Oracle FLEXCUBE Core Banking

Card Management User Manual
Release 11.5.0.0.0

Part No. E52876-01

July 2014

Card Management User Manual
July 2014

Oracle Financial Services Software Limited
Oracle Park
Off Western Express Highway
Goregaon (East)
Mumbai, Maharashtra 400 063
India
Worldwide Inquiries:
Phone: +91 22 6718 3000
Fax: +91 22 6718 3001
www.oracle.com/financialservices/

Table of Contents

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

Chapters are dedicated to individual transactions and its details, covered in the User Manual

1.5. Related Information Sources

For more information on Oracle FLEXCUBE Core Banking Release11.5.0.0.0, refer to the following documents:

- Oracle FLEXCUBE Core Banking Licensing Guide

1.1. CM07 - Card Master Setup

Using this option, the bank can setup a card product with a validity period in years. You can select the following mode for issue of card:

- Online
- Batch
- Online & batch

The cards can be issued / reissued using the Card Maintenance option.

Definition Prerequisites

Not Applicable

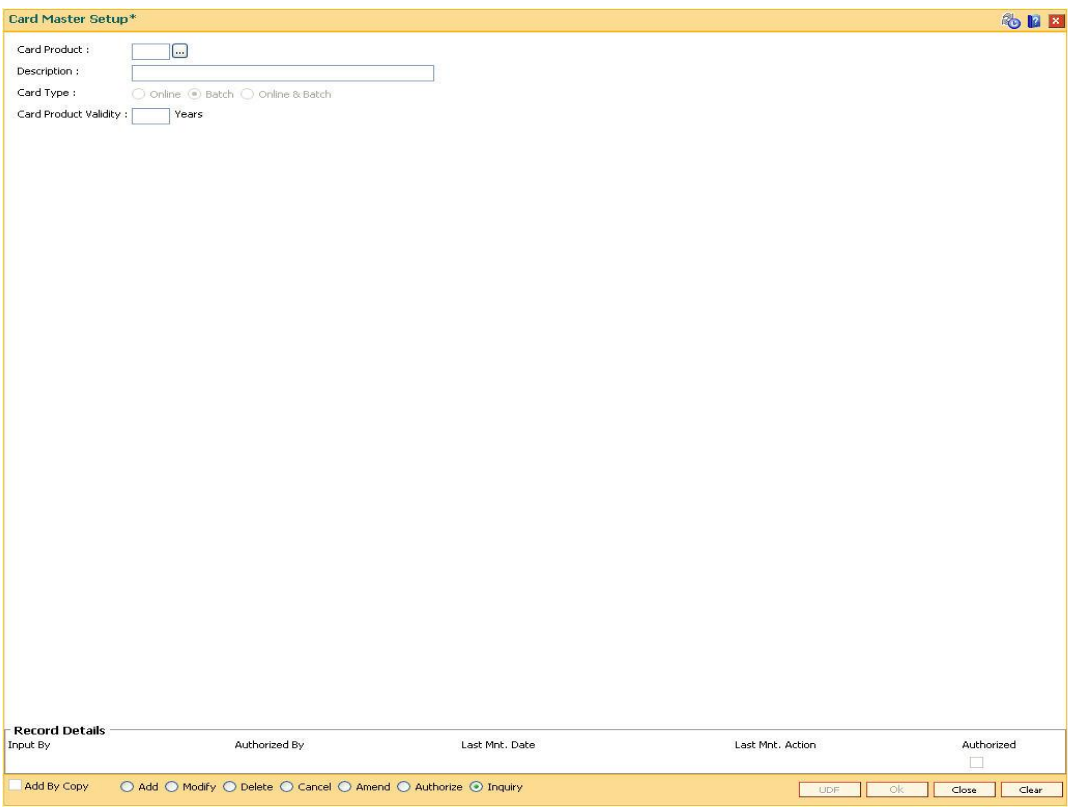
Modes Available

Add By Copy, Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures.**

To add a new card product

1. Type the fast path **CM07** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions >** Card Master Setup.
2. The system displays the **Card Master Setup** screen.

Card Master Setup

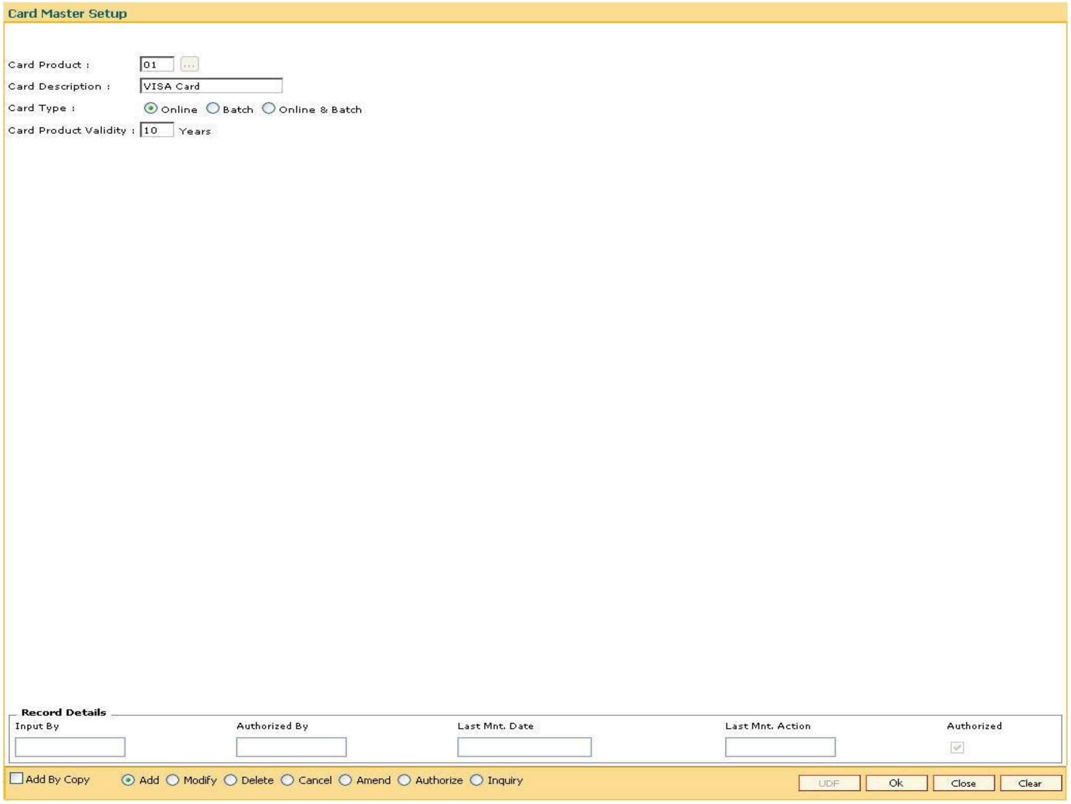


Field Description

Field Name	Description
Card Product	[Mandatory, Alphanumeric, Five] Type the card product number to setup a new card product.
Card Description	[Mandatory, Alphanumeric, 36] Type the description of the card product.
Card Type	
Card Type	[Mandatory, Radio Button] Select the mode in which the card is issued. The options are: • Online • Batch • Online & Batch
Card Product Validity	[Mandatory, Numeric, Three] Type the validity period of the card product.

3. Click the **Add** button.
4. Enter the card details and click the **Ok** button.

Card Master Setup



5. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue".
6. Click the **Ok** button.
7. The card master details are added once the record is authorized.

1.2. CM08 - Card-Account Product Link Setup

Using this option, the bank can link different account products to a card product. You can setup a card product using the Card Master Setup (Fast Path: CM07) option.

Once the card products are defined, that needs to be linked with the account products. After the accounts are opened under these products, the card details can be maintained using the Card Maintenance option. The account product which is attached to the card product can be either with the card facility or you can select the ATM check box in the External Bank Facility section in the Account Details 2 tab in Account Master Maintenance (Fast Path:CH021) option.

Definition Prerequisites

- CM07 - Card Master Setup
- Account Product Definition

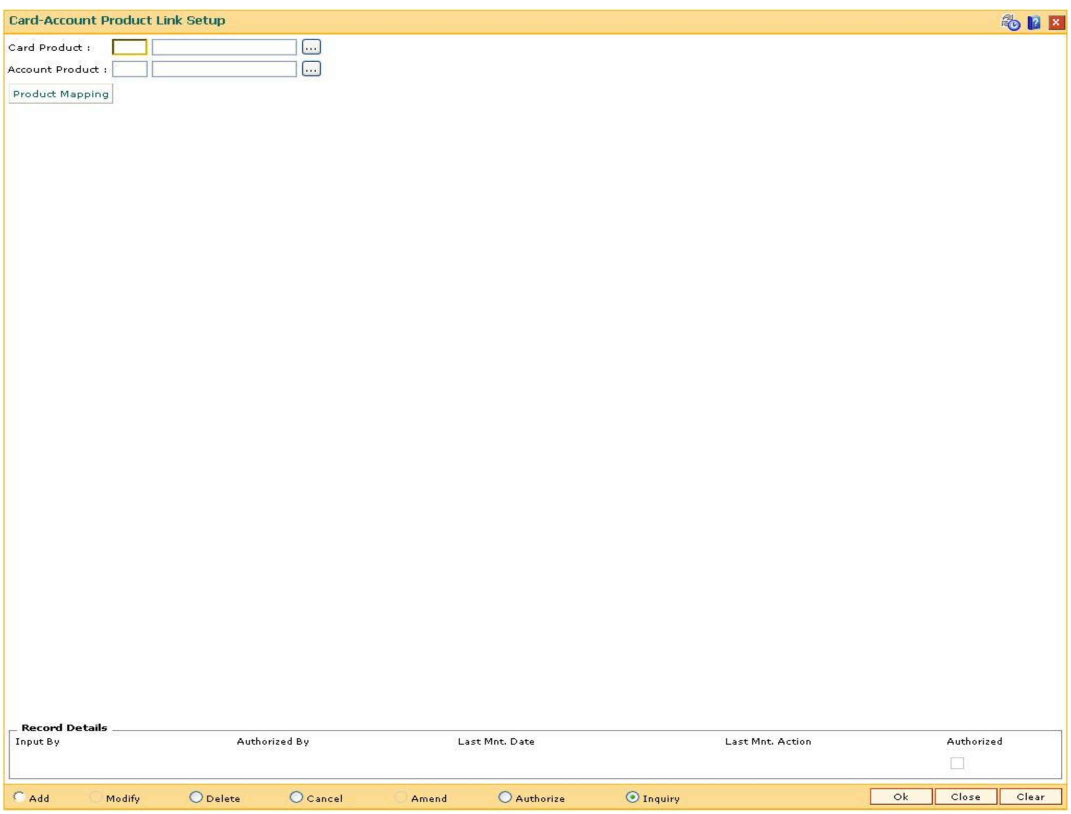
Modes Available

Add, Delete, Cancel, and Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To link a card product to a account product

1. Type the fast path **CM08** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions >** Card-Account Product Link Setup.
2. The system displays the **Card-Account Product Link Setup** screen.

Card-Account Product Link Setup

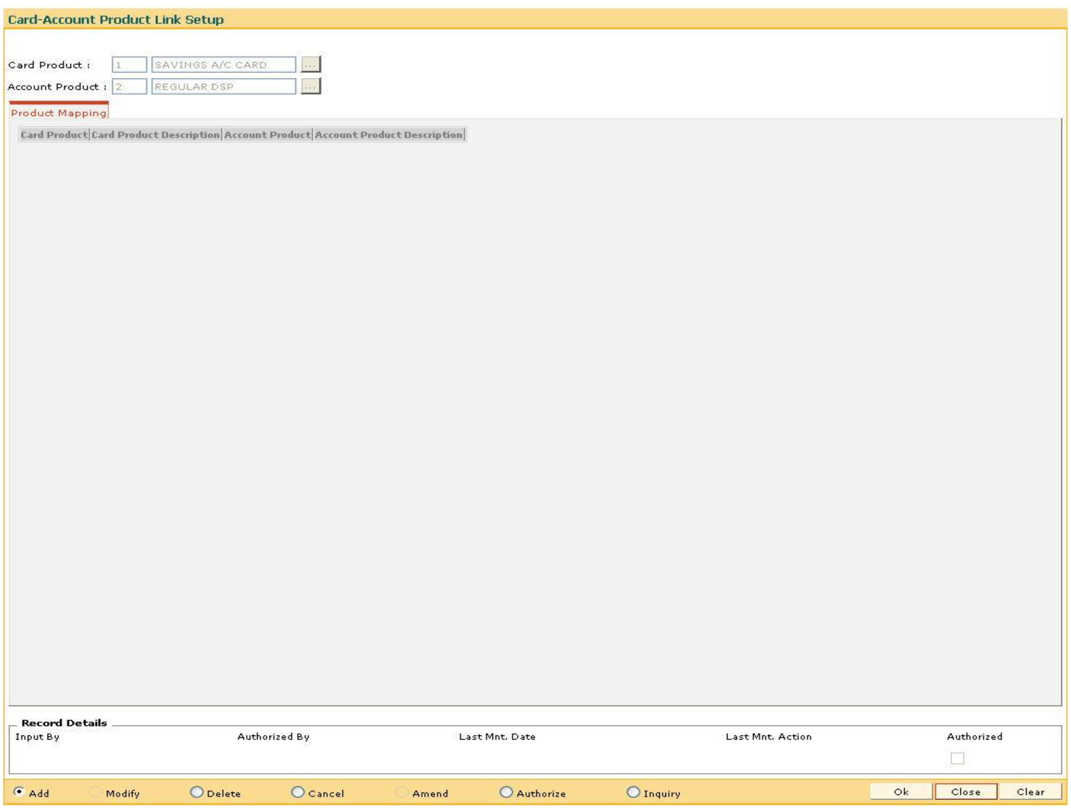


Field Description

Field Name	Description
Card Product	[Mandatory, Pick List] Select the card product from the pick list. Select the card product which has to be linked to the account product or whose request log is to be displayed.
Account Product	[Mandatory, Pick List] Select the account product from the pick list. Select the specific account product which has to be linked to the selected card product or whose request log is to be displayed.

