

Oracle Banking Digital Experience

**Corporate Credit Card User Manual
Release 17.1.0.0.0**

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ORACLE®

Corporate Credit Card User Manual
March 2017

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

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

1.3 Access to OFSS Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction
- The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.
- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure.

If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 16.2.0.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals

2. Credit Card Summary

Using this option, you can view a summary of credit cards that you hold with the bank. You can also view the details of credit card and monthly statements for the selected credit card.

To view Credit Card summary details

1. From the **Cards** menu, select **Credit Cards**, and then select **Credit Card Summary**. The **Credit Card Summary** screen appears.

Credit Card Summary

Card Number	Product Name	Card Type	Credit Limit	Cash Limit	Amount Utilized	Available Limit	Expiry Date	Card Currency	Current Outstanding Balance	Credit Card Statement
XXXXXXXXXXXX6751	GOLD REWARDS	Primary	90,000.00	40,000.00	20,000.00	70,000.00	23-Jan-2016	INR	5,000.00	View
XXXXXXXXXXXX0245	GOLD REWARDS	Supplementary	20,000.00	10,000.00	5,500.00	18,000.00	23-Jan-2012	INR	4,000.00	View

Column Description

Column Name	Description
Card Number	[Display, Hyperlink] Displays the nickname of the credit card, if any, or the credit card number. Displays the link to view details of the credit card.
Product Name	[Display] Displays the name of the product.
Card Type	[Display] Displays the card type.
Credit limit	[Display] Displays the card credit limit.
Cash Limit	[Display] Displays the card cash limit.
Amount Utilized	[Display] Displays the amount utilized.
Available Limit	[Display] Displays the available limit.

Column Name	Description
Expiry Date	[Display] Displays the expiry date.
Card Currency	[Display] Displays the card currency.
Current Outstanding Balance	[Display] Displays the current outstanding balance

2. Click the required **Card Number** link.
The detailed **Credit Card Summary** screen appears.
OR
Click the **View** link in the **Credit Card Statement** column.
The **Credit Card Statement** screen appears.

Note: Please refer **Credit Card Statement** section for more information on Credit Card Statement.

Credit Card Summary- Details

CREDIT CARD SUMMARY

09-06-2015 09:44:04 GMT +0000 ? [Print] [Star] [Home] [Close]

Credit Card Details

Card Number: XXXXXXXXXXXX6751	
Product Name: GOLD REWARDS	Card Type: Primary
Points Available: 1267	
Total Credit Limit: 90,000.00	Available Credit Limit: 70,000.00
Total Cash Limit: 40,000.00	Available Cash Limit: 40,000.00
Current Balance:	Card Currency: INR
Total Billed Amount: 5,000.00	Total Unbilled Amount: 15,000.00
Statement Date: 18-Jun-2014	Last Payment Date: 05-Jun-2014
Last Payment Amount: 23,000.00	Total Payment Due: 0.00
Auto Payment Options: No	Recovery Account:
Expiry Date: 23-Jan-2016	Current Authorisation: 0.00

Payment Due Details

Payment Due Date: 07-Jul-2014
Statement Due Amount: 5,000.00
Minimum Amount Due: 200.00

[Back](#) [View Statement](#)

Field Description

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

Credit Card Details

Card Number	[Display] Displays the credit card number.
Product Name	[Display] Displays the product name of the credit card.
Card Type	[Display] Displays the type of the credit card, The credit card type can be either primary or supplementary.
Card Currency	[Display] Displays the currency of the credit card.

Points Available	[Display] Displays the loyalty points rewarded to the selected credit card.
Total Credit Limit	[Display] Displays the total sanctioned limit for credit purchases.
Available Credit Limit	[Display] Displays the available card limit for utilization.
Total Cash Limit	[Display] Displays the total cash withdrawal limit, (a sub-limit of sanctioned credit limit).
Available Cash Limit	[Display] Displays the cash limit available for utilization.
Current Balance	[Display] Displays the balance amount for the credit card as on current date.
Total Unbilled Amount	[Display] Displays the total amount yet to be billed by the bank.
Total Billed Amount	[Display] Displays the total bill amount raised for a specific bill date.
Statement Date	[Display] Displays the last date for which billing statement is generated.
Last Payment Date	[Display] Displays the last date on which the credit card payment is completed.
Last Payment Amount	[Display] Displays the latest amount that you have paid with the credit card.
Total Payment Due	[Display] Displays the amount outstanding for the selected credit card as on last statement date.
Auto Payment Options	[Display] Displays whether the auto- payment facility is available for the selected credit card. Displays Yes only if you have opted for auto payment facility for the selected credit card.

Recovery Account	[Display] Displays the CASA account that is to be debited when Auto Pay option is 'Yes'
Expiry Date	[Display] Displays the expiry date of card.
Current Authorisation	[Display] Displays the total amount of transactions for which authorizations is completed (card limit is utilized, but the transaction is not yet claimed).
Payment Due Details	
Statement Due Amount	[Display] Displays the total billed amount of the card for the last statement generated.
Minimum Amount Due	[Display] Displays the mandatory amount to be paid out of the total billed amount.
Payment Due Date	[Display] Displays the date before which minimum, part or full payment is to be made.

