

# Oracle FLEXCUBE Core Banking

Card Management User Manual  
Release 11.5.0.0.0

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**ORACLE®**

Card Management User Manual  
July 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

**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 Release 11.5.0.0.0, 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

Card Master Setup\*

Card Product :

Description :

Card Type :  Online  Batch  Online & Batch

Card Product Validity :  Years

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add By Copy
  Add
  Modify
  Delete
  Cancel
  Amend
  Authorize
  Inquiry

UDF OK Close Clear

**Field Description**

Field Name	Description
<b>Card Product</b>	[Mandatory, Alphanumeric, Five] Type the card product number to setup a new card product.
<b>Card Description</b>	[Mandatory, Alphanumeric, 36] Type the description of the card product.
<b>Card Type</b>	
<b>Card Type</b>	[Mandatory, Radio Button] Select the mode in which the card is issued. The options are: <ul style="list-style-type: none"> <li>• Online</li> <li>• Batch</li> <li>• Online &amp; Batch</li> </ul>
<b>Card Product Validity</b>	[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

Card Master Setup

Card Product :

Card Description :

Card Type :  Online  Batch  Online & Batch

Card Product Validity :  Years

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>

Add By Copy
 Add
 Modify
 Delete
 Cancel
 Amend
 Authorize
 Inquiry

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 an 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

Card-Account Product Link Setup

Card Product :  ...

Account Product :  ...

Product Mapping

Record Details				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>

Add
  Modify
  Delete
  Cancel
  Amend
  Authorize
  Inquiry

**Field Description**

Field Name	Description
<b>Card Product</b>	[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.
<b>Account Product</b>	[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**

The screenshot shows the 'Card-Account Product Link Setup' window. At the top, there are two pick lists: 'Card Product' with value '1' and description 'SAVINGS A/C CARD', and 'Account Product' with value '2' and description 'REGULAR DSP'. Below these is a 'Product Mapping' table with the following data:

Card Product	Card Product Description	Account Product	Account Product Description
1	SAVINGS A/C CARD	2	REGULAR DSP

At the bottom of the window, there is a 'Record Details' section with fields for 'Input By', 'Authorized By', 'Last Mnt. Date', 'Last Mnt. Action', and 'Authorized'. Below this is a toolbar with buttons: Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry (selected), Ok, Close, and Clear.

**Field Description**

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

Column Name	Description
<b>Account Product Description</b>	[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
<b>Branch Code</b>	[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.
<b>Card Product</b>	[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.
<b>No. Of Cards</b>	[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**

Blank Cards Request

Branch Code : 700 ...

Card Product : 3 ...

No. Of Cards : ...

Request Log

Reference Number	Branch	Card Product	No. of Cards	Log Date	Status
REF000000104	700	3	1	2008-01-31 00:00:00.0	X
REF000000162	700	3	4	2008-01-31 00:00:00.0	R

Input By                      Authorized By                      Last Mnt. Date                      Last Mnt. Action                      Authorized

Add   
  Modify   
  Delete   
  Cancel   
  Amend   
  Authorize   
  Inquiry   
 Ok    Close    Clear

**Field Description**

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

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

The screenshot shows the 'Card Maintenance' application window. At the top, there are search criteria including 'Customer Short Name' and a 'Search String' field. Below this are fields for 'Cust IC', 'ID', 'Home Branch', 'Full Name', and 'Short Name'. There are radio buttons for 'Online' and 'Batch' modes, and a 'Group Code' field. Further down, there are fields for 'Card Product', 'Card No.', and 'Old Card No.', along with a 'Reissue' checkbox. The main area is divided into tabs: 'Card Details', 'Card Status History', 'Account Link History', 'Mailing Address', and 'Beneficiary Accounts'. The 'Card Details' tab is active, showing fields for 'Embossed Name', 'Card Status', 'Language', 'Issue Date' (13/09/2016), 'Expiry Date' (13/09/2026), 'Remarks', 'Card Dispatch Status', 'Pin Mailed Status', 'Last Operation', 'Request Reference Number', 'Card Renewal Date' (01/01/1800), 'Card Activation Date' (01/01/1800), and 'Last Status Change Date' (01/01/1800). Below these fields is a table for 'Account Linked' with columns: 'Account No.', 'Account Branch Code', 'Product Details', 'Account Title', 'Account Relation', 'Default (Y/N)', and 'Link (Y/N)'. At the bottom, there is a 'Record Details' section with columns for 'Input By', 'Authorized By', 'Last Mnt. Date', 'Last Mnt. Action', and 'Authorized'. The bottom-most part of the window contains a toolbar with radio buttons for 'Add', 'Modify', 'Delete', 'Cancel', 'Amend', 'Authorize', and 'Inquiry' (which is selected), along with 'Ok', 'Close', and 'Clear' buttons.

