

Oracle FLEXCUBE Core Banking

Card Management User Manual
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Card Management User Manual
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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 5.2.0.0.0, refer to the following documents:

- Oracle FLEXCUBE Core Banking Licensing Guide

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

The screenshot shows the 'Card Master Setup' window with the following fields and options:

- Card Product : ...
- Description :
- Card Issue Mode : Online Batch Online & Batch
- Card Product Validity : Years
- Card Number Length :
- Pin Length :
- Card BIN : ...
- BIN Name :
- Remarks :

Record Details table:

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

Bottom toolbar:

- Add By Copy
- Add
- Modify
- Delete
- Cancel
- Amend
- Authorize
- Inquiry
- UDF
- Ok
- Close
- Clear

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: <ul style="list-style-type: none"> • 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

Card Master Setup*

Card Product : 12 ...

Description :* VISA CARD

Card Issue Mode : Online Batch Online & Batch

Card Product Validity :* 10 Years

Card Number Length :* 10

Pin Length :* 4

Card BIN : 428368 ...

BIN Name : VISA Card

Remarks:

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

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.

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	<p>[Mandatory, Pick List]</p> <p>Select the card product from the pick list.</p> <p>Select the card product which has to be linked to the account product or whose request log is to be displayed.</p>
Account Product	<p>[Mandatory, Pick List]</p> <p>Select the account product from the pick list.</p> <p>Select the specific account product which has to be linked to the selected card product or whose request log is to be displayed.</p>

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

Card-Account Product Link Setup

Card-Account Product Link Setup

Card Product : SAVINGS A/C CARD

Account Product : REGULAR DSP

Product Mapping

Card Product	Card Product Description	Account Product	Account Product Description

Record Details

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

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

Card-Account Product Link Setup

Card Product : 1 SAVINGS A/C CARD

Account Product : 2 REGULAR DSP

Product Mapping

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

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
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.

- Click the **Close** button.

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

Blank Cards Request

Branch Code : ...

Card Product : ...

No. Of Cards : ...

Request Log

Reference Number	Branch	Card Product	No. of Cards	Log Date	Status
------------------	--------	--------------	--------------	----------	--------

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
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

Blank Cards Request

Branch Code : ...

Card Product : ...

No.Of Cards : ...

Request Log

Reference Number	Branch	Card Product	No. of Cards	Log Date	Status

Record Details

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

Add
 Modify
 Delete
 Cancel
 Amend
 Authorize
 Inquiry

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 : ...

Card Product : ...

No.Of Cards : ...

Request Log

Reference Number	Branch	Card Product	No. of Cards	Log Date	Status
REF00000104	700	3	1	2008-01-31 00:00:00.0	X
REF00000162	700	3	4	2008-01-31 00:00:00.0	R

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
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.

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

Card Maintenance

Search Criteria : Customer Short Name Search String :

Cust IC : ID : Home Branch :

Full Name : Short Name :

Online Batch

Card Product : Card No :

Reissue Old Card No :

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

Embossed Name :

Card Status :

Language :

Issue Date : 15/01/2008 Expiry Date : 15/01/2018

Remarks :

Account Linked :

Account No.	Account Branch Code	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	<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"> • 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	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 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 Search String field.</p>
Cust IC	<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>
ID	<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
Home Branch	<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 Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Short Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Card Issue Mode	<p>[Mandatory, Radio Button]</p> <p>Select the appropriate card issue mode.</p> <p>The options are:</p> <ul style="list-style-type: none"> • 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	<p>[Conditional, Pick List]</p> <p>This field displays the card product.</p> <p>If the card is to be issued, select the card product from the pick list.</p>
Card No	<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>
Old Card No	<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 and the card status will be validated for Lost or Damaged status.</p>
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