3. Click **Back**.
The **Credit Card Summary** screen appears.
4. Click **View Statement**.
The **Credit Card Statement** screen appears.

3. Credit Card Statement

Using this option, you can view monthly credit card statements mapped to your account in the application.

To view monthly Credit Card statement

1. From the **Cards** menu, select **Credit Cards**, and then select **Credit Card Statement**. The **Credit Card Statement** screen appears.

Credit Card Statement

Field Description

Field Name	Description
Card Number	[Mandatory, Drop-Down] Indicates the credit card number.
Month	[Mandatory, Drop-Down] Indicates the month for which you want the credit card statement.
Year	[Mandatory, Drop-Down] Indicates the year for which you want the credit card statement.

2. From the **Card Number** list, select the appropriate option.
3. From the **Month** list, select the appropriate option.
4. From the **Year** list, select the appropriate option.
5. Click **Submit**.
The detailed **Credit Card Statement** screen appears.

Credit Card Statement – Details 1

CREDIT CARD STATEMENT 05-06-2015 10:00:23 GMT +0000 ? [print] [star] [refresh] [close]

Card Number*:

Month:

Year:

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

Credit Card Details

Card Number:	XXXXXXXXXXXX0245	Expiry Date:	23-Jan-2012
Card Currency:	INR	Available Credit Limit:	18,000.00
Total Credit Limit:	20,000.00	Available Cash Limit:	11,000.00
Total Cash Limit:	10,000.00	Total Unbilled Amount:	1,500.00
Total Billed Amount:	4,000.00	Payment Due Date:	20-Feb-2010
Minimum Payment Due:	200.00		

Address Details

Full Name: PQR SHARMA

Mailing Address: B-104, CITY OF JOY
L.B.S. Marg
Mulund West

Credit Card Statement – Details 2

CREDIT CARD STATEMENT 05-06-2015 10:00:23 GMT +0000 ? 🖨️ ☆ 📄 ✕

Total Credit Limit: 20,000.00	Available Credit Limit: 18,000.00
Total Cash Limit: 10,000.00	Available Cash Limit: 11,000.00
Total Billed Amount: 4,000.00	Total Unbilled Amount: 1,500.00
Minimum Payment Due: 200.00	Payment Due Date: 20-Feb-2010

Address Details

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

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

Reference Number	Transaction Date	Description	Debit	Credit
12133657	05-06-2014	Airtell Refill		INR 500.00
87256160	09-06-2014	GOLDEN CHARIOT		INR 985.00
43451627	12-06-2014	LIFESTYLE, OBEROI		INR 4,287.00
24569167	14-06-2014	PIZZA HUT, POWAI		INR 850.00

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

Field Description

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

Credit Card Details

Card Number	[Display] Displays the number of the credit card.
Card Currency	[Display] Displays currency of the credit card.
Expiry Date	[Display] Displays the expiry date of the credit card.

Field Name	Description
Total Credit Limit	[Display] Displays the total sanctioned limit available for credit purchases.
Available Credit Limit	[Display] Displays the available card limit for utilization.
Total Cash Limit	[Display] Displays the total cash withdrawal limit, (a sub limit of sanctioned credit limit).
Available Cash Limit	[Display] Displays the cash limit available for utilization.
Total Unbilled Amount	[Display] Displays the total amount yet to be billed by the bank.
Total Billed Amount	[Display] Displays the mandatory amount that is to be paid out of the total billed amount.
Minimum Payment Due	
Payment Due Date	[Display] Displays the date before which minimum, part or full payment is to be made.
Address Details	
Full name	[Display] Displays the full name of the credit card holder.
Mailing Address	[Display] Displays the complete mailing address of the credit card holder. The details include: <ul style="list-style-type: none"> • Flat Number • Street Name • City • Country • Postal Code

Column Description

Column Name	Description
-------------	-------------

Credit Card Transactions for the Month

Reference Number	[Display] Displays the reference number of the transaction.
Transaction Date	[Display] Displays the transaction date of the transaction.
Description	[Display] Displays a short description of the transaction.
Debit	[Display] Displays the debit amount of the transaction.
Credit	[Display] Displays the credit amount of the transaction.

The options mentioned below are applicable for records of credit card transactions.

To enable the word wrap in the columns, select the **Word Wrap** check box.

Click **Customize Columns** to reorder the columns or select the columns that appear in the credit card transactions list.

Click **Download** to download all or selected columns in the credit card transactions list. You can download the list in PDF, XLS, QIF, OFX and MT940 formats.

Click **Print** to print the credit card transactions list and open the list as a PDF document.

Click  to view the first page of the credit card transactions list.

Click  to view the previous page of the credit card transactions list.

Click  to view the next page of the credit card transactions list.

