

Oracle Banking Digital Experience

Core User Manual
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Core User Manual

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 Documentation Accessibility

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

1.3 Access to Oracle Support

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

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

<http://www.oracle.com/pls/topic/lookup?ctx=accandid=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.

Introduction provides brief information on the overall functionality covered in 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 17.2.0.0.0, refer to the following documents:

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

2. Dashboards

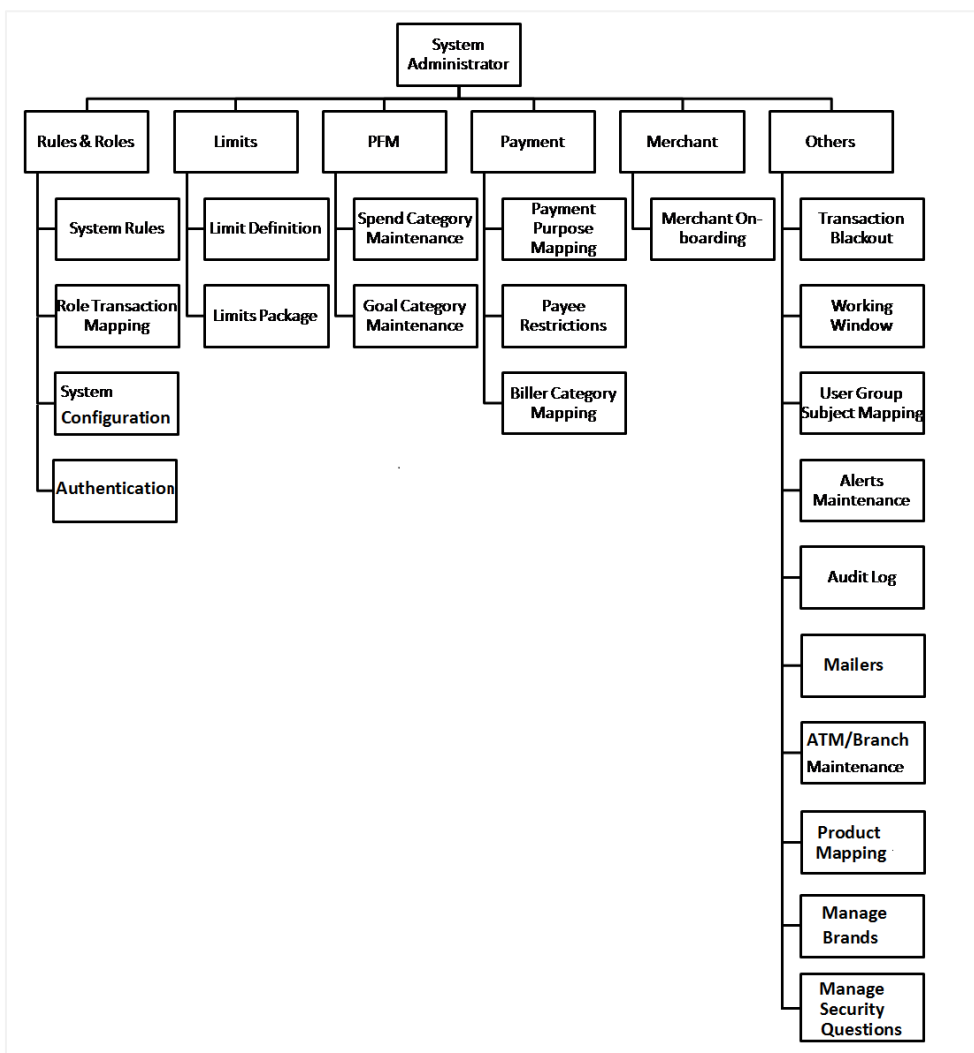
Dashboard allows an administrator user to access various elements of the core banking system. Administrators can perform various tasks such as doing maintenances pertaining to retail / corporate banking, creation of roles, user creation, party preferences etc. Following core dashboards are available in the system;

- System Administrator Dashboard
- Administrator Maker Dashboard
- Administrator Approver Dashboard

2.1 System Administrator Dashboard

A System Administrator is responsible for setting up and maintaining the system. System administrators may be members of the information technology department of the Bank. From an application perspective, the system administrator works in tandem with the Bank administrator, to perform one-time maintenances.

Summary



Features Supported In Application

- Maintain System rules and roles
- Define Transaction, Duration and Cooling Period Limits
- Enable Personal Finance Management, for a Retail User
- Maintain payee Restrictions
- Mapping of Biller Category and Payment Purposes
- Onboard Merchants, to channel banking
- Maintain Transaction working windows and blackouts
- Map User Groups to Subjects
- Perform Alert Maintenance
- Checks Audit Log
- Maintain Bank ATM and Branches
- Maintain alerts and authentications

System Administrator Dashboard – Overview

The system administrator dashboard comprises of Quick Links, each of which when clicked launches into the respective item.

The dashboard features a dark blue header with the ZigBank logo, a search icon, a notification bell with '155' alerts, and a 'Logout' button. The main content area is a grid of 25 white tiles, each with an icon and a label. The tiles are arranged in 7 rows: the first six rows have three tiles each, and the seventh row has one tile on the left. The tiles are: System Rules, Merchant Onboarding, Working Window, Spend Category Maintenance, User Group Subject Mapping, Mailers, ATM/Branch Maintenance, Manage Brand, Limit Definition, Limits Package, Payment Purpose Mapping, Goal Category Maintenance, Payee Restrictions, System Configuration, Role Transaction Mapping, Biller Category Mapping, Transaction Blackout, Alerts Maintenance, Audit Log, Product Mapping, Authentication, and Manage Security Questions. Vertical scroll arrows are visible on the right side of the grid.






System Rules	Merchant Onboarding	Working Window
Spend Category Maintenance	User Group Subject Mapping	Mailers
ATM/Branch Maintenance	Manage Brand	Limit Definition
Limits Package	Payment Purpose Mapping	Goal Category Maintenance
Payee Restrictions	System Configuration	Role Transaction Mapping
Biller Category Mapping	Transaction Blackout	Alerts Maintenance
Audit Log	Product Mapping	Authentication
Manage Security Questions		

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Dashboard Overview

Icons

Following icons are present on the system administrator dashboard:

-  : Clicking this icon takes you to the dashboard.
-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon to search the transactions.
-  : Click this icon to log out from the application.
-  : Click the toggle menu to access the transaction.

Main Dashboard Transactions

Following transactions are present on the system administrator dashboard in the form of cards for quick access of transactions:

- **System Rules**

System rules are defined to set different parameters for each enterprise role. The parameters that can be set for each enterprise role (Retail or Corporate Users) are Party Mapping, Limits Check, Party Preferences Check, Account Transaction Mapping and Approvals Check. If these parameters are enabled, application will check for a fulfillment of the maintenances, before final processing.

E.g. If Approval check flag is enabled for 'Corporate User' type of enterprise role; transactions initiated by corporate users will follow the approval maintenance. If approval check flag is disabled for Retail Users, transactions initiated by retail user will not follow the approval maintenance and will get auto-approved by the system.

This screen allows the System Administrator to search and view existing system rules, create new system rule, and modify an existing system rule.

- **Merchant Onboarding**

Merchant On-boarding facilitates System Administrator to set up and maintain merchants using channel banking platform. This is to enable the customers to initiate merchant based payments using channel banking facility. This option allows the administrator to create / onboard new merchants, view existing merchants and modify their details, if required.

- **Working Window**

A working window is maintained, by the System administrator for each transaction for which a value date is applicable for processing. In order to enable such transactions on the channel, it is mandatory to define a working window for all the days of a week as Day 0 Maintenance. By performing this

maintenance, the System administrator defines the channel working window for each day of the week for a specific transaction.

Further, administrator can also define the processing pattern if the transaction is initiated by customers after the window is closed. Through this maintenance, the System Administrator can create a working window for a transaction, and also can create an exception to the normal window. User can search and view existing maintenances, and modify these if required.

- **Spend Category Maintenance**

Using this option, the System Administrator can maintain the spend categories. Spend Category maintenance allows the administrator to create, modify or expire categories.

- **User Group Subject Mapping**

This maintenance facilitates mapping of subjects, to user groups in the bank, to streamline communication between the bank's users and its end customers.

Once User Groups are mapped to certain transactions or modules, users, in that group can reply to communication pertaining to the specific subject. The communication channel used is the bank's secure mailbox.

This option allows the System Administrator to search and view existing User Group – Subject mapping, modify this if required and to create a new User Group – Subject mapping.

- **Mailers**

Mailers are information or a messages published by the Bank, to communicate about the Banks Products, services and other information to its users. A Bank may send mailers to announce a limited period promotional product rate, launch of a product or service, etc.

The Bank Administrator creates Mailers which are sent to specific users, parties or user segments (all Retail / Corporate / Admin) users. Mailers can be customized to reach some or all users, to be sent now or on a specific date and time, in the future.

- **ATM/Branch Maintenance**

ATM Branch Locator feature available to the bank customers enables the users to locate the bank's ATMs/ branches available within a specific radius of his current location.

For the customers, to fetch the relevant information related to ATMs and Branches, system administrator maintains the data at their local databases. The basic details of ATMs and Branches are fetched from the core banking application, which is further enriched and stored in local database. This is a one-time activity at the time of implementation. Subsequently, as and when branches and ATMs are added, or any details regarding them updated, the administrator performs the necessary updates to the bank database.

Using this option, the system administrator can search and view the ATM/ branch and its details (Fetched from Host) which include branch/ ATM id,

branch name, address details, phone number, work timings and services offered by the bank. New ATM and branch details can also be manually added, viewed and edited.

The bank administrator can manually add new branch/ ATM details one by one, or add multiple branches / ATMs details simultaneously through file upload.

- **Manage Brand**

Banks can have varied requirements with regards to the theme and for look and feel of the application.

Manage Brand is an administrative maintenance that allows the system administrator to define the preferred theme of the application.

There is a list of categories on the left of the screen, bank demonstrator can click and navigate the categories to upload their bank logo, select the preferred colors of the headers, back ground, Font, label, buttons etc. System administrator can also set the font style and font size.

- **Limit Definition**

Limits are defined by the bank to set up amount and duration based restrictions on the transactions that can be carried out by the user.

As part of Limits Definition maintenance, the system administrator can define:

Transaction Limits: It is the initiation limit with minimum and maximum amount, defined typically for a user with role 'Maker'.

Cumulative Limits: It is the collective transaction amount limit for all the transactions that can be performed during a day and maximum number of transactions in a day.

Cooling Period Limits: It is the time set by the bank during which fund transfer is not allowed to a newly added payee. This Option allows the System administrator to search and view limits, create limits and edit / delete existing limits.

- **Limits Package**

As part of the Limits Package definition, the created limits can be mapped to relevant transactions and/or roles.

Limits Packages once created can be associated at User Level, Party Level and Role Level.

This option allows the System administrator to search and view Limit Package, create a new Limit Package, and edit / delete existing Limit Package.

- **Payments Purpose Mapping**

System administrator maps purposes of payments (the purpose of initiating a payment transaction as maintained in Host or Product processor)

System administrator can search and View the mapped payments purposes,

map / un-map the payments purposes.

- **Goal Category Maintenance**

Goal Category maintenance allows the system administrator to create, modify or expire goal categories. This maintenance is done only for Retail parties and is not applicable to corporate.

The system administrator created categories are linked with a product which will decide the other key parameters which will govern the Goal category. These parameters could be:

- Goal Amount Range (Minimum and Maximum Value)
- Interest Rate Offered
- Tenure Range (Minimum and Maximum)

The System Administrator can search and view goal categories, create a new goal category, and modify an existing goal category.

- **Payee Restrictions**

Payee Restriction Set up maintenance allows system administrator to restrict the number of payees that a retail user can create for each payment network per day.

System administrator can also restrict the total number of payees irrespective of payment network that the retail user can create per day.

This option allows the administrator to create payee restriction Maintenance, View and Edit existing maintenance.

- **System Configuration**

Using this option system administrator user defines the basic components of this application which is necessary to run the application. The creating of system configuration is done at 'Day 0' configuration.

- **Role Transaction Mapping**

Role Transaction Mapping menu is the Authorization Workflow. Authorization allows an organization to protect its resources by defining and managing policies that control access to, and usage of, these resources. Access privileges are defined in a policy by specifying who can do what to which resource. Current Authorization supports the creation of Role Based Authorization Policies. This mapping allows users in external groups to access resources as specified by the Application Roles.

Authorization Workflow allows the system administrator to:

- Create and Update Policy Domain
- Create, View and Edit Policies
- Create, View and Edit Application Resource
- Create, View and Update Application Role

- Create, View and Update Entitlement

- **Biller Category Mapping**

Using biller category mapping maintenance, system administrators can map a Biller Category to each Biller maintained in the host system.

System administrator creates biller category (e.g. Insurance) and maps billers (e.g. 'United Health Care' and AXA) to each type of Biller Category through channel banking, which are then made available to the customers for selection while initiating a bill payment.

This option allows the administrator to manage Biller Category, Map Billers, View Biller Mapping and Edit Biller Mapping).

- **Transaction Blackout**

The system administrator can maintain a transaction blackout, for a period, when transaction/s are not accessible to users of the bank's retail and corporate or even to Bank administrators, for a preset time period.

The administrator may use the time, when a transaction is blacked-out, to do necessary maintenances.

Through this maintenance, the system administrator can create a transaction blackout, User can search and view existing blackouts, and modify these if required. User can delete future dated blackouts.

- **Alerts Maintenance**

Alerts maintenance allows the system administrator to define required parameters for each alert that is to be sent to the banks customers.

This option allows the system administrator to search and view existing alerts, create a new alert and modify or delete an existing alert.

- **Audit Log**

The system administrator can search and view the Audit Log.

- **Product Mapping**

Product Mapping feature allows the system administrator to map products with the channel. The business users able to access accounts related to the products mapped to the channel.

The system administrator will be allowed to register the banks products to be made available to bank users for opening further accounts.

- **Authentication**

Passwords are the most common form of authentication used in the world today. But unfortunately, passwords are one of the least secure forms of authentication—commonly forgotten and easily compromised. Two-factor

authentication (2FA) adds an extra layer of security by requiring users to use two different authentication factors to verify user's identity.

The two step verification or 2 Factor Authentication is an extra layer of security that is known as "multi factor authentication" that requires not only a password and username but also something that only, and only, that user has on them e.g. tokens, OTP etc. Using a Two Factor Authentication process can help to lower the number of cases of identity theft on the Internet, as well as phishing via email. For security reason authentication is used by user (Retail/ Corporate) while performing transactions through internet channel.

The 2F Authentication requires two different kinds of evidence before executing transaction successfully. This option enables the system administrator to maintain authentication pattern for each transaction of a specific user segment.

The types of 2 factor authentication used are as follows:

- Security Question
- Soft Token
- One Time Password (OTP)

- **Manage Security Questions**

Application allows the system administrator user to set up security questions, which will then be used as another layer of security (Over & above the Login credentials), before a user (Retail/ Corporate) can complete transactions through the internet channel.

Through the Manage Security Questions functionality, the administrator user can create and modify security questions. He / She can add the security questions, if required.

Note:

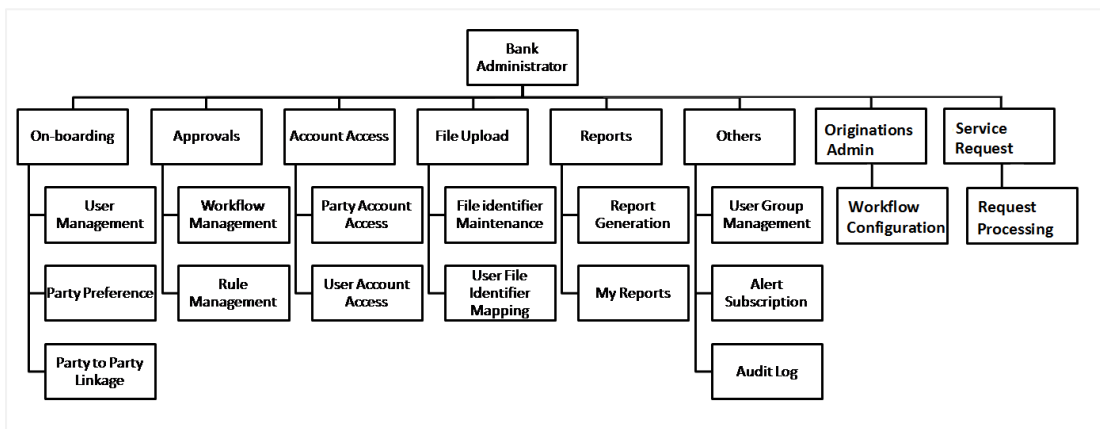
- If the setup requires an approval workflow, it will be initiated. Once approved by the required number of approvers, the maintenance will be effective.

- If the setup does not require an approval workflow or is self / auto approved, the maintenance will come into effect on confirmation.

2.2 Administrator Maker Dashboard

Bank administrator Maker's role involves one time / rarely used and Day 0 maintenances in addition to day to day operations.

Summary



Features Supported In Application

- Create Users and update user information such as email addresses and names.
- Create new bank administrators.
- Change or reset a user's password
- Control user access with permissions
- Send alerts to users
- Set up transaction limits.
- Generate and download MIS Reports
- View audit log User Account Access

Maker Dashboard - Overview

The Bank administrator – Maker dashboard comprises of:

- Quick Links
- Activity Log

The screenshot displays the ZigBank dashboard interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, a mailbox icon with a red notification badge showing '13', and a 'Logout' button. Below the navigation bar is a 'Quick Links' section with a grid of 10 icons and their corresponding labels: Onboarding (User Management), Approvals (Workflow Management), Account Access (Party Account Access), File Upload (File Identifier Maintenance), Origination Admin (Workflow Configuration), Service Requests (Request Processing), Party Preferences, Rules Management, User Account Access, and User File Identifier Mapping. Below the Quick Links is an 'Activity Log (1)' section. It features a search icon and a refresh icon. The activity log shows 1 Corporate and 0 Admin items. A table lists the activity:








Date	Description	Party Name	Reference No	Status
29 Jun 10:08 AM	Create FileIdentifier Registration	Rahul Kambale	2906010444A7	In Progress

At the bottom of the activity log, there is a pagination control showing 'Page 1 of 1 (1 of 1 items)' and navigation arrows. The footer of the dashboard contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Dashboard Overview






Icons

Following icons are present on the maker's dashboard:

- : Clicking this icon takes you to the dashboard.
- : Clicking this icon takes you to the Mailbox screen.
- : Click this icon to search the transactions.
- : Click this icon to log out from the application.
- : Click the toggle menu to access the transactions
- : Click this icon to open the section in a new window.
- : Click this icon to search the transactions that are performed on a particular date. It has two fields **From** and **To**, you can select the start and end date to search the transaction.

Toggle Menu Transactions

Following items are present on the Toggle Menu:

- **Welcome Note:** Displays the welcome note with last login details.
- **Menus** Following menus are present on the maker's dashboard:
 - Onboarding
 - Approvals
 - Account Access
 - File Upload
 - Reports
 - Others (User Group Management, Alert Subscription, Audit Log)
-  **My Profile** : Click this icon to view the profile of the logged in user.
-  **Set Security Question** : Click this menu to reset the security questions.
-  **Change Password** : Click this menu to change the login password.
-  **Help** : Click this menu to launch the online help.
-  **About** : Click this menu to view the information about the application like version number, copyright etc.

Quick Links

On-boarding

(a) User Management

Bank administrator can search and view users, create users, and modify users. User can reset passwords of the users. Also user can lock / unlock a user, through this option.

(b) Party Preferences

Party Preferences maintenance enables Bank administrator to define certain parameter values as per the corporate entities requirements. Following preferences can be set for a corporate party:

- Cumulative Daily limits per transaction
- Transaction limits for users
- Approval flow – Parallel or Sequential or none
- To enable Channel access or not
- To enable a Corporate Administrator or not.

(c) Party To Party Linkage (Through menu)

Party to Party linkage is required by medium and large corporates if the user(s) of the parent company needs to access accounts of the subsidiary companies. For e.g. consider a case wherein say 'ABC Industries' is the parent company with a subsidiary company 'PQR Enterprises' and the users of ABC Industries needs to access accounts of PQR Enterprises to carry out transactions and/or inquiries. The corporate will provide a mandate/ board resolution to the bank for creation of Party to Party linkage. Bank administrator will setup a Party to Party linkage by selecting the parent party and the parties to be linked.

Approvals

(a) Workflow Management

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

Bank administrator Maker can search and view approval workflows maintained and create new workflows. As a part of creating workflows, user can add various levels of approvals and map users or user groups to each level. User can also modify workflows maintained.

(b) Rule Management

The Bank administrator – Maker, can set up rules, for approvals. Applying a rule makes the requirement for an approval more customized. For instance, through this screen, the bank administrator can create a rule, so that all administrator maintenances initiated by a certain user-group, always require approval.

Account Access

(a) Party Account Access

Bank administrator can set up account and transaction access rules at the corporate party level. The administrator can provide access to accounts held by the party with the bank as available in the core banking system. Bank administrator maker can search and view accounts and transactions mapping done at primary party and linked party. User can create, modify and delete such mapping.

(b) User Account Access

Using this option bank administrator can set up account and transaction access for user(s) of the corporate party. This maintenance can be done only after the Party Account Access is setup for the party of the user(s). Bank administrator maker can search and view account and transaction mapping of a specific user. User can create, modify and delete mapping of a user to an account / transaction.

File Upload

(a) File Identifier Maintenance

Bank administrator – Maker, can create file identifiers (FI) for a corporate entity. A File Identifier is always mapped to a specific single file template. It permits

configuration of corporate preferences like approval type (file level/ record level) for a particular type of file. This is a pre-requisite for the File Uploads functionality, for a corporate.

(b) User File Identifier Mapping

Through this option bank administrator – Maker, can map a file identifier to a user to grant access rights to the user, for this specific file type. This maintenance enables a user to upload a specific file, approve the uploaded file and view its status. Bank administrator maker can map / un-map file identifiers to a User. Further, user can enable or disable the sensitive data check. This is a pre-requisite maintenance, for the File Uploads functionality, for a corporate.

Origination Admin

Workflow Configuration

Workflow configuration allows the bank administrator to define the sequence of the sections in application form for each of the products.

There will be a default workflow defined in the product as part of Day0 definition for each of the product along with identified set of steps; bank administrator will have an option to view the default workflow for each of the products. If the sequence defined for a product does not suit the bank requirements, the admin can opt to create a custom workflow by re-arranging the steps.

Service Request

Request Processing

Service requests allows the bank administrator- maker to search and view all the service requests that have been initiated and are pending for approvals for his own accounts and transactions mapped, as well as those of linked parties.

Additional options accessible via Menu

Reports

(a) Report Generation

Using this option, bank administrator – Maker, can generate various adhoc reports. Application provides an option to generate reports using Oracle Business Intelligence (BI) Publisher and / or by using an internal application. The reports available are:

- Date wise User Creation Report-
- File Identifiers wise Party User Mapping Report
- Party User wise File Identifiers Mapping Report
- Party wise Approval Rule Report
- Party wise File Identifiers Mapping Report

- Party wise Payee Maintenance Report
- Party wise User Groups Report
- Party wise Workflows Report
- Party wise Pending Approvals list Report
- Resources - Child Role Report
- Wallet Transaction Activity Report
- Wallets KYC Report
- Wallets Creation for a Date Range Report
- EPI Payment Reconciliation Report

(b) My Reports

On accessing 'My Reports' menu, the bank administrator – Maker, can view the last 10 reports generated with the respective report status. He can choose to search a specific report using the search criteria or can opt to view/download detailed report.

(c) User Group Management

The Bank administrator – Maker, can create administrator and corporate user groups with two or more users. User can search and views already maintained groups, and also modify these. The maintained administrator user groups are used for further maintenances like – User Group Subject Mapping or while creating approval rules.

(d) Alert Subscription

The Bank administrator – Maker, can subscribe users to mandatory alerts, through this option. In addition, Retail and Corporate users of the bank, can subscribe to alerts, and choose whether they want alerts delivered through Email, SMS or in their secured mailbox. The bank administrator processes the subscription request, received from customers. (For non-mandatory alerts).

(e) Audit

The bank administrator can search and view the Audit Log.

Note:

- If the setup requires an approval workflow, it will be initiated. Once approved by the required number of approvers, the maintenance will be effective.
 - If the setup does not require an approval workflow or is self / auto approved, the maintenance will come into effect on saving and confirming.
-

Activity Log

The Bank administrator – Maker, can view the log of activities here. For ease of use, user can provide a Date Range and search.

(a) Corporate Activity Log

In the Corporate activity log, the bank administrator – Maker, can view the activities of corporate users. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Party Name: Party Name
- Reference Number: Reference Number of the maintenance.
- Status: Status of the maintenance

(b) Admin Activity Log

Through the Admin Activity log, the bank administrator can view the bank admin activities. The following fields are displayed:

- Date: Date of the maintenance
 - Description: Description of the maintenance
 - Reference Number: Reference Number of the maintenance.
 - Status: Status of the maintenance
-

Transaction Journey

This screen displays the transaction details and transaction journey of corporate and administrator transactions. It displays the current status of transaction whether it is Initiated, Approved or Processed.

Create File Identifier Registration

Review

Party Id	000794
Party Name	Rahul Kambale

Details

File Identifier	FISalary
Description	FI Salary
File Template	Domestic Funds Transfer Fixed SDMC
Maximum No Of Records	1000
Transaction Type	Domestic Funds Transfer
Accounting Type	Single Debit Multiple Credit
File Type	FIXED
Format Type	CSV
Approval Type	<input type="button" value="Record Level"/> <input checked="" type="button" value="File Level"/>

Transaction Journey

Initiate — Approve — Process

Rahul A Kambale
28 Jun 03:14 PM

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Transaction Journey

Transaction Name

This section displays the name of the transaction that is to be approved.

Review

The section displays the details of the transaction that is to be approved for review.

Transaction Journey

This section displays the status of transactions that has been initiated by the maker. Transaction journey displays the status as:

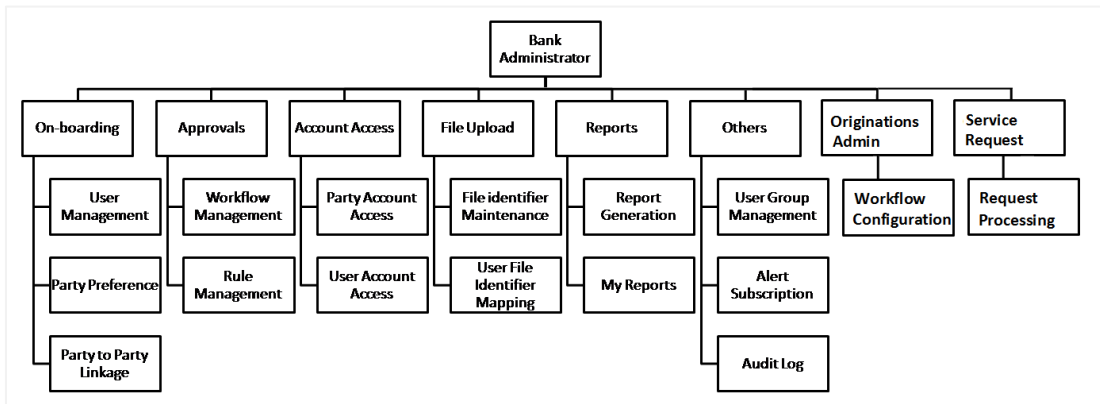
- Initiate
- Approve
- Process

1. Click **Back** to navigate to the **Dashboard**.

2.3 Administrator Approver Dashboard

A Bank administrator approver's role involves approving one time / rarely used and Day 0 maintenances in addition to day to day operations.

Workflow



Features Supported In Application

The Bank administrator- Approver approves the following transactions:

- Create new business users (Corporate/Retail/Corporate Administrator) and bank administrator users.
- Change or reset a user's password
- Control user access with permissions
- Control user alert subscription.
- Generate and download MIS Reports
- View audit log User Account Access

Approver Dashboard - Overview

The Bank administrator – Approver dashboard comprises of:

- Pending Approvals
- Quick Links
- Other Options accessed via Menu
- Activity Log

ZigBank
Logout

Pending For Approvals (84)

32
52

Party Maintenance
Admin Maintenance

Date	Description	Party Name	Initiated By	Reference No	Status
05 Jun 8:16 PM	Create User Group		Rahul Kambale	050668BAB5DE	In Progress
05 Jun 8:28 PM	Create User Group		Rahul Kambale	05065E3E6FAC	In Progress
12 Jun 8:11 PM	Create User Group		Rahul Kamble	1206BE3385D2	In Progress
13 Jun 2:05 AM	Update authentication maintenance for user-segment		Rahul Kamble	13065F149C4A	In Progress
13 Jun 11:46 AM	Create authentication maintenance for user-segment		Rahul Kamble	130621A57881	In Progress
13 Jun 12:35 PM	Create User Group		Rahul Kamble	13065DC83A38	In Progress
13 Jun 12:35 PM	Modify User		Rahul Kambale	1306CB799677	In Progress
13 Jun 1:07 PM	Modify User		ADVAIT DIGHE	1306D8E9D9AF	In Progress
13 Jun 4:17 PM	Reset Credentials		Rahul Kambale	13067F18C372	In Progress
13 Jun 4:19 PM	Reset Credentials		Rahul Kambale	1306131E3256	In Progress

Page 1 of 4 (1-10 of 40 items)

Quick Links

User Management

Workflow Management

Party Account Access

File Identifier Maintenance

Workflow Configuration

Request Processing

Party Preferences

Rules Management

User Account Access

User File Identifier Mapping

Activity Log (13)

4
9

Corporate
Admin

Date	Description	Party Name	Reference No	Status
10 Jul 3:55 PM	Create Approval Rules	Larsen and Toubro Ltd	1007464861FD	In Progress
10 Jul 2:33 PM	Create Workflow	Larsen and Toubro Ltd	100721937423	Processed
10 Jul 11:49 AM	Create Corporate User Linkage Account Transaction Mapping	NATRAJ INDUSTRIES	1007DBEEB816	Processed
10 Jul 10:37 AM	Create Corporate P2P Account	NATRAJ INDUSTRIES	10079E92238D	Processed








Page 1 of 1 (1-4 of 4 items)

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Dashboard Overview






Icons

Following icons are present on the approver's dashboard:

- : Clicking this icon takes you to the dashboard.
- : Clicking this icon takes you to the Mailbox screen.
- : Click this icon to search the transactions.
- : Click this icon to log out from the application.
- : Click the toggle menu to access the transactions
- : Click this icon to open the section in a new window.
- : Click this icon to search the transactions that are performed on a particular date. It has two fields **From** and **To**, you can select the start and end date to search the transaction.

Toggle Menu Transactions

Following items are present on the Toggle Menu:

- **Welcome Note**: Displays the welcome note with last login details.
- **Menus** Following menus are present on the maker's dashboard:
 - Onboarding
 - Approvals
 - Account Access
 - File Upload
 - Reports
 - Others (User Group Management, Alert Subscription, Audit Log)
-  **My Profile** : Click this icon to view the profile of the logged in user.
-  **Set Security Question** : Click this menu to reset the security questions.
-  **Change Password** : Click this menu to change the login password.
-  **Help** : Click this menu to launch the online help.
-  **About** : Click this menu to view the information about the application like version number, copyright etc.

Pending for Approvals

The Bank administrator – Approver, can view the items pending for his approval. For ease

of use, he can expand this page.

Party Maintenance

In Party Maintenance, the Bank administrator – Approver, can view the party maintenances, pending approval. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Party Name: Party Name
- Initiated by: Initiator of the Party Maintenance.
- Reference Number: Reference Number of the maintenance.
- Status: Status of the maintenance

Admin Maintenance

In Admin Maintenance, the Bank administrator – Approver, can view the admin maintenances, pending approval. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Party Name: Party Name
- Initiated by: Initiator of the Party Maintenance.
- Reference Number: Reference Number of the maintenance.
- Status: Status of the maintenance

Quick Links

Onboarding

(a) User Management

The Bank administrator can search and view users, create users, and modify users. User can reset passwords of the users. Also user can lock / unlock a user, through this option.

(b) Party Preferences

Party Preferences maintenance enables Bank administrator to define certain parameter values as per the corporate entities requirements. Following preferences can be set for a corporate party:

- Cumulative Daily limits per transaction
- Transaction limits for users
- Approval flow – Parallel or Sequential or none
- To enable Channel access or not
- To enable a Corporate Administrator or not.

(c) Party to Party Linkage (Through menu)

Party to Party linkage is required by medium and large corporates if the user(s) of the parent company needs to access accounts of the subsidiary companies. For e.g. consider a case wherein say 'ABC Industries' is the parent company with a subsidiary company 'PQR Enterprises' and the users of ABC Industries needs to access accounts of PQR Enterprises to carry out transactions and/or inquiries. The corporate will provide a mandate/ board resolution to the bank for creation of Party to Party linkage. Bank administrator will setup a Party to Party linkage by selecting the parent party and the parties to be linked.

Approvals

(a) Workflow Management

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

Bank administrator Maker can search and view approval workflows maintained and create new workflows. As a part of creating workflows, user can add various levels of approvals and map users or user groups to each level. User can also modify workflows maintained.

(b) Rule Management

The Bank administrator – Maker, can set up rules, for approvals. Applying a rule makes the requirement for an approval more customized. For instance, through this screen, the bank administrator can create a rule, so that all administrator maintenances initiated by a certain user-group, always require approval.

Account Access

(a) Party Account Access

Bank administrator can set up account and transaction access rules at the corporate party level. The administrator can provide access to accounts held by the party with the bank as available in the core banking system. Bank administrator maker can search and view accounts and transactions mapping done at primary party and linked party. User can create, modify and delete such mapping.

(b) User Account Access

Using this option bank administrator can set up account and transaction access for user(s) of the corporate party. This maintenance can be done only after the Party Account Access is setup for the party of the user(s). Bank administrator maker can search and view account and transaction mapping of a specific user. User can create, modify and delete mapping of a user to an account / transaction.

File Upload

(a) File Identifier Maintenance

Bank administrator – Maker, can create file identifiers (FI) for a corporate entity. A File Identifier is always mapped to a specific single file template. It permits configuration of corporate preferences like approval type (file level/ record level) for a particular type of file. This is a pre-requisite for the File Uploads functionality, for a corporate.

(b) User File Identifier Mapping

Through this option bank administrator – Maker, can map a file identifier to a user to grant access rights to the user, for this specific file type. This maintenance enables a user to upload a specific file, approve the uploaded file and view its status. Bank administrator maker can map / un-map file identifiers to a User. Further, user can enable or disable the sensitive data check. This is a pre-requisite maintenance, for the File Uploads functionality, for a corporate.

Origination Admin

Workflow Configuration

Workflow configuration allows the bank administrator to define the sequence of the sections in application form for each of the products.

There will be a default workflow defined in the product as part of Day0 definition for each of the product along with identified set of steps; bank administrator will have an option to view the default workflow for each of the products. If the sequence defined for a product does not suit the bank requirements, the admin can opt to create a custom workflow by re-arranging the steps.

Service Request

Request Processing

Service requests allows the bank administrator- approver to search and view all the service requests that have been initiated by the maker and are pending for approvals for his own accounts and transactions mapped, as well as those of linked parties. This option also allows him to approve or reject the service requests.

Options accessible via Menu

Reports

(a) Report Generation

Using this option, bank administrator – Maker, can generate various adhoc reports. Application provides an option to generate reports using Oracle Business Intelligence (BI) Publisher and / or by using an internal application. The reports available are:

- Date wise User Creation Report-
- File Identifiers wise Party User Mapping Report
- Party User wise File Identifiers Mapping Report
- Party wise Approval Rule Report
- Party wise File Identifiers Mapping Report
- Party wise Payee Maintenance Report
- Party wise User Groups Report

- Party wise Workflows Report
- Party wise Pending Approvals list Report
- Resources - Child Role Report
- Wallet Transaction Activity Report
- Wallets KYC Report
- Wallets Creation for a Date Range Report
- EPI Payment Reconciliation Report

(b) My Reports

On accessing 'My Reports' menu, the bank administrator – Maker, can view the last 10 reports generated with the respective report status. He can choose to search a specific report using the search criteria or can opt to view/download detailed report.

Others

(a) User Group Management

User group is a set of people/users with similar interests and goals.

Using this option bank administrator can maintain the user groups of bank administrator and of corporate users of same party ID. User groups maintained by administrators for bank administrator users and corporate users are used while creating approval workflows and approval rules.

Also the user groups created for bank administrator type of user are used for mapping secured mail subjects. Each subject category can be linked to a group of bank administrator users. So that administrators will receive the mails only of the subjects mapped to the users.

(b) Alert Subscription

The Bank administrator – Maker, can subscribe users to mandatory alerts, through this option. In addition, Retail and Corporate users of the bank, can subscribe to alerts, and choose whether they want alerts delivered through Email, SMS or in their secured mailbox. The bank administrator processes the subscription request, received from customers. (For non-mandatory alerts).

(c) Audit

The bank administrator can search and view the Audit Log.

Note:

- If the setup requires an approval workflow, it will be initiated. Once approved by the required number of approvers, the maintenance will be effective.
-

Activity Log

The Bank administrator – Approver, can view the log of activities here. For ease of use, he

can provide a Date Range and search.

(a) Corporate Activity Log

In the Corporate activity log, the Bank administrator – Approver, can view the activities of corporate users. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Party Name: Party Name
- Initiated by: Initiator of the Party Maintenance.
- Reference Number: Reference Number of the maintenance.
- Status: Status of the maintenance

(b) Admin Activity Log

Through the Admin Activity log, the Bank administrator – Approver, can view the bank admin activities. The following fields are displayed:

- Date: Date of the maintenance
 - Description: Description of the maintenance
 - Party Name: Party Name
 - Initiated by: Initiator of the Party Maintenance
 - Reference Number: Reference Number of the maintenance
 - Status: Status of the maintenance
-

2.4 Approve the transaction

The transactions that have been initiated by the maker are pending for approvals. The approver user logs to the application, user views all the transactions that are pending for approvals.

How to reach here:

Approver Dashboard > Pending for Approvals section

To approve the transaction:

1. Click the **Reference Number** link of the transaction that is to be approved, in the **Pending for Approval** section. The transaction screen with **Review** and **Transaction Journey** section appears.

Transaction Journey

Transaction to approve

Transaction Name

This section displays the name of the transaction that is to be approved.

Review

The section displays the details of the transaction that is to be approved for review.

Transaction Journey

This section displays the status of transactions that has been initiated by the maker. Transaction journey displays the status as:

- Initiate
- Approve
- Process

2. Click **Approve** to approve the initiated transaction. The **Transaction Approval** screen appears.
OR
Click **Reject** to reject the transaction.
OR
Click **Back** to navigate to the **Dashboard**.
3. Enter the remarks and click **Approve**.
OR
Enter the remarks and click **Reject**.
OR

Click **Cancel** to cancel the transaction.
The screen with success message appears.

FAQs

1. How can I access different dashboards if multiple roles are assigned to me?

An option will be provided to switch between the different dashboards if multiple roles are assigned to you.

2. Will I be able to see the current status of a transaction initiated by me?

Yes, transaction journey section will show the latest status of the transaction along with the date, time and name of the user last acted on.

3. What are quick links; can I change the transactions appearing under quick link section?

Quick Links give you easy access to some of the more commonly used transactions/maintenances in the system. You cannot change the transactions appearing under quick link section.

3. System Rules

System rules are defined to set different parameters for each enterprise role. Various parameters can be set for each enterprise role are party mapping required, Limits Check, Party Preferences Check, Account Transaction Mapping and Approvals Check. Enabling these parameters at enterprise role, enforces the system to check if respective maintenances are available for users associated with those enterprise roles.