## Field Description

Field Name	Description
<b>Search Criteria</b>	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Customer short name: The short name of the customer.</li> <li>• Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>• Customer ID: The unique identification given by the bank.</li> </ul>
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> field.</p> <p>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.</p> <p>For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the <b>Search String</b> field.</p>
<b>Cust IC</b>	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>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.</p>
<b>ID</b>	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>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.</p>

Field Name	Description
<b>Home Branch</b>	<p>[Display]</p> <p>This field displays the short name of the branch, where the customer's account is opened.</p> <p>The customer signature record and the other customer papers are kept in this branch.</p> <p>These short names are maintained in the <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>
<b>Full Name</b>	<p>[Display]</p> <p>This field displays the full name of the customer.</p> <p>The full name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Short Name</b>	<p>[Display]</p> <p>This field displays the short name of the customer.</p> <p>The short name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Card Issue Mode</b>	<p>[Mandatory, Radio Button]</p> <p>Select the appropriate card issue mode.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Online: It allows the user to issue the card in online mode. In online mode the card number needs to be specified.</li> <li>• 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</li> </ul>
<b>Group Code</b>	<p>[Display]</p> <p>This field displays the group code to which the customer belongs.</p>
<b>Card Product</b>	<p>[Conditional, Editable/Pick List]</p> <p>This field displays the card product.</p> <p>If the card is to be issued, enter the card product or select from the pick list.</p>
<b>Card No</b>	<p>[Mandatory, Numeric, 20]</p> <p>Select the card number from the pick list.</p> <p>In online issuing mode the card number is mandatory and will be validated against the branch inventory.</p>
<b>Reissue</b>	<p>[Optional, Check Box]</p> <p>Select the <b>Reissue</b> check box to reissue a card.</p> <p>The <b>Card Product</b> field gets disabled if this check box is selected.</p>

**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**

The screenshot shows the 'Card Maintenance' application window. At the top, there are search criteria: 'Customer Short Name' (dropdown), 'Search String' (text box with 'ASH'), 'Cust IC' (text box with '603965'), and 'Home Branch' (text box with '240'). Below this, 'Full Name' and 'Short Name' are both 'ASHWINI AYARE'. There are radio buttons for 'Online' (selected) and 'Batch', and a 'Reissue' checkbox. Fields for 'Card Product', 'Card No.', and 'Old Card No.' are present. A 'Group Code' of '15' is shown. The main area has tabs for 'Card Details' (selected), 'Card Status History', 'Account Link History', 'Mailing Address', and 'Beneficiary Accounts'. Under 'Card Details', fields include 'Embossed Name' (ASHWINI AYARE), 'Card Status' (dropdown), 'Language' (ENG), 'Issue Date' (13/09/2016), 'Expiry Date' (13/09/2026), 'Remarks', 'Card Dispatch Status', 'Pin Mailed Status', 'Last Operation', 'Request Reference Number', 'Card Renewal Date' (01/01/1800), 'Card Activation Date' (01/01/1800), and 'Last Status Change Date' (01/01/1800). An 'Account Linked' section has a table with columns: Account No., Account Branch Code, Product Details, Account Title, Account Relation, Default (Y/N), and Link (Y/N). At the bottom, there is a 'Record Details' section with fields for 'Input By', 'Authorized By', 'Last Mnt. Date', 'Last Mnt. Action', and 'Authorized'. A bottom toolbar contains buttons for Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry, Ok, Close, and Clear.

7. Enter the relevant information in the various tabs.

## Card Details

The screenshot shows the Oracle Card Maintenance application window. At the top, there are search criteria including Customer Short Name, Search String (ASH), Cust IC (603965), and Home Branch (240). The card details for ASHWINI AYARE are displayed, including Card Product (115 VISA), Card No (REF00000362), and Issue Date (13/09/2016). The card status is 'Requested' and the language is 'ENG'. A table below shows the account linked to the card, with columns for Account No., Account Branch Code, Product Details, Account Title, Account Relation, Default (Y/N), and Link (Y/N).