Click  to view the last page of the credit card transactions list.

From the **Page** list, select the required page number of the credit card transactions list.

From the **Show Rows** list, select the number of rows to be displayed in the credit card transactions list.

Click  next to the required column to sort the records of credit card transactions in ascending or descending order.

4. Credit Card Payment

Using this option, you can pay for transactions on existing (registered) or new (unregistered) credit cards in the application. You can transfer funds from your CASA accounts in the application.

You can either pay the total outstanding amount, minimum outstanding amount or a specific amount for the credit cards.

To make a Credit Card payment

1. From the **Cards** menu, select **Credit Cards**, and then select **Credit Card Payment**. The **Credit Card Payment** screen appears.

Credit Card Payment

Field Description

Field Name	Description
From Account	<p>[Mandatory, Drop-Down]</p> <p>Indicates your current and savings accounts.</p> <p>Click the View Balance link to view the account balance of the selected account.</p> <p>Click  to search all current and savings accounts in the application.</p>
Card Number	<p>[Mandatory, Option, Drop-Down, Alphanumeric]</p> <p>Indicates whether you want to select your existing credit card or enter a new credit card number.</p> <p>Indicates your existing credit card or a new credit card number.</p>
Payment Instruction	

Field Name	Description
Total Amount Due	<p>[Option, Display]</p> <p>Indicates that you have to pay the total payable amount for your existing credit card.</p> <p>To enable this field, select an existing credit card number, from the Card Number field.</p> <p>Displays the total bill amount of the credit card.</p>
Minimum Amount Due	<p>[Conditional, Option, Display]</p> <p>Indicates that you have to pay the minimum payable amount for your existing credit card.</p> <p>To enable this field, select an existing credit card number, from the Card Number field.</p> <p>Displays the minimum amount to be paid for the credit card.</p>
Amount	<p>[Mandatory, Option, Numeric, 15]</p> <p>Indicates that you have to pay the specified bill amount for your existing or new credit card.</p> <p>To enable this field, select an existing credit card number or enter a new credit card number in the Card Number field.</p> <p>Indicates the specific amount that you want to pay for the credit card.</p>
Payment Due Date	<p>[Display]</p> <p>Displays the date before which minimum, part or full payment is to be made for the credit card.</p>

2. From the **From Account** list, select the appropriate option.
3. From the **Card Number** field, select the appropriate option and enter the credit card number, if required.
4. In the **Amount** field, select the appropriate option and enter the specific amount that you want to pay for the credit card.
5. Click **Submit**.
The **Credit Card Payment – Verify** screen appears.

Credit Card Payment- Verify

CREDIT CARD PAYMENT - VERIFY 05-06-2015 09:59:44 GMT +0000 ? [Print] [Star] [Close] [Refresh]

From Account: 1040410879021
 Card Number: XXXXXXXXXXXX0245
 Amount: 200.00 INR

Back Confirm

6. Click **Confirm**.
 The **Credit Card Payment - Confirm** screen appears.
 OR
 Click **Back**.
 The **Credit Card Payment** screen appears.

Credit Card Payment - Confirm

CREDIT CARD PAYMENT - CONFIRM 05-06-2015 09:59:44 GMT +0000 ? [Print] [Star] [Close] [Refresh]

Transaction with reference number 188054608381506 is in Accepted state.

Host Reference Number: 1234567890123456
 From Account: 1040410879021
 Card Number: XXXXXXXXXXXX0245
 Amount: 200.00 INR

OK E-Receipt

7. Click **e-receipt** to generate the e-receipt of the transaction.
 OR
 Click **OK**.
 The **Credit Card Payment** screen appears.

5. Register Credit Card

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

To register a credit card

1. From the **Cards** menu, select **Credit Cards**, and then select **Register Credit Card**. The **Register Credit Card** screen appears.

Register Credit Card

REGISTER CREDIT CARD

Card No*:

Credit Card Expiry*: Month: Year:

CVV Number*:

Credit Card Pin*:

User Reference:

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

Field Description

Field Name	Description
Card No.	[Mandatory, Numeric, 16] Indicates the credit card number for registration.
Credit Card Expiry	
Month	[Mandatory, Drop-Down] Indicates the month of credit card expiry.
Year	[Mandatory, Drop-Down] Indicates the year of credit card expiry.
CVV Number	[Mandatory, Numeric, 4] Indicates the Credit Card Verification Value number (CVV) available on the credit card in encrypted form.
Credit Card Pin	[Mandatory, Numeric] Indicates the credit card PIN in encrypted form.

Field Name	Description
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for tracking the registration.

2. In the **Card No.** field, enter the credit card number.
3. From the **Month** list, select the appropriate option.
4. From the **Year** list, select the appropriate option.
5. In the **CVV Number** field, enter the credit card CVV number.
6. In the **Credit Card Pin** field, enter the credit card PIN.
7. Click **Submit**.
The **Register Credit Card - Verify** screen appears.

