Oracle FLEXCUBE Core Banking

Card Management User Manual
Release 5.1.0.0.0

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Card Management User Manual
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1. Preface

1.1. Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2. Documentation Accessibility

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

1.3. Access to OFSS Support

https://support.us.oracle.com

1.4. Structure

This manual is organized into the following categories:

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

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 5.1.0.0.0, 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

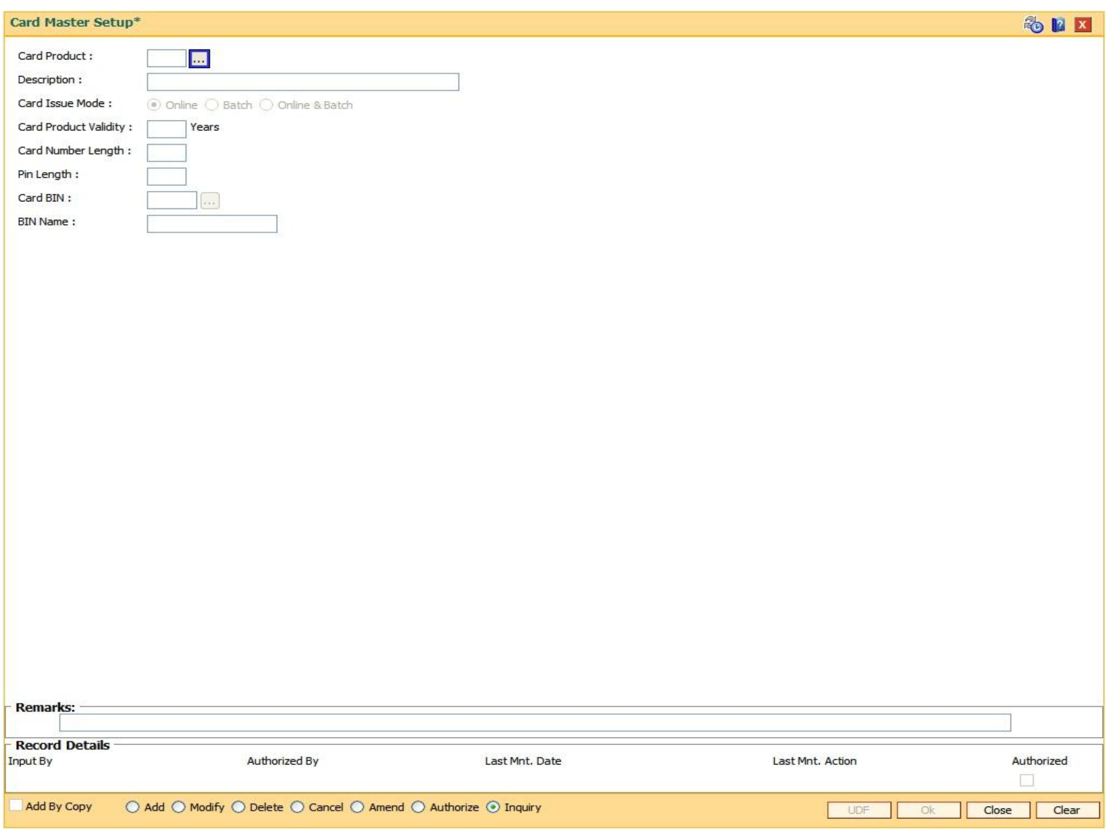
Modes Available

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

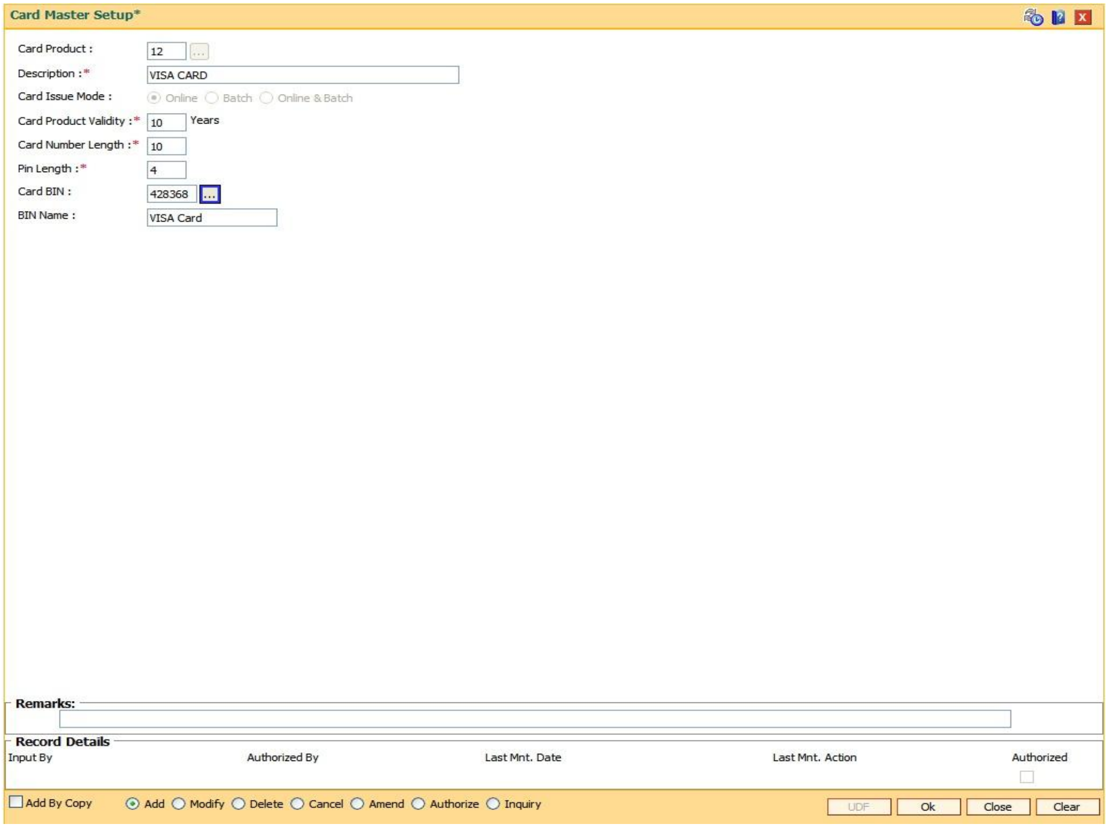


Field Description

Field Name	Description
Card Product	[Mandatory, Pick List, Numeric, 3] Select the card product number to setup a new card product.
Description	[Mandatory, Output, Character, 3] This field displays the description of the card product. After select the Card Product, Card Description will be enabled.
Card Issue Mode	[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.
Card Number Length	[Mandatory, Numeric, 2] This field displays Card Number Length.
Pin Length	[Mandatory, Numeric, 3] This field displays Pin Length
Card Bin	[Mandatory, Pick List, Numeric, 6] Select the card bin from the pick list.
Bin Name	[Mandatory, Output, Character, 36] This field displays Bin Name. After select the Card Bin, Bin Name will be enabled.

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

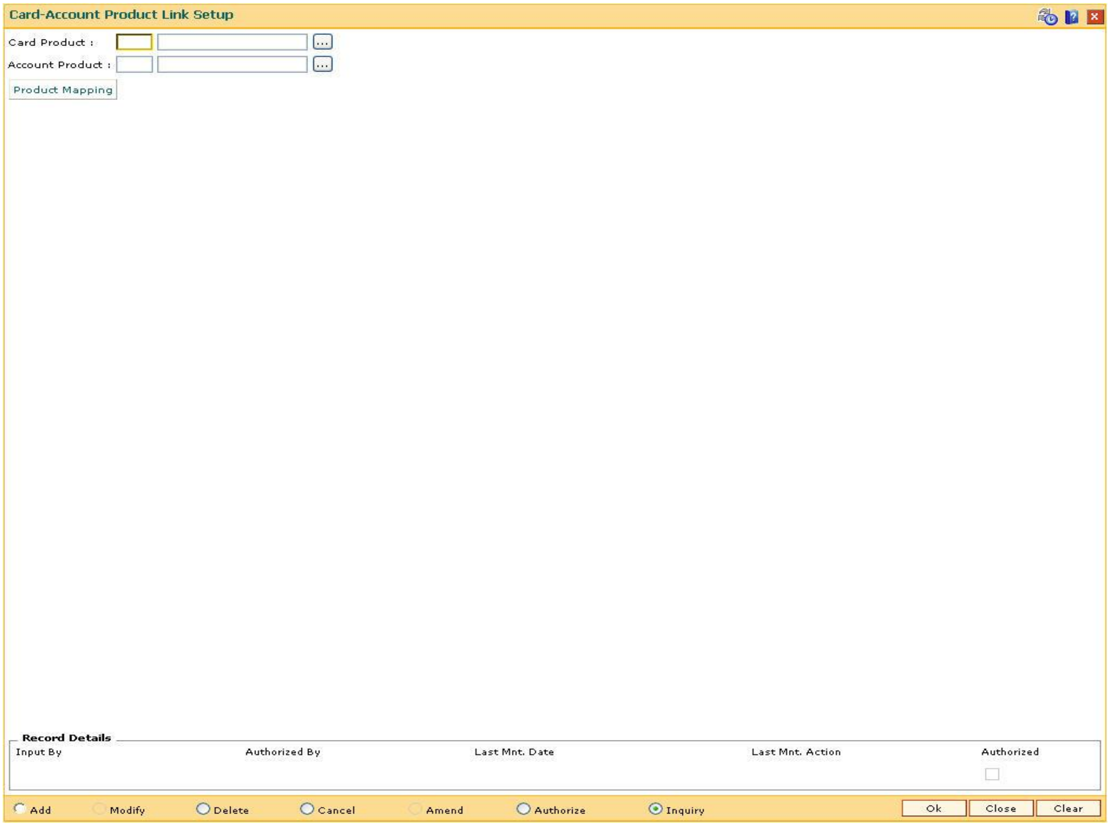
Modes Available

Add, Delete, Cancel, 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

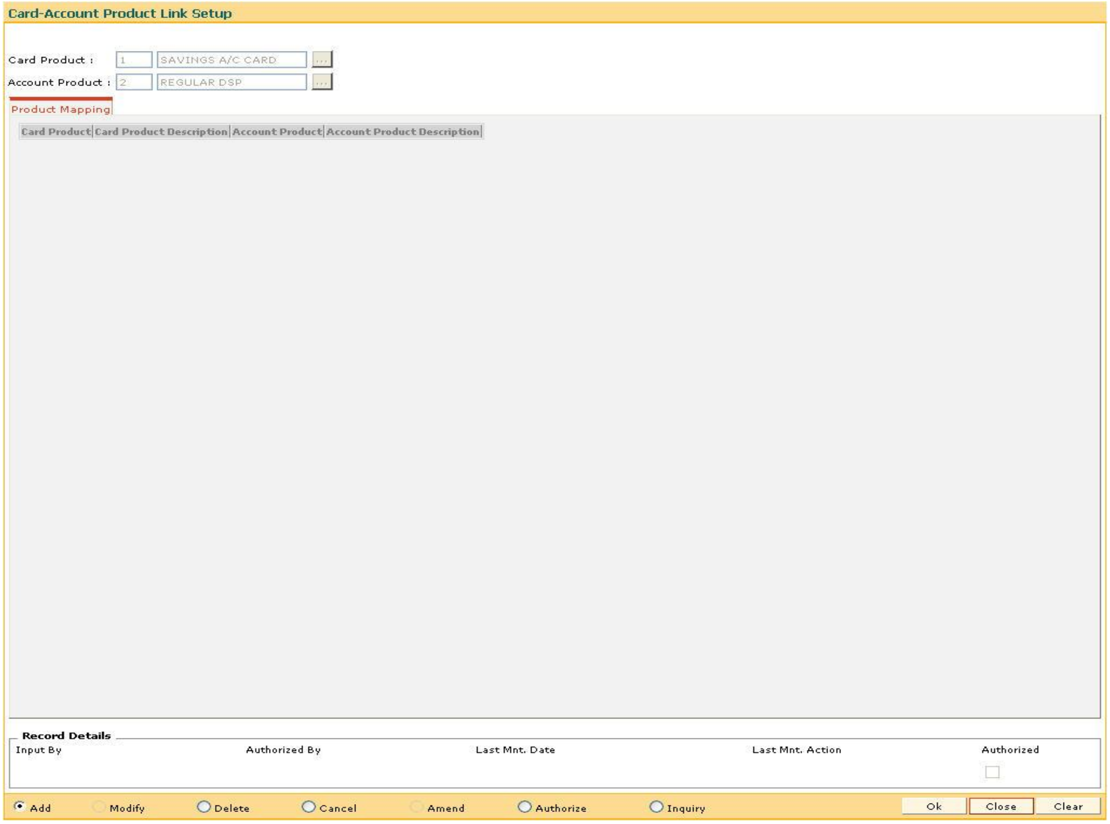


Field Description

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

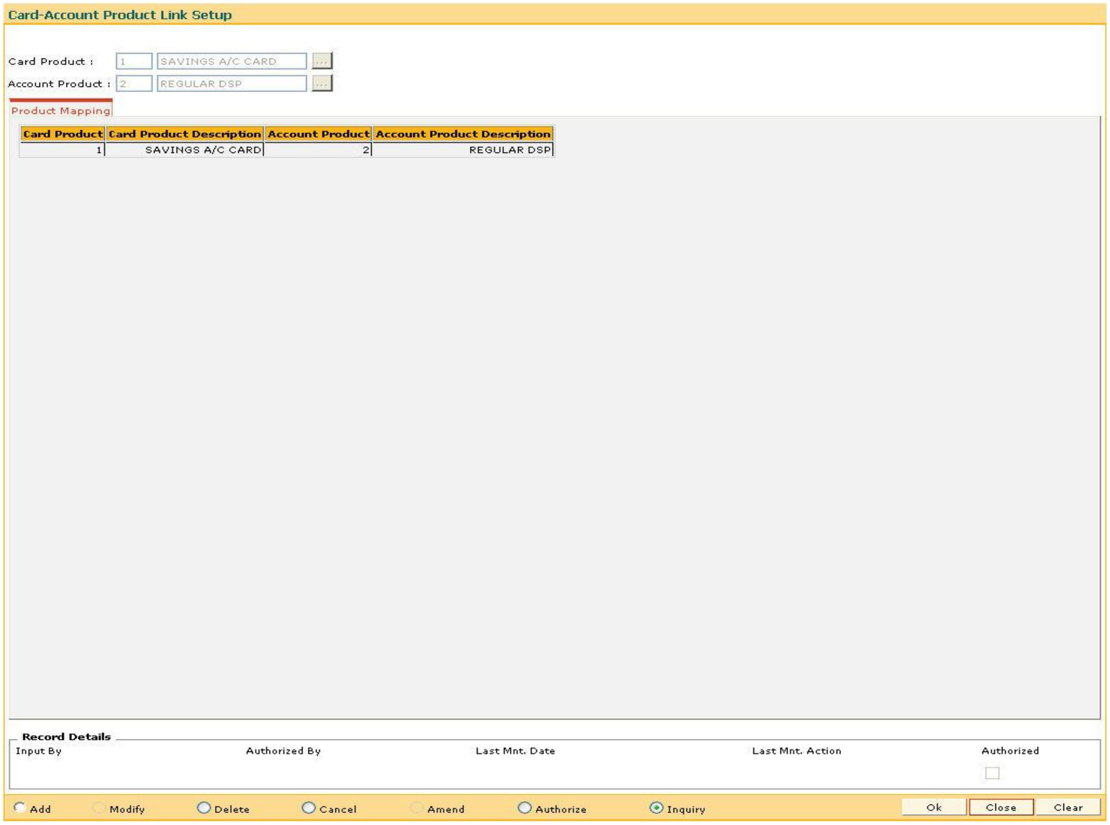


5. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue".
6. Click the **Ok** button.
7. The card and account product link is set up once the record is authorized.

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.
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