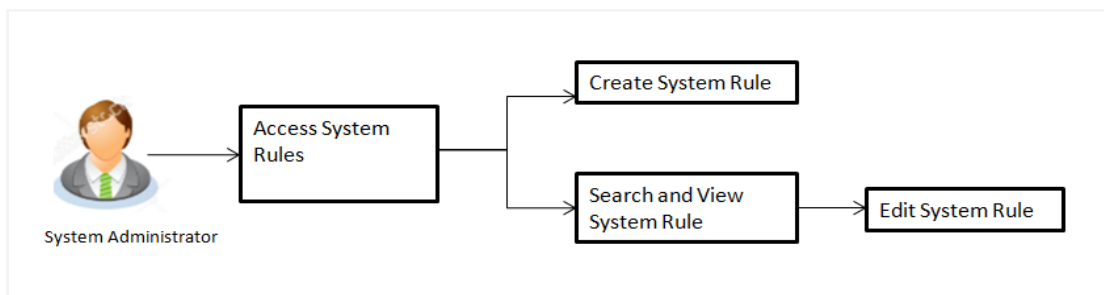
E.g. if Approval check flag is enabled for 'Corporate User' type of enterprise role; then transactions initiated by corporate type of users will follow the approval maintenance for a party mapped to user. If approval check flag is disabled for 'Retail User' type of enterprise role, then transactions initiated by retail user will not follow the approval maintenance and will get auto-approved by the system.

This screen allows the system administrator to search and view existing system rules, and create new system rule.

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Enterprise roles are maintained in application.

Workflow



Features Supported In Application

This option allows the System Administrator to:

- Maintain system rules
- View system rules
- Edit system rules

How to reach here:

Administration Dashboard > System Rules

System Rules

The screenshot shows the 'System Rules' configuration interface for ZigBank. The interface includes a header with the ZigBank logo and navigation icons. The main content area contains a form with the following fields:

- Enterprise Role:** A dropdown menu currently showing 'Corporate User'.
- Party Mapping Required:** A toggle switch that is turned on.
- Limits Check:** A toggle switch that is turned on.
- MustuLimitPackage:** A dropdown menu.
- Party Preferences Check:** A toggle switch that is turned on.
- Account Transaction Mapping:** A toggle switch that is turned off.
- Approvals Check:** A toggle switch that is turned on.

At the bottom of the form are two buttons: 'Submit' and 'Cancel'. The footer of the page reads: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Enterprise Role	<p>Name of enterprise roles set in application.</p> <p>The options can be:</p> <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User <p>On selecting an application role, system rules maintained if any are shown in editable form.</p>
Party Mapping Required	<p>Party mapping check is required for a particular enterprise role or not.</p>
Limits Check	<p>Limits check is required or not.</p> <p>If limit check is required, assign a limit package.</p>
Party Preferences Check	<p>Party preferences check is required or not.</p>
Account Access Check	<p>Account access check is required or not.</p>
Approvals Check	<p>Approvals check is required or not.</p>

To set the system rules:

1. From the **Enterprise Role** list, select the appropriate option.
2. In the **Party Mapping Required** field, select the appropriate option.
3. In the **Limits Check** field, select the appropriate option.
4. In the **Party Preferences Check** field, select the appropriate option.
5. In the **Account Access Check** field, select the appropriate option.
6. In the **Approvals Check** field, select the appropriate option.
7. Click **Submit** to save system rules.
OR
Click **Cancel** to cancel the transaction.
The success message appears.
8. The **System Rules - Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
OR
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
9. The success message of System Rules maintenance appears along with the transaction reference number. Click **OK** to complete the transaction.

FAQs**1. Who can create-edit this maintenance?**

System administrator can create and edit this maintenance.

2. How can I find out what checks are granted to a particular role? Can I change it?

You can select a role and view the checks mapped to the role, you can also edit the type of checks.

4. Manage Brand

Banks can have varied requirements with regards to the theme and for look and feel of the application.

Manage Brand is an administrative maintenance that allows the system administrator to define the theme using brand logo, colors, fonts and font sizes.

System administrator can configure the style/theme by selecting brand logo, header colors, background colors, label colors, button colors, font color, header size, font type, font sizes for header texts, menu, buttons etc.

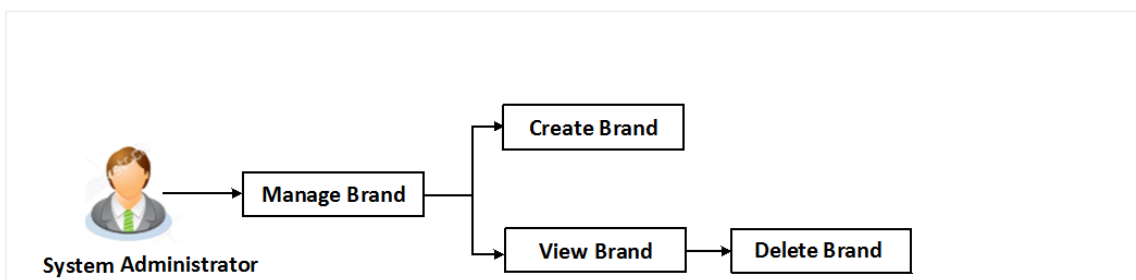
The administrator can define multiple themes with the above mentioned attributes and once defined, the administrator can activate one of the theme from the available list.

At any point in time, the administrator can deactivate a theme and activate another one

Prerequisites

- Transaction access is provided to system administrator
- Approval rule set up for system administrator to perform the actions.
- Enterprise roles are maintained in application.

Workflow



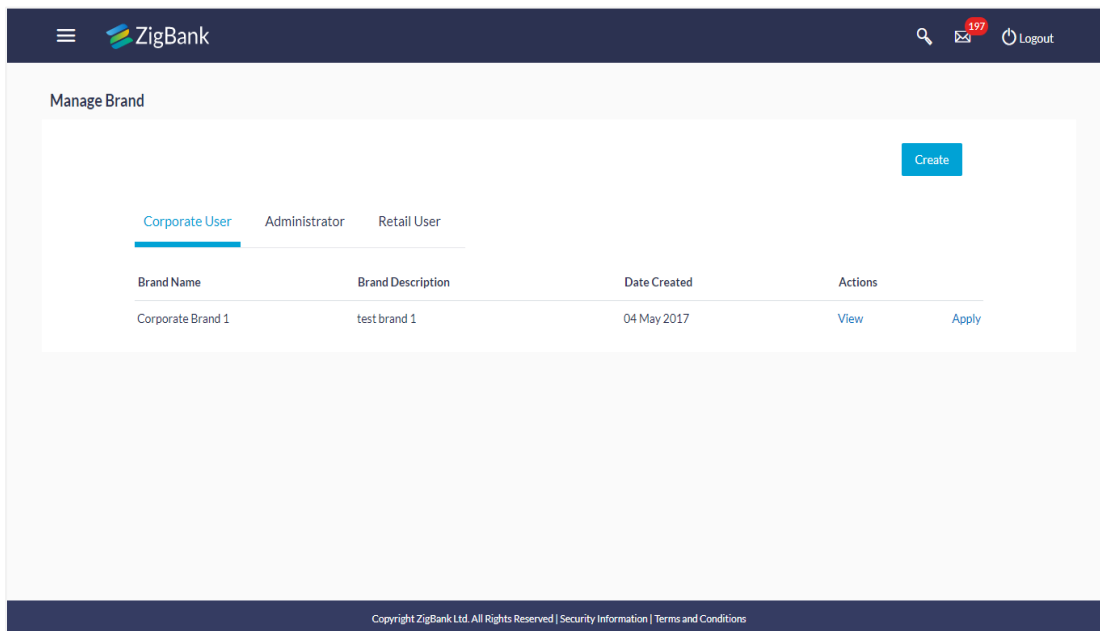
Features supported in application

- View Brand
- Create Brand
- Delete Brand

How to reach here:

Dashboard > Manage Brand

4.1 Manage Brand – Summary



Field Name	Description
Corporate User/ Administrator/ Retail User	Select the role for which the theme needs to be viewed
Brand Name	Displays the theme name as defined.
Brand Description	Displays the theme description as defined.
Role	The role for which the theme is displayed. The role can be corporate, retail and administrator user.
Date Created	Displays the date of theme creation
Actions	The available action buttons against the theme are displayed. The action button can be: <u>View</u> : Click to view the created theme. <u>Apply</u> : Click to apply the theme

1. In the **Action** column, click **View** to view the already created theme.
OR
Click **Apply** to apply the theme.

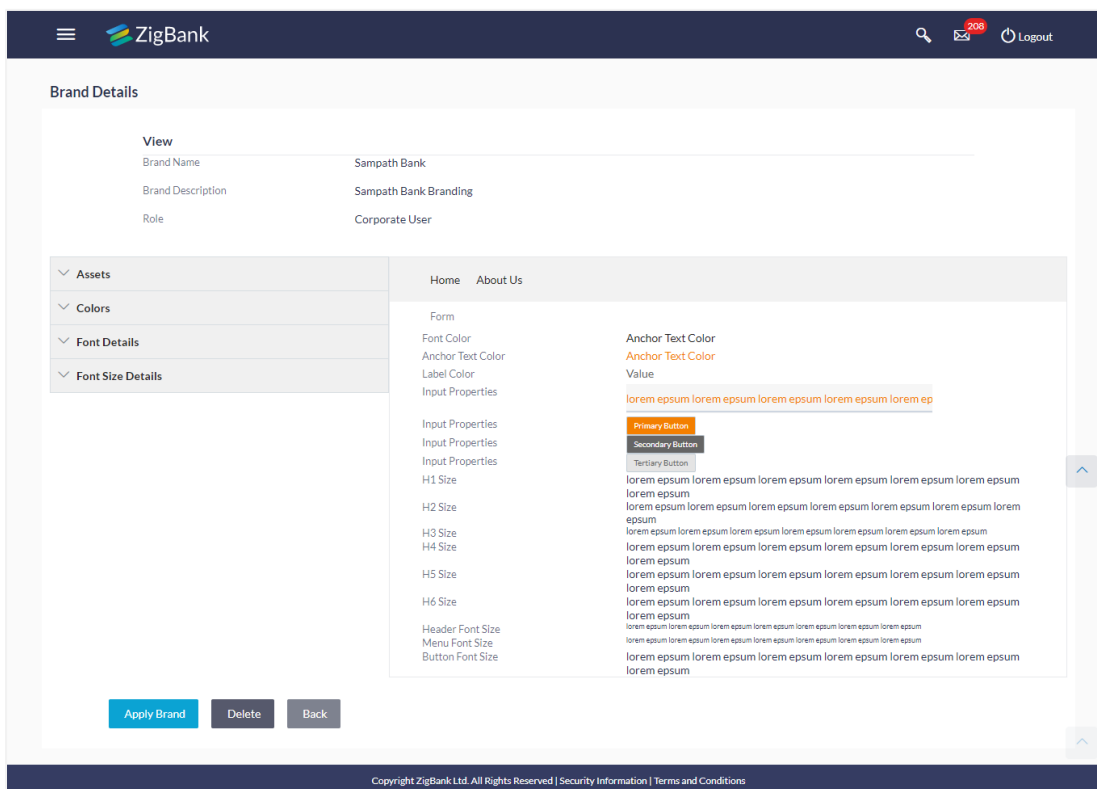
4.2 Manage Brand - View

Using this option system administrator can view the created theme or brand.

To view the brand:

1. In the **Action** column, click **View** against the brand which you want to view. The **Manage Brand - View** screen appears.

Manage Brand - View



Field Description

Field Name	Description
Brand Name	Displays the theme name.
Brand Description	Displays the theme description.
Role	Displays the role for which the theme is displayed. The role can be corporate, retail or an administrator.

Customize Brands

Assets This section displays the uploaded brand logo. Click Download to view the brand logo.

Field Name	Description
Colors	<p data-bbox="602 264 1386 327">Displays the list of items with the color swatch that is being set in the application.</p> <p data-bbox="602 338 800 365">The list includes:</p> <ul data-bbox="610 386 1089 1535" style="list-style-type: none"> <li data-bbox="610 386 964 413">• Header Background Color <li data-bbox="610 445 813 472">• Header Color <li data-bbox="610 504 938 531">• Body Background Color <li data-bbox="610 562 938 590">• Form Background Color <li data-bbox="610 621 781 648">• Font Color <li data-bbox="610 680 915 707">• Font Secondary Color <li data-bbox="610 739 834 766">• Link Text Color <li data-bbox="610 798 792 825">• Label Color <li data-bbox="610 856 846 884">• Input Text Color <li data-bbox="610 915 935 942">• Input Background Color <li data-bbox="610 974 873 1001">• Input Border Color <li data-bbox="610 1033 1052 1060">• Primary Button Background Color <li data-bbox="610 1092 1084 1119">• Secondary Button Background Color <li data-bbox="610 1150 1052 1178">• Tertiary Button Background Color <li data-bbox="610 1209 964 1236">• Primary Button Text Color <li data-bbox="610 1268 997 1295">• Secondary Button Text Color <li data-bbox="610 1327 964 1354">• Tertiary Button Text Color <li data-bbox="610 1386 943 1413">• Menu Background Color <li data-bbox="610 1444 894 1472">• Menu Primary Color <li data-bbox="610 1503 927 1530">• Menu Secondary Color
Font Details	<p data-bbox="602 1570 1386 1633">Displays the font details of the application i.e. font URL and font name.</p>
Font Size Details	<p data-bbox="602 1661 1386 1724">Displays the font size details of the various fonts used in the application in 'rem' (length unit). 1px = 1rem</p>
Form	
Font Color	<p data-bbox="602 1806 922 1833">The font color of the brand.</p>

Field Name	Description
Anchor Text Color	The anchor text color (clickable text in the application) of the brand.
Label Color	The label color used in the brand.
Input Properties	
Input Properties - Primary Button	The color of the primary buttons of the brand.
Input Properties - Secondary Button	The color of the secondary buttons of the brand.
Input Properties - Tertiary Button	The color of the tertiary buttons of the brand.
H1 - H6 Size	The font size of the various level of headings of the brand.
Header Font Size	The font size of the header of the brand.
Menu Font Size	The font size of the menus of the brand.
Button Font Size	The font size of the button text of the brand.

2. Click **Apply Brand** to apply the current brand.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Delete** to delete the brand.

4.3 Manage Brand - Create

Using this option, system administrator can create a new theme for retail, corporate and administrator users.

To create a brand:

1. In the **Manage Brand** screen, click **Create**. The **Create Brand** screen appears.

Manage Brand - Create

Create Brand

Brand Information

Brand Name:

Brand Description:

Brand Type: Corporate User Administrator Retail User

Customize Brand

Font Size Details

- Heading 1 Font Size: 2.3rem
- Heading 2 Font Size: 1.7rem
- Heading 3 Font Size: 1.3rem
- Heading 4 Font Size: 1rem
- Heading 5 Font Size: 0rem
- Heading 6 Font Size: 0rem
- Header Font Size: 2.3rem
- Menu Font Size: 1.7rem
- Button Font Size: 1.3rem

Preview:

- Home About Us
- Form
- Font Color
- Anchor Text Color
- Label Color
- Input Properties
- Input Properties
- Input Properties
- Input Properties
- H1 Size
- H2 Size
- H3 Size
- H4 Size
- H5 Size
- H6 Size
- Header Font Size
- Menu Font Size
- Button Font Size

Buttons: Save, Cancel, Back

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Field Description

Field Name	Description
Brand Name	Specify the brand name.
Brand Description	Enter the theme description.

Field Name	Description
Brand Type	Select the role for which the theme is to be created. The role can be: <ul style="list-style-type: none">• Corporate• Retail• Administrator
Customized Brands	
Assets	Upload the desired file for assets like icons, logo etc

Field Name	Description
Colors	<p>The list of brand color items, the user can enter the color hex value or can select color from the spectrum list.</p> <p>If color is selected from the spectrum, corresponding hex value to be displayed in this field.</p> <p>The color list includes:</p> <ul style="list-style-type: none"> • Header Background Color • Header Color • Body Background Color • Form Background Color • Font Color • Font Secondary Color • Link Text Color • Label Color • Input Text Color • Input Background Color • Input Border Color • Primary Button Background Color • Secondary Button Background Color • Tertiary Button Background Color • Primary Button Text Color • Secondary Button Text Color • Tertiary Button Text Color • Menu Background Color • Menu Primary Color • Menu Secondary Color
Font Details	<p>Specify the font details of the application i.e. font URL and font name that is to be used in the brand.</p>
Font Size Details	<p>Specify the font size details of the various fonts used in the application in 'rem' (length unit) for various level of headings in the brand.</p>

Field Name	Description
Form	
Font Color	Displays the font color as selected in the Font Color category list.
Anchor Text Color	Displays the anchor text color as selected in the Font Color category list.
Label Color	Displays the label color used as selected in the Font Color category list.
Input Properties	
Input Properties - Primary Button	Displays the color of the primary buttons of the brand as selected in the Font Color category list.
Input Properties - Secondary Button	Displays the color of the secondary buttons of the brand as selected in the Font Color category list.
Input Properties - Tertiary Button	Displays the color of the tertiary buttons of the brand as selected in the Font Color category list.
H1 - H6 Size	Displays the font size of the various level of headings of the brand as selected from the Font Size Details category list.
Header Font Size	Displays the font size of the header of the brand as selected in the Font Size Details category list.
Menu Font Size	Displays the font size of the menus of the brand as selected in the Font Size Details category list.
Button Font Size	Displays the font size of the button text of the brand as selected in the Font Size Details category list.

2. In the **Brand Name** field, enter the name of the theme.
3. In the **Brand Description** field, enter the description for the theme.
4. In the **Brand Type** field, select the appropriate brand type i.e. Retail User / Corporate User/ Administrator.
5. In the **Customized Brands** section, click **Assets**.
6. The Asset section appears. Click Choose File to browse and upload the logo for brand.
7. In the **Colors** category, for various brand items, enter the color hex value or select color from the spectrum list. The corresponding hex value to be displayed in the field.
8. In the **Font Details** category, enter the font URL and font name.
9. In the **Font Size Details** category, enter the values for Heading 1, 2, 3.....6.
10. Click **Save** to save the details.

OR

Click **Back** to navigate to previous screen.

OR

Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.

11. The **Review** screen appears. Verify the details, and click **Confirm**.
OR

Click **Edit** to make the changes if any.
OR
Click **Cancel** to cancel the transaction.

12. The success message appears. Click **OK** to complete the transaction.

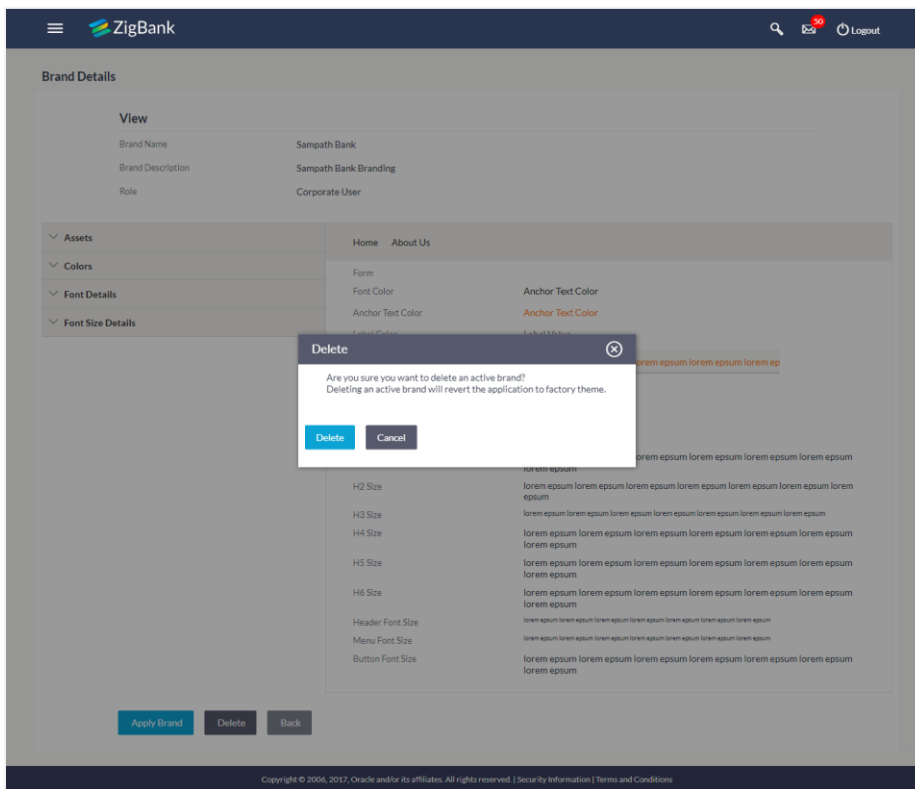
4.4 Manage Brand - Delete

The system administrator can delete the created brand maintained in the application.

To delete the brand:

1. In the **Action** column, click **View** against the brand which you want to delete. The **Manage Brand - View** screen appears.
2. Select and click the required brand which you want to delete. The **Manage Brand - View** screen appears.
3. Click **Delete**. The application will prompt the administrator with a deletion message with an option of Yes / No.

Manage Brand - Delete



4. Click **Delete** to delete brand/theme. It will navigate to confirmation page with a success message and the status.

OR

Click **Cancel** if you do not wish to delete the brand/theme.

5. Click **OK** to complete the transaction.

5. User Management

User Management function enables bank administrator to onboard and manage users along with their login credentials for channel banking access. This module facilitates channel banking access to the bank's internal users (administrators) and external users (customers).

Internal Users:

- System Administrator
- Bank administrator

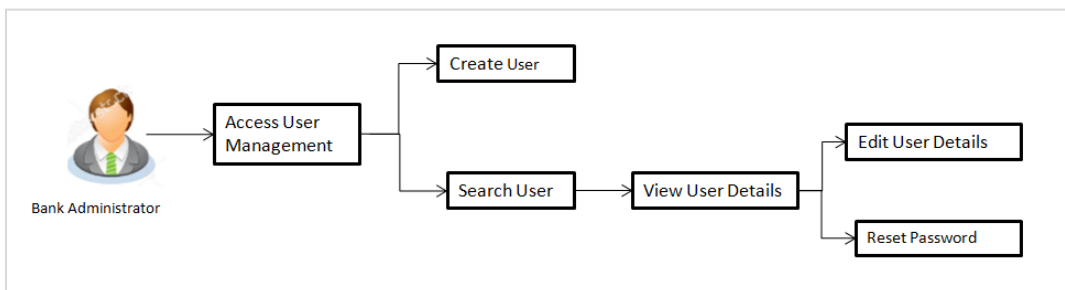
External Users:

- Retail User
- Corporate User
- Corporate Administrator

Pre-Requisites

- Application roles and child roles are maintained
- Transactions are associated with each child role
- Transaction (User Management) access is provided to Bank administrator.
- Approval rule set up for Bank administrator to perform the actions.
- Party Preference is maintained for corporate user

Workflow



Features Supported In Application

The User Management module allows the bank administrator to

- Create User
- View User
- Edit User
- Reset Password

How to reach here:

Administration Dashboard > OnBoarding > User Management

OR

Administration Dashboard > Quick Links > User Management

5.1 User Management - Create

Bank administrator logs into the system and navigates to the User Management screen. This function allows the administrator to create internal and external users.

To create a new user:

1. In the User Management screen, click Create. The User Management - Create New User screen appears.
2. From the **User Type** list, select the appropriate type for the user being created.
If the user type selected is **Retail and Corporate** user, Party ID and Party Name fields are displayed.
If the user type is selected as **Administrator**, user is directed to **Create Administrator User** screen.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.

Create User - Select User Type

The screenshot shows the 'Create New User' form within the ZigBank User Management interface. The form is titled 'Create New User' and features a 'User Type' dropdown menu with the text 'Please Select'. Below the dropdown are two buttons: 'Cancel' and 'Back'. The interface includes a dark blue header with the ZigBank logo and navigation icons, and a footer with copyright information: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

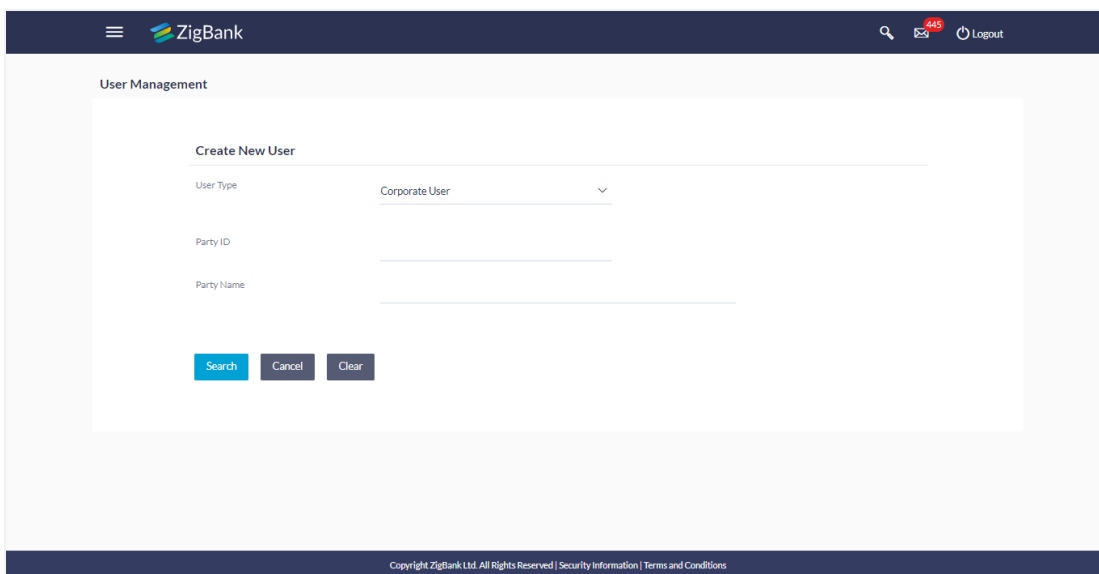
Field Description

Field Name	Description
User Type	User type for which the new user is to be created. The user can be: <ul style="list-style-type: none"> • Corporate User • Retails User • Administrator

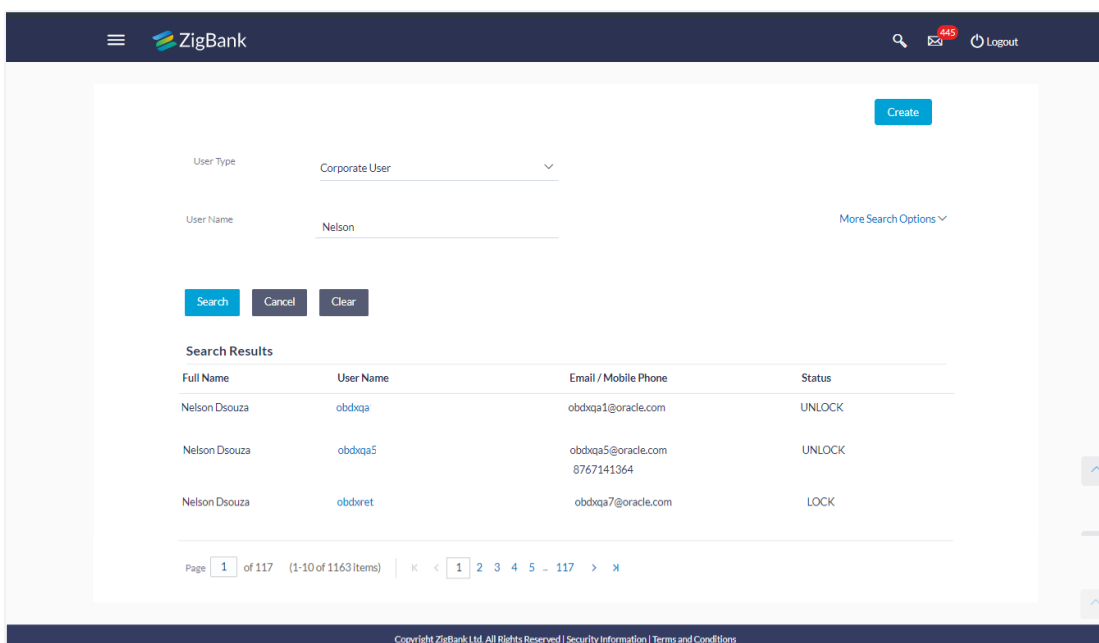
Create User – Map Party ID

If the user type to be created is selected as Retail or Corporate User, system displays a screen to enter the party information (party ID or party name) and search party. User can enter the party ID (if known) or the party name with a minimum of 5 characters. The matching results are shown on the screen.

In case of a party search by party ID, it is an exact match and Party ID entered by the user gets validated from the host. After the host validation is successful, party name gets displays on the screen.



In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.



Field Description

Field Name Description

Search

Party ID Party ID for which the party preference to be maintained/viewed.

Party Name Party Name of a party for which the party preference to be maintained/viewed.

3. Select the **party ID**, an option to create a user appears.
OR
Click **Back** to go back to previous screen.
OR
Click **Create** to create user.
OR
Click **Cancel** to cancel the transaction.

The screenshot shows the ZigBank User Management interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. Below the navigation bar, the 'User Management' section is visible. The 'Create New User' form is displayed, showing the following details:

- User Type: Corporate User
- Party ID: 000912
- Party Name: SUBASH INDUSTRIES

At the bottom of the form, there are three buttons: 'Create', 'Cancel', and 'Back'.

- a. If you select **Retail User** or **Corporate User** option:
 - i. From the **Role** list, select the appropriate option.
 - ii. In the **Party Id** field, enter the party id.
 - iii. Click **Search**.
The mapped details for the party id appear based on the entered search parameters.
OR
Click **Clear** to reset the details.
OR
Click **Cancel** to cancel the transaction.
 - iv. Click **Create**.
The **Personal Information**, **Contact Details**, **Limit and Roles**, and **Status** sections appear.
 - v. In the **User Name** field, enter the required details. Click **Check Availability** to check the uniqueness of the user ID. If the user ID is already used.

- vi. In the **Personal Information** section, enter the required details.
- vii. In the **Contact Details** section, enter the required details.
- viii. In the **Limits and Roles** section, select the limit to be mapped from the **Limit** list.
- ix. Select the roles to be mapped from the **Roles** check box.
- x. In the **Status** field, select the appropriate option.
- b. If you select **Administrator** option:
 - xi. In the **Organization** field, enter the organization of the employee.
 - xii. In the **Manager** field, enter the name of the manager of the employee being created.
 - xiii. In the **Employee Number** field, enter the six digit employee number of the user.
 - xiv. In the **Personal Information** section, enter the required details.
 - xv. In the **Contact Details** section, enter the required details.
4. In the **Status** field, select the appropriate option.

User Management - Create New User

☰ ZigBank
🔍 445 Logout

Create New User

User Type: Corporate User ▼

Party ID: 000912

Party Name: SUBASH INDUSTRIES

Personal Information

User Name: SubulIndus ✓ Available

Title: Mr ▼

First Name: Subu

Middle Name: Mohan

Last Name: Reddy

Date of Birth: 18 May 1955 📅

Contact Details

Email ID: subureddy@gmail.com

Contact Number (Mobile): 9954780567

Contact Number (Landline): 02278900656

Address Line 1: 12, park avenue

Address Line 2: South Block, M G road

Address Line 3: Bangalore

Address Line 4:

Country: INDIA ▼

City: Bangalore

Zip Code: 3000776

Limit & Roles

Limit: Retail_DrLimPkg ▼

Roles:

- Checker
- CorporateAdminChecker
- CorporateAdminMaker
- Maker
- Viewer

Status

Lock User: Unlocked

Save
Cancel
Back

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Field Description

Field Name	Description
Create	
User Type	Type of user. The user can be: <ul style="list-style-type: none"> • Corporate User • Retails User • Administrator
Party ID	Party ID for which the user is to be created is displayed. This field appears if you select Retail User/ Corporate User option from User Type list.
Party Name	Party Name of the party ID for which the user is to be created is displayed. This field appears if you select Retail User/ Corporate User option from User Type list.
Organization	Organization that the user belongs to. This field appears if you select Administrator option from User Type list.
Manager	Manager of the user. This field appears if you select Administrator option from User Type list.
Employee Number	Employee number of the user. This field appears if you select Administrator option from User Type list.
Personal Information	
User Name	Name of the user (login ID) which is to be created.

Field Name	Description
Title	Title of the user. If User type is Retail, value is fetched from the host and defaulted. For the user type corporate user and administrator are: <ul style="list-style-type: none"> • Mr • Mrs • Miss • Ms • Dr • Master
First Name	First name of the user. If user type is Retail , value is fetched from the host and defaulted.
Middle Name	Middle name of the user. If user type is Retail , value is fetched from the host and defaulted.
Last Name	Last name/ surname of the user. If user type is Retail , value is fetched from the host and defaulted.
Date of Birth	Date of birth of the user. If user type is Retail , value is fetched from the host and defaulted.
Contact Details	
Email ID	Email id of the user. If user type is Retail , value is fetched from the host and defaulted.
Contact Number (Mobile)	Mobile number of the user. If user type is Retail , value is fetched from the host and defaulted.
Contact Number (Land Line)	Phone number (land line) number of the user.
Address Line 1-3	Address of the user. If user type is Retail , value is fetched from the host and defaulted.
Country	Country of the user. If user type is Retail , value is fetched from the host and defaulted.
City	City in which the user resides. If user type is Retail , value is fetched from the host and defaulted.

Field Name	Description
Zip Code	The postal code of the city in which the user resided. If user type is Retail , value is fetched from the host and defaulted.
Limits and Roles	
Limit	To map transaction limit package to the user.
Role	Child roles like maker, checker etc. maintained under respective user types are listed. Multiple child roles can be mapped to the user.
Status	The user's status. The option can be: <ul style="list-style-type: none"> • Lock • Unlock

5. Click **Save** to save the user details.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
7. The success message of user creation appears along with the transaction reference number.
Click **OK** to complete the transaction.

5.2 User Management - Search and View

Using this option, bank administrators can search and view details of the existing users. Administrator selects the user type of the user to be searched.

Default search is available with User Name, whereas user can be searched by provided other details also.

To search user:

1. Enter the search criteria, click **Search**.
The search results appear on the **User Management** screen based on the search parameters.
OR
Click **Clear** if you want to reset the search parameters.
OR
Click **Cancel** if you want to cancel the transaction.

User Management - Search

User Management - More Search Options

Full Name	User Name	Email / Mobile Phone	Status
Nelson Dsouza	nelsondsouza@gmail.com	nelsondsouza@gmail.com	UNLOCK
Nelson Dsouza	nelsondsouza	nelsondsouza@oracle.com	UNLOCK

Field Description

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

Create New User

User Type Type for which the new user is to be created.

The user can be:

- Corporate User
- Retails User
- Administrator

User Name To search the user with the user name. Partial search is allowed.

More Search Options

Below fields appears if you click the **More Search Options** link.

First Name Allows to search based on first name or given name of the user.

Last Name Allows to search based on last name/ surname of the user.

Email Allows to search based on email id of the user.

Mobile Number Allows to search based on mobile number of the user.

Party ID Allows to search based on Party id.
This field appears if you select **Retail User/ Corporate User** option from **User Type** list.

To view the user details:

1. In the **User Management - Search Results** section.
The search results appear on the **User Management** screen based on the search parameters.

User Management - Search Results

The screenshot displays the ZigBank User Management interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with '445', and a 'Logout' button. Below the navigation bar is a 'Create' button. The main content area contains a search form with the following fields:

- User Type: Corporate User (dropdown)
- User Name: (text input)
- First Name: (text input)
- Last Name: (text input)
- Email: nelson.dsouza@oracle.com (text input)
- Mobile Number: (text input)
- Party ID: (text input)

Below the form are three buttons: 'Search', 'Cancel', and 'Clear'. To the right of the form is a 'More Search Options' dropdown. Below the form is a 'Search Party Name' link. The search results are displayed in a table:

Full Name	User Name	Email / Mobile Phone	Status
Nelson Dsouza	nelsondsouza@gmail.com	nelsondsouza@gmail.com	UNLOCK
Nelson Dsouza	nelsondsouza	nelsondsouza@oracle.com	UNLOCK

At the bottom of the table, there is a pagination control showing 'Page 1 of 54 (1-10 of 532 Items)' and navigation arrows. The footer contains the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name

Description

Search Results

Full Name

First name and last name of the user.

User Name

User Name of the user.

Email / Mobile Number

Email / Mobile Number of the user.

Status

Status of the user **Locked** or **Unlocked**.

2. Click the **User Name** link of the record for which you want to view the user details. The **User Management - View** screen appears.

User Management - View

User Management Download file

View

User Type	Retail User
Party ID	006736
Party Name	

Personal Information

User Name	AshokJ
Title	Mr
First Name	Ashok
Middle Name	R
Last Name	Jain
Date of Birth	10 Jan 1978

Contact Details

Email ID	ashok.jain@oracle.com
Contact Number (Mobile)	7859741230
Contact Number (Landline)	02267184053
Address Line 1	33, ASTAVINAYAK TOWERS,
Address Line 2	YADAV NAGAR, MV ROAD,
Address Line 3	SAKINAKA,MUMBAI,
Country	IN
City	MAHARASHTRA
Zip Code	600084

Limits & Roles

Limit	No Limit attached to the user
Roles	<input checked="" type="checkbox"/> Customer <input type="checkbox"/> Member

Status

Lock User	<input type="checkbox"/> Unlocked
-----------	-----------------------------------

Other Details

Universally Unique ID	80832e84e8f5920f (Google Pixel XL)
-----------------------	------------------------------------

[Reset Password](#) [Edit](#) [Cancel](#) [Back](#)

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Field Description

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

View

User Type

Type of user.
The user can be:


- Corporate User
- Retails User
- Administrator

Party ID

Party ID mapped to the user.

Field Name	Description
Party Name	Party Name of the party ID mapped to the user. This field appears if you select Retail User/ Corporate User option from User Type list.
Organization	Organization that the user belongs to. This field appears if you select Administrator option from User Type list.
Manager	Manager of the user. This field appears if you select Administrator option from User Type list.
Employee Number	Employee number of the user. This field appears if you select Administrator option from User Type list.
Personal Information	
User Name	Name of the user (login ID) of the user.
Title	Title of the user. The options are: <ul style="list-style-type: none"> • Mr • Mrs • Miss • Ms • Dr • Master
First Name	First name of the user.
Middle Name	Middle name of the user.
Last Name	Last name/ surname of the user.
Date of Birth	Date of birth of the user.
Contact Details	
Email ID	Email id of the user.
Contact Number (Mobile)	Mobile number of the user.

Field Name	Description
Contact Number (Land Line)	Phone number (land line) number of the user.
Address Line 1-3	Address of the user.
Country	Country of the user.
City	City in which the user resides.
Zip Code	The postal code of the city in which the user resided.
Limits and Roles	
Limit	To map transaction limit package to the user. This field appears if you select Retail User/ Corporate User option from User Type list.
Role	Child roles mapped to the user.
Status	The user's status. The option can be: <ul style="list-style-type: none"> • Lock • Unlock
Other Details	
Unique User ID	Unique User ID is device id of mobile on which OBDX application is installed by the user.

3. Click  [Download file](#) to download the details in .csv format.
4. Click **Edit** to edit the user details.
OR
Click **Reset Password** to reset user's password. A warning message '**Are you sure you want to reset the password of this user?**' is appears on the screen.
If user clicks '**Yes**', a reset password confirmation screen is displayed. New password gets communicated to the user on registered email address.
If user clicks '**No**', the action gets cancelled.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

5.3 User Management - Edit

This function enables the Administrator to edit the existing user details.