Account No.	Account Branch Code	Product Details	Account Title	Account Relation	Default (Y/N)	Link (Y/N)
5010000002712	240	10017 - Savings Account - Liability	ASHWINI AYARE	SOW	N	N

At the bottom, there are record details fields for Input By, Authorized By, Last Mnt. Date, Last Mnt. Action, and Authorized. A navigation bar at the very bottom includes buttons for Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry, Ok, Close, and Clear.

## Field Description

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

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

Field Name	Description
<b>Remarks</b>	[Optional, Alphanumeric, 120] Enter the remarks for the transaction.
<b>Card Dispatch Status</b>	[Optional, Alphanumeric, One] Enter the status of the card which is dispatched to the customer.
<b>Pin Mailed Status</b>	[Optional, Alphanumeric, One] Enter the status of the PIN which is mailed to the customer.
<b>Last Operation</b>	[Optional, Alphanumeric, 120] Enter the last operation performed on the card.
<b>Request Reference Number</b>	[Optional, Alphanumeric, 120] Enter the reference number of the request raised on the card.
<b>Card Renewal Date</b>	[Optional, Pick List, dd/mm/yyyy] Select the date from the pick list on which the card has got renewed.
<b>Card Activation Date</b>	[Optional, Pick List, dd/mm/yyyy] Select the date from the pick list on which the card has got activated.
<b>Last Status Change Date</b>	[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
<b>Account Linked</b>	
<b>Account No.</b>	[Display] This column displays the account number belonging to the selected customer associated with the card to be issued.
<b>Account Branch Code</b>	[Display] This column displays the branch code to which the account number is associated.
<b>Product Details</b>	[Display] This column displays the product name along with the product code to which this account belongs
<b>Account Title</b>	[Display] This column displays the title given for the account number.
<b>Account Relation</b>	[Display] This column displays the relation for the account number.

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

### Card Status History

The screenshot shows the 'Card Maintenance' application with the 'Card Status History' tab selected. The search criteria are set to 'Customer Id' with a search string of '602254'. Customer details include Cust IC: 125549865654, ID: 602254, Home Branch: 9999, Full Name: GAURAV SHARMA, and Short Name: GAURAVSHARMA. Card details include Card Product: SAVINGS, Card No: 444455552866, and Group Code: B1. The status history table shows a change from 'Active' to 'Damaged' on 31-12-2007 at branch 9999, performed by teller TRAMANATHAN. The record details show it was input by TRAMANATHAN, authorized by SRAMANATHAN, and last maintained on 01/07/2008 15:16:33.

Change Date	From Status	To Status	Branch Code	Teller ID	Status Change Remarks
31-12-2007	Active	Damaged	9999	TRAMANATHAN	

### Field Description

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

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



## Account Link History

**Card Maintenance**

Search Criteria :  Search String :

Cust IC :  ID :  Home Branch : 9999

Full Name :  Short Name : AHMED RIYAZ

Online  Batch Group Code :

Card Product :  Card No :

Reissue Old Card No :

Card Details | Card Status History | **Account Link History** | Mailing Address | Beneficiary Accounts

Account No.	Date	Default (Y/N)	Link (Y/N)	Branch Code	Teller ID
00000050393	31-01-2008	Y	Y	9999	TSWAPNILM
00000050393	31-01-2008	Y	N	9999	TSWAPNILM
00000041558	31-01-2008	Y	Y	9999	TSWAPNILM
00000041558	31-12-2007	Y	N	9999	TSWAPNILM

**Record Details**

Input By : TSWAPNILM Authorized By : SSWAPNILM Last Mnt. Date : 14/07/2008 17:31:37 Last Mnt. Action : Authorize Authorized :

Add 
  Modify 
  Delete 
  Cancel 
  Amend 
  Authorize 
  Inquiry

## Field Description

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

The screenshot shows the 'Card Maintenance' application window. The 'Mailing Address' tab is active. The form contains the following fields and sections:

- Search Criteria:** Customer Id (dropdown), Search String (602045)
- Customer Info:** Cust IC (55554444), ID (602045), Home Branch (9999), Full Name (SUMUEL S MOHMAD), Short Name (SUMUELSMOHMAD)
- Dispatch Options:** Online (selected), Batch, Reissue
- Card Info:** Card Product (SAVINGS), Card No (933333333305), Group Code (01), Old Card No (empty)
- Mailing Address Section:**
  - Collecting Branch: 9999
  - Address: (three empty lines)
  - City: (empty)
  - State: (empty)
  - Phone: (empty)
- Record Details Table:**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
				<input type="checkbox"/>
- Bottom Bar:** Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry, Ok, Close, Clear