The screenshot shows the 'Card Maintenance' application window. At the top, there are search fields for 'Customer Id' (set to '602045') and 'Search String' (set to '602045'). Below this, 'Cust IC' is '55554444', 'ID' is '602045', and 'Home Branch' is '9999'. The 'Full Name' is 'SUMUEL S MOHMAD' and 'Short Name' is 'SUMUELSMOHMAD'. There are radio buttons for 'Online' and 'Batch', and a 'Card Product' dropdown set to 'DEFAULT'. A 'Reissue' checkbox is present. The 'Card No.' is 'REF000000601'. Below these are tabs for 'Card Details', 'Card Status History', 'Account Link History', 'Mailing Address', and 'Beneficiary Accounts'. The 'Card Details' tab is active, showing 'Embossed Name' as 'SUMUEL S MOHMAD', 'Card Status' as 'Requested', 'Language' as a dropdown, 'Issue Date' as '31/07/2009', and 'Expiry Date' as '31/07/2011'. A 'Remarks' field is also present. Below the card details is a table titled 'Account Linked' with columns: Account No., Account Branch Code, Product Name, Account Title, Account Relation, Default (Y/N), and Link (Y/N). The table contains 10 rows of data. 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'.

Account No.	Account Branch Code	Product Name	Account Title	Account Relation	Default (Y/N)	Link (Y/N)
00000039909	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054023	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054031	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054049	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054056	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054064	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054072	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000060608	9999	REVOLVING LOAN FOR RMLMS	SUMUELSMOHMAD	SOW	N	N
00000060665	9999	REVOLVING LOAN FOR RMLMS	SUMUELSMOHMAD	SOW	N	N

7. Enter the relevant information in the various tabs.

Card Details

Card Maintenance

Search Criteria : Customer Id Search String : 602045
 Cust IC : 55554444 ID : 602045 Home Branch : 9999
 Full Name : SUMUEL S MOHMAD Short Name : SUMUELSMOHMAD

Online Batch
 Card Product : 1 DEFAULT Card No : REF000000601
 Reissue Old Card No :

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

Embossed Name : SUMUEL S MOHMAD
 Card Status : Requested
 Language :
 Issue Date : 31/07/2008 Expiry Date : 31/07/2011
 Remarks :

Account Linked :

Account No.	Account Branch Code	Product Name	Account Title	Account Relation	Default (Y/N)	Link (Y/N)
00000039909	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054023	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054031	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054049	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054056	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054064	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000054072	9999	PGS9 SAVING ACCOUNT	SUMUELSMOHMAD	SOW	N	N
00000060608	9999	REVOLVING LOAN FOR RMLMS	SUMUELSMOHMAD	SOW	N	N
00000060665	9999	REVOLVING LOAN FOR RMLMS	SUMUELSMOHMAD	SOW	N	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
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

Card Maintenance

Search Criteria : Search String :

Cust IC : ID : Home Branch : 9999

Full Name : Short Name : GAURAVSHARMA

Online Batch

Card Product : Card No :

Reissue Old Card No :

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

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

Record Details

Input By TRAMANATHAN	Authorized By SRAMANATHAN	Last Mnt. Date 01/07/2008 15:16:33	Last Mnt. Action Authorize	Authorized <input checked="" type="checkbox"/>
-------------------------	------------------------------	---------------------------------------	-------------------------------	---

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

Card Maintenance

Search Criteria : Customer Id Search String : 602458

Cust IC : 6464554 ID : 602458 Home Branch : 9999

Full Name : AHMED RIYAZ Short Name : AHMED RIYAZ

Online Batch

Card Product : 516 SAISHREQ Card No : 2244555556666

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:

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

Card Maintenance

Search Criteria : Search String :

Cust IC : ID : Home Branch :

Full Name : Short Name :

Online Batch

Card Product : SAVINGS Card No :

Reissue Old Card No :

Collect Mail

Collecting Branch :

Address :

City :

State :

Phone :

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

Field Description

Field Name	Description
Modality	[Mandatory, Radio Button] Select the appropriate dispatch option. The options are: <ul style="list-style-type: none"> • 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.

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

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
Search Criteria 1	<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"> 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	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 1 field.</p>
Search Criteria 2	<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"> • Date of Birth (YYYYMMDD) (Complete Match) • Mobile No (Wildcard Match) • Home Phone (Wildcard Match)
Search String 2	<p>[Mandatory, Pick List]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 2 field.</p>
IC	<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>
ID	<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>
Home Branch	<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 Branch Master Maintenance (Fast Path: BAM03) option.</p>

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	<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>
Postal Matter Code	<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>
Reissue	<p>[Optional, Check Box]</p> <p>Select the Reissue check box to reissue a card.</p>
Old Card No	<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>
Assign Same ContractNo	<p>[Optional, Check Box]</p> <p>Select the Assign Same ContractNo 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>** 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="text"/>												
<input type="checkbox"/> Reissue		Old Card No :		Assign Same ContractNo: <input type="checkbox"/>												
Card Details Card Status History																
Embossed Name :	<input type="text"/>															
Card Status :	<input type="text"/>															
Language :	<input type="text"/>															
Issue Date :	15/02/2008	Expiry Date :	15/02/2018													
Remarks :	<input type="text"/>															
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)											
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"/>												
<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
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: <ul style="list-style-type: none"> • 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

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
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.