To edit or update a user details:

1. Enter the search criteria, click **Search**.
The search results appear on the **User Management** screen based on the search parameters.
OR
Click **Clear** if you want to reset the search parameters.
OR
Click **Cancel** if you want to cancel the transaction.
2. In the **User Management - Search Results** section, click the **User Name** link of the record for which you want to edit the user details.
The **User Management - View** screen appears.
3. Click **Edit** to update the user information.
OR
Click **Reset Password** to reset user's password. A warning message '**Are you sure you want to reset the password of this user??**' is appears on the screen.
If user clicks **Yes**, a reset password confirmation screen is displayed. New password gets communicated to the user on registered email address.
If user clicks **No**, the action gets cancelled.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

User Management - Edit User

Edit User

User Type	Retail User
Party ID	006736
Party Name	

Personal Information

User Name	AshokJ
Title	Mr
First Name	Ashok
Middle Name	R
Last Name	Jain
Date of Birth	1978-01-10T00:00:00Z

Contact Details

Email ID	ashok.jain@oracle.com
Contact Number (Mobile)	7859741230
Contact Number (Landline)	02267184053
Address Line 1	33, ASTAVINAYAK TOWERS,
Address Line 2	YADAV NAGAR, MV ROAD,
Address Line 3	SAKINAKA, MUMBAI,
Address Line 4	
Country	IN
City	MAHARASHTRA
Zip Code	600084

Limit & Roles

Limit	Please Select
Roles	<input checked="" type="checkbox"/> Customer <input type="checkbox"/> Member

Status

Lock User	<input type="radio"/> Unlocked
-----------	--------------------------------

Others

Universally Unique ID	80832e84e8f5920f X
-----------------------	--------------------

Buttons: Save, Cancel, Back

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Field Description

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

Edit**User Type**

Type of user.
The user can be:

- Corporate User
- Retails User
- Administrator

Field Name	Description
Party ID	<p>Party ID for which the user is to be created is displayed.</p> <p>This field appears if you select Retail User/ Corporate User option from User Type list.</p>
Party Name	<p>Party Name of the party ID for which the user is to be created is displayed.</p> <p>This field appears if you select Retail User/ Corporate User option from User Type list.</p>
Organization	<p>Organization that the user belongs to.</p> <p>This field appears if you select Administrator option from User Type list.</p>
Manager	<p>Manager of the user.</p> <p>This field appears if you select Administrator option from User Type list.</p>
Employee Number	<p>Employee number of the user.</p> <p>This field appears if you select Administrator option from User Type list.</p>
Personal Information	
User Name	Name of the user (login ID) which is to be created.
Title	<p>Title of the user.</p> <p>If User type is Retail, value is fetched from the host and non-editable.</p> <p>Value can be edited only if the user type is Administrator or Corporate User, options are:</p> <ul style="list-style-type: none"> • Mr • Mrs • Miss • Ms • Dr • Master
First Name	<p>First name of the user.</p> <p>This field is editable only for Administrator and Corporate user type.</p>
Middle Name	<p>Middle name of the user.</p> <p>This field is editable only for Administrator and Corporate user type.</p>

Field Name	Description
Last Name	Last name/ surname of the user. This field is editable only for Administrator and Corporate user type.
Date of Birth	Date of birth of the user. This field is editable only for Administrator and Corporate user type.
Contact Details	
Email ID	Email id of the user. This field is editable only for Administrator and Corporate user type.
Contact Number (Mobile)	Mobile number of the user. This field is editable only for Administrator and Corporate user type.
Contact Number (Land Line)	Phone number (land line) number of the user.
Address Line 1-3	Address of the user. This field is editable only for Administrator and Corporate user type.
Country	Country of the user. This field is editable only for Administrator and Corporate user type.
City	City in which the user resides. This field is editable only for Administrator and Corporate user type.
Zip Code	The postal code of the city in which the user resided. This field is editable only for Administrator and Corporate user type.
Limits and Roles	
Limit	To map transaction limit package to the user. This field is editable only for Retail and Corporate user type. Field will not be displayed if user type is selected as Administrator .
Role	Child roles mapped to the user. Value can be edited for all types of user.

Field Name	Description
Status	<p>The user's status.</p> <p>The option can be:</p> <ul style="list-style-type: none"> • Lock • Unlock <p>Value can be edited for all types of user.</p>
Other Details	
Unique User ID	<p>Unique User ID is device id of mobile on which OBDX application is installed by the user.</p> <p>This field is editable.</p>

4. Edit the required details.
5. Click **Save** to update the changes.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.
6. The **Review User Details** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
7. The success message of updates appears.
Click **OK** to complete the transaction.

FAQs

1. Who can create / update the user?

Bank administrator and corporate administrator can create or edit the users.

2. Can I edit the party id mapped to the user?

No, party ID mapped to the user cannot be edited.

3. When does the system update a user status as 'locked'?

When administrator needs to temporarily block access for any user, 'Lock user' functionality can be used. Also if there are multiple unsuccessful login attempts, the user's status will get updated as 'Locked'.

4. Can I set the user name which is already used in the application?

No, uniqueness of a user ID is checked while creating or modifying a user.

5. Can I edit personal and contact details of Retail user?

No, personal and contact details of Retail user are fetched from the Core Banking application and cannot be edited using User Management functionality.

6. Can one assign multiple child roles to a user?

Yes, multiple child roles can be assigned to the user.

e.g. Corporate user is acting as maker of few transactions and approver of few other transactions.

7. What are the different child roles available out of box?

Following are the child role associated with each application role out of box.

Application Role	Child Roles
Retail User	Customer
Corporate User	<ul style="list-style-type: none"> • Maker • Checker • Viewer • Corporate Admin Maker • Corporate Admin Checker
Administrator	<ul style="list-style-type: none"> • Admin Maker • Admin Checker

8. If I update the limit package associated with a user, what will happen to the in-flight transactions?

Yes, new limit package can be mapped to a user. Limits get applied from an immediate effect if the effective date is less than or equal to current date. And if the effective date is future date, the limit package will be applied from the date available in the package.

9. If I update the child role associated to a user, what will happen to the in-flight transactions?

In case of any update of child roles mapped to the user as edit user functionality, the privileges associated with new child roles get applied to the user with an immediate effect.

So if any transaction is pending with approver for approval, user can view and approve those transactions only if checker role is mapped to him. As soon as checker role is unmapped, then user will not be able to view and approve the transactions which were pending for his approval.

6. Party Preferences

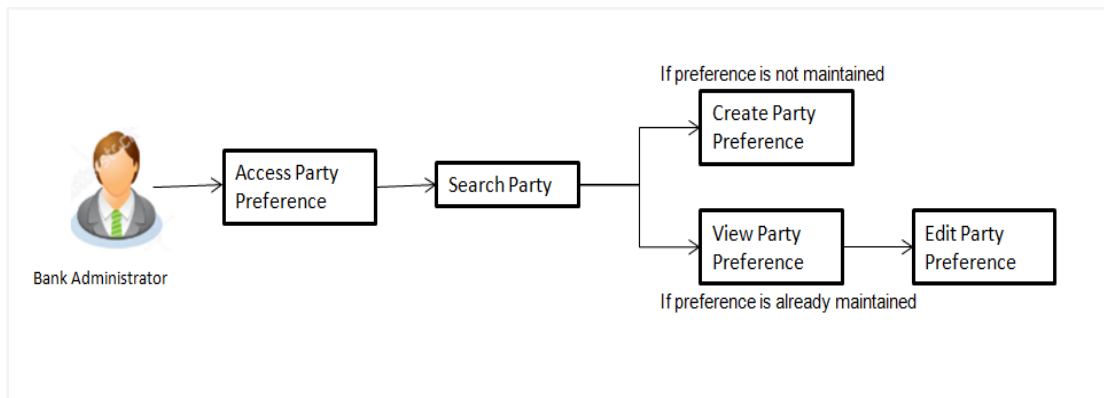
Party Preferences maintenance enables the bank administrator to define certain parameters values as per the corporate requirements. This maintenance is done only for corporate type of parties and is not applicable for retail type of parties. Parameter values maintained against a corporate party defines the system behavior for the following:

- Cumulative daily limits per transaction for the corporate party
- Transaction limits for the users
- Type of Approval flow applicable
- Channel access preferences
- Availability of Corporate Administrator facility

Pre-Requisites

- Transaction access is provided to Bank administrator.
- Approval rule set up for Bank administrator to perform the actions.
- Party for which preference needs to be set up is created in Host system.

Workflow



Features Supported In Application

Party Preference maintenance available for bank administrator in the application includes:

- Create Party Preferences
- View Party Preferences
- Edit Party Preferences

How to reach here:

Administration Dashboard > OnBoarding > Party Preferences

OR

Administration Dashboard > Quick Links > Party Preferences

6.1 Party Preferences- Search

Bank administrator logs into the system and navigates to the Party Preferences screen.

System displays a screen to enter the party information (party ID or party name) and search party for which the preferences are to be maintained/viewed.

User can enter the party ID (if known) or the party name with a minimum of 5 characters. System matches the input provided by the user with the party name records and displays the matching party records.

In case of a party search by party ID, it is an exact match and system displays the party preference maintained if any, else displays an option to create party preference.

To search party preferences of party:

1. In the **Party Id** field, enter the party Id of the corporate user whose party preferences you want to view.
OR
In the **Party Name** field, enter the name of the party whose party preferences you want to view.
2. Click **Search**.
If party preference is already maintained, user is directed to **Party Preference – View** screen.
If party preference is not maintained, user is directed to **Party Preference – Create** screen.
In case of invalid party, error message is shown on the screen.
OR
Click **Clear** to reset the details.
OR
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.

Party Preferences- Search (Party Id)

The screenshot shows the 'Party Preferences' search interface. At the top, there is a dark blue header with the ZigBank logo on the left and search, notification (441), and Logout icons on the right. Below the header, the main content area is titled 'Party Preferences'. It contains a form with two input fields: 'Party ID' with the value '000165' and 'Party Name' with the value 'COUNTER_PARTY'. Below the form, there are three buttons: a blue 'Create' button, a grey 'Cancel' button, and a grey 'Back' button. At the bottom of the page, there is a dark blue footer with the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.

Party Preferences- Search (Party Name)

The screenshot displays the 'Party Preferences' search interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with '441', and a 'Logout' button. Below the navigation bar, the page title 'Party Preferences' is shown. The search form consists of two input fields: 'Party ID' (empty) and 'Party Name' (containing the letter 'a'). Below the input fields are three buttons: 'Search' (highlighted in blue), 'Cancel', and 'Clear'. The search results are displayed in a table with two columns: 'Party ID' and 'Party Name'. The table contains 20 rows of data. At the bottom of the page, there is a footer with the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Party ID	Party Name
000006	FAISAL_SCV1
000012	ISLAMIC
000090	OATS_CORP_AT2
000091	OATS_AT1_BANK1
000093	KALA
000104	AT1_WALKIN
000165	COUNTER_PARTY
000186	priyanak
000017	rajani joshi
000199	OATS_AT1_BANK_GBP
000073	000_TRADEBANK1
000075	OATS_BROKER_CUST
000077	OATS_AT4_CORP2
000095	KALA
000007	FAISALCORP
000096	KAL
000357	kumar1
000071	000_TRADE_CUS
000232	OATS_AT4_IND1
000013	karunakar
000489	TATA
000018	rajini joshi
000019	rajini joshi
000020	VINAY OSDC

Party Preferences- Search (Party Name)

The screenshot shows the ZigBank Party Preferences Search (Party Name) interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. Below the navigation bar, the main content area is titled "Party Preferences". It contains a search form with two input fields: "Party ID" and "Party Name". The "Party Name" field contains the text "raj". Below the input fields are three buttons: "Search" (highlighted in blue), "Cancel", and "Clear". Below the buttons is a table with two columns: "Party ID" and "Party Name". The table contains the following data:

Party ID	Party Name
000017	rajani joshi
000018	rajini joshi
000019	rajini joshi
000021	rajnijosh
000814	NATRAJ INDUSTRIES
000572	RAJ KUMAR
000875	NATRAJ INDUSTRIES

At the bottom of the interface, there is a footer with the text: "Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions".

Field Description

Field Name Description

Search

Party Id Party ID for which the party preference to be maintained/ viewed.

Party Name Party Name of a party for which the party preference to be maintained/ viewed.

- Click **Edit** to edit the party preferences.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.

6.2 Party Preferences - Create

Using this option, bank administrator can configure party preferences for a specific party.

To create the party preferences:

- In the **Party Id** field, enter the party Id of the corporate user whose party preferences you want to view.
Party ID entered by the user gets validated from the host. After the host validation is successful, a check is performed in application to verify if preferences are already maintained for a party. If the preferences are already maintained then user is directed to Party Preference – View screen.
- Click **Search**.
The party preference maintained for the party id appears based on the entered search

parameters.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.

Party Preferences

Field Description

Field Name Description

Search

Party Id Party ID for which the party preference to be maintained/ viewed.

Party Name Party Name of a party for which the party preference to be maintained/ viewed.

3. Click **Create** to create party preference.
The **Create** screen appears.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.

Party Preferences Maintenance - Create

The screenshot shows the 'Party Preferences Maintenance - Create' form in the ZigBank system. The form is divided into two main sections: 'Create' and 'Details'. In the 'Create' section, the 'Party ID' is set to '000165' and the 'Party Name' is 'COUNTER_PARTY'. The 'Details' section includes several configuration options: 'Cumulative Daily Limits' and 'User Limits' are both set to 'Retail_DrLimPkg'; 'Approval Flow' has three radio buttons for 'Sequential', 'Parallel', and 'No Approval'; 'Channel Access' and 'Corporate Administrator Facility' each have 'Enable' and 'Disable' buttons; and 'Accessible Roles' has a dropdown menu with 'AdminMaker' selected. At the bottom of the form are 'Save', 'Cancel', and 'Back' buttons. The footer of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

Create

Party Id Party ID for which the party preference to be maintained.

Party Name Party Name of a party for which the party preference to be maintained.

Details

Cumulative Daily Limit Name of the limit package defined. It allows bank administrator to map cumulative level limits to the party. All the limit packages maintained for corporate type of users are listed.

User Limit Name of the limit package. It allows mapping user level limits to the party. All the limit packages maintained for corporate type of users are listed.

Approval Flow The approval type for the party.
The options are:

- Sequential
- Parallel
- No Approval

Field Name	Description
Channel Access	<p>Whether corporate user can start transacting through the channel.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Enable : Allows bank administrator to enable the party for application channel access • Disable: Allows bank administrator to disable the party for application channel access
Enable for Corporate Administrator	<p>This is to enable a corporate to have their corporate administrator facility. Only if this facility is enabled, a corporate administrator type of user can be created under a party.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Enable • Disable
Accessible roles	<p>Field lists the type of roles that will be available to the corporate administrator while on-boarding a user for the corporate party.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Corporate Admin Maker – If this is selected, corporate administrator will be able to onboard a user in corporate admin maker role. • Corporate Admin Checker – If this is selected, corporate administrator will be able to onboard a user in corporate admin checker role. • Maker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role. • Checker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role. • Viewer – If this is selected, corporate administrator will be able to onboard a user in corporate viewer role.

4. From the **Cumulative Daily Limits** list, select the appropriate option.
5. From the **User Limit** list, select the appropriate option.
6. From the **Approval Flow** list, select the appropriate option.
7. From the **Channel Access** list, select the appropriate option.
8. From the **Enable for Corporate Administrator** list, select the appropriate option.
9. Click **Save** to save party preferences.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.

10. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any. User is directed to the **Party Preference - Create** screen with values in editable form.
OR
Click **Cancel** to cancel the transaction.
11. The success message of party preference creation appears.
Click **OK** to complete the transaction.

6.3 Party Preferences- View

User is directed to Party Preference – View screen if preference for the party is already maintained. Preferences set for the party will be displayed on the screen.

To view party preferences of party:

1. In the **Party Id** field, enter the party Id of the corporate user whose party preferences you want to view.
OR
In the **Party Name** field, enter the name of the party whose party preferences you want to view.
2. Click **Search**.
The party preference maintained for the party id appears based on the entered search parameters.
OR
Click **Clear** to reset the details.
OR
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.

Party Preferences- View

The screenshot displays the 'Party Preferences - View' interface. At the top, the ZigBank logo and navigation icons are visible. The main content area is titled 'Party Preferences' and contains two sections: 'View' and 'Details'.
 - **View Section:** Displays 'Party ID' as 000875 and 'Party Name' as NATRAJ INDUSTRIES.
 - **Details Section:** Lists various preference settings:
 - Cumulative Daily Limits: AutomationLimPkg
 - User Limits: AutomationLimPkg
 - Approval Flow: Three buttons: Sequential (highlighted), Parallel, and No Approval.
 - Channel Access: Two buttons: Enable (highlighted) and Disable.
 - Corporate Administrator Facility: Two buttons: Enable (highlighted) and Disable.
 - Accessible Roles: A list containing Maker, Checker, and Viewer.
 At the bottom of the form, there are three buttons: Edit (highlighted), Cancel, and Back. A footer at the very bottom reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

View

Party Id	Party ID for which the party preference to be viewed.
-----------------	---

Party Name	Party Name of a party for which the party preference to be viewed.
-------------------	--

Details

Cumulative Daily Limit	Name of the cumulative transaction limit package mapped to a party.
-------------------------------	---

User Limit	Name of the transaction limit package mapped to a party applicable for each party user.
-------------------	---

Approval Flow	The approval type for the party.
----------------------	----------------------------------

The options are:

- Sequential
- Parallel
- No Approval

Channel Access	Whether corporate user can start transacting through channel banking.
-----------------------	---

The options are:

- Enable : Allows bank administrator to enable the party for application channel access
- Disable: Allows bank administrator to disable the party for application channel access

Enable for Corporate Administrator	Whether the corporate has corporate administrator rights and can one of the user perform the administrator functionalities on behalf of Party. Only if this facility is enabled, a corporate administrator type of user can be created under a party.
---	---

The options are:

- Enable
- Disable

Field Name	Description
Accessible roles	<p>Field lists the type of roles that will be available to the corporate administrator while on-boarding a user for the corporate party.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Corporate Admin Maker – If this is selected, corporate administrator will be able to onboard a user in corporate admin maker role. • Corporate Admin Checker – If this is selected, corporate administrator will be able to onboard a user in corporate admin checker role. • Maker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role. • Checker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role. • Viewer – If this is selected, corporate administrator will be able to onboard a user in corporate viewer role. Corporate Admin Checker – If this is selected, corporate administrator will be able to onboard a user in corporate admin checker role

3. Click **Edit** to edit the party preferences.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.

6.4 Party Preferences - Edit

Administrator can edit the party preferences maintained for a party.

To edit the customer preferences:

1. In the **Party Id** field, enter the party Id of the corporate user whose party preferences you want to view.
OR
In the **Party Name** field, enter the name of the party whose party preferences you want to view.
2. Click **Search**.
The party preference maintained for the party id appears based on the entered search parameters.
OR
Click **Clear** to reset the details.
OR
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.
3. Click **Edit** to edit the party preferences.
The **Details** screen appears along with the party ID.

Party Preferences Maintenance - Edit

Field Description

Field Name	Description
Edit	
Party Id	Party ID for which the party preference to be edited will be displayed.
Party Name	Party Name of a party for which the party preference to be edited will be displayed.
Details	
Cumulative Daily Limit	Name of the cumulative transaction limit package mapped to a party.
User Limit	Name of the transaction limit package mapped to a party applicable for each party user.
Approval Flow	The approval type for the party. The options are: <ul style="list-style-type: none"> • Sequential • Parallel • No Approval

Field Name	Description
Channel Access	<p>Whether corporate user can start transacting through internet and mobile banking.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Enable : Allows bank administrator to enable the party for application channel access • Disable: Allows bank administrator to disable the party for application channel access
Enable for Corporate Administrator	<p>This is to enable a corporate to have their corporate administrator facility. Only if this facility is enabled, a corporate administrator type of user can be created under a party in editable form.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Enable • Disable
Accessible roles	<p>Field lists the type of roles that are available to the corporate administrator while on-boarding a user for the corporate party.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Corporate Admin Maker – If this is selected, corporate administrator will be able to onboard a user in corporate admin maker role. • Corporate Admin Checker – If this is selected, corporate administrator will be able to onboard a user in corporate admin checker role. • Maker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role. • Checker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role. • Viewer – If this is selected, corporate administrator will be able to onboard a user in corporate viewer role.

4. From the **Cumulative Daily Limits** list, select the appropriate option.
5. From the **User Limit** list, select the appropriate option.
6. From the **Approval Flow** list, select the appropriate option.
7. From the **Channel Access** list, select the appropriate option.
8. From the **Enable for Corporate Administrator** list, select the appropriate option.
9. Click **Save** to save Party Preference. User is directed to the **Party Preference - review** page post necessary validations.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to **Dashboard**.

10. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
OR
Click **Cancel** to cancel the transaction and navigate back to **Dashboard**.
11. The success message of updating appears.
Click **OK** to complete the transaction.

FAQs

1. What is sequential type of approval flow?

Under Sequential approval flow, the approval can be done only in the sequence as mentioned in approval workflow. So, at the 1st level of approval, users/user groups who are assigned to authorize only can view and approve the transaction. After the transaction is approved by level 1 user, the users/user groups having rights for 2nd level of approval will be able to view and authorize the transaction. The transaction is marked as approved only after the user at the last level approves/authorizes it.

2. What is Parallel type of approval flow?

It is "Non-Sequential" type of approval flow which doesn't follow any specific sequence. Any user (who is part of the approval flow) from any approval level can pick up the transaction/maintenance and approve it. The transaction/maintenance is marked as approved if one user from each approval level (as configured) has approved/authorized the transaction.

3. What is cumulative daily limit package?

This limit package acts as a cumulative limit for all users of a corporate party and is utilized as and when any user authorizes the transaction as a final approver. The daily limit per transaction and number of transactions allowed limit is checked and updated against the cumulative limit set. It is mandatory to assign a cumulative daily limit package to each party preference created.

4. What is User limit package?

This limit package is applicable for all users of the party (Users to whom this party ID is mapped as primary Party ID). This package will be overridden by User level limits package, if defined, at User Maintenance.

5. Can administrator delete Party Preference?

No, party preference cannot be deleted but can be disabled.

6. If I change the approval type from sequential to parallel or vice versa, what happens to the inflight transactions/maintenances?

Edited approval type is applicable for new transactions initiated post modification. Previously initiated transactions (in flight transactions/maintenances) which are pending approval will follow an approval type which was applied at the time of transaction initiation.

7. If I edit the 'Allowed Roles field' and remove one of the options supported earlier, what impact will it have to the existing users on-boarded on that role?

Yes, bank administrator can edit and remove the roles mapped as 'Allowed Roles'. After this change, removed role will not be available to corporate administrator while creating new user and editing existing user. Old users whom the role is already mapped will continue to get the privileges.

8. Can I edit the limit packages? How does it impact the transactions?

Yes, new limit package can be mapped for party. Limits get applied from an immediate effect if the effective date is less than or equal to current date. And if the effective date is future date, the limit package will be applied from the date available in the package.

7. Approvals

Each of the users are assigned a particular task to perform as per their position in the hierarchy of the organization/corporate. . For instance, some user(s) may be given rights to do data entry for transactions such as domestic fund transfer, draft issuance by logging in to channel banking. Transaction created by initiator in the system is routed to the appropriate authorized signatory or group of signatories for approval depending upon the rules configured. A transaction once approved by all the required approvers gets processed.

Approval Management function enables the Bank administrator to configure approval flows for various financial and non-financial transactions on channel banking for bank's customers and for administrators.

Approval flow includes configuration of rules for the users with following access types:

- Maker/ Initiator – User who is a creator of the transaction.
- Authorizer/ Approver – User who authorizes the transactions created by the maker. His authorization rights are maintained by an administrator.

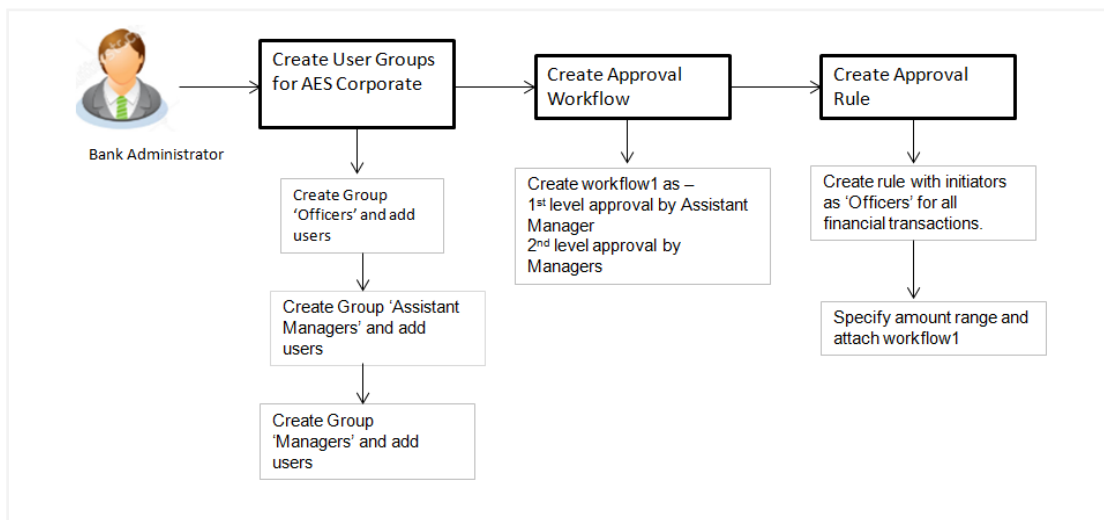
Features supported in application

Approval management supported for Bank administrator users includes;

- Approval Workflow Maintenance
- Approval Rule Maintenance

Business scenario

AES Corporation wants to enable approval workflow for all financial transactions. The requirement is – All the financial transactions will be initiated by 'Officers' of the corporate. The transactions initiated by 'Officers' should be sent to 'Assistant Managers' for 1st level approval. After the transaction is approved by any one user from a group of 'Assistant Managers' then the transaction should be sent to 'Managers' for final level of approval. The transaction processing should happen only after final approval.



7.1 Workflow Management

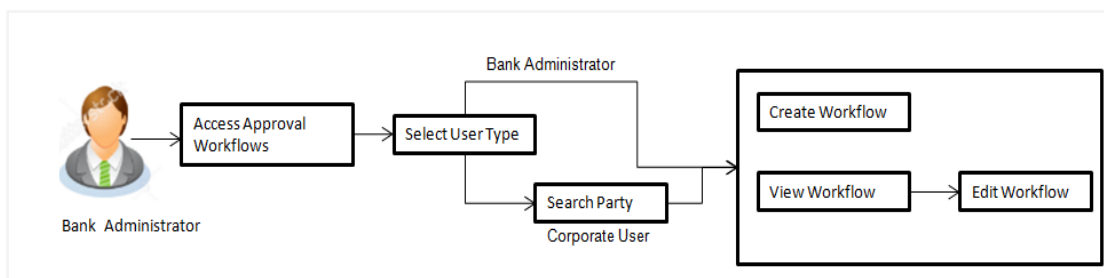
Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level.

Workflows can be created independently and can be attached to a specific transaction/maintenance as part of the Approval Rule configuration.

Prerequisites

- Transaction access is provided to bank administrator.
- Party preference is maintained.
- Multiple users are maintained under a party or as bank administrators
- Approval rule set up for bank administrator to perform the actions.
- Necessary user groups are maintained using User Group Management.

Workflow



Features supported in application

Approval Rule maintenance allows Bank administrator to:

- View Approval Workflows
- Create Approval Workflows
- Edit Approval Workflows

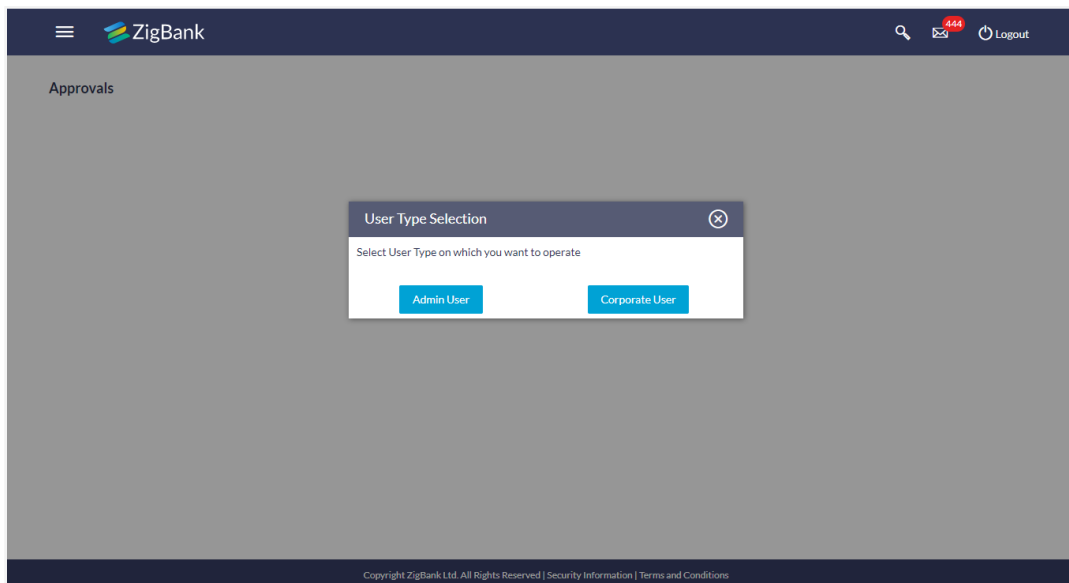
How to reach here:

Dashboard > Toggle Menu > Approvals > Workflow Management

7.1.1 Approval Workflow – Select User Type

Bank administrator logs into the system and navigates to the Approval Workflow screen. On accessing the 'Approval Workflow Management' menu, bank administrator has to select the user type for whom the workflows are to be maintained.

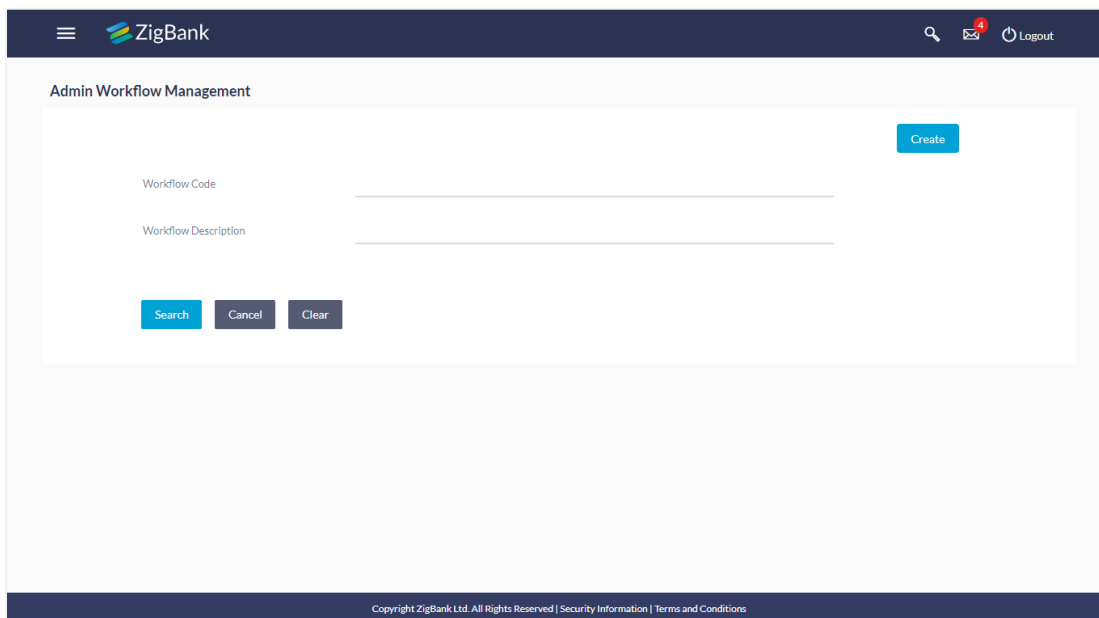
Approval Workflow – Select User Type



1. Click **Admin User** to access the workflow management of bank administrator users. The **Admin Workflow Management** screen appears.
2. Click **Corporate User** to access the workflow management of bank administrator users. The **Workflow Management** screen appears.

7.1.2 Approval Workflow - Admin User - Admin Workflow Management

Admin Workflow Management



Field Description

Field Name	Description
Workflow Code	Code of the already maintained approval workflow.
Workflow Description	Description of the already maintained approval workflow.

1. Click **Create** to create new admin workflow. The **Admin Workflow Management – Create** screen appears.
OR
Click **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.
OR
Enter the search parameters and click **Search** to search the matching records.
OR
Click **Clear** to clear the input search parameters.

7.1.3 Admin Workflow Management – Create

Bank administrator can create approval workflows for the Admin users. By default, user can specify minimum one and maximum five levels of approvals as a part of workflow.

Administrator can set either an individual user or user group of a corporate as a part of each level of approval. Approval type (sequential/non-sequential/no authorization) is defined at the party preference.

To create an approval workflow:


1. In the **Admin Workflow Management** screen, click **Create**. The **Admin Workflow Management - Create** screen appears.

Admin Workflow Management – Create

Field Description

Field Name	Description
Create	
Workflow Code	To specify approval workflow code.
Workflow Description	To specify approval workflow description.
Approval Details	
Approval levels for a user / user group. You can click Add for multi level approval process.	
Approval Level	Approval levels for a user / user group. User can click Add for multi level approval process.
User / User Group	To select specific user or a user group at each level of approval.

2. In the **Workflow Code** field, enter the workflow code.
 3. In the **Workflow Description** field, enter the name of the workflow.
 4. In the **Approval Details** section, from the **Level 1** field, click appropriate user / user group.
 5. From the **User Name / User Groups** list, select the approver user name.
 6. Click **Add** to add the selected user/ user group at specific level of approval.
- OR

7. Click  icon to remove specific approval level.
8. Click **Save** to save Approval Workflow.
OR
Click **Back** to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
9. The **Admin Workflow Management - Create - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
User is directed to the **Admin Workflow Management - Create** screen with values in editable form.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
10. The success message of saving the created approval workflow appears along with the transaction reference number and status.
Click **OK** to complete the transaction and navigate back to the 'Dashboard'.

7.1.4 Admin Workflow Management – Search

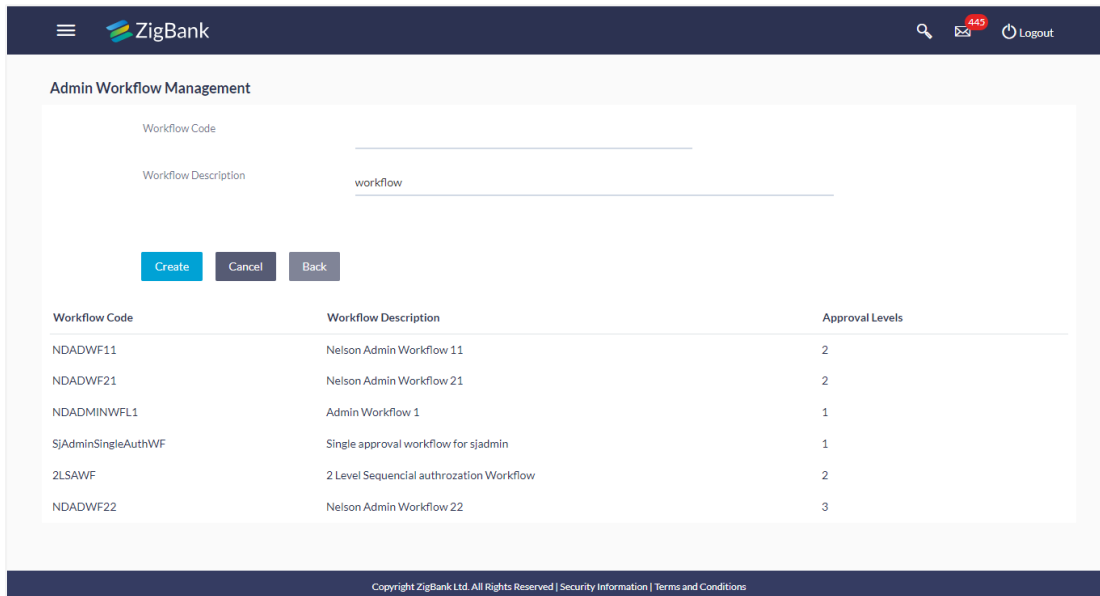
Bank administrator user can search the workflows maintained for administrator users.

Workflows maintained (if any) for admin users are displayed on the screen after searching with valid input. User can opt to view the details of existing workflows or can create new approval workflow using this screen.

To search the approval workflow for admin users:

1. In the **Admin Workflow Management** screen, enter the search parameters and click **Search**. The **Admin Workflow Management** screen with search results appears based on the searched criteria.

Admin Workflow Management – Search



Field Description

Field Name	Description
Workflow Code	The approval workflow code to search the approval workflows.
Workflow Description	The approval workflow description to search the approval workflows.
Search Results	
Workflow Code	Code of the already maintained approval workflow.
Workflow Description	Description of the already maintained approval workflow.
Approval Level	Number of approval levels in each workflow.

- Click the **Work Flow code** link, to view details of the selected Approval Workflow. The **Workflow Management - View** screen appears.

OR

Click **Back** to go back to previous screen.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

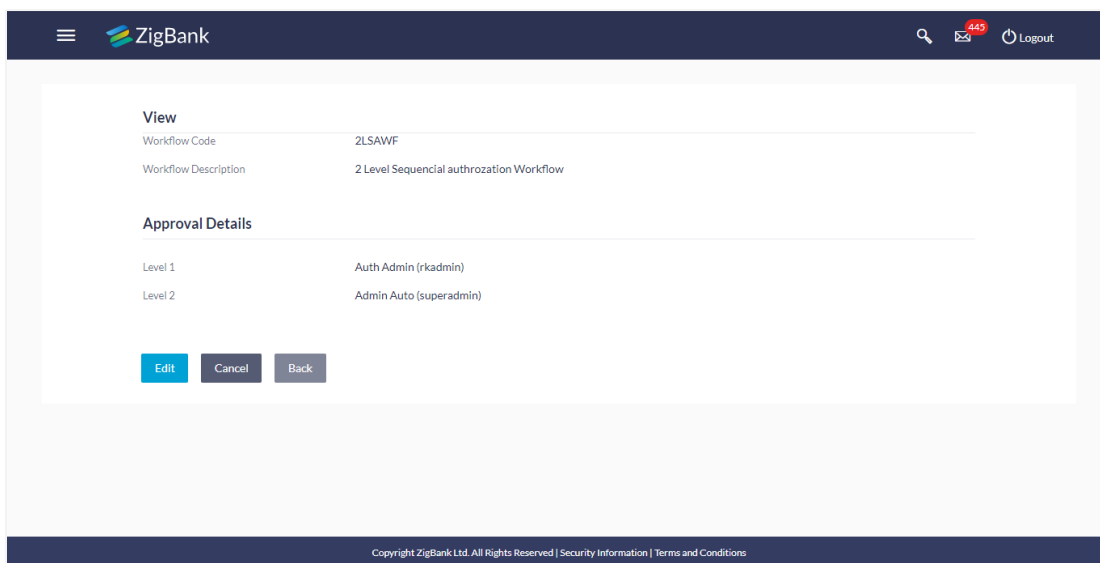
OR

Click **Create** to create new Approval Workflow for admin users.

7.1.5 Admin Workflow Management – View

Further drill down is given on the each workflow to view the details of the users/ user groups who are the part of workflow.

Admin Workflow Management – View



Field Description

Field Name	Description
View	
Workflow Code	Workflow code is displayed.
Workflow Description	Workflow description is displayed.
Approval Details	
Approval Level	User / user group maintained at each approval level.
User Name / User Groups	User or a user group maintained at each level of approval.