- BAM03 - Branch Master Maintenance

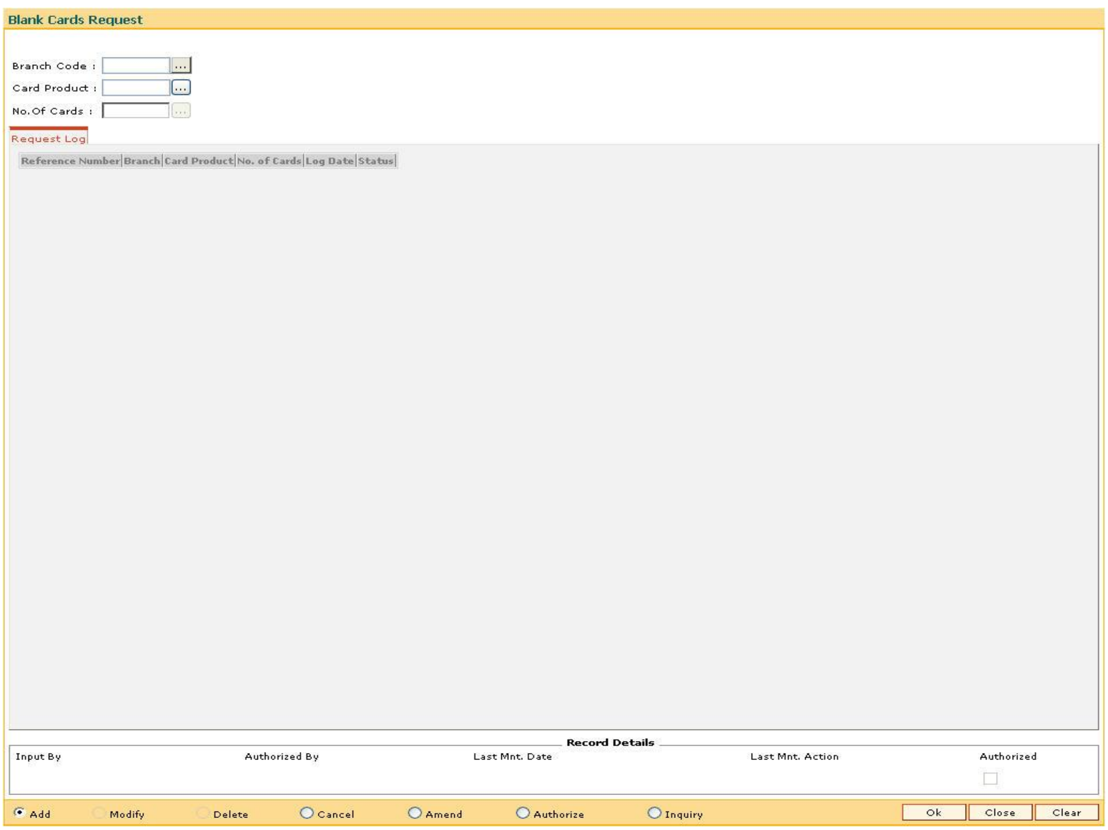
Modes Available

Add, Cancel, Amend, 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

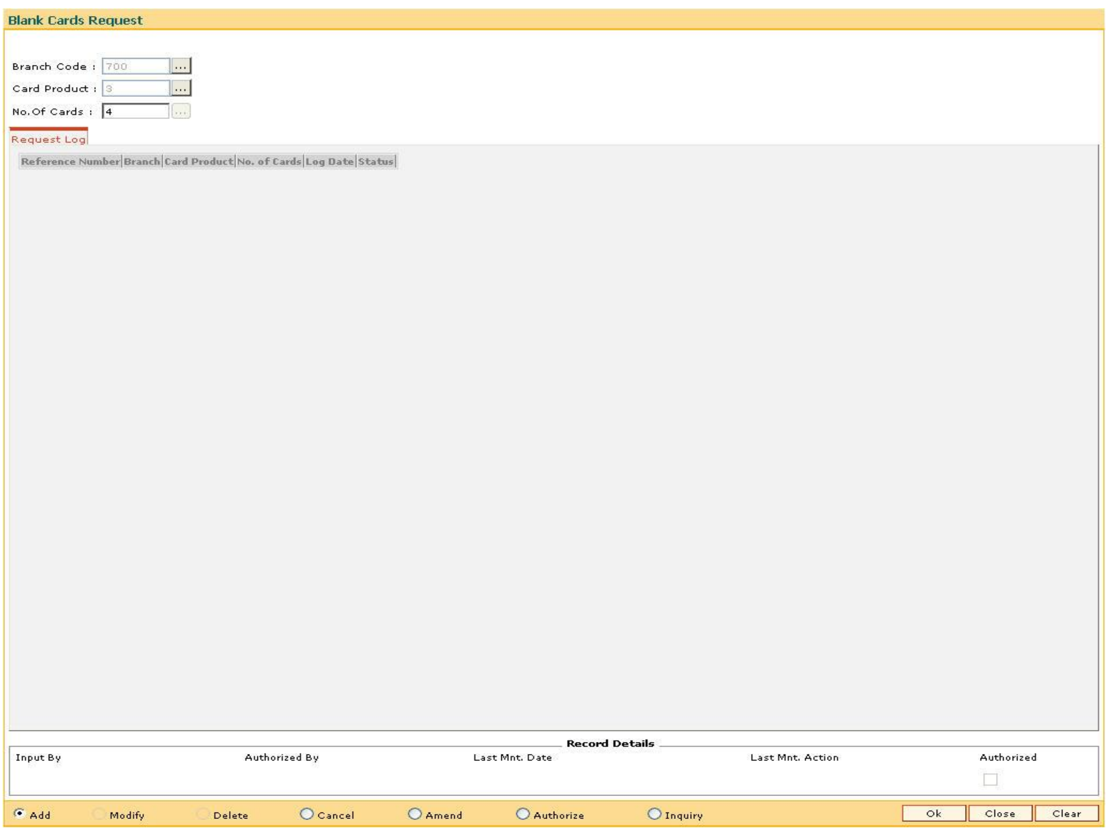


Field Description

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

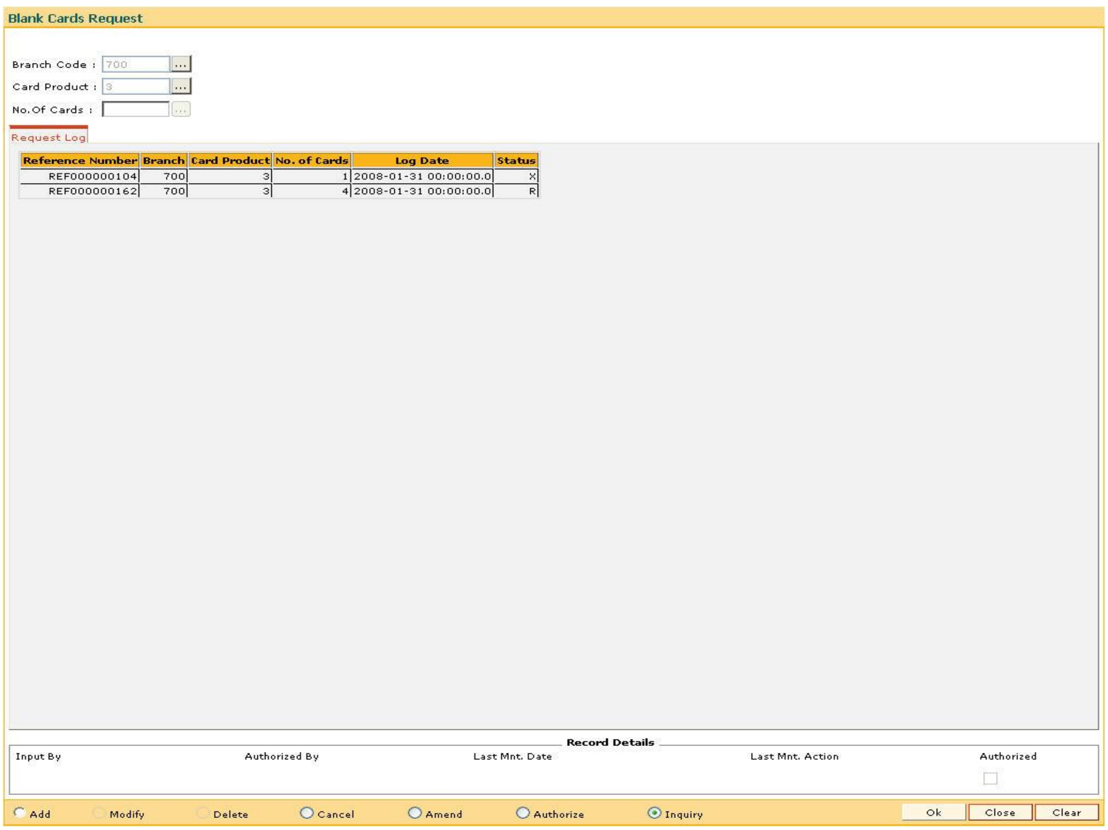


5. Click the **Ok** button.
6. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue". Click the **Ok** button.
7. The blank card requests are added once the record is authorized.

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.

Column Name	Description
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.
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.

The supplementary cards can also be issued using this option.

Definition Prerequisites

- 8053 - Customer Addition

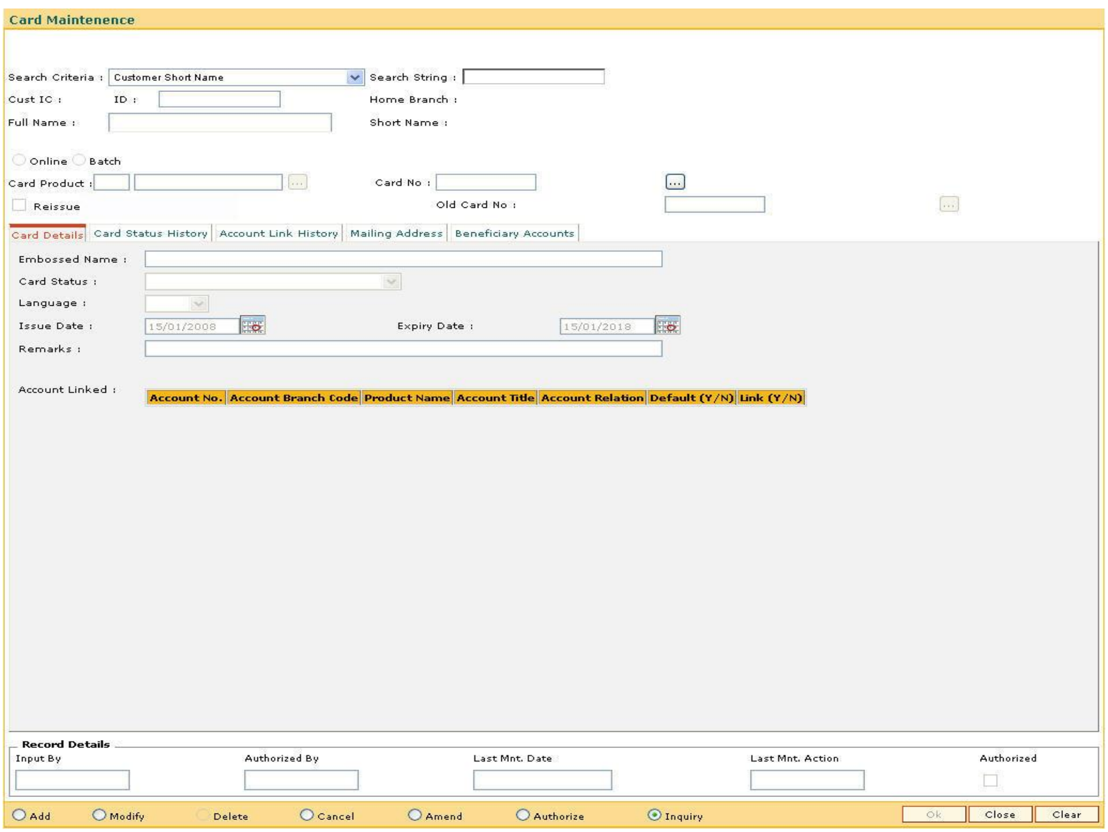
Modes Available

Add, Modify, Cancel, Amend, 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

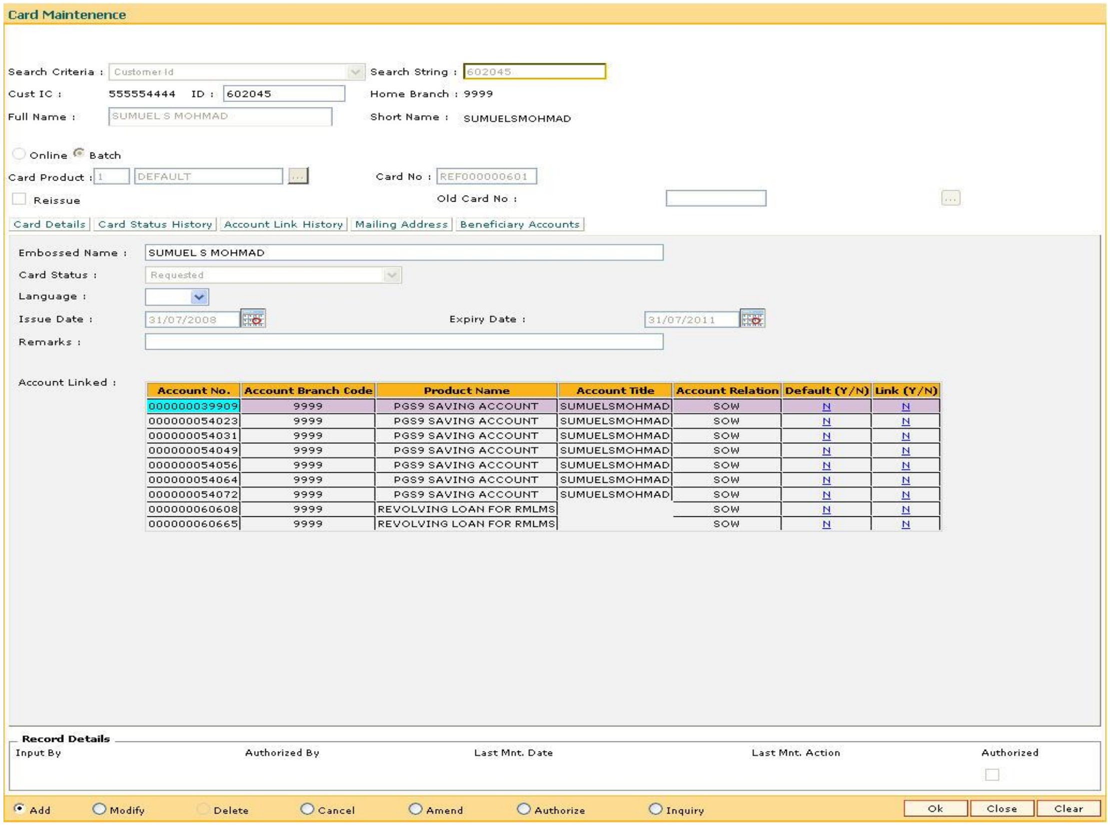
Field Name	Description
Search Criteria	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Customer short name: The short name of the customer. • Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. • 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
Card Product	[Conditional, Pick List] This field displays the card product. If the card is to be issued, select the card product 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.
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.
Actions	

Field Name	Description
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.

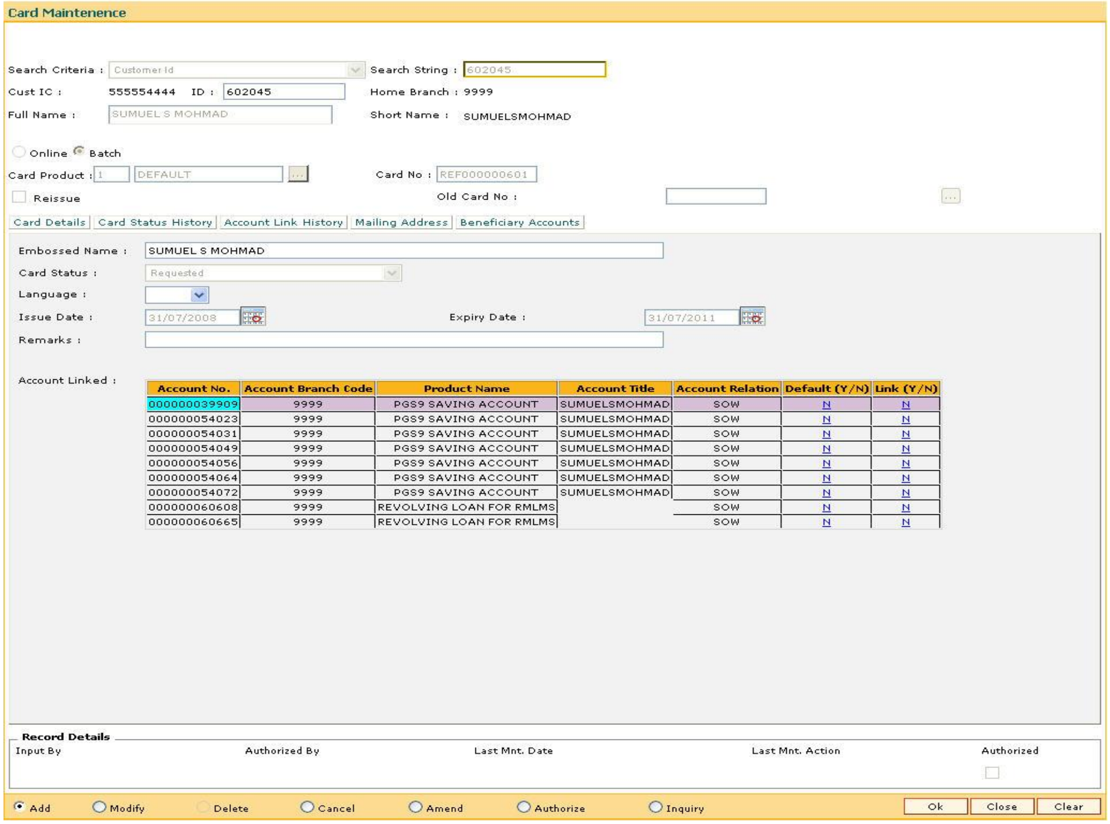
3. Click the **Add** button.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the **<Tab>** key.
6. Select the card product from the pick list.

Card Maintenance



7. Enter the relevant information in the various tabs.

Card Details



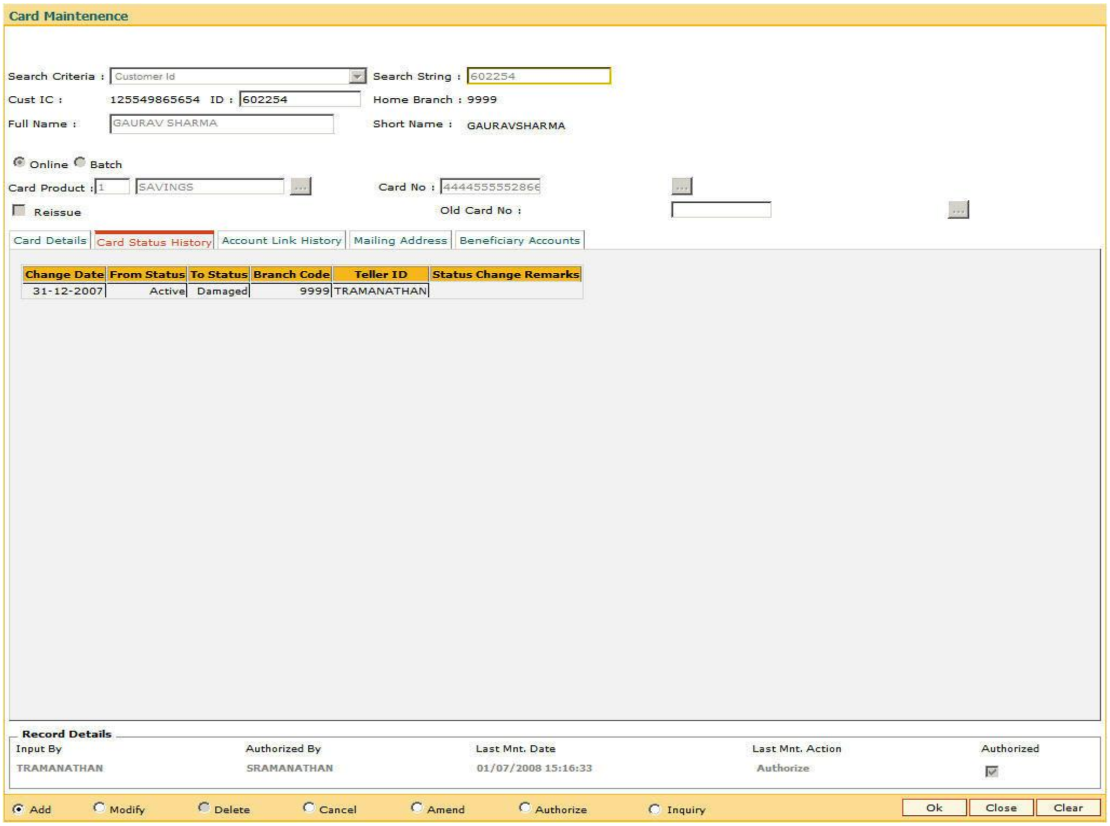
Field Description

Field Name	Description
Embossed Name	[Display] This field displays the name that will appear on the issued card.
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] 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 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 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 for the account number.
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

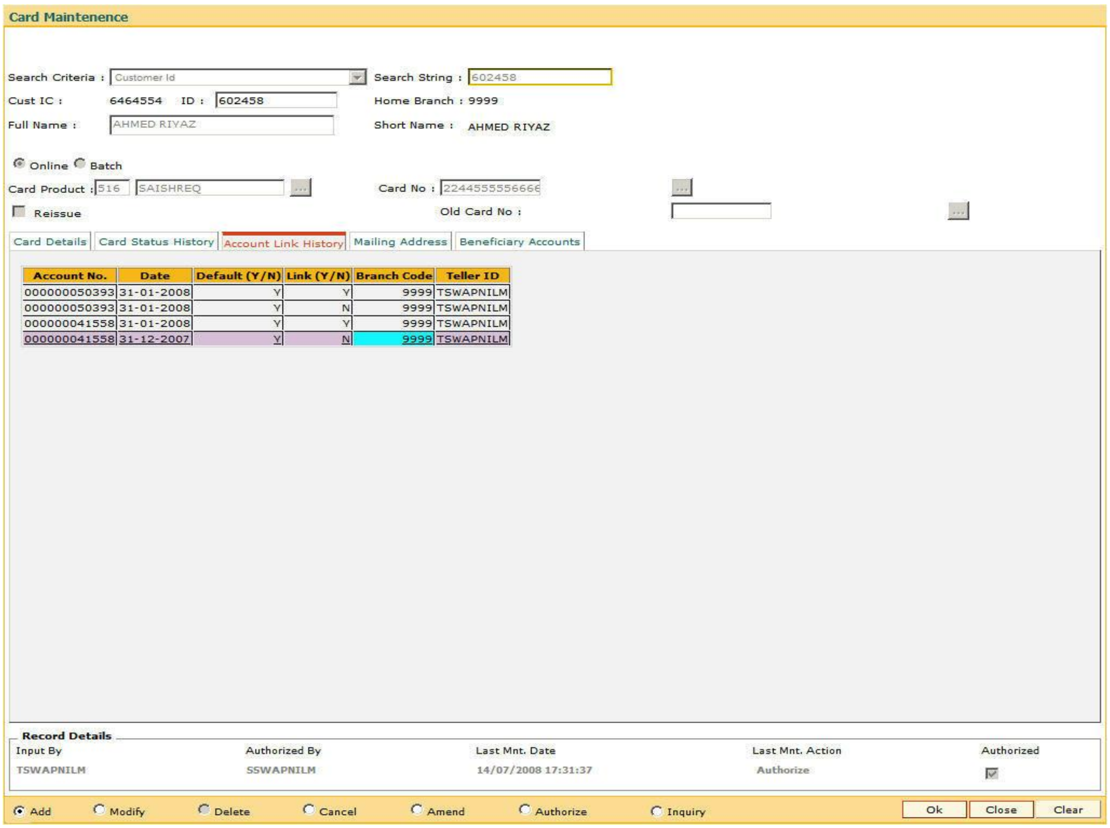


Field Description

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.
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.

