Oracle FLEXCUBE Core Banking

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Card Management User Manual May 2017

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1.1. CM07 - Card Master Setup

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

- Online
- Batch
- Online & batch

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

Definition Prerequisites

Not Applicable

Modes Available

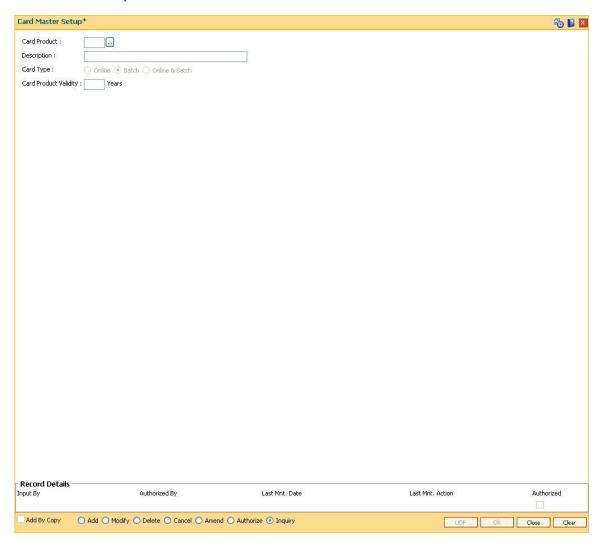
Add By Copy, Add, Modify, Delete, Cancel, Amend, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

To add a new card product

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



Card Master Setup



Description
[Mandatory, Alphanumeric, Five] Type the card product number to setup a new card product.
[Mandatory, Alphanumeric, 36] Type the description of the card product. Special Characters can also be entered.
[Mandatory, Radio Button] Select the mode in which the card is issued. The options are:



- Online
- Batch
- Online & Batch

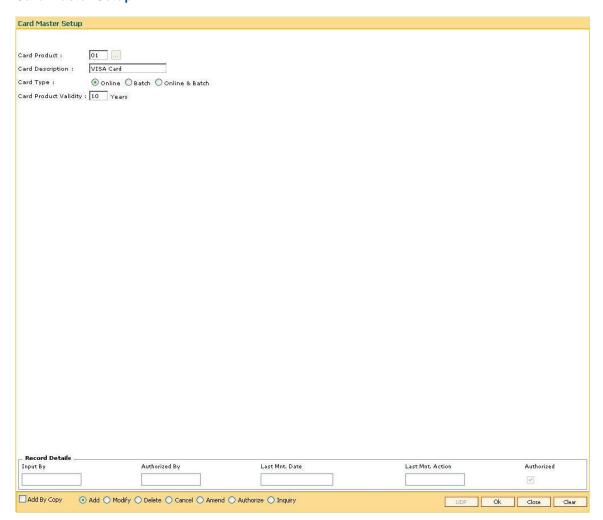
Card Product Validity

[Mandatory, Numeric, Three]

Type the validity period of the card product.

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

Card Master Setup



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



1.2. CM08 - Card-Account Product Link Setup

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

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

Definition Prerequisites

- CM07 Card Master Setup
- Account Product Definition

Modes Available

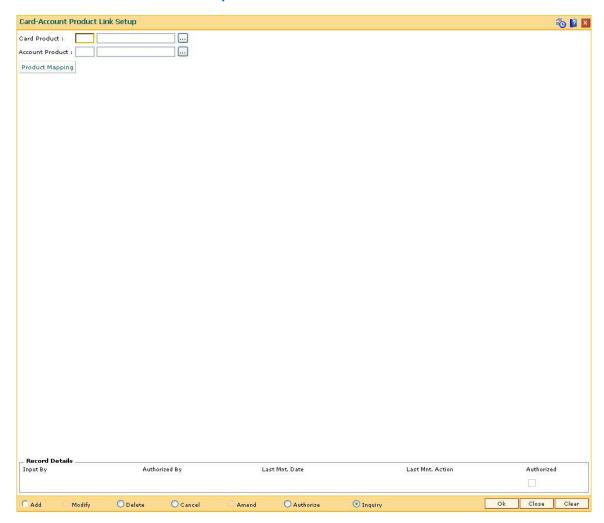
Add, Delete, Cancel, Authorize, Inquiry. For more information on the procedures of every mode, refer to **Standard Maintenance Procedures**.