1. Click **Edit** to edit the workflow. The **Admin Workflow Management - Edit** screen with values in editable form appears.
 OR
 Click **Back** to go back to the previous screen.
 OR
 Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

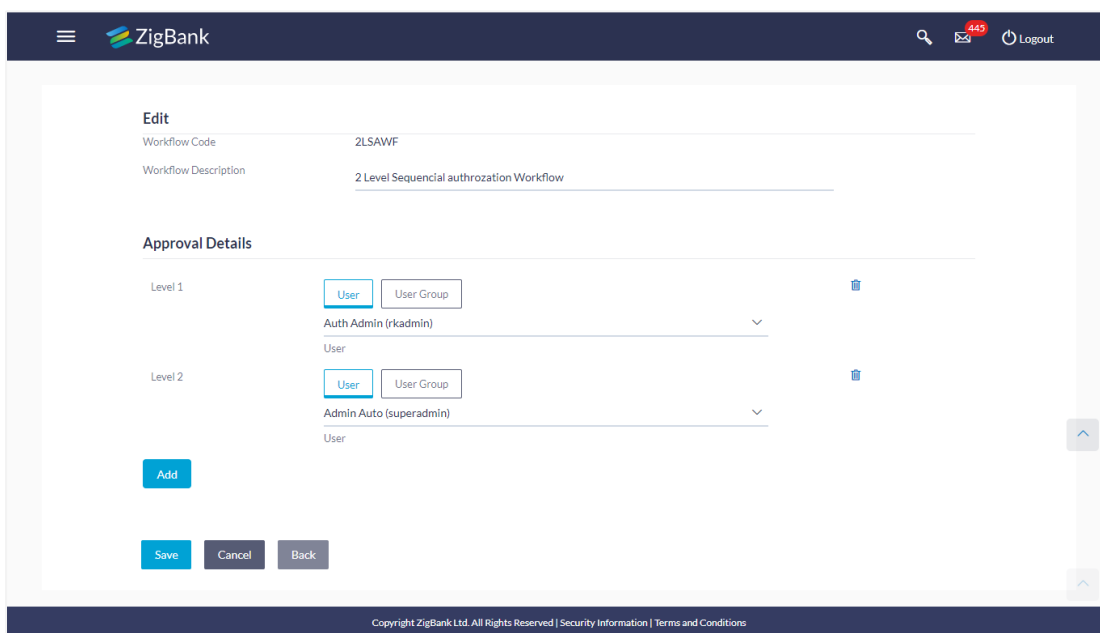
7.1.6 Admin Workflow Management - Edit

This function enables the bank administrator to update the description of the workflow and also to remove existing and add the new approval levels. Edited workflows are applicable for new transactions initiated post workflow update, whereas the previously initiated and transactions pending approval follows the old workflow.

To edit an approval workflow:

1. In the **Admin Workflow Management** screen, click the **Work Flow code** link, for which you want to view the details. The **Admin Workflow Management - View** screen appears.
2. Click **Edit**. The **Admin Workflow Management - Edit** screen appears.


Admin Workflow Management - Edit



Field Description

Field Name	Description
Edit	
Workflow Code	Workflow code is displayed.
Workflow Description	Workflow description is displayed in editable form.
Approval Details	
Approval Level	Approval levels for a user / user group. Administrator can remove or add approval levels in a workflow.

Field Name	Description
User Name / User Groups	User or a user group maintained at each level of approval. Administrator can edit an existing user/user group maintained at each level and can also specify user/user group for additional approval level.

3. Edit the required details.
4. Click **Add** to add the selected user/ user group at specific level of approval.
OR
Click  icon to remove specific approval level.
5. Click **Save** to save Approval Workflow.
OR
Click **Back** to cancel the operation and to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
6. The **Admin Workflow Management – Edit - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
User is directed to **Admin Workflow Management - Edit** screen with values in editable form.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

The success message of saving the approval workflow modification appears along with the transaction reference number and status.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

7.1.7 Approval Workflow - Corporate User - Workflow Management

System displays a screen to enter the party information (party ID or party name) and search party for which the approval workflows are to be maintained/ viewed.

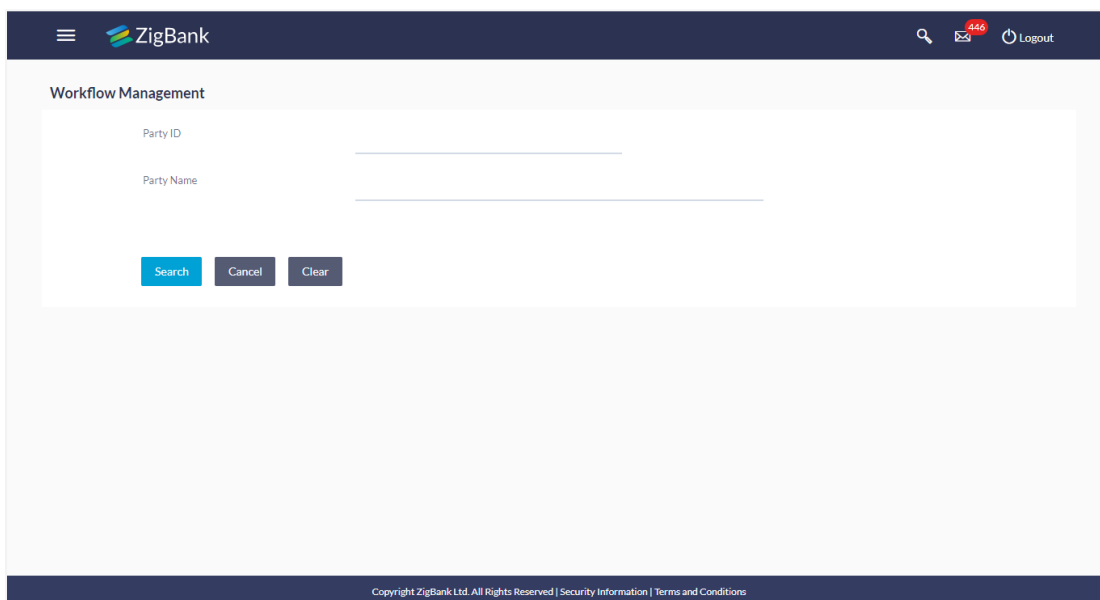
User can enter the party ID (if known) or the party name with a minimum of five characters.

System matches the input provided by the user with the party name records and displays the matching party records.

In case of a party search by party ID, it is an exact match and system displays the workflows maintained if any.

In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.

Workflow Management



Field Description

Field Name	Description
Party Id	Party IDs as per search input.
Party Name	Party names of the party ID.

Enter the search parameters and click **Search** to search the matching records.
 OR
 Click **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.
 OR
 Click on '**Clear**' to clear the input search parameters.

7.1.8 Workflow Management – Create

Bank administrator can create approval workflows for corporate users. By default, user can specify minimum one and maximum five levels of approvals as a part of workflow.

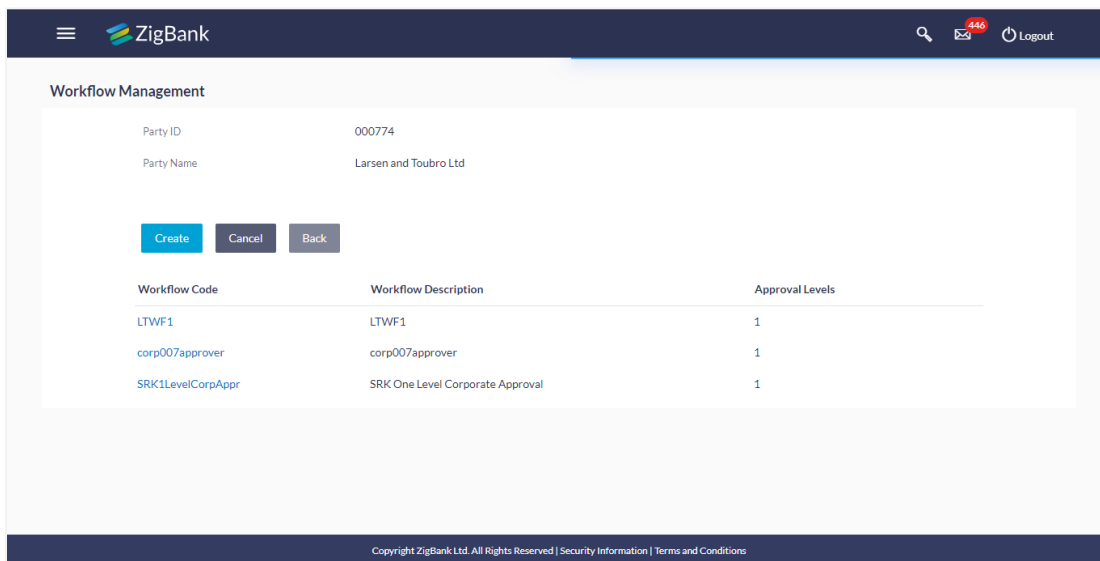
Administrator can set either an individual user or user group of a corporate as a part of each level of approval. Approval type (sequential/non-sequential/no authorization) is defined at the party preference.

To create an approval workflow:

1. In the **Workflow Management** screen, enter the party id in the In the **Party Id** field.
 OR
 In the **Party Name** field, enter the party name.

2. Click **Search**. The **Workflow Management** screen with both Party ID and Party Name appears.
 OR
 Click **Clear** to clear the search parameters.
 OR
 Click **Cancel** to cancel the transaction.

Workflow Management – Party Search



Field Description


Field Name	Description
Party Id	List of the Party IDs as per search input.
Party Name	List of the Party names of the party IDs as per search input.
Workflow Code	Code of the already maintained approval workflow.
Workflow Description	Description of the already maintained approval workflow.
Approval Levels	Number of approval levels in each workflow.

3. Click **Create**. The **Workflow Management - Create** screen appears.
 OR
 Click the **Workflow Code** link to view details of the selected Approval Workflow. The **Workflow Management - View** screen appears.

Workflow Management – Create

Field Description

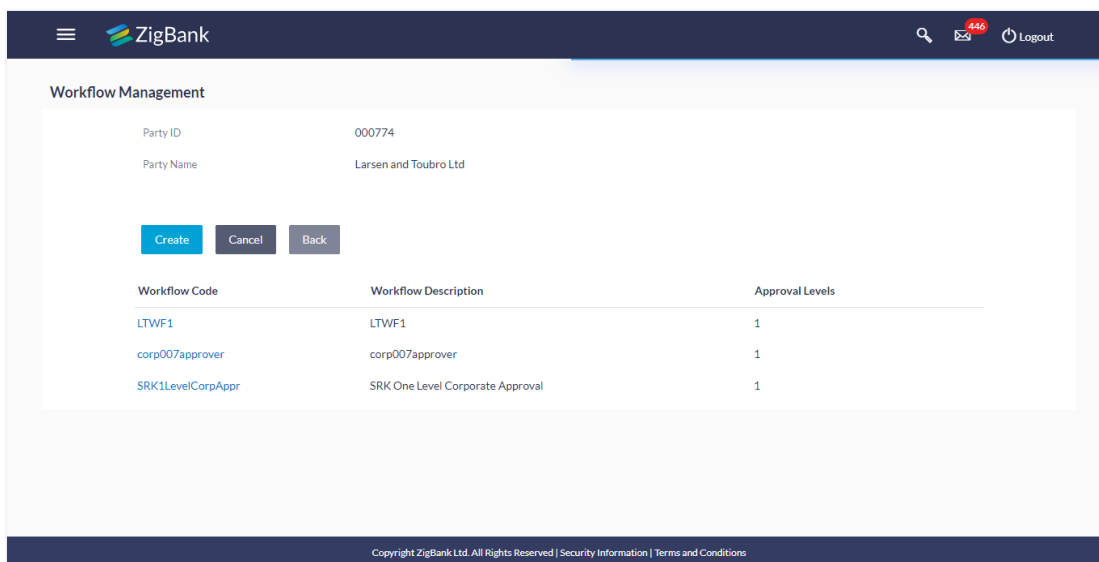
Field Name	Description
Create	
Party Id	Party ID of which workflows to be viewed/ edited.
Party Name	Party name of Party ID of which workflows to be viewed/ edited.
Workflow Code	To specify approval workflow code.
Workflow Description	To specify approval workflow description.
Approval Details	
Approval Level	Approval levels for a user / user group. User can click Add for multi level approval process.
User / User Group	To select specific user or a user group at each level of approval.

4. In the **Workflow Code** field, enter the workflow code.
5. In the **Workflow Description** field, enter the name of the workflow.
6. In the **Approval Details** section, from the **Level 1** field, click appropriate user / user group.
7. From the **User Name / User Groups** list, select the approver user name.
8. Click **Add** to add the selected user/ user group at specific level of approval.
OR
9. Click  icon to remove specific approval level.
10. Click **Save** to save Approval Workflow.
OR
Click **Back** to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
11. The **Workflow Management - Create - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any. User is directed to the **Workflow Management - Create** screen with values in editable form.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
12. The success message of saving the created approval workflow appears along with the transaction reference number and status.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

7.1.9 Workflow Management – Summary

Clicking on Workflow Code Hyperlink, workflows maintained (if any) under a party are displayed on the screen. User can opt to view the details of existing workflows or can create new approval workflow using this screen.

Workflow Management – Summary



Field Description

Field Name	Description
Party Id	Party ID of which workflows to be viewed/ edited.
Party Name	Party name of Party ID of which workflows to be viewed/ edited.
Workflow Code	Code of the already maintained approval workflow. This field will be displayed only if there are existing approval workflows available under a party.
Workflow Description	Description of the already maintained approval workflow. This field will be displayed only if there are existing approval workflows available under a party
Approval Levels	Number of approval levels in each workflow. This field will be displayed only if there are existing approval workflows available under a party.

1. Click the **Workflow Code** link to view details of the selected Approval Workflow. The **Workflow Management - View** screen appears.
OR
Click **Create**. The **Workflow Management - Create** screen appears.
OR
Click **Back** to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

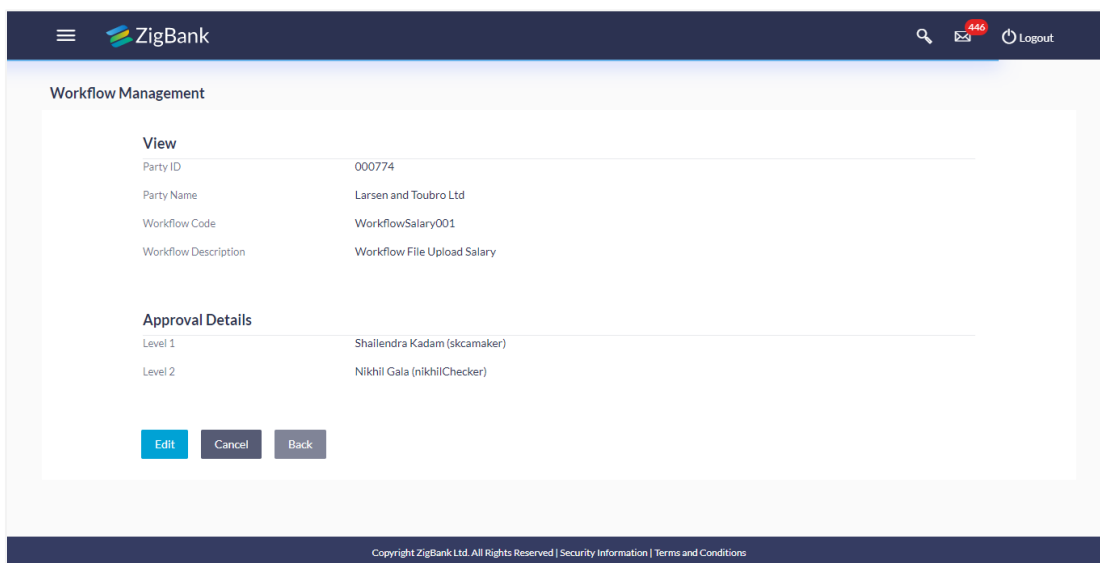
7.1.10 Workflow Management – View

Further drill down is provided on the each workflow to view the details of the users/ user groups who are the part of workflow.

To view the approval workflow for corporate users:

1. In the **Workflow Management** screen, enter the search parameters and click **Search**. The **Workflow Management** screen with search results appears based on the searched criteria.
2. Click the **Workflow Code** link to view details of the selected Approval Workflow. The **Workflow Management - View** screen appears.

Workflow Management – View



Field Description

Field Name	Description
View	
Party Id	Party ID of which workflows to be viewed/ edited.
Party Name	Party name of Party ID of which workflows to be viewed/ edited.
Workflow Code	Workflow code is displayed.
Workflow Description	Workflow description is displayed.
Approval Details	
Approval Level	User / user group maintained at each approval level.
User / User Group	User or a user group maintained at each level of approval.

- Click **Edit** to edit the workflow. The **Workflow Management - Edit** screen with values in editable form appears.

OR

Click **Back** to go back to the previous screen.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

7.1.11 Workflow Management - Edit

This function enables the bank administrator to update the description of the workflow and also to remove existing and add the new approval levels. Edited workflows are applicable for new transactions initiated post workflow update, whereas the previously initiated and transactions pending approval follows the old workflow.

To edit an approval workflow:

1. In the **Workflow Management** screen, enter the search parameters and click **Search**. The **Workflow Management** screen with search results appears based on the searched criteria.
2. Click the **Workflow Code** link to view details of the selected Approval Workflow. The **Workflow Management - View** screen appears.
3. Click **Edit** to edit the workflow. The **Workflow Management - Edit** screen with values in editable form appears.
OR
Click **Back** to go back to the previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

Workflow Management - Edit

The screenshot displays the 'Workflow Management - Edit' interface. At the top, the ZigBank logo and navigation icons are visible. The main content area is titled 'Workflow Management' and contains the following details:

- Edit**
 - Party ID: 000774
 - Party Name: Larsen and Toubro Ltd
 - Workflow Code: WorkflowSalary001
 - Workflow Description: Workflow File Upload Salary
- Approval Details**
 - Level 1**: User (Shallendra Kadam (skcamaker)), User Group (dropdown), and a delete icon.
 - Level 2**: User (Nikhil Gala (nikhilChecker)), User Group (dropdown), and a delete icon.

At the bottom of the form, there are three buttons: 'Add' (blue), 'Save' (blue), 'Cancel' (grey), and 'Back' (grey). The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description


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

Edit

Party Id	Party ID of which workflows to be viewed/ edited.
Party Name	Party name of Party ID of which workflows to be viewed/ edited.
Workflow Code	Workflow code is displayed.
Workflow Description	Workflow description is displayed in editable form.

Approval Details

Approval Level	Approval levels for a user / user group. Administrator can remove or add approval levels in a workflow.
User Name / User Groups	User or a user group maintained at each level of approval. Administrator can edit an existing user/user group maintained at each level and can also specify user/user group for additional approval level.

-
4. Edit the required details.
 5. Click **Add** to add the selected user/ user group at specific level of approval.
OR
Click  icon to remove specific approval level.
 6. Click **Save** to save Approval Workflow.
OR
Click **Back** to cancel the operation and go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
 7. The **Workflow Management - Edit- Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
User is directed to **Workflow Management - Edit** screen with values in editable form.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
 8. The success message of saving the approval workflow modification appears along with the transaction reference number and status.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

FAQs

1. What is approval management?

Approval Management enables a bank administrator to set up approval conditions for various transactions on channel banking. The approval management allows setting up the maker / checker flow, wherein a transaction is initiated by a maker and the same is authorized by a single / multiple checkers depending on the configuration.

2. What is approval workflow maintenance?

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

3. How many approval levels can I set up in the system?

Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow.

4. I can get the details of the list of users associated with a group?

No, list of the users associated with a group cannot be viewed using workflow management screen.

7.2 Approval Rules

This function enables the bank administrator to set up conditions for approval as per the corporate requirements. Rule can be set up for financial transactions, non financial transactions and/ or for maintenances. Flexibility exists to define approval rules with conditions stating that 'specific transaction' if initiated by a 'specific user/ user group' has to be approved by a 'specific approver/approver group' along with other attributes like amount range etc.

Prerequisites:

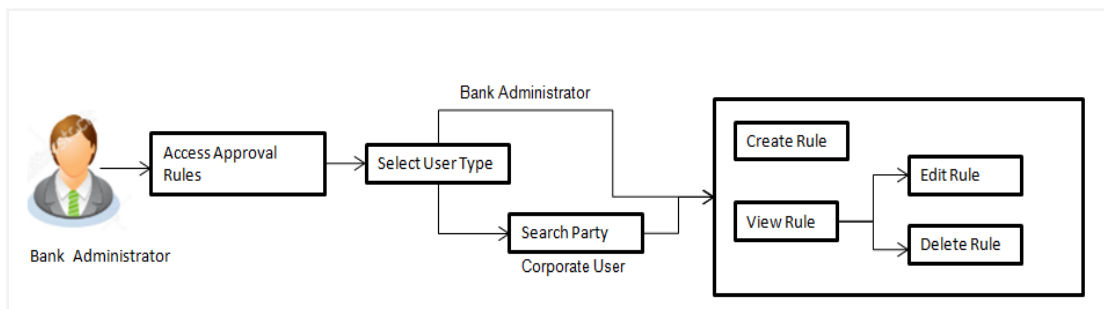
- Transaction access is provided to bank administrator
- Party preference is maintained
- Multiple corporate and administrator users are maintained
- Approval rule set up for bank administrator to perform the actions
- Necessary user groups and approval workflows are maintained

Features supported in application

The Approval Rule maintenances allow the bank administrator to:

- Create Approval Rules
- View Approval Rules
- Edit Approval Rules
- Delete Approval Rules

Workflow



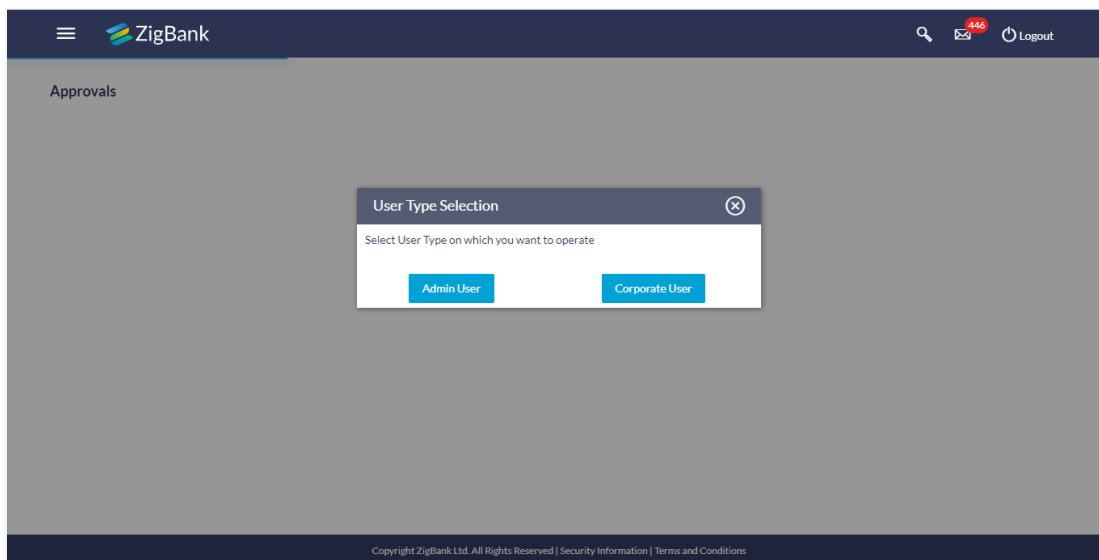
How to reach here:

Dashboard > Toggle Menu > Approvals > Rule Management > Approval Rules

7.2.1 Approval Rules – Select User Type

Bank administrator logs into the system and navigates to the Rule Management screen. On accessing the 'Approval Rules Management' menu, bank administrator has to select the user type for whom the rules are to be maintained.

Approval Rules – Select User Type



1. Click **Admin User** to access the workflow management of bank administrator users. The **Admin Approval Rules** screen appears.
2. Click **Corporate User** to access the workflow management of bank administrator users. The **Approval Rules** screen appears.

7.2.2 Approval Rules - Admin User - Admin Approval Rules

Admin Approval Rules

Field Description

Field Name	Description
Rule Code	Search rules with a rules code of the already maintained approval rule.
Rule Description	Search rules with a rule description of the already maintained approval rule.

1. Click **Create** to create new admin workflow. The **Admin Approval Rules – Create** screen appears.
 OR
 Click **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.
 OR
 Enter the search parameters and click **Search** to search the matching records.
 OR
 Click on '**Clear**' to clear the input search parameters.

7.2.3 Admin Approval Rules – Create

Approval rules can be setup based on the following parameters.

- Transactions
- Initiator
- Specific User
- User Group

Bank administrator can create multiple approval rules for administrator users. In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the complex rule amongst all the applicable rules is applied for approval.

User can further define if for a condition, the transaction should be auto approved (which means there is no approval workflow and the transaction gets approved as soon as initiator submits it) or should follow a set approval workflow and should get approved by the defined set of approvers. The same is achieved by attaching a workflow maintained for the corporate party.

To create an approval rule:

1. In the **Admin Approval Rules** screen, click **Create**. The **Admin Approval Rules - Create** screen appears.

Admin Approval Rules - Create

The screenshot shows the 'Admin Approval Rules - Create' form with the following details:

- Create**
 - Rule Code: MakerRule01
 - Rule Description: Maker Rule
- Initiator**
 - Initiator Type: User User Group
 - Admin Auto (superadmin): Admin Auto (superadmin)
 - User: [Empty field]
- Transactions**
 - Transactions: All Admin Maintenances
- Workflow Details**
 - Approval Required: Yes No
 - Workflow: DrAdminFlow
 - Level 1: Dnyanesh dradminchecker (dradminchecker)

Buttons at the bottom: Save, Cancel, Back.

Field Description

Field Name	Description
Rule Code	To specify approval rule code.
Rule Description	To specify approval rule description.
Initiator	
Initiator Type	Initiator type who initiates the transaction. This has options as 'User' and 'User Group'.
User Name / User Groups	Name of the user or user group as initiator. If initiator is selected as User, then all the users belongs to the party will be listed for selection. If initiator is selected as User Group, then all the user groups belongs to the party will be listed for selection.
Transactions	All transactions to set the approval rules are listed. User can select specific transaction or all admin transactions.
Workflow Details	
Approval Required	Option to decide whether approval is required or not for the set condition.
Workflow	Field has description of the approval workflow. All workflows maintained for the party are listed here along with the defined approval level for each of them. This field appears if you select Yes in the Approval Required field.

2. In the **Rule Code** field, enter the code.
3. In the **Rule Description** field, enter the rule name.
4. From the **Initiator Type** field, click appropriate user / user group and select the user/ user group.
5. From the **Transaction** list, select the transactions to be mapped to the rule.
6. In the **Amount Range** section, enter the appropriate amount.
7. In the **Workflow Details** section, select whether approval is required for the mapped transactions.
 - c. If you select **Yes** option, select the appropriate **Workflow**.
8. Click **Save** to save the approval rule.
OR
Click **Back** to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
9. The **Approval Rule - Create Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.

The **Approval Rule - Create** screen with values in editable form appears.

OR

Click **Cancel** to cancel the operation and navigate back to the 'Dashboard'.

- The success message of saving the created approval rule appears along with the transaction reference number and status.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

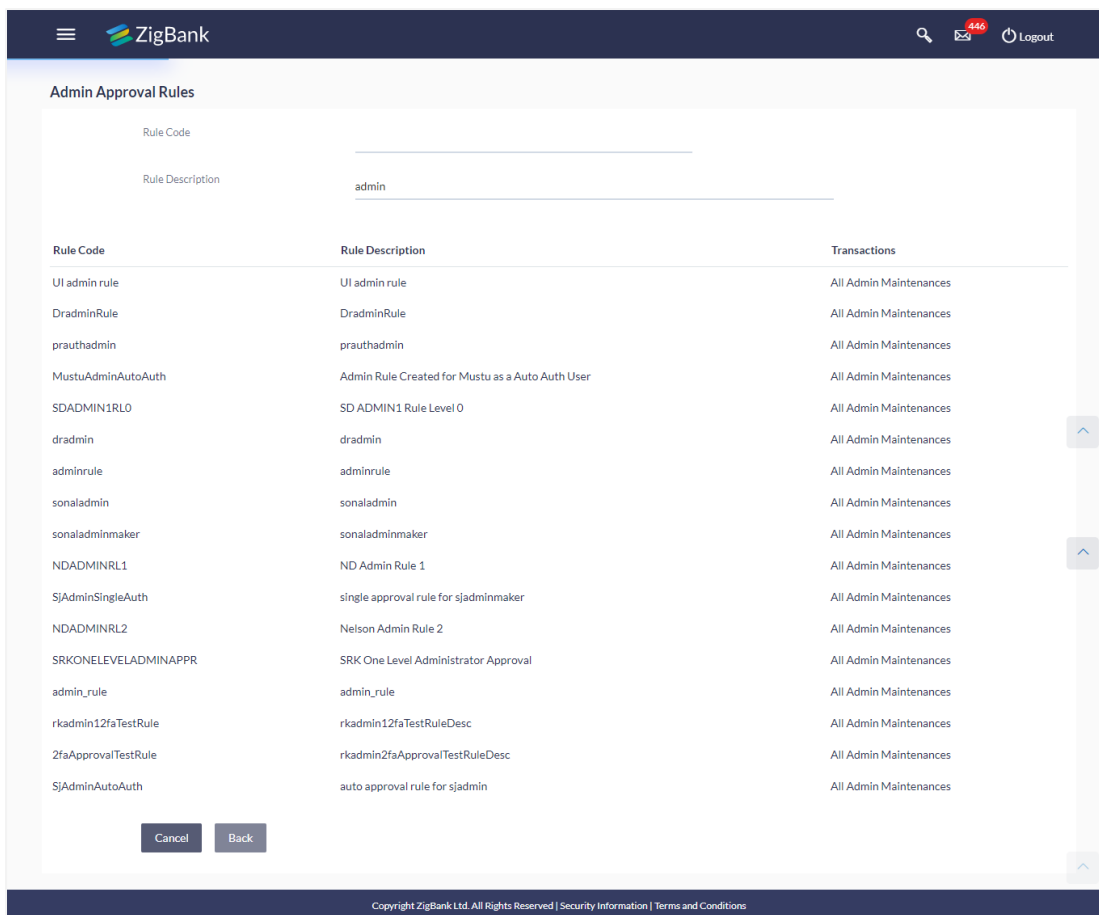
7.2.4 Admin Approval Rules – Search

Approval rules maintained (if any) for administrator users are displayed on the screen after searching with valid input. User can opt to view the details of existing rule or can create new approval rule using this screen.

To search the approval rules for admin users:

- In the Admin Approval Rules screen, enter the search parameters and click Search. The Admin Approval Rules screen with search results appears based on the searched criteria.

Admin Approval Rules – Search



Field Description

Field Name	Description
Search Results	
Rule Code	Code of the already maintained approval rule.
Rule Description	Code of the already maintained approval rule.
Transactions	Transaction/s for which the rule is maintained.

- Click the **Rule code** link, to view details of the selected Approval Rule. The **Approval Rules - View** screen appears.
OR
Click **Back** to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Create** to create new Approval Rules for admin users.

7.2.5 Admin Approval Rules – View

Further drill down is given on the each workflow to view the details of the users/user groups who are the part of workflow.

To view the admin approval rules:

- In the **Admin Approval Rules** screen, click the **Rule Code** link, for which you want to view the details. The **Admin Approval Rules - View** screen appears.

Admin Approval Rules - View

The screenshot shows the 'Admin Approval Rules - View' page. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with '446', and a 'Logout' button. The main content area is titled 'Admin Approval Rules' and contains the following details:

- View**
 - Rule Code: SRKONELEVELADMINAPPR
 - Rule Description: SRK One Level Administrator Approval
- Initiator**
 - Initiator Type: User (selected), User Group
 - Shall Kadam (srkinitadmin)
 - User
- Transactions**
 - Transactions: All Admin Maintenances
- Workflow Details**
 - Approval Required: Yes (selected), No
 - Workflow: ADMINONELEVELAPPR Level 1, Shall Kadam (srkappadmin)

At the bottom of the form, there are four buttons: 'Edit', 'Delete', 'Cancel', and 'Back'. A footer at the very bottom reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
View	
Rule Code	Approval rule code.
Rule Description	Approval rule description.
Initiator	
Initiator Type	Initiator type specified while creating a rule.
User Name / User Groups	Name of the user or user group defined as initiator for the rule condition.
Transactions	Transaction for which the rule is set up.
Workflow Details	
Approval Required	Field displays whether approval is required or not for the set condition.

Field Name	Description
Workflow Details	Field displays the approval workflow details along with the defined approval levels. This field appears if you select Yes in the Approval Required field.

- Click **Edit** to edit the approval rule. The **Admin Approval Rule - Edit** screen with values in editable form appears.
OR
Click **Back** to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Delete** to delete the approval rule.
The application will prompt the administrator with a deletion message, Click **Yes** to confirm.
User is directed to **Admin Approval Rule – Delete** confirmation page.

7.2.6 Admin Approval Rules - Edit

Bank administrator can edit the approval rules. An administrator is allowed to change the description of the rule and is also allowed to change the parameters associated with the specific approval rule.

Edited rules are applicable for new transactions initiated post rule update. Previously initiated transactions which are pending approval will follow a rule which was applied at the time of transaction initiation.

To edit an approval workflow:

- In the **Admin Approval Rules** screen, click the **Rule Code** link, for which you want to view the details. The **Admin Approval Rules - View** screen appears.
- Click **Edit**. The **Admin Approval Rules - Edit** screen appears.

Admin Approval Rules - Edit

The screenshot shows the 'Admin Approval Rules - Edit' form. It is divided into several sections:

- Edit:** Rule Code is SRKONELEVELADMINAPPR. Rule Description is SRK One Level Administrator Approval.
- Initiator:** Initiator Type is 'User'. The selected user is 'Shall Kadam (srkinitadmin)'.
- Transactions:** Selected transaction is 'All Admin Maintenances'.
- Workflow Details:** Approval Required is 'Yes'. The workflow is 'ADMINONELEVELAPPR' with 'Level 1' set to 'Shall Kadam (srkappadmin)'.

At the bottom of the form are buttons for 'Save', 'Cancel', and 'Back'. The footer of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Edit	
Rule Code	Approval rule code provided by the user.
Rule Description	Approval rule description provided by the user in editable form.
Initiator	
Initiator Type	Initiator type who initiates the transaction will be displayed in editable form.
User Name / User Groups	Name of the user or user group as initiator will be displayed in editable form. If initiator is selected as User, then all the users belonging to the party will be listed for selection. If initiator is selected as User Group, then all the user groups belonging to the party will be listed for selection.
Workflow Details	
Approval Required	Whether approval is required will be displayed in editable form.

Field Name	Description
Workflow Details	<p>Details of the approval workflow along with the defined approval levels for a condition will be displayed in editable form.</p> <p>This field appears if you select Yes in the Approval Required field.</p>

3. Edit the required details.
4. Click **Save** to save the approval rule.
OR
Click **Back** to cancel the operation and to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
5. The **Admin Approval Rule - Edit Review** screen appears post necessary validations. Verify the details, and click Confirm.
OR
6. Click **Edit** to make the changes if any.
The **Admin Approval Rule - Edit** screen with values in editable form appears.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
7. The success message of saving the approval rule modification appears along with the transaction reference number and status.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

7.2.7 Approval Rules - Corporate User - Search

System displays a screen to enter the party information (party ID or party name) and search party for which the approval rules are to be maintained/ viewed.

User can enter the party ID (if known) or the party name with a minimum of 5 characters.

System matches the input provided by the user with the party name records and displays the matching party records.

In case of a party search by party ID, it is an exact match and system displays the rules maintained if any.

In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.

Approval Rules - Corporate User

Field Description

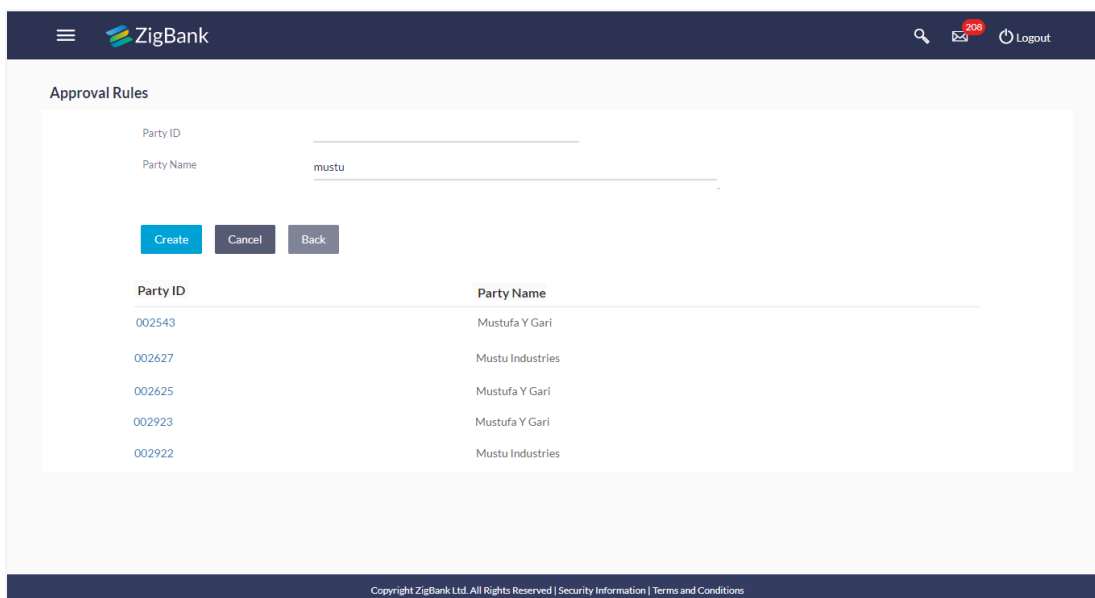
Field Name	Description
Party Id	Party IDs as per search input.
Party Name	Party names of the party ID.

To search the approval rules for corporate users:

1. In the **Approval Rules** screen, enter the party id in the In the **Party Id** field.
OR
In the **Party Name** field, enter the party name.
2. Click **Search** to search the matching records. The **Approval Rules** screen with search results appears based on the searched criteria.
OR
Click **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.
OR
Click **Clear** to clear the input search parameters.

Note: The Approval rule - Corporate User - Party Search Results screen appears only if no approval rule is created, else the search results displays the approval rules already created by the party.

Approval Rules - Corporate User - Party Search



Field Description

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

Search Results

Party Id List of the Party IDs as per search input.

Party Name List of the Party names of the party IDs as per search input.

- Click the **Party ID** link, to view details. The **Approval Rule - Summary** screen appears.
 OR
 Click **Back** to go back to previous screen.
 OR
 Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

Approval Rule – Summary

Approval Rules

Party ID: 000774
Party Name: Larsen and Toubro Ltd

[Create](#) [Cancel](#) [Back](#)

Rule Code	Maker	Approval Required	Workflow Code
SRKALLMNTONEAPPR	pinitcorp	Yes	SRK1LevelCorpAppr
SRKMNTALL	srkcorp	No	
MianCorp	corp007	Yes	corp007approver
finance	corp007	Yes	corp007approver
nonfn	corp007	Yes	corp007approver
LATADMINRULE1	skcmaker	No	
SRKALLFINAUTOAPPR	srkcorp	No	
SRK1LevelCorpAppr	pinitcorp	Yes	SRK1LevelCorpAppr
maintenance	corp007	Yes	corp007approver

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4. Click the **Rule code** link, to view details of the selected Approval Rule. The **Approval Rules - View** screen appears.
OR
Click **Back** to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Create** to create new Approval Rule for corporate users.

7.2.8 Approval Rule – Corporate User - Create

Bank administrator can create approval rules for the corporate users. Administrator is allowed to create an approval rule only if the party preference is maintained and party is in active status.

Approval rules can be setup based on the following parameters.