Column Name	Description
Status Change Remarks	[Display] This column displays the status change remark.

Account Link History

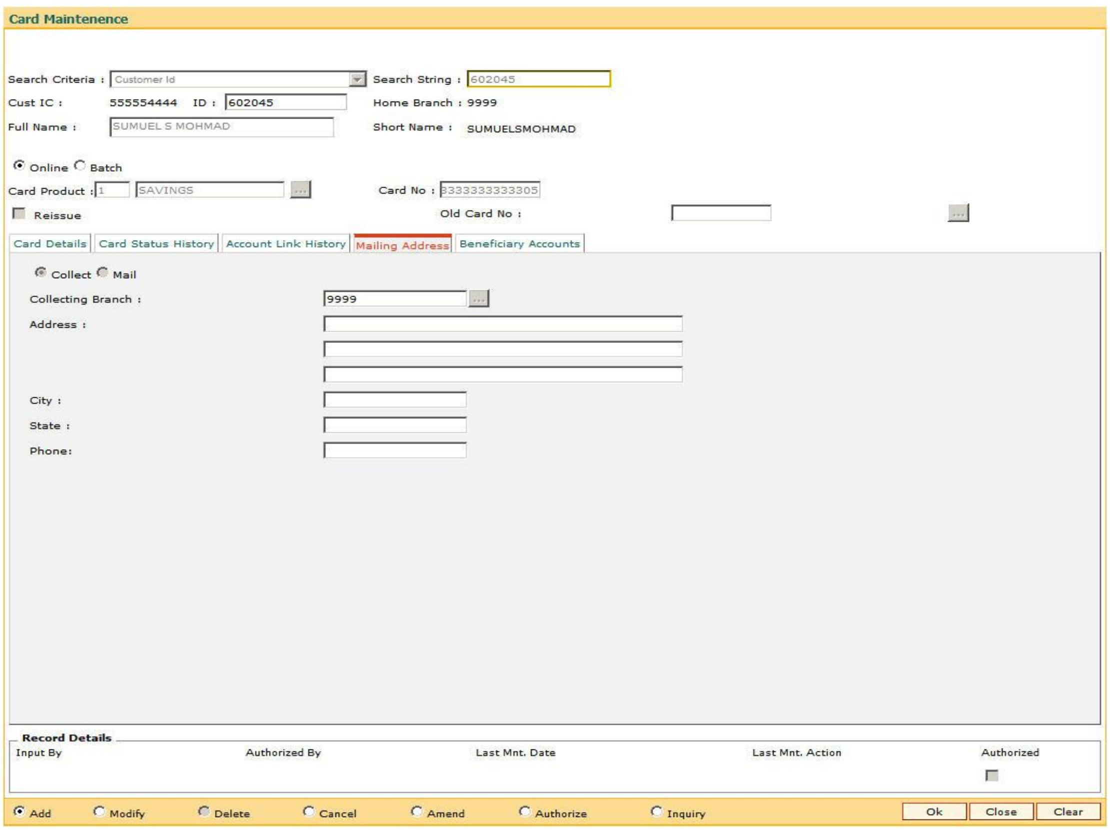


Field Description

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.

Column Name	Description
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.
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.
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...Authorisation Pending...Click Ok to Continue". Click the **Ok** button.
10. The card details are added once the record is authorised.

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

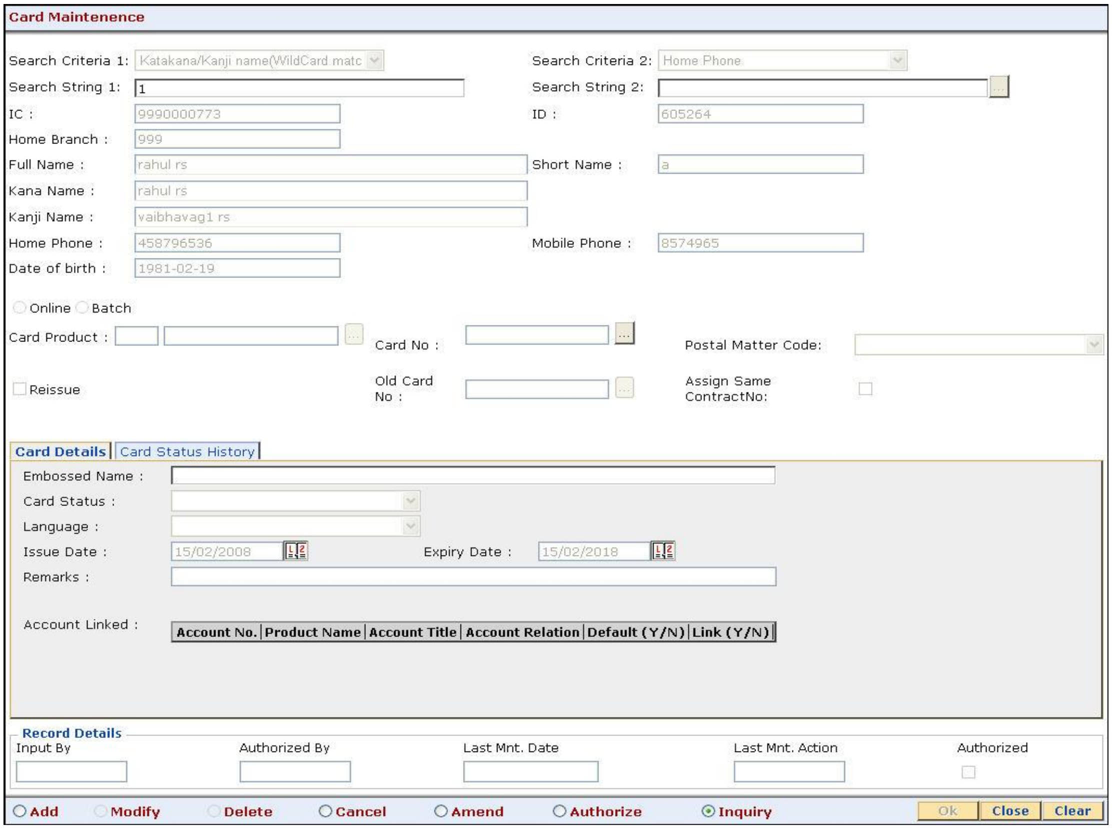
Modes Available

Add, Cancel, Amend, 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.

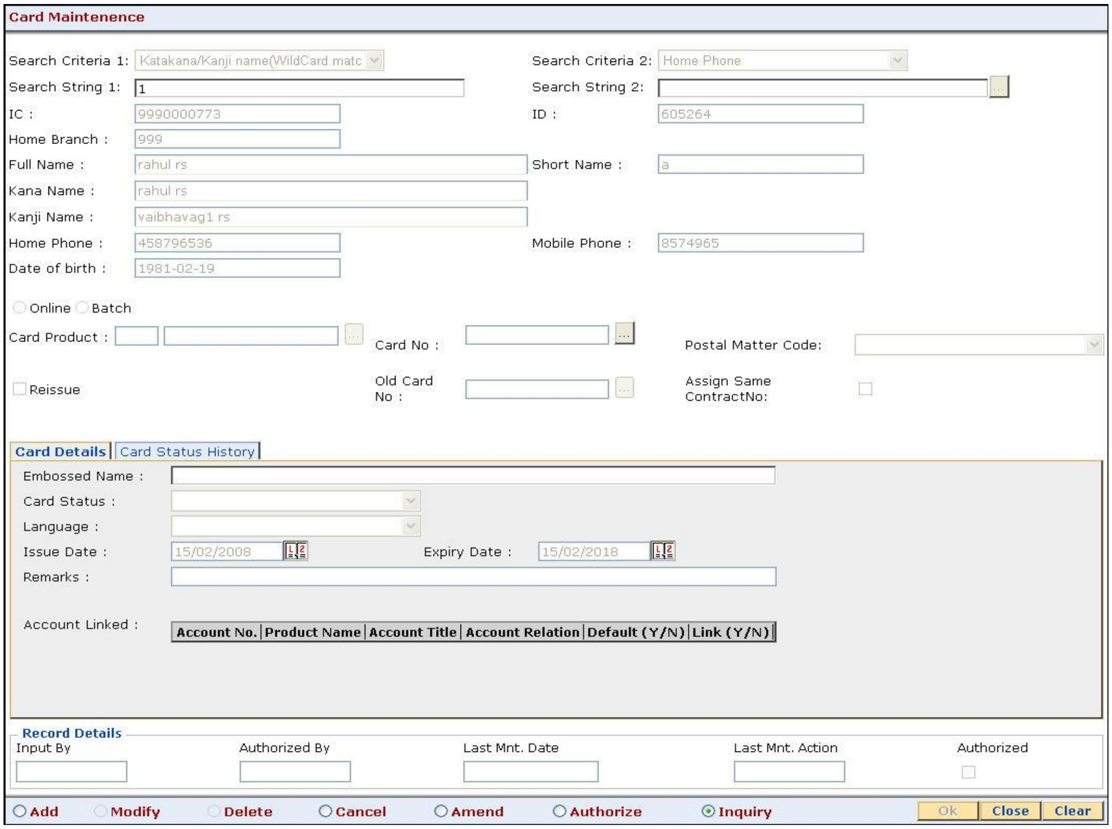
Field Name	Description
Search String 1	[Mandatory, Alphanumeric, 20] Type the search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria 1** field.
Search Criteria 2	[Optional, Drop-Down] Select the search criteria to search for the customer from the 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.

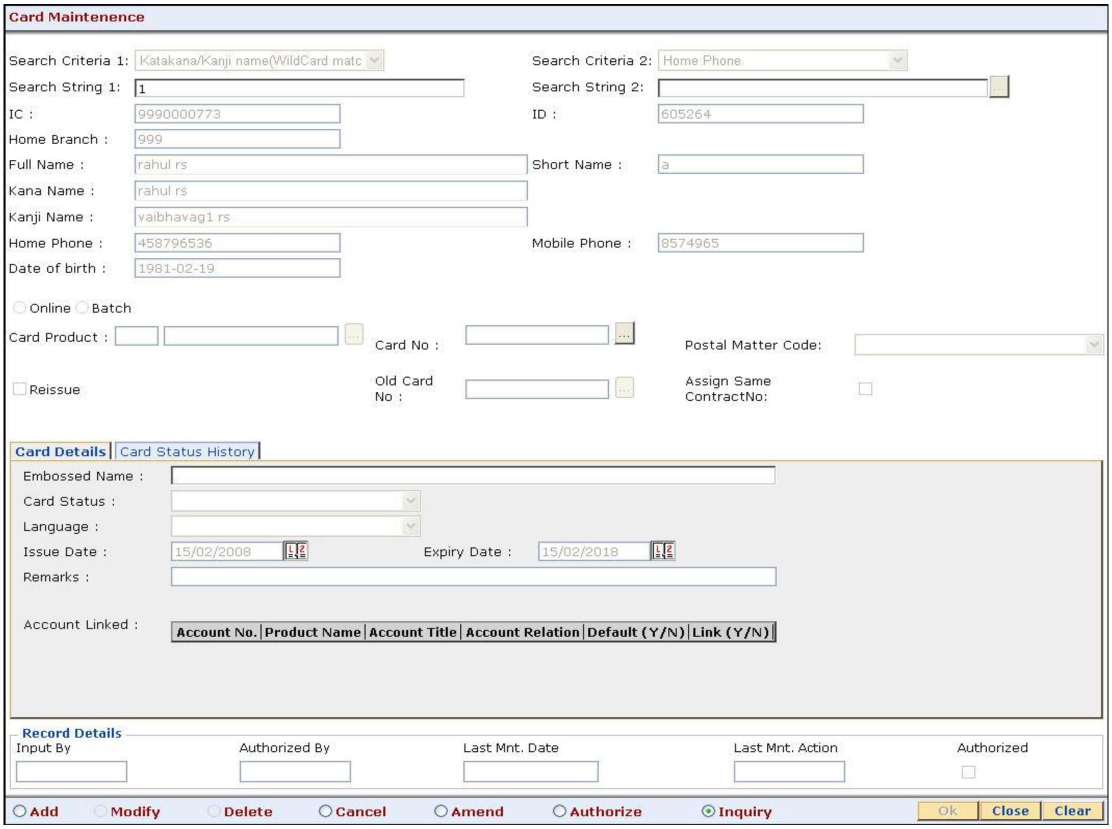
3. Click the **Add** button.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the **<Tab>** key.
6. Select the card product from the pick list.
7. Enter the other relevant information.

Card Maintenance



8. Enter the required information in the various tabs.

Card Details



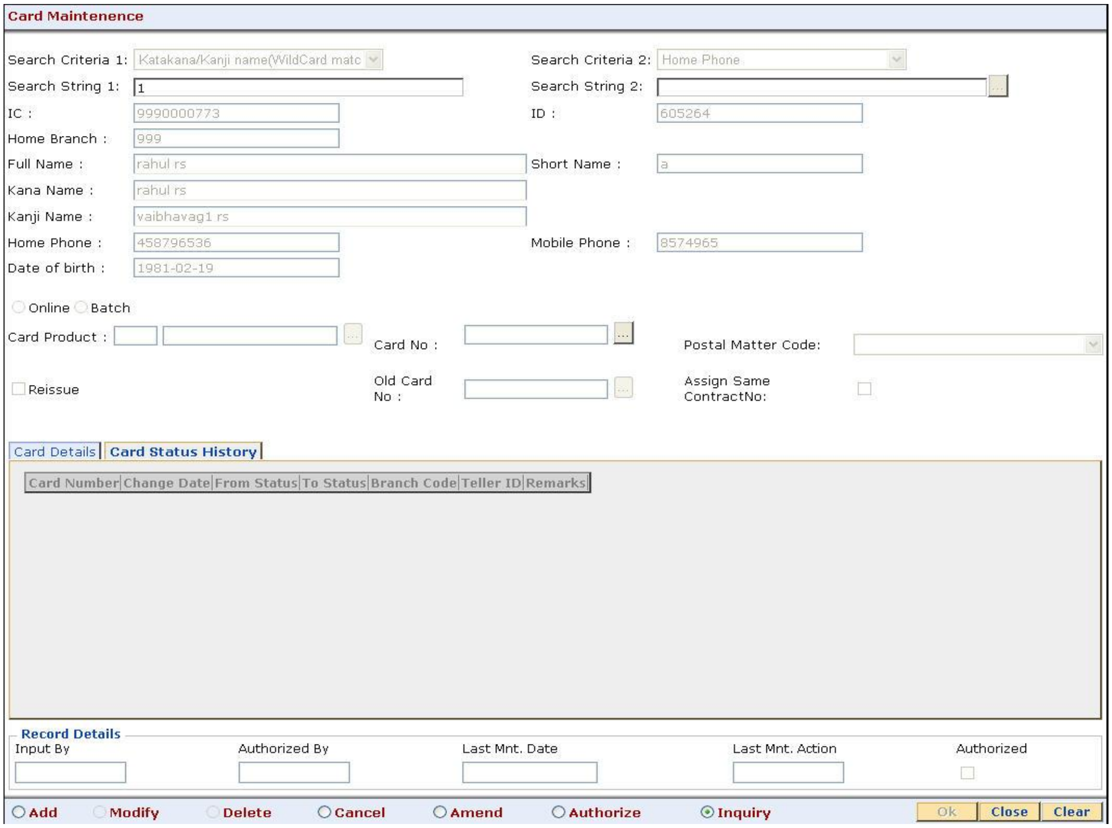
Field Description

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...Authorisation 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

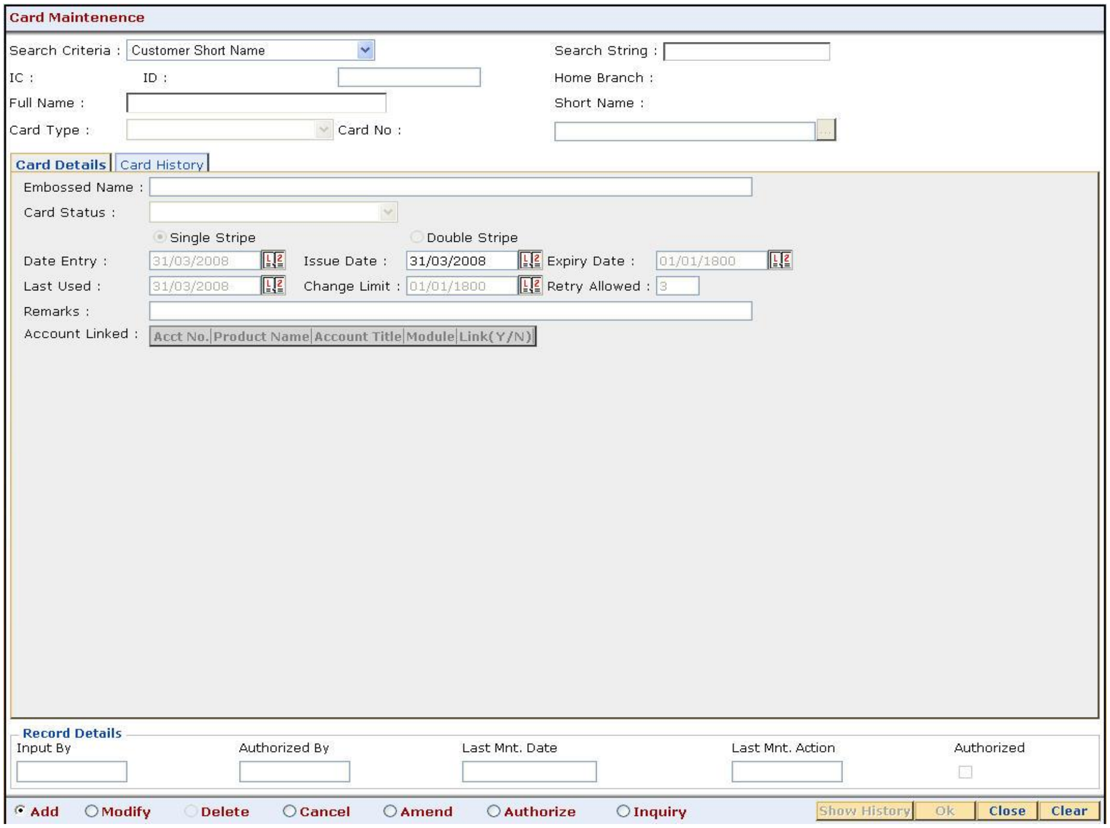
Modes Available

Add, Modify, Cancel, Amend, 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



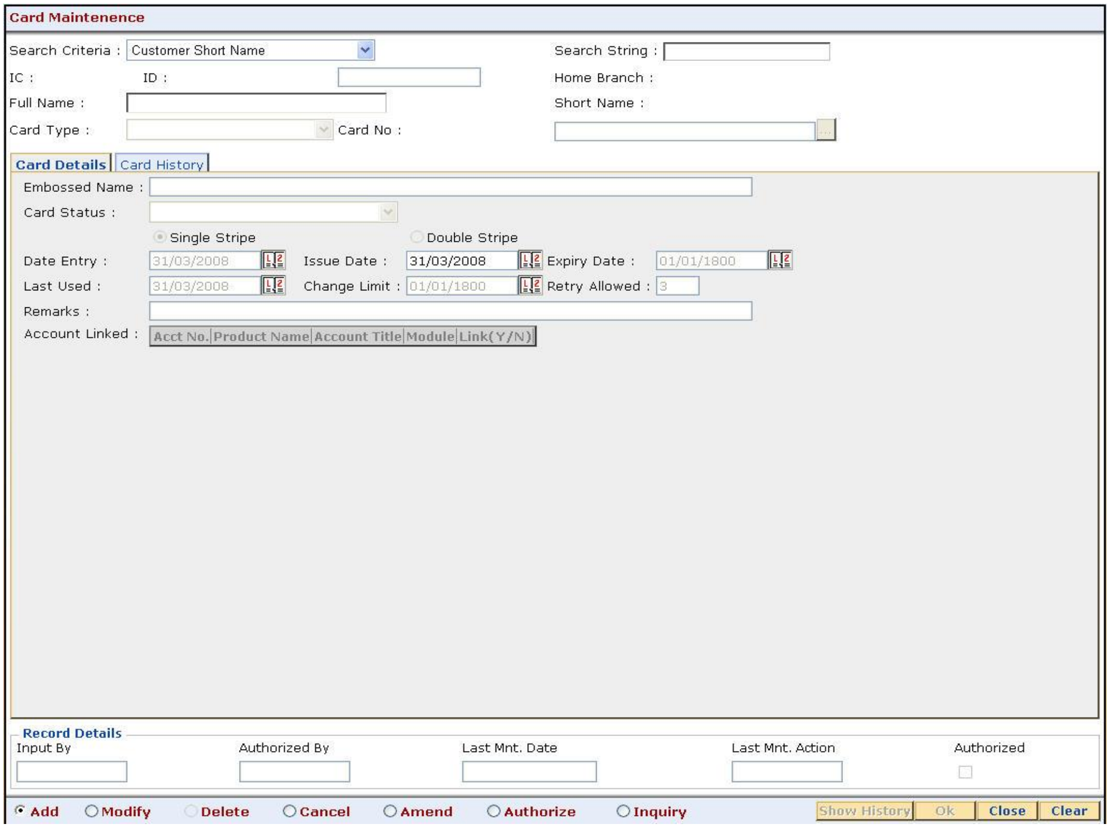
Field Description

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.