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

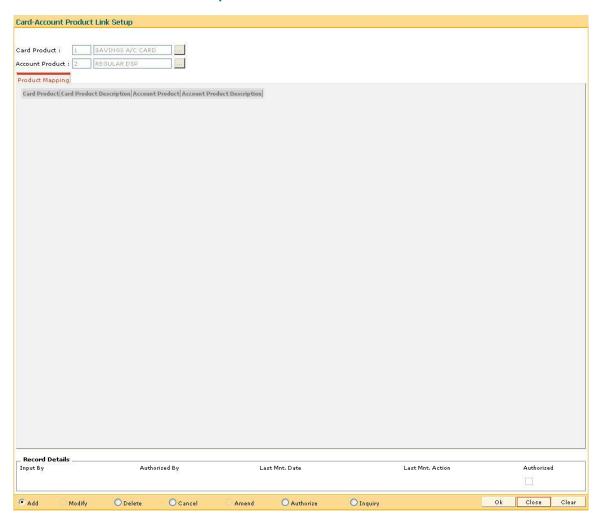


Field Name	Description
Card Product	[Mandatory, Pick List]
	Select the card product from the pick list.
	Select the card product which has to be linked to the account product or whose request log is to be displayed.
Account Product	[Mandatory, Pick List]
	Select the account product from the pick list.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

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



Card-Account Product Link Setup



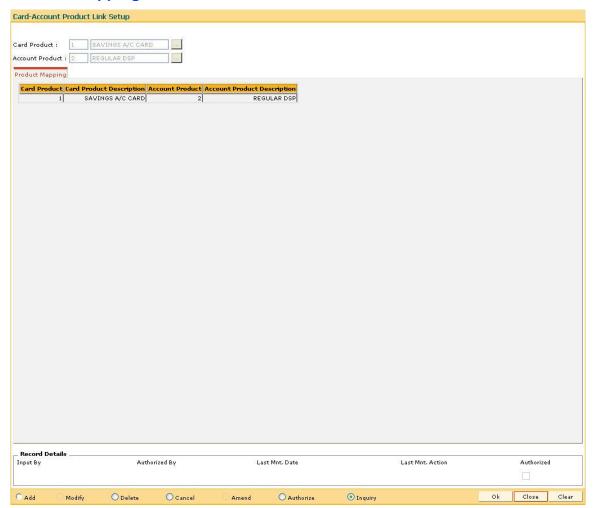
- 5. The system displays the message "Record Added...Authorization Pending...Click Ok to Continue".
- 6. Click the **Ok** button.
- 7. The card and account product link is set up once the record is authorized.

To view the card and account product link

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



Product Mapping



Field Description

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

5. Click the **Close** button.



1.3. CM01 - Card Maintenance

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

Definition Prerequisites

• 8053 - Customer Addition

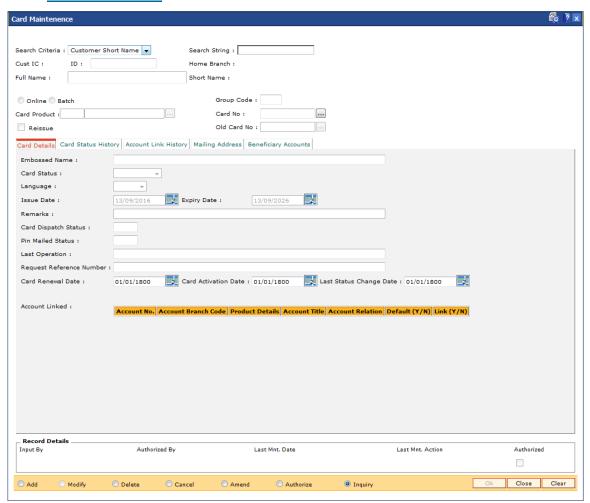
Modes Available

Add, 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.
- The system displays the Card Maintenance screen.