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

**Card Maintenance**

Search Criteria 1: Katakana/Kanji name(WildCard.matc) Search Criteria 2: Home Phone

Search String 1: 1 Search String 2:

IC : 9990000773 ID : 605264

Home Branch : 999

Full Name : rahul rs Short Name : a

Kana Name : rahul rs

Kanji Name : vaibhavag1 rs

Home Phone : 458796536 Mobile Phone : 8574965

Date of birth : 1981-02-19

Online  Batch

Card Product : Card No : Postal Matter Code:

Reissue Old Card No : Assign Same ContractNo:

**Card Details** | Card Status History

Embossed Name : Card Status : Language : Issue Date : 15/02/2008 Expiry Date : 15/02/2018

Remarks : Account Linked : Account No. | Product Name | Account Title | Account Relation | Default (Y/N) | Link (Y/N)

**Record Details**

Input By : Authorized By : Last Mnt. Date : Last Mnt. Action : Authorized :

Add  Modify  Delete  Cancel  Amend  Authorize  Inquiry

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
<b>Search String 1</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria 1</b> field.</p>
<b>Search Criteria 2</b>	<p>[Optional, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Date of Birth (YYYYMMDD) (Complete Match)</li> <li>• Mobile No (Wildcard Match)</li> <li>• Home Phone (Wildcard Match)</li> </ul>
<b>Search String 2</b>	<p>[Mandatory, Pick List]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria 2</b> field.</p>
<b>IC</b>	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>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.</p>
<b>ID</b>	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>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.</p>
<b>Home Branch</b>	<p>[Display]</p> <p>This field displays the short name of the branch, where the customer's account is opened.</p> <p>The customer signature record and the other customer papers will are kept in this branch.</p> <p>These short names are maintained in the <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>

Field Name	Description
<b>Full Name</b>	[Display] This field displays the full name of the customer. The full name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.
<b>Short Name</b>	[Display] This field displays the short name of the customer. The short name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.
<b>Kana Name</b>	[Display] This field displays the kana name of the customer for whom the card is maintained.
<b>Kanji Name</b>	[Display] This field displays the kanji name of the customer for whom the card is maintained.
<b>Home Phone</b>	[Display] This field displays the home phone number of the customer for whom the card is maintained.
<b>Mobile phone</b>	[Display] This field displays the mobile phone number of the customer for whom the card is maintained.
<b>Date of Birth</b>	[Display] This field displays the birth date of the customer for whom the card is maintained.
<b>Online</b>	[Mandatory, Radio Button] Click <b>Online</b> to issue a card in an online mode. In the online mode the card number needs to be specified.
<b>Batch</b>	[Mandatory, Radio Button] Click <b>Batch</b> to issue a card in the batch mode. In the batch mode a request reference number will be generated and displayed in the <b>Card No</b> field.
<b>Card Product</b>	[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
<b>Card No</b>	<p>[Mandatory, Pick List]</p> <p>Select the card number from the pick list.</p> <p>In online issuing mode the card number is mandatory and will be validated against the branch inventory.</p>
<b>Postal Matter Code</b>	<p>[Optional, Drop-Down]</p> <p>Select the code relating to the issued card from the drop-down list.</p> <p>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.</p>
<b>Reissue</b>	<p>[Optional, Check Box]</p> <p>Select the <b>Reissue</b> check box to reissue a card.</p>
<b>Old Card No</b>	<p>[Conditional, Pick List]</p> <p>Select the old card number from the pick list.</p> <p>In case of reissue, an old card number is mandatory.</p>
<b>Assign Same ContractNo</b>	<p>[Optional, Check Box]</p> <p>Select the <b>Assign Same ContractNo</b> check box to have the same contract number on the new card.</p> <p>If the check box is not selected then the system will generate the new contract number.</p> <p>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.</p>