Register Credit Card - Verify

REGISTER CREDIT CARD - VERIFY 18-Jun-2015 11:39:32 GMT +0000 ? [Print] [Star] [Close] [Refresh]

Card No: 6078243156780123

Credit Card Expiry: Month: May Year: 2019

User Reference:

8. Click **Confirm**.
The **Register Credit Card - Confirm** screen appears.
OR
Click **Change**.
The **Register Credit Card** screen appears.

Register Credit Card - Confirm



REGISTER CREDIT CARD - CONFIRM 18-Jun-2015 11:39:32 GMT +0000 ? [Print] [Star] [Close] [X]

Card No: 6078243156780123

Credit Card Expiry: Month: May Year: 2019

User Reference:

OK

9. Click **OK**.
The **Register Credit Card** screen appears.

6. Service Requests

Using this option you can initiate a service request.

To initiate service request

1. From the **Customer Services** menu, select **New Service Request**.
The **Service Requests** screen appears.

Service Requests



SERVICE REQUESTS 09-06-2015 05:27:02 GMT +0000 ? [Print] [Star] [Close] [Refresh]

Select Transaction: Select Service Request [Dropdown Arrow]

Submit

6.1 Activate Credit Card

Using this service request option, you can raise a request to activate credit card, when bank issues you a new credit card or when your existing credit cards are deactivated.

To initiate service request to activate a Credit Card

1. From the **Select Transaction** list, select the **Activate Credit Card** option on the **Service Request** screen.
2. Click **Submit**.
The **Activate Credit Card** screen appears.

Activate Credit Card

09-06-2015 05:28:58 GMT +0000 ?    

ACTIVATE CREDIT CARD

Your request for Activation of Credit Card will be processed within X working day. The activate request will not be processed if the user has already placed a request for replacement of the card. The status of this request could be viewed in the "View Service Request" menu. Bank does not take any responsibility and will also not be liable for any claims if the details provided by the customer are incorrect or incomplete.

Credit Card Number*:

Reason*:

Credit Card Expiry Month*:

Year*:

Embossing Name*:

User Reference:

* Indicates Mandatory Fields

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Indicates the number of the credit card that you want to activate.
Reason	[Mandatory, Drop-Down] Indicates the reason of credit card activation. The options are: <ul style="list-style-type: none"> Deactivated Card New Card
Credit Card Expiry Month	[Mandatory, Drop-Down] Indicates the month of credit card expiry.
Year	[Mandatory, Drop-Down] Indicates the year of credit card expiry.
Embossing Name	[Mandatory, Alphanumeric, 35] Indicates the embossing name as displayed on the credit card.

Field Name	Description
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for tracking the activation.

3. In the **Credit Card Number** field, enter the credit card number.
4. From the **Reason** list, select the appropriate option.
5. From the **Credit Card Expiry Month** list, select the appropriate option.
6. From the **Year** list, select the appropriate option.
7. In the **Embossing Name** field, enter the embossed name as present on the credit card.
8. Click **Submit**.
The **Activate Credit Card - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Activate Credit Card – Verify

ACTIVATE CREDIT CARD - VERIFY 22-Jun-2015 04:42:18 GMT +0000 ? [Print] [Star] [Close] [X]

Credit Card Number: XXXXXXXXXXXX6751

Reason: New Card

Credit Card Expiry Month: May

Year: 2019

Embossing Name: John Smith

User Reference: 001256

[Back] [Confirm]

9. Click **Confirm**.
The **Activate Credit Card - Confirm** screen appears.
OR
Click **Back**.
The **Activate Credit Card** screen appears.

Activate Credit Card- Confirm

ACTIVATE CREDIT CARD - CONFIRM 22-Jun-2015 04:42:18 GMT +0000 ? [Print] [Star] [Close] [Refresh]

⚠ Transaction submitted for Activate Credit Card having reference 104454963560211 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX6751
Reason: New Card
Credit Card Expiry Month: May
Year: 2019
Embossing Name: John Smith
User Reference: 001256

OK

Another Service Request

10. Click **OK**.
The **Activate Credit Card** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

6.2 Credit Card ATM PIN Change

Using this service request option you can raise a request to change credit card PIN.

To initiate service request to change a credit card PIN

1. From the **Select Transaction** list, select the **Credit Card ATM PIN Change** option on the **Service Request** screen.
2. Click **Submit**.
The **Credit Card ATM PIN Change** screen appears.

Credit Card ATM PIN Change

CREDIT CARD ATM PIN CHANGE 09-06-2015 05:24:39 GMT +0000 ? 🖨️ ☆ 📄 ✕

Card No*: XXXXXXXXXXXXXXX1234

Delivery Details

Mode of Delivery*: Branch Courier

Select City Select Branch

Name*:

Address*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

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

[Another Service Request](#) [Submit](#)

Field Description

Field Name	Description
Card No.	[Mandatory, Drop-Down] Indicates the credit card number.

