## 8.4 Change Billing Cycle

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

1. Select Change Billing Cycle on the Service Request screen and then click **Submit**. The system displays Change Billing Cycle screen.

### Change Billing Cycle

### Field Description

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

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

### Change Billing Cycle - Verify

Change Billing Cycle - Verify

Credit Card Number: XXXXXXXXXXXX0123  
 Existing Billing Cycle: MONTHLY  
 New Billing Cycle: 5th day of the month  
 User Reference:

Back Confirm

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

### Change Billing Cycle - Confirm

Change Billing Cycle - Confirm

Transaction submitted for Change of Billing Cycle having reference 597113239785970 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX0123  
 Existing Billing Cycle: MONTHLY  
 New Billing Cycle: 5th day of the month  
 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.

## 8.5 Change Credit Card Limit-Primary

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

1. Select Change Credit Limit on the Service Request screen and then click **Submit**. The system displays Change Credit Limit – Primary screen.

### Change Credit Card Limit - Primary

#### Field Description

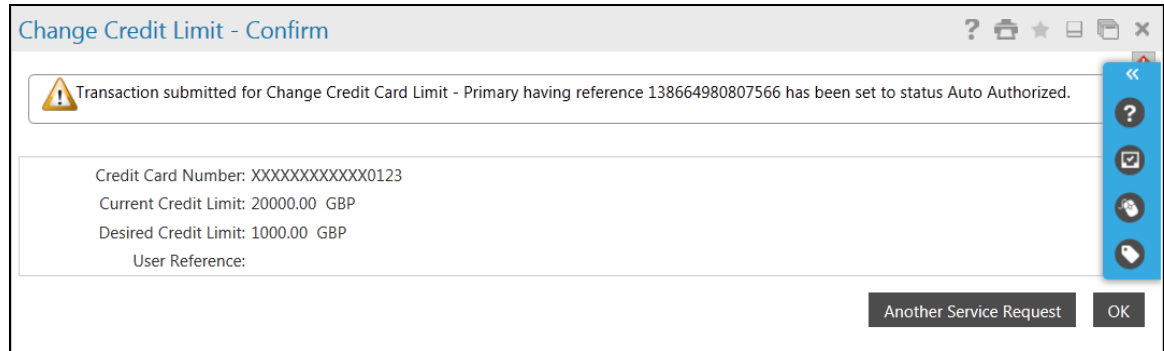
Field Name	Description
<b>Credit Card Number</b>	[Mandatory, Drop-Down] Select the credit card number from the drop-down list.
<b>Current Credit Limit</b>	[Display] This field displays the current credit limit for the credit card.
<b>Desired Credit Limit</b>	[Mandatory, Numeric] Select the billing cycle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

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

#### Change Credit Limit - Verify

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

#### Change Credit Limit - Confirm



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

## 8.6 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

The screenshot shows a web browser window titled "Credit Card ATM PIN Change". At the top, there is a "Card No\*" dropdown menu with the value "XXXXXXXXXXXX0123". Below this is a "Delivery Details" section. It starts with two radio buttons: "Branch" (selected) and "Courier". Underneath, there are two dropdown menus labeled "Select City" and "Select Branch". Following these are several text input fields: "Name\*", "Address\*\*" (with two lines), "City:", "State:", "Country:", "Zip/Postal Code:", and "Phone:". At the bottom of the form is a "User Reference:" field. A footer note states: "\*:Indicates mandatory field. \*\*:Indicates mandatory if particular option is enabled." There are two buttons at the bottom right: "Another Service Request" and "Submit".