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

Card Maintenance																
Search Criteria 1:	Katakana/Kanji name(WildCard matc)		Search Criteria 2:	Home Phone												
Search String 1:	1		Search String 2:													
IC :	9990000773	ID :	605264													
Home Branch :	999															
Full Name :	rahul rs	Short Name :	a													
Kana Name :	rahul rs															
Kanji Name :	vaibhavag1 rs															
Home Phone :	458796536	Mobile Phone :	8574965													
Date of birth :	1981-02-19															
<input type="radio"/> Online <input type="radio"/> Batch																
Card Product :		Card No :		Postal Matter Code:												
<input type="checkbox"/> Reissue		Old Card No :		Assign Same ContractNo: <input type="checkbox"/>												
<b>Card Details</b>   <b>Card Status History</b>																
Embossed Name :																
Card Status :																
Language :																
Issue Date :	15/02/2008	Expiry Date :	15/02/2018													
Remarks :																
Account Linked :	<table border="1"> <thead> <tr> <th>Account No.</th> <th>Product Name</th> <th>Account Title</th> <th>Account Relation</th> <th>Default (Y/N)</th> <th>Link (Y/N)</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				Account No.	Product Name	Account Title	Account Relation	Default (Y/N)	Link (Y/N)						
Account No.	Product Name	Account Title	Account Relation	Default (Y/N)	Link (Y/N)											
<b>Record Details</b>																
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized												
				<input type="checkbox"/>												
<input type="radio"/> Add <input type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input checked="" type="radio"/> Inquiry																
<input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>																

8. Enter the required information in the various tabs.

## Card Details

**Card Maintenance**

Search Criteria 1:  Search Criteria 2:

Search String 1:  Search String 2:

IC :  ID :

Home Branch :

Full Name :  Short Name :

Kana Name :

Kanji Name :

Home Phone :  Mobile Phone :

Date of birth :

Online  Batch

Card Product :  Card No :  Postal Matter Code:

Reissue Old Card No :  Assign Same ContractNo:

**Card Details** | **Card Status History**

Embossed Name :

Card Status :

Language :

Issue Date :  Expiry Date :

Remarks :

Account Linked : 

Account No.	Product Name	Account Title	Account Relation	Default (Y/N)	Link (Y/N)

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Add 
  Modify 
  Delete 
  Cancel 
  Amend 
  Authorize 
  Inquiry

## Field Description

Field Name	Description
<b>Embossed Name</b>	[Mandatory, Alphanumeric, 120] Type the name that will appear on the issued card.
<b>Card Status</b>	[Display] This field displays the current status of the card.
<b>Language</b>	[Mandatory, Drop-Down] Select the language in which the card is maintained from the drop-down list. The options are: <ul style="list-style-type: none"> <li>• English</li> <li>• Chinese</li> </ul>
<b>Issue Date</b>	[Mandatory, Pick List, DD/MM/YYYY] Select the date on which the card is issued from the pick list.

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

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

## Card Status History

**Card Maintenance**

Search Criteria 1:  Search Criteria 2:

Search String 1:  Search String 2:

IC :  ID :

Home Branch :

Full Name :  Short Name :

Kana Name :

Kanji Name :

Home Phone :  Mobile Phone :

Date of birth :

Online  Batch

Card Product :   Card No :  Postal Matter Code:

Reissue Old Card No :  Assign Same ContractNo:

**Card Details** | **Card Status History**

Card Number	Change Date	From Status	To Status	Branch Code	Teller ID	Remarks

**Record Details**

Input By:  Authorized By:  Last Mnt. Date:  Last Mnt. Action:  Authorized:

Add  
  Modify  
  Delete  
  Cancel  
  Amend  
  Authorize  
  Inquiry

## Field Description

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

Column Name	Description
<b>Teller ID</b>	[Display] This column displays the teller ID of the person who made the change.
<b>Remarks</b>	[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 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, 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

**Card Maintenance**

Search Criteria : Customer Short Name Search String :

IC :  ID :  Home Branch :

Full Name :  Short Name :

Card Type :  Card No :

---

**Card Details** | **Card History**

Embossed Name :

Card Status :

Single Stripe  Double Stripe

Date Entry :  Issue Date :  Expiry Date :

Last Used :  Change Limit :  Retry Allowed :

Remarks :

Account Linked :

---

**Record Details**

Input By :  Authorized By :  Last Mnt. Date :  Last Mnt. Action :  Authorized :

Add 
  Modify 
  Delete 
  Cancel 
  Amend 
  Authorize 
  Inquiry

## 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
<b>IC</b>	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>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.</p>
<b>ID</b>	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>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.</p>
<b>Home Branch</b>	<p>[Display]</p> <p>This field displays the short name of the branch, where the customer's account is opened.</p> <p>The customer signature record and the other customer papers will are kept in this branch.</p> <p>These short names are maintained in the <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>
<b>Full Name</b>	<p>[Display]</p> <p>This field displays the full name of the customer.</p> <p>The full name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Short Name</b>	<p>[Display]</p> <p>This field displays the short name of the customer.</p> <p>The short name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Card Type</b>	<p>[Display]</p> <p>This field displays the card type.</p>
<b>Card No</b>	<p>[Mandatory, Pick List]</p> <p>Select the card number from the pick list.</p> <p>In online issuing mode the card number is mandatory and will be validated against the branch inventory.</p>