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

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

Field Description

Field Name	Description
Search Criteria	<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"> ▪ 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	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria field.</p>

Field Name	Description
IC	<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>
ID	<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>
Home Branch	<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 Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Short Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Card Type	<p>[Display]</p> <p>This field displays the card type.</p>
Card No	<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>

1. Click the Add button.
2. Select the search criteria from the drop-down list.
3. Type the search string and press the <Tab> 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 :

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 : 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)
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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
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

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
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.

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
Search Criteria	<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"> • 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	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 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 Search String field.</p>
IC	<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>
ID	<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
Home Branch	<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 Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Short Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Card No	<p>[Mandatory, Pick List]</p> <p>Select the number of the card whose status has to be changed from the pick list.</p>
Current Status	<p>[Display]</p> <p>This field displays the current status of the selected card.</p>
New Status	<p>[Display]</p> <p>This field displays the new status.</p> <p>The new status will be Active.</p>
Comments	<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>** 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			
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"/>				

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.

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

Field Description

Field Name	Description
Search Criteria	<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"> 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	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 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 Search String field.</p>
IC	<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>
ID	<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>
Home Branch	<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 Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<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 Customer Addition (Fast Path: 8053) option.</p>

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

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"/>

Add
 Modify
 Delete
 Cancel
 Amend
 Authorize
 Inquiry

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.

CM05 - Card Unlocking*

Using the **Card Unlocking** 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 Unlocking**.
2. The system displays the **Card Unlocking** screen.

Card Unlocking

Card Unlocking				
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 :	99900110001			
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"/>

Field Description

Field Name	Description
Search Criteria	<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"> • 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	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 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 Search String field.</p>
IC	<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>
ID	<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
Home Branch	<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 Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Short Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Card No	<p>[Mandatory, Pick List]</p> <p>Select the number of the card whose status has to be changed from the pick list.</p>
Current Status	<p>[Display]</p> <p>This field displays the current status of the selected card.</p>
New Status	<p>[Mandatory, Drop-Down]</p> <p>Select the new status for the card from the drop-down list.</p>
Comments	<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>** 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

Card Unblocking				
Search Criteria :	Customer Short Name	Search String :	lamita	
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"/>
Add	Modify	Delete	Cancel	Amend
Authorize	Inquiry	Ok	Close	Clear

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.

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

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=""/>																		
<table border="1"> <thead> <tr> <th colspan="5">Record Details</th> </tr> <tr> <th>Input By</th> <th>Authorized By</th> <th>Last Mnt. Date</th> <th>Last Mnt. Action</th> <th>Authorized</th> </tr> </thead> <tbody> <tr> <td><input type="text" value="TRANJAN"/></td> <td><input type="text" value="SRANJAN"/></td> <td><input type="text" value="24/04/2007 16:06:38"/></td> <td><input type="text" value="Authorize"/></td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table>					Record Details					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"/>
Record Details																			
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<input type="button" value="Add"/> <input checked="" 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
Search Criteria 1	<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"> • 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	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 1 field.</p>
Search Criteria 2	<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"> • Date of Birth (YYYYMMDD) (Complete Match) • Mobile No (Wildcard Match) • Home Phone (Wildcard Match)
Search String 2	<p>[Mandatory, Alphanumeric, 20]</p> <p>The search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 2 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>

Field Name	Description
IC	<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>
ID	<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>
Home Branch	<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 Branch Master Maintenance Fast Path: BAM03) option.</p>
Full Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Short Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Kana Name	<p>[Display]</p> <p>This field displays the kana name of the customer for whom the card is maintained.</p>
Kanji Name	<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
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: <ul style="list-style-type: none">• 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

Card and Random Number Status Change				
Search Criteria 1:	Katakana/Kanji name(WildCard matc)	Search Criteria 2:	Date of Birth[YYYYMMDD]	
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			
Card No :	9990000773-01			
Card Status :	Issued	Random Number status :	Issued	
Action :	Activate Card			
Comments :				
Record Details				
Input By	Authorized By	Last Mnt. Date	Last Mnt. Action	Authorized
TRANJAN	SRANJAN	24/04/2007 16:06:38	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...Authorisation Pending.. Click Ok to Continue?". Click the **OK** button.
8. The card and random number status is changed once the record is authorized.