### Field Description

Field Name	Description
<b>Card No</b>	[Mandatory, Drop-Down] Select the credit card number from the drop-down list.
<b>Delivery Details</b>	
<b>Mode of delivery</b>	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are <ul style="list-style-type: none"> <li>• Branch</li> <li>• Post/Courier</li> </ul>

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



Field Name	Description
<b>User Reference</b>	[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

Credit Card ATM PIN Change - Verify

Card No: XXXXXXXXXXXXXXX0123

**Delivery Details**

Mode of Delivery Branch  
City: BANGALORE  
Branch Name: Bank Futura-E06 BRANCH  
Name: Mr P S  
Address: IFLEXPARK  
BAGHMANE  
BANGALORE  
City: BANGALORE  
State:  
Country: United Kingdom  
Zip/Postal Code:  
Phone:

User Reference:

Back Confirm

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**

Credit Card ATM PIN Change - Confirm

Transaction submitted for Credit Card ATM PIN Change having reference 678328575807656 has been set to status Auto Authorized.

Card No: XXXXXXXXXXXXX0123

**Delivery Details**

Mode of Delivery Branch  
City: BANGALORE  
Branch Name: Bank Futura-E06 BRANCH  
Name: Mr P S  
Address: IFLEXPARK  
BAGHMANE  
BANGALORE  
City: BANGALORE  
State:  
Country: United Kingdom  
Zip/Postal Code:  
Phone:

User Reference:

Another Service Request OK

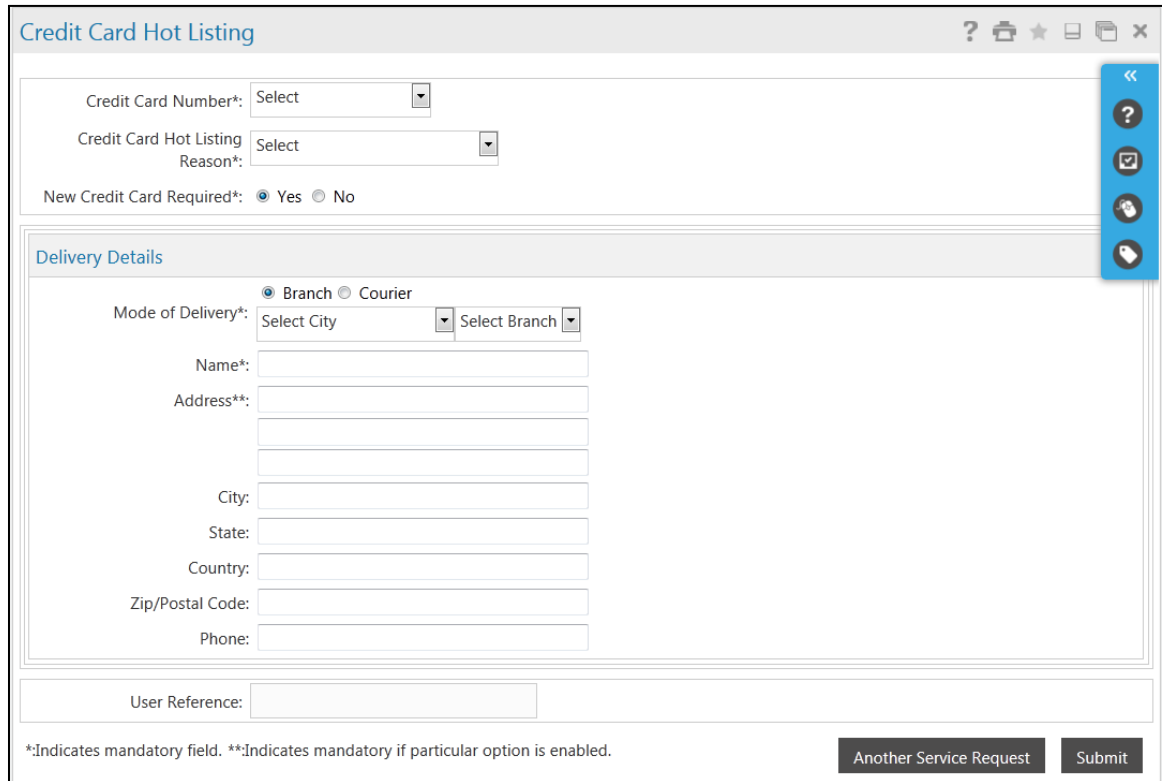
5. Click the **OK** button. The system displays **Credit Card ATM PIN Change** screen.  
OR  
Click the **Another Service Request** button. The system displays the **New Service Request** screen.