Delivery Details

Field Name	Description
Mode of Delivery	<p>[Mandatory, Option]</p> <p>Indicates the mode of delivery of the modified PIN of the credit card.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Branch • Post/Courier
Select City	<p>[Conditional, Drop-Down]</p> <p>Indicates the city in which the bank branch is located.</p> <p>To enable this field, select the Branch option, from the Mode of Delivery field.</p>
Select Branch	<p>[Conditional, Drop-Down]</p> <p>Indicates the branch from where the modified PIN of the credit card is to be collected.</p> <p>To enable this field, select the Branch option, from the Mode of Delivery field.</p>
Name	<p>[Mandatory, Display, Alphanumeric]</p> <p>Displays your Customer Name as present in the application.</p> <p>Indicates the name of the receiver to whom the modified credit card PIN is to be delivered.</p>
Address	<p>[Mandatory, Alphanumeric, 34 x 3, Display]</p> <p>Indicates the address of the receiver to whom the modified credit card PIN is to be delivered.</p> <p>Displays the address of the bank branch if you select the Bank option from the Mode of Delivery field.</p> <p>Displays your address as present in the application if you select the Courier option from the Mode of Delivery field.</p>
City	<p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the city of the receiver to whom the modified credit card PIN is to be delivered.</p> <p>Displays the city of the bank branch if you select the Bank option from the Mode of Delivery field.</p>
State	<p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the state of the receiver to whom the modified credit card PIN is to be delivered.</p> <p>Displays the state of the bank branch if you select the Bank option from the Mode of Delivery field.</p>

Field Name	Description
Country	[Optional, Alphanumeric, 35, Display] Indicates the country of the receiver to whom the modified credit card PIN is to be delivered. Displays the country of the bank branch if you select the Bank option from the Mode of Delivery field.
Zip/Postal Code	[Optional, Alphanumeric, 10, Display] Indicates the zip or postal code of the receiver to whom the modified credit card PIN is to be delivered. Displays the zip or postal code of the bank branch if you select the Bank option from the Mode of Delivery field.
Phone	[Optional, Numeric, 35] Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the modified credit card PIN is to be delivered.
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for future tracking.

3. In the **Card No.** field, enter the credit card number.
4. In the **Mode of Delivery** field, select the appropriate option.
 - a. If you select the **Bank** option:
 - i. From the **Select City** list, select the appropriate option.
 - ii. From the **Select Branch** list, select the appropriate option.
Your Customer Name in the application and the address details of the selected bank branch appear.
 - b. If you select the **Courier** option:
 - i. In the **Name** field, enter the name of the receiver to whom the modified credit card PIN is to be delivered, if required.
 - ii. In the **Address** field, enter the address of the receiver to whom the modified credit card PIN is to be delivered, if required.
5. Click **Submit**.
The **Credit Card ATM PIN Change - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Credit Card ATM PIN Change - Verify

CREDIT CARD ATM PIN CHANGE - VERIFY 09-06-2015 10:38:47 GMT +0000 ? [print] [star] [refresh] [close]

Card No: XXXXXXXXXXXX6751 [error icon]

Delivery Details

Mode of Delivery: Branch

City: USA

Branch Name: Bank Futura - TD

Name: Ketki Gupte

Address: Unit 1, Block A, California
USA
USA
City: USA
State:
Country: United Kingdom

Zip/Postal Code:
Phone:
User Reference:

6. Click **Confirm**.
The **Credit Card ATM PIN Change - Confirm** screen appears.
OR
Click **Back**.
The **Credit Card ATM PIN Change** screen appears.

Credit Card ATM PIN Change - Confirm

CREDIT CARD ATM PIN CHANGE - CONFIRM 08-06-2015 09:23:24 GMT +0000 ? [Print] [Star] [Close]

⚠ Transaction submitted for Credit Card ATM PIN Change having reference 105504873395573 has been set to status Auto Authorized.

Card No: XXXXXXXXXXXX6751

Delivery Details

Mode of Delivery: Branch

City: USA

Branch Name: Bank Futura TD Branch TD1

Name: Ketki Gupte

Address: Unit 1, Block A, California

USA

USA

City: USA

State:

Country: United Kingdom

Zip/Postal Code:

Phone:

User Reference: Test5

7. Click **OK**.
The **Credit Card ATM PIN Change** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

6.3 Credit Card Hot Listing

Using this service request option you can raise a request for credit card hot listing.

To initiate service request for a Credit Card Hot Listing

1. From the **Select Transaction** list, select the **Credit Card Hot Listing** option on the **Service Request** screen.
2. Click **Submit**.
The **Credit Card Hot Listing** screen appears.