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

**Card Maintenance**

Search Criteria : Customer Short Name Search String :

IC :  ID :  Home Branch :

Full Name :  Short Name :

Card Type :  Card No :

---

**Card Details** | **Card History**

Embossed Name :

Card Status :

Single Stripe  Double Stripe

Date Entry :  Issue Date :  Expiry Date :

Last Used :  Change Limit :  Retry Allowed :

Remarks :

Account Linked : 

Acct No.	Product Name	Account Title	Module	Link(Y/N)

---

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Add 
  Modify 
  Delete 
  Cancel 
  Amend 
  Authorize 
  Inquiry

6. Enter the relevant information in the various tabs.

## Card Details

**Card Maintenance**

Search Criteria :  Search String :

IC :  ID :  Home Branch :

Full Name :  Short Name :

Card Type :  Card No :

---

**Card Details** | **Card History**

Embossed Name :

Card Status :

Single Stripe  Double Stripe

Date Entry :  Issue Date :  Expiry Date :

Last Used :  Change Limit :  Retry Allowed :

Remarks :

Account Linked :

---

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Add 
  Modify 
  Delete 
  Cancel 
  Amend 
  Authorize 
  Inquiry

## Field Description

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

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

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

## Card History

**Card Maintenance**

Search Criteria : Customer Short Name  Search String :

IC :  ID :  Home Branch :

Full Name :  Short Name :

Card Type :  Card No :

---

Card Details | **Card History**

S. No.	Card No.	Card Type	Issue Date	History Posting Date	From Status	To Status

---

**Record Details**

Input By :  Authorized By :  Last Mnt. Date :  Last Mnt. Action :  Authorized :

Add  
  Modify  
  Delete  
  Cancel  
  Amend  
  Authorize  
  Inquiry

## Field Description

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

Column Name	Description
<b>From Status</b>	[Display] This column displays the initial status of the card.
<b>To Status</b>	[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

Card Activation				
Search Criteria :	Customer Short Name	Search String :	AMIT	
IC :	DLS123	ID :	600886	Home Branch : 999
Full Name :	AMITABH H BACCHAN		Short Name :	DLS123
Card No :	999123000085			
Current Status :	Generated			
New Status :	Active			
Comments :	CARD ACTIVATED			
Record Details				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
TJAMES	SJAMES	31/08/2006 18:25:30	Authorize	<input checked="" type="checkbox"/>
<input type="radio"/> Add <input checked="" type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>				

## Field Description

Field Name	Description
<b>Search Criteria</b>	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Customer short name: The short name of the customer.</li> <li>• Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>• Customer ID: The unique identification given by the bank.</li> </ul>
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> field.</p> <p>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.</p> <p>For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the <b>Search String</b> field.</p>
<b>IC</b>	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>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.</p>
<b>ID</b>	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>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.</p>



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

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**

Card Activation				
Search Criteria :	Customer Short Name	Search String :	AMIT	
IC :	DLS123	ID :	600886	Home Branch : 999
Full Name :	AMITABH H BACCHAN		Short Name :	DLS123
Card No :	999123000085			
Current Status :	Generated			
New Status :	Active			
Comments :	CARD ACTIVATED			
<b>Record Details</b>				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
TJAMES	SJAMES	31/08/2006 18:25:30	Authorize	<input checked="" type="checkbox"/>
<input type="radio"/> Add <input checked="" type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>				

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

**Card Status Change**

Search Criteria :  Search String :

IC :  ID :  Home Branch :

Full Name :  Short Name :

Card No :

Current Status :

New Status :

Comments :

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Add  Modify  Delete  Cancel  Amend  Authorize  Inquiry
Ok Close Clear

## Field Description

Field Name	Description
<b>Search Criteria</b>	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>Customer short name: The short name of the customer.</li> <li>Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>Customer ID: The unique identification given by the bank.</li> </ul>