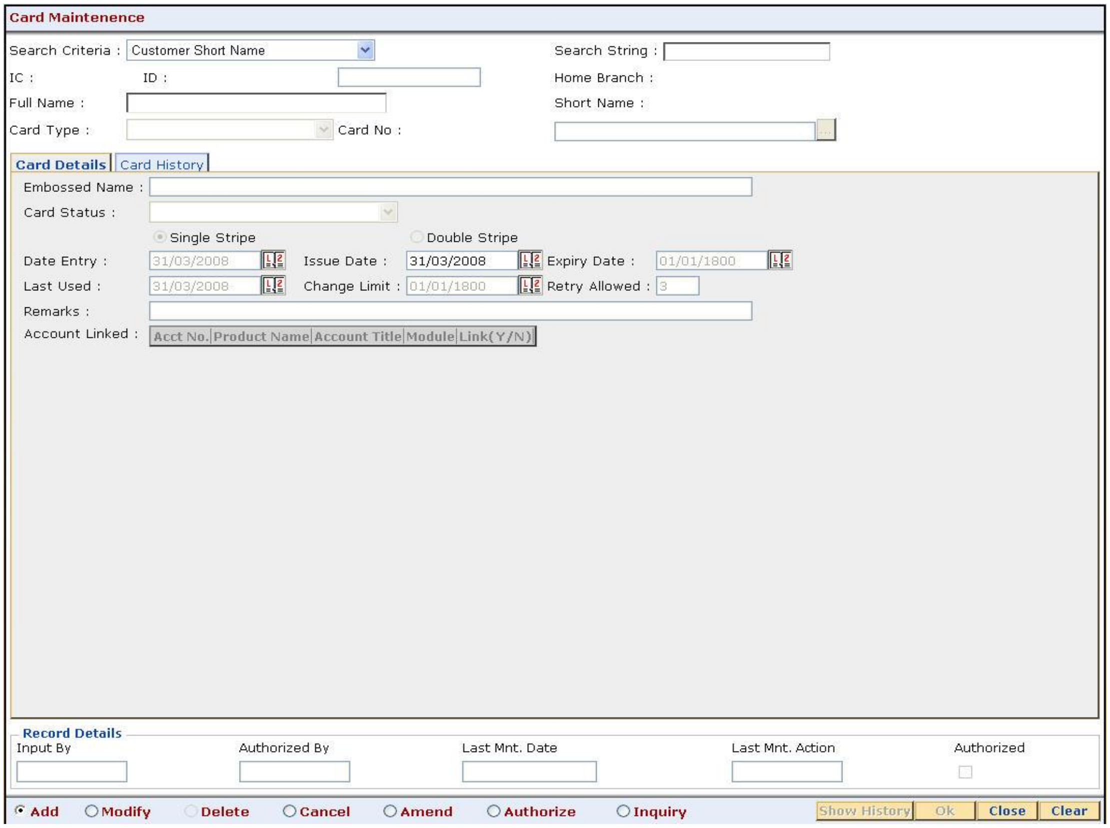
3. Click the Add button.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the <Tab> key.

Card Maintenance



6. Enter the relevant information in the various tabs.

Card Details



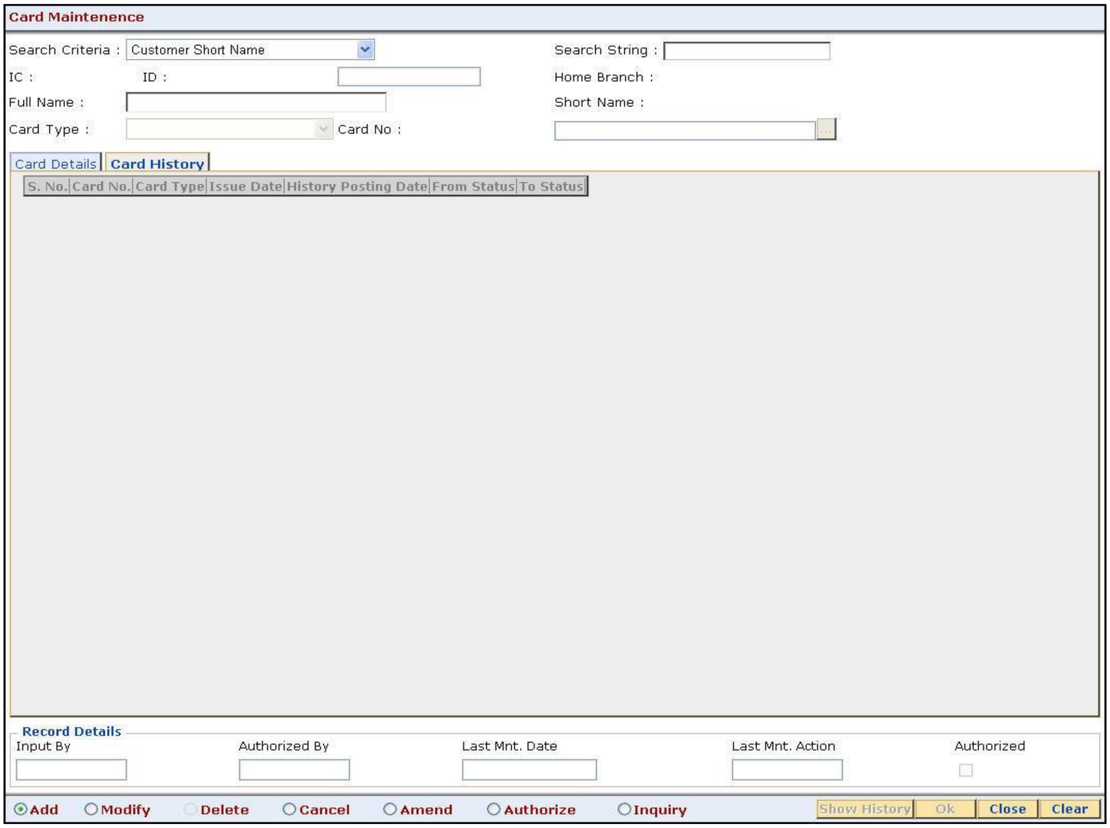
Field Description

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

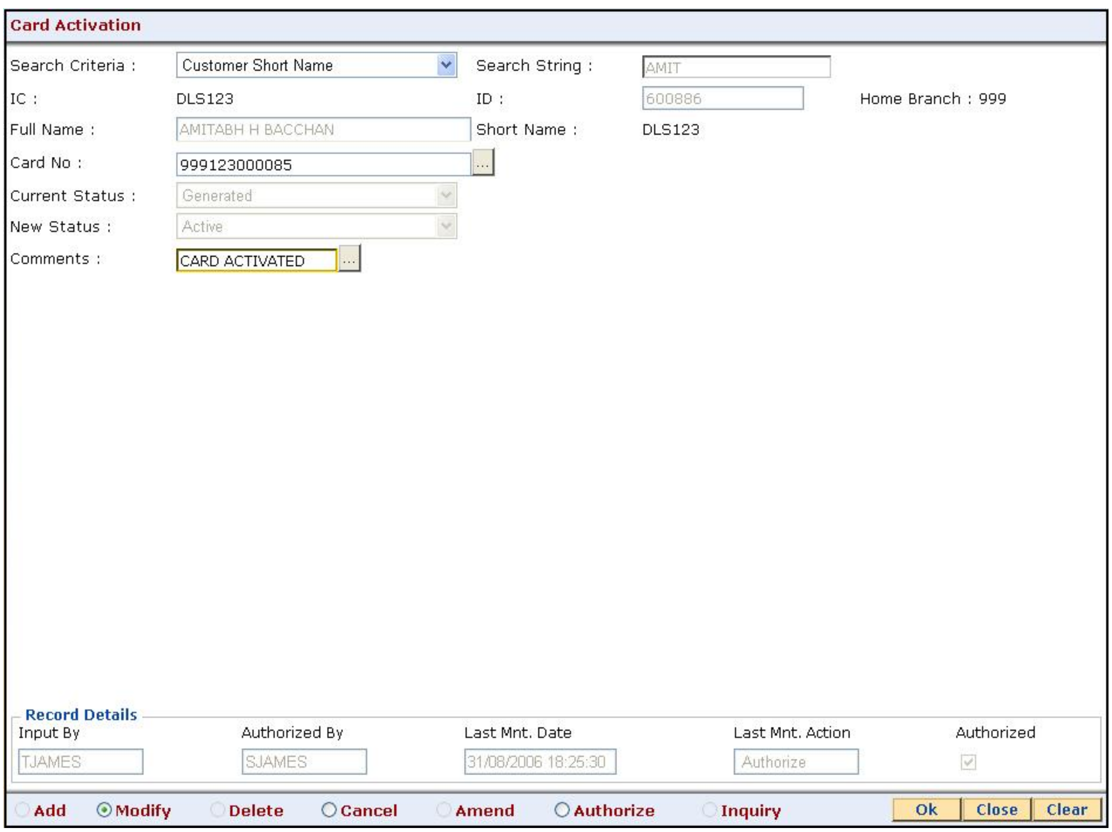
Modes Available

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



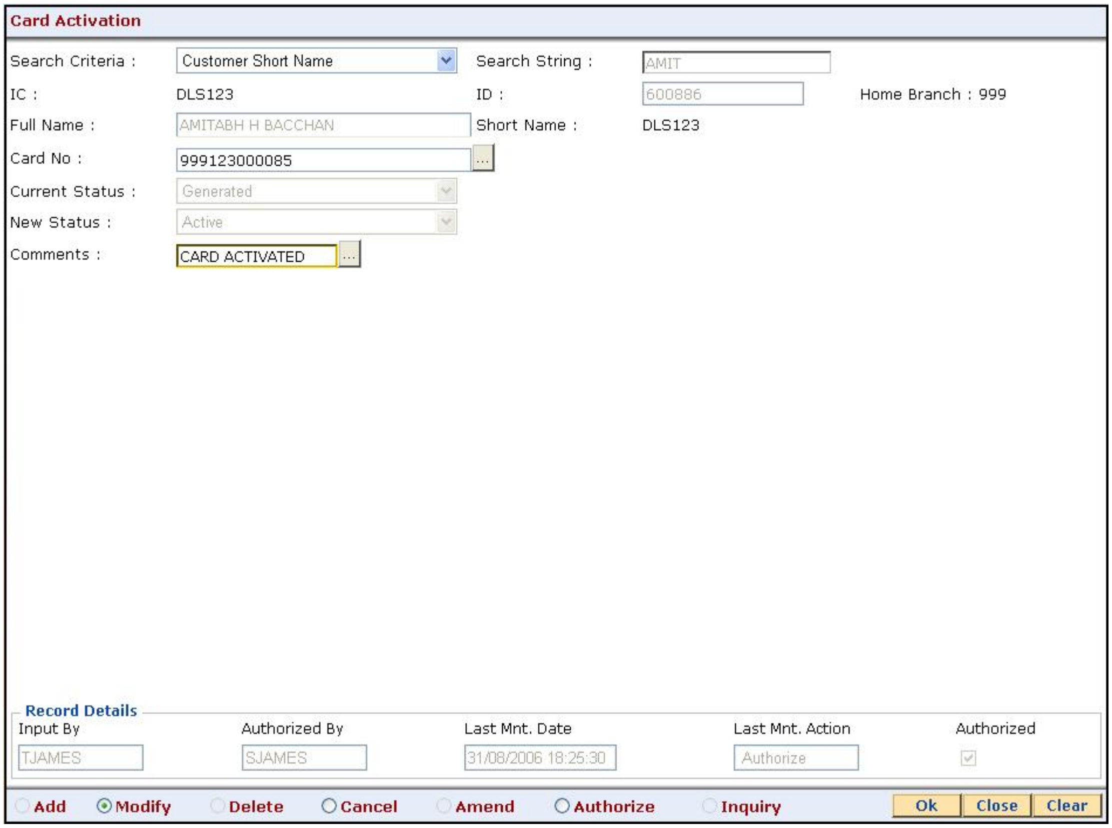
Field Description

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>** 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...Authorisation 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

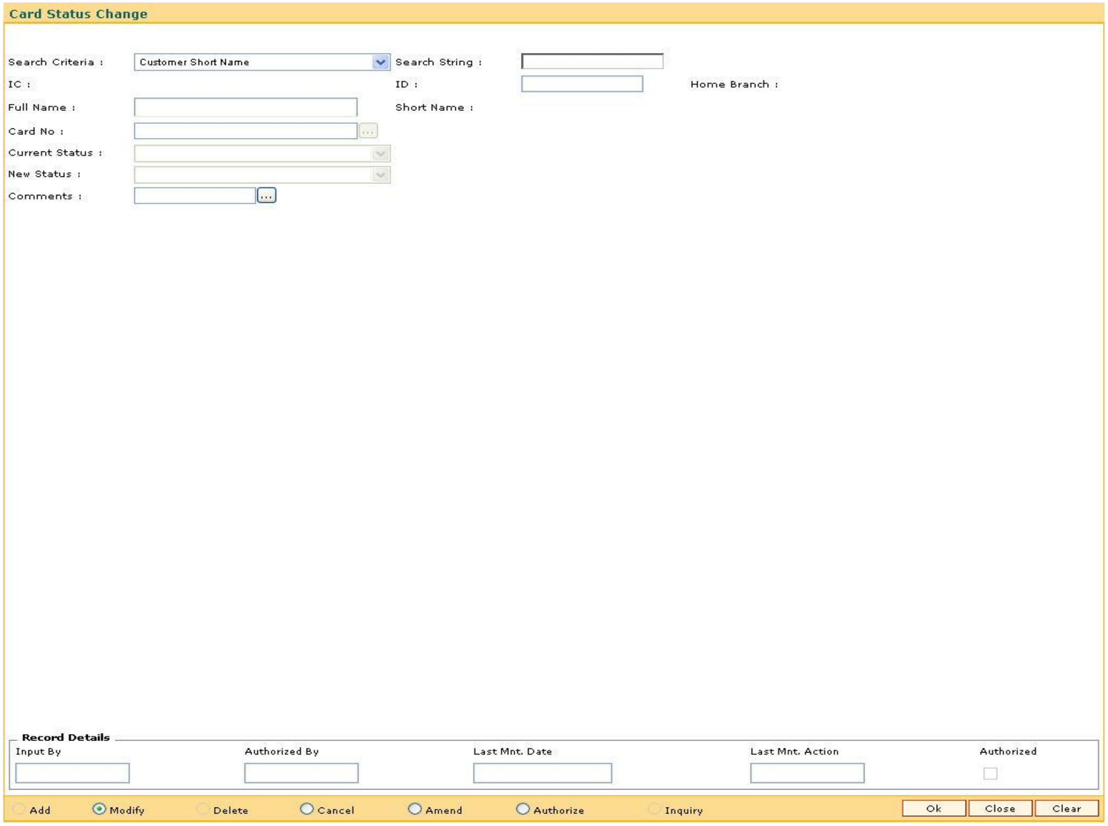
Modes Available

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

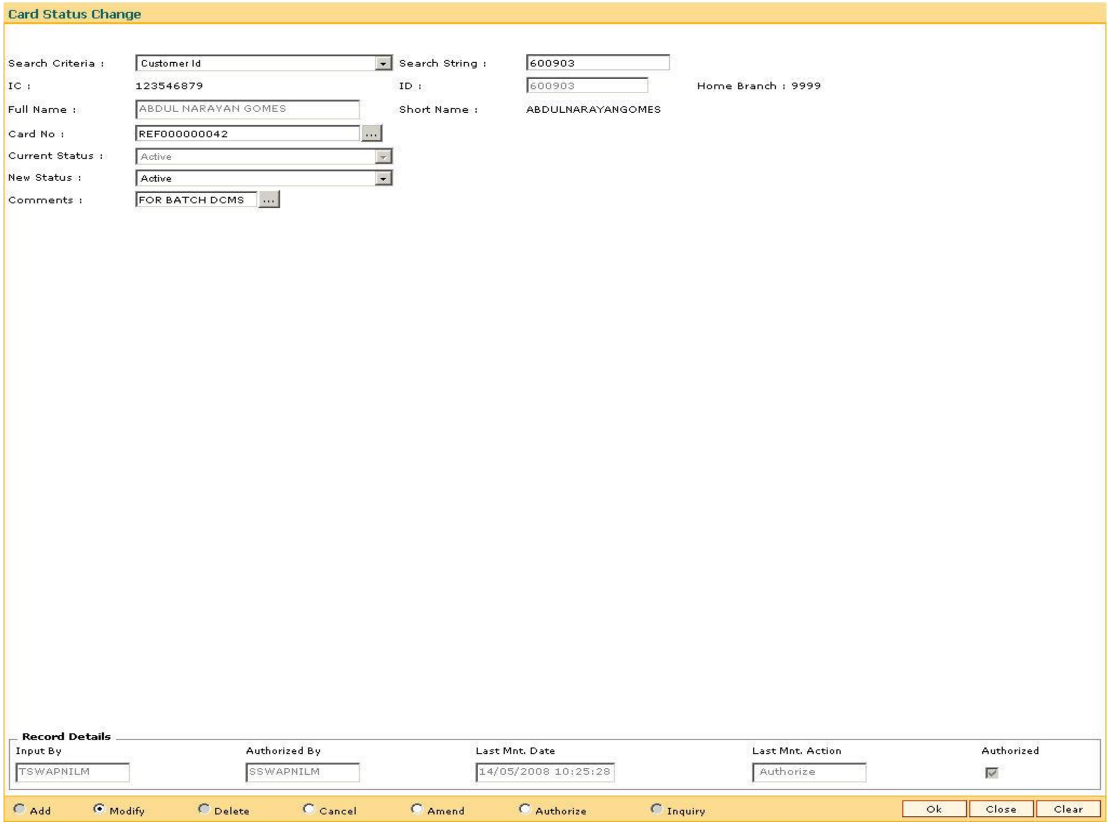
Field Name	Description
Search Criteria	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Customer short name: The short name of the customer. • Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.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

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>** 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