3. Select the card and account product from the pick list.
4. Click the **Ok** button.

Card-Account Product Link Setup

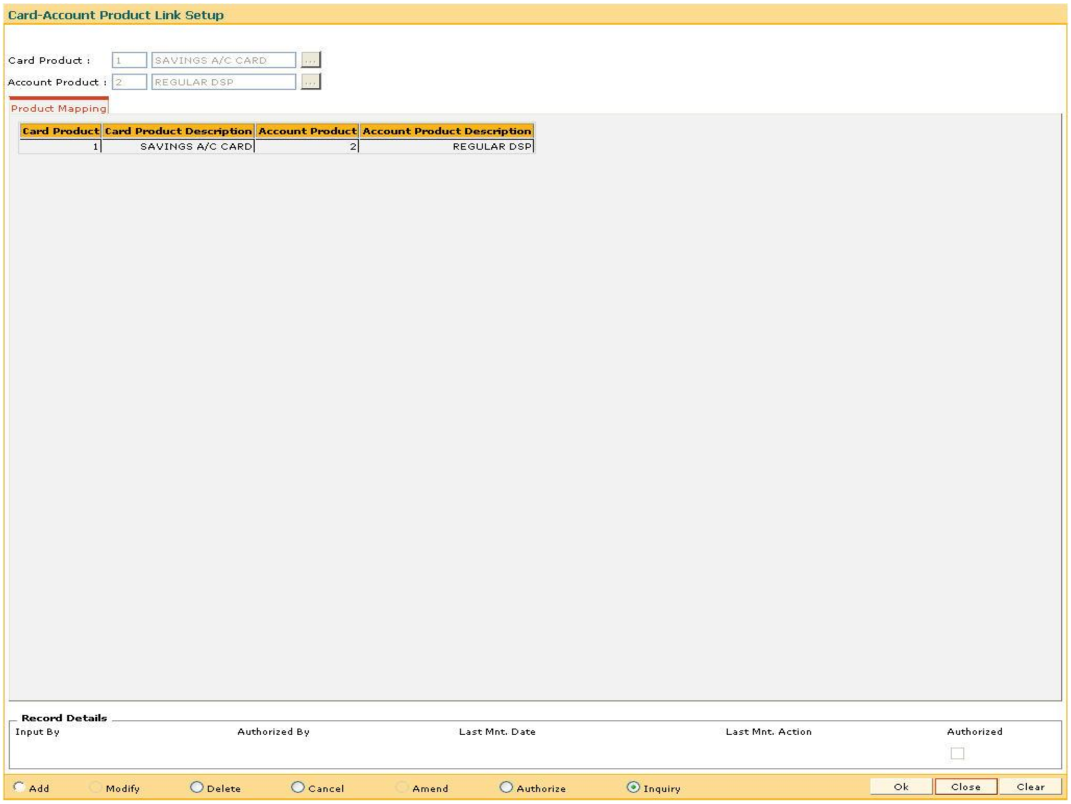


5. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue".
6. Click the **Ok** button.
7. The card and account product link is set up once the record is authorized.

To view the card and account product link

1. Click the **Inquiry** button.
2. Select the card and account product from the pick list.
3. Click the **Ok** button.
4. The system displays the cards account link.

Product Mapping



Field Description

Column Name	Description
Card Product	[Display] This column displays the card product to which the account product is linked.
Card Product Description	[Display] This column displays the description of the card product.
Account Product	[Display] This column displays the account product linked to the selected card product.

Column Name	Description
Account Product Description	[Display] This column displays the description of the account product.

5. Click the **Close** button.

1.3. CM02 - Blank Cards Request

Using this option the bank can capture requests for blank (pre-embossed) cards. The bank can monitor the inventory of blank cards using the Blank Cards Inventory (Fast Path: CM06) option. Using the Card Maintenance option the bank can issue or reissue a card in batch or an online mode.

Definition Prerequisites

Not Applicable

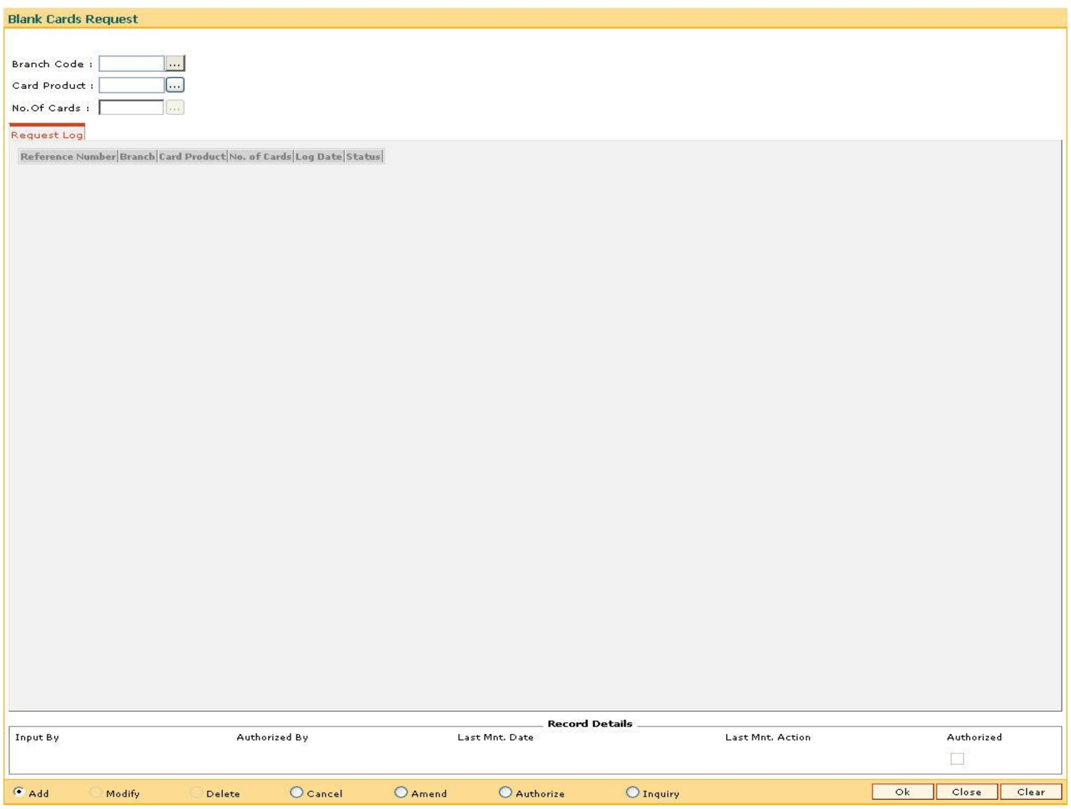
Modes Available

Add, Cancel, Amend, and Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To add a new blank card request

1. Type the fast path **CM02** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions >** Blank Cards Request.
2. The system displays the **Blank Cards Request** screen.

Blank Cards Request

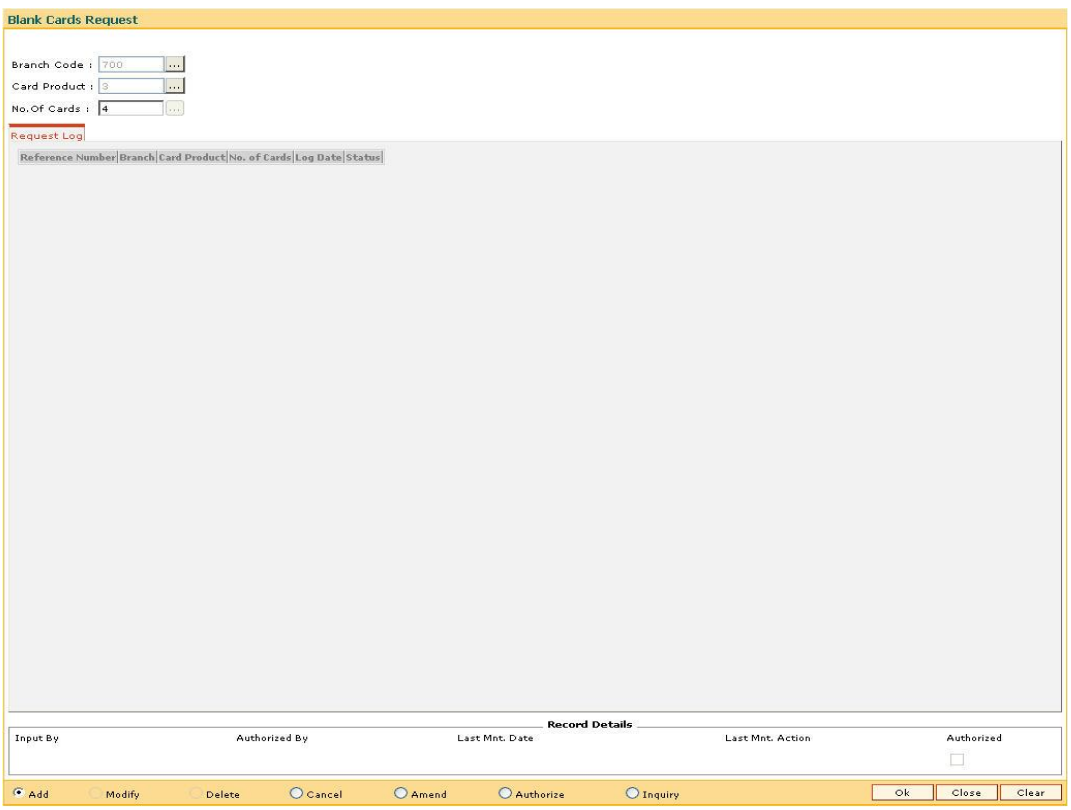


Field Description

Field Name	Description
Branch Code	[Mandatory, Pick List] Select the specific branch code for which either blank cards are requested or the request log is to be displayed from the pick list.
Card Product	[Mandatory, Pick List] Select the specific card product for which either blank cards are requested or the request log is to be displayed from the pick list.
No. Of Cards	[Mandatory, Pick List, Numeric, Three] In case of request, type the number of required blank cards. In case the request log is to be displayed, select the unauthorized record from the pick list.

3. Select the branch code and the card code from the pick list.
4. Enter the number of cards.

Blank Cards Request

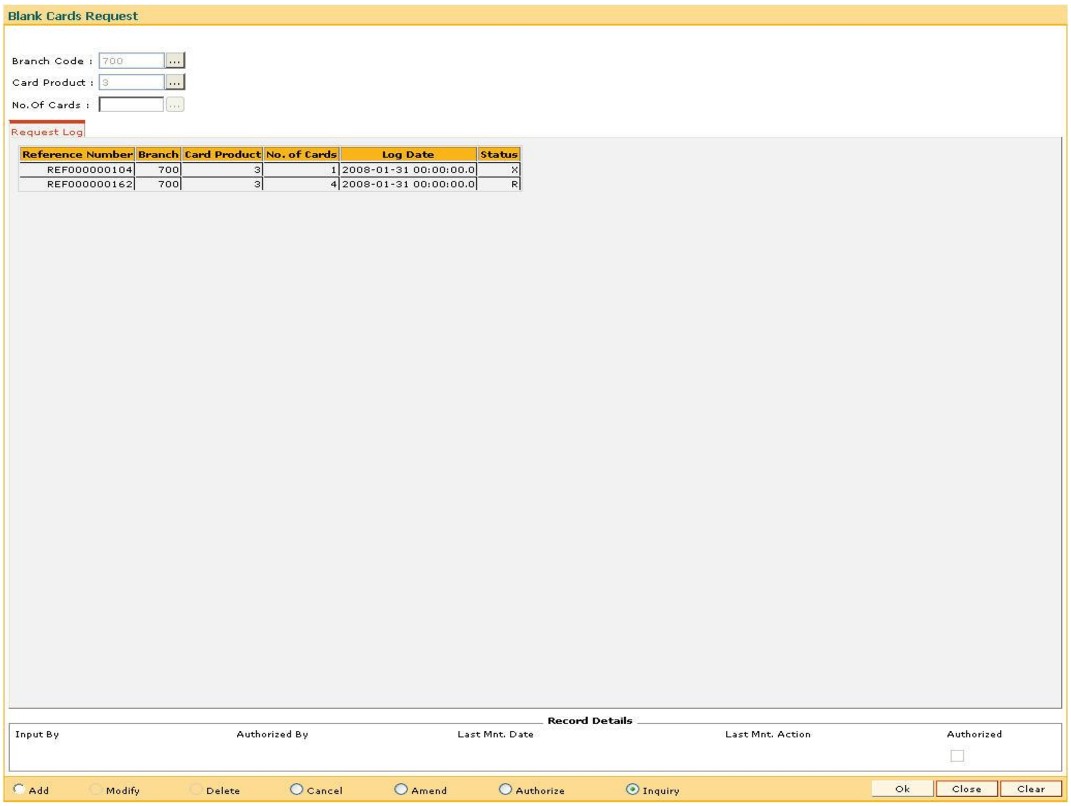


5. Click the **Ok** button.
6. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue". Click the **Ok** button.
7. The blank card requests are added once the record is authorized.

To view the blank cards request

1. Click the **Inquiry** button.
2. Select the branch code and the card code from the pick list.
3. Click the **Ok** button.
4. The system displays the list of blank cards request in the **Request Log** tab.

Request Log



Field Description

Column Name	Description
Reference Number	[Display] This column displays the request reference number using which a particular request can be cancelled, amended or authorized.
Branch	[Display] This column displays the branch code for which the request is made.
Card Product	[Display] This column displays the card product to which the requested cards belong.

Column Name	Description
No. of Cards	[Display] This column displays the number of cards that are requested.
Log Date	[Display] This column displays the date on which the request is made.
Status	[Display] This column displays the current status of the request.

5. Click the **Close** button.

1.4. CM01 - Card Maintenance

Using this option the bank can issue or reissue a card in batch or an online mode. The card details tab allows you to link the primary account number and the default account number to the card and modify the existing account linkage of a card.

Definition Prerequisites

- 8053 - Customer Addition

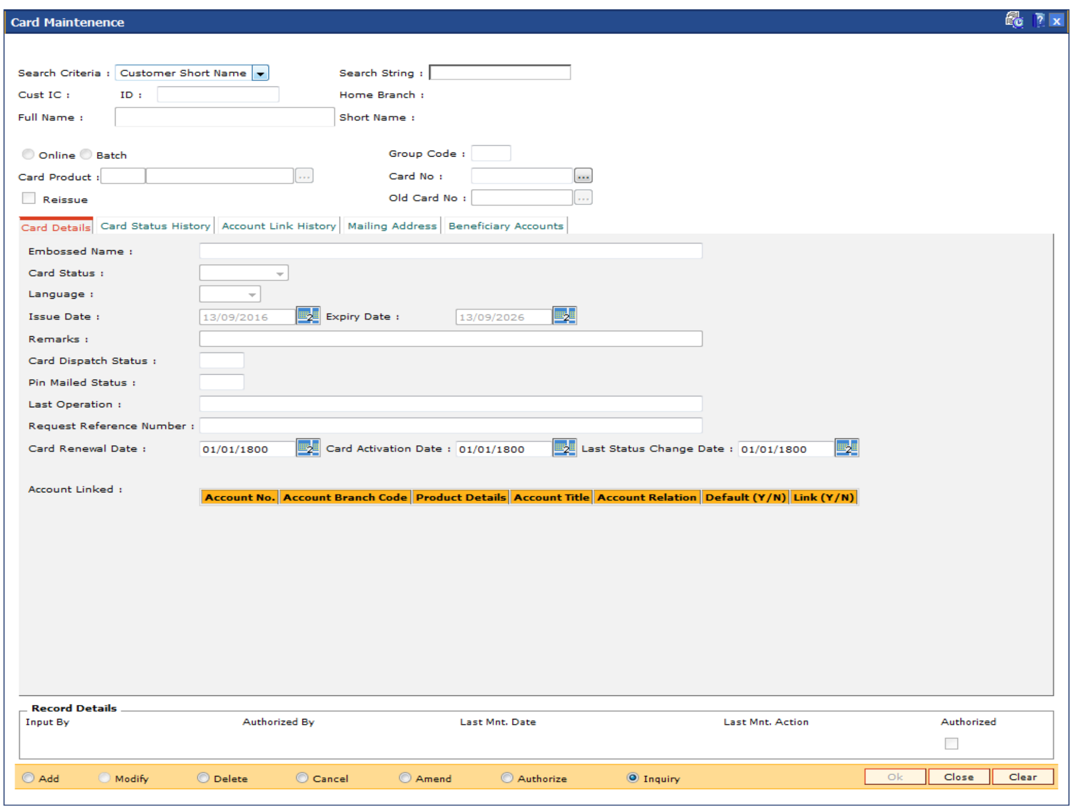
Modes Available

Add, Modify, Cancel, Amend, and Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To issue or reissue a card

1. Type the fast path **CM01** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions >** Card Maintenance.
2. The system displays the **Card Maintenance** screen.