- Type of Transaction
 - Financial Transactions
 - Option is used to setup approval rules for the transactions, this involves exchange of money.
 - E.g. Money Transfer, Draft Issuance, Redeem Term Deposit etc
 - Non Financial Transactions
 - Option is used to setup approval rules for the transaction which are for an account, but does not involve exchange of money.
 - E.g. Cheque Book Request, Statement Request, Stop Cheque etc
 - Maintenance
 - Option is used to setup approval rules for the transaction which are not linked to any account.
 - E.g. Payee Maintenance, Biller Maintenance etc
 - Administration
 - Option is used to setup approval rules for the transactions which corporate administrator can initiate.
 - E.g. Account-Transaction mapping, Approval related maintenances etc
- Initiator
 - Specific User
 - User Group
- Accounts
- Transactions
- Amount Range

Administrator can create multiple approval rules for party users. In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the complex rule amongst all the applicable rules is applied for approval.

User can further define if for a condition, the transaction should be auto approved (which means there is no approval workflow and the transaction gets approved as soon as initiator submits it) or should follow a set approval workflow and should get approved by the defined set of approvers. The same is achieved by attaching a workflow maintained for the corporate party.

To create an approval rule for corporate user:

1. In the **Approval Rules** screen, enter the search parameters and click **Search**. The **Approval Rules** screen with both Party ID and Party Name appears.
2. Click the **Party ID** link, to view details. The **Approval Rule - Summary** screen appears.
3. Click **Create**. The **Approval Rules - Create** screen appears.

Approval Rules – Corporate User - Create

The screenshot shows the 'Approval Rules – Corporate User - Create' form. The form is titled 'Approval Rules' and is part of the ZigBank system. It contains the following sections and fields:

- Create**
 - Party ID: 000774
 - Party Name: Larsen and Toubro Ltd
 - Rule Type: Financial, Non Financial, Maintenance, Administration
 - Rule Code: Corporatemakerrule01
 - Rule Description: Corporate maker rule
- Initiator**
 - Initiator Type: User, User Group
 - Shalendra Kadam (skcamaker)
 - User
- Transactions**
 - Transactions: All Financial Transactions
- Accounts**
 - Accounts: All
- Amount Range**
 - From Amount: £1,000.00
 - To Amount: £100,000,000.00
- Workflow Details**
 - Approval Required: Yes, No
 - Workflow: WorkflowSalary001
 - Level 1: Shalendra Kadam skcamaker
 - Level 2: Nikhil Gala nikhilChecker

At the bottom of the form, there are three buttons: **Create**, **Cancel**, and **Back**.

Field Description

Field Name	Description
Party Id	Party ID for which an approval rule is to be maintained.
Party Name	Party name of Party ID for which an approval rule is to be maintained.

Field Name	Description
Rule Type	Transaction rule type for which the approval rule needs to be set up. The transaction rule types are: <ul style="list-style-type: none"> • Financial • Non Financial • Maintenance • Administration
Rule Code	To specify approval rule code.
Rule Description	To specify approval rule description.
Initiator	
Initiator Type	Initiator type who initiates the transaction. This has options as 'User' and 'User Group'.
User / User Group	Name of the user or user group as initiator. If initiator is selected as User, then all the users belongs to the party will be listed for selection. If initiator is selected as User Group, then all the user groups belongs to the party will be listed for selection.
Transactions	Type of transactions to set the approval rules. Type of transactions depends on the selection of rule type.
Accounts	Type of accounts. This field appears if you select Financial and Non Financial in the Rule Type field.
From Amount/ To Amount	Transactions allowed for the user between the amount range. This field appears if you select Financial in the Rule Type field.
Workflow Details	
Approval Required	Option to decide whether approval is required or not for the set condition.
Workflow	Field has description of the approval workflow. All workflows maintained for the party are listed here along with the defined approval level for each of them. This field appears if you select Yes in the Approval Required field.

4. In the **Rule Type** field, select the appropriate transaction rule type.
5. In the **Rule Code** field, enter the code.

6. In the **Rule Description** field, enter the rule name.
7. From the **Initiator Type** field, click appropriate user / user group and select the user/ user group.
8. From the **Transaction** list, select the transactions to be mapped to the rule.
9. From the **Accounts** list, select the appropriate account, if you have selected **Financial** option in the **Rule Type** field.
10. In the **Amount Range** section, enter the appropriate amount if you have selected **Financial** and **Non Financial** option in the **Rule Type** field.
11. In the **Workflow Details** section, select whether approval is required for the mapped transactions.
 - d. If you select **Yes** option, select the appropriate **Workflow**.
12. Click **Create** to save the approval rule.
OR
Click **Back** to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
13. The **Approval Rule - Create - Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The **Approval Rule - Create** screen with values in editable form appears.
OR
Click **Cancel** to cancel the operation and navigate back to the 'Dashboard'.
14. The success message of saving the created approval rule appears along with the transaction reference number and status.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

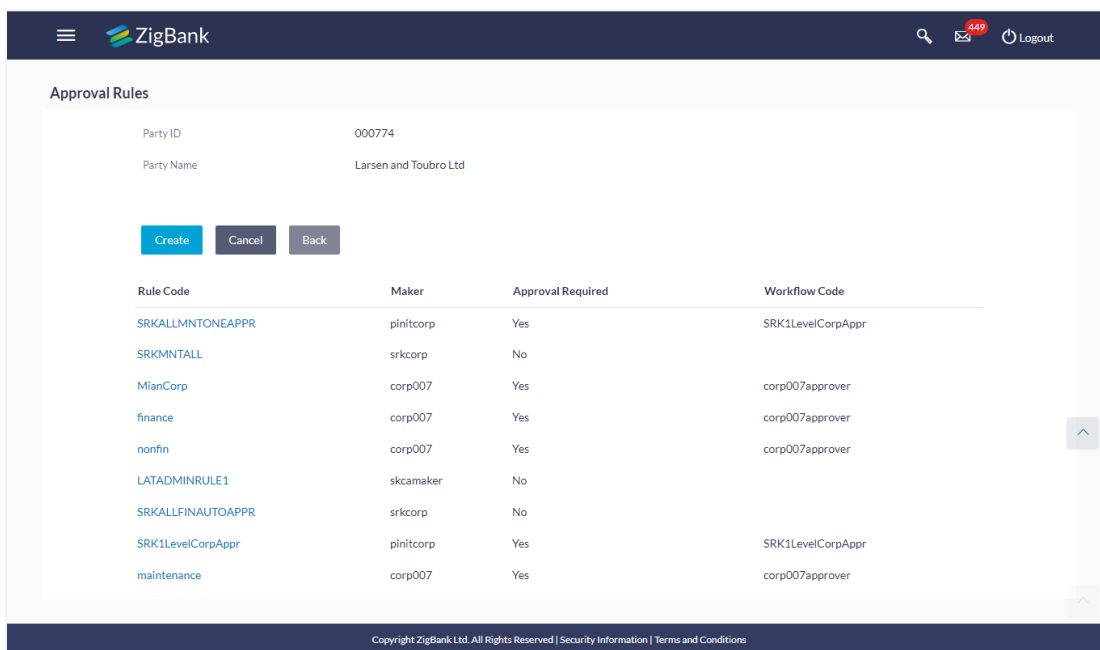
7.2.9 Approval Rules – Corporate User – Rule Summary

Bank administrator logs into the system and navigates to the Rules Management screen, and searches the party. On accessing the party ID, approval rules maintained (if any) for the party mapped to the user are displayed on the screen. User can opt to view the details of existing rules or can create new approval rule using this screen.

How to reach here:

Dashboard > Toggle Menu > Approvals > Rule Management > Approval Rules > Corporate User > Search Party > View Rule summary

Approval Rule – Summary



Field Description

Field Name	Description
Party Id	Party ID for which an approval rule is to be viewed.
Party Name	Party name of Party ID for which an approval rule is to be viewed.
Search Results	
Rule Code	The approval rule code.
Maker	Initiator type (User ID or User Group Code) of the transaction. This field will be displayed only if existing approval rules are available under a party.
Approval Required	Whether approval is required for each rule maintained.
Workflow Code	The approval workflow code.

1. Click the **Rule code** link, to view details of the selected Approval Rule. The **Approval Rules - View** screen appears.
OR
Click **Back** to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

OR
 Click **Create** to create new Approval Rule for corporate users.

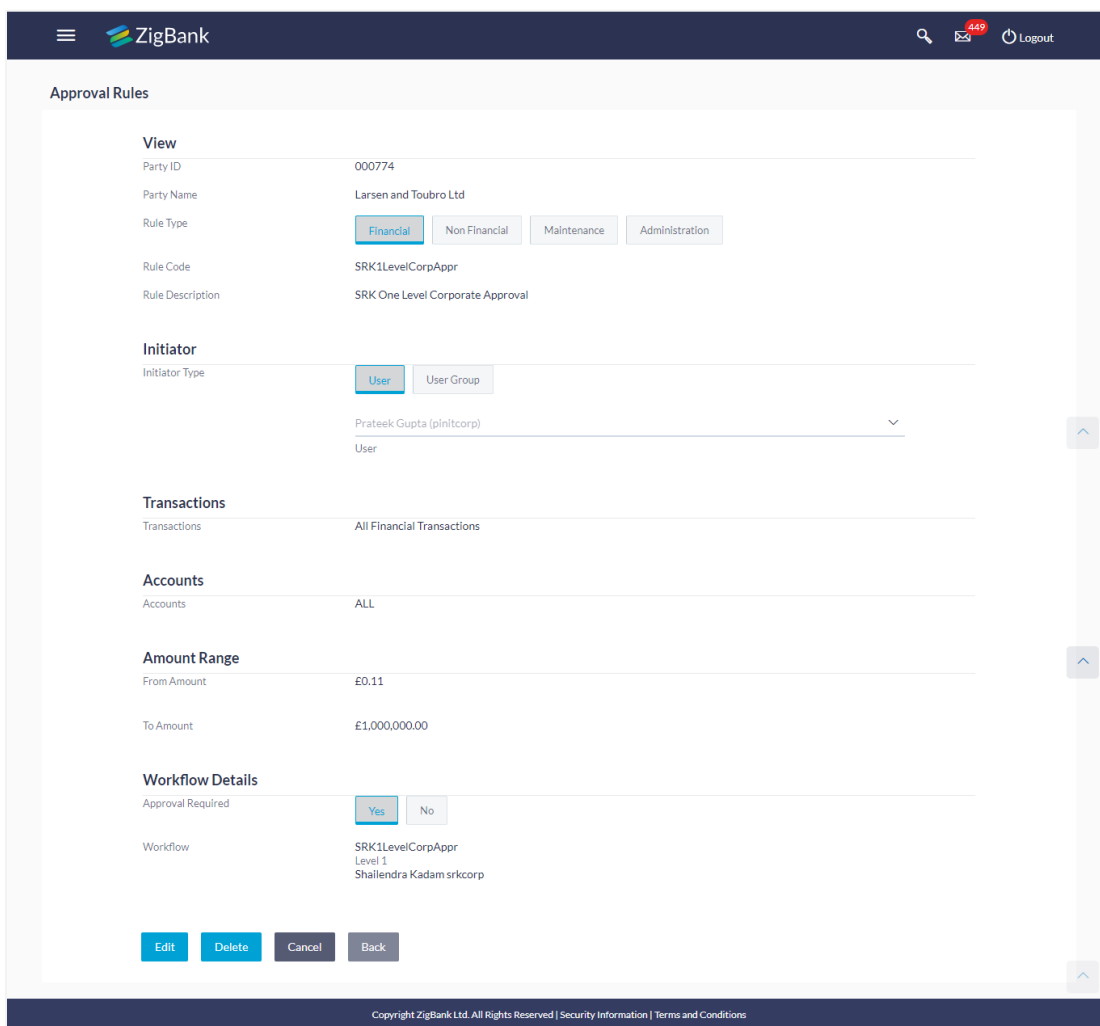
7.2.10 Approval Rules - View

On accessing 'Rules Management' menu option, and searching rules by providing party ID, summarized view of all the approval rules maintained (if any) for the party are displayed on the screen. Further drill down is given on the each rule to view the details of approval rule.

To view the approval rules for corporate users:

1. In the **Approval Rules** screen, enter the search parameters and click **Search**. The **Approval Rules** screen with both Party ID and Party Name appears.
2. Click the **Party ID** link, to view details. The **Approval Rule - Summary** screen appears.
3. Click the **Rule Code** link, for which you want to view the details. The **Approval Rules - View** screen appears.

Approval Rules View



Field Description

Field Name	Description
View	
Party Id	Party ID for which an approval rule is to be viewed.
Party Name	Party name of Party ID for which an approval rule is to be viewed.
Rule Type	Transaction rule type for which the approval rule is set up. The transaction rule types are: <ul style="list-style-type: none"> • Financial • Non Financial • Maintenance • Administration
Rule Code	Approval rule code.
Rule Description	Approval rule description.
Initiator	
Initiator Type	Initiator type specified while creating a rule.
User Name / User Groups	Name of the user or user group defined as initiator for the rule condition.
Transactions	Transaction for which the rule is set up.
Accounts	Field will display the account for which rule being viewed is set up This field appears if you select Financial and Non Financial in the Rule Type field.
From Amount/ To Amount	Transactions allowed for the user between the amount range. This field appears if you select Financial in the Rule Type field.
Workflow Details	
Approval Required	Field displays whether approval is required or not.
Workflow Details	Field displays the approval workflow details along with the defined approval levels. This field appears if you select Yes in the Approval Required field.

4. Click **Edit** to edit the approval rule. The **Approval Rule - Edit** screen with values in editable form appears.
OR
Click **Back** to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Delete** to delete the approval rule.
The application will prompt the administrator with a deletion message, Click **Yes** to confirm.
User is directed to **Admin Approval Rule – Delete** confirmation page.

7.2.11 Approval Rules - Edit

Bank administrator can edit the approval rules. An administrator is allowed to change the description of the rule and is also allowed to change the parameters associated with the specific approval rule.

Modifications in approval rule are allowed only if the party preference is in active status.

Edited rules are applicable for new transactions initiated post rule update. Previously initiated transactions which are pending approval will follow a rule which was applied at the time of transaction initiation.

To edit an approval workflow:

1. In the **Approval Rules** screen, enter the search parameters and click **Search**. The **Approval Rules** screen with both Party ID and Party Name appears.
2. Click the **Party ID** link, to view details. The **Approval Rule - Summary** screen appears.
3. Click the **Rule Code** link, for which you want to view the details. The **Approval Rules - View** screen appears.
4. Click **Edit** to edit the approval rule. The **Approval Rule - Edit** screen with values in editable form appears.

Approval Rules - Edit

Approval Rules

Edit

Party ID: 000774

Party Name: Larsen and Toubro Ltd

Rule Type:

Rule Code: SRK1LevelCorpAppr

Rule Description: SRK One Level Corporate Approval

Initiator

Initiator Type:

Prateek Gupta (plnitcorp)

User

Transactions

Transactions: All Financial Transactions

Accounts

Accounts: All

Amount Range

From Amount: £0.11

To Amount: £1,000,000.00

Workflow Details

Approval Required:

Workflow: SRK1LevelCorpAppr

Level 1
Shallendra Kadam srkcorp

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Field Description

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

Edit

Party Id Party ID for which an approval rule is to be modified.

Party Name Party name of Party ID for which an approval rule is to be modified.

Field Name	Description
Rule Type	<p>Transaction rule type for which the approval rule is set up will be displayed.</p> <p>The transaction rule types are:</p> <ul style="list-style-type: none"> • Financial • Non Financial • Maintenance • Administration
Rule Code	Approval rule code provided by the user.
Rule Description	Approval rule description provided by the user in editable form.
Initiator	
Initiator Type	Initiator type who initiates the transaction will be displayed in editable form.
User Name / User Groups	<p>Name of the user or user group as initiator will be displayed in editable form.</p> <p>If initiator is selected as User, then all the users belonging to the party will be listed for selection.</p> <p>If initiator is selected as User Group, then all the user groups belonging to the party will be listed for selection.</p>
Transactions	<p>Type of transactions to set the approval rules will be displayed in editable form.</p> <p>Type of transactions depends on the selection of rule type.</p>
Accounts	<p>Type of accounts will be displayed in editable form.</p> <p>This field appears if you select Financial and Non Financial in the Rule Type field.</p>
From Amount/ To Amount	<p>Transactions allowed for the user between the defined amounts ranges will be displayed in editable form.</p> <p>This field appears if you select Financial in the Rule Type field.</p>
Workflow Details	
Approval Required	Whether approval is required will be displayed in editable form.
Workflow Details	<p>Details of the approval workflow along with the defined approval levels for a condition will be displayed in editable form.</p> <p>This field appears if you select Yes in the Approval Required field.</p>

5. Edit the required details.
6. Click **Save** to save the approval rule.
OR
Click **Back** to cancel the operation and to go back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
7. The **Approval Rule - Edit Review** screen appears post necessary validations. Verify the details, and click Confirm.
OR
8. Click **Edit** to make the changes if any.
The **Approval Rule - Edit** screen with values in editable form appears.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.6.
9. The success message of saving the approval rule modification appears along with the transaction reference number and status.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

FAQs

1. How many approval levels can I set up in the system?

Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow. Whereas, maximum levels of approvals that the user can set is configurable as Day0.

2. Which approval rule will get applied when multiple applicable approval rules are found for specific transaction?

In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the complex rule amongst all the applicable rules is applied for approval.

3. What happens to the approval process when approval rule gets edited and a transaction is pending with one of the approver for approval?

Edited rules are applicable for new transactions initiated post rule update. Previously initiated transactions which are pending approval will follow a rule which was applied at the time of transaction initiation.

8. Workflow Configuration

Banks across different geographies can have varied requirements with regards to sequence of steps in originations for different products.

Workflow configuration is an administrative maintenance using which the bank admin can define the sequence of the sections in application form for each of the products.

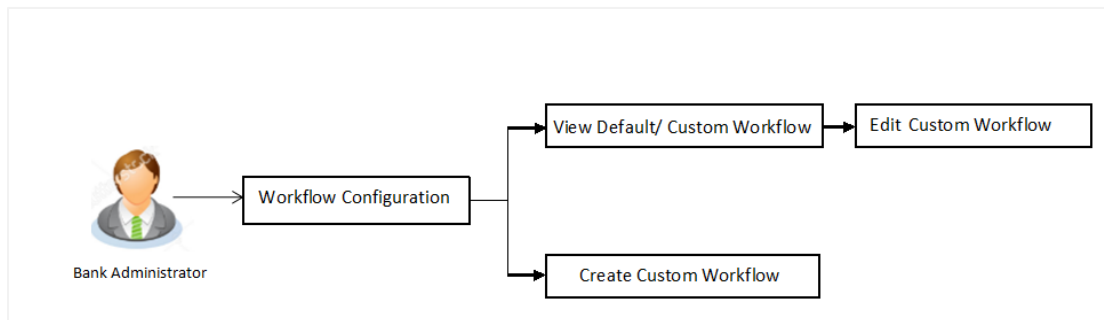
There will be a default workflow defined in the product as part of Day0 definition for each of the product along with identified set of steps.

Bank Admin will have an option to view the default workflow for each of the products. If the sequence defined for a product does not suit the bank requirements, the admin can opt to create a custom workflow by re-arranging the steps

Bank admin also will have a choice to decide on the workflow to be applied for products i.e. default / custom.

Prerequisites

- Transaction access is provided to Bank Administrator
- Default Workflow with set of steps applicable for a product is defined in the system



Features supported in application

Workflow configuration allows Bank Administrator to:

- View Default / Custom Workflow
- Create Custom Workflow
- Edit Custom Workflow

How to reach here:

Dashboard > Quick Links > Workflow Configuration > Product Configuration

Administrator Dashboard

Product Configuration

Field Description

Field Name	Description
Product Class	Select the product class for which the workflow needs to be viewed or custom workflow is to be defined.
Product	Select the product name for which the workflow needs to be viewed or configured. The list will be populated based on the Day 0 configurations done in the application.

Field Name	Description
Flow Type	<p>The available flow types for the product are displayed.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Default • Custom
Actions	<p>The available action buttons against each of the Flow Type is displayed.</p> <p>The action button can be:</p> <ul style="list-style-type: none"> • View: Click to view the workflow definition for the selected product. • Create Custom Flow: Click to define custom workflow for the selected product. This option will be available only if there is no custom workflow defined for the selected product. • Apply Flow: Click to apply the desired flow to the product.

1. In the **Action** column, click **View** to view the default/ custom workflow definition for the selected product.
OR
Click **Create Custom Flow** to create a new workflow.

8.1 Product Configuration - View Default Workflow

Using this option Bank Administrator can view the workflow definition for the selected product.

To view the product configuration:

1. From the **Product Name** list, select the appropriate product. The Flow Type, Status and Actions column appears.
2. In the **Action** column against the default workflow, click **View**. The **Product Configuration - View** screen appears.

Product Configuration - View

Product Configuration

View

Product Class: Loans

Product: Payday Loans

Flow Type: Default

Product Flow

Orientation Screen

Primary Information

Contact Information

Identification Information

Employment Information

Income Information

Account Information

Requirement Screen

Review Screen

Confirmation Screen

Cancel Back

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Field Description

Field Name	Description
Product Class	Product class as selected in the previous screen is displayed.
Product	Product name as selected in the previous screen is displayed.
Flow Type	<p>The flow type for the product against which the action of view is selected is displayed.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Default • Custom

Field Name	Description
Product Flow (Default)	<p data-bbox="529 283 1365 342">Default workflow defined for the selected product with the following steps is displayed:</p> <ul data-bbox="630 365 919 919" style="list-style-type: none"> <li data-bbox="630 365 821 388">• Portal page <li data-bbox="630 411 841 434">• State Pop-up <li data-bbox="630 457 889 480">• Orientation Page <li data-bbox="630 504 915 527">• Primary Information <li data-bbox="630 550 915 573">• Contact Information <li data-bbox="630 596 870 619">• Proof of Identity <li data-bbox="630 642 867 665">• Income Details <li data-bbox="630 688 834 711">• Account Info <li data-bbox="630 735 834 758">• Employment <li data-bbox="630 781 915 804">• Loan Requirements <li data-bbox="630 827 915 850">• Review and Submit <li data-bbox="630 873 786 896">• Confirm

3. Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
- OR
- Click **Back** to navigate to the previous screen.

8.2 Product Configuration - Create Custom Flow

Using this option, bank administrator can create the workflow configuration.

To create the product configuration:

1. In the **Product Configuration** screen, select the product class from **Product Class** field.

Product Configuration

Product Configuration

Product Class:

Product Name:

Flow Type	Status	Actions
Default	<input checked="" type="checkbox"/> Active	View
Custom	<input type="checkbox"/>	Create Custom Flow

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2. From the **Product Name** list, select the appropriate product.
3. In the **Action** column, click **Create Custom Flow**. The **Product Configuration - Create** screen appears.
The steps as defined in the default workflow will be displayed with an option to move the steps in the order as required.

At any point in time, the user will have an option to view the default workflow.

Product Configuration - Create Custom Flow

Product Configuration

Create

Product Class: Loans

Product: Payday Loans

Flow Type: Custom

Product Flow

Drag and drop blocks to customize your flow

[Show Default Flow](#)

- Orientation Screen
- Primary Information
- Identification Information
- Contact Information
- Employment Information
- Income Information
- Account Information
- Requirement Screen
- Review Screen
- Confirmation Screen

[Save](#) [Cancel](#) [Back](#)

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Field Description

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

Product Class	Product class as selected in the previous screen is displayed.
----------------------	--

Product	Product name as selected in the previous screen is displayed.
----------------	---

Flow Type	The flow type for the product as selected in the previous screen is displayed.
------------------	--

Field Name	Description
Product Flow	<p data-bbox="418 310 1373 367">Displays the default workflow defined for the selected product with the following steps and an option to move the steps in the desired sequence:</p> <ul data-bbox="540 394 834 947" style="list-style-type: none"> <li data-bbox="540 394 732 422">• Portal page <li data-bbox="540 443 751 470">• State Pop-up <li data-bbox="540 491 803 518">• Orientation Page <li data-bbox="540 539 826 567">• Primary Information <li data-bbox="540 588 834 615">• Contact Information <li data-bbox="540 636 781 663">• Proof of Identity <li data-bbox="540 684 781 711">• Income Details <li data-bbox="540 732 743 760">• Account Info <li data-bbox="540 781 751 808">• Employment <li data-bbox="540 829 829 856">• Loan Requirements <li data-bbox="540 877 826 905">• Review and Submit <li data-bbox="540 926 688 953">• Confirm <p data-bbox="418 968 1373 1054">The Primary Information, Contact Information, Proof of Identity, Proof of Identity, Income Details, Account Info, Employment and Loan Requirements steps can be moved to customize the workflow.</p>

-
4. Select the step to be moved,
 5. Click and drag the same in the area where it needs to be placed.
 6. Click **Save** to save the transaction.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
OR
Click **Show Default Flow** to view the default workflow for the product.
 7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
OR
Click **Cancel** to cancel the transaction.
 8. The success message appears along with the transaction reference number.
Click **OK** to complete the transaction.

8.3 Product Configuration - View Custom Workflow

Using this option Bank Administrator can view the workflow definition created by them.

To view the custom workflow:

1. From the **Product** list, select the appropriate product.
2. In the **Action** column against the custom workflow, click **View**. The **Product Configuration - View** screen appears.

Product Configuration - View Custom Workflow

The screenshot shows the 'Product Configuration - View Custom Workflow' interface. At the top, there is a dark blue header with the ZigBank logo, a search icon, an envelope icon, and a 'Logout' button. Below the header, the page is titled 'Product Configuration'. Underneath, there is a 'Custom View' section with a table showing product details:

Product Class	Loans
Product	Payday Loans
Flow Type	Custom

Below the table is the 'Product Flow' section. It features a 'Custom Flow' label and a 'Show Default Flow' button. A vertical list of workflow steps is displayed on the left side of the screen:

- Orientation Screen
- Income Information
- Primary Information
- Employment Information
- Requirement Screen
- Account Information
- Identification Information
- Contact Information
- Review Screen
- Confirmation Screen

At the bottom of the screen, there are three buttons: 'Cancel', 'Edit', and 'Back'. A footer at the very bottom contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

Product Class Product class as selected in the previous screen is displayed.

Product Product name as selected in the previous screen is displayed.

Flow Type The flow type for the product as selected in the previous screen is displayed.

Product Flow Displays the custom workflow defined for the selected product with the following steps is displayed:

- Portal page
- State Pop-up
- Orientation Page
- Primary Information
- Contact Information
- Proof of Identity
- Income Details
- Account Info
- Employment
- Loan Requirements
- Review and Submit
- Confirm

The Primary Information, Contact Information, Proof of Identity, Proof of Identity, Income Details, Account Info, Employment and Loan Requirements steps can be moved to customize the workflow.

-
3. Click **Edit** to edit the workflow configuration. The **Product Configuration - Edit** screen appears.
OR
Click **Show Default Flow** to view the default workflow for the product.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.

8.4 Product Configuration - Edit

If the custom workflow defined for a product does not suit the business needs, then bank administrator can edit the defined custom workflow. To edit custom workflow, bank admin will need to follow the steps mentioned below:

To edit the product configuration:

1. From the **Product** list, select the appropriate product.
2. In the **Action** column, click **View against the Custom Workflow option**. The **Product Configuration - View** screen appears.
3. Click **Edit** to edit the workflow configuration. The **Product Configuration - Edit** screen appears.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.

Product Configuration - Edit

The screenshot displays the 'Product Configuration - Edit' interface. At the top, the ZigBank logo and navigation icons are visible. The main content area is divided into two sections: 'Edit' and 'Product Flow'. The 'Edit' section contains a table with the following data:

Product Class	Loans
Product	Payday Loans
Flow Type	Custom

Below the 'Edit' section is the 'Product Flow' section, which includes a 'Show Default Flow' button and a list of drag-and-drop blocks for customizing the flow:

- Orientation Screen
- Income Information
- Primary Information
- Employment Information
- Requirement Screen
- Account Information
- Identification Information
- Contact Information
- Review Screen
- Confirmation Screen

At the bottom of the screen, there are three buttons: 'Save', 'Cancel', and 'Back'. The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

Product Class	Product class as selected in the previous screen is displayed.
----------------------	--

Product	Product name as selected in the previous screen is displayed.
----------------	---

Flow Type	The flow type for the product as selected in the previous screen is displayed.
------------------	--

Product Flow (Default)	Displays the default workflow defined for the selected product with the following steps:
-------------------------------	--

- Portal page
- State Pop-up
- Orientation Page
- Primary Information
- Contact Information
- Proof of Identity
- Income Details
- Account Info
- Employment
- Loan Requirements
- Review and Submit
- Confirm

This will be displayed if **Show Default Flow** button has been clicked.

Field Name	Description
Product Flow (Custom)	<p>Displays the custom workflow defined for the selected product with the following steps:</p> <ul style="list-style-type: none"> • Portal page • State Pop-up • Orientation Page • Primary Information • Contact Information • Proof of Identity • Income Details • Account Info • Employment • Loan Requirements • Review and Submit • Confirm <p>The Primary Information, Contact Information, Proof of Identity, Proof of Identity, Income Details, Account Info, Employment and Loan Requirements steps can be moved to customize the workflow.</p>

4. Select the step to be moved.
5. Click and drag the same in the area where it needs to be placed.
6. Click **Save** to save the transaction.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
OR
Click **Show Default Flow** to view the default workflow for the product.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
OR
Click **Cancel** to cancel the transaction.
8. The success message appears along with the transaction reference number.
Click **OK** to complete the transaction.

9. Role Transaction Mapping

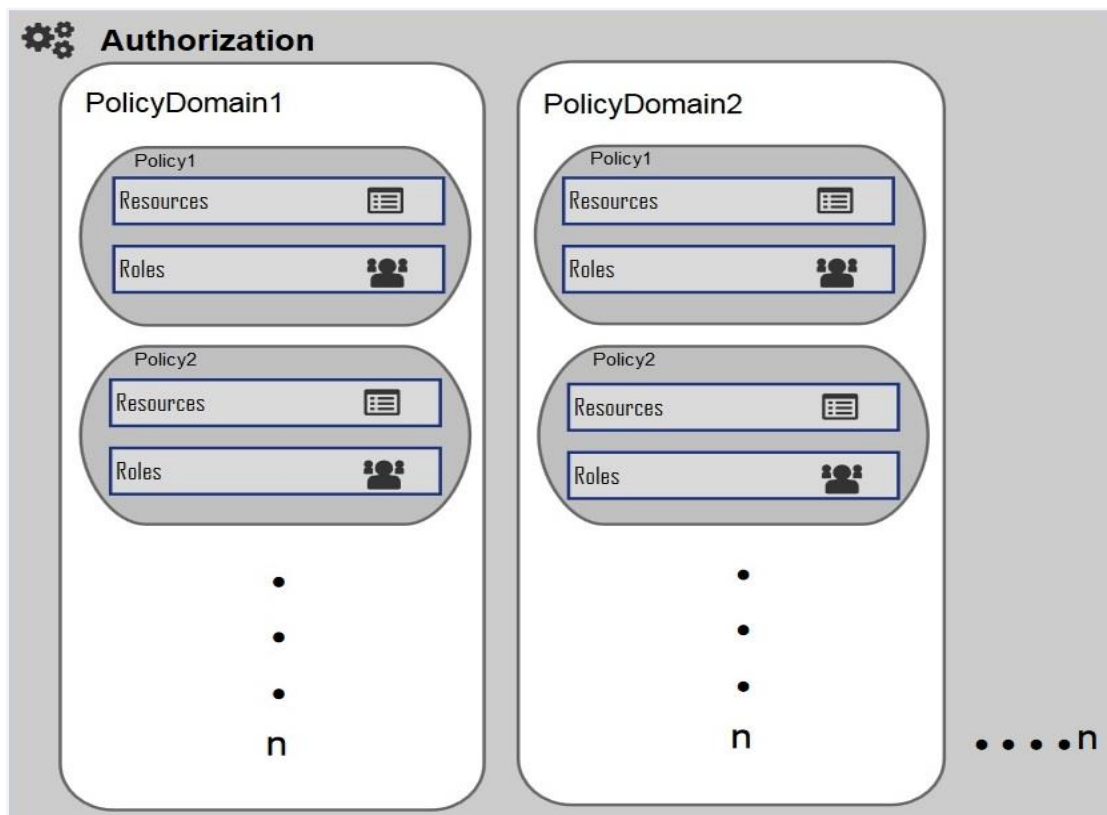
9.1 Authorization Workflow

Authorization is unified user role management system which entitles user a particular authority known as '**Role**' against a targeted '**Resource**' of an application. Authorization allows an organization to protect its resources by defining and managing policies that control access to, and usage of, these resources.

Access privileges are defined in a policy by specifying who can do what to which resource. Current Authorization supports the creation of Role Based Authorization Policies. This mapping allows users in external groups to access resources as specified by the Application Roles.

Authorization consists of multiple policy domains for logical separation of policies. Each Policy Domain holds multiple policies for that policy domain. Policy determines access permissions on different resources specific to each entity. The policy consists of relation between one or more resources/ entitlements and roles.

Below diagram shows the relationship and hierarchy of Authorization components like Policy Domain, Policy, Resources, and Roles.



Policy Domain

A Policy Domain is a container for multiple policies created in the system.

One policy domain holds group of policies defined for a specific region. Administrator can create, update, delete Policy domain.

Policy

Policy defines mapping between resources/entitlements and application roles/enterprise roles.

Each policy can be designed to PERMIT or DENY access to resources depending on business regulations. Policy can have multiple resources or multiple application roles.

When there is a need for a group two or more resources, administrator can create an entitlement and add it in the policy for user authentication.

Resource

A Resource is the complete path of a method provided in the code. As per the business policy, the administrator may want to give access to that code only after login. In such a scenario, this particular resource is added to a policy for a given user role.

Application Role

Application role is a logical grouping of one or many enterprise roles.

It defines criteria for mapping enterprise Roles to a user defined role. One target Application may have several different Application Roles, with each one assigned a different set of privileges offering more fine-grained access.

One Enterprise Role can be mapped to many Application Roles. For example, the Enterprise Role employee (stored in LDAP-based identity store) can be mapped to the Application Role customer support member (defined in one Application) and to the Application Role IT member (defined in another Application).

Role to Transaction Mapping (Authorization) allows the system administrator to:

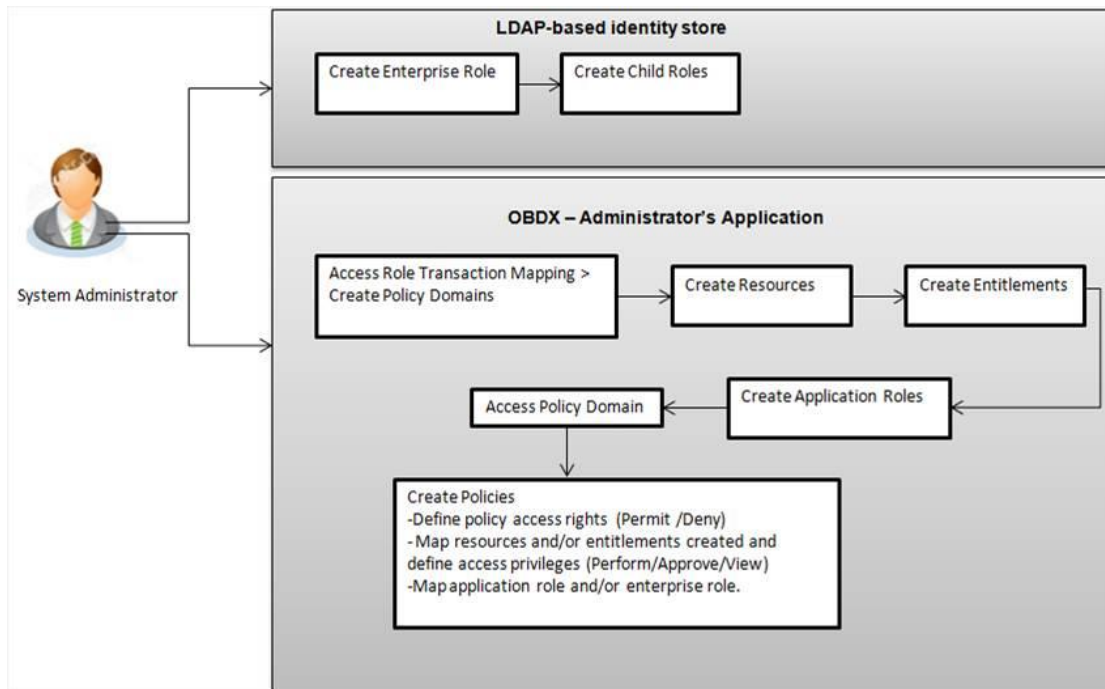
- Create and Update Policy Domain
- Create, View and Edit Policies
- Create, View and Edit Application Resource
- Create, View and Update Application Role
- Create, View and Update Entitlement

Business scenario 1

- ZigBank wants to create three enterprise roles – Administrator, Corporate users, Retail users (Define in LDAP based identity store)
- Further, the requirement is to enable following child roles under each enterprise role (Define in LDAP based identity store)
 - Administrator – Maker and Approver
 - Corporate Users – Maker, Viewer, Approver, Corporate Admin Maker, Corporate Admin Approver
 - Retail User – Customer

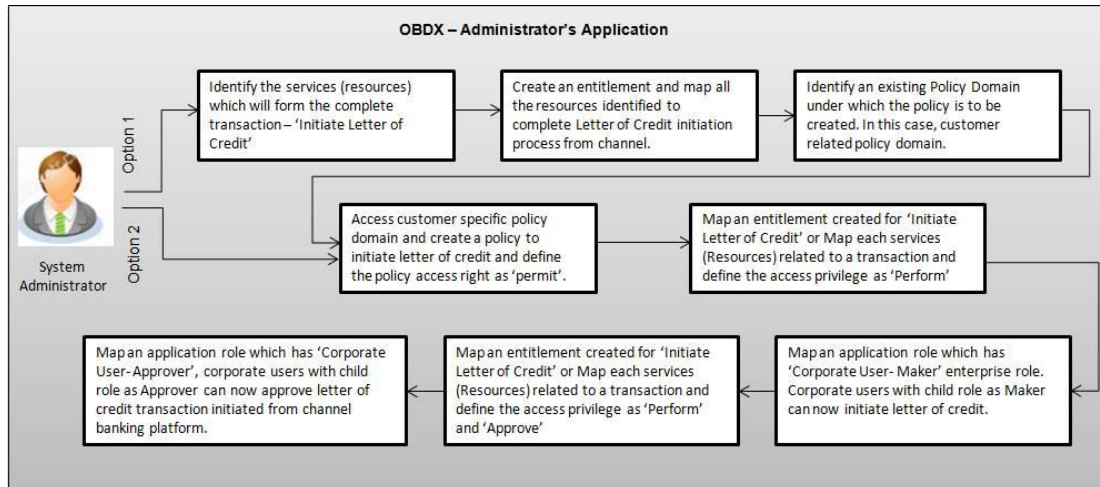
- Out of box, 2 Domains are available, one for administrator types of users and another is for bank's customers. Additional domain can be created, if required.
- Create resources for new transactions in addition to the resources which are available out of box (Resource is the complete path of a method provided in the code),
- Create entitlements e.g. create an entitlement with all payment related resources. (entitlement is logical grouping of resources)
- Create one application role and map to all required enterprise roles for commonly used transactions like mailbox, change password etc if required.
- Access policy Domain > ZBAdmin.
 - Create a policy and define policy effect - Permit or Deny
 - Map resources and/or entitlements created and define access privileges (Perform/Approve/View)
 - Map application role and/or enterprise role.

Workflow



Business scenario 2

After few months of Bank's operation, Zigbank wants to now introduce the functionality to 'Initiate Letter of credit' from channel banking platform and wants to enable the feature only to Corporate User with child role as Maker so that the users can initiate the transaction from channel. Also the requirement is that a Corporate User with child role as Approver should be able to approve the transaction initiated by maker.