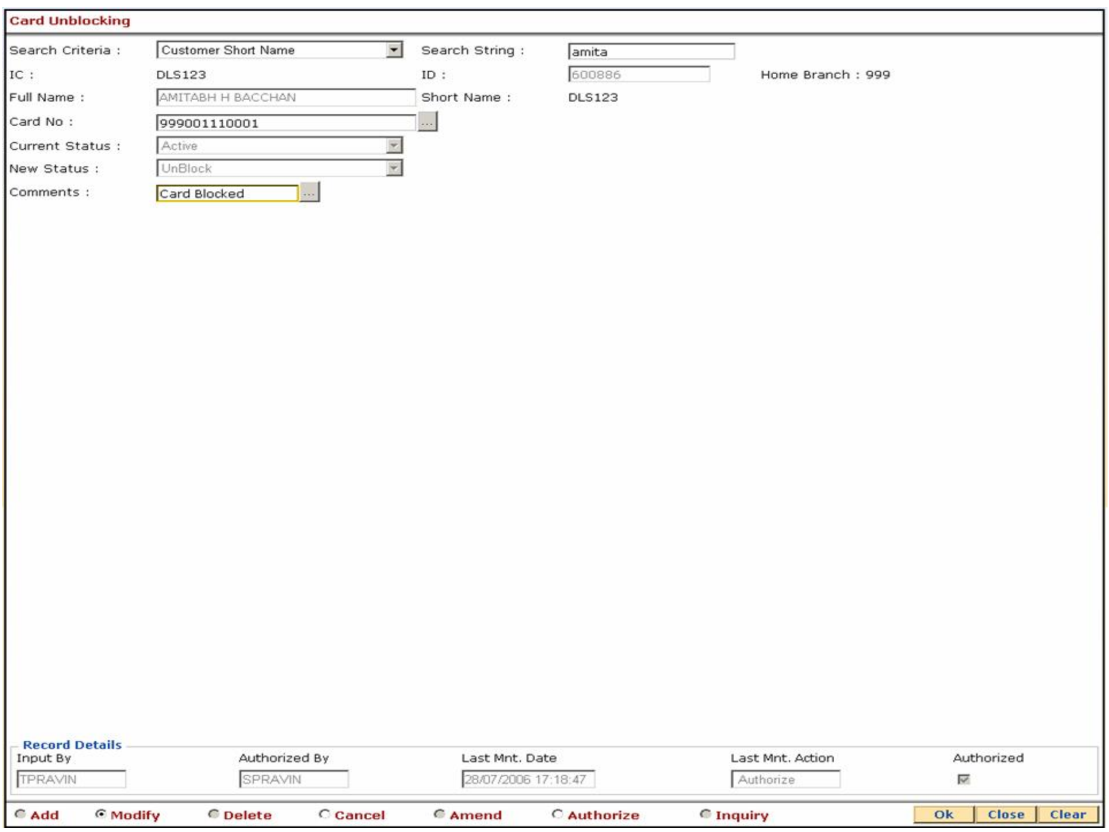
Modes Available

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



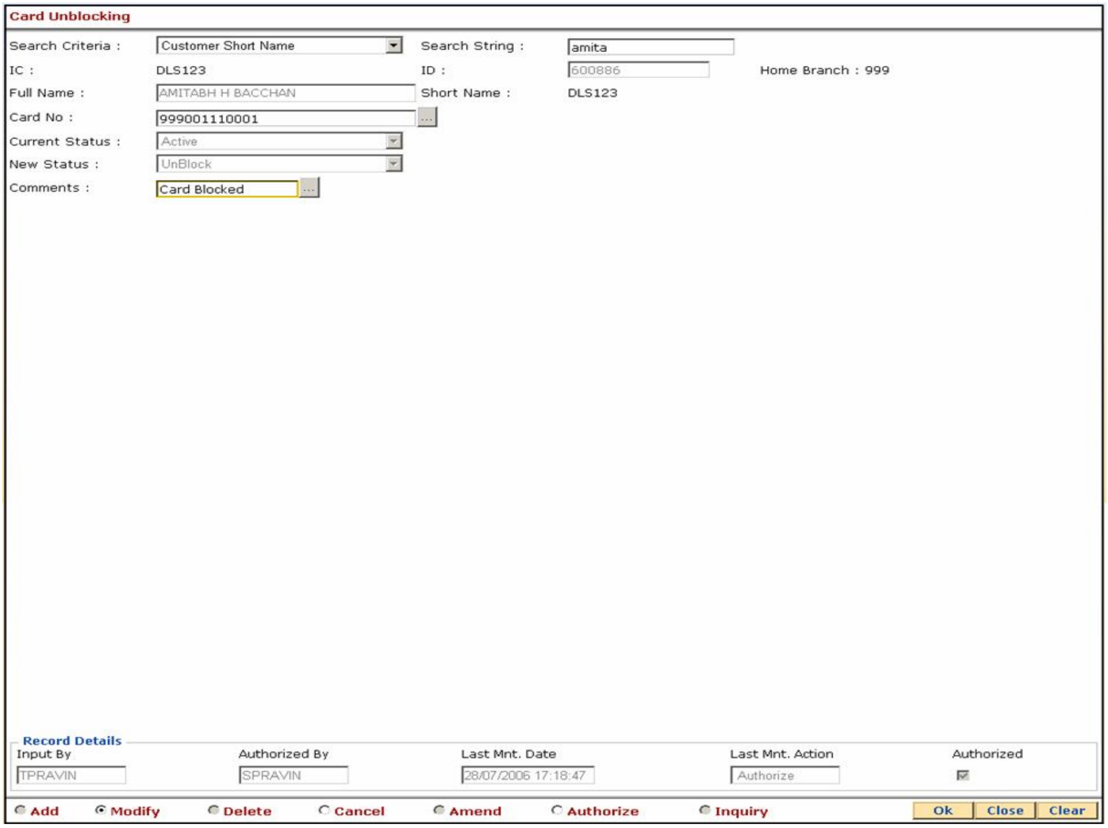
Field Description

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>** 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...Authorisation 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

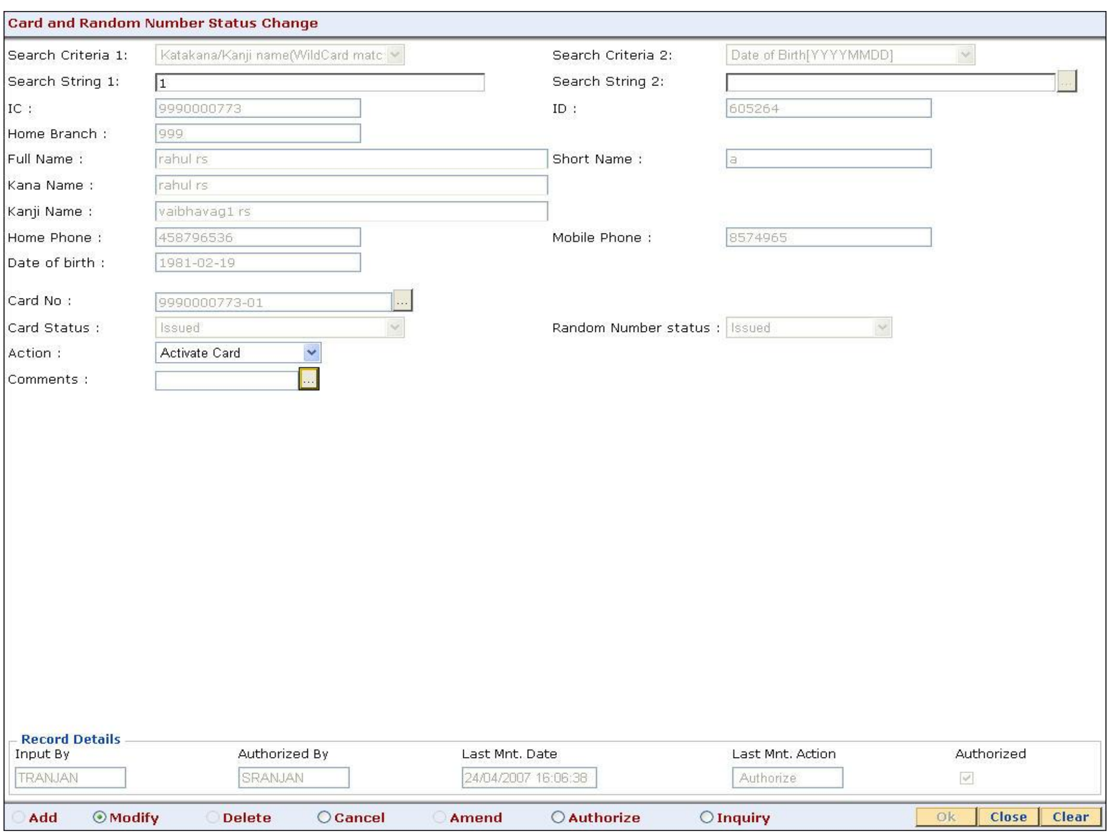
Modes Available

Modify, Cancel, 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

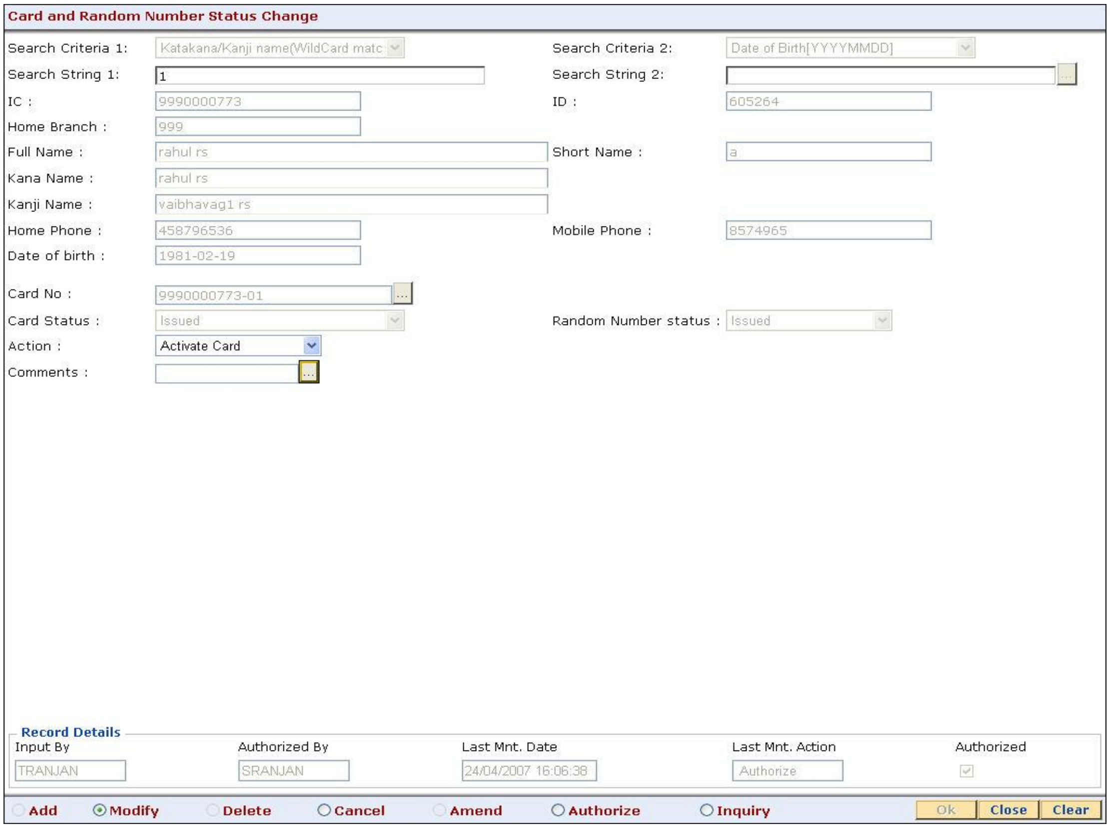
Field Name	Description
Search Criteria 1	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Customer IC (Complete Match): The identification criteria (IC) arrived at by the bank during customer addition. • Katakana/Kanji Name (Complete 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>** 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...Authorisation 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

- BAM03 - Branch Master Maintenance
- Card Product Definition
- CM02 - Blank Cards Request

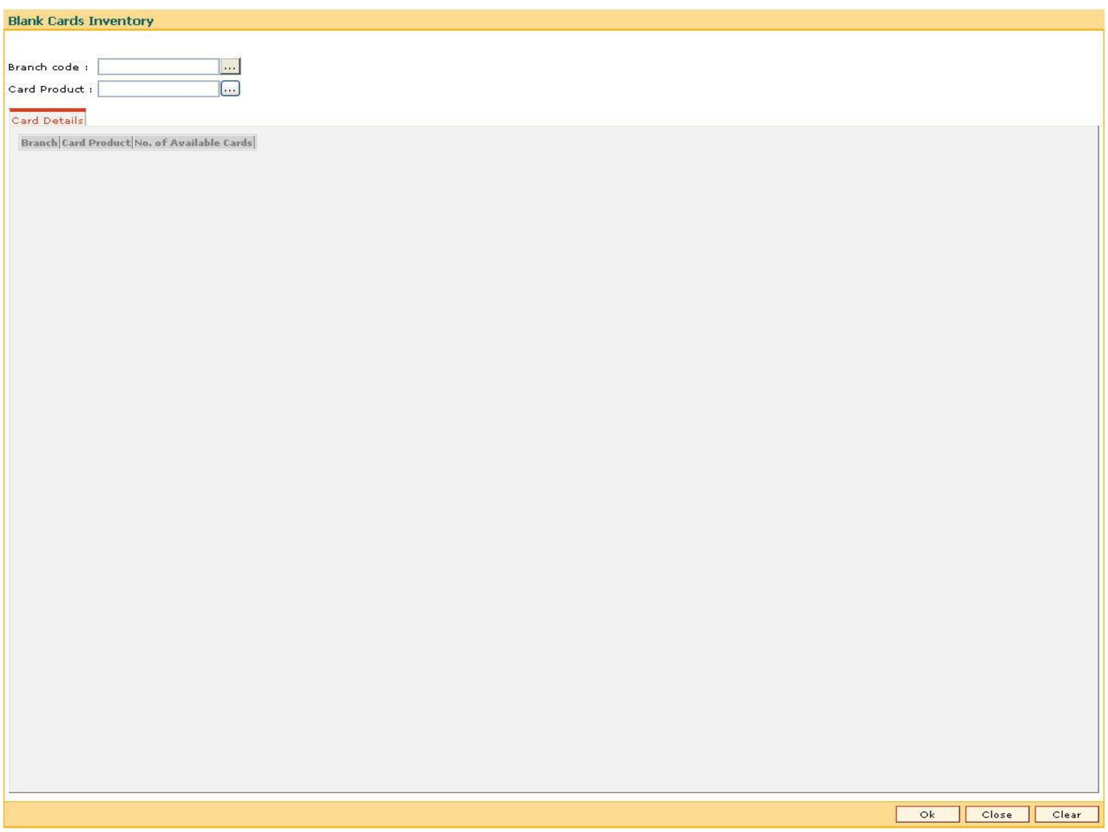
Modes Available

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

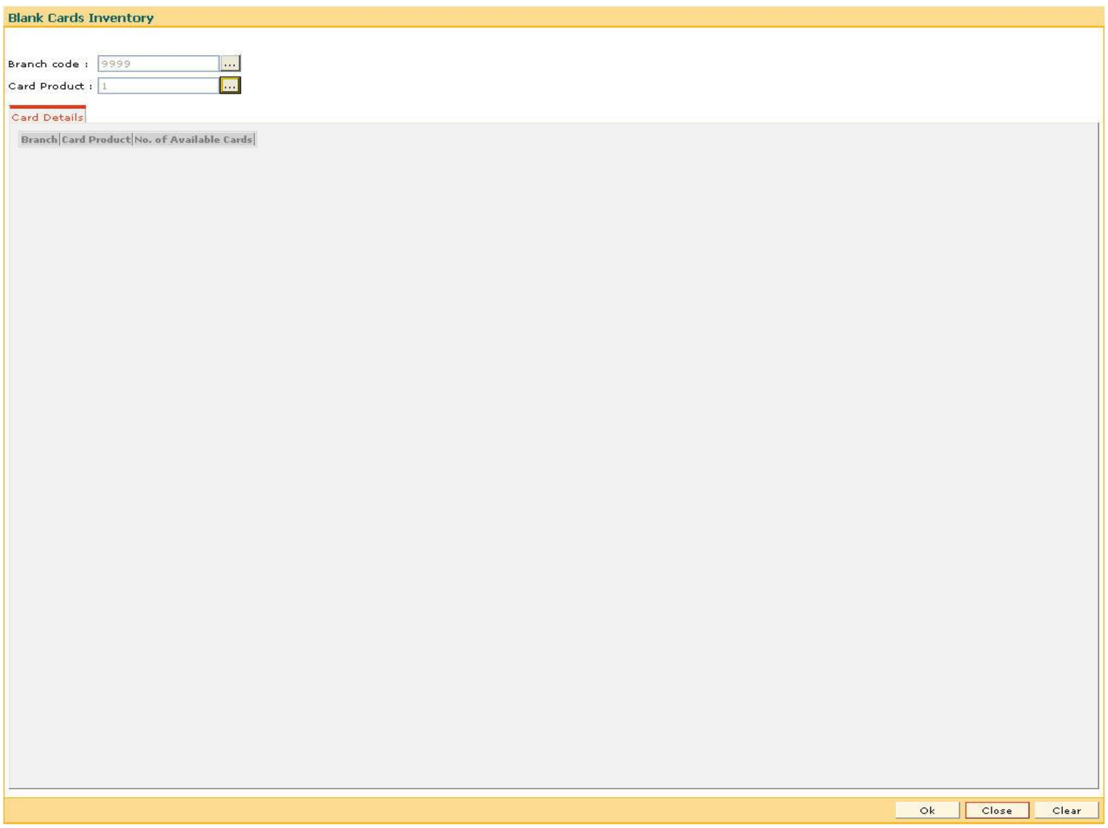


Field Description

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.

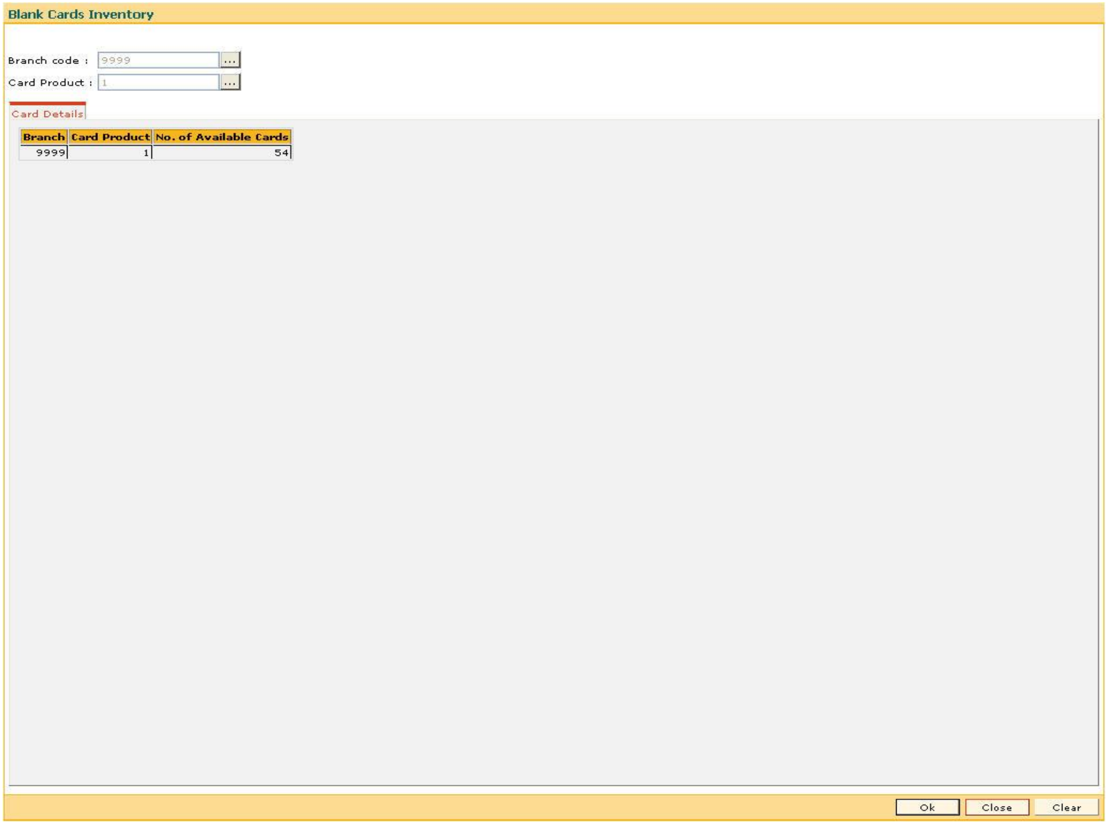
3. Select the branch code and the card product from the pick list.