## 8.7 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



Credit Card Hot Listing

Credit Card Number\*: Select

Credit Card Hot Listing Reason\*: Select

New Credit Card Required\*:  Yes  No

**Delivery Details**

Mode of Delivery\*:  Branch  Courier

Select City: Select Branch:

Name\*:

Address\*\*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

\*:Indicates mandatory field. \*\*:Indicates mandatory if particular option is enabled.

Another Service Request Submit

### Field Description

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

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

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

Credit Card Hot Listing - Verify

Credit Card Number: XXXXXXXXXXXX0123  
 Credit Card Hot Listing Reason: Lost  
 New Credit Card Required: Yes

**Delivery Details**

Mode of Delivery Branch  
 City: BANGALORE  
 Branch Name: Bank Futura-E06 BRANCH  
 Name: t  
 Address: IFLEXPARK  
 BAGHMANE  
 BANGALORE  
 City: BANGALORE  
 State:  
 Country: United Kingdom  
 Zip/Postal Code:  
 Phone:

User Reference:

Back Confirm

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**

Credit Card Hot Listing - Confirm

Transaction submitted for Credit Card Hot Listing having reference 203309935807735 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXXX0123  
 Credit Card Hot Listing Reason: Lost  
 New Credit Card Required: Yes

**Delivery Details**

Mode of Delivery Branch  
 City: BANGALORE  
 Branch Name: Bank Futura-E06 BRANCH  
 Name: t  
 Address: IFLEXPARK  
 BAGHMANE  
 BANGALORE  
 City: BANGALORE  
 State:  
 Country: United Kingdom  
 Zip/Postal Code:  
 Phone:

User Reference:

Another Service Request OK

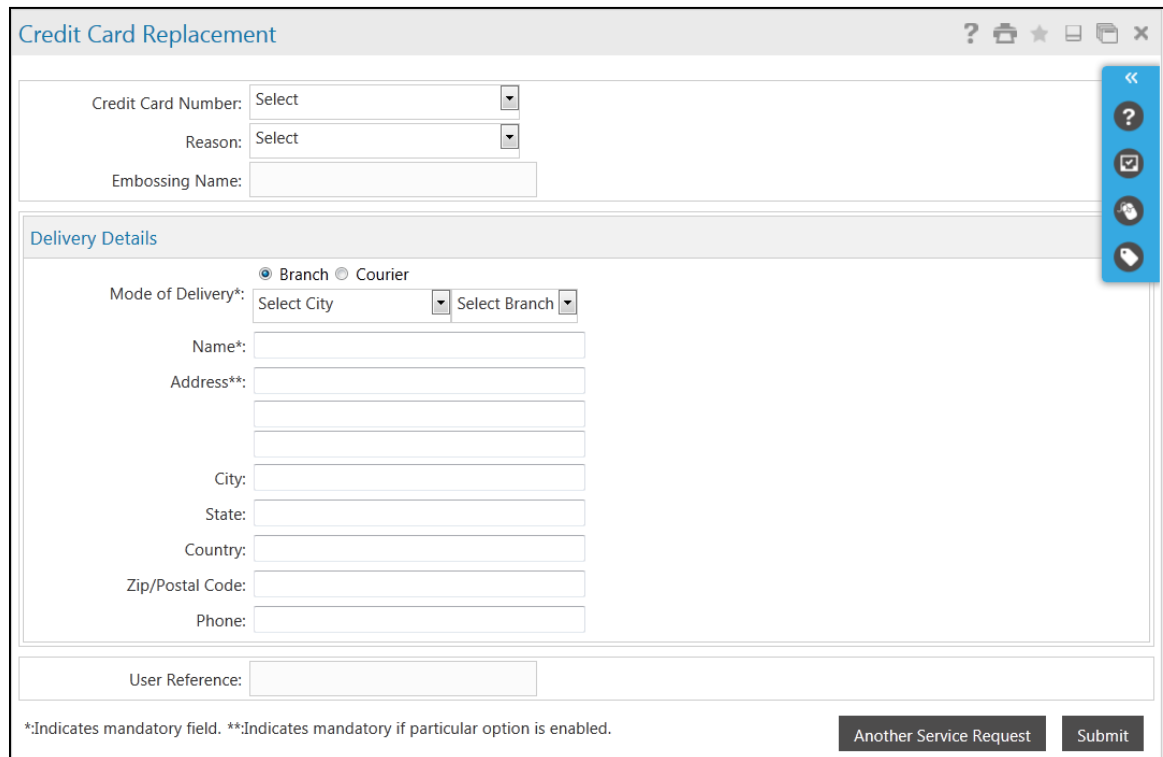
5. Click the **OK** button. The system displays **Credit Card Hot Listing** screen.  
 OR  
 Click the **Another Service Request** button. The system displays the **New Service Request** screen.