9.2 Role Transaction Mapping - Policy Domain

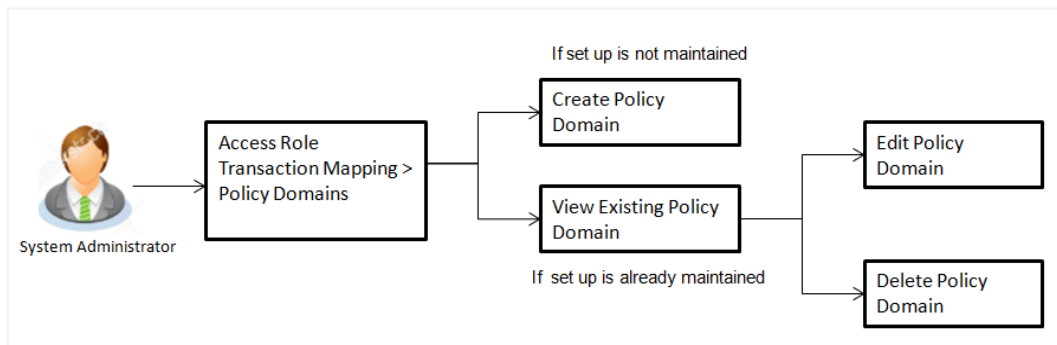
Administration of the policies securing one protected application may be delegated using one or more (optional) Policy Domains. The use of multiple Policy Domains allows policies to be partitioned according to some defined logic, such as the architecture of the protected application or depending on business purpose for securing various resources.

Using this option you can create, edit and delete the policy domain. The Policy Domain is the parent screen from which you can create and edit the policies.

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.

Workflow



Features supported in application

Using this option system administrator can perform the following actions:

- Create Policy Domains
- View Policy Domains
- Edit Policy Domains
- Delete Policy Domains

How to reach here:

Administration Dashboard > Role Transaction Mapping > Policy Domain

9.2.1 Create Policy Domain

System administrator logs into the system and navigates to the Role Transaction Mapping screen. On accessing the transaction, policy domains maintained if any are listed displayed on the screen. User can opt to view the details of existing policy domain or can create new policy domain using this screen.


To create a new policy domain

1. In the **Policy Domain** section, click **Create**. The **Create New Policy** screen appears.

Create Policy Domain

Field Description


Field Name	Description
Name	Name of the policy domain.
Description	Description of the policy domain.

2. In the **Name** field, enter the name of the policy domain.
3. In the **Description** field, enter the description of the policy domain.
4. Click **Create**.
OR
Click **Cancel** to cancel the transaction.
5. The success message appears. Click  if you want to edit the policy domain.

9.2.2 Update Policy Domain

This function enables the system administrator to edit the description of existing policy domain.

To edit a policy domain:

1. Click  of the record which you want to edit. The **Update Policy Domain** section appears.

Update Policy Domain

Authorization Workflow


Update Policy Domain

Name: OFSSAdmin_Policy

Description: OFSSAdmin_Policy

Apply Cancel


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2. In the **Description** field, edit/ update the description of the policy domain if required.
3. Click **Apply**.
OR
Click **Cancel** to cancel the transaction.
4. The screen with success message appears. Click  if you want to delete the record.

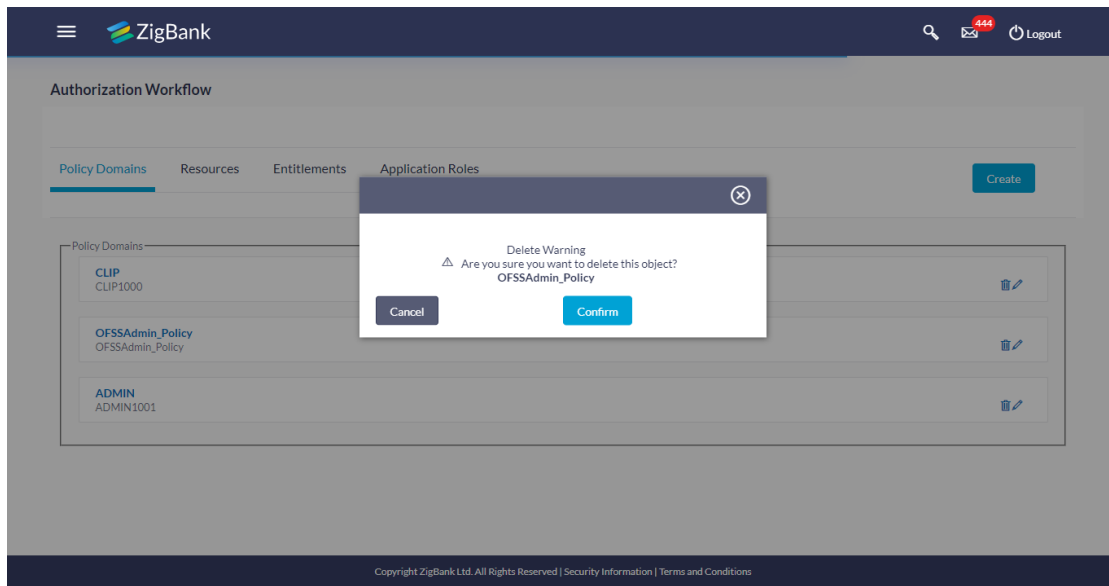
9.2.3 Delete Policy Domain

Using this option system administrator can delete an existing policy domain.

To delete a policy domain:

1. Click  for the record which you want to delete. The **Delete Warning** message appears.

Delete Policy Domain



2. Click **Confirm**. The **Policy Domain** screen with the successful object deletion message appears.
OR
Click **Cancel** to abort the policy domain deletion process.

9.3 Role Transaction Mapping (Authorization) - Policy

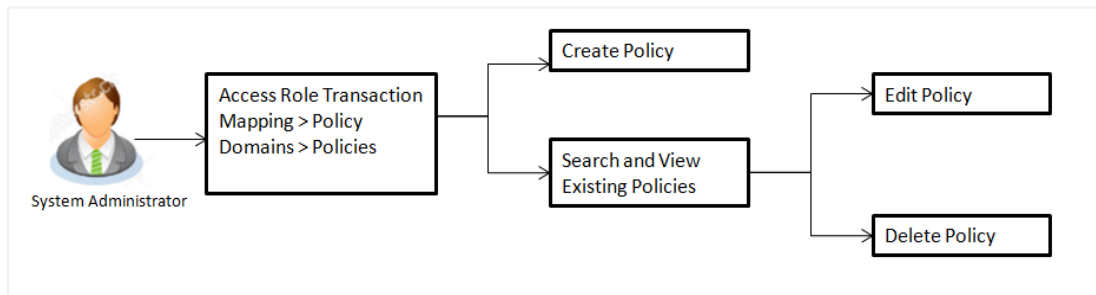
An Authorization Policy specifies whether an entity (Application Role/ Enterprise Role) is allowed on protected targets (Resources/ Entitlements). An Authorization Policy defines mapping between resources/ entitlements and application roles/ enterprise roles. Each policy can be designed to PERMIT or DENY access to targets depending on business regulations. Policy can have multiple resources or multiple application roles.

Note: While creating/ updating policy, the system administrator must add at least one resource or entitlement and at least one application role or enterprise role.

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Policy domain is maintained.

Workflow



Features supported in application

Using this option system administrator can perform the following actions:

- Create Policy
- View Policy
- Edit Policy
- Delete Policy

How to reach here:

Administration Dashboard > Role Transaction Mapping > Policy Domain > Policies

9.3.1 Search Policies

Policies maintained (if any) are displayed on the screen after searching with valid input. User can opt to view the details of existing rule or can create new Policy using this screen.

To search policies

1. In the **Policy Domain** section, click the required policy link. The **Policies** screen appears.

Policies

The screenshot shows the 'Policies' page in the ZigBank Authorization Workflow. The page has a dark blue header with the ZigBank logo and navigation icons. Below the header, there are tabs for 'Policy Domains', 'Resources', 'Entitlements', 'Application Roles', and 'Policies'. The 'Policies' tab is active. A 'Create' button is at the top left of the form. The form contains the following fields:

- Policy Name: _____
- Application Role Name: _____
- Resource Name: _____
- Effect: Permit Deny
- Enterprise Role Name: _____
- Entitlement Name: _____

At the bottom of the form are 'Search' and 'Reset' buttons. The footer of the page contains the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Policy Name	Name of the policy.
Effect	Type of effect. The options can be: <ul style="list-style-type: none"> • Permit • Deny
Application Role Name	Name of the application role.
Enterprise Role Name	Name of the enterprise role.
Resource Name	Name of the resource.
Entitlement Name	Name of the entitlement.

- Click **Search**.
- The **Policies** screen with search results appears. Click **Reset** to reset the search parameters.

Search Policy - Search Results

☰
🔍 444 🏠 Logout

Authorization Workflow

Policy Domains Resources Entitlements Application Roles **Policies**
Create

Policy Name	<input type="text"/>	Effect	<input checked="" type="radio"/> Permit <input type="radio"/> Deny
Application Role Name	<input type="text"/>	Enterprise Role Name	<input type="text"/>
Resource Name	<input type="text"/>	Entitlement Name	<input type="text"/>

Search
Reset

Policies

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[Application Roles](#) | [Enterprise Roles](#) | [Resources](#) | [Entitlements](#)

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[Application Roles](#) | [Enterprise Roles](#) | [Resources](#) | [Entitlements](#)

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[Application Roles](#) | [Enterprise Roles](#) | [Resources](#) | [Entitlements](#)

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[Application Roles](#) | [Enterprise Roles](#) | [Resources](#) | [Entitlements](#)

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[Application Roles](#) | [Enterprise Roles](#) | [Resources](#) | [Entitlements](#)

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[Application Roles](#) | [Enterprise Roles](#) | [Resources](#) | [Entitlements](#)

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[Application Roles](#) | [Enterprise Roles](#) | [Resources](#) | [Entitlements](#)

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[Application Roles](#) | [Enterprise Roles](#) | [Resources](#) | [Entitlements](#)

🗑️ ✎

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Field Description

Field Name	Description
Policies	You can view the following policy details: <ul style="list-style-type: none"> • Policy Name • Policy Description

4. Click . The **Edit Policy** section appears.
OR
Click . The **Delete Warning** message appears.
OR
Click the **Application Roles** link to view the Application Roles currently mapped to the policy.
OR
Click the **Enterprise Roles** link to view the Enterprise Roles currently mapped to the policy.
OR
Click the **Resources** link to view the Resources currently mapped to the policy.
OR
Click the **Entitlements** link to view the Entitlements currently mapped to the policy.

9.3.2 Create New Policy

Using this option system administrator can create a new policy.

To create a new policy

1. In the **Policy Domain** section, click the required policy link. The **Add New Policy** section appears.
2. Click **Create**. The **Create New Policy** screen appears.

Create New Policy

ZigBank 441 Logout

Authorization Workflow

Effect: Permit Deny

Name: Policy11

Description: Adminpolicy

Map Resources

Resource Type	Permissions
com.ofss.dltx.app.approval.service.us	<input checked="" type="checkbox"/> Perform
ergroup.UserGroup.lst	<input checked="" type="checkbox"/> Approve
com.ofss.dltx.app.approval.service.us	<input checked="" type="checkbox"/> View
ergroup.UserGroup.lstDescription	
com.ofss.dltx.app.approval.service.us	
ergroup.UserGroup.lstDisplayName	

Map Entitlements

Added Entitlements
TestAuthEntitlement
TestAuthEntitlement
TestAuthEntitlement

Map Application Roles

Added Application Roles
CorporateAdminChecker
CorporateAdminCheckerDisplayName
CorporateAdminCheckerDescription
CorporateAdminMaker
CorporateAdminMakerDisplayName
CorporateAdminMakerDescription

Map Enterprise Roles



Added Enterprise Roles
anonymous-role
AuthAdmin
Administrator
RetailUser
Maker

Create Cancel

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Field Description

Field Name	Description
Effect	Type of effect. The options can be: <ul style="list-style-type: none"> • Permit • Deny
Name	Name of the policy.
Description	The description of policy.
Map Resources	
Resource Type	Type of resources.
Resource Name	Name of the enterprise role.
Map Entitlements	
Resource Name	Name of the resource.
Entitlement Name	Name of the entitlement.
Resource Name	Name of the resource.
Map Application Roles	
Application Role Name	Name of the entitlement.
Enterprise Role Name	Name of the resource.
Map Enterprise Roles	
Enterprise Role Name	Name of the entitlement.
Resource Name	Name of the resource.


- In the **Effect** field, select the appropriate option.
- In the **Name** field, enter the name of the policy.
- In the **Description** field, enter the description of the policy.
- In the **Map Resources** section, click .
- The **Create New Policy** screen with expanded **Map Resources** section appears. Click **Search**.
- The **Create New Policy – Map Resources** screen with search results appears. Select a resource to be mapped and click .
- Click **Done**.

10. The **Create New Policy** screen with **Added Resources** section appears. Repeat the steps 6 to 9 for **Map Entitlements**, **Map Application Roles** and **Map Enterprise Roles** section.
11. Click **Create**. The success message appears.
OR
Click **Cancel** to cancel the transaction.

9.3.3 Edit Policy

Using this option system administrator can edit or update the details of an existing policy.

To edit a policy:

1. Repeat step 2 of **Search Policy** section.
2. Click  of the record which you want to edit. The **Edit Policy** section appears.

Edit Policy


The screenshot displays the 'Edit Policy' configuration page. At the top, the ZigBank logo and navigation icons are visible. The main content area is titled 'Authorization Workflow' and includes the following elements:

- Effect:** Radio buttons for 'Permit' (selected) and 'Deny'.
- Name:** A text field containing 'Policy11'.
- Description:** A text field containing 'Adminpolicy'.
- Map Resources:** A section with a '+' icon and two columns of resource entries. Each entry includes a 'Resource Type' and three checkboxes: 'Perform', 'Approve', and 'View'.

Resource Type	Perform	Approve	View
com.ofss.digx.app.approval.service.usergroup.UserGroup.list	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
com.ofss.digx.app.approval.service.usergroup.UserGroup.listDescription	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
com.ofss.digx.app.approval.service.usergroup.UserGroup.listDisplayName	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
com.ofss.digx.app.approval.service.e.rule.Rule.update	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
com.ofss.digx.app.approval.service.e.rule.Rule.updateDescription	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
com.ofss.digx.app.approval.service.e.rule.Rule.updateDisplayName	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
- Map Entitlements:** A section with a '+' icon and a list of 'Added Entitlements' containing 'TestAuthEntitlement' (listed twice).
- Map Application Roles:** A section with a '+' icon and a list of 'Added Application Roles' containing 'CorporateAdminChecker' (with its display and description) and 'CorporateAdminMaker' (with its display and description).
- Map Enterprise Roles:** A section with a '+' icon and a list of 'Added Enterprise Roles' containing 'anonymous-role', 'AuthAdmin', 'Administrator', 'RetailUser', and 'Maker'.

At the bottom right of the form, there are two buttons: 'Apply' (highlighted in blue) and 'Cancel'.


3. In the **Description** field, edit /update the description of the policy domain if required.
4. Update the Map Resources, Map Entitlements, Map Application Roles and Map Enterprise Roles section if required.
5. Click **Apply**.
OR
Click **Cancel** to cancel the transaction.

6. The screen with success message appears. Click  if you want to delete the record.

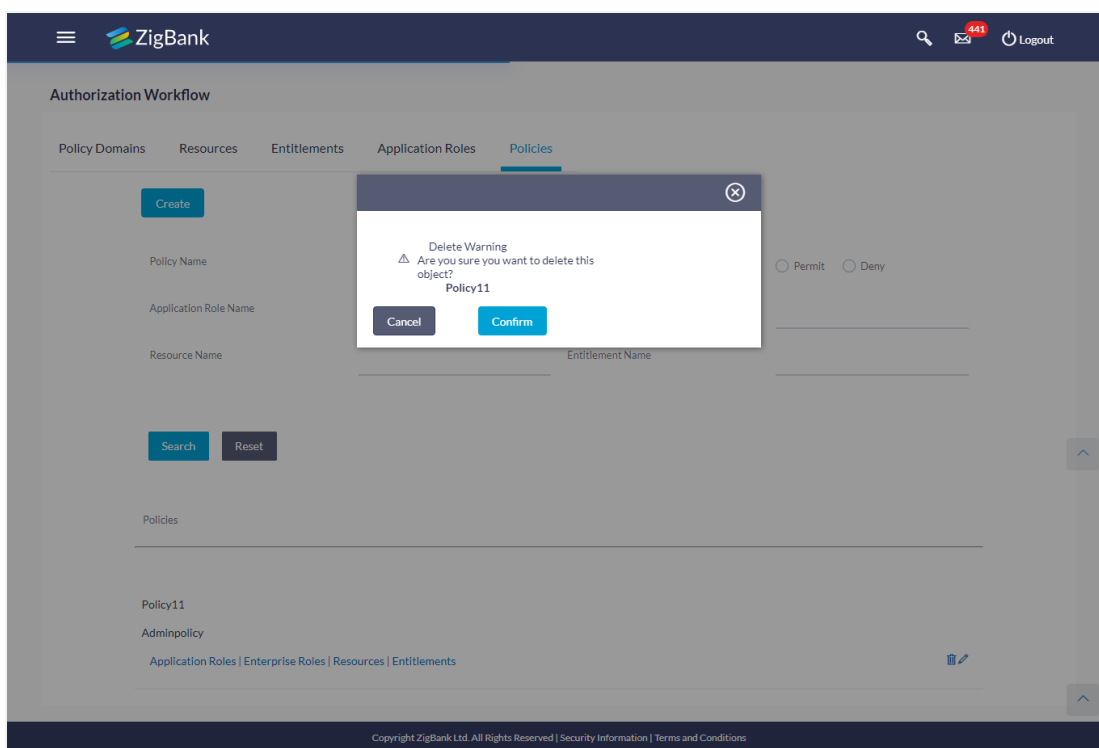
9.3.4 Delete Policy

Using this option system administrator can delete an existing policy.

To delete a policy:

1. Repeat step 2 of **Search Policy** section.
2. Click  for the record which you want to delete. The **Delete Warning** message appears.

Delete Policy



3. Click **Confirm**.
The **Policy** screen with the successful object deletion message appears.

9.4 Application Resource

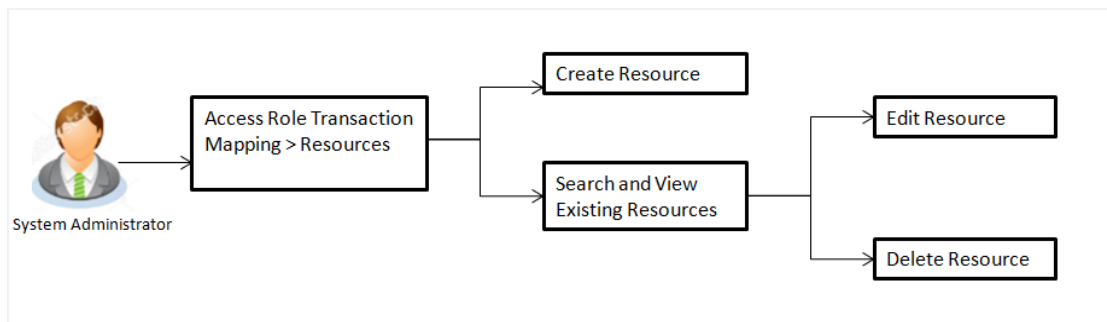
The system administrator can search resource / resources, create a new resource, edit and delete the existing resource. Below are the types of available resources:

- Service
- Service Response
- UI Component
- Page

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.

Workflow



Features supported in application

Using this option system administrator can perform the following actions:

- Create Resources
- View Resource
- Edit Resource
- Delete Resource

How to reach here:

Administration Dashboard > Role Transaction Mapping > Resource

9.4.1 Search Resource

Using this option, system administrator can search resource/ resources based on the search criteria. Administrator can view the list of all the resources, if the search parameters are not specified.

To search resource/ resources:

1. In the **Role Transaction Mapping** screen, click the Resources link. The **Resources** screen appears Authorization.

Search Resource

Authorization Workflow

Policy Domains **Resources** Entitlements Application Roles Policies

Create

Resource Type Service Service Response UI Component Page

Resource Name

Search Reset

Resources

com.ofss.digx.app.approval.service.rule.Rule.update com.ofss.digx.app.approval.service.rule.Rule.updateDescription com.ofss.digx.app.approval.service.rule.Rule.updateDisplayName	Resource Type: SVC		
com.ofss.digx.app.approval.service.usergroup.UserGroup.list com.ofss.digx.app.approval.service.usergroup.UserGroup.listDescription com.ofss.digx.app.approval.service.usergroup.UserGroup.listDisplayName	Resource Type: SVC		
com.ofss.digx.app.approval.service.workflow.Workflow.update com.ofss.digx.app.approval.service.workflow.Workflow.updateDescription	Resource Type: SVC		
com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.read com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.readDescription com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.readDisplayName	Resource Type: SVC		
com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.create com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.createDescription com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.createDisplayName	Resource Type: SVC		
com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.update com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.updateDescription com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.updateDisplayName	Resource Type: SVC		

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Field Description

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

Search Users

Resource Type	The type of resource. The options are:
----------------------	---

- Service
- Service Response
- UI Component
- Page



Field Name	Description
Resource Name	Name of the resource.

2. Click **Search**.
3. The **Role Transaction Mapping** screen with search results appear based on the search parameters. Click **Reset** to reset the search parameters.

Search Resource - Search Results

Field Description

Field Name	Description
Resources	You can view the following resource details: <ul style="list-style-type: none"> • Resource Id • Resource Name • Resource Display Name • Resource Description

4. To edit a resource, click . The **Edit Resource** section appears.
5. To delete a resource, click . The **Delete Warning** message appears.
6. To view the mapping details, click the **Mapping Details** link. The **Mapping Details** section appears.

9.4.2 Create New Resource

Using this option, system administrator can create a new resource.

To create a resource:

1. In the **Role Transaction Mapping - Resources** screen, click **Create**. The **Create New Resource** screen appears.

Create New Resource

The screenshot shows a web interface for creating a new resource. The header includes the ZigBank logo and navigation icons. The main content area is titled 'Authorization Workflow' and contains a form with the following fields and values:

- Name:** Johnsmith
- Description:** resource:john
- Display Name:** Johnie
- Resource Type:** Service (selected), UI Component, Page, Service Response
- Action Type:** Perform (selected), View, Show Value, Show Enabled

At the bottom of the form are 'Create' and 'Cancel' buttons. The footer of the page contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name

Description

Name

Name of the resource.

Description

Description of the resource.

Display Name

Display name of the resource.

Resource Type

Type of resource.

The options are:

- Service
- Service Response
- UI Component
- Page

Action Type

Type of action.

The options are:

- Perform
- Show Value
- Show Enabled
- View


2. In the **Name** field, enter the name of the resource.
3. In the **Description** field, enter the description of the resource.

4. In the **Display Name** field, enter the display name of the resource.
5. Click **Create**. The screen with success message appears.
OR
Click **Cancel** to cancel the transaction.

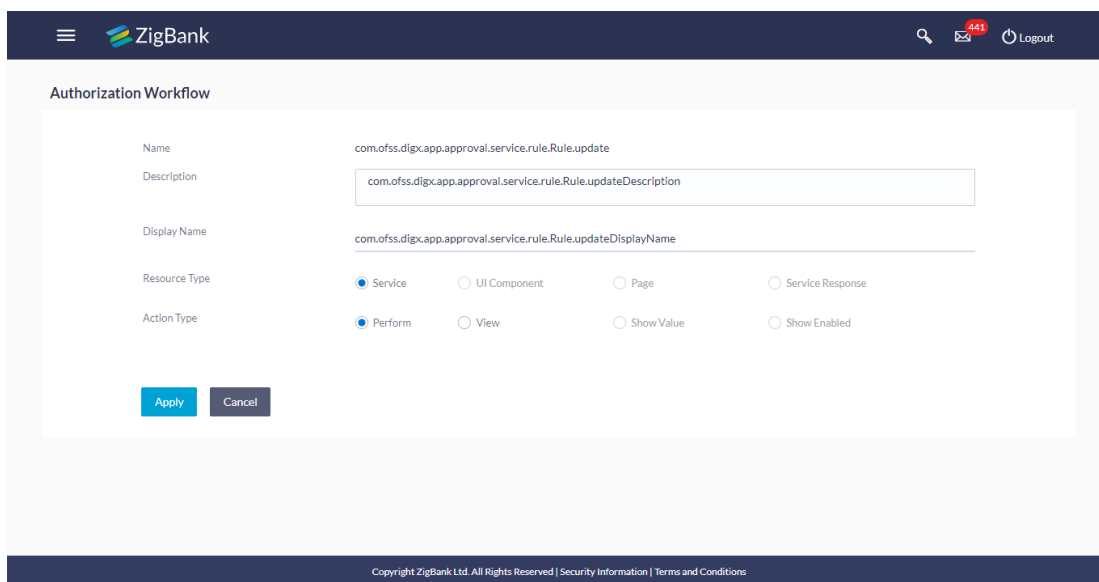
9.4.3 Edit Resource

Using this option system administrator can edit or update the details of an existing resource.

To edit a resource:

1. Repeat step 2 of **Search Resource** section.
2. To edit a resource, select a record and click . The **Edit Resource** section appears.

Edit Resource



The screenshot shows the 'Edit Resource' form in the ZigBank system. The form is titled 'Authorization Workflow' and contains the following fields and options:

- Name:** com.ofss.dltx.app.approval.service.rule.Rule.update
- Description:** com.ofss.dltx.app.approval.service.rule.Rule.updateDescription
- Display Name:** com.ofss.dltx.app.approval.service.rule.Rule.updateDisplayName
- Resource Type:**
 - Service
 - UI Component
 - Page
 - Service Response
- Action Type:**
 - Perform
 - View
 - Show Value
 - Show Enabled

At the bottom of the form, there are two buttons: 'Apply' (in blue) and 'Cancel' (in grey). The footer of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

3. In the **Description** field, enter the description of the resource.
4. In the **Display Name** field, enter the display name of the resource.
5. Click **Apply**. The screen with success message appears
OR
Click **Cancel** to cancel the transaction.

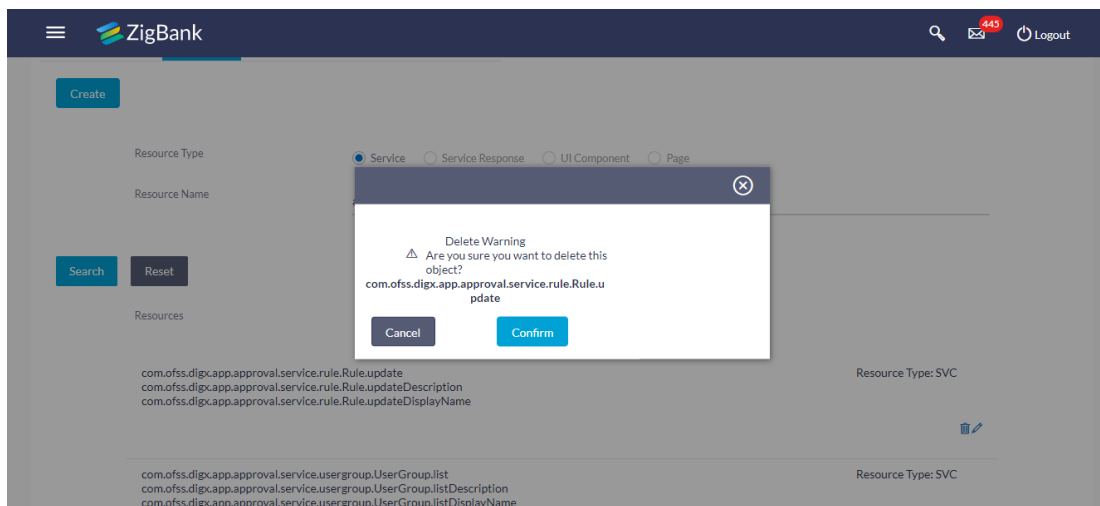
9.4.4 Delete Resource


Using this option, system administrator can delete an existing resource.

To delete a resource:

1. Repeat step 2 of **Search Resource** section.

Delete Resource



2. To delete a resource, click .
3. The **Delete Warning** message appears. Click **Confirm**.
The **Resources** screen with the successful object deletion message appears.

FAQs

1. **Who can create a resource?**
Only System Administrator can create a resource.
2. **How many types of resources can be created?**
Currently only Service type of resources can be created.

9.5 Application Role

Application role is a logical grouping of one or many enterprise roles.

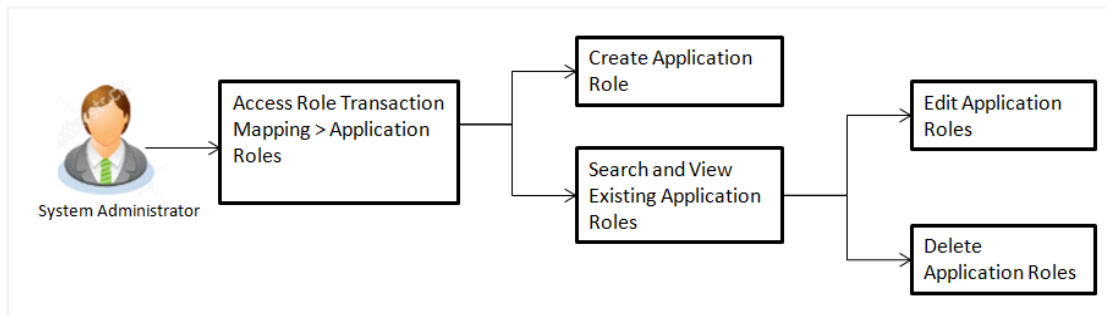
It defines criteria for mapping enterprise Roles to a user defined role. One target Application may have several different Application Roles, with each one assigned a different set of privileges offering more fine-grained access.

One Enterprise Role can be mapped to many Application Roles. For example, the Enterprise Role employee (stored in LDAP-based identity store) can be mapped to the Application Role customer support member (defined in one Application) and to the Application Role IT member (defined in another Application).

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.

Workflow



Features supported in application

Using this option system administrator can perform the following actions:

- Create Application Roles
- View Application Roles
- Edit Application Roles
- Delete Application Roles

How to reach here:

Administration Dashboard > Enterprise Role Transaction Mapping > Application Roles

9.5.1 Search Application Role

Using this option, system administrator can search application roles based on the search criteria. Administrator can view the list of all the application roles, if the search parameters are not specified.

Application Role

The screenshot shows the ZigBank Authorization Workflow interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. Below the navigation bar, the 'Authorization Workflow' section is visible, with tabs for 'Policy Domains', 'Resources', 'Entitlements', and 'Application Roles'. The 'Application Roles' tab is selected. Below the tabs, there is a 'Create' button. Underneath, there are two input fields: 'Application Role Name' and 'Enterprise Role Name'. At the bottom of the form, there are 'Search' and 'Reset' buttons. The footer of the page contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

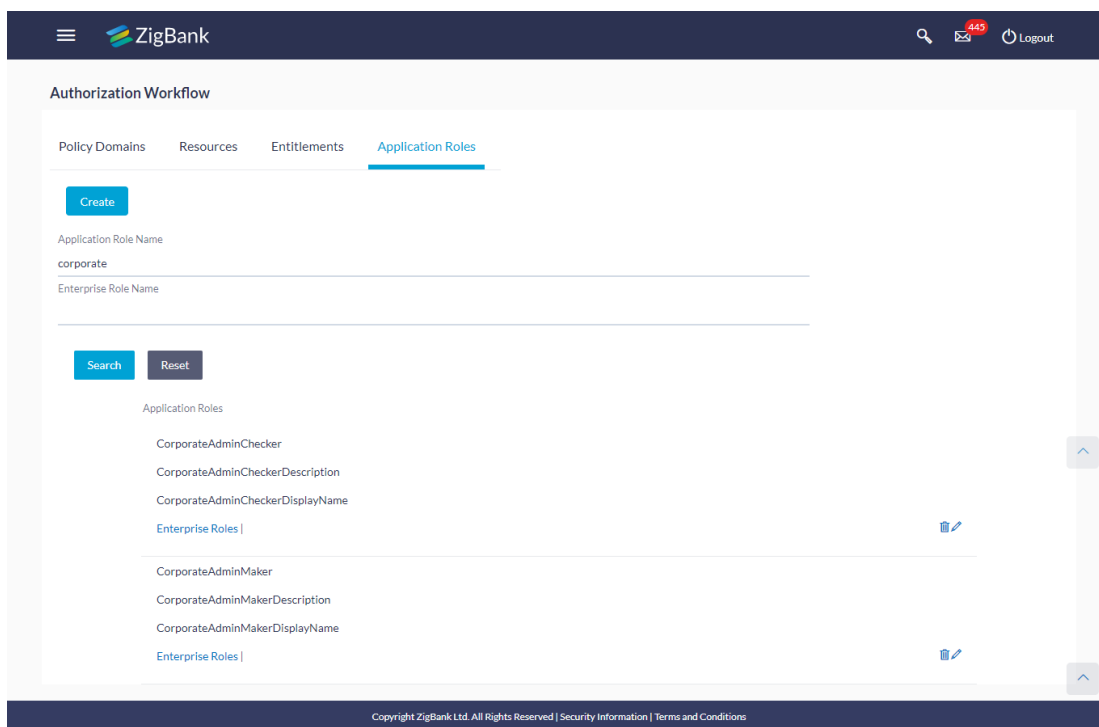
Field Description

Field Name	Description
Application Role Name	Name of the application role.
Enterprise Role Name	Name of enterprise.

To search application role/ application roles:

1. In the **Application Role Name** field, enter the name of the application role.
2. Click **Search**.
3. The **Role Transaction Mapping - Application Roles** screen with search results appears. Click **Reset** to reset the search parameters.

Search Application Roles - Search Results



Field Description

Field Name

Description

Application Roles

You can view the following application role details:

- Application Role Name
- Application Role Display Name
- Application Role Description

4. Click . The **Edit Application Roles** section appears.

OR

Click . The **Delete Warning** message appears.

OR

Click the **Mapping Details** link. The **Mapping Details** section appears.

OR

Click the **Enterprise Roles** link to view the added enterprise role.

9.5.2 Create Application Role

Using this option system administrator can create an application role.

To create an application role:

1. In the **Role Transaction Mapping - Application Roles** screen, click **Create**. The **Create Application Role** screen appears.

Create Application Role

The screenshot shows the 'Create Application Role' form. The form has the following fields and values:

- Name:** OFSS_ADMINROLE01
- Display Name:** OFSS_ADMINROLE01
- Description:** Admin role

Below the description field is a section titled 'Map Enterprise Roles' with an 'Add' button. Underneath, a table shows 'Added Enterprise Roles' with the following entries:

Added Enterprise Roles	Administrator	Maker	CorporateAdminMaker
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

At the bottom of the form are 'Create' and 'Cancel' buttons. The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description



Field Name	Description
Name	Name of the application role.
Display Name	Display name of the application role.
Description	Description of the application role.


2. In the **Name** field, enter the name of the application role.
3. In the **Display Name** field, enter the display name of the application role.
4. In the **Description** field, enter the description of the application role.
5. In the **Map Enterprise Roles** section, click **Add**. The **Search Enterprise Roles and Map them with Application Role** section appears.

Field Description

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

Enterprise Role Name	Name of the enterprise that is to be mapped to the application role.
-----------------------------	--


6. Click **Search**. The **Map Enterprise Roles** screen with search results appears.
OR
Click **Reset** to clear the search parameters.
7. In the **Map Enterprise Roles – Search Results** section, select a role to be mapped and click .
OR
Click  to close the screen.
8. The success message of adding the role appears. Click **Done**.
9. The mapped enterprise role appears in **Added Enterprise Roles** section. Click **Create**.
OR
Click **Cancel** to cancel the transaction.
10. The screen with success message appears. Click **OK** to close the message screen.

Note: You can delete the added enterprise role by clicking  .

9.5.3 Update Application Role

Using this option system administrator can edit or update the details of an existing application role.

To edit an application role:

1. Repeat step 1 and 2 of Search Application Role section.
2. Click  against the record which you want to edit. The Update Application Role section appears.

Update Application Role

The screenshot shows the 'Update Application Role' form within the 'Authorization Workflow' section of the ZigBank interface. The form contains the following elements:

- Name:** CorporateAdminChecker
- Display Name:** CorporateAdminCheckerDisplayName
- Description:** CorporateAdminCheckerDescription
- Map Enterprise Roles:** A section with an 'Add' button.
- Search Enterprise Roles and map them with Application Role:** A search section with an 'Enterprise Role Name' input field, 'Search' and 'Reset' buttons, and a 'Done' button.
- Added Enterprise Roles:** A table with one entry: 'CorporateAdminChecker' with a delete icon.
- Buttons:** 'Apply', 'Cancel', 'Done', 'Search', and 'Reset' buttons are located at the bottom of the form.


3. In the **Display Name** field, modify the display name of the application role.
4. In the **Description** field, modify the description of the application role.
5. Click **Apply**.
OR
Click **Cancel** to cancel the transaction.
6. The screen with success message appears. Click **OK** to close the message screen.

Note: You can also add more enterprise roles to the application role or delete the existing enterprise role as described in the Create Application Role section.

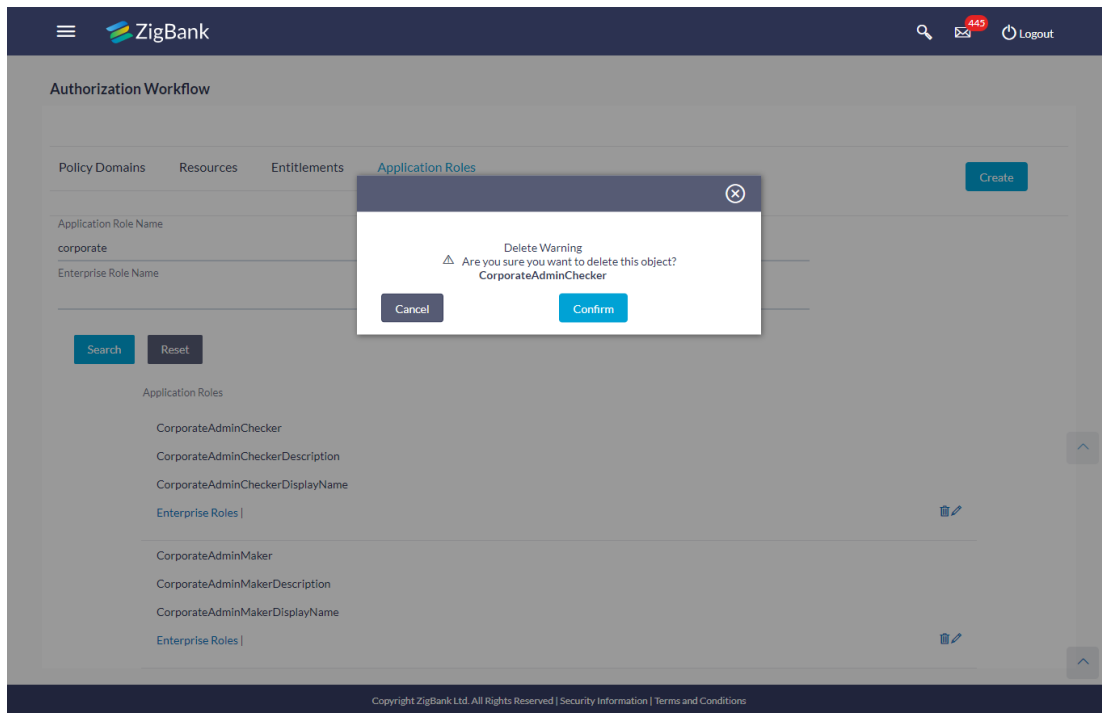
9.5.4 Delete Application Role

Using this option system administrator can delete an existing application role.