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.

6. Click the **Close** button.

1.12. CM16 - Card Transaction Inquiry*

Using the card transaction inquiry screen, all the financial and non-financial transactions done on a card can be enquired.

Financial transactions include all the transactions done using the card on an account.

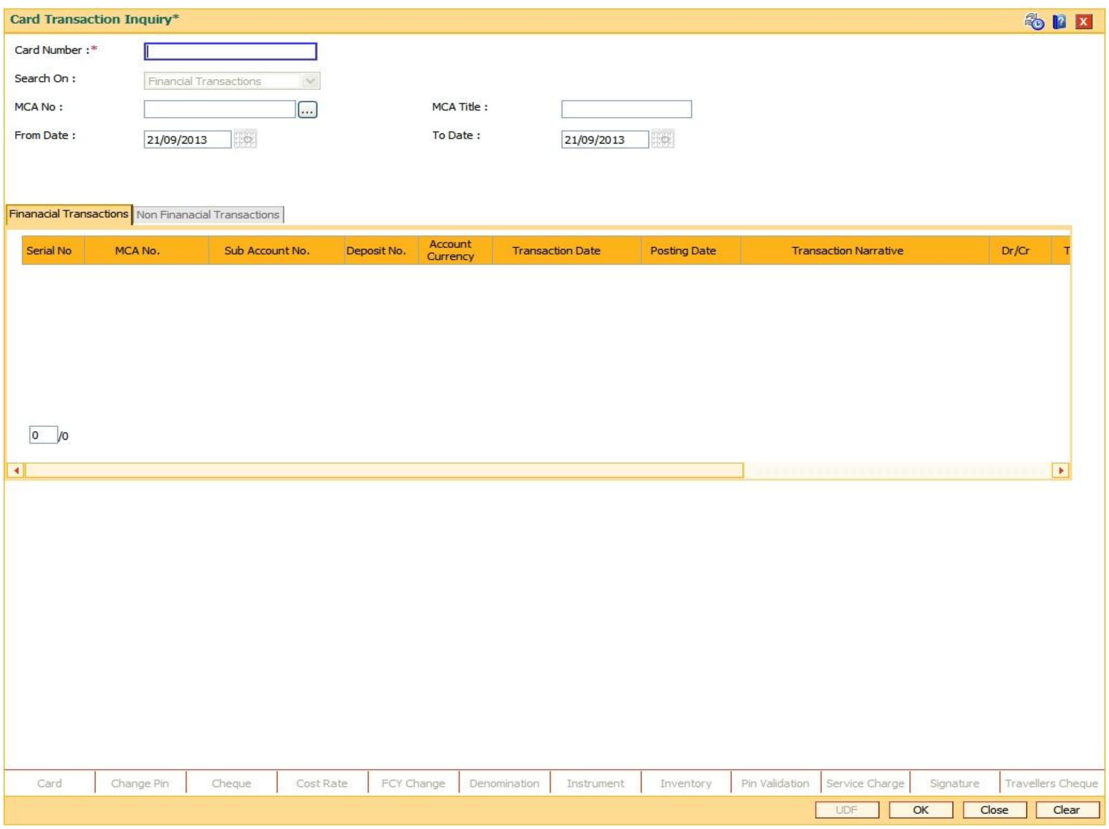
Non-financial transaction includes below:

- Customer card maintenance (FP: CM12)
- Card-Multi currency account linkage (FP: CM13)
- Card PIN Modification/Reset (FP: CIM15)
- Attribute Application on card (FP: APM04)

For Card Transaction inquiry

1. Type the fast path **CM16** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card Transaction Inquiry**.
2. The system displays the **Card Transaction Inquiry** screen.

Card Transaction Inquiry



Field Description

Field Name	Description
Card Number	[Mandatory, Input, Numeric] Enter the card number for which the inquiry is to be done.
Search On	[Mandatory, Drop down] Default value - Financial Transactions Two drop down values - • Financial Transactions • Non-financial Transactions
MCA No.	[Pick List] This field displays the MCA number for selected card. Enter a valid MCA no.
MCA Title	[Display] This field displays the ID of the customer.[Display] Title of the MCA account is displayed after MCA number is inputted.
From date	[Mandatory, DD/MM/YYYY] Enter the From date. From Date cannot be greater than the current posting date.
To date	[Mandatory, DD/MM/YYYY] Enter the To date. To Date cannot be greater than the current posting date.
Financial Transactions	
Serial No.	[Display] This field displays the serial number for selected card.
MCA No.	[Display] This field displays the MCA number for selected card.
Sub Account No.	[Display] This field displays the sub account number for selected card.
Deposit No.	[Display] This field displays the deposit number of the selected card.
Account Currency	[Display] This field displays the account currency for selected card.

Field Name	Description
Transaction date	[Display] This field displays the transaction date for selected card.
Posting date	[Display] This field displays the posting date for selected card.
Transaction Narrative	[Display] This field displays the transaction narrative for selected card.
Dr/Cr	[Display] This field displays the Dr/Cr for selected card.
Transaction Amount	[Display] This field displays the transaction amount for selected card.
Transaction Currency	[Display] This field displays the transaction currency for selected card.
Reference No.	[Display] This field displays the reference number for selected card.
Non-Financial Transactions	
Serial No.	[Display] This field displays the serial number for selected card.
MCA No.	[Display] This field displays the MCA Number for selected card.
Event Type	[Display] This field displays the event type for selected card.
Transaction date	[Display] This field displays the transaction date for selected card.
Transaction Narrative	[Display] This field displays the transaction narrative for selected card.
Teller ID	[Display] This field displays the Teller ID for selected card.
Transaction branch	[Display] This field displays the transaction branch for selected card.

1.13. CM15 - Card PIN Modification Reset*

This function is used for modification or reset of Card PIN.

PIN modification flow is as below:

1. Select PIN modification option.
2. Enter Old PIN number.
3. Enter the new PIN number twice (no validation done for PIN number entered).
4. On clicking OK, Validation of attributes at debit card will be done.
5. If no attributes are placed then PIN number of the Debit Card will be modified else it will fail.

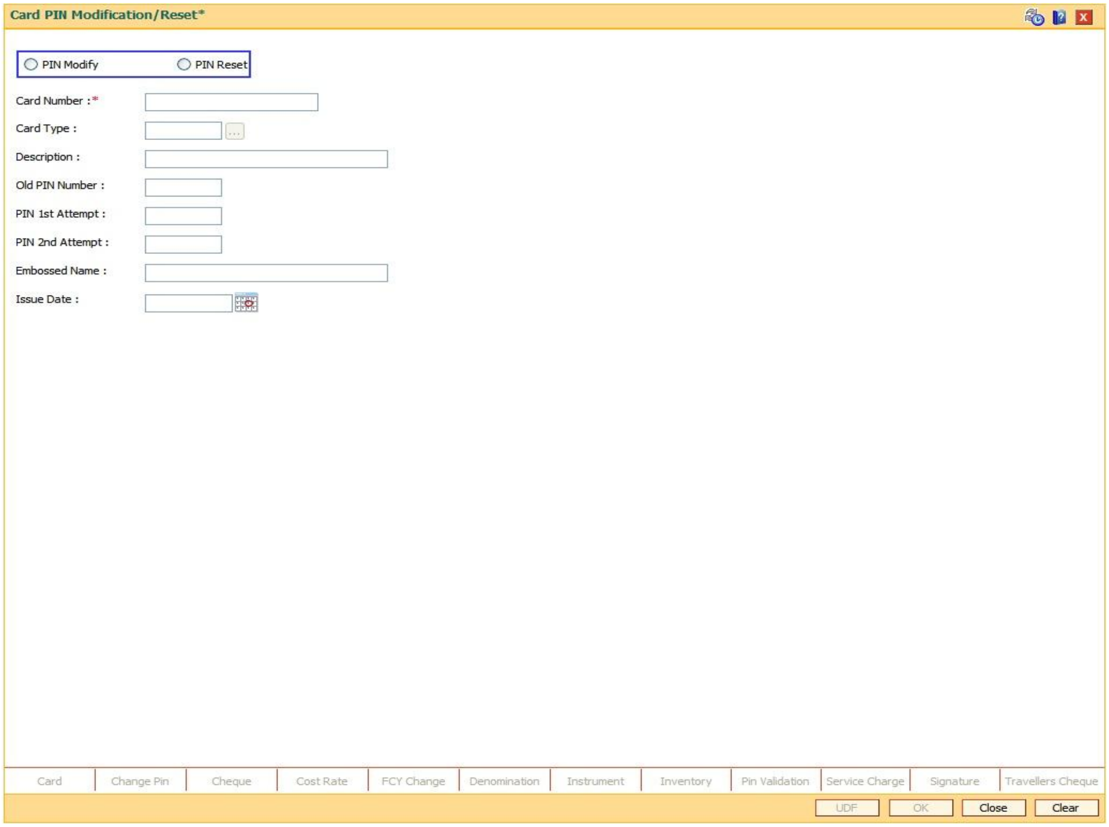
PIN Reset flow is as below:

1. Select PIN reset option
2. Enter the new PIN number twice (no validation done for PIN number entered)
3. On clicking OK, Validation of attributes at debit card will be done.
4. If ‘Card PIN Loss Reporting’ attribute is placed then PIN number of the Debit Card will be modified else it will fail.
5. The bank is required to manually delete the debit card current attribute ‘Card PIN Loss Reporting’ using **Attribute Application Screen** (FP: APM04).

To reset card PIN

1. Type the fast path **CM15** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card PIN Modification Reset**.
2. The system displays the **Card PIN Modification Reset** screen.

Card PIN Modification Reset



Field Description

Field Name	Description
Pin Modify	[Mandatory, Numeric] Enter the card number for which the inquiry is to be done.
Pin Reset	[Mandatory, Radio button] This field displays to reset pin or not
Card Number	[Mandatory, Numeric, 20] This field displays Card Number.
Card Type	[Mandatory, Pick list, Character, 10] This field displays Card type. After input the Card Number, Card Type should be shown
Description	[Mandatory, Character, 36] This field displays Card type description. After input the Card Number, Description should be shown

Field Name	Description
Old pin Number	[Mandatory, Numeric, 10] This field displays Old Pin Number. Disabled when "Reset" radio is selected.
Pin 1st Attempt	[Mandatory, Numeric, 10] This field displays 1st attempt Pin Number.
Pin 2nd Attempt	[Mandatory, Numeric, 10] This field displays 2nd attempt Pin Number.
Embossed Name	[Mandatory, Character, Output, 36] This field displays Embossed Name.
Issue Date	[Mandatory, Date Output, 8] This field displays issue date

1.14. CM13 - Card - Multi Currency Account Linkage

Using this option card can be linked or delinked to an MCA. One MCA can be linked to ten cards at a time. One card can also be linked to multiple MCA of same module but different Business types. This option also allows re-issuance of debit card to the MCA. For re-issuance of debit card enter the currently linked debit card number based on which the status of the debit card will be displayed.

Definition Prerequisites

- The maintenance screen of card and MCA

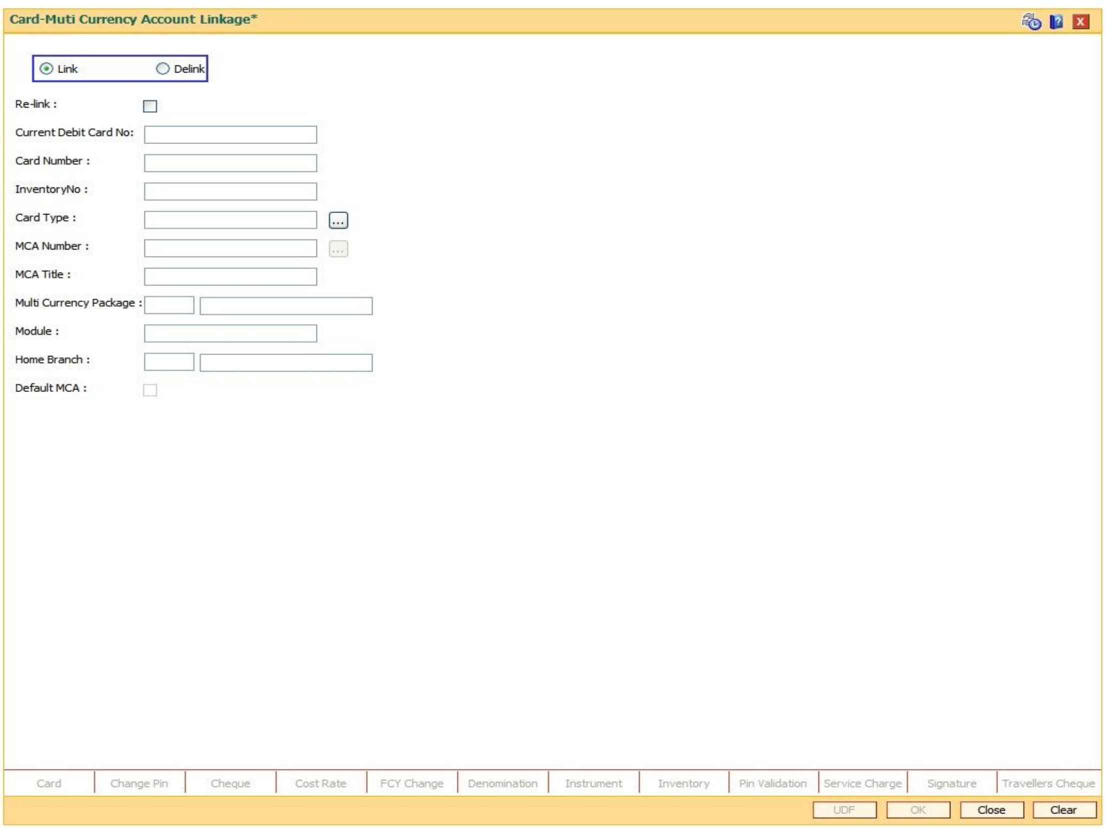
Modes Available

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

To link or de-link the card with the MCA

1. Type the fast path **CM13** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions > Card - Multi Currency Account Linkage**.
2. The system displays the **Card - Multi Currency Account Linkage** screen.

Card - Multi Currency Account Linkage



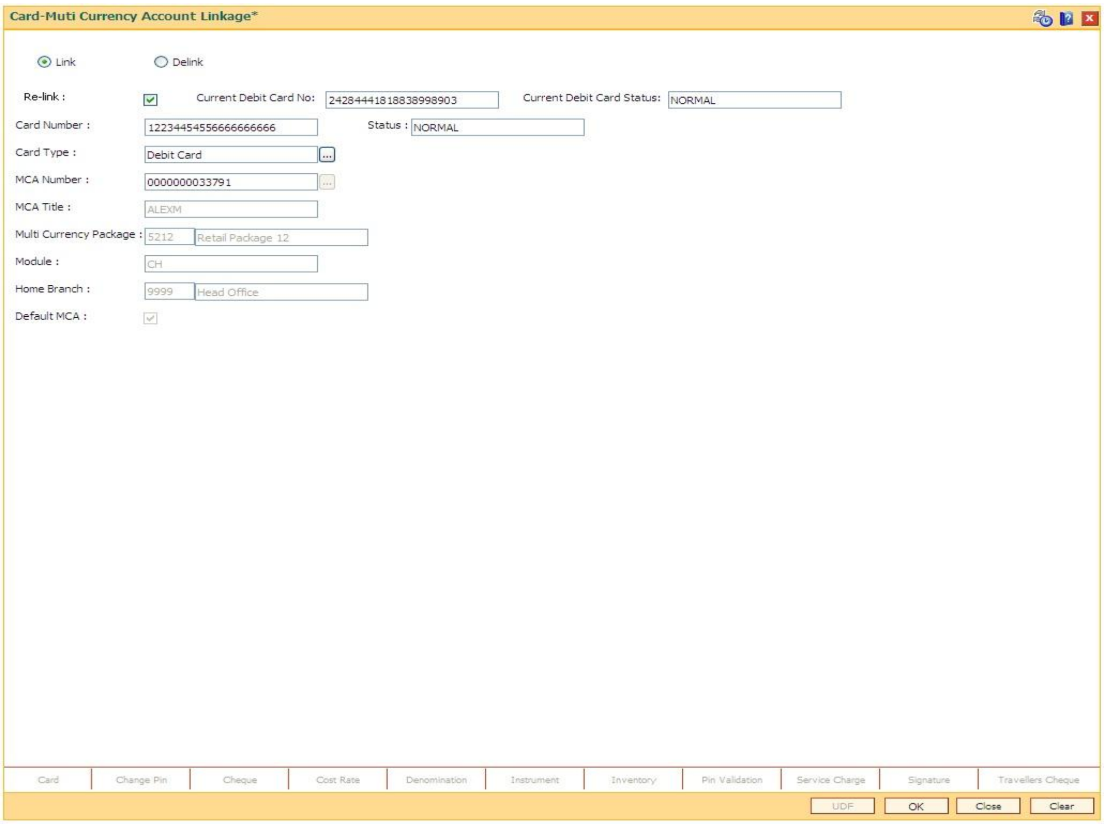
Field Description

Field Name	Description
Link	[Optional, Radio button] Select the radio button for issue and re-issue of debit card. By default, the radio button is selected.
Delink	[Optional, Radio Button] Select the **Delink** radio button to delink the card to the MCA.
Re-Link	[Optional, Check Box] Select the Re-link checkbox to re-link the debit card.
Current Debit Card No.	[Conditional, Alphanumeric] Type the original card number for re-issuance of a card. This field is mandatory if **Re-issue** check box is selected.
Card Number	[Mandatory, Numeric, 20] Type the card number that has to be linked or delinked for the MCA. The card will be linked to MCA based on the MCA business type. i.e. multiple MCA of same module but different business types can be linked to a Card.
Card Type	[Conditional, Numeric, 16, Pick List] Type Or Select the card type which is to be linked or delinked to the card. This field is an input field, if the **Link** radio button is selected. The card type is maintained in the day zero table. This field is a pick list, if the **Delink** radio button is selected.
MCA Number	[Conditional, Numeric, 16, Pick List] Type Or Select the MCA number which is to be linked or delinked to the card. This field is a pick list, if the **Delink** radio button is selected. This field is an input field, if the **Link** radio button is selected.
MCA Title	[Display] This field displays the MCA title.
Multi Currency Package	[Display] This field displays the multi currency package.
Module	[Display] This field displays the module.

Field Name	Description
Home Branch	[Display] This field displays the home branch.
Default MCA	[Conditional, Check Box] Select the **Default MCA** check box to link the CASA account as default MCA for the linked card. This field is enabled if the selected MCA is CASA account.

3. Select the radio button.
4. Enter the relevant details.

Card - Mute Currency Account Linkage



5. Click the **Ok** button.
6. The system displays the message "Record Modified...Authorisation Pending..Do you want to continue". Click the **OK** button.
7. The linking or delinking of card with MCA is done once the record is authorised.

1.15. CM14 - Card Type Master Maintenance

The Card Type Master Maintenance option is used to define various card types.