## 8.8 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



**Credit Card Replacement**

Credit Card Number: Select

Reason: Select

Embossing Name:

**Delivery Details**

Mode of Delivery\*:  Branch  Courier

Select City Select Branch

Name\*:

Address\*\*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

\*:Indicates mandatory field. \*\*:Indicates mandatory if particular option is enabled.

Another Service Request Submit

### Field Description

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

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



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

Credit Card Replacement - Verify

Credit Card Number: XXXXXXXXXXXX0123  
Replacement Reason: Photo Card Required  
Embossing Name:

**Delivery Details**

Mode of Delivery Branch  
City: BANGALORE  
Branch Name: Bank Futura-E06 BRANCH  
Name: t  
Address: IFLEXPARK  
BAGHMANE  
BANGALORE  
City: BANGALORE  
State:  
Country: United Kingdom  
Zip/Postal Code:  
Phone:

User Reference:

Back Confirm

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**

Credit Card Replacement - Confirm

Transaction submitted for Credit Card Replacement having reference 478401453807804 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX0123  
 Replacement Reason: Photo Card Required  
 Embossing Name:

**Delivery Details**

Mode of Delivery Branch  
 City: BANGALORE  
 Branch Name: Bank Futura-E06 BRANCH  
 Name: t  
 Address: IFLEXPARK  
 BAGHMANE  
 BANGALORE  
 City: BANGALORE  
 State:  
 Country: United Kingdom  
 Zip/Postal Code:  
 Phone:

User Reference:

Another Service Request OK

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.

## 8.9 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

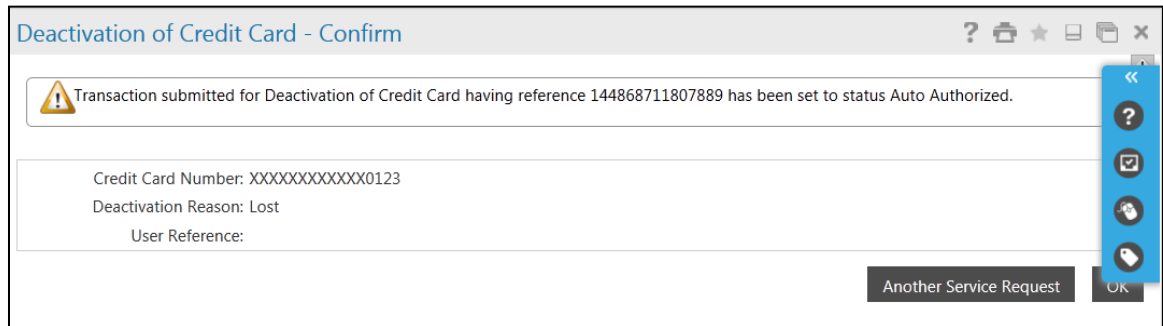
Field Name	Description
<b>Credit Card Number</b>	[Mandatory, Dropdown] Select the credit card number from the dropdown list.
<b>Reason</b>	[Mandatory, Drop-Down] Select the reason of deactivation of credit card from the dropdown list.
<b>User Reference</b>	[Mandatory, Alphanumeric, 50] Type the user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

## 8.10 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
<b>Credit Card Number</b>	[Mandatory, Dropdown] Select the credit card number from the dropdown list.
<b>User Reference</b>	[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.