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

The screenshot shows a web-based application window titled "Blank Cards Inventory". At the top, there are two input fields: "Branch code : [] ..." and "Card Product : [] ...". Below these is a section titled "Card Details" which contains a table with the header "Branch|Card Product|No. of Available Cards". The table area is currently empty. At the bottom right of the window are three buttons: "Ok", "Close", and "Clear".

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

The screenshot shows a software window titled "Blank Cards Inventory". At the top, there are two input fields: "Branch code" containing the text "9999" and "Card Product" containing the text "1". Below these fields is a section labeled "Card Details" which contains a table with the following header: "Branch|Card Product|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".

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

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.

- Click the **Close** button.

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

Card Transaction Inquiry*

Card Number :*

Search On : Financial Transactions

MCA No : MCA Title :

From Date : 21/09/2013 To Date : 21/09/2013

Financial Transactions | Non Financial Transactions

Serial No	MCA No.	Sub Account No.	Deposit No.	Account Currency	Transaction Date	Posting Date	Transaction Narrative	Dr/Cr	T
0/0									

Card | Change Pin | Cheque | Cost Rate | FCY Change | Denomination | Instrument | Inventory | Pin Validation | Service Charge | Signature | Travellers Cheque

UDF OK Close Clear

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 - <ul style="list-style-type: none"> • 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.

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

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

Card-Multi Currency Account Linkage*

Link
 Delink

Re-link :

Current Debit Card No:

Card Number :

InventoryNo :

Card Type : ...

MCA Number : ...

MCA Title :

Multi Currency Package :

Module :

Home Branch :

Default MCA :

Card | Change Pin | Cheque | Cost Rate | FCY Change | Denomination | Instrument | Inventory | Pin Validation | Service Charge | Signature | Travellers Cheque

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

Card-Multi Currency Account Linkage

Link Delink

Re-link: Current Debit Card No: 24284441818838998903 Current Debit Card Status: NORMAL

Card Number: 12234454556666666666 Status: NORMAL

Card Type: Debit Card

MCA Number: 000000033791

MCA Title: ALEXM

Multi Currency Package: 5212 Retail Package 12

Module: CH

Home Branch: 9999 Head Office

Default MCA:

Card Change Pin Cheque Cost Rate Denomination Instrument Inventory Pin Validation Service Charge Signature Travellers Cheque

UDF OK Close Clear

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.

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

Card Type Master Maintenance*

Card Type ID : * ...

Card Type Name : *

Remarks:

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

4. Enter the **Card Type Id**.
5. 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

Card Type ID : * ...

Card Type Name : *

Remarks:

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

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

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

Card-MCA Linkage Maintenance*

Card Number: Card Type & Desc:

CASA MCA Details | TD MCA Details | RD MCA Details

MCA No.	MCA Title	Home Branch	Multi Currency Package	Default MCA

Remarks:

Record Details

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

Add By Copy
 Add
 Modify
 Delete
 Cancel
 Amend
 Authorize
 Inquiry
 UDF
 Ok
 Close
 Clear

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

Card-MCA Linkage Maintenance*

Card Number: Card Type & Desc:

CASA MCA Details | TD MCA Details | RD MCA Details

MCA No.	MCA Title	Home Branch	Multi Currency Package	Default MCA
0000000033791	Retail Package 12	9999	5212	true

Remarks:

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

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

CASA MCA Details

Card-MCA Linkage Maintenance*

Card Number: 44040001100000022550 Card Type & Desc: 738 Debit Card

CASA MCA Details | TD MCA Details | RD MCA Details

MCA No.	MCA Title	Home Branch	Multi Currency Package	Default MCA
210000007000014	CASA Retail 10038 RMB	5	1038	true

Remarks:

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
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.