Credit Card Hot Listing

CREDIT CARD HOT LISTING
09-06-2015 05:33:31 GMT +0000 ? 🖨️ ☆ 📄 ✕

Credit Card Number*:

Credit Card Hot Listing Reason*:

New Credit Card Required*: Yes No

Delivery Details

Mode of Delivery*: Branch Courier

Mode of Delivery*:

Name*:

Address*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

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

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Indicates the credit card number.
Credit Card Hot Listing Reason	[Mandatory, Drop-Down] Indicates the reason for hot listing the credit card. The options are: <ul style="list-style-type: none"> • Others • Captured in Other Bank's ATM • Captured in Own Bank's ATM • Fraud Suspected • Lost • Stolen
Others	[Conditional, Alphanumeric, 25] Indicates the specific reason for hot listing the credit card. This field appears if you select the Others option from the Credit Card Hot Listing Reason list.
New Credit Card Required	[Mandatory, Option] Indicates that a new credit card is required. The options are: <ul style="list-style-type: none"> • Yes • No
Delivery Details	
Mode of Delivery	[Mandatory, Option] Indicates the mode of delivery of the new credit card. The options are: <ul style="list-style-type: none"> • Branch • Post/Courier
Select City	[Conditional, Drop-Down] Indicates the city in which the bank branch is located. To enable this field, select the Branch option, from the Mode of Delivery field.

Field Name	Description
Select Branch	<p>[Conditional, Drop-Down]</p> <p>Indicates the branch from where the new credit card is to be collected.</p> <p>To enable this field, select the Branch option, from the Mode of Delivery field.</p>
Name	<p>[Mandatory, Display, Alphanumeric]</p> <p>Displays your Customer Name as present in the application.</p> <p>Indicates the name of the receiver to whom the new credit card is to be delivered.</p>
Address	<p>[Mandatory, Alphanumeric, 34 x 3, Display]</p> <p>Indicates the address of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the address of the bank branch if you select the Bank option from the Mode of Delivery field.</p> <p>Displays your address as present in the application if you select the Courier option from the Mode of Delivery field.</p>
City	<p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the city of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the city of the bank branch if you select the Bank option from the Mode of Delivery field.</p>
State	<p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the state of the receiver to whom the modified credit card PIN is to be delivered.</p> <p>Displays the state of the bank branch if you select the Bank option from the Mode of Delivery field.</p>
Country	<p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the country of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the country of the bank branch if you select the Bank option from the Mode of Delivery field.</p>
Zip/Postal Code	<p>[Optional, Alphanumeric, 10, Display]</p> <p>Indicates the zip or postal code of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the zip or postal code of the bank branch if you select the Bank option from the Mode of Delivery field.</p>

Field Name	Description
Phone	[Optional, Numeric, 35] Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the new credit card is to be delivered.
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for future tracking.

3. In the **Credit Card Number** field, enter the credit card number.
4. In the **Credit Card Hot Listing Reason** field, select the appropriate option.
 - a. If you select the **Others** option:
 - i. In the **Others** field, enter the specific reason for hot listing the credit card.
5. In the **New Credit Card Required** field, select the appropriate option.
6. In the **Mode of Delivery** field, select the appropriate option.
 - a. If you select the **Bank** option:
 - i. From the **Select City** list, select the appropriate option.
 - ii. From the **Select Branch** list, select the appropriate option.
Your Customer Name in the application and the address details of the selected bank branch appear.
 - b. If you select the **Courier** option:
 - i. In the **Name** field, enter the name of the receiver to whom the new credit card is to be delivered, if required.
 - ii. In the **Address** field, enter the address of the receiver to whom the new credit card is to be delivered, if required.
7. Click **Submit**.
The **Credit Card Hot Listing- Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Credit Card Hot Listing - Verify

CREDIT CARD HOT LISTING - VERIFY 09-06-2015 10:53:25 GMT +0000 ? [print] [star] [refresh] [close]

Credit Card Number: XXXXXXXXXXXX6751

Credit Card Hot Listing Reason: Others

Other**: Upgrade

New Credit Card Required: Yes

Delivery Details

Mode of Delivery: Branch

City: USA

Branch Name: Bank Futura - TD

Name: Ketki Divyesh Shah

Address: Unit 1, Block A, California

USA

USA

City: USA

State:

Country: United Kingdom

Zip/Postal Code:

Phone:

User Reference:

[Back](#) [Confirm](#)

8. Click **Confirm**.
The **Credit Card Hot Listing - Confirm** screen appears.
OR
Click **Back**.
The **Credit Card Hot Listing** screen appears.

Credit Card Hot Listing - Confirm

CREDIT CARD HOT LISTING - CONFIRM 05-06-2015 09:13:27 GMT +0000 ? [Print] [Star] [Close] [Refresh]

⚠ Transaction submitted for Credit Card Hot Listing having reference 780677310378887 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX6751
Credit Card Hot Listing Reason: Others
Other**: Upgrade
New Credit Card Required: Yes

Delivery Details

Mode of Delivery: Branch
City: USA
Branch Name: Bank Futura TD Branch TD1
Name: Ketki Divyesh Shah
Address: Unit 1, Block A, California
USA
USA
City: USA
State:
Country: United Kingdom
Zip/Postal Code:
Phone:
User Reference: Test2

9. Click **OK**.
The **Credit Card Hot Listing** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

6.4 Credit Card Replacement

Using this service request option, you can raise a request for credit card replacement.