Field Name	Description
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> field.</p> <p>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.</p> <p>For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the <b>Search String</b> field.</p>
<b>IC</b>	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>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.</p>
<b>ID</b>	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>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.</p>
<b>Home Branch</b>	<p>[Display]</p> <p>This field displays the short name of the branch, where the customers account is opened.</p> <p>The customer signature record and the other customer papers are kept in this branch.</p> <p>These short names are maintained in the <b>Branch Master Maintenance</b> (Fast Path: BAM03) option.</p>
<b>Full Name</b>	<p>[Display]</p> <p>This field displays the full name of the customer.</p> <p>The full name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.</p>

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

**Card Status Change**

Search Criteria :  Search String :

IC :  ID :  Home Branch : 9999

Full Name :  Short Name :

Card No :

Current Status :

New Status :

Comments :

**Record Details**

Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
<input type="text" value="TSWAPNILM"/>	<input type="text" value="SSWAPNILM"/>	<input type="text" value="14/05/2008 10:25:28"/>	<input type="text" value="Authorize"/>	<input checked="" type="checkbox"/>

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

Card Unblocking				
Search Criteria :	Customer Short Name	Search String :	amita	
IC :	DLS123	ID :	600886	Home Branch : 999
Full Name :	AMITABH H BACCHAN	Short Name :	DLS123	
Card No :	999001110001			
Current Status :	Active			
New Status :	UnBlock			
Comments :	Card Blocked			
Record Details				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
TPRAVIN	SPRAVIN	28/07/2006 17:18:47	Authorize	<input checked="" type="checkbox"/>
<input type="button" value="Add"/> <input type="button" value="Modify"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/> <input type="button" value="Amend"/> <input type="button" value="Authorize"/> <input type="button" value="Inquiry"/> <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>				



## Field Description

Field Name	Description
<b>Search Criteria</b>	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Customer short name: The short name of the customer.</li> <li>• Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>• Customer ID: The unique identification given by the bank.</li> </ul>
<b>Search String</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria</b> field.</p> <p>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.</p> <p>For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the <b>Search String</b> field.</p>
<b>IC</b>	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>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.</p>
<b>ID</b>	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>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.</p>

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

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.



## 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

Card and Random Number Status Change				
Search Criteria 1:	<input type="text" value="Katakana/Kanji name(WildCard matc"/>	Search Criteria 2:	<input type="text" value="Date of Birth[YYYYMMDD]"/>	
Search String 1:	<input type="text" value="1"/>	Search String 2:	<input type="text"/>	
IC :	<input type="text" value="9990000773"/>	ID :	<input type="text" value="605264"/>	
Home Branch :	<input type="text" value="999"/>			
Full Name :	<input type="text" value="rahul rs"/>	Short Name :	<input type="text" value="a"/>	
Kana Name :	<input type="text" value="rahul rs"/>			
Kanji Name :	<input type="text" value="yaibhavag1 rs"/>			
Home Phone :	<input type="text" value="458796536"/>	Mobile Phone :	<input type="text" value="8574965"/>	
Date of birth :	<input type="text" value="1981-02-19"/>			
Card No :	<input type="text" value="9990000773-01"/>			
Card Status :	<input type="text" value="Issued"/>	Random Number status :	<input type="text" value="Issued"/>	
Action :	<input type="text" value="Activate Card"/>			
Comments :	<input type="text"/>			
<b>Record Details</b>				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
<input type="text" value="TRANJAN"/>	<input type="text" value="SRANJAN"/>	<input type="text" value="24/04/2007 16:06:38"/>	<input type="text" value="Authorize"/>	<input checked="" type="checkbox"/>
<input type="radio"/> Add <input checked="" type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>				

**Field Description**

Field Name	Description
<b>Search Criteria 1</b>	<p>[Mandatory, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Customer IC (Complete Match): The identification criteria (IC) arrived at by the bank during customer addition.</li> <li>• 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.</li> <li>• 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.</li> <li>• Katakana (Single Byte): The entered name will be checked in the Customer Master. A single byte match of full name is katakana name.</li> </ul>
<b>Search String 1</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria 1</b> field.</p>
<b>Search Criteria 2</b>	<p>[Optional, Drop-Down]</p> <p>Select the search criteria to search for the customer from the drop-down list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Date of Birth (YYYYMMDD) (Complete Match)</li> <li>• Mobile No (Wildcard Match)</li> <li>• Home Phone (Wildcard Match)</li> </ul>
<b>Search String 2</b>	<p>[Mandatory, Alphanumeric, 20]</p> <p>The search string, to search for a customer, corresponding to the search criteria selected in the <b>Search Criteria 2</b> field.</p> <p>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.</p>