Card Maintenance



Field Description

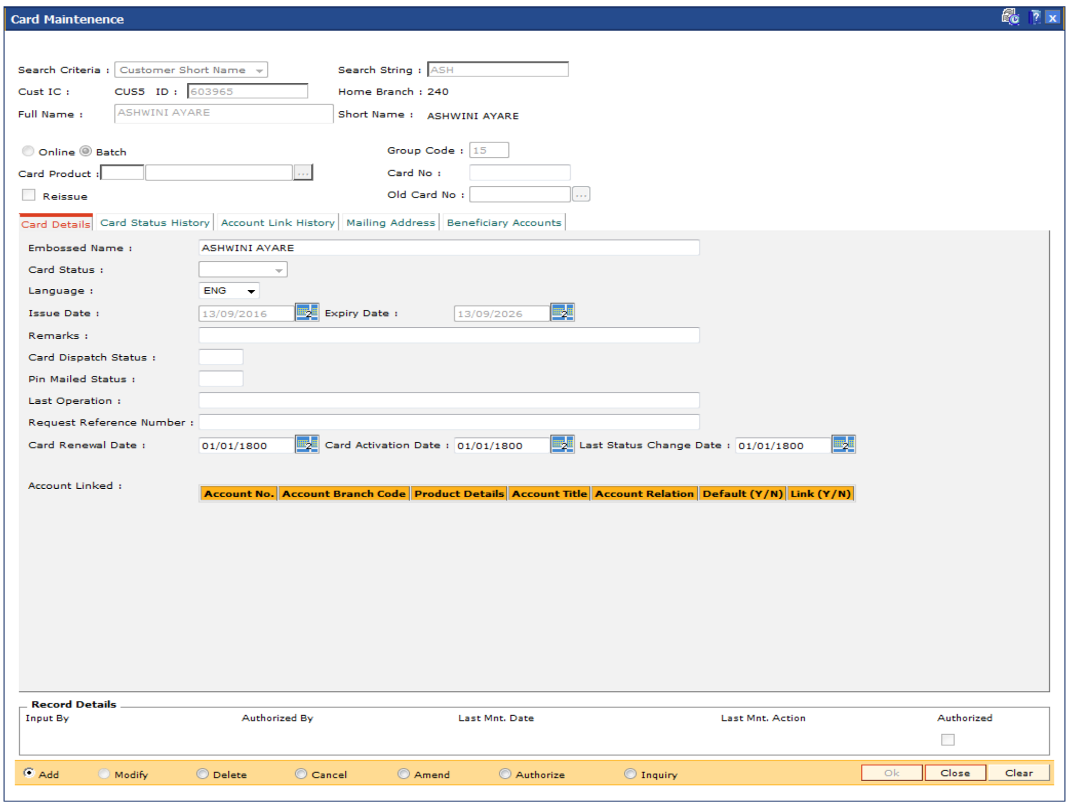
Field Name	Description
Search Criteria	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Customer short name: The short name of the customer. • Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. • Customer ID: The unique identification given by the bank.
Search String	[Mandatory, Alphanumeric, 20] Type the search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria** field. If the search criterion is specified as customer's short name or IC then any letter of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing customer list. For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the **Search String** field.
Cust IC	[Display] This field displays the identification code of the customer. A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.
ID	[Display] This field displays the ID of the customer. A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.

Field Name	Description
Home Branch	[Display] This field displays the short name of the branch, where the customer's account is opened. The customer signature record and the other customer papers are kept in this branch. These short names are maintained in the **Branch Master Maintenance** (Fast Path: BAM03) option.
Full Name	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Short Name	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Card Issue Mode	[Mandatory, Radio Button] Select the appropriate card issue mode. The options are: • Online: It allows the user to issue the card in online mode. In online mode the card number needs to be specified. • Batch: It allows the user to issue card in batch mode. In batch mode, a request reference number is generated and displayed in the card number field
Group Code	[Display] This field displays the group code to which the customer belongs.
Card Product	[Conditional, Editable/Pick List] This field displays the card product. If the card is to be issued, enter the card product or select from the pick list.
Card No	[Mandatory, Numeric, 20] Select the card number from the pick list. In online issuing mode the card number is mandatory and will be validated against the branch inventory.
Reissue	[Optional, Check Box] Select the **Reissue** check box to reissue a card. The **Card Product** field gets disabled if this check box is selected.

Field Name	Description
Old Card No	[Conditional, Pick List] Select the old card number from the pick list. In case of reissue, an old card number is mandatory and the card status will be validated for Lost or Damaged status.

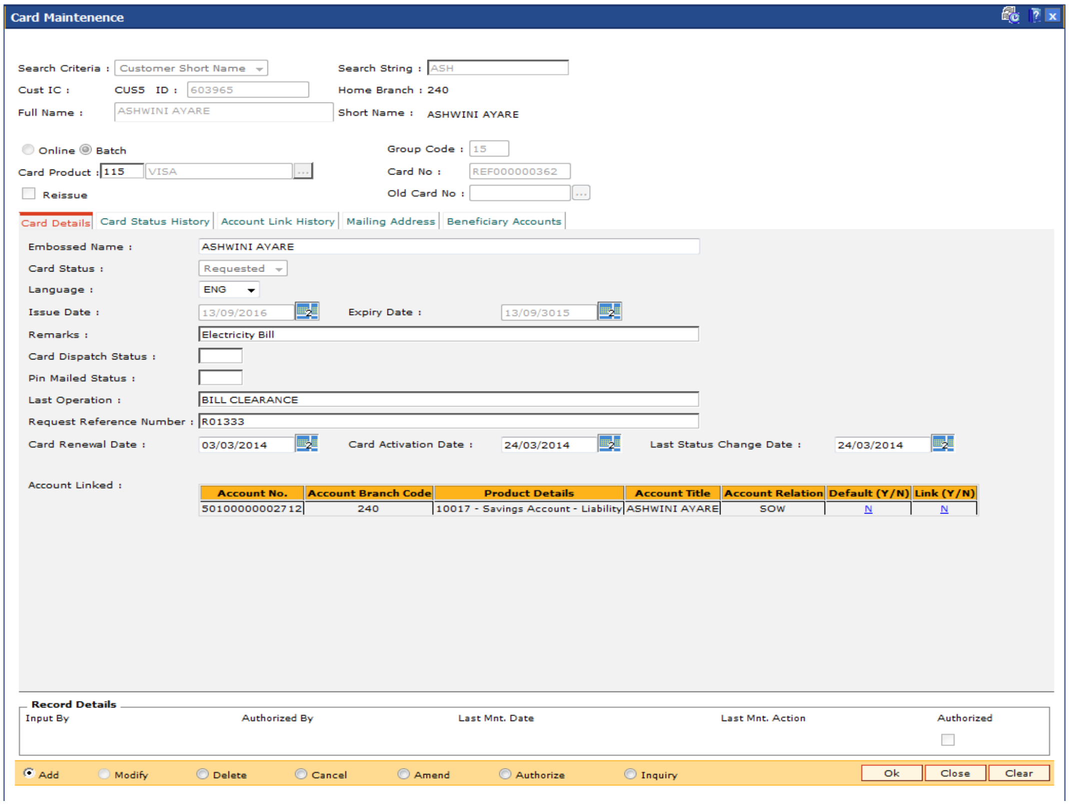
3. Click the **Add** button.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the **<Tab> or <Enter>** key.
6. Select the card product from the pick list.

Card Maintenance



7. Enter the relevant information in the various tabs.

Card Details



Field Description

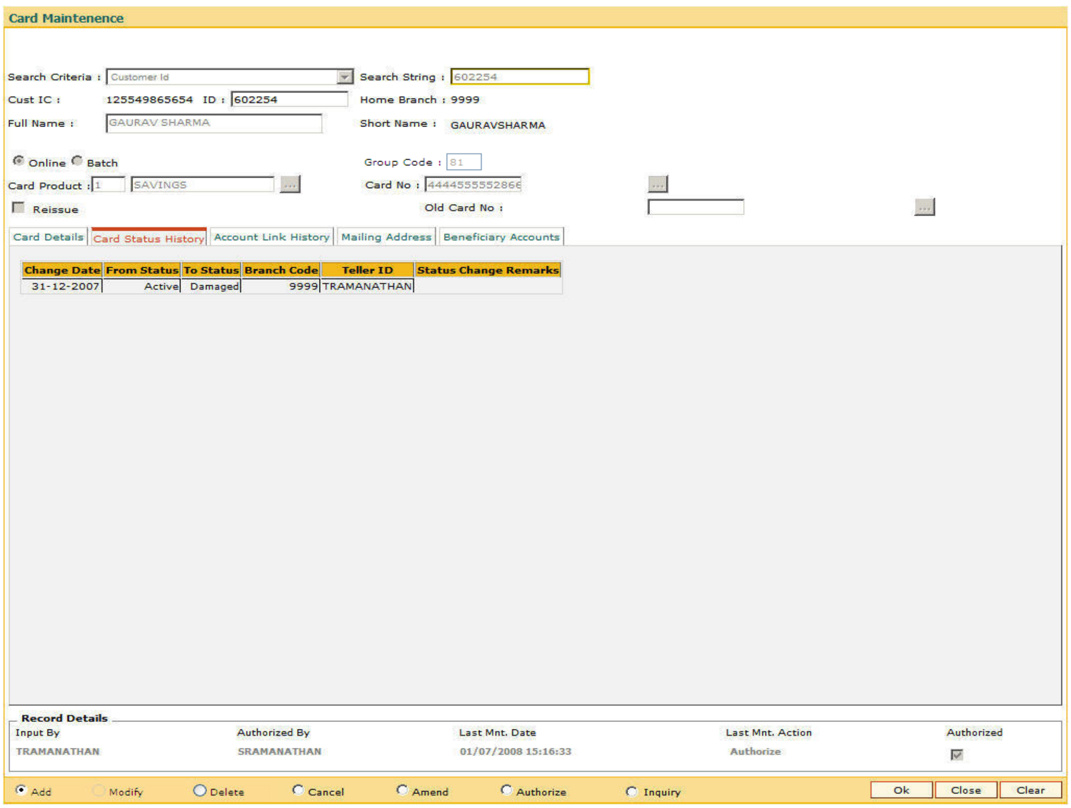
Field Name	Description
Embossed Name	[Display] This field displays the name that will appear on the issued card. Embossed name will be defaulted to customer short name.
Card Status	[Display] This field displays the current status of the card.
Language	[Mandatory, Drop-Down] Select the language in which the card is maintained from the drop-down list.
Issue Date	[Display] This field displays the date on which the card is issued.
Expiry Date	[Display] This field displays the expiry date of card after which the card cannot be used.

Field Name	Description
Remarks	[Optional, Alphanumeric, 120] Enter the remarks for the transaction.
Card Dispatch Status	[Optional, Alphanumeric, One] Enter the status of the card which is dispatched to the customer.
Pin Mailed Status	[Optional, Alphanumeric, One] Enter the status of the PIN which is mailed to the customer.
Last Operation	[Optional, Alphanumeric, 120] Enter the last operation performed on the card.
Request Reference Number	[Optional, Alphanumeric, 120] Enter the reference number of the request raised on the card.
Card Renewal Date	[Optional, Pick List, dd/mm/yyyy] Select the date from the pick list on which the card has got renewed.
Card Activation Date	[Optional, Pick List, dd/mm/yyyy] Select the date from the pick list on which the card has got activated.
Last Status Change Date	[Optional, Pick List, dd/mm/yyyy] Select the date from the pick list on which the last status change has been done on the card.

Column Name	Description
Account Linked	
Account No.	[Display] This column displays the account number belonging to the selected customer associated with the card to be issued.
Account Branch Code	[Display] This column displays the branch code to which the account number is associated.
Product Details	[Display] This column displays the product name along with the product code to which this account belongs
Account Title	[Display] This column displays the title given for the account number.
Account Relation	[Display] This column displays the relation for the account number.

Column Name	Description
Default (Y/N)	[Toggle] Change the toggle status to **Y** to select the PAN (Primary Account Number). The default value is set as **N**.
Link (Y/N)	[Toggle] Change the toggle status to **Y** to link the account. The default value is set as **N**.

Card Status History

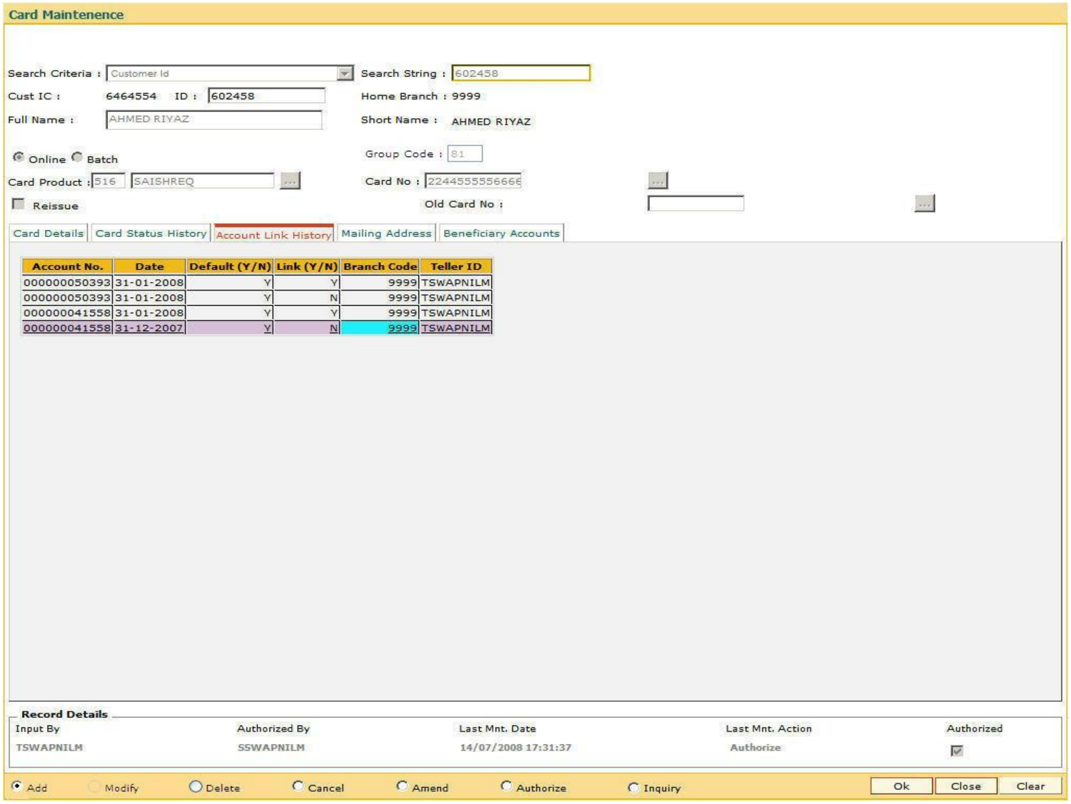


Field Description

Column Name	Description
Change Date	[Display] This column displays the date on which the card status was changed.
From Status	[Display] This column displays the initial status of the card.

Column Name	Description
To Status	[Display] This column displays the changed status of the card after modification.
Branch Code	[Display] This column displays the branch in which the change was done.
Teller ID	[Display] This column displays the teller ID of the person who made the change.
Status Change Remarks	[Display] This column displays the status change remark.
Card Dispatch Status	[Display] This column displays the status of the card which is dispatched to the customer.
Pin Mailed Status	[Display] This column displays the status of the PIN which is mailed to the customer.
Last Operation	[Optional, Alphanumeric, 120] Enter the last operation performed on the card.
Request Reference Number	[Optional, Alphanumeric, 120] Enter the reference number of the request raised on the card.
Card Renewal Date	[Display] This field displays the date on which the card has got renewed.
Card Activation Date	[Display] This field displays the date on which the card has got activated.
Last Status Change Date	[Display] This field displays the date on which the last status change has been done on the card.