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

TD MCA Details

Card-MCA Linkage Maintenance*

Card Number: 24284441818838998903 Card Type & Desc: 738 Debit Card

CASA MCA Details | TD MCA Details | RD MCA Details

MCA No.	MCA Title	Home Branch	Multi Currency Package
210000157900021	50001 Retail	9999	5001

Remarks:

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
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.

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

RD MCA Details

Card-MCA Linkage Maintenance*

Card Number: 24284441818838998903 Card Type & Desc: 738 Debit Card

CASA MCA Details | TD MCA Details | **RD MCA Details**

MCA No.	MCA Title	Home Branch	Multi Currency Package
210000157900031	RD MCA PACKAGE FOR PF	9999	1202

Remarks:

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

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.

- Click the **Ok** button.
- Click the **Close** button.

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	<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"> • 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	<p>[Mandatory, Alphanumeric, 20]</p> <p>Type the search string, to search for a customer, corresponding to the search criteria selected in the Search Criteria 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 Search String field.</p>
Customer IC	<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>
Customer ID	<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
Home Branch	<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 Branch Master Maintenance (Fast Path: BAM03) option.</p>
Full Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Short Name	<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 Customer Addition (Fast Path: 8053) option.</p>
Card Issue Mode	<p>[Mandatory, Radio Button]</p> <p>Select the appropriate card issue mode.</p> <p>The options are:</p> <ul style="list-style-type: none"> • 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	<p>[Conditional, Pick List]</p> <p>Select the card product from the pick list.</p>
Card Number	<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>
Reissue	<p>[Optional, Check Box]</p> <p>Select the Reissue check box to reissue a card.</p>
Old Card No	<p>[Conditional, Pick List]</p> <p>Select the old card number from the pick list.</p> <p>This field is enabled if the Reissue check box is selected.</p> <p>In case of reissue, an old card number is mandatory and the card status is validated for Lost or Damaged status.</p>

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

The screenshot shows the 'Customer Card Maintenance' application window. At the top, there is a 'Customer Search' section with fields for Search Criteria (Customer Short Name), Search String (John), Customer IC (RETAILONHOLIDAY), Customer Id (604286), Home Branch (112), Full Name (JOHN D), and Short Name (JOHN D). Below this are radio buttons for 'Online' and 'Batch', and fields for Card Product (2, VISA DEBIT CARD), Card Number (REF000000021), Reissue (checkbox), and Old Card Number. A tabbed interface shows 'Card Details' selected, displaying fields for Embossed Name (D John), Card Status (Requested), Language (dropdown), Issue Date (17/05/2010), Expiry Date (30/05/2014), and Remarks (Card requested). At the bottom, there is a 'Record Details' table with columns for Input By, Authorized By, Last Mnt. Date, Last Mnt. Action, and Authorized. Below the table are action buttons: Add By Copy, Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry, UDF, Ok, Close, and Clear.

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

The screenshot shows the 'Customer Card Maintenance' application window. The 'Card Status History' tab is active, displaying a table with the following data:

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

Other visible fields include: Customer Search (Retailonholiday, 604286, 112), Card Product (2, VISA DEBIT CARD), Card Number (REF000000021), and Record Details (Input By, Authorized By, Last Mnt. Date, Last Mnt. Action, Authorized).

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

The screenshot shows the 'Customer Card Maintenance' application window. The 'Mailing Address' tab is selected. The form includes the following fields and options:

- Customer Search:** Search Criteria (Customer Short Name), Search String (John), Customer IC (RETAILON/HOLIDAY), Customer Id (604286), Home Branch (112), Full Name (JOHN D), Short Name (JOHN D).
- Online/ Batch:** Radio buttons for Online (selected) and Batch.
- Card Product:** 2, VISA DEBIT CARD.
- Card Number:** REF000000021.
- Reissue:** .
- Old Card Number:** (empty field).
- Dispatch Option:** Radio buttons for Collect and Mail (selected).
- Address Fields:** Collecting Branch (9999), Address (5/207, Chi Road), City (Xiang), State (Chuang), Phone (099-055-2063636).
- Record Details:** Table with columns: Input By, Authorized By, Last Mnt. Date, Last Mnt. Action, Authorized.
- Buttons:** Add By Copy, Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry, UDF, Ok, Close, Clear.

Field Description

Field Name	Description
Dispatch Option	[Mandatory, Radio Button] Select the appropriate dispatch option. The options are: <ul style="list-style-type: none"> • 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.