Definition Prerequisites

Not Applicable

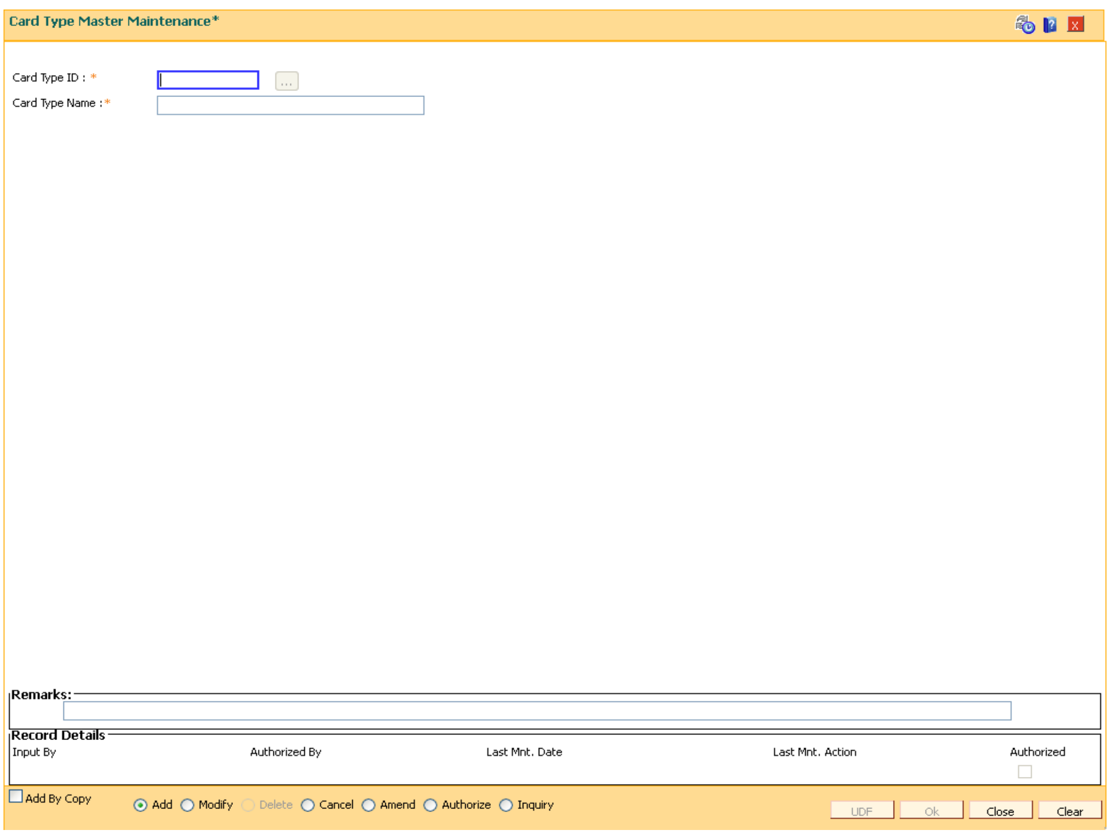
Modes Available

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

To add a Card type

1. Type the fast path **CM14** or click **Go** or navigate through the menus to **Global Definitions > Customer Transactions > Card Type Master Maintenance**.
2. The system displays the **Card Type Master Maintenance** screen.

Card Type Master Maintenance

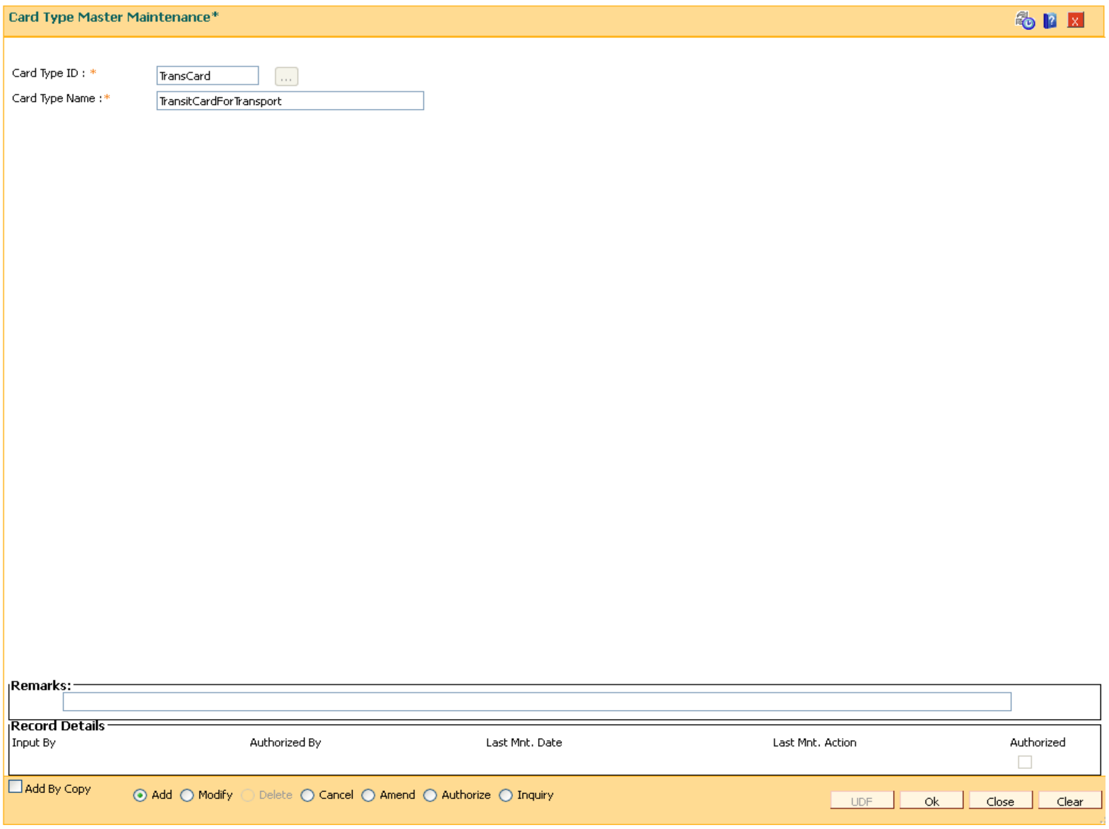


6. Enter the **Card Type Id**.
7. Enter **Card Type Name**

Field Description

Field Name	Description
Card Type ID	[Mandatory, Alphanumeric] Type the card type ID in this field.
Card Type Name	[Mandatory, Alphanumeric] Enter the card type Name in this field.

Card Type Master Maintenance



8. Click on **OK** button
9. The record will be added successfully , you will be prompted with the message " Record Added , Authorization pending ...
10. Click **OK** and authorize the transaction using the supervisor login.

1.16. CMM01 - Card- MCA Linkage Maintenance

Using this option you can maintain and inquiry for MCA linked to a card. The CASA MCA can be set as by default. The modification of the default MCA will be allowed only if the card is having multiple CASA MCA linked to it. If the Card is having only one CASA, it has to be set as default at the time of linkage itself.

The RD MCA details and TD MCA details are enabled under inquiry mode.

Definition Prerequisites

- The maintenance screen of card and MCA

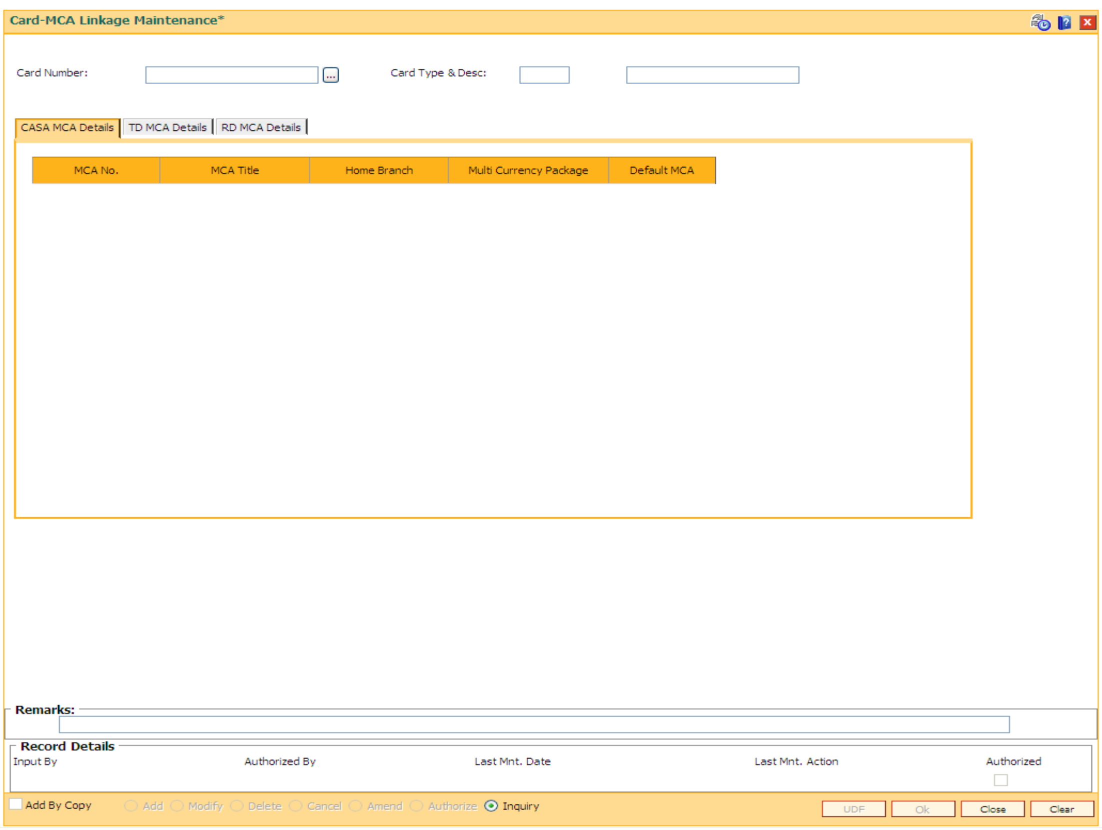
Modes Available

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

To maintain card- MCA linking

1. Type the fast path **CMM01** and click **Go** or navigate through the menus to **Global Definition > Master > Card - MCA Linkage Maintenance.**
2. The system displays the **Card - MCA Linkage Maintenance** screen.

Card - MCA Linkage Maintenance

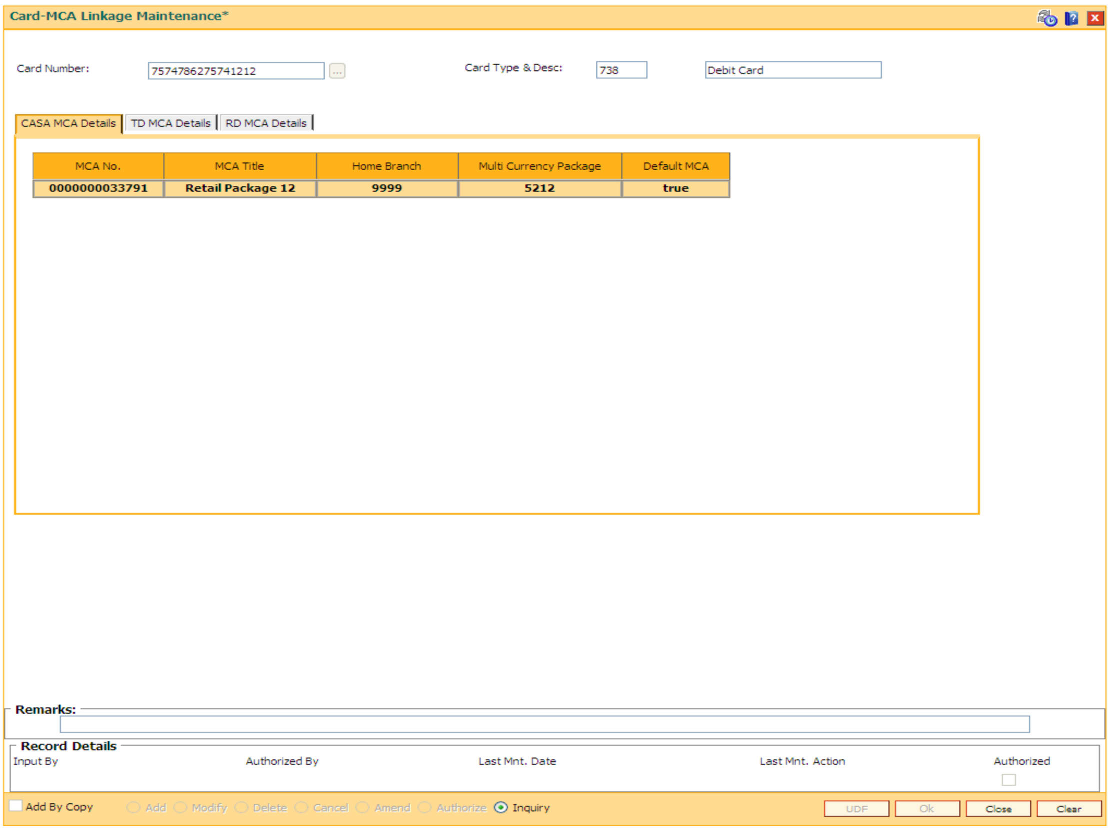


Field Description

Field Name	Description
Card Number	[Mandatory, Numeric,20] Type the card no. for which MCA linkage has to be maintained
Card Type & Description	[Display] This field displays the stock code defined under stock type card in **Stock Code and Description** (FP: IVM01).

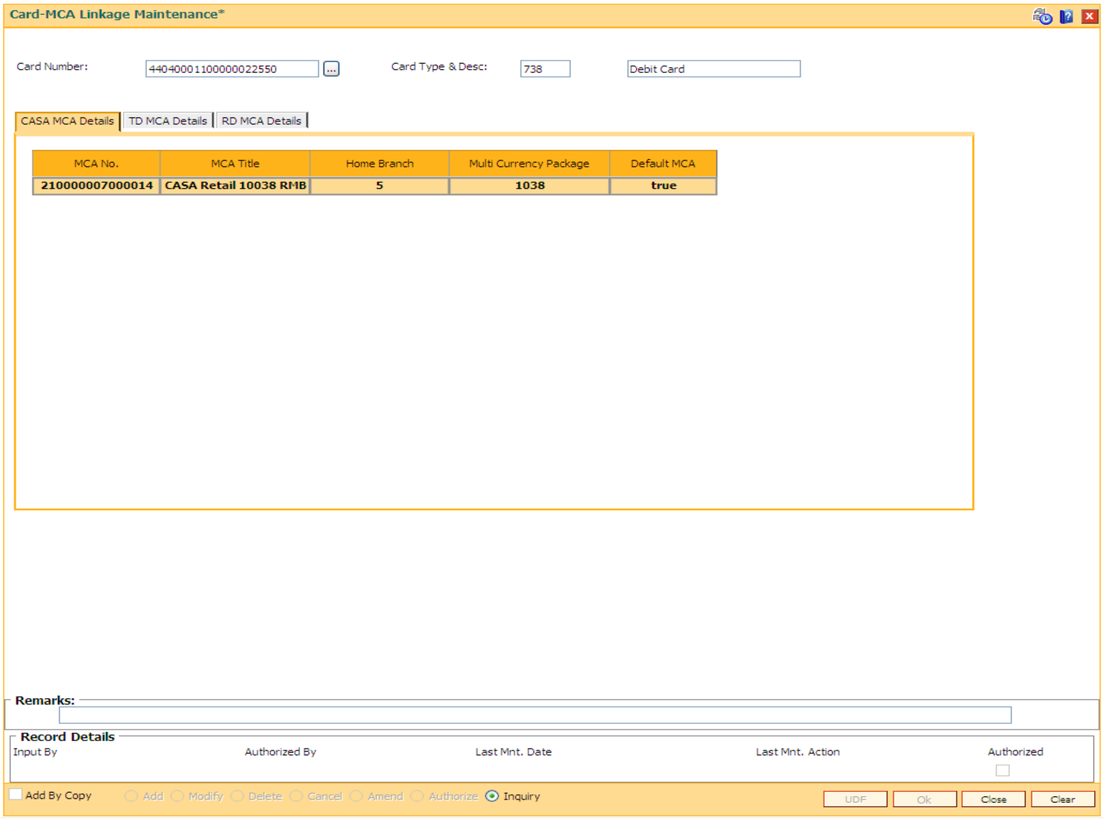
3. Enter the card number. The system displays the card type and description.

Card - MCA Linkage Maintenance



4. Click the **CASA MCA Details** tab to view the CASA MCA linkage details.

CASA MCA Details

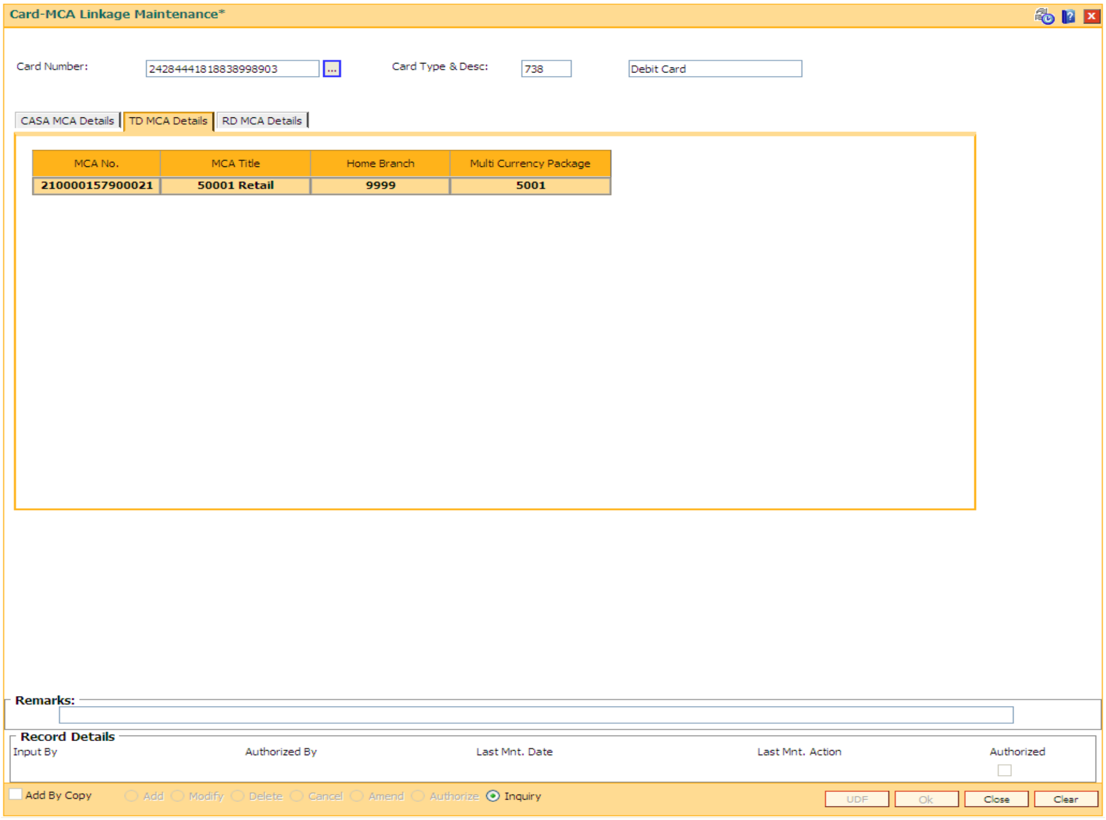


Field Description

Field Name	Description
MCA No	[Display] This field displays the MCA number.
MCA Title	[Display] This field displays the MCA title of the account number.
Home Branch	[Display] This field displays the home branch of the MCA.
Multi Currency Package	[Display] This field displays the multi currency package.
Default MCA	[Optional, Check Box] Select the **Default MCA** check box to specify whether the account is default MCA.