Account Link History

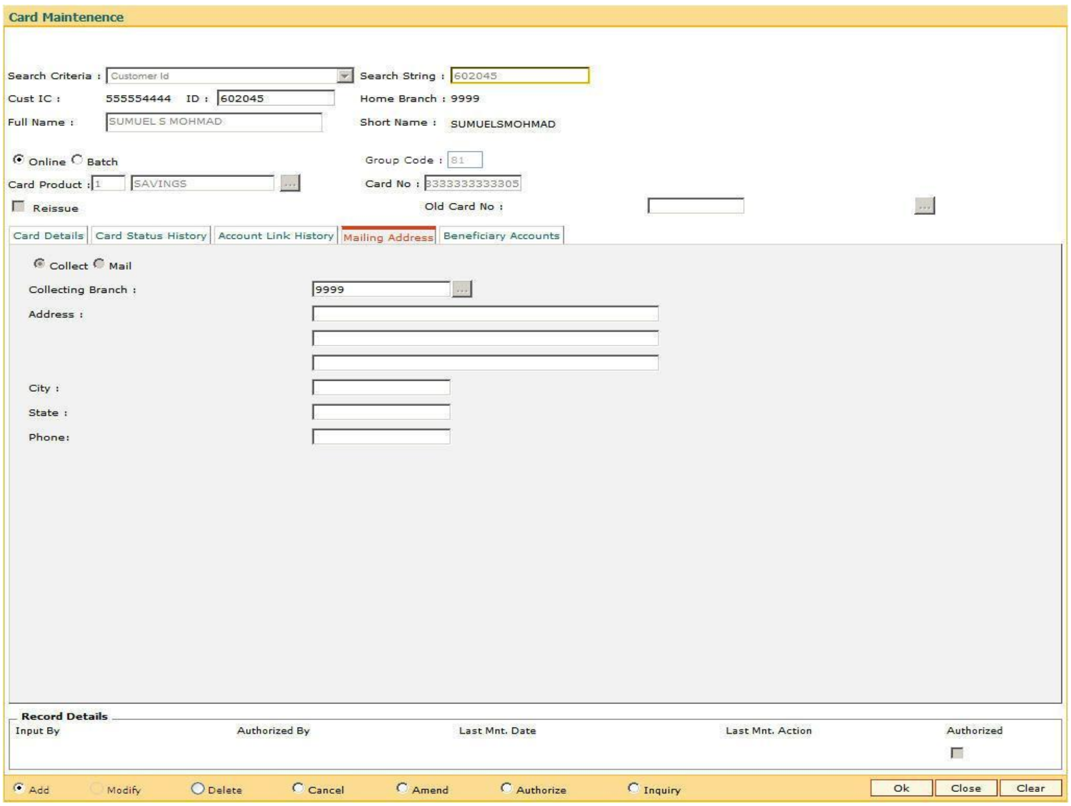


Field Description

Column Name	Description
Account No.	[Display] This column displays the account number, which can be either linked or de linked.
Date	[Display] This column displays the date on which the change happened.
Default (Y/N)	[Display] This column displays whether the account is a primary account number.
Link (Y/N)	[Display] This column displays whether the account was linked (Y) or de linked (N).
Branch Code	[Display] This column displays the branch in which the change was done.

Column Name	Description
Teller ID	[Display] This column displays the ID of the user who initiated the change.

Mailing Address



Field Description

Field Name	Description
Modality	[Mandatory, Radio Button] Select the appropriate dispatch option. The options are: • Collect • Mail
Collecting Branch	[Conditional, Pick List] Select the branch in which the customer will collect the card from the pick list By default it will be login branch.

Field Name	Description
The following fields are enabled if the **Collect** button is selected.	
Address	[Mandatory, Alphanumeric, 35, Three lines] Type the address of the customer.
City	[Mandatory, Pick List] Select the name of the city from the pick list.
State	[Mandatory, Pick List] Select the name of the state from the pick list.
Phone	[Mandatory, Alphanumeric, 15] Type the phone number of the customer for further correspondence.
Pin Mailing Address	
The following fields are enabled if the **Mail** button is selected.	
Address	[Mandatory, Alphanumeric, 35, Three lines] Type the pin mailing address of the customer.
City	[Mandatory, Pick List] Select the name of the city from the pick list.
State	[Mandatory, Pick List] Select the name of the state from the pick list.
Phone	[Mandatory, Alphanumeric, 15] Type the phone number of the customer for further correspondence.

Beneficiary Accounts

This tab is for future use.

8. Click the **Ok** button.
9. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue". Click the **Ok** button.
10. The card details are added once the record is authorized.

1.5. CM09 - Card Maintenance*

Using this option, card details like embossed name, issue date, expiry date etc. are maintained .The bank can reissue a card in a batch or an online mode. Whenever there is a reissue the system generates the card number.

The card details tab allows you to link the primary account number and the default account number to the card and also modify the existing account linkage of a card.

Definition Prerequisites

- Customer Definition
- Card Product Definition
- Card account linkage definition (for modification)

Other Prerequisites

Not Applicable

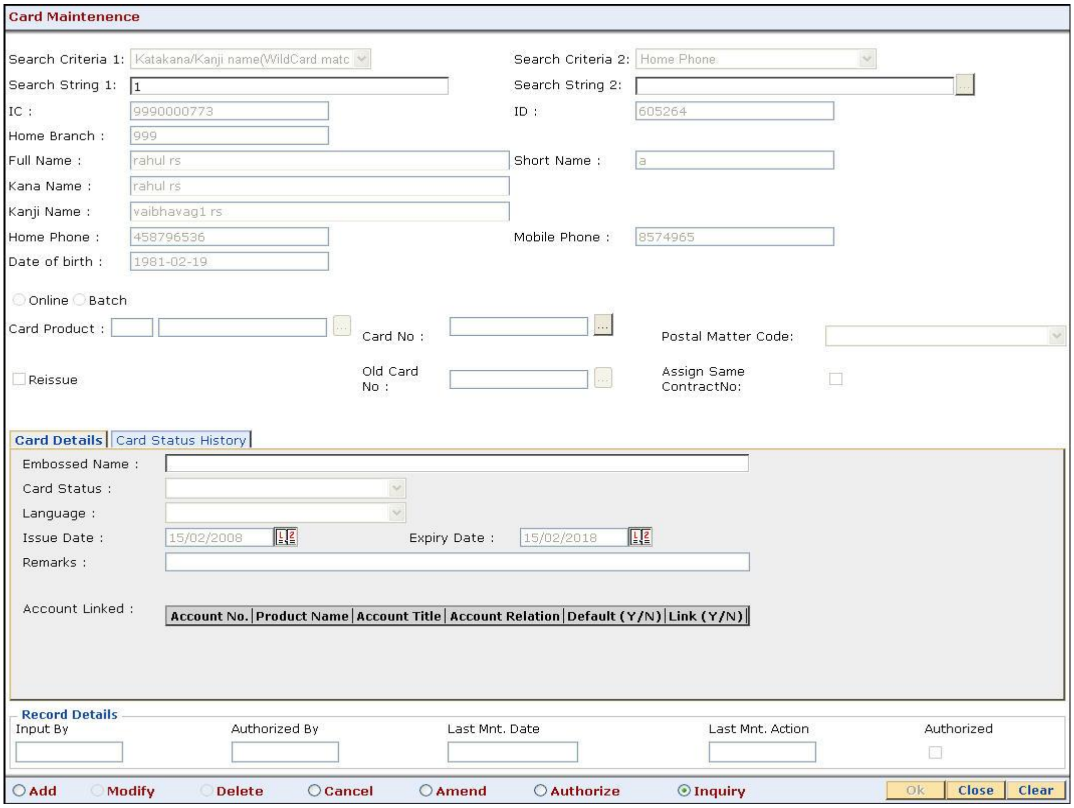
Modes Available

Add, Cancel, Amend, and Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To reissue new card

1. Type the fast path **CM09** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions >** Card Maintenance.
2. The system displays the **Card Maintenance** screen.

Card Maintenance



Field Description

Field Name	Description
Search Criteria 1	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Customer IC (Complete Match): The identification criteria (IC) arrived at by the bank during customer addition. • Katakana/Kanji Name (Complete Match): The entered name will be checked in the NLS master full name. A complete match of full name is Katakana/Kanji name. • Katakana/Kanji Name (WildCard Match): The entered name will be checked in the NLS master full name. A wildcard match of full name is Katakana/Kanji Name. • Katakana (Single Byte): The entered name will be checked in the customer master. A single byte match of full name is Katakana name.

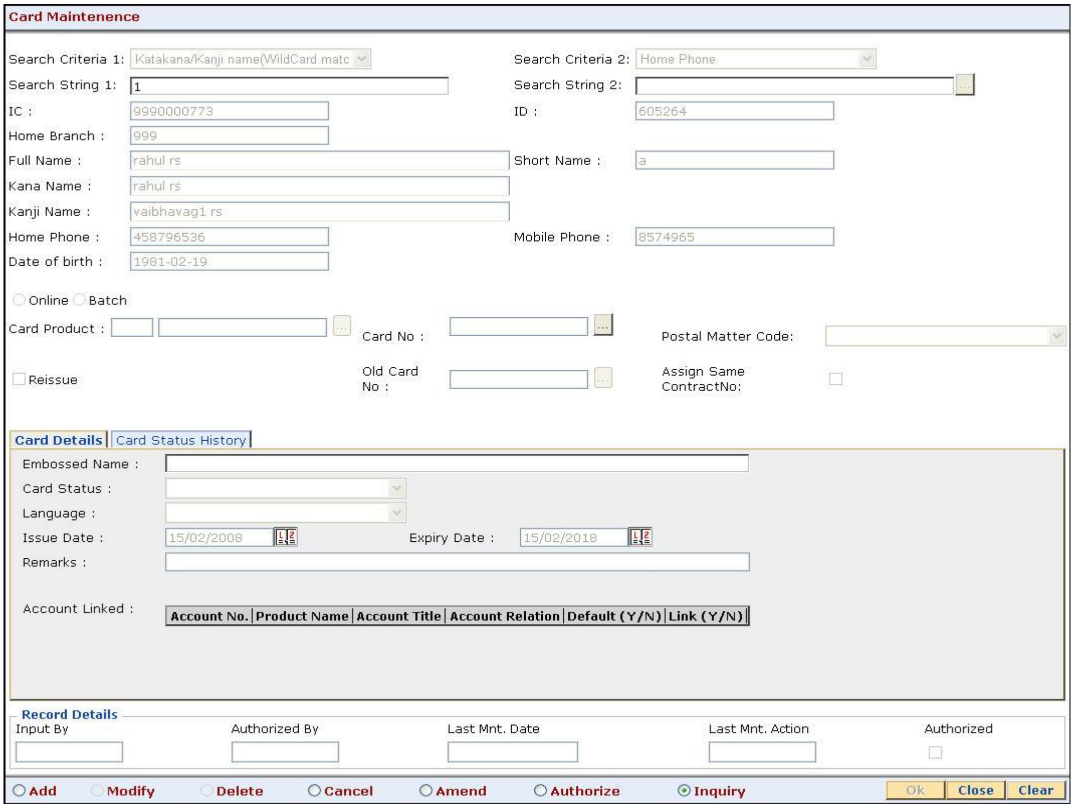
Field Name	Description
Search String 1	[Mandatory, Alphanumeric, 20] Type the search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria 1** field.
Search Criteria 2	[Optional, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Date of Birth (YYYYMMDD) (Complete Match) • Mobile No (Wildcard Match) • Home Phone (Wildcard Match)
Search String 2	[Mandatory, Pick List] Type the search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria 2** field.
IC	[Display] This field displays the identification code of the customer. A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.
ID	[Display] This field displays the ID of the customer. A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.
Home Branch	[Display] This field displays the short name of the branch, where the customer's account is opened. The customer signature record and the other customer papers will are kept in this branch. These short names are maintained in the **Branch Master Maintenance** (Fast Path: BAM03) option.

Field Name	Description
Full Name	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Short Name	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Kana Name	[Display] This field displays the kana name of the customer for whom the card is maintained.
Kanji Name	[Display] This field displays the kanji name of the customer for whom the card is maintained.
Home Phone	[Display] This field displays the home phone number of the customer for whom the card is maintained.
Mobile phone	[Display] This field displays the mobile phone number of the customer for whom the card is maintained.
Date of Birth	[Display] This field displays the birth date of the customer for whom the card is maintained.
Online	[Mandatory, Radio Button] Click **Online** to issue a card in an online mode. In the online mode the card number needs to be specified.
Batch	[Mandatory, Radio Button] Click **Batch** to issue a card in the batch mode. In the batch mode a request reference number will be generated and displayed in the **Card No** field.
Card Product	[Display] This field displays the card product. If the card is to be issued, select the card product from the pick list.

Field Name	Description
Card No	[Mandatory, Pick List] Select the card number from the pick list. In online issuing mode the card number is mandatory and will be validated against the branch inventory.
Postal Matter Code	[Optional, Drop-Down] Select the code relating to the issued card from the drop-down list. The printing material, like mail receipt confirmation number, will be sent by the printing company along with the re-issued card for ensuring proper delivery.
Reissue	[Optional, Check Box] Select the **Reissue** check box to reissue a card.
Old Card No	[Conditional, Pick List] Select the old card number from the pick list. In case of reissue, an old card number is mandatory.
Assign Same ContractNo	[Optional, Check Box] Select the **Assign Same ContractNo** check box to have the same contract number on the new card. If the check box is not selected then the system will generate the new contract number. The user will be allowed to login in MB, IB, or TB if same contract number is assigned. However, the random number will not be the same. Hence, random number authentication pending transaction will not be allowed.

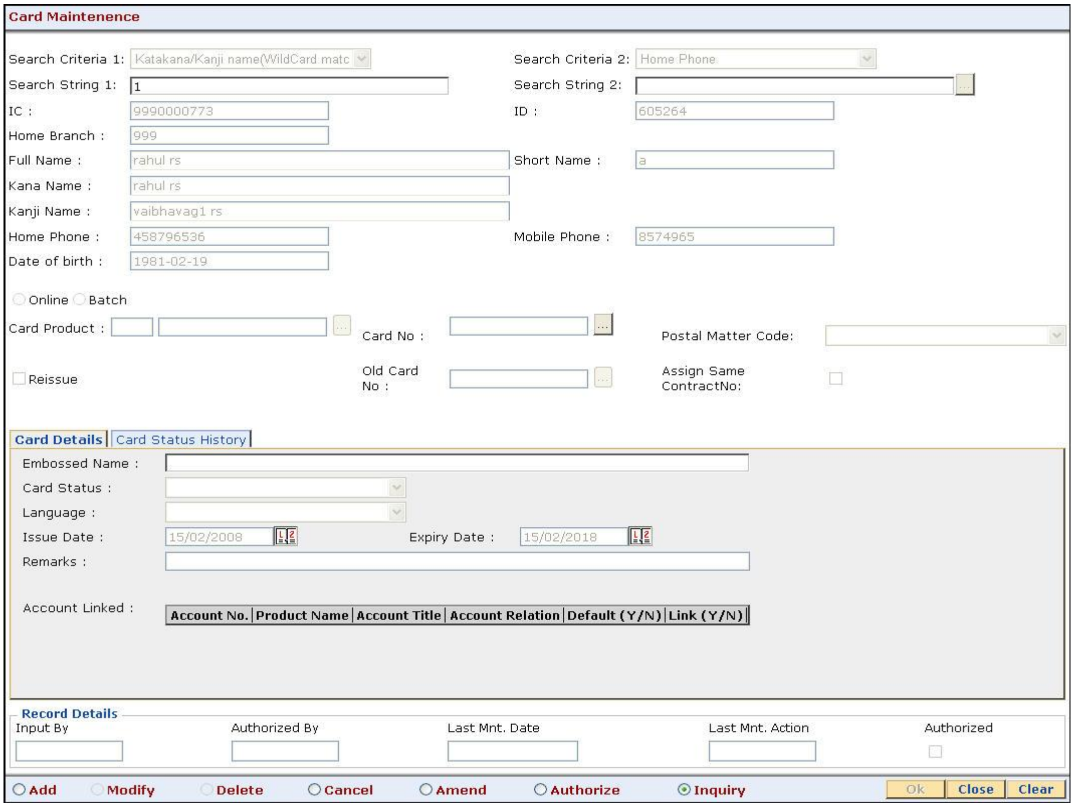
3. Click the **Add** button.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the **<Tab> or <Enter>** key.
6. Select the card product from the pick list.
7. Enter the other relevant information.