## CM10 - Card and Random Number Status Change\*

Field Name	Description
<b>IC</b>	<p>[Display]</p> <p>This field displays the identification code of the customer.</p> <p>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.</p>
<b>ID</b>	<p>[Display]</p> <p>This field displays the ID of the customer.</p> <p>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.</p>
<b>Home Branch</b>	<p>[Display]</p> <p>This field displays the short name of the branch, where the customer's account is opened.</p> <p>The customer signature record and the other customer papers are kept in this branch.</p> <p>These short names are maintained in the <b>Branch Master Maintenance</b> Fast Path: BAM03) option.</p>
<b>Full Name</b>	<p>[Display]</p> <p>This field displays the full name of the customer.</p> <p>The full name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Short Name</b>	<p>[Display]</p> <p>This field displays the short name of the customer.</p> <p>The short name of the customer is defaulted from the <b>Customer Addition</b> (Fast Path: 8053) option.</p>
<b>Kana Name</b>	<p>[Display]</p> <p>This field displays the kana name of the customer for whom the card is maintained.</p>
<b>Kanji Name</b>	<p>[Display]</p> <p>This field displays the kanji name of the customer for whom the card is maintained.</p>

## CM10 - Card and Random Number Status Change\*

Field Name	Description
<b>Home Phone</b>	[Display] This field displays the home phone number of the customer for whom the card is maintained.
<b>Mobile phone</b>	[Display] This field displays the mobile phone number of the customer for whom the card is maintained.
<b>Date of birth</b>	[Display] This field displays the birth date of the customer for whom the card is maintained.
<b>Card No</b>	[Mandatory, Pick List] Select the card number from the pick list. The card number of which status has to be changed.
<b>Card Status</b>	[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 <b>Card No</b> pick list.
<b>Random Number status</b>	[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 <b>Card No</b> pick list.
<b>Action</b>	[Mandatory, Drop-Down] Select the action to be performed on the card from the drop-down list. The options are: <ul style="list-style-type: none"><li>• Block Card</li><li>• Block Random Number</li><li>• Activate Card</li><li>• Activate Random Number</li></ul>
<b>Comments</b>	[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

Card and Random Number Status Change				
Search Criteria 1:	<input type="text" value="Katakana/Kanji name(WildCard matc)"/>	Search Criteria 2:	<input type="text" value="Date of Birth{YYYYMMDD}"/>	
Search String 1:	<input type="text" value="1"/>	Search String 2:	<input type="text" value=""/>	
IC :	<input type="text" value="9990000773"/>	ID :	<input type="text" value="605264"/>	
Home Branch :	<input type="text" value="999"/>			
Full Name :	<input type="text" value="rahul rs"/>	Short Name :	<input type="text" value="a"/>	
Kana Name :	<input type="text" value="rahul rs"/>			
Kanji Name :	<input type="text" value="vaibhavag1 rs"/>			
Home Phone :	<input type="text" value="458796536"/>	Mobile Phone :	<input type="text" value="8574965"/>	
Date of birth :	<input type="text" value="1981-02-19"/>			
Card No :	<input type="text" value="9990000773-01"/>			
Card Status :	<input type="text" value="Issued"/>	Random Number status :	<input type="text" value="Issued"/>	
Action :	<input type="text" value="Activate Card"/>			
Comments :	<input type="text" value=""/>			
<b>Record Details</b>				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
<input type="text" value="TRANJAN"/>	<input type="text" value="SRANJAN"/>	<input type="text" value="24/04/2007 16:06:38"/>	<input type="text" value="Authorize"/>	<input checked="" type="checkbox"/>
<input type="radio"/> Add <input checked="" type="radio"/> Modify <input type="radio"/> Delete <input type="radio"/> Cancel <input type="radio"/> Amend <input type="radio"/> Authorize <input type="radio"/> Inquiry <input type="button" value="Ok"/> <input type="button" value="Close"/> <input type="button" value="Clear"/>				

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

The screenshot shows a web-based application window titled "Blank Cards Inventory". At the top left, there are two input fields: "Branch code" and "Card Product", each with a small dropdown arrow icon. Below these fields is a section labeled "Card Details" which contains a table. The table has a header row with three columns: "Branch", "Card Product", and "No. of Available Cards". The table body is currently empty. At the bottom right of the window, there are three buttons: "Ok", "Close", and "Clear".

**Field Description**

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

Blank Cards Inventory

Branch code :  ...

Card Product :  ...

Card Details

Branch	Card Product	No. of Available Cards
9999	1	54

OK Close Clear

## Field Description

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