To delete an application role:

1. Repeat steps 1 and 2 of **Search Application Role** section.
2. Click  against the record which you want to delete. The **Delete Warning** message appears.

Delete Application Role



3. Click **Confirm**.
The **Application Role** screen with the successful object deletion message appears.

FAQs

1. What is the relationship between policy and a role?

Policies are defined and managed to control the access and usage of the resources. In this authorization system, policies are created based on roles. The policy consists of one or more roles.

2. How many policies can I attach to a role?

You can add as many inline policies as you want to a user, role, or group.

3. Can I define my own (custom) roles?

Yes, you can create your roles.

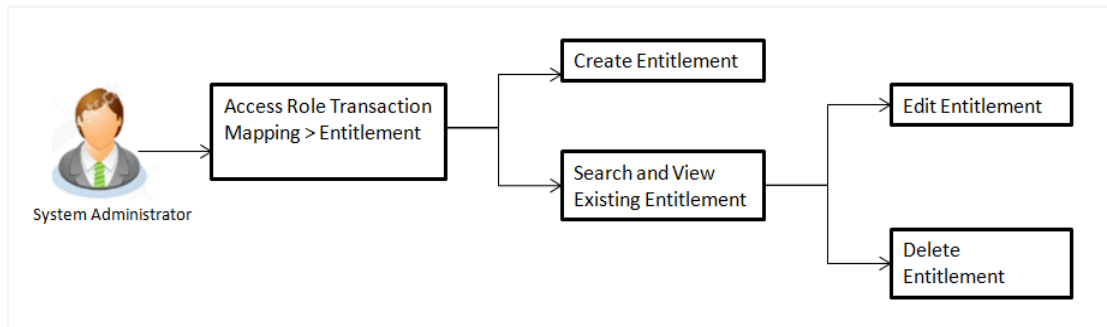
9.6 Entitlements

Entitlements are a logical grouping of the resources.

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.

Workflow



Features supported in application

Using this option system administrator can perform the following actions:

- Create Entitlements
- View Entitlements
- Edit Entitlements
- Delete Entitlements

How to reach here:

Administration Dashboard > Role Transaction Mapping > Entitlements

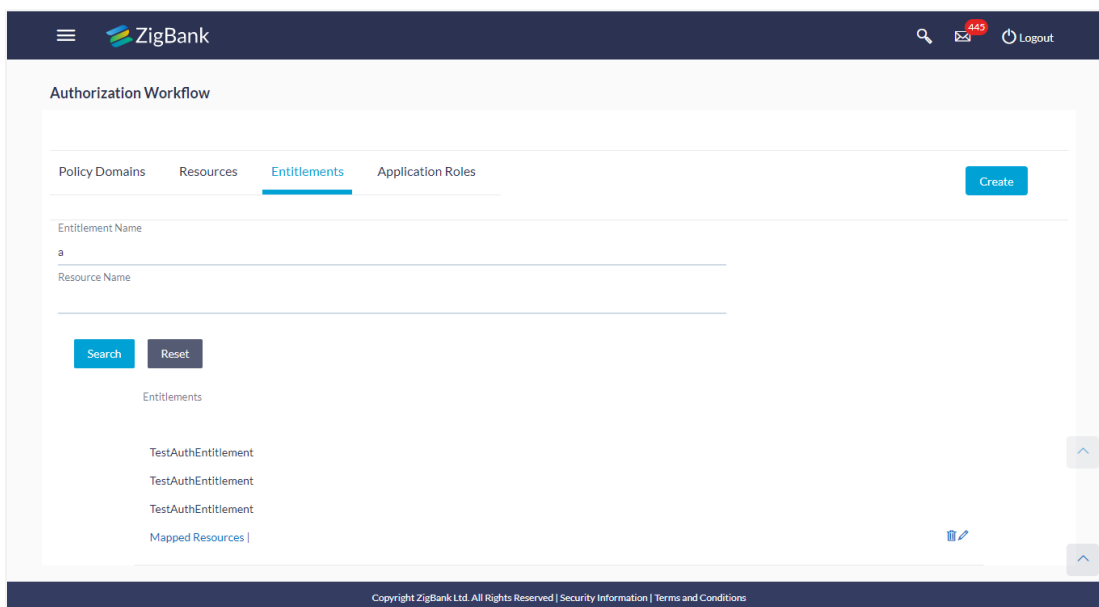
9.6.1 Search Entitlement

Using this option, system administrator can search entitlement based on the search criteria. Administrator can view the list of all the entitlements, if the search parameters are not specified.

To search entitlement/ entitlements:

1. In the **Role Transaction Mapping** screen, click the **Entitlements link**. The **Entitlements** screen appears.
2. Click **Search**.

Entitlements



Field Description

Field Name

Description

Check Group Roles to Assign or Remove

Entitlement Name

Name of entitlement.

Resource Name

Name of the resource.

3. The **Role Transaction Mapping - Entitlements** screen with search results appears. Click **Reset** to reset the search parameters.

Search Entitlements - Search Results

Field Description

Field Name

Description

Entitlement Name

You can view the following entitlement details:

- Entitlement Name
- Resource Name

4. Click . The **Update Entitlement** section appears.
OR

Click . The **Delete Warning** message appears.
OR

Click the **Mapping Details** link. The **Mapping Details** section appears.

OR

Click the **Mapping Resources** link. The **Resources** section appears.

9.6.2 Create Entitlement

Using this option system administrator can create a new entitlement.

To create a new entitlement:

1. In the **Role Transaction Mapping - Entitlements** screen, click **Create**. The **Create Entitlement** screen appears.

Create Entitlement

Authorization Workflow

Name: OFSS_Entitlement_OD

Display Name: OFSS_Entitlement_OD

Description: Entitlement_OD

Map Resources

Add

Resource Type: Service Service Response UI Component Page

Resource Name: a

Search **Reset**

Search Results

Resources	Perform	Approve	View
Resource Type: SVC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
com.ofss.digx.app.approval.service.rule.Rule.updateDescription	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
com.ofss.digx.app.approval.service.rule.Rule.updateDisplayName	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resource Type: SVC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
com.ofss.digx.app.approval.service.usergroup.UserGroup.listDescription	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
com.ofss.digx.app.approval.service.usergroup.UserGroup.listDisplayName	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Resource Type: SVC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.updateDescription	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.updateDisplayName	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TestAuthEntitlement

Done

Create **Cancel**

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Field Description

Field Name	Description
Name	Name of the entitlement.
Display Name	Display name of the entitlement.
Description	Description of the entitlement.

2. In the **Name** field, enter the name of the entitlement.
3. In the **Display Name** field, enter the display name of the entitlement.
4. In the **Description** field, enter the description of the entitlement.
5. In the **Map Resources** section, click **Add**. The **Map Resources** screen appears.

Create Entitlement - Map Resources**Field Description**


Field Name	Description
Resource Type	Type of resource. The options are: <ul style="list-style-type: none"> • Service • Service Request • UI Component • Page
Resource Name	Name of the resource to be mapped.

6. Click **Search**.
7. The **Map Resources - Search Results** screen appears, select a resource to be mapped and click .
8. The success message appears. Click **Done**.
9. The mapped resources appear in **Added Resources** section. Click **Create**.
OR
Click **Cancel** to cancel the transaction.
10. The success message appears. Click  if you want to edit the record.

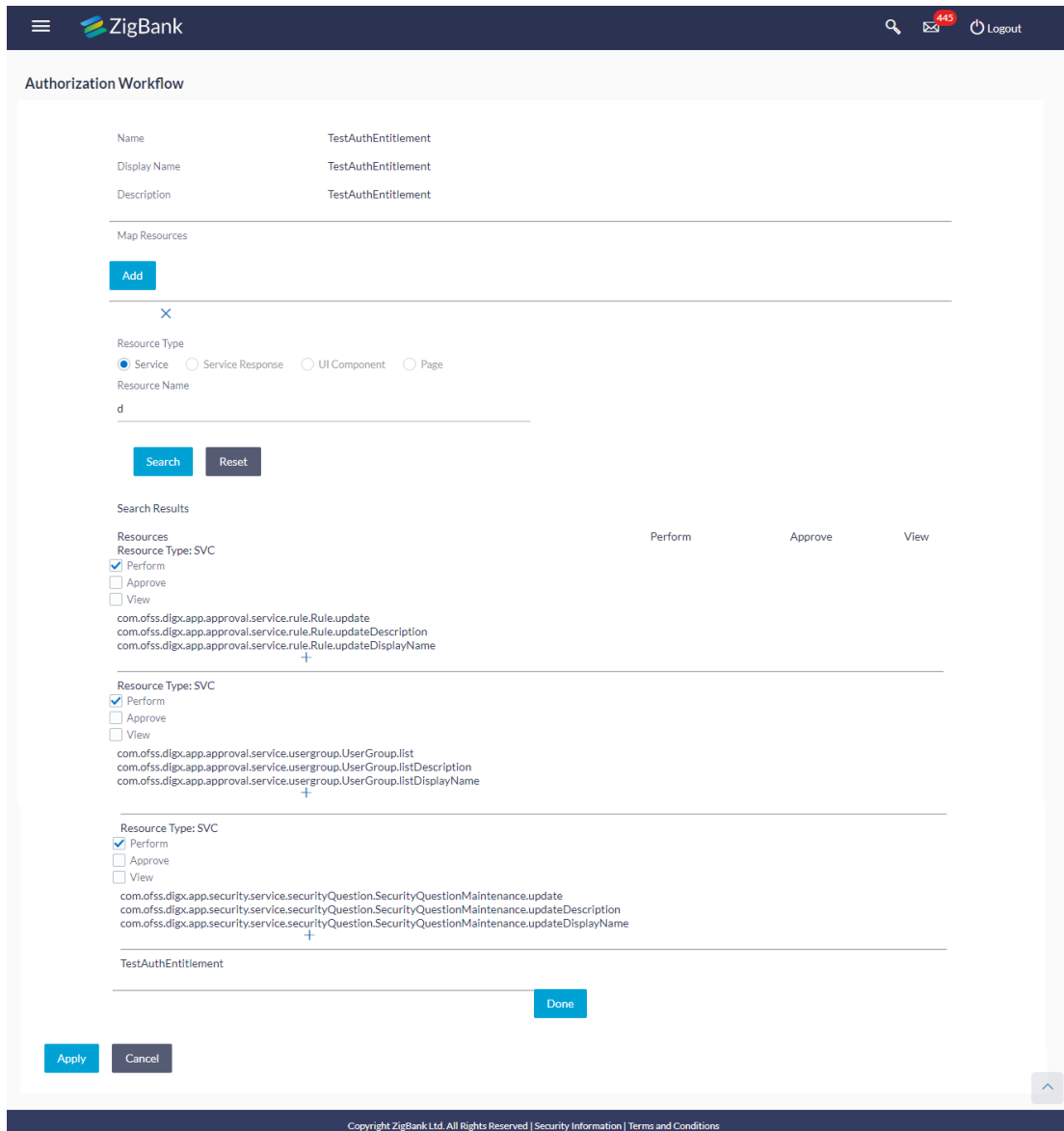
9.6.3 Update Entitlement

Using this option system administrator can edit or update the details of an existing entitlement.

To edit an entitlement:

1. Repeat step 2 of **Search Entitlement** section.
2. Click  of the record which you want to edit. The **Update Entitlement** section appears.

Update Entitlement



Authorization Workflow

Name: TestAuthEntitlement
 Display Name: TestAuthEntitlement
 Description: TestAuthEntitlement

Map Resources

Resource Type
 Service Service Response UI Component Page

Resource Name
 d

Search Results

Resources	Perform	Approve	View
Resource Type: SVC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
com.ofss.digx.app.approval.service.rule.Rule.update			
com.ofss.digx.app.approval.service.rule.Rule.updateDescription			
com.ofss.digx.app.approval.service.rule.Rule.updateDisplayName			
+			
Resource Type: SVC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
com.ofss.digx.app.approval.service.usergroup.UserGroup.list			
com.ofss.digx.app.approval.service.usergroup.UserGroup.listDescription			
com.ofss.digx.app.approval.service.usergroup.UserGroup.listDisplayName			
+			
Resource Type: SVC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.update			
com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.updateDescription			
com.ofss.digx.app.security.service.securityQuestion.SecurityQuestionMaintenance.updateDisplayName			
+			

TestAuthEntitlement

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3. In the **Display Name** field, enter the display name of the entitlement.
4. In the **Description** field, enter the description of the entitlement.
5. From the **Resources** section, add / delete the resources if required.

- Click **Apply**.
OR
Click **Cancel** to cancel the transaction.
The screen with success message appears.

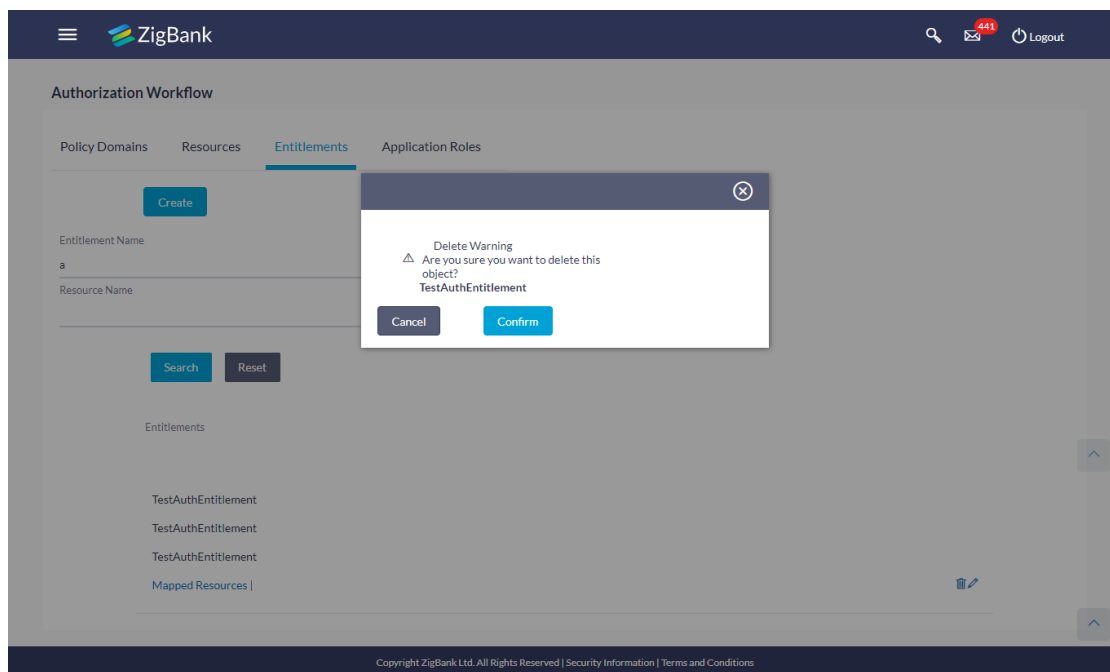
9.6.4 Delete Entitlement

Using this option system administrator can delete an existing entitlement.

To delete an entitlement:

- Repeat step 2 of **Search Entitlement** section.
- Click  for the record which you want to delete. The **Delete Warning** message appears.

Delete Entitlement



- Click **Confirm**.
The **Entitlements** screen with the successful object deletion message appears.

10. Limits Management

Limits are defined by the bank to set up amount and duration based restrictions on the transactions that can be carried out by the user.

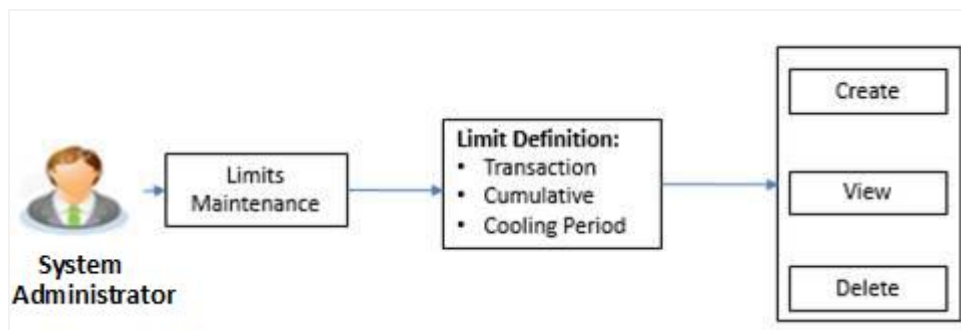
As part of limits definition maintenance, following limits can be defined:

- Transaction: It is the initiation limit with minimum and maximum amount defined typically for a user with role 'Maker'
- Cumulative: It is the collective transaction amount limit for all the transactions that can be performed during a day and maximum number of transaction in a day
- Cooling Period: It is the time set by the bank during which fund transfer is not allowed to a newly added payee

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.

Workflow



Features supported in application

Using this option system administrator can perform the following actions:

- Search/ View Limits
- Create Limit
- Delete Limits

How to reach here:

Administration Dashboard > Limit Definition > Limit Management

10.1 View Limit Management

Using this option, administrator can search for particular limit based on different search parameters. The search results displays a limit list based on different search filters selected.

If the search parameters are not specified, records of all the limits maintained in the application are displayed.

To search and view limits:

- In the Limits Management screen, enter the search parameters and click **Search**. The **Limits Management** screen with search results appears based on the searched criteria.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.

Limits Management - Search

The screenshot displays the 'Limits Management' search interface. At the top, there is a navigation bar with the ZigBank logo and a 'Logout' button. The main content area is titled 'Limits Management' and contains a search form. The form includes a 'Create' button, input fields for 'Limit Code' and 'Limit Description', and radio buttons for 'Limit Type' (Transaction, Cumulative, Cooling Period). Below the form are 'Search', 'Cancel', and 'Clear' buttons. The search results are displayed in a table with the following data:

Limit Code	Limit Description	Limit Type
AJTxnLim10Jul1525	Transaction Limit10Jul1525	Transaction
AJCumuLim10Jul1526	Cumulative Limit10Jul1526	Cumulative
DrCumLmt	DrCumLmt	Cumulative
cp12Jul1412	cp1desc12Jul1412	Cooling Period
cp1	cp1desc	Cooling Period
CUL1	CUL1desc	Cumulative
AJCumuLim13Jul1429	Cumulative Limit13Jul1429	Cumulative
AJCoolPLim13Jul1429	Cooling Period Limit13Jul1429	Cooling Period
AJCoolPLim17Jul1216	Cooling Period Limit17Jul1216	Cooling Period
AJTxnLim18Jul0604	Transaction Limit18Jul0604	Transaction

At the bottom of the table, there is a pagination bar showing 'Page 1 of 8 (1-10 of 73 items)' and navigation arrows.

Field Description

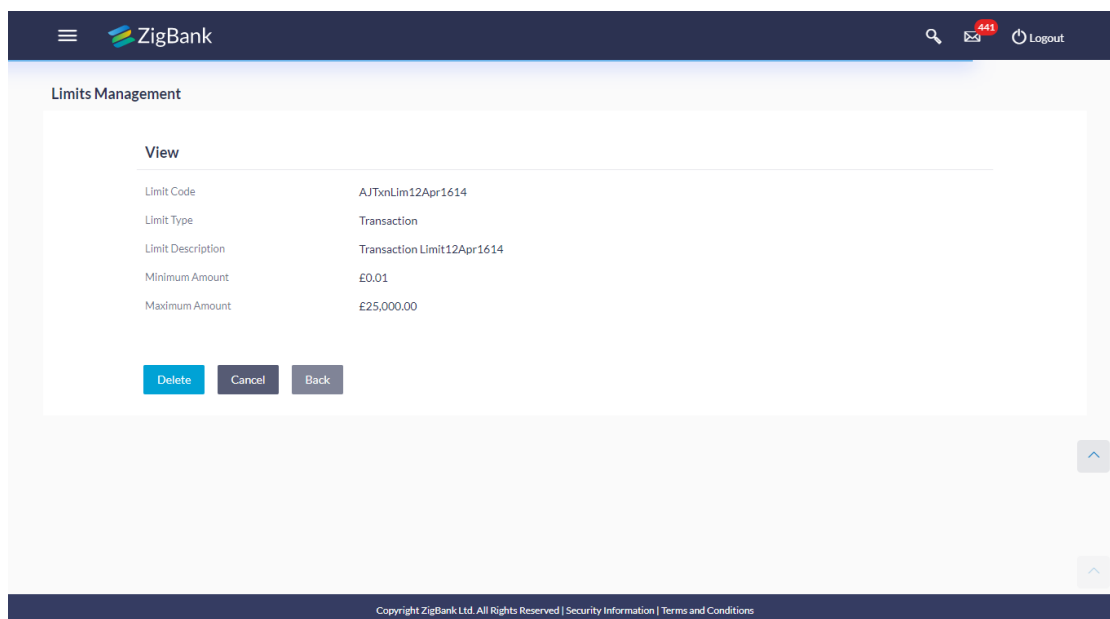
Field Name	Description
Limit Code	Name of the limit with unique identifier.
Limit Description	Description of the limit.
Limit Type	The type of limit. The limit types are: <ul style="list-style-type: none"> • Transaction – It is the initiation limit with minimum and maximum amount • Cumulative – It is a duration based limit with maximum amount and no. of transactions for a day. • Cooling Period – It is a time period defined by the bank within which funds cannot be transferred to newly added payee

Search Results

Limit Code	Name of the limit with unique identifier.
Limit Description	Description of the limit.
Limit Type	The type of limit. The limit types are: <ul style="list-style-type: none"> • Transaction – It is the initiation limit with minimum and maximum amount • Cumulative – It is a duration based limit with maximum amount and number of transactions for a day. • Cooling Period – It is a time period defined by the bank within which funds cannot be transferred to newly added payee

- Click the **Limit Code** of the record for which you want to view the details. The **Limits Management-View** screen appears.

Limits Management – View



- Click **Delete** to delete the limit.
 OR
 Click **Back** to navigate to the previous screen.
 OR
 Click **Cancel** to cancel the transaction and navigate back to dashboard.

10.2 Limits Management - Create

Using this option, system administrator can create a limit as required.

To create a transaction limit:

- In the **Limits Management** screen, click **Create**. The Limits Management - Create screen with Transaction tab appears.

Limits Management - Transaction - Create

The screenshot shows the 'Create' form for a Transaction limit. The form is titled 'Limits Management' and has a 'Create' sub-header. It contains the following fields and values:

- Limit Type:** Transaction (selected), Cumulative, Cooling Period
- Limit Code:** Domesticpayment110
- Limit Description:** Domestic payment
- Minimum Amount:** £100.00
- Maximum Amount:** £100,000.00

At the bottom of the form, there are three buttons: Save, Cancel, and Back. The footer of the page reads: Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions.

Field Description

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

Limit Type	The type of limit. The limit types for selection are: <ul style="list-style-type: none"> • Transaction – It is the initiation limit with minimum and maximum amount • Cumulative – It is a duration based limit with maximum amount and number of transactions for a day. • Cooling Period – It is a time period defined by the bank within which funds cannot be transferred to newly added payee
-------------------	--

Limit Code	The name of the limit with unique identifier.
-------------------	---

Limit Description	Description of the limit.
--------------------------	---------------------------

Minimum Amount	The minimum amount for a transaction in local currency.
-----------------------	---

Maximum Amount	The maximum amount for a transaction in local currency.
-----------------------	---

2. In the **Transaction** tab screen, enter the code in the **Limit Code** field.
3. In the **Limit Description** field, enter the description of the limit.

4. In the **Minimum Amount** and **Maximum Amount** field, enter the minimum and maximum amount for a transaction in local currency.
5. Click **Save** to save the created limit.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to dashboard.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
7. The success message of transaction submission appears.
Click **OK** to complete the transaction.

Limits Management - Cumulative - Create

The screenshot displays the 'Create' form for a Cumulative limit in the ZigBank system. The form includes the following fields and options:

- Limit Type:** Three radio button options: Transaction, Cumulative (selected), and Cooling Period.
- Limit Code:** A text input field containing 'PymntCumulativeLimit'.
- Limit Description:** A text input field containing 'CumulativeLimit'.
- Cumulative Transaction Amount:** A text input field containing '£100,000,000.00' with a 'Per Day' label.
- Maximum Transactions:** A text input field containing '100' with a 'Per Day' label.

At the bottom of the form, there are three buttons: 'Save' (highlighted in blue), 'Cancel', and 'Back'. The page header shows the ZigBank logo and navigation icons, and the footer contains the copyright notice: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Limit Type	<p>The type of limit.</p> <p>The limit types for selection are:</p> <ul style="list-style-type: none"> • Transaction – It is the initiation limit with minimum and maximum amount • Cumulative – It is a duration based limit with maximum amount and no. of transactions for a day. • Cooling Period – It is a time period defined by the bank within which funds cannot be transferred to newly added payee
Limit Code	The name of the limit with unique identifier.
Limit Description	Description of the limit.
Cumulative Transaction Amount	The collective amount in local currency for transactions that can be performed in a day.
Maximum Transactions	The maximum number of transactions that can be performed per day.

To create a cumulative limit:

1. Click the **Cumulative** tab. The Limits Management - Create screen with Cumulative tab appears.
2. Enter the relevant information in Limit Code and Limit Description field.
3. In the **Cumulative Transaction Amount** field, enter the collective amount of transaction in local currency.
4. In the **Maximum Transactions** field, enter the value for maximum number of transactions.
5. Click **Save** to save the created limit.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to dashboard.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
7. The success message of transaction submission appears.
Click **OK** to complete the transaction.

Create Limit - Cooling Period

Create

Limit Type:

Limit Code: PymntCoolingperiod

Limit Description: Cooling period

From Time	To Time	Cumulative Transaction Amount
0 0 0	6 1 1	£100,000.00
6 1 1	10 2 1	£200,000.00

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Field Description

Field Name	Description
Limit Type	<p>The type of limit.</p> <p>The limit types for selection are:</p> <ul style="list-style-type: none"> Transaction – It is the initiation limit with minimum and maximum amount Cumulative – It is a duration based limit with maximum amount and number of transactions for a day. Cooling Period – It is a time period defined by the bank within which funds cannot be transferred to newly added payee
Limit Code	The name of the limit with unique identifier.
Limit Description	Description of the limit.
From Time	<p>The cooling period start time. It can be in days and/or hours and/or minutes</p> <p>For example a new payee will be 'active' after a cooling period of 0 days and 0 hours and 30 minutes.</p>
To Time	<p>The cooling period end time. It can be in days and/or hours and/or minutes.</p> <p>For example a new payee will be 'active' after a cooling period of 0 days and 0 hours and 30 minutes.</p>

Field Name	Description
Cumulative Transaction Amount	The collective transaction amount for a defined cooling period.

To set up multiple amount and time limit slabs:

1. Click the **Cooling Period** tab. The Limits Management - Create screen with **Cooling Period** tab appears.
2. Enter the relevant information in **Limit Code** and **Limit Description** field.
3. From the From Time and To Time field, select the appropriate day, hours and minutes.
4. In the **Cumulative Transaction Amount** field, enter the collective amount that is applicable for the defined cooling period.
5. Click **Add Time Period** if you want to create more than one amount and time limit slabs.
6. Click **Save** to save the created limit.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to dashboard.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
8. The success message of transaction submission appears.
Click **OK** to complete the transaction.

Note: You can click  to delete a record.

10.3 Limit Management - Delete

Using this option, system administrator can update a created limit. The limit update allows only deleting the limit; all the other fields are non-editable.

To delete a limit:

1. In the Limits Management screen, enter the search parameters and click **Search**. The **Limits Management** screen with search results appears based on the searched criteria.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.

Limits Management - Search

Limits Management

Create

Limit Code:

Limit Description:

Limit Type: Transaction Cumulative Cooling Period

Search Cancel Clear

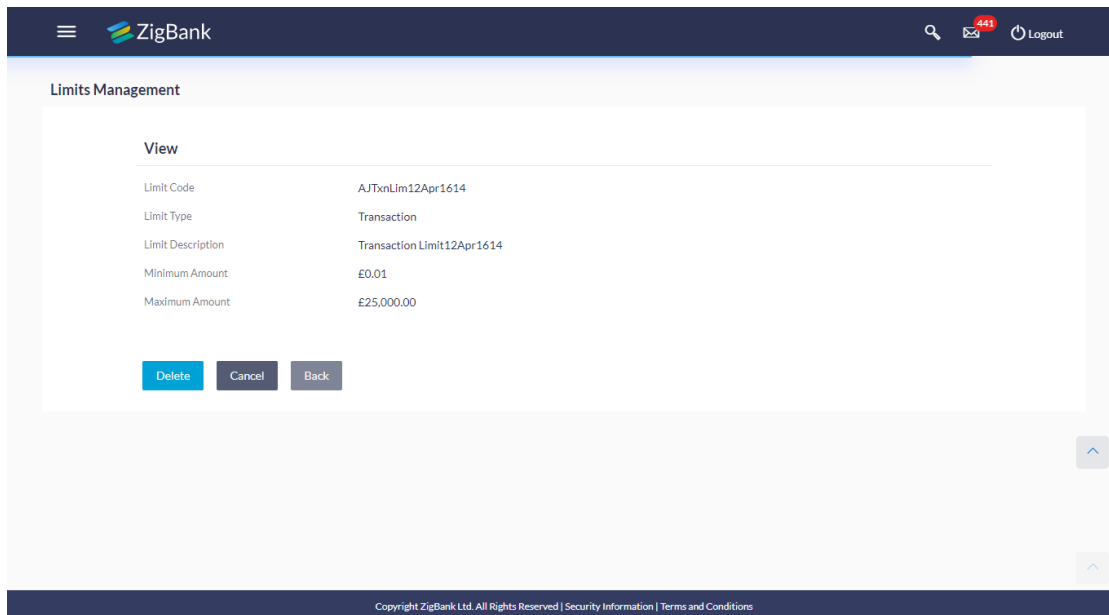
Limit Code	Limit Description	Limit Type
rxnlimit	rxnlimit	Transaction
AJTxnLim12Apr1614	Transaction Limit12Apr1614	Transaction
AJTxnLim17Apr1743	Transaction Limit17Apr1743	Transaction
AJTxnLim18Apr1747	Transaction Limit18Apr1747	Transaction
AJTxnLim18Apr1807	Transaction Limit18Apr1807	Transaction
AJTxnLim20Apr1456	Transaction Limit20Apr1456	Transaction
AJTxnLim25Apr1221	Transaction Limit25Apr1221	Transaction
AJTxnLim26Apr1756	Transaction Limit26Apr1756	Transaction
AJTxnLim26Apr1816	Transaction Limit26Apr1816	Transaction
AJTxnLim27Apr1711	Transaction Limit27Apr1711	Transaction

Page 1 of 10 (1-10 of 92 items) | < 1 2 3 4 5 ... 10 > X

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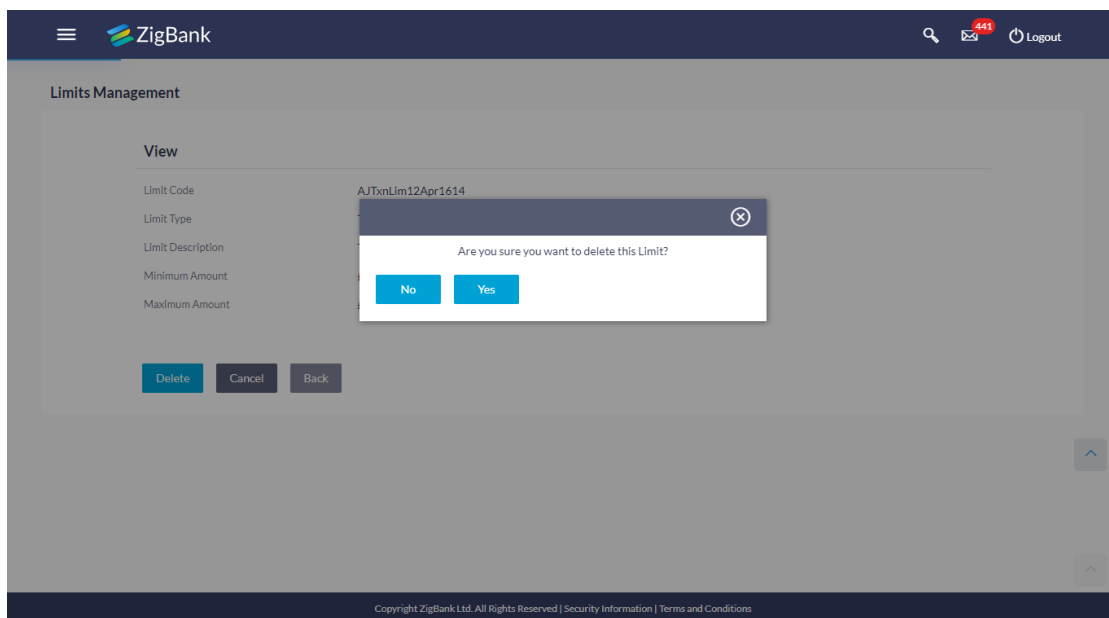
2. Click the **Limit Code** of the record for which you want to view the details. The **Limits Management-View** screen appears.

Limits Management - View



3. Click **Delete**. The **Delete Warning** message appears.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to dashboard.

Delete Limit



4. Click **Yes** to confirm the deletion.
OR
Click **No** to cancel the deletion process.
5. The success message of transaction submission appears.
Click **OK** to complete the transaction.

11. Limits Package Maintenance

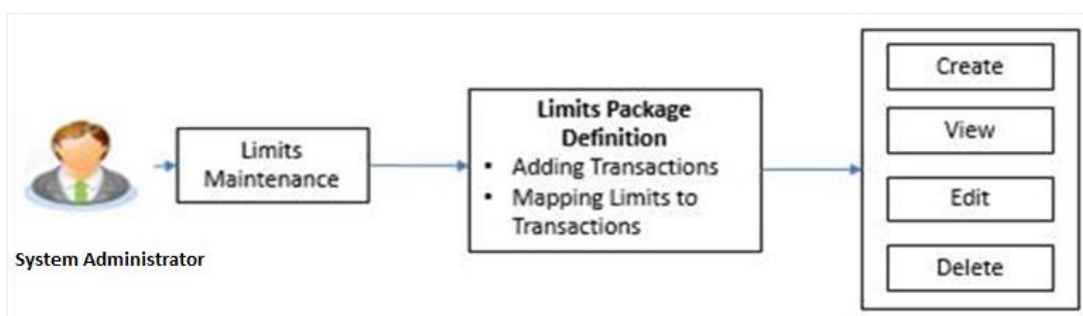
As part of the limits package definition, the created limits can be mapped to relevant transactions and/or roles.

The limits packages once created can be associated at User Level, Party Level and Role Level

Prerequisites:

- Required Limits (i.e. Transaction/ Cumulative/ Cooling period) should be defined for association to transactions in limits package

Workflow:



Features supported in application

The administrator can perform the following actions:

- Search/ View Limit Package
- Create Limit Package
- Edit Limit Package
- Delete Limit Package

How to reach here:

Administration Dashboard > Limit Package > Limit Package Management

11.1 Limits Package Maintenance - View

Using this option, system administrator can search for particular limit package based on different search parameters. The search results displays a list or particular limit package based on different search filters selected.

If the search parameters are not specified, records of all the packages maintained in the application are displayed.

To search and view limit package:

- In the **Limit Package Management** screen, click **Search**. The **Limit Package Management** screen with search results appears based on the searched criteria.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.

Limits Package Management - Search

Limit Package Management

Create

Limit Package Code Limit Package Description

Clear Search Cancel

Limit Package Code	Limit Package Description	No. of Transactions Mapped
Retail_DrLimPkg	Retail_DrLimPkg	0
Retail_Dr	Retail_Dr	0
MustuLimitPackage	MustuLimitPackage	0
gloret	gloret	0
retailrit1	retailrit1	0
dipretailubs172	dipretailubs172	0
rlimitpack	rlimitpack	0
SDLIMP11	SD Limit	0
LP11	LP01	0
SDLIMP1	SD Limit Package1	0

Page 1 of 9 (1-10 of 89 items) | K < 1 2 3 4 5 - 9 > X

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Field Description**Field Name****Description****Limit Package Code**

The unique code of the limit package.

Limit Package Description

Description of the limit package.

Search Results**Limit Package Code**

The unique code of the limit package.

Limit Package Description

Description of the limit package.

Field Name	Description
No. of Transaction Mapped	Number of transaction mapped to the limit package.

2. Click the **Limit Package Code** of the record for which you want to view the details. The **Limits Package Management-View** screen appears.

Limits Package Management - View

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Limits Management

View

Limit Package Code	rlimitpack
Limit Package Description	rlimitpack
Role	corporateuser retailuser

Transactions & Limits

Transaction Name	International Draft
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Domestic Payment - NEFT
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Domestic Draft
Effective Date	20 Jun 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Self Transfer
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Bill Payment
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	International Payout
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Domestic Payment - RTGS
Effective Date	20 Jun 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Internal Transfer
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Delete
Edit
Back
Cancel

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Field Description

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

Limit Package Code	The unique code of the limit package.
---------------------------	---------------------------------------

Limit Package Description	Description of the limit package.
----------------------------------	-----------------------------------

Role	The limit is applicable to specific party or role(s).
-------------	---

Transaction and Limits

Transaction Name	Name of the transaction that is mapped to the limit package.
-------------------------	--

Effective Date	The date from which the limit package is effective for the transaction.
-----------------------	---

Cumulative Limit	The cumulative limit set for the specific transaction. It displays the limit name and description along with the cumulative transaction amount and transaction count.
-------------------------	--

Transaction Limit	The transaction limit set for the specific transaction. It displays the limit name and description along with the minimum and maximum transaction amount set for the specific transaction.
--------------------------	---

Cooling Limit	The cooling limit set for the specific transaction. It displays the limit name and description along with the amount and time limit.
----------------------	---

-
3. Click **Edit** to edit the limit package.
OR
Click **Delete** to delete the limit.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.

11.2 Limit Package Management - Create

Using this option, system administrator can create a limit package based on the details given as per the fields.

To create a limit package:

1. In the **Limit Package Management** screen, click **Create**. The **Limit Package Management - Create** screen appears.

Limit Package Management - Create

Limit Package Management - Create

Create

Limit Package Code: DCLIM01

Limit Package Description: DCLIM01

Available To Role: Corporate User X, Retail User X

Transactions & Limits

Transaction Name	Self Transfer	
Effective Date	11 Jul 2017	
Cumulative Limit	AJCumuLim08May1836 - Cumulative Limit08May1836	
Transaction Limit	AJTxnLim02Jun1543 - Transaction Limit02Jun1543	
Cooling Limit	AJCoolPLim03Jul1248 - Cooling Period Limit03Jul1248	
Transaction Name	Domestic Payment - NEFT	
Effective Date	13 Jul 2017	
Cumulative Limit	AJCumuLim03May1347 - Cumulative Limit03May1347	
Transaction Limit	AJTxnLim02May1924 - Transaction Limit02May1924	
Cooling Limit	AJCoolPLim03Jul1248 - Cooling Period Limit03Jul1248	
Transaction Name	Bill Payment	
Effective Date	12 Jul 2017	
Cumulative Limit	AJCumuLim03May1712 - Cumulative Limit03May1712	
Transaction Limit	AJTxnLim03May1346 - Transaction Limit03May1346	
Cooling Limit	AJCoolPLim04May1753 - Cooling Period Limit04May1753	

Add Transaction

Save Cancel

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Field Description

Field Name	Description
Limit Package Code	The unique code of the limit package.
Limit Package Description	Description of the limit package.
Available To Role	The limit is applicable to specific party or role.
Transaction and Limits	
Transaction Name	The transaction name, to assign the limits to it.
Effective Date	The effective date of the limit package, for the selected transaction.
Cumulative Limit	The cumulative limit set for the selected transaction.
Transaction Limit	The transaction limit set for the selected transaction.
Cooling Limit	The cooling limit set for the selected transaction.