Card Maintenance



8. Enter the required information in the various tabs.

Card Details



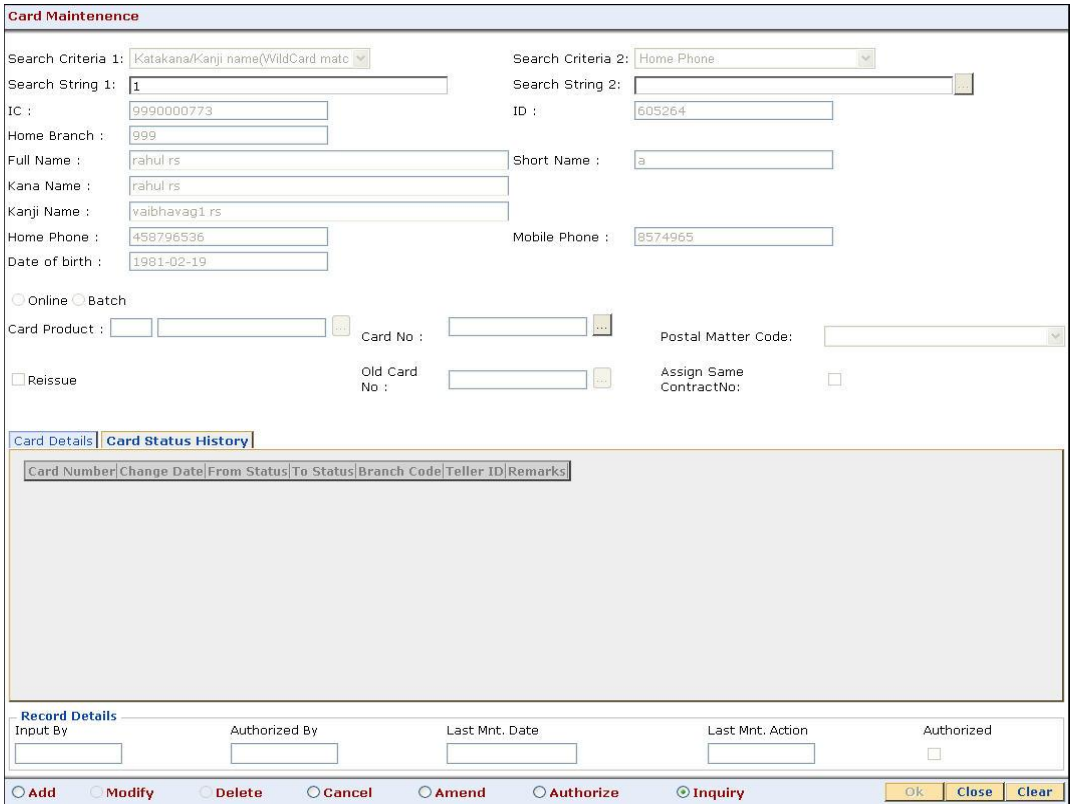
Field Description

Field Name	Description
Embossed Name	[Mandatory, Alphanumeric, 120] Type the name that will appear on the issued card.
Card Status	[Display] This field displays the current status of the card.
Language	[Mandatory, Drop-Down] Select the language in which the card is maintained from the drop-down list. The options are: • English • Chinese
Issue Date	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the card is issued from the pick list.

Field Name	Description
Expiry Date	[Mandatory, Pick List, DD/MM/YYYY] Select the expiry date of card after which the card cannot be used from the pick list.
Remarks	[Mandatory, Alphanumeric, 120] Type the remarks for the transaction.

Column Name	Description
Account Linked	
Account No.	[Display] This column displays the account number belonging to the selected customer and will be associated with the card to be issued.
Product Name	[Display] This column displays the product to which this account belongs.
Account Title	[Display] This column displays the title given for the account number.
Account Relation	[Display] This column displays the relation of selected customer to the account.
Default (Y/N)	[Display] This column displays whether the account is primary account number. By default, it is displayed as Y.
Link (Y/N)	[Display] This column displays the link status. By default, it is displayed as Y.

Card Status History



Field Description

Column Name	Description
Card Number	[Display] This column displays the number of the card which is maintained.
Change Date	[Display] This column displays the date on which the card status was changed.
From Status	[Display] This column displays the initial status of the card.
To Status	[Display] This column displays the changed status of the card after modification.
Branch Code	[Display] This column displays the branch in which the change was done.

Column Name	Description
Teller ID	[Display] This column displays the teller ID of the person who made the change.
Remarks	[Display] This column displays the remark for the maintained card.

9. Click the **Ok** button.
10. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue". Click the **Ok** button.
11. The card maintenance details are added once the record is authorized.

1.6. CMS01 - Card Maintenence*

Using this option, card details like embossed name, issue date, expiry date etc. are maintained .The bank can reissue a card in a batch or an online mode. Whenever there is a reissue the system generates the card number.

The card details tab allows you to link the primary account number and the default account number to the card and also modify the existing account linkage of a card.

Definition Prerequisites

- Customer Definition
- Card Product Definition
- Card account linkage definition (for modification)

Other Prerequisites

Not Applicable

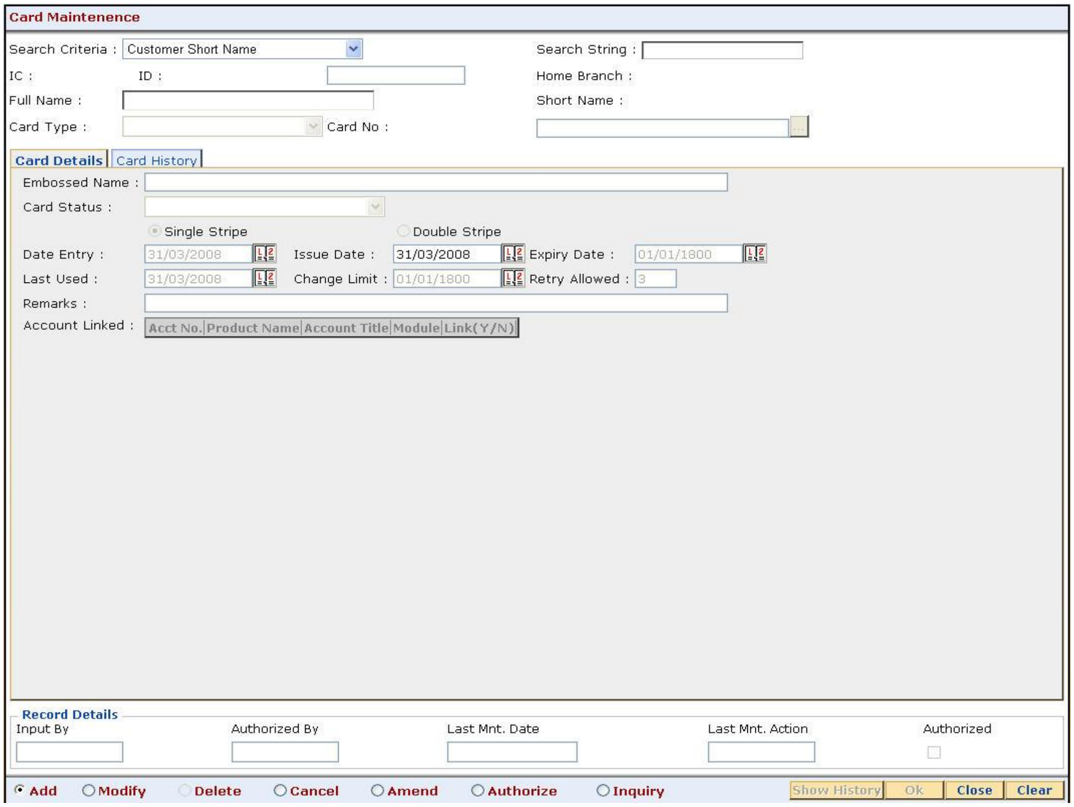
Modes Available

Add, Modify, Cancel, Amend, and Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To add card details

1. Type the fast path **CMS01** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions >** Card Maintenance.
2. The system displays the **Card Maintenance** screen.

Card Maintenance



Field Description

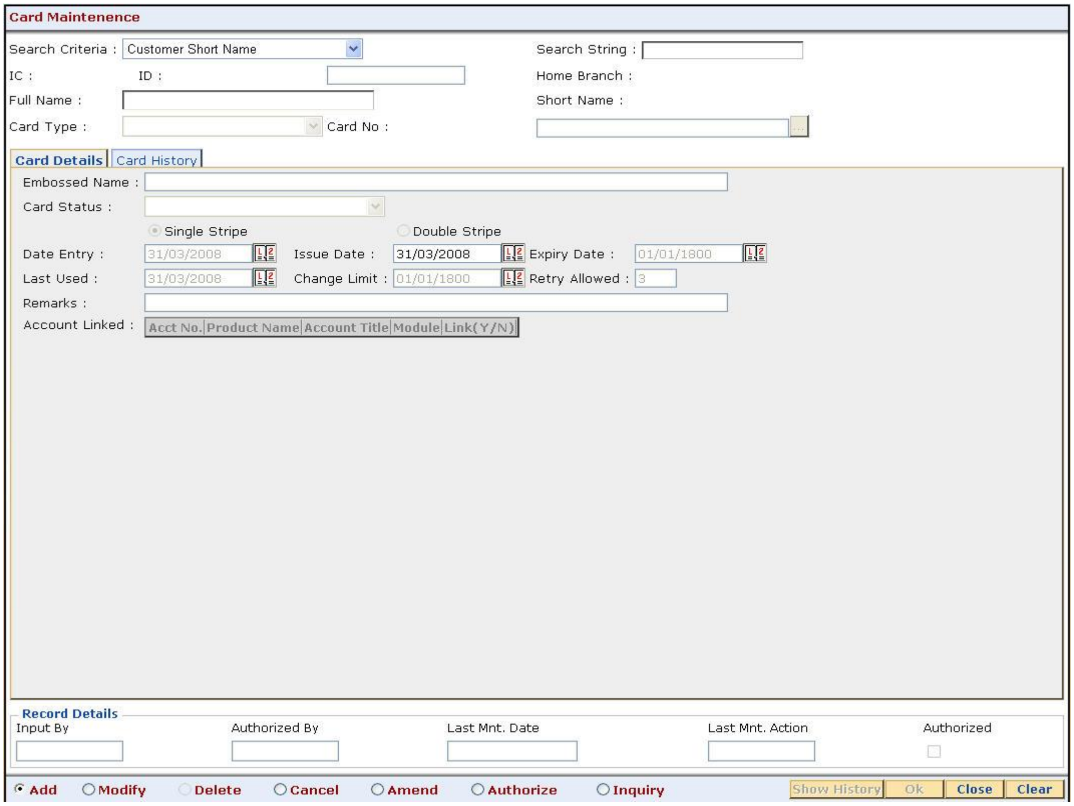
Field Name	Description
Search Criteria	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: ▪ Customer Short Name ▪ Customer Ic - Customer Identification criteria (IC) arrived at by the bank during customer addition. ▪ Customer Id - Unique identification given by the bank
Search String	[Mandatory, Alphanumeric, 20] Type the search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria** field.

Field Name	Description
IC	[Display] This field displays the identification code of the customer. A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.
ID	[Display] This field displays the ID of the customer. A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.
Home Branch	[Display] This field displays the short name of the branch, where the customer’s account is opened. The customer signature record and the other customer papers will are kept in this branch. These short names are maintained in the **Branch Master Maintenance** (Fast Path: BAM03) option.
Full Name	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Short Name	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Card Type	[Display] This field displays the card type.
Card No	[Mandatory, Pick List] Select the card number from the pick list. In online issuing mode the card number is mandatory and will be validated against the branch inventory.

3. Click the **Add** button.
4. Select the search criteria from the drop-down list.

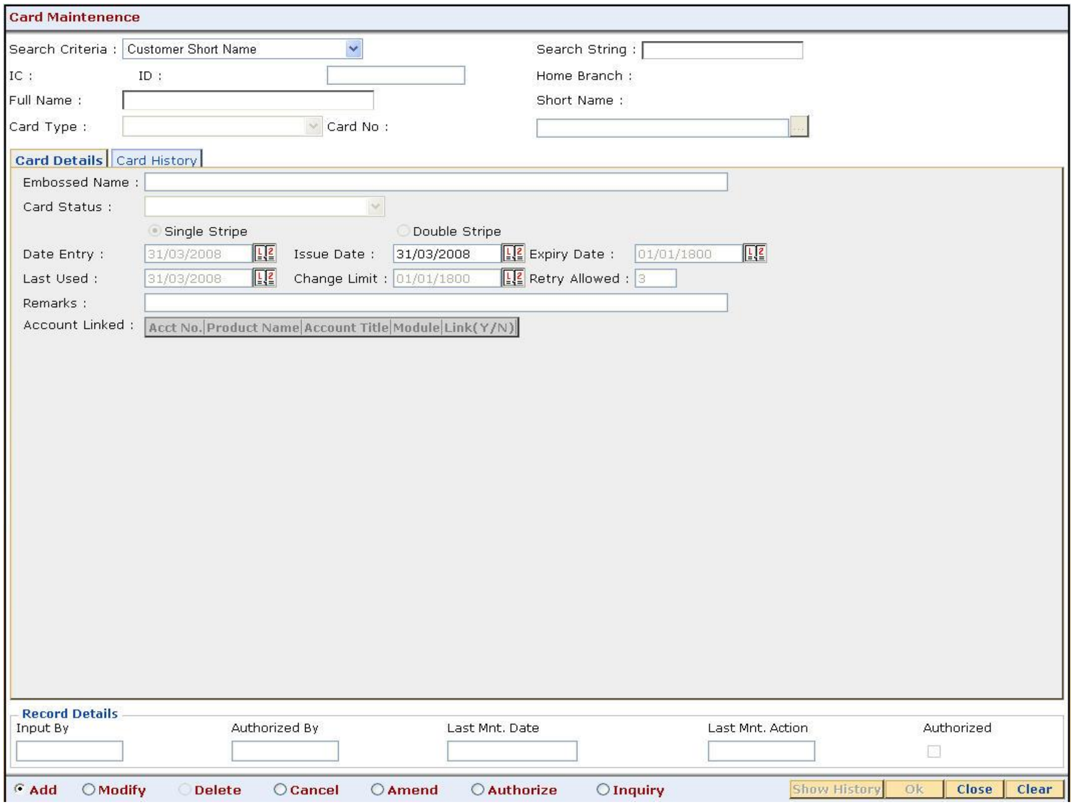
5. Type the search string and press the **<Tab> or <Enter>** key.