Card Maintenance





Field Description

Field Name

Description

Search Criteria

[Mandatory, Drop-Down]

Select the search criteria to search for the customer from the dropdown list.

The options are:

- Customer short name: The short name of the customer.
- Customer IC: The identification criteria (IC) arrived at by the bank during customer addition.
- Customer ID: The unique identification given by the bank.

Search String

[Mandatory, Alphanumeric, 20]

Type the search string, to search for a customer, corresponding to the search criteria selected in the **Search Criteria** field.

If the search criterion is specified as customer's short name or IC then any letter of the short name or IC can be entered. The system displays the pick list of all those customers having those letters in their respective criteria. Choose the appropriate customer from the existing customer list.

For example, if the customer's short name is George Abraham. One can search the above customer by entering Geo in the **Search String** field.

Cust IC

[Display]

This field displays the identification code of the customer.

A customer IC along with customer type is a unique method of customer identification across the bank (covering all branches). Based on the combination, the system can identify the customer as an existing customer even when the customer opens a new account in another branch. A social security number, passport number, birth certificate or corporate registration can be used as a customer IC.

ID

[Display]

This field displays the ID of the customer.

A customer ID is an identification number, generated by the system after customer addition is completed successfully. This running number, unique to a customer across the system, is generated after the system has identified the customer IC and the customer category combination to be non-existent in the system. This ID is used for searching and tracking the customer in the system.

Home Branch

[Display]

This field displays the short name of the branch, where the customers account is opened.

The customer signature record and the other customer papers are kept in this branch.

These short names are maintained in the Branch Master



Maintenance (Fast Path: BAM03) option.

Full Name [Display]

This field displays the full name of the customer.

The full name of the customer is defaulted from the **Customer**

Addition (Fast Path: 8053) option.

Short Name [Display]

This field displays the short name of the customer.

The short name of the customer is defaulted from the Customer

Addition (Fast Path: 8053) option.

Card Issue Mode [Mandatory, Radio Button]

Select the appropriate card issue mode.

The options are:

 Online: It allows the user to issue the card in online mode. In online mode the card number needs to be specified.

 Batch: It allows the user to issue card in batch mode. In batch mode, a request reference number is generated and displayed

in the card number field

Group Code [Display]

This field displays the group code to which the customer belongs.

Card Product [Conditional, Editable/Pick List]

This field displays the card product.

If the card is to be issued, enter the card product or select from the pick

list.

Card No [Mandatory, Numeric, 20]

Select the card number from the pick list.

In online issuing mode the card number is mandatory and will be

validated against the branch inventory.

Reissue [Optional, Check Box]

Select the Reissue check box to reissue a card.

The Card Product field gets disabled if this check box is selected.

Old Card No [Conditional, Pick List]

Select the old card number from the pick list.

In case of reissue, an old card number is mandatory and the card

status will be validated for Lost or Damaged status.

3. Click the Add button.

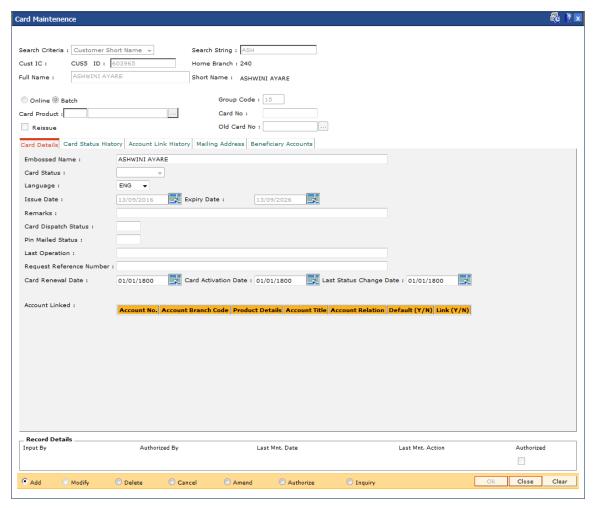
4. Select the search criteria from the drop-down list.