To initiate service request for a Credit Card replacement

1. From the **Select Transaction** list, select the **Credit Card Replacement** option on the **Service Request** screen.
2. Click **Submit**.
The **Credit Card Replacement** screen appears.

Credit Card Replacement

CREDIT CARD REPLACEMENT
09-06-2015 05:38:07 GMT +0000 ? 🖨️ ☆ 📄 🗑️

Credit Card Number:

Reason:

Embossing Name:

Delivery Details

Mode of Delivery*: Branch Courier

Name*:

Address*:

City:

State:

Country:

Zip/Postal Code:

Phone:

User Reference:

*:Indicates mandatory field.

**Indicates mandatory if particular option is enabled.

Another Service Request
Submit

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Indicates the credit card number.
Reason	[Mandatory, Drop-Down] Indicates the reason for credit card replacement.
Embossing Name	[Mandatory, Alphabets, 35] Indicates the name as embossed on the credit card.
Delivery Details	
Mode of Delivery	[Mandatory, Option] Indicates the mode of delivery of the new credit card. The options are: <ul style="list-style-type: none"> • Branch • Post/Courier
Select City	[Conditional, Drop-Down] Indicates the city in which the bank branch is located. To enable this field, select the Branch option, from the Mode of Delivery field.
Select Branch	[Conditional, Drop-Down] Indicates the branch from where the new credit card is to be collected. To enable this field, select the Branch option, from the Mode of Delivery field.
Name	[Mandatory, Display, Alphanumeric] Displays your Customer Name as present in the application. Indicates the name of the receiver to whom the new credit card is to be delivered.
Address	[Mandatory, Alphanumeric, 34 x 3, Display] Indicates the address of the receiver to whom the new credit card is to be delivered. Displays the address of the bank branch if you select the Bank option from the Mode of Delivery field. Displays your address as present in the application if you select the Courier option from the Mode of Delivery field.

Field Name	Description
City	<p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the city of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the city of the bank branch if you select the Bank option from the Mode of Delivery field.</p>
State	<p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the state of the receiver to whom the modified credit card PIN is to be delivered.</p> <p>Displays the state of the bank branch if you select the Bank option from the Mode of Delivery field.</p>
Country	<p>[Optional, Alphanumeric, 35, Display]</p> <p>Indicates the country of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the country of the bank branch if you select the Bank option from the Mode of Delivery field.</p>
Zip/Postal Code	<p>[Optional, Alphanumeric, 10, Display]</p> <p>Indicates the zip or postal code of the receiver to whom the new credit card is to be delivered.</p> <p>Displays the zip or postal code of the bank branch if you select the Bank option from the Mode of Delivery field.</p>
Phone	<p>[Optional, Numeric, 35]</p> <p>Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the new credit card is to be delivered.</p>
Disclaimer	<p>[Display]</p> <p>Displays the disclaimer by the bank, if any.</p>
User Reference	<p>[Optional, Alphanumeric, 25]</p> <p>Indicates the reference number for future tracking.</p>

3. In the **Credit Card Number** field, enter the credit card number.
4. From the **Reason** list, select the appropriate option.
5. In the **Embossing Name** field, enter the name as embossed on the credit card.
6. In the **Mode of Delivery** field, select the appropriate option.
 - a. If you select the **Bank** option:
 - i. From the **Select City** list, select the appropriate option.

- ii. From the **Select Branch** list, select the appropriate option.
Your Customer Name in the application and the address details of the selected bank branch appear.
 - b. If you select the **Courier** option:
 - i. In the **Name** field, enter the name of the receiver to whom the new credit card is to be delivered, if required.
 - ii. In the **Address** field, enter the address of the receiver to whom the new credit card is to be delivered, if required.
- 7. Click **Submit**.
The **Credit Card Replacement- Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Credit Card Replacement - Verify

CREDIT CARD REPLACEMENT - VERIFY 09-06-2015 11:02:43 GMT +0000 ? [Print] [Star] [Window] [Close]

Credit Card Number: XXXXXXXXXXXX6751

Replacement Reason: Change Embossing Name

Embossing Name: Chetan

Delivery Details

Mode of Delivery: Branch

City: USA

Branch Name: Bank Futura

Name: Abhishek Shukla

Address: Unit 1, Block A, California

USA

USA

City: USA

State:

Country: United Kingdom

Zip/Postal Code:

Phone:

User Reference:

[Back] [Confirm]

8. Click **Confirm**.
The **Credit Card Replacement- Confirm** screen appears.
OR
Click **Back**.
The **Credit Card Replacement** screen appears.