5. Click the **TD MCA Details** tab to view the TD MCA linkage details.

TD MCA Details

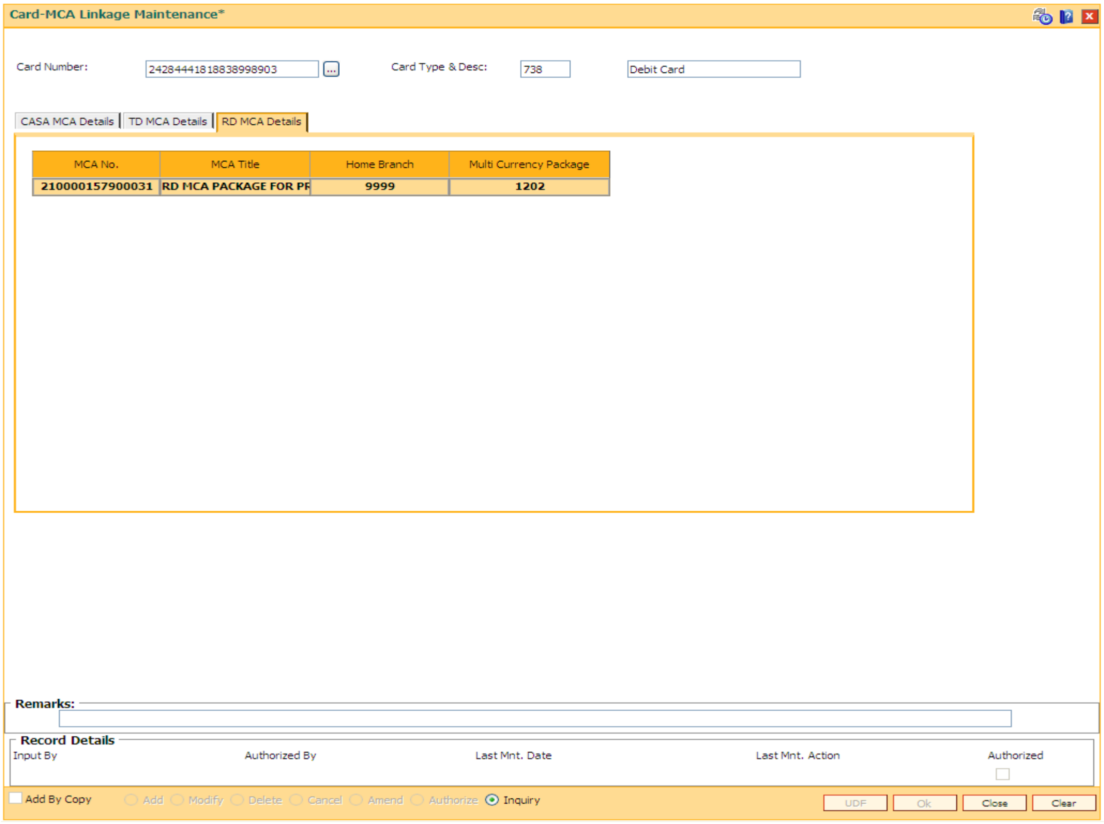


Field Description

Field Name	Description
MCA No	[Display] This field displays the MCA number.
MCA Title	[Display] This field displays the MCA title of the account number.
Home Branch	[Display] This field displays the home branch of the MCA.
Multi Currency Package	[Display] This field displays the multi currency package.

6. Click the **RD MCA Details** tab to view the RD MCA linkage details.

RD MCA Details



Field Description

Field Name	Description
MCA No	[Display] This field displays the MCA number.
MCA Title	[Display] This field displays the MCA title of the account number.
Home Branch	[Display] This field displays the home branch of the MCA.
Multi Currency Package	[Display] This field displays the multi currency package.

7. Click the **Ok** button.
8. Click the **Close** button.

1.17. CM12 - Customer 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

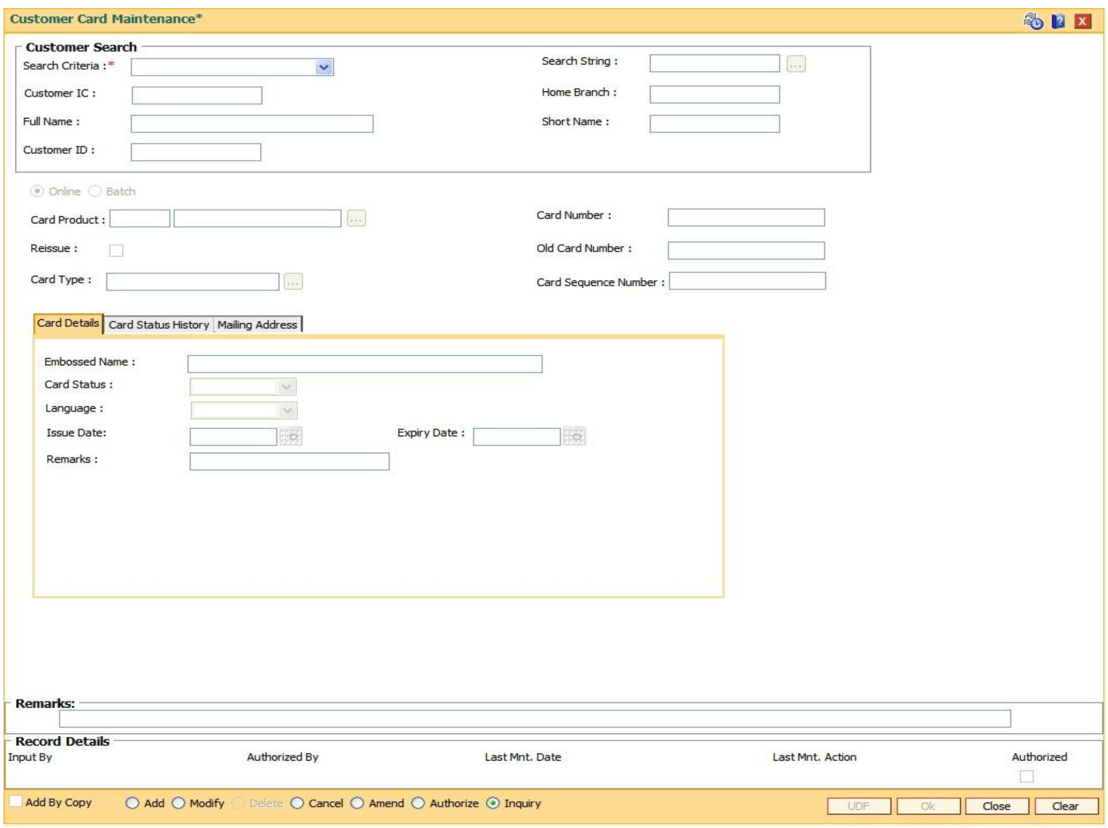
Modes Available

Add By Copy, Add, Modify, Cancel, Amend, 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 **CM12** and click **Go** or navigate through the menus to **Transaction Processing > Customer Transactions >** Customer Card Maintenance.
2. The system displays the **Customer Card Maintenance** screen.

Customer Card Maintenance



Field Description

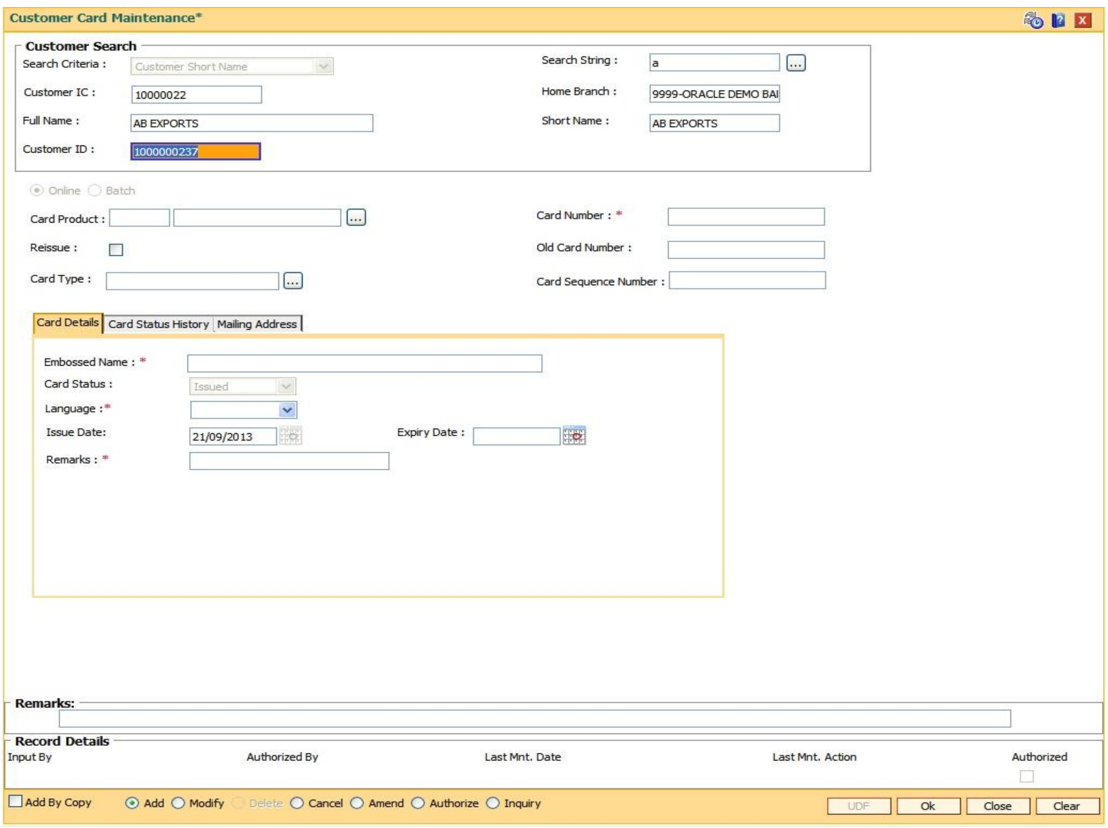
Field Name	Description
Search Criteria	[Mandatory, Drop-Down] Select the search criteria to search for the customer from the drop-down list. The options are: • Customer short name: The short name of the customer. • Customer IC: The identification criteria (IC) arrived at by the bank during customer addition. • 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.
Customer 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.
Customer 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
Card Product	[Conditional, Pick List] Select the card product from the pick list.
Card Number	[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.
Old Card No	[Conditional, Pick List] Select the old card number from the pick list. This field is enabled if the **Reissue** check box is selected. In case of reissue, an old card number is mandatory and the card status is validated for Lost or Damaged status.

Field Name	Description
Card Product	[Mandatory, Pick list, Numeric, 3] Select the Card Product Code.
Card Type	[Mandatory, Pick list, Character, 10] Select the card type. Pick list containing values from Card Type Master Maintenance (FP: CM14)
Card Sequence Number	[Optional, Output, 1] This field displays Card Sequence Number incase card is re-issued with same card number.

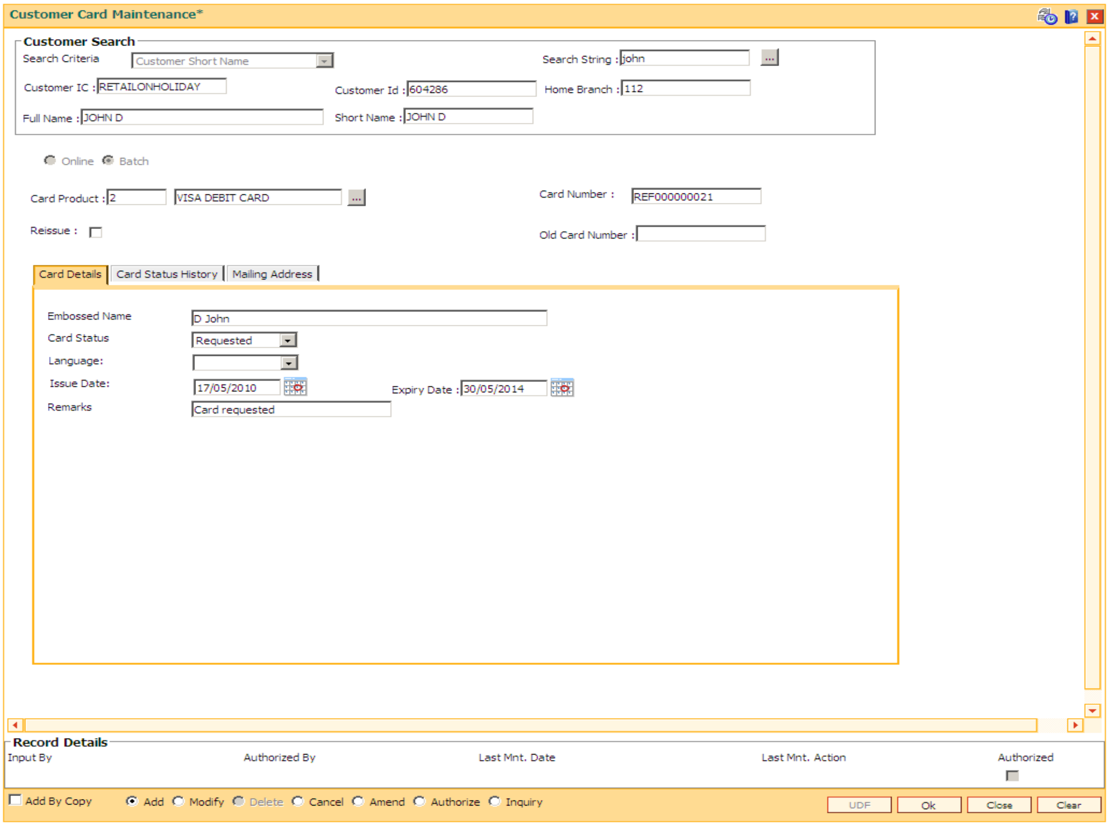
3. Click the **Add** button.
4. Select the search criteria from the drop-down list.
5. Type the search string and press the **<Tab>** key.
6. Select the card product from the pick list.

Customer Card Maintenance



7. Enter the relevant information in the various tabs.

Card Details

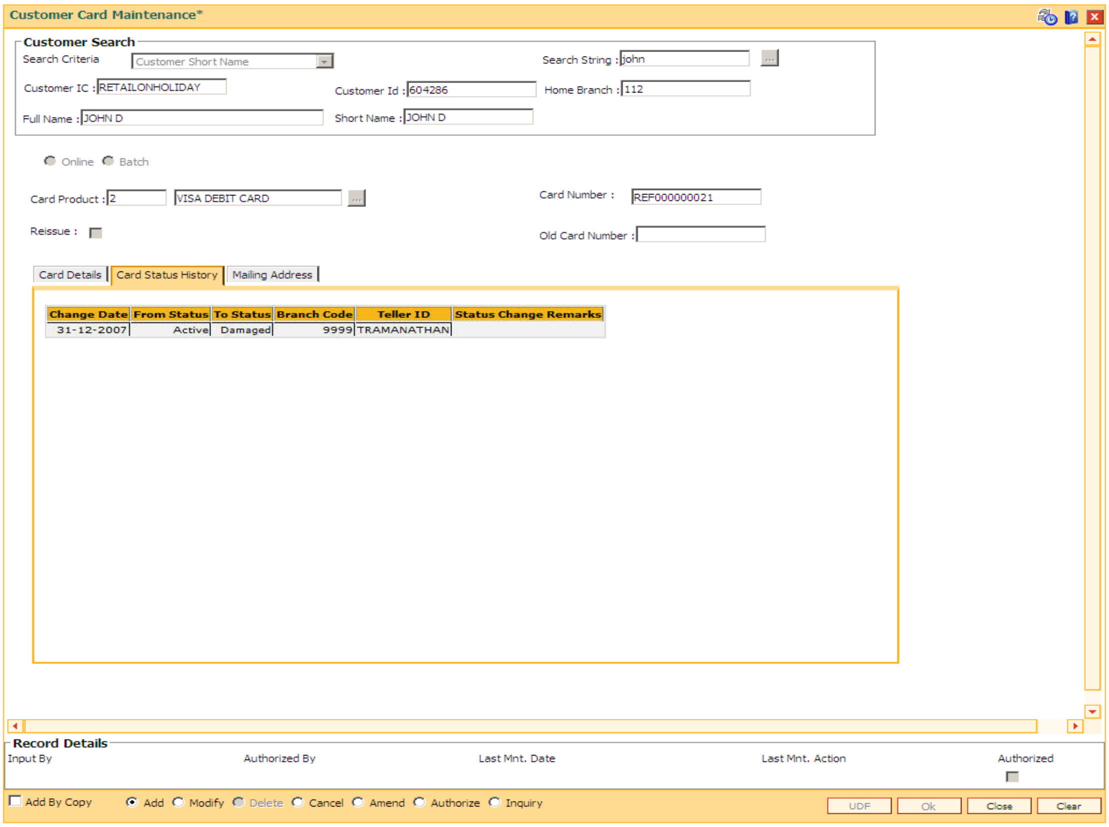


Field Description

Field Name	Description
Embossed Name	[Display] This field displays the name that will appear on the issued card.
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] Type the remarks for the transaction.

Card Status History

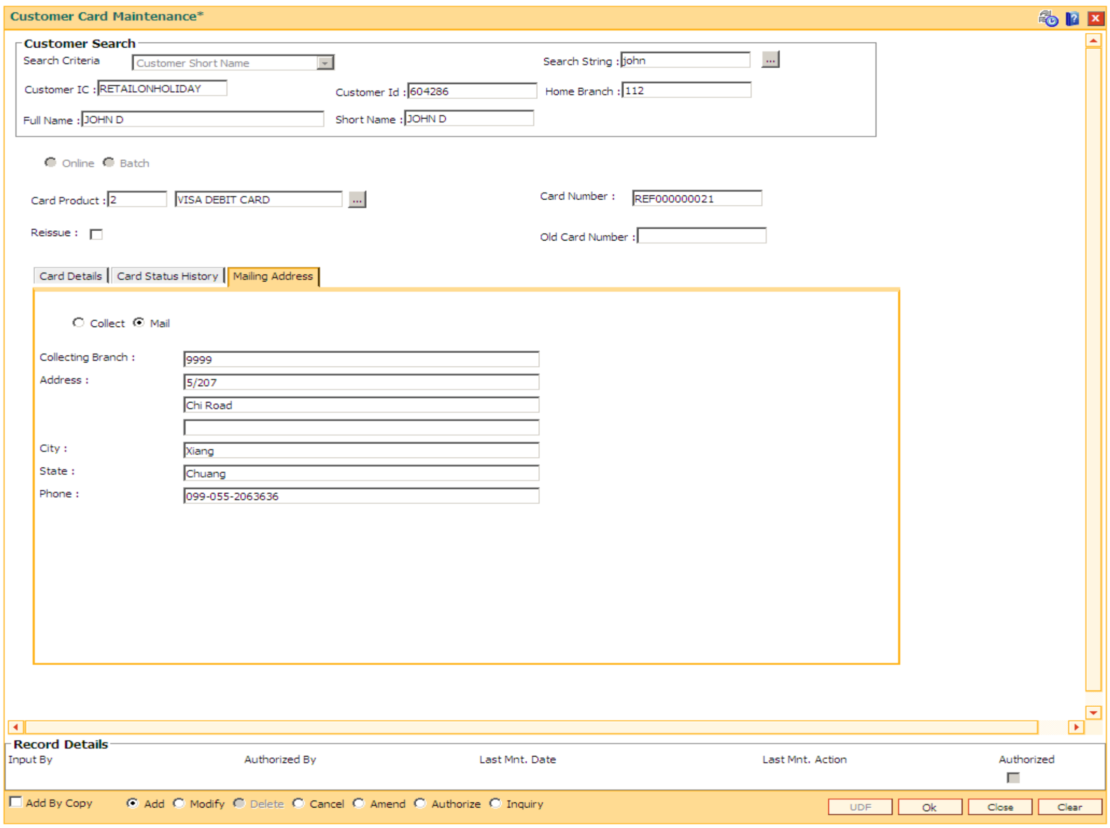


Field Description

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.
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.
Status Change Remarks	[Display] This column displays the status change remark.

Mailing Address



Field Description

Field Name	Description
Dispatch Option	[Mandatory, Radio Button] Select the appropriate dispatch option. The options are: • Collect • Mail

Field Name	Description
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.

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.

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