5. Type the search string and press the **Tabs or Enters** key.

6. Select the card product from the pick list.



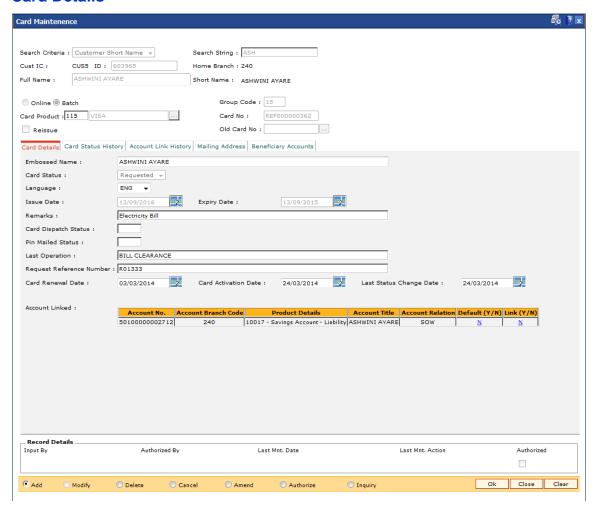
Card Maintenance



7. Enter the relevant information.



Card Details



Field Name	Description
Embossed Name	[Display] This field displays the name that will appear on the issued card. Embossed name will be defaulted to customer short name.
Card Status	[Display] This field displays the current status of the card.
Language	[Mandatory, Drop-Down] Select the language in which the card is maintained from the drop-down list.
Issue Date	[Display] This field displays the date on which the card is issued.
Expiry Date	[Display]



This field displays the expiry date of card after which the card cannot

be used.

Remarks [Optional, Alphanumeric, 120]

Enter the remarks for the transaction.

Card Dispatch Status [Optional, Alphanumeric, One]

Enter the status of the card which is dispatched to the customer.

Pin Mailed Status [Optional, Alphanumeric, One]

Enter the status of the PIN which is mailed to the customer.

Last Operation [Optional, Alphanumeric, 120]

Enter the last operation performed on the card.

Request Reference

Number

[Optional, Alphanumeric, 120]

Enter the reference number of the request raised on the card.

Card Renewal Date [Optional, Pick List, dd/mm/yyyy]

Select the date from the pick list on which the card has got renewed.

Card Activation Date [Optional, Pick List, dd/mm/yyyy]

Select the date from the pick list on which the card has got activated.

Last Status Change

Date

[Optional, Pick List, dd/mm/yyyy]

Select the date from the pick list on which the last status change has

been done on the card.

Column Name Description

Account Linked

Account No. [Display]

This column displays the account number belonging to the selected

customer associated with the card to be issued.

Account Branch

Code

[Display]

This column displays the branch code to which the account number is

associated.

Product Details [Display]

This column displays the product name along with the product code to

which this account belongs

Account Title [Display]

This column displays the title given for the account number.

Account Relation [Display]

This column displays the relation for the account number.



Default (Y/N) [Toggle]

Change the toggle status to Y to select the PAN (Primary Account

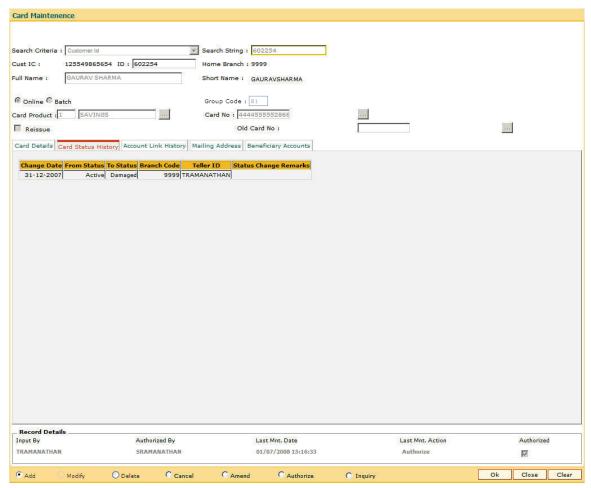
Number). The default value is set as N.