Card Maintenance



6. Enter the relevant information in the various tabs.

Card Details



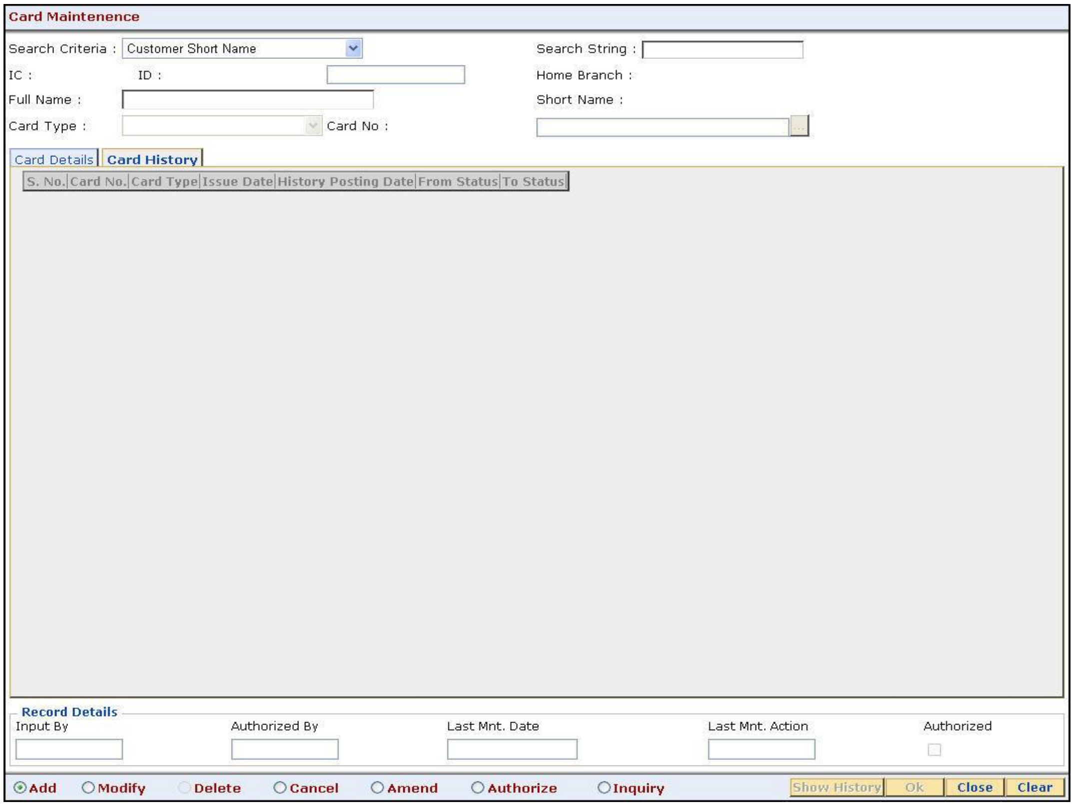
Field Description

Field Name	Description
Embossed Name	[Mandatory, Alphanumeric, 120] Type the name that will appear on the issued card.
Card Status	[Display] This field displays the current status of the card.
Date Entry	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the card entered from the pick list.
Issue Date	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the card is issued from the pick list.
Expiry Date	[Mandatory, Pick List, DD/MM/YYYY] Select the expiry date of card after which the card cannot be used from the pick list.
Last Used	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the card is last used from the pick list.

Field Name	Description
Change Limit	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the limit is changed from the pick list.
Retry Allowed	[Mandatory, Numeric, 3] Type the number of retries allowed.
Remarks	[Mandatory, Alphanumeric, 120] Type the remarks for the transaction.

Column Name	Description
Account Linked	
Acct No.	[Display] This column displays the account number belonging to the selected customer and will be associated with the card to be issued.
Product Name	[Display] This column displays the product to which this account belongs.
Account Title	[Display] This column displays the title given for the account number.
Module	[Display] This column displays the name of the module to which the account is linked.
Link (Y/N)	[Display] This column displays the link status. By default, it is displayed as Y.

Card History



Field Description

Column Name	Description
S. No.	[Display] This column displays the serial number of the card which is maintained.
Card No.	[Display] This column displays the number of the card which is maintained.
Card Type	[Display] This column displays the type of the card which is maintained.
Issue Date	[Display] This column displays the date on which the card is issued.
History Posting Date	[Display] This column displays the history posting date of the card which is maintained.

Column Name	Description
From Status	[Display] This column displays the initial status of the card.
To Status	[Display] This column displays the changed status of the card after modification.

7. Click the **Ok** button.
8. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue". Click the **Ok** button.
9. The new card details are added once the record is authorized.

1.7. CM04 - Card Activation*

Using this option the bank can activate a card which has status as lost, unblock, generated, mailed or blocked.

The status of the card is changed using the Card Status Change (Fast Path: CM03) option as per the functional requirement. Cards having status as active and generated are changed to some other status like lost, block etc through this option.

Definition Prerequisites

- Customer Definition
- Customer to Card linkage

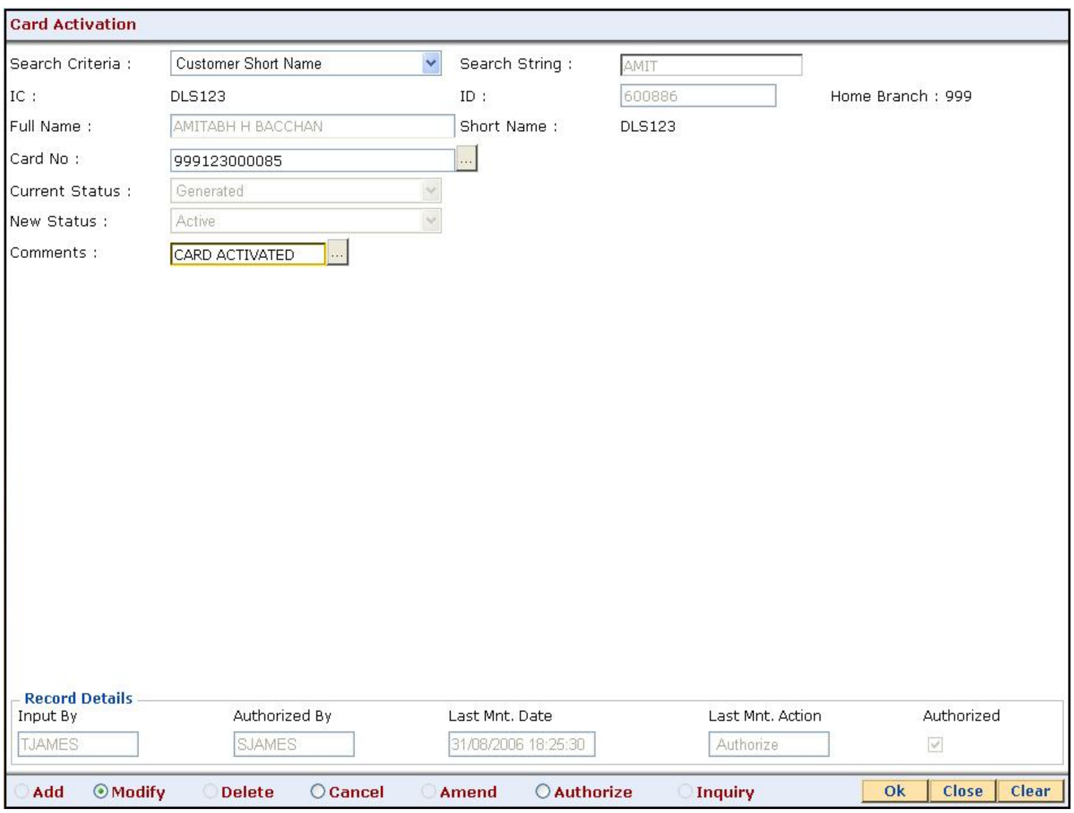
Modes Available

Modify, Cancel, Authorize. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To activate a card

1. Type the fast path CM04 and click Go or navigate through the menus to Transaction Processing > Customer Transactions > Card Activation.
2. The system displays the Card Activation screen.

Card Activation



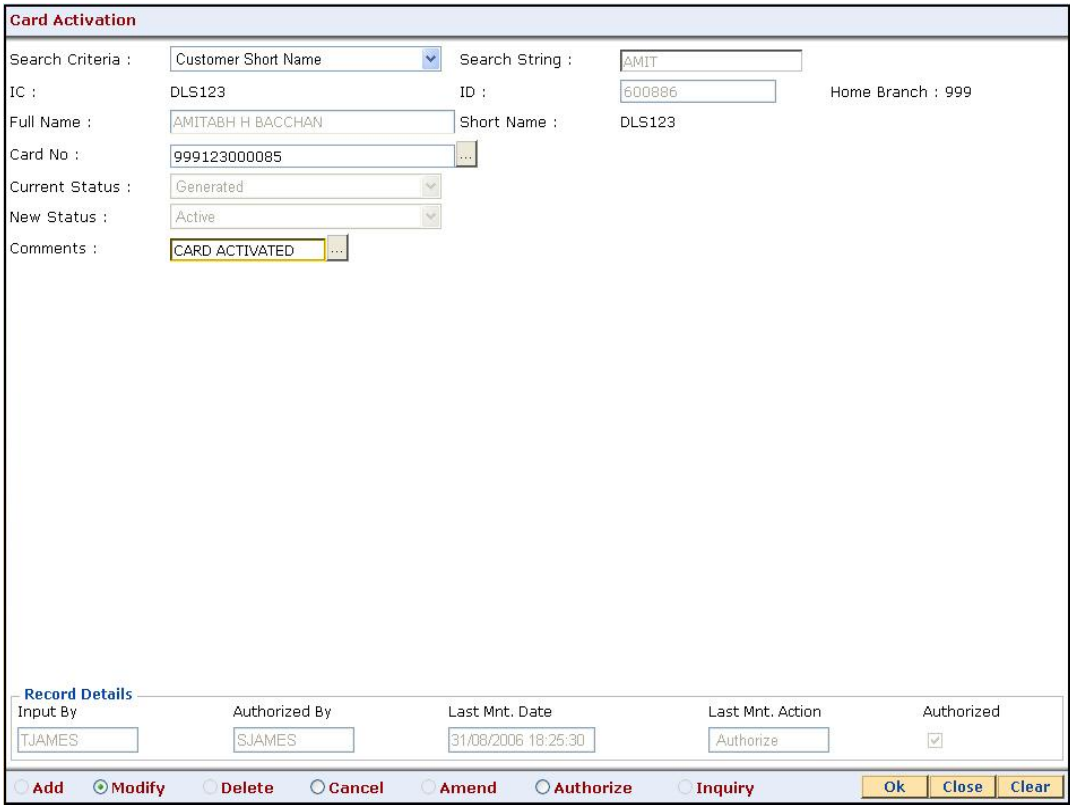
Field Description

Field Name	Description
Search Criteria	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Customer short name: The short name of the customer. • Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. • Customer ID: The unique identification given by the bank.
Search String	[Mandatory, Alphanumeric, 20] Type the search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria** field. If the search criterion is specified as customer’s short name or IC then any letter of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing customer list. For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the **Search String** field.
IC	[Display] This field displays the identification code of the customer. A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.
ID	[Display] This field displays the ID of the customer. A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.

Field Name	Description
Home Branch	[Display] This field displays the short name of the branch, where the customer's account is opened. The customer signature record and the other customer papers are kept in this branch. These short names are maintained in the **Branch Master Maintenance** (Fast Path: BAM03) option.
Full Name	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Short Name	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Card No	[Mandatory, Pick List] Select the number of the card whose status has to be changed from the pick list.
Current Status	[Display] This field displays the current status of the selected card.
New Status	[Display] This field displays the new status. The new status will be Active.
Comments	[Optional, Pick List] Select the reason for changing the card status from the pick list. The user can also enter the comments.

3. Select the **Modify** mode.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the **<Tab> or <Enter>** key.
6. Select the card number from the pick list.
7. The system displays current status and new status of the card.
8. Select the comment from the pick list or enter the relevant comment.

Card Activation



9. Click the **Ok** button.
10. The system displays the message "Record Modified...Authorization Pending...Click Ok to Continue". Click the **Ok** button.
11. The card is activated once the record is authorized.

Note: Cards having current status as Generated, Lost, Unblock, Blocked and Mailed are only allowed to be activated.

1.8. CM03 - Card Status Change

Using this option the bank can change the status of a card as per the functional requirement. The bank may receive a customer request to block an issued card due to theft/lost/damage. Once the card is found and customer requests for activation the same is also facilitated in this maintenance. The various card statuses are available with the user:

- Active
- Lost
- Unblock
- Generated
- Mailed
- Blocked

Note: Cards having current status as active and generated are only allowed to change status. The new status can be changed to lost, damaged and mailed.

Definition Prerequisites

- 8053 - Customer Addition
- CM01 - Card Maintenance

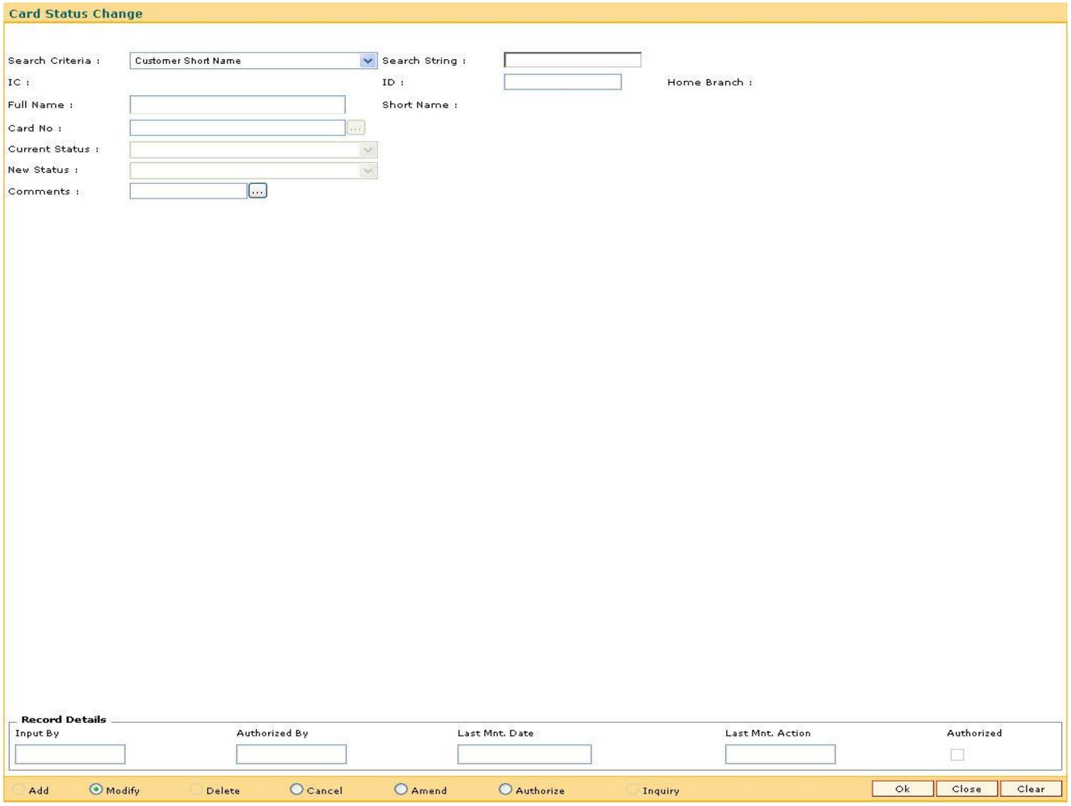
Modes Available

Modify, Cancel, Amend, Authorize. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To modify the card status

1. Type the fast path CM03 and click Go or navigate through the menus to Transaction Processing > Customer Transactions > Card Status Change.
2. The system displays the Card Status Change screen.