Credit Card Replacement - Confirm

CREDIT CARD REPLACEMENT - CONFIRM 05-06-2015 10:06:12 GMT +0000 ? [Print] [Star] [Close]

⚠ Transaction submitted for Credit Card Replacement having reference 344757120382167 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX6751
Replacement Reason: Change Embossing Name
Embossing Name: Chetan

Delivery Details

Mode of Delivery: Branch
City: USA
Branch Name: Bank Futura
Name: Abhishek Shukla
Address: Unit 1, Block A, California
USA
USA
City: USA
State:
Country: United Kingdom
Zip/Postal Code:
Phone:
User Reference: Delivery

«

Another Service Request OK

9. Click **OK**.
The **Credit Card Replacement** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

6.5 Deactivation of Credit Card

Using this service request option, you can raise a request to deactivate credit card.

To initiate service request to deactivate a Credit Card

1. From the **Select Transaction** list, select the **Deactivation of Credit Card** option on the **Service Request** screen.
2. Click **Submit**.
The **Deactivation of Credit Card** screen appears.

Deactivation of Credit Card

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Indicates credit card number.
Reason	[Mandatory, Drop-Down] Indicates the reason for deactivation of credit card. The options are: <ul style="list-style-type: none"> • Others • Captured in Other Bank's ATM • Captured in Own Bank's ATM • Fraud Suspected • Lost • Stolen
Others	[Conditional, Alphanumeric, 25] Indicates the specific reason for deactivating the credit card. This field appears if you select the Others option from the Reason list.

Field Name	Description
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for future tracking.

3. In the **Credit Card Number** field, enter the credit card number.
4. From the **Reason** list, select the appropriate option.
 - a. If you select the **Others** option:
 - i. In the **Others** field, enter the specific reason for deactivating the credit card.
5. Click **Submit**.
The **Deactivation of Credit Card - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Deactivation of Credit Card - Verify

DEACTIVATION OF CREDIT CARD - VERIFY 05-06-2015 09:26:33 GMT +0000 ? [Print] [Star] [Close] [Refresh] [X]

Credit Card Number: XXXXXXXXXXXX6751

Credit Card Status: Active

Reason: Lost

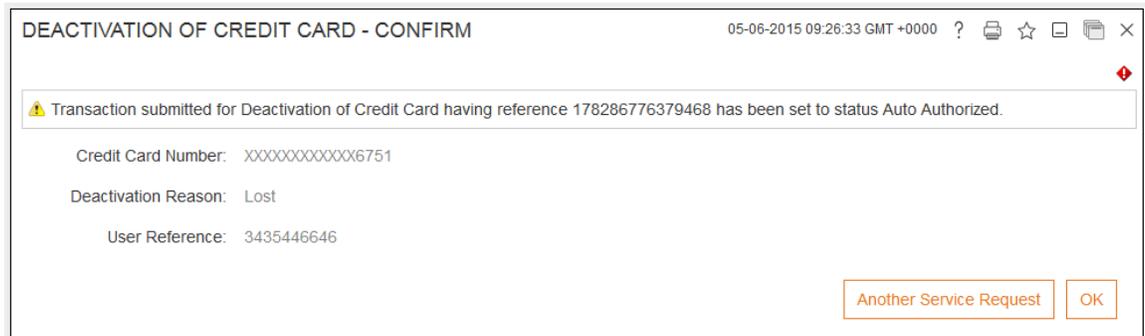
User Reference: 3435446646

MESSAGES [X]

⚠ Transaction will be stored in Release queue after final authorisation. Bank Administrator need to release the transaction to process it.

[Back] [Confirm]

6. Click **Confirm**.
The **Deactivation of Credit Card - Confirm** screen appears.
OR
Click **Back**.
The **Deactivation of Credit Card** screen appears.

Deactivation of Credit Card - Confirm

7. Click **OK**.
The **Deactivation of Credit Card** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

6.6 Deregister Credit Card

Using this service request option, you can raise a request to deregister credit card.

To initiate service request to deregister a Credit Card

1. From the **Select Transaction** list, select the **Deregister Credit Card** option on the **Service Request** screen.
2. Click **Submit**.
The **Deregister Credit Card** screen appears.

Deregister Credit Card

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Indicates the credit card number.
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for future tracking.

3. In the **Credit Card Number** field, enter the credit card number.
4. Click **Submit**.
The **Deregister Credit Card - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Deregister Credit Card - Verify

DEREGISTER CREDIT CARD - VERIFY 19-Jun-2015 06:22:19 GMT +0000 ? [Print] [Star] [Home] [Close]

Credit Card Number: XXXXXXXXXXXXX1234

User Reference: Reference 234

[Change] [Confirm]

5. Click **Confirm**.
 The **Deregister Credit Card - Confirm** screen appears.
 OR
 Click **Back**.
 The **Deregister Credit Card** screen appears.

Deregister Credit Card - Confirm

DEREGISTER CREDIT CARD - CONFIRM 19-Jun-2015 06:22:19 GMT +0000 ? [Print] [Star] [Home] [Close]

⚠ Transaction submitted for Deregister Credit Card having reference 126287061551735 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXXX1234

User Reference: Reference 234

[OK]

6. Click **OK**.
 The **Deregister Credit Card** screen appears.
 OR
 Click **Another Service Request**.
 The **Service Requests** screen appears.