Link (Y/N) [Toggle]

Change the toggle status to Y to link the account. The default value is

set as N.

Card Status History



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.

Status Change

[Display]

Remarks This column displays the status change remark.

Card Dispatch Status [Display]

This column displays the status of the card which is dispatched to the

customer.

Pin Mailed Status [Display]

This column displays the status of the PIN which is mailed to the

customer.

Last Operation [Optional, Alphanumeric, 120]

Enter the last operation performed on the card.

Request Reference

Number

[Optional, Alphanumeric, 120]

Enter the reference number of the request raised on the card.

Card Renewal Date [Display]

This field displays the date on which the card has got renewed.

Card Activation Date [Display]

This field displays the date on which the card has got activated.

Last Status Change

Date

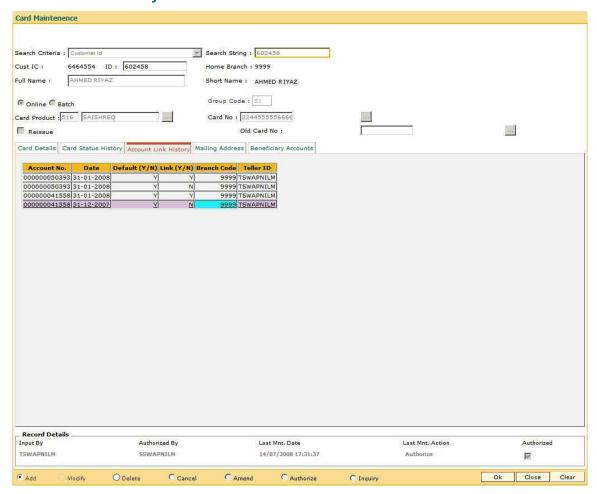
[Display]

This field displays the date on which the last status change has been

done on the card.



Account Link History



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

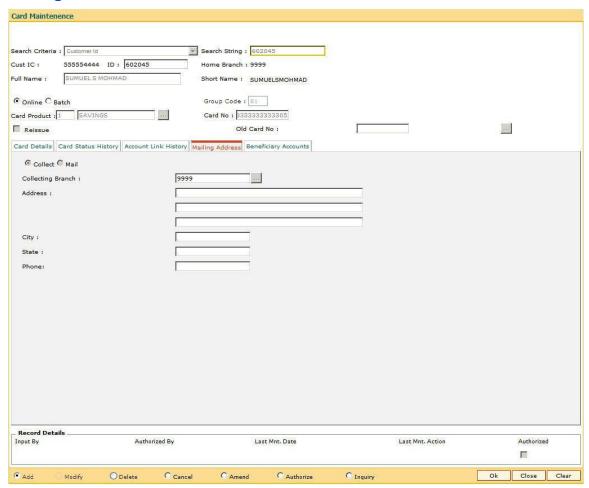


This column displays the branch in which the change was done.

Teller ID [Display]

This column displays the ID of the user who initiated the change.

Mailing Address



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



pick list

By default it will be login branch.

The following fields are enabled if the **Collect** button is selected..

Address [Mandatory, Alphanumeric, 35, Three lines]

Type the address of the customer.

City [Mandatory, Pick List]

Select the name of the city from the pick list.

State [Mandatory, Pick List]

Select the name of the state from the pick list.

Phone [Mandatory, Alphanumeric, 15]

Type the phone number of the customer for further correspondence.

Pin Mailing Address

The following fields are enabled if the Mail button is selected.

Address [Mandatory, Alphanumeric, 35, Three lines]

Type the pin mailing address of the customer.

City [Mandatory, Pick List]

Select the name of the city from the pick list.

State [Mandatory, Pick List]

Select the name of the state from the pick list.

Phone [Mandatory, Alphanumeric, 15]

Type the phone number of the customer for further correspondence.

Beneficiary Accounts

This tab is for future use.

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



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.

Card No [Mandatory, Pick List]

Select the card number from the pick list.

In online issuing mode the card number is mandatory and will be

validated against the branch inventory.