Card Status Change



Field Description

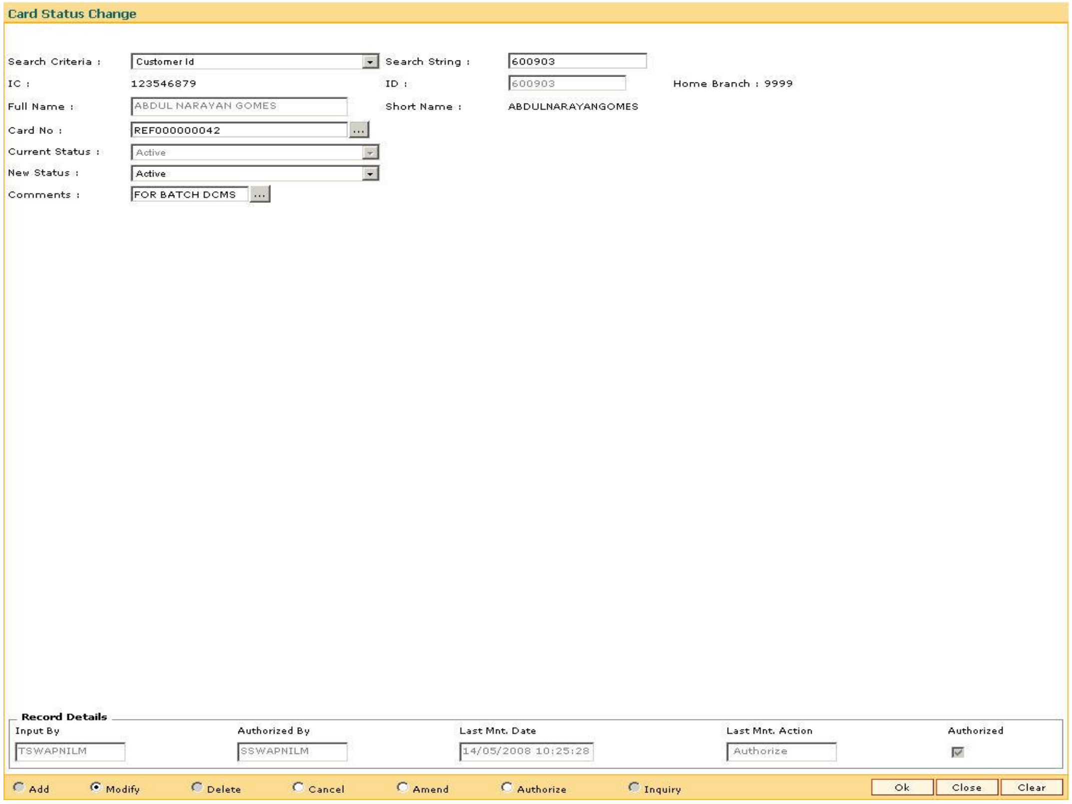
Field Name	Description
Search Criteria	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Customer short name: The short name of the customer. • Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. • Customer ID: The unique identification given by the bank.

Field Name	Description
Search String	[Mandatory, Alphanumeric, 20] Type the search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria** field. If the search criterion is specified as customer's short name or IC then any letter of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing customer list. For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the **Search String** field.
IC	[Display] This field displays the identification code of the customer. A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.
ID	[Display] This field displays the ID of the customer. A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.
Home Branch	[Display] This field displays the short name of the branch, where the customers account is opened. The customer signature record and the other customer papers are kept in this branch. These short names are maintained in the **Branch Master Maintenance** (Fast Path: BAM03) option.
Full Name	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.

Field Name	Description
Short Name	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Card No	[Mandatory, Pick List] Select the number of the card whose status has to be changed from the pick list.
Current Status	[Display] This field displays the current status of the selected card.
New Status	[Mandatory, Drop Down] Select the new status for the card from the drop-down list.
Comments	[Optional, Pick List] Select the reason for changing the card status from the pick list. The user can also enter the comments.

3. Click the **Modify** button.
4. Select the search criteria from the drop-down list.
5. Enter the search string and press the **<Tab> or <Enter>** key.
6. Select the customer from the pick list.

Card Status Change



7. Click the **Ok** button.
8. The system displays the message "Record Modified...Authorization Pending...Click Ok to Continue". Click the **Ok** button.
9. The card status is modified once the record is authorized.

1.9. CM05 - Card Unblocking*

Using the Card Unblocking option the bank can unblock a card which has been blocked due to PIN number validations.

Definition Prerequisites

- Customer Definition
- Customer to Card linkage

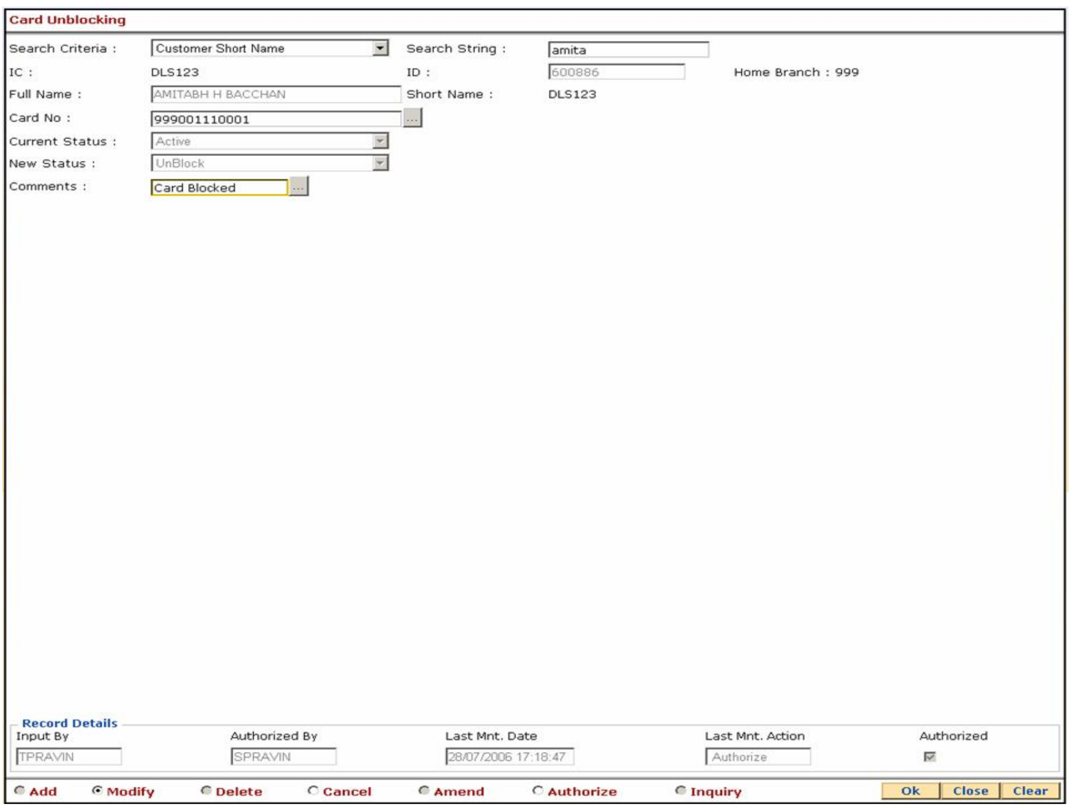
Modes Available

Modify, Cancel, Authorize. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To unblock a card

1. Type the fast path CM05 and click Go or navigate through the menus to Transaction Processing > Customer Transactions > Card Unblocking.
2. The system displays the Card Unblocking screen.

Card Unblocking



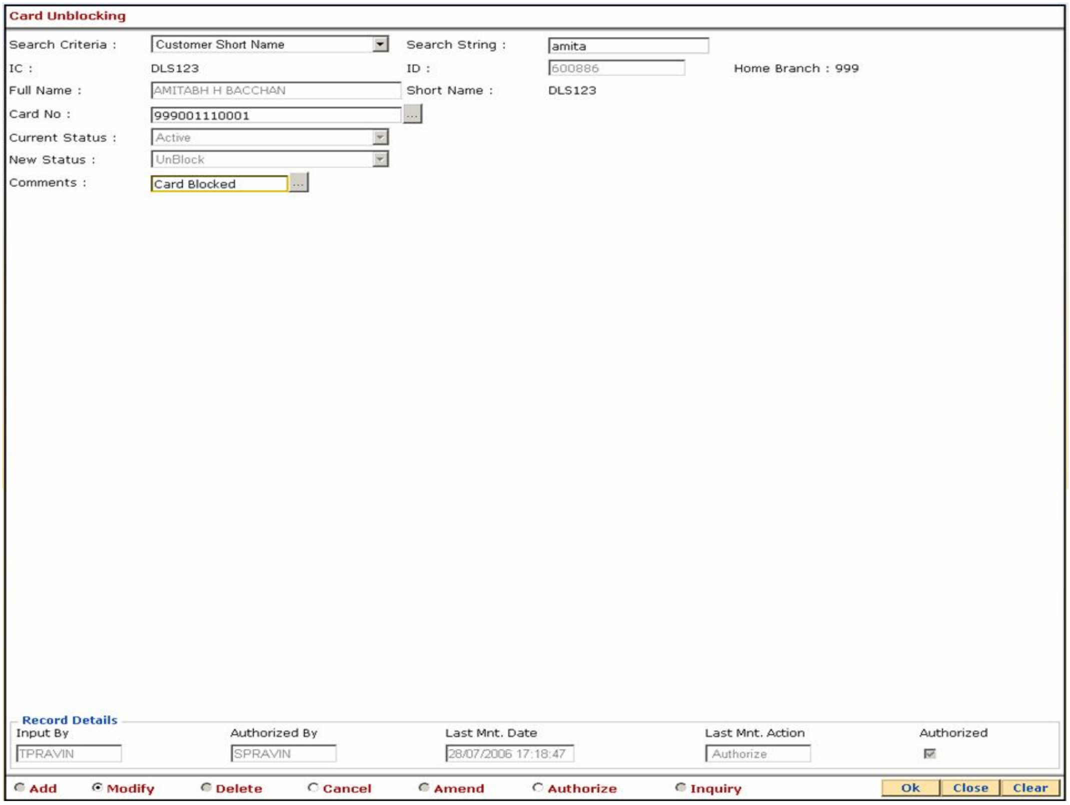
Field Description

Field Name	Description
Search Criteria	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Customer short name: The short name of the customer. • Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. • Customer ID: The unique identification given by the bank.
Search String	[Mandatory, Alphanumeric, 20] Type the search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria** field. If the search criterion is specified as customer’s short name or IC then any letter of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing customer list. For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the **Search String** field.
IC	[Display] This field displays the identification code of the customer. A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.
ID	[Display] This field displays the ID of the customer. A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.

Field Name	Description
Home Branch	[Display] This field displays the short name of the branch, where the customer’s account is opened. The customer signature record along with other customer papers will reside in this branch These short names are maintained in the **Branch Master Maintenance** (Fast Path: BAM03) option.
Full Name	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Short Name	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Card No	[Mandatory, Pick List] Select the number of the card whose status has to be changed from the pick list.
Current Status	[Display] This field displays the current status of the selected card.
New Status	[Mandatory, Drop-Down] Select the new status for the card from the drop-down list.
Comments	[Optional, Pick List] Select the reason for changing the card status from the pick list. The user can also enter the comments.

3. Select the **Modify** mode.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the **<Tab> or <Enter>** key.
6. Select the card number from the pick list.
7. Select the new status of the card from the drop-down list.
8. Select the comment from the pick list or enter the relevant comment.

Card Unblocking



9. Click the **Ok** button.
10. The system displays the message "Record Modified...Authorization Pending...Click Ok to Continue". Click the **Ok** button.
11. The card status will be changed once the record is authorized.

1.10. CM10 - Card and Random Number Status Change*

The **Card and Random Number Status Change** option is used to change the status of the card. You can change to the following status:

- Block Card
- Block Random Number
- Activate Card
- Activate Random Number

Definition Prerequisites

Not Applicable

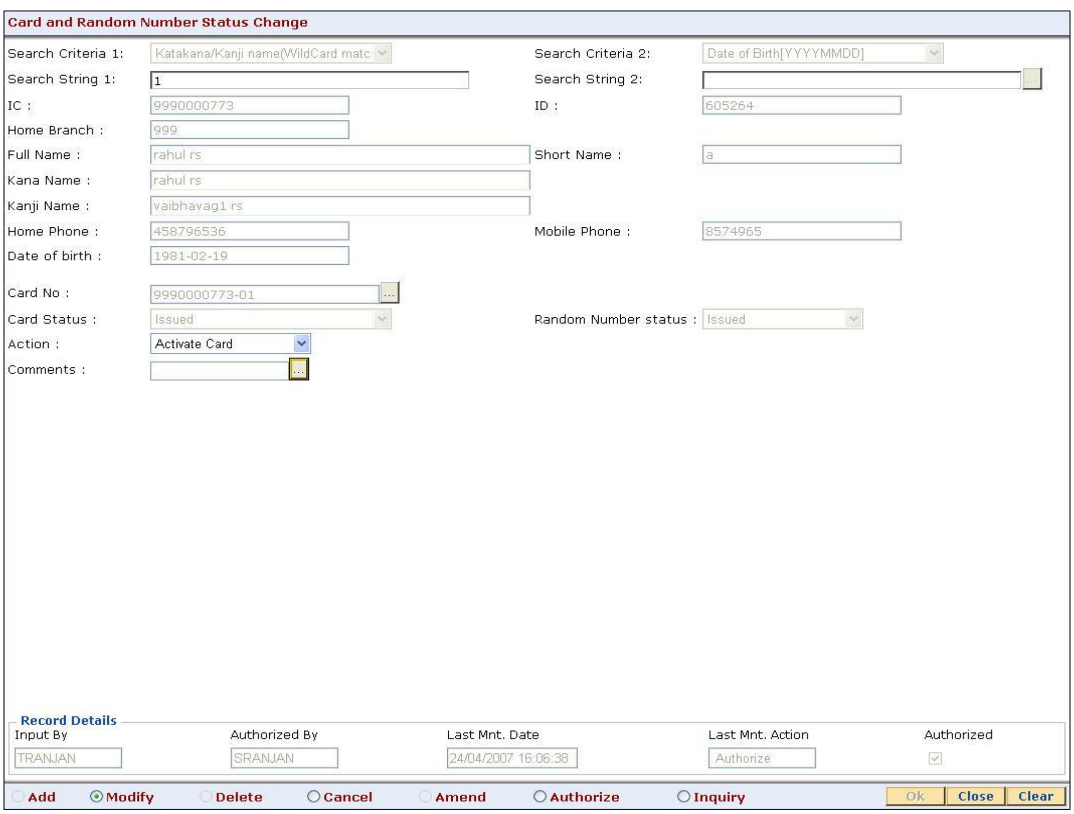
Modes Available

Modify, Cancel, and Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To modify status of card and random number

1. Type the fast path **CM10** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions >** Card and Random Number Status Change.
2. The system displays the **Card and Random Number Status Change** screen.