## 8.11 Supplementary Card Request

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

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

### Supplementary Card Request

**Supplementary Card Request**

Primary Credit Card Number\*:  Product Name\*:

**Supplementary Card Holder Details**

Name\*:  Date of Birth\*:

Relationship with Primary Credit Card Holder\*:  Embossing Name\*:

Credit Limit\*:  Cash Limit\*:

Mother's Maiden Name\*:  Limit Type\*:

**Delivery Details**

Mode of Delivery\*:  Branch  Courier

Select City  Select Branch

Name\*:

Address\*\*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference\*:

Accept Terms and Conditions

### Field Description

Field Name	Description
<b>Primary Credit Card Number</b>	[Mandatory, Drop-Down] Select the primary credit card number from the drop-down list.
<b>Card Type</b>	[Mandatory, Drop-Down] Select the card type from the drop-down list.

Field Name	Description
<b>Supplementary Credit Card Holders name</b>	[Mandatory, Alphanumeric, 35] Type the supplementary credit card holders' name.
<b>Date of birth</b>	[Mandatory, Pick list] Select the date of birth of the supplementary card holder from the pick list.
<b>Relationship with Primary Credit Card holder</b>	[Mandatory, Drop-Down] Select the relationship with the Primary credit card holder from the drop-down list.
<b>Embossing Name</b>	[Mandatory, Alphanumeric, 35] Type the embossing name on the supplementary card.
<b>Credit limit for Supplementary card</b>	[Mandatory, Numeric, 13.Two] Type the credit limit for the supplementary card.
<b>Cash limit for Supplementary card</b>	[Mandatory, Numeric, 13.Two] Type the cash limit for the supplementary card.
<b>Mother's maiden name of supplementary card holder</b>	[Mandatory, Alphanumeric, 35] Type the mother's maiden name on the supplementary card.
<b>Limit Type</b>	[Mandatory, Dropdown] Select the limit type for the supplementary card from the dropdown list. The options available are <ul style="list-style-type: none"> <li>• Separate</li> <li>• Shared</li> </ul>
<b>Delivery Details</b>	
<b>Mode of Delivery</b>	[Mandatory, Radio button] Select the radio button from the available radio buttons The options available are: <ul style="list-style-type: none"> <li>• Branch</li> <li>• Post/Courier</li> </ul>
<b>Select City</b>	[Conditional, Drop-Down] Select the city to which the branch belongs from the drop down list. This field will be enabled if the <b>Branch</b> radio button is selected from the <b>Mode of Delivery</b> option.



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

Field Name	Description
<b>Accept Terms and Conditions</b>	[Mandatory, Checkbox, Hyperlink] Click the hyperlink to view the terms and conditions and then click the checkbox to accept the terms and conditions. .

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

**Supplementary Card Request - Verify**

23-08-2010 03:34:09 GMT -1000

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Primary Credit Card Number: 5200123420101234  
Product Name: Diamond

**Supplementary Card Holder Details**

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

**Delivery Details**

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

User Reference :

Back
Confirm

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

## Supplementary Card Request - Confirm

✔ Transaction submitted for Supplementary Card Request having reference 452704430178385 has been Auto Authorized .

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

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Primary Credit Card Number: 5200123420101234  
 Product Name: Diamond

Supplementary Card Holder Details

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

Delivery Details

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

User Reference :

Another Service Request
OK

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