Postal Matter Code [Optional, Drop-Down]

Select the code relating to the issued card from the drop-down list.

The printing material, like mail receipt confirmation number, will be sent by the printing company along with the re-issued card for ensuring

proper delivery.

Reissue [Optional, Check Box]

Select the **Reissue** check box to reissue a card.

Old Card No [Conditional, Pick List]

Select the old card number from the pick list.



In case of reissue, an old card number is mandatory.

Assign Same ContractNo

[Optional, Check Box]

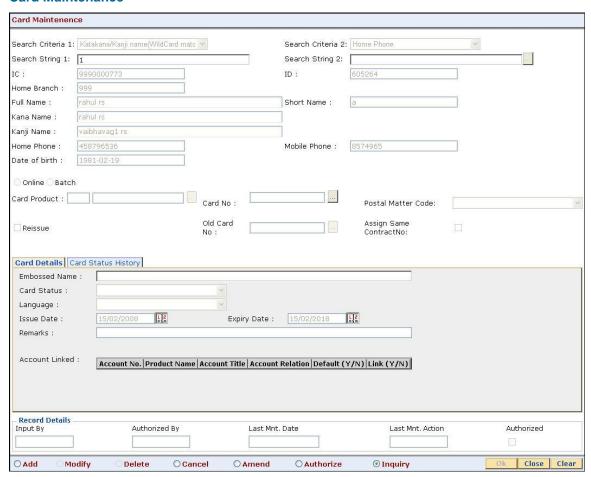
Select the **Assign Same ContractNo** check box to have the same contract number on the new card.

If the check box is not selected then the system will generate the new contract number.

The user will be allowed to login in MB, IB, or TB if same contract number is assigned. However, the random number will not be the same. Hence, random number authentication pending transaction will not be allowed.

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

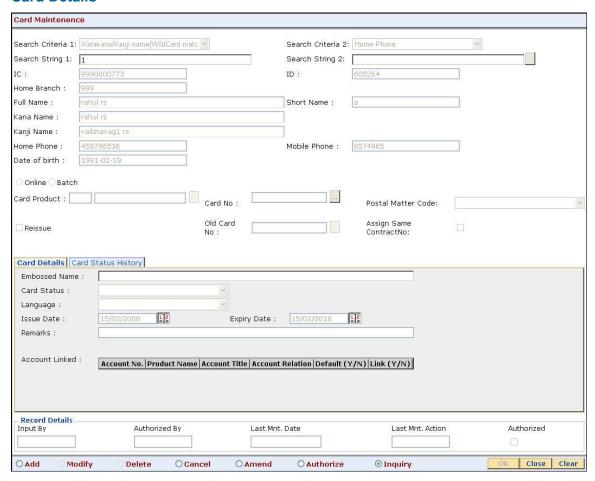
Card Maintenance



8. Enter the required information in the various tabs.



Card Details



Field Description

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

Select the date on which the card is issued from the pick list.



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.

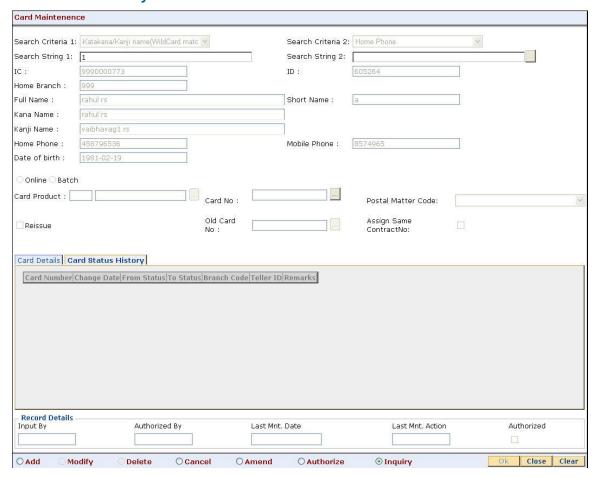
Link (Y/N) [Display]

This column displays the link status.

By default, it is displayed as Y.



Card Status History



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.
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.