Card and Random Number Status Change



Field Description

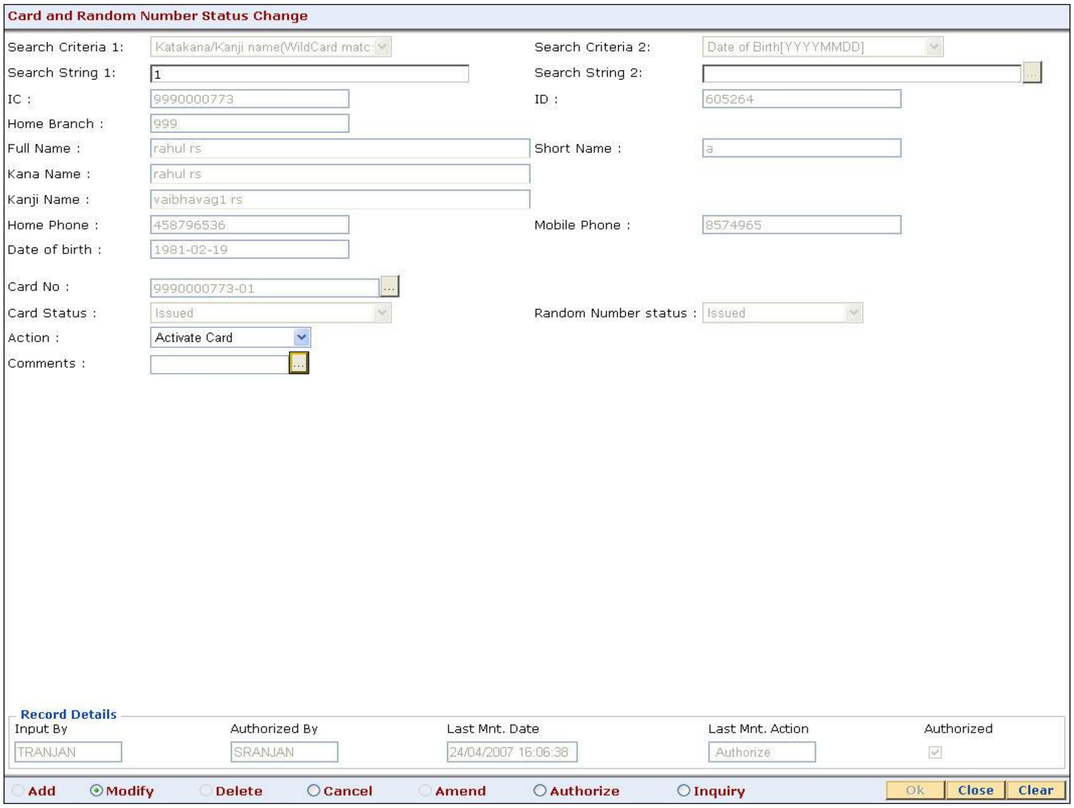
Field Name	Description
Search Criteria 1	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Customer IC (Complete Match): The identification criteria (IC) arrived at by the bank during customer addition. • Katakana/Kanji Name (Complete Match): The entered name will be checked in the NLS master full name. A complete match of full name is Katakana/Kanji name. • Katakana/Kanji Name (WildCard Match): The entered name will be checked in the NLS master full name. A wildcard match of full name is Katakana/Kanji name. • Katakana (Single Byte): The entered name will be checked in the Customer Master. A single byte match of full name is katakana name.
Search String 1	[Mandatory, Alphanumeric, 20] Type the search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria 1** field.
Search Criteria 2	[Optional, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Date of Birth (YYYYMMDD) (Complete Match) • Mobile No (WildCard Match) • Home Phone (WildCard Match)
Search String 2	[Mandatory, Alphanumeric, 20] The search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria 2** field. If the search criterion is specified as home phone number or mobile number then any letter of the home phone number or mobile number can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing list.

Field Name	Description
IC	[Display] This field displays the identification code of the customer. A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.
ID	[Display] This field displays the ID of the customer. A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.
Home Branch	[Display] This field displays the short name of the branch, where the customer’s account is opened. The customer signature record and the other customer papers are kept in this branch. These short names are maintained in the **Branch Master Maintenance** Fast Path: BAM03) option.
Full Name	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Short Name	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the **Customer Addition** (Fast Path: 8053) option.
Kana Name	[Display] This field displays the kana name of the customer for whom the card is maintained.
Kanji Name	[Display] This field displays the kanji name of the customer for whom the card is maintained.

Field Name	Description
Home Phone	[Display] This field displays the home phone number of the customer for whom the card is maintained.
Mobile phone	[Display] This field displays the mobile phone number of the customer for whom the card is maintained.
Date of birth	[Display] This field displays the birth date of the customer for whom the card is maintained.
Card No	[Mandatory, Pick List] Select the card number from the pick list. The card number of which status has to be changed.
Card Status	[Display] This field displays the current status of the selected card. It displays the status of the card as the card number is selected in the **Card No** pick list.
Random Number status	[Display] This field displays the current status of the selected random number. It displays the status of the random number as the card number is selected in the **Card No** pick list.
Action	[Mandatory, Drop-Down] Select the action to be performed on the card from the drop-down list. The options are: • Block Card • Block Random Number • Activate Card • Activate Random Number
Comments	[Optional, Pick List] Select the reason for changing the card and random number status from the pick list. The user can also enter the comments.

3. Click the **Modify** button.
4. Select the search string, type the search criteria and press the **<Tab> or <Enter>** key.
5. Enter the other relevant information.

Card and Random Number Status Change



6. Click the **Ok** button.
7. The system displays the message "Record Modified...Authorization Pending.. Click Ok to Continue?". Click the **OK** button.
8. The card and random number status is changed once the record is authorized.

1.11. CM06 - Blank Cards Inventory*

Using this option the current blank cards (pre-prepared cards) inventory can be monitored. The bank requests for the blank cards using the Blank Cards Request (Fast Path: CM02) option.

Note: If branch code is not specified, then an inventory for all branches will be displayed. If the card product is not selected, then cards belonging to all products will be displayed. Only those cards which are available and not in use will be counted as part of the inventory.

Definition Prerequisites

- Card Product Definition
- CM02 - Blank Cards Request

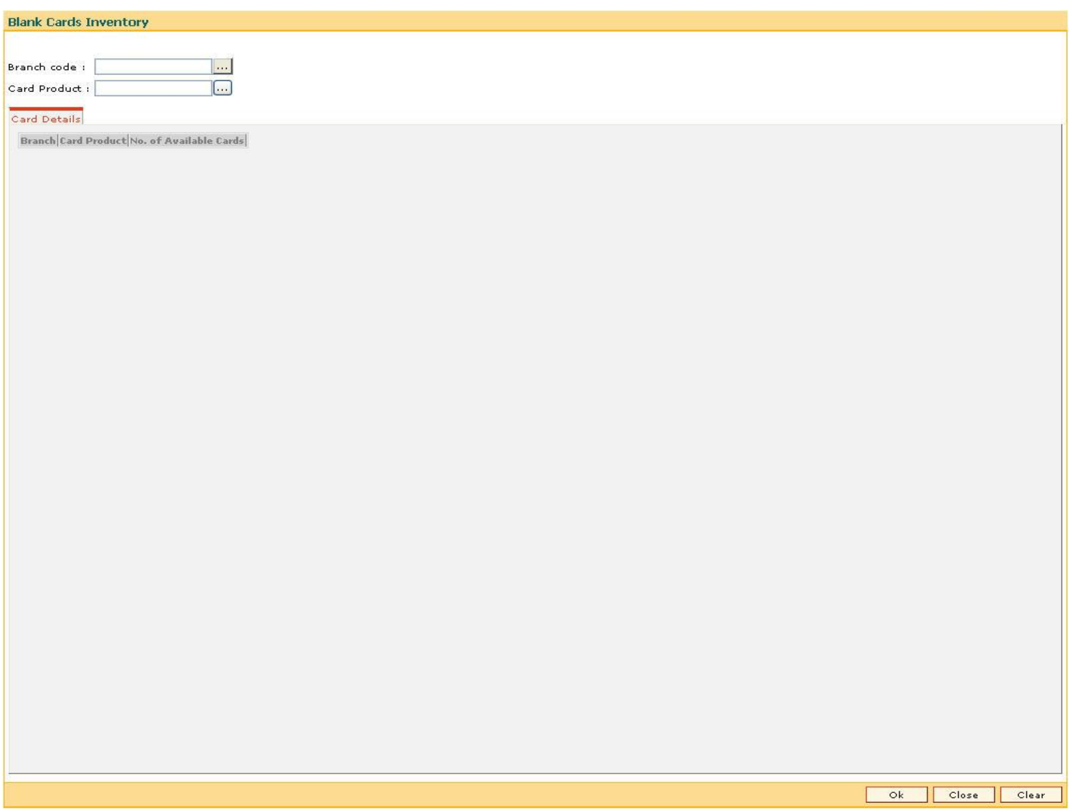
Modes Available

Not Applicable

To view current branch inventory of blank (pre-embossed) cards

1. Type the fast path **CM06** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions >** Blank Cards Inventory.
2. The system displays the **Blank Cards Inventory** screen.

Blank Cards Inventory

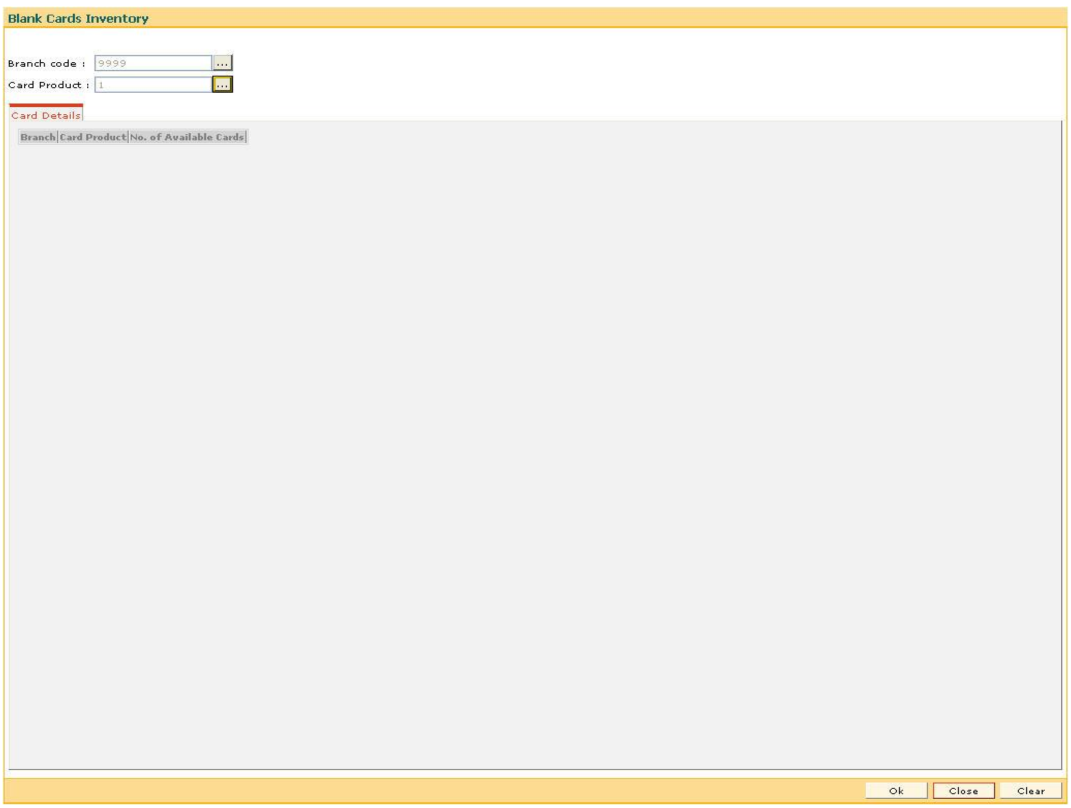


Field Description

Field Name	Description
Branch Code	[Optional, Pick List] Select the branch code to view the inventory of blank cards for that branch from the pick list.
Card Product	[Optional, Pick List] Select the card product to view inventory of blank cards for that product from the pick list.

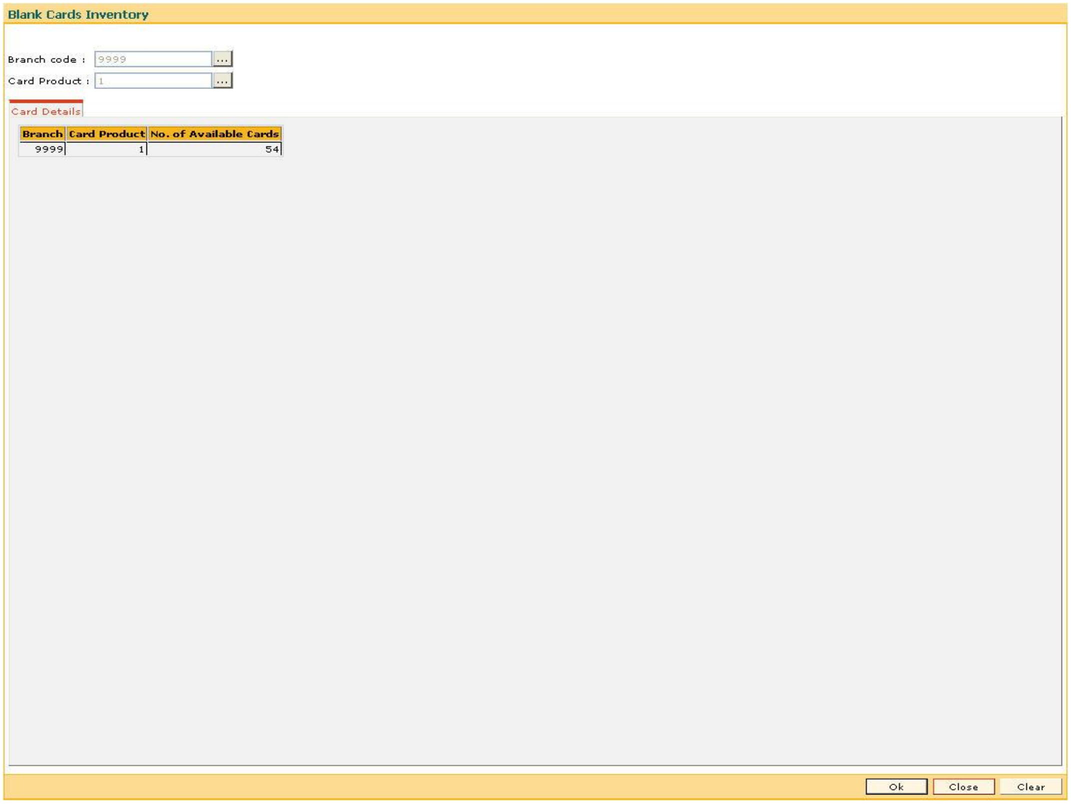
3. Select the branch code and the card product from the pick list.

Blank Cards Inventory



4. Click the **Ok** button.
5. The system displays current branch inventory of blank cards in the **Card Details** tab.

Card Details



Field Description

Column Name	Description
Branch	[Display] This field displays the branch code in which blank cards are available.
Card Product	[Display] This field displays the card product to which the available card belongs.
No. Of Available Cards	[Display] This field displays the number of available blank cards.

ORACLE