2. In the **Limit Package Code** field, enter the code for the limit package.
3. In the **Limit Package Description** field, enter the description of the limit package.
4. From **Available To Role** list, select the appropriate role.
5. In the **Transaction and Limits** section, select the name of the transaction and effective date of the limit package.
6. From the **Cumulative Limit**, **Transaction Limit** and **Cooling Limit** lists, select the appropriate limits.
7. Click **Add Transaction** and repeat the steps 5 and 6, if you want to assign limits for more transactions.
8. Click **Save** to save the limit package.
OR
Click **Cancel** to cancel the transaction.
9. The **Confirm** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
10. The success message of transaction submission appears.
Click **OK** to complete the transaction.

Note: You can click  to delete a transaction or cooling limit of a transaction.

11.3 Limit Package Management - Edit

Using this option, system administrator can update or edit a limit package.

To edit a limit package:

1. In the **Limit Package Management** screen, click **Search**. The **Limits Package Management** screen with search results appears based on the searched criteria.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.

Limits Package Management - Search

The screenshot displays the 'Limit Package Management' search interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. Below the navigation bar, the page title 'Limit Package Management' is visible. A 'Create' button is located at the top left of the main content area. Below it, there are two input fields for 'Limit Package Code' and 'Limit Package Description'. Underneath these fields are three buttons: 'Clear', 'Search', and 'Cancel'. A table with the following columns is shown: 'Limit Package Code', 'Limit Package Description', and 'No. of Transactions Mapped'. The table contains the following data:

Limit Package Code	Limit Package Description	No. of Transactions Mapped
Retail_DrLimPkg	Retail_DrLimPkg	0
Retail_Dr	Retail_Dr	0
MustuLimitPackage	MustuLimitPackage	0
gloret	gloret	0
retailrit1	retailrit1	0
dipretailubs172	dipretailubs172	0
rlimitpack	rlimitpack	0
SDLIMP11	SD Limit	0
LP11	LP01	0
SDLIMP1	SD Limit Package1	0

At the bottom of the table, there is a pagination control showing 'Page 1 of 9 (1-10 of 89 items)' and navigation arrows. The footer of the page contains the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

2. Click the **Limit Package Code** of the record for which you want to view the details. The **Limit Package Management - View** screen appears.

Limit Package Management - View

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📧 443
Logout

Limits Management

View

Limit Package Code	rlimitpack
Limit Package Description	rlimitpack
Role	corporateuser retailuser

Transactions & Limits

Transaction Name	International Draft
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rbxlimit
Cooling Limit	coollimit - cool

Transaction Name	Domestic Payment - NEFT
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rbxlimit
Cooling Limit	coollimit - cool

Transaction Name	Domestic Draft
Effective Date	20 Jun 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rbxlimit
Cooling Limit	coollimit - cool

Transaction Name	Self Transfer
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rbxlimit
Cooling Limit	coollimit - cool

Transaction Name	Bill Payment
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rbxlimit
Cooling Limit	coollimit - cool

Transaction Name	International Payout
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rbxlimit
Cooling Limit	coollimit - cool

Transaction Name	Domestic Payment - RTGS
Effective Date	20 Jun 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rbxlimit
Cooling Limit	coollimit - cool

Transaction Name	Internal Transfer
Effective Date	09 Apr 2017
Cumulative Limit	cumlimit - cumlimit
Transaction Limit	rbxlimit - rbxlimit
Cooling Limit	coollimit - cool

Delete
Edit
Back
Cancel

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3. Click **Edit**. The Limit Package Management - **Edit** screen appears.

Limit Package Management - Edit

Limit Package Management

Edit

Limit Package Code:

Limit Package Description:


Available To Role:

Transactions & Limits

Transaction Name	Bill Payment	▼
Effective Date	12 Jul 2017	📅
Expiry Date	dd mmm yyyy	📅
Cumulative Limit	AJCumLim03May1712 - Cumulative Limit03May1712	▼
Transaction Limit	AJTxnLim03May1346 - Transaction Limit03May1346	▼
Cooling Limit	AJCoolPLim04May1753 - Cooling Period Limit04May1753	▼ 🗑️
Transaction Name	Domestic Payment - NEFT	▼
Effective Date	13 Jul 2017	📅
Expiry Date	dd mmm yyyy	📅
Cumulative Limit	AJCumLim03May1347 - Cumulative Limit03May1347	▼
Transaction Limit	AJTxnLim02May1924 - Transaction Limit02May1924	▼
Cooling Limit	AJCoolPLim03Jul1248 - Cooling Period Limit03Jul1248	▼ 🗑️
Transaction Name	Self Transfer	▼
Effective Date	11 Jul 2017	📅
Expiry Date	dd mmm yyyy	📅
Cumulative Limit	AJCumLim08May1836 - Cumulative Limit08May1836	▼
Transaction Limit	AJTxnLim02Jun1543 - Transaction Limit02Jun1543	▼
Cooling Limit	AJCoolPLim03Jul1248 - Cooling Period Limit03Jul1248	▼ 🗑️

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4. Edit the required details, e.g. cumulative and/or transaction and/or cooling limit.

5. Click **Add Transaction**, if you want to add a new transaction.
OR
Click  to delete an existing transaction.
6. Click **Update** to save the changes made to the limit package.
OR
Click **Cancel** to cancel the transaction.
7. The **Confirm** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
OR
Click **Cancel** to cancel the transaction.
8. The success message of transaction submission appears.
Click **OK** to complete the transaction.

11.4 Limit Package Management - Delete

Using this option, system administrator can delete a limit package.

To delete a limit package:

1. In the **Limit Package Management** screen, click **Search**. The **Limits Package Management** screen with search results appears based on the searched criteria.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.

Limits Package Management - Search

Limit Package Management

Create

Limit Package Code _____ Limit Package Description _____

Clear Search Cancel

Limit Package Code	Limit Package Description	No. of Transactions Mapped
Retail_DrLimPkg	Retail_DrLimPkg	0
Retail_Dr	Retail_Dr	0
MustuLimitPackage	MustuLimitPackage	0
gloret	gloret	0
retailrit1	retailrit1	0
dipretailubs172	dipretailubs172	0
rlimitpack	rlimitpack	0
SDLIMP11	SD Limit	0
LP11	LP01	0
SDLIMP1	SD Limit Package1	0

Page 1 of 9 (1-10 of 89 items) | K < 1 2 3 4 5 ... 9 > X

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2. Click the **Limit Package Code** of the record for which you want to view the details. The **Limit Package Management - View** screen appears.

Limit Package Management - View

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👤 Logout

Limits Management

View

Limit Package Code	rlimitpack
Limit Package Description	rlimitpack
Role	corporateuser retailuser

Transactions & Limits

Transaction Name	International Draft
Effective Date	09 Apr 2017
Cumulative Limit	cumulimit - cumulimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Domestic Payment - NEFT
Effective Date	09 Apr 2017
Cumulative Limit	cumulimit - cumulimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Domestic Draft
Effective Date	20 Jun 2017
Cumulative Limit	cumulimit - cumulimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Self Transfer
Effective Date	09 Apr 2017
Cumulative Limit	cumulimit - cumulimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Bill Payment
Effective Date	09 Apr 2017
Cumulative Limit	cumulimit - cumulimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	International Payout
Effective Date	09 Apr 2017
Cumulative Limit	cumulimit - cumulimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

Transaction Name	Domestic Payment - RTGS
Effective Date	20 Jun 2017
Cumulative Limit	cumulimit - cumulimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

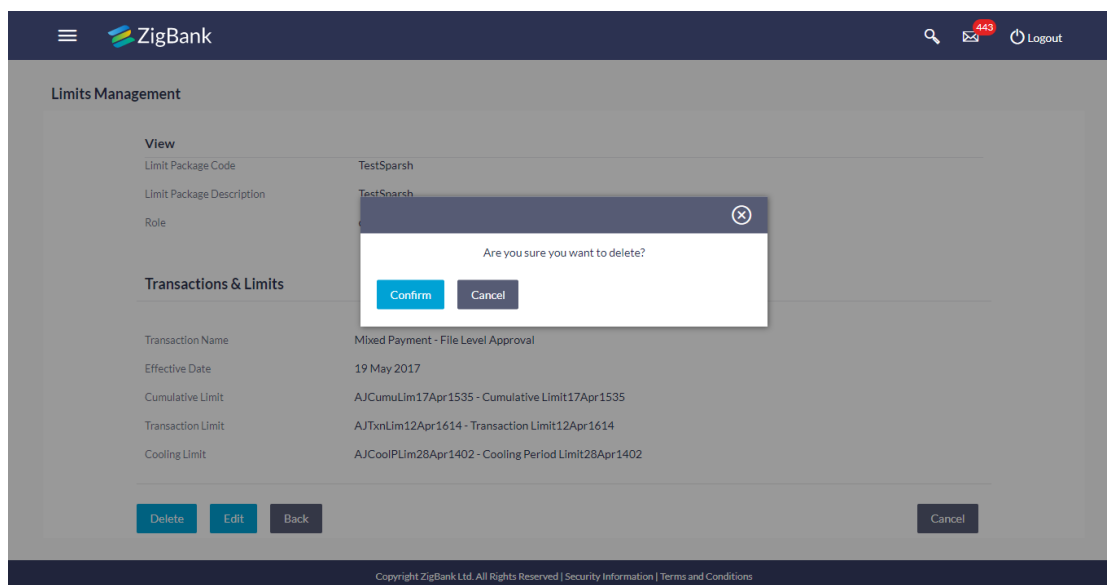
Transaction Name	Internal Transfer
Effective Date	09 Apr 2017
Cumulative Limit	cumulimit - cumulimit
Transaction Limit	rbxlimit - rtxlimit
Cooling Limit	coollimit - cool

[Delete](#)
[Edit](#)
[Back](#)
[Cancel](#)

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3. Click **Delete**. The **Delete Warning** message appears.

Limit Package Management - Delete



4. Click **Confirm** to confirm the deletion.
OR
Click **Cancel** to cancel the deletion process.
5. The success message of transaction submission appears.
Click **OK** to complete the transaction.

FAQs

1. Can I delete transaction and/ or cumulative limits against a transaction in limit package?

No. Existing limits against a transaction cannot be deleted; it can only be edited if effective date is starting from a future date.

2. Am unable to delete a limit through limit maintenance?

There is a possibility that the limit that you are trying to delete is associated in the limit package against a transaction(s).

3. Am unable to delete limits package through limit maintenance?

There is a possibility that the limit package that you are trying to delete is associated at any of the entities i.e. User / Party / Role level.

4. As part of edit, what can I update in the limits package maintenance?

You can edit the transaction and/or cumulative limits against the transaction.

You can delete the transaction(s) from the limits package and/or you can also add new transaction(s) as part of the limits package?

5. What is the significance of 'Available to Roles' in Limits package?

The roles defined in Limits package will make the package available to the users of that role only.

6. Have created/ edited/ deleted Limits and/ or Limits package but it is not reflecting in the system even after a successful maintenance save message?

There is a possibility that the maintenance is saved but the status is 'Pending Approval'. For the maintenance, if there is an approval required then the changes will reflect only once the approver(s) approve the submitted request.

If the setup does not require an approval workflow or is self / auto approved, then the same will reflect immediately.

12. Payee Restriction Setup

Bank customers add payees or beneficiaries to transfer funds from one account to another. Bank can limit the number of payees that can be added by the retail user in a day.

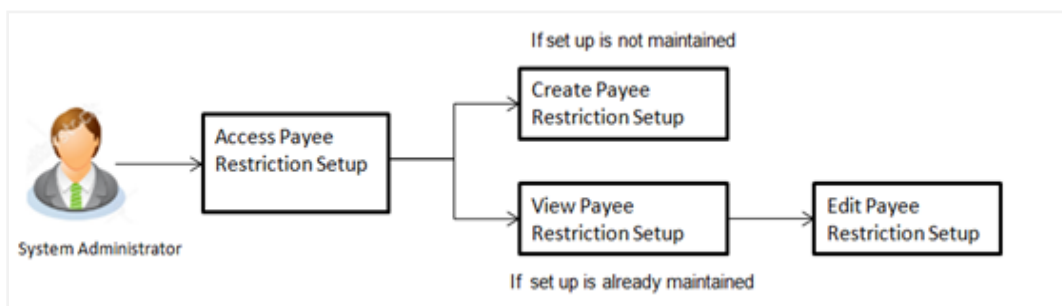
Payee Restriction Set up maintenance allows the System Administrator to restrict the number of payees that a retail user can create for each payment network per day.

System Administrator can also restrict the total number of payees irrespective of payment network that the retail user can create per day.

Prerequisites:

- Transaction access is provided to System Administrator
- Approval rule set up for System Administrator to perform the actions

Workflow



Features supported in Application

Payee Restriction Setup maintenance is created only once at the 'Day 0' configuration by the system administrator. However it can later be viewed and modified.

This option allows an administrator to:

- Create Payee Restriction Maintenance
- View Existing Maintenance
- Edit Maintenance

How to reach here:

Administration Dashboard > Payee Restriction Setup

12.1 Payee Restriction Setup - View

System Administrator logs into the system and navigates to the Payee Restriction Set-up.

System displays the payee restriction set up created at the 'Day 0' maintenance. When system administrator user is accessing Payee Restriction Set-up for the very first time, the limit set up for payment network type is defaulted to 'No'

Payee Restriction Setup

Payee Restriction Setup

Summary

Cumulative Payee Restriction

Internal Payment

Account Payee

Payee Restriction

Domestic Payment

Account Payee

Payee Restriction

IMPS

NEFT

RTGS

Draft Payee

Payee Restriction

International Payment

Account Payee

Payee Restriction

Draft Payee

Payee Restriction

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Field Description

Field Name

Description

SUMMARY

Cumulative Payee Restriction

Whether the cumulative payee restriction is enabled or not.

Total number of Payees permitted per day

Displays the total number of payees that are permitted, if the cumulative payee restriction is enabled.

Internal Payment

Field Name	Description
Account Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for internal payment.
Payees Per Day	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.
Domestic Payment	
Account Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for domestic payment.
NEFT	Displays the total number of payees that are permitted for NEFT transactions, if the account payee restriction for domestic payment is enabled.
RTGS	Displays the total number of payees that are permitted for RTGS transactions, if the account payee restriction for domestic payment is enabled.
IMPS	Displays the total number of payees that are permitted for IMPS transactions, if the account payee restriction for domestic payment is enabled.
Draft Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for a domestic draft payment.
Payees Per Day	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.
International Payment	
Account Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for international payment.
Payees Per Day	Displays the total number of payees that are permitted, if the account payee restriction for international payment is enabled.
Draft Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for international draft payment.
Payees Per Day	Displays the total number of payees that are permitted, if the account payee restriction for international draft payment is enabled.

1. Click **Edit** to edit the payee restriction set up.
The **Payee Restriction Set-up-Edit** screen with values in editable form appears.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

12.2 Payee Restriction Setup - Edit

System Administrator can modify existing payee restriction maintenance.

Using this option, System Administrator can enable or disable specific payment network for payee restriction. Also an edit is permitted on number of payees per payment network and for cumulative combined limit irrespective of payment network.

To edit a payee restriction setup:

1. Click **Edit**. The **Payee Restriction Setup - Edit** screen appears.



Payee Restriction Setup - Edit

The screenshot shows the 'Payee Restriction Setup - Edit' interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. Below the navigation bar, the page title 'Payee Restriction Setup' is displayed. The main content area is divided into four sections: 'Edit', 'Internal Payment', 'Domestic Payment', and 'International Payment'. Each section contains a 'Payee Restriction' toggle for 'Account Payee' and 'Draft Payee'. The 'Domestic Payment' section includes sub-sections for 'IMPS', 'NEFT', and 'RTGS', each with its own 'Payee Restriction' toggle. At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. The footer of the page contains the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
SUMMARY	
Cumulative Payee Restriction	Whether the cumulative payee restriction is enabled or not. This field is not editable.
Total number of Payees permitted per day	Displays the total number of payees that are permitted, if the cumulative payee restriction is enabled. Field will not be displayed if cumulative payee restriction is disabled.
Internal Payment	
Account Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for internal payment. This field is not editable.
Payees Per Day	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled. Field will not be displayed if Account - Payee Restriction for Internal Payment is disabled.
Domestic Payment	
Account Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for domestic payment. This field is not editable.
NEFT	Displays the total number of payees that are permitted for NEFT transactions, if the account payee restriction for domestic payment is enabled. Field will not be displayed if Account - Payee Restriction for Domestic Payment is disabled.
RTGS	Displays the total number of payees that are permitted for RTGS transactions, if the account payee restriction for domestic payment is enabled. Field will not be displayed if Account - Payee Restriction for Domestic Payment is disabled.
IMPS	Displays the total number of payees that are permitted for IMPS transactions, if the account payee restriction for domestic payment is enabled. Field will not be displayed if Account - Payee Restriction for Domestic Payment is disabled.

Field Name	Description
Draft Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for a domestic draft payment. This field is not editable.
Payees Per Day	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled. Field will not be displayed if Draft - Payee Restriction for Domestic Payment is disabled.
International Payment	
Account Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for international payment. This field is not editable.
Payees Per Day	Displays the total number of payees that are permitted, if the account payee restriction for international payment is enabled. Field will not be displayed if International Payment - Payee Restriction for Domestic Payment is disabled.
Draft Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for international draft payment. This field is not editable.
Payees Per Day	Displays the total number of payees that are permitted, if the account payee restriction for international draft payment is enabled. Field will not be displayed if International Draft - Payee Restriction for Domestic Payment is disabled.

2. In the **Cumulative Payee Restriction/ Account Payee - Payee Restriction/ Draft Payee - Payee Restriction** field, select the appropriate option.
 - a. If user select **Yes** option:
 - i. Edit the values in **Total number of Payees permitted per day** field.
OR
Click  or  to edit the values.
 - b. If user select **No** option:
 - i. Fields Total Number of payees per day and Payees per day are not displayed for respective payment type.
3. Select the transactions whose details you want to edit.
4. Click **Save** to save the changes made to the payee restriction set up. The message box informing that the changes will be effective next day appears.
OR
Click **Back** to navigate back to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

5. The **Payee Restriction Set-up – Edit – Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The **Payee Restriction Set-up – Edit** screen with values in editable form screen appears.
OR
Click **Cancel** to cancel the operation.
The success message of Payee Restriction Set-up – Edit appears along with the transaction reference number.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

FAQs

1. Will edited maintenance be applicable from immediate effect?

No, edited maintenance will be applicable from next calendar date.

2. What happens if the user's cumulative payee limit for a day is fully utilized but network for which he is creating a payee is available?

System will first check the availability of cumulative payee limit. If available, will check network level payee availability limit. If both the conditions are met, user is allowed to create a payee.

3. Is this maintenance is also applicable for corporate type of users?

No, currently this maintenance is applicable only to Retail Users.

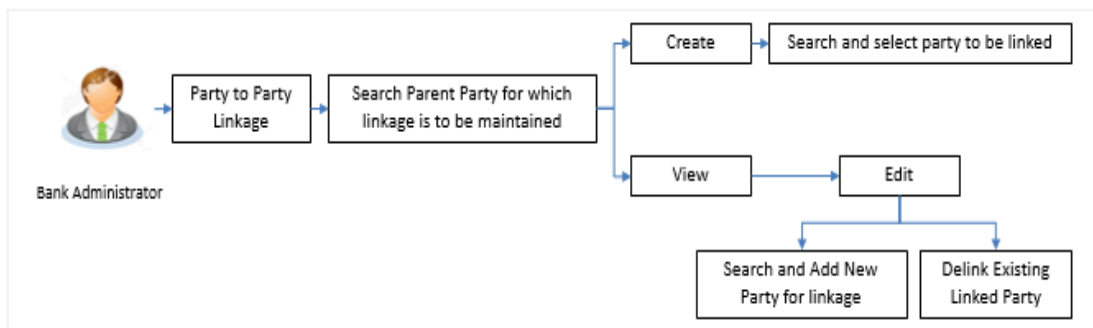
13. Party to Party Linkage

Party to Party linkage is required by medium and large corporates if the user(s) of the parent company needs to access accounts of the subsidiary companies. For e.g. consider a case wherein say 'ABC Industries' is the parent company with a subsidiary company 'PQR Enterprises' and the users of ABC Industries needs to access accounts of PQR Enterprises to carry out transactions and/or inquiries. The corporate will provide a mandate/ board resolution to the bank for creation of Party to Party linkage. Bank administrator will setup a Party to Party linkage by selecting the parent party and the parties to be linked.

Pre-Requisites

- Party preferences should be maintained for the parent as well as the party to be linked
- Channel Access should be enabled for both the parent as well as the party to be linked

Workflow



Features Supported In Application

The following options are available as part of Party to Party linkage maintenance

- Search a party for Party to Party linkage
- Create Party to Party linkage
- View an existing Party to Party Linkage
- Edit and Delink Party to Party Linkage

How to reach here:

Administration Dashboard > OnBoarding > Party To Party Linkage

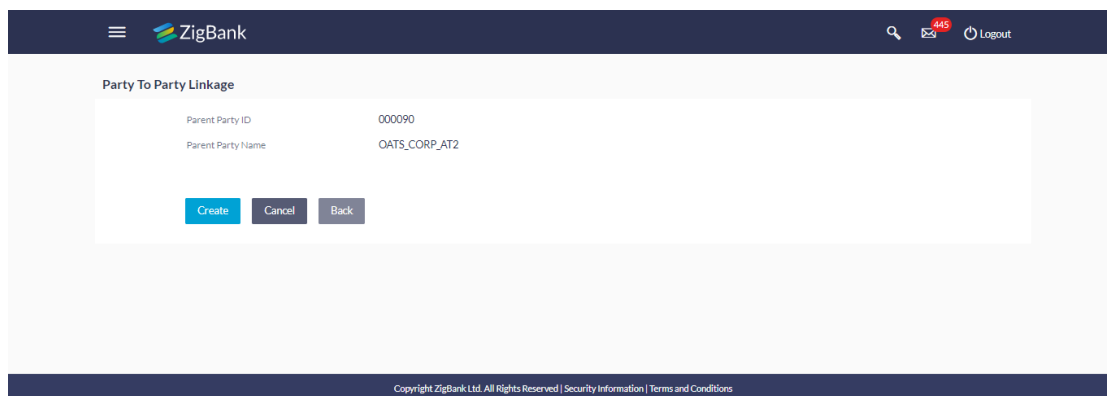
13.1 Party to Party Linkage- Search

Once the logged in user navigates to Party to Party Linkage screen, user will have an option to enter the party information (party ID or party name) and search party.

User can enter the party ID (if known) or the party name with a minimum of 5 characters. In case of search by party name, system matches the input provided by the user with the party name records and displays the matching party records.

In case of a party search by party ID, it will be an exact match and system will display the party details with appropriate options of linkage creation (if no linkage maintained) and created linkage(s) (if maintained) for the input parent party ID.

Party to party Linkage - search by party ID



The screenshot shows the 'Party To Party Linkage' search interface. The header includes the ZigBank logo, a search icon, a notification bell with '445', and a 'Logout' button. The main content area displays the search results for a party ID:

Parent Party ID	000090
Parent Party Name	OATS_CORP_AT2

Below the table are three buttons: 'Create' (highlighted in blue), 'Cancel', and 'Back'. At the bottom of the page, there is a footer with the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

In case of a party search by name, system will display the matching party records. The records will have parties listed with both Party ID and Party Name information. User will select the record by clicking on the Party ID from the list.

Party to Party Linkage - search by party name

Party To Party Linkage

Party ID

Party Name

Party ID	Party Name
000006	FAISAL_SCV1
000012	ISLAMIC
000090	OATS_CORP_AT2
000091	OATS_AT1_BANK1
000093	KALA
000104	AT1_WALKIN
000165	COUNTER_PARTY
000186	priyanak
000017	rajani joshi
000199	OATS_AT1_BANK_GBP
000073	000_TRADE BANK1
000075	OATS_BROKER_CUST
000077	OATS_AT4_CORP2
000095	KALA
000007	FAISALCORP
000096	KAL
000357	kumar1
000071	000_TRADE CUS
000232	OATS_AT4_IND1
000013	karunakar

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Field Description

Field Name Description

Party Id Parent party Id of the corporate user to which you want to link other party.

Party Name Name of the parent party.

To search the party to party linkage:

1. In the **Party Id** field, enter the parent party id of the user.
OR
In the **Party Name** field, enter the parent party name of the user.
2. Click **Search**.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction and navigate the user back to 'Dashboard'.
The **Party to Party Linkage** screen with search results with parent party identified and list of linked parties appears.


13.2 Party To Party Linkage - Create

The Bank administrator gets a request to create a Party to Party Linkage in the system with details of the parent party and the party to be linked. As part of linkage creation, more than one party can be linked to the parent party selected.

To create a new party to party linkage:

1. Search the parent party by party ID or party name as specified in **Party to Party Linkage - Search** section.
2. Click **Create**. The **Party To Party Linkage - Create** screen with parent party details will appear.
OR
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.

Party To Party Linkage - Create

3. There will be a linked party section with an option to search a party to be linked.
4. Search a party to be linked by party ID or party name as specified in 'Party Search' section. Once the party appears in the linked party section, there is an option to remove the linkage if there is an erroneous selection. This can be done by clicking the  icon.
5. Click **Add** if the user wishes to Add more than one linked party to the selected parent party.

Party To Party Linkage - to link party

Party To Party Linkage

Create

Parent Party ID 000801

Parent Party Name ASHOK R.JAIN

Link Parties

Party ID	Party Name	Action
000805	KATHY STEPHENS	

Add

Save **Cancel** **Back**

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Field Description

Field Name Description

Create

Party Id Parent party Id of the corporate user to which you want to link other party.

Party Name Name of the parent party.

Linked Parties

Party Id Parent party Id of the corporate user to which you want to link other party.

Party Name Name of the parent party.

Action To delete the party linkage.

- a. In the **Party Id** field, enter the party to be linked by party ID or party name as specified in 'Party Search' section.
 - b. Click **Search**. The party details appear.
Once the party is selected, it will appear in the linked party section i.e. there will be a row displayed for each party with an icon.
OR
Click **Clear** to clear the search parameters.
6. Click **Save** to save the linkage of the linked parties with the parent party.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

7. The **Party To Party Linkage - Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to edit the transaction.
OR
Click **Cancel** to cancel the transaction.
8. The screen with success message and reference number appears. Click **OK** to complete the transaction.

13.3 Party to Party Linkage- View

The Bank Administrator would want to view the Party to Party Linkage by entering the details of the parent party.

To view party to party linkage:

1. Search the parent party by party ID or party name as specified in 'Party Search' section.
2. Click **Search**.
Parent party details will appear. There will be a linked party section with details of the parties linked to the parent party. It will have party ID and party name of the linked party.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction and navigate the user back to 'Dashboard'.
The **Party to Party Linkage** screen with search results with parent party identified and list of linked parties appears.

Party To party Linkage - View

The screenshot displays the 'Party To Party Linkage - View' interface. At the top, the ZigBank logo and navigation icons are visible. The main content area is titled 'Party To Party Linkage' and contains a 'View' section with the following details:

Parent Party ID	000801
Parent Party Name	ASHOK R, JAIN

Below the parent party details is a 'Linked Parties' section with a table:

Party ID	Party Name
000805	KATHY STEPHENS

At the bottom of the screen, there are three buttons: 'Edit', 'Cancel', and 'Back'. The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

3. Click **Edit** to update the **Party to Party Linkage**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

13.4 Party To Party Linkage - Edit and De-link

The Bank administrator gets a request to edit Party to Party Linkage in the system with details of the parent party and the party to be linked and/or de-linked. As part of linkage creation, more than one party can be linked to the parent party selected.

To edit or de link a party to party linkage:



1. Search the parent party by party ID or party name as specified in **Party To Party - Search** section.
2. Click **Search, Party to Party Linkage - View** screen appears. Linkages displayed (if already exists) or click **Add** (if new linkage to be added) or click **delete** against the party (if existing to be delinked).
3. Click **Edit**. The **Party To Party Linkage - Edit** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

Party To Party Linkage - Edit

The screenshot displays the 'Party To Party Linkage - Edit' interface. At the top, there is a navigation bar with the ZigBank logo and a 'Logout' button. The main content area is titled 'Party To Party Linkage' and contains the following elements:

- Edit Section:** A form with two fields: 'Parent Party ID' (000801) and 'Parent Party Name' (ASHOK R.JAIN).
- Linked Parties Section:** A table with columns for 'Party ID', 'Party Name', and 'Action'. One row is visible with 'Party ID' 000805, 'Party Name' KATHY STEPHENS, and a trash icon in the 'Action' column.
- Buttons:** A blue 'Add' button, a blue 'Save' button, a grey 'Cancel' button, and a grey 'Back' button.

At the bottom of the screen, there is a footer with the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

4. Parent party details will appear. There will be a linked party section with linked party details. As part of edit, existing linked party can be de-linked or new parties can be linked.
5. Click **Add** will open up party search panel. Search a party to be linked by party ID or party name as specified in 'Party Search' section. Once the party is selected, it will appear in the linked party section i.e. there will be a row displayed for each party with an  icon.
6. Once the party appears in the linked party section, there will be an option to remove the linkage. Click  to remove the linkage if there is an erroneous selection. User can remove the existing linked party for the parent party.
7. Click **Save** to save the changes made as part of edit i.e. added/removed linkages.
OR
Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to the previous screen.

8. The **Party To Party Linkage - Review** screen appears. Verify the details, and click **Confirm**.

OR

Click **Edit** to make changes to the linkages and then move back to the confirmation page by clicking **Save** button.

OR

Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.

9. The screen with success message with reference number appears. Click **OK** to complete the transaction.

FAQs

1. **Am unable to maintain Party to Party linkage with an error of Channel Access not maintained?**

Party to Party linkage cannot be maintained if Channel Access is disabled either for the parent party and/or selected linked party. You can maintain channel access by visiting party preferences screen and selecting parent party and/or linked party.

Navigation: (i) Dashboard > OnBoarding > Party Preferences (ii) Dashboard > Party Preferences

2. **Am unable to maintain Party to Party linkage with an error of Party Preference not maintained?**

Party to Party linkage cannot be maintained if party preference is not maintained either for the parent party and/or selected linked party. You can maintain party preference by visiting party preferences screen and selecting parent party and/or linked party.

Navigation: (i) Dashboard > OnBoarding > Party Preferences (ii) Dashboard > Party Preferences

3. **Am unable to delink a party (linked party)?**

Linkage with the parent party cannot be removed/deleted if there is an active Party Account Access linkage or User Account Access maintained. User will need to delete the party account and user account access linkage for the linked party and then proceed with deletion of party to party linkage.

4. **Can a linked party have more than one parent party?**

No. A party cannot be linked to more than one parent party i.e. if a party has been linked to a parent party then that party cannot be linked to another party.

5. **Can there be multiple associations between the parent and the linked party?**

No. The parent party cannot be linked to the linked party with linked party as the parent. For e.g. if there is a linkage already maintained with P1 (parent party) to P2 (child party) then system will not allow another linkage of P1 and P2 with P2 as parent and P1 as child party.

6. **Can the parent party be a linked party to another party?**

Yes, the parent party to a linked party can exist as a linked party to another parent party.

7. Have created a linkage between the parent party and linked party but it is not reflecting in the system even after a successful maintenance save message?

There is a possibility that the maintenance is saved but the status is 'Pending Approval'. For the maintenance, if there is an approval required then the changes will reflect only once the approver(s) approve the submitted request. If the setup does not require an approval workflow or is self / auto approved, then the linkage will be effected for the party immediately.

Account Access

Account access management enables the bank administrator to enable access of corporate accounts for channel banking. With this access defined, the corporate can transact on their accounts through internet banking. They can view accounts, statements, initiate payments, upload files, and various other transactions available for corporate users.

Account access management is a maintenance designed to allow and/or restrict the corporate accounts for online access. Typically, there are multiple users from different departments who transact on behalf of the corporate using specific accounts and specific transactions. Examples are:

- Large Corporates:
 - Users belonging to HR department: Such users carry out transaction such as salary payments, enabling reimbursements, deducting taxes etc. Hence, will only
 - Users belonging to administration department: Such users carry out transactions such as expenses repayments, monthly payments to vendors etc.
 - Users belonging to Finance department: Such users carry out transactions such as payments of dividends etc.
- Small and Medium enterprises:
 - May have users who typically carry all transactions and hence need to have access to most/ all account of the company and hence may not require any specific access to specific accounts.

On the basis of the request/ mandate received from the corporate clients, the administrator will use this maintenance to enable the corporate accounts to be accessed online. Further, users working on behalf of the corporate clients will be mapped to such accounts and their relevant transactions.

Below are the account access components:

- Party Account Access
- User Account Access

14. Party Account Access

The bank administrator can set up account and transaction access rules at the corporate party level. The bank administrator can provide access to accounts held by the party with the bank as available in the core banking system.

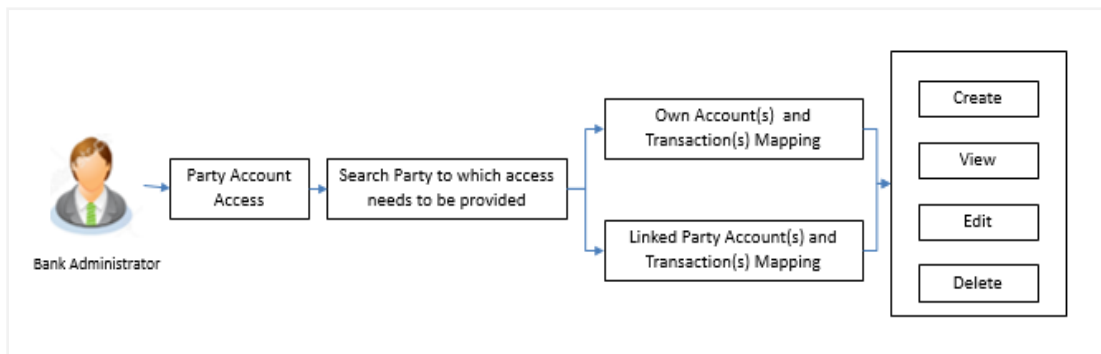
Upon navigating to the specific category tab viz. Demand Deposits, Term Deposits, Loans etc., the administrator can select a global check box of 'Map all accounts' to enable all the existing accounts under the selected category for channel banking. If specific accounts are required to be given access then the user needs to select the respective check boxes preceding the account number.

As part of this maintenance, own accounts and transaction mapping as well as accounts of the linked parties can be mapped to the parent party.

Pre-Requisites

- Party preferences should be created for the party for which access is to be maintained
- Channel Access should be enabled for party for which account access is to be maintained
- Account access maintenance for linked party accounts can be done once there is a party to party linkage maintained.

Workflow



Features Supported In Application

The following options are available as part of this maintenance:

- Party Account Access - Mapping (Own accounts and linked party accounts)
- Party Account Access – View (Own accounts and linked party accounts)
- Party Account Access - Edit (Own accounts and linked party accounts)
- Party Account Access - Delete (Own Accounts and linked party accounts)

How to reach here:

Administration Dashboard > Account Access > Party Account Access
 OR
Administration Dashboard > Quick Links > Party Account Access

14.1 Party Account Access - Mapping (Create)

The Bank Administrator gets a request with the list of account(s) and transactions for which access needs to be provided to the party.

To provide the party with account and transaction access:

- In the **Party Id** field, enter the party id of the user.
OR
In the **Party Name** field, enter the party name of the user.
- Click **Search**. For a searched party, two sections **Own Account Mapping Summary** and **Linked Party Account Mapping Summary** appears.
Linked party account mapping will only be available if the selected party has Party to Party Linkage maintained.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.

Party Account Access - Search

The screenshot displays the 'Party Account Access' search interface. At the top, there is a navigation bar with the ZigBank logo and user information. The main content area has two input fields: 'Party ID' (empty) and 'Party Name' (containing 'oat'). Below these fields are three buttons: 'Search' (highlighted in blue), 'Cancel', and 'Clear'. A table below the buttons shows the search results:

Party ID	Party Name
000090	OATS_CORP_AT2
000091	OATS_AT1_BANK1
000199	OATS_AT1_BANK_GBP
000075	OATS_BROKER_CUST
000077	OATS_AT4_CORP2
000232	OATS_AT4_IND1
000076	OATS_AT4_CORP1
000231	OATS_AT4_BANK2

At the bottom of the interface, there is a footer with the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Party Account Access - Search Result

Party Account Access

Party ID: 000801
Party Name: ASHOK R. JAIN

Own Account Mapping Summary
No accounts mapped for the party [Map](#)

Linked Party Account Mapping Summary

KATHY STEPHENS

Account Type	Total Number of Accounts	Number of Accounts Mapped
Current & Savings	4	3
Term Deposits	15	7
Loans	1	1

[Cancel](#) [Back](#)

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Field Description

Field Name

Description

Party Id

The party id searched by the bank administrator.

Party Name

The name of the party.

OWN ACCOUNT MAPPING SUMMARY

Click on **Account Type** to view the respective mapping details.

Account Type

All account types available under the party. The account type can be:

- Current and Savings
- Term Deposits
- Loans

Total Number of Accounts Total number of accounts available under the party.

Number of Accounts Mapped

Number of accounts mapped to the particular account type.

LINKED PARTY ACCOUNT MAPPING SUMMARY

Click on **Account Type** to view the respective mapping details.

3. If there is no mapping done for a party (own/ linked), there will be a message **No Accounts mapped for the party** with **Map**.

4. Click **Map**. The **Party Account Access - Create** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
5. All the accounts held by the selected party as a relationship with the bank as available in the core banking system will be fetched and displayed in the respective categories i.e. CASA, Term Deposits and Loans.
In case of mapping of linked party accounts to the parent party, user will select the parent party as part of party search section and click **Map** against the linked party of which account access is to be provided.
6. Navigate to the specific category tab viz. CASA, Term Deposits, Loans etc., and select a global check box of **Map all accounts** to enable all the existing accounts under the selected category for channel banking (on screen, it will serve as a **Select All** function).
OR
If specific accounts are required to be given access then the user needs to select the respective check boxes preceding the account number.
7. To map the new accounts, select appropriate option from **Map Accounts** field;
Select **Auto** if you wish to allow access to all future CASA/ Term Deposit/ Loans accounts.
OR
Select **Manual** if you wish to explicitly map new accounts and transactions.
8. The cookie message appears at the bottom of the category tab indicating the administrator that account mapping for other category tabs can be done by visiting the respective tabs.

Party Account Access - Account Mapping (Own Account Mapping) - Create

The screenshot displays the 'Party Account Access' interface. At the top, the ZigBank logo and navigation icons are visible. The main content area is titled 'Party Account Access' and contains a 'Create' form with the following details:

- Party ID: 000824
- Party Name: ashok r jain

Below the 'Create' section is the 'Account Mapping' section, which has three tabs: 'Current & Savings', 'Term Deposit', and 'Loans'. The 'Current & Savings' tab is selected. Under this tab, there are two main sections:

- New Accounts:** Includes a 'Map Accounts' dropdown menu with 'Auto' and 'Manual' options.
- Existing Accounts:** Features a checked checkbox for 'Map All Accounts' and a table of existing accounts.

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30008240014	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008240025	GBP	Savings Account - Regular	ACTIVE

At the bottom of the screen, there are three buttons: 'Next', 'Cancel', and 'Back'. A footer note states: 'Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs'.

Party Account Access - Account Mapping (Linked Account Mapping) - Create

Party Account Access

Create

Parent Party ID: 000814
Parent Party Name: NATRAJ INDUSTRIES

Linked Party ID: 000875
Linked Party Name: NATRAJ INDUSTRIES

Linked Party Account Mapping

Current & Savings | Term Deposit | Loans

New Accounts

Map Accounts

Existing Accounts

Map All Accounts

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Account Mapping for Current & Savings, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

9. Click **Next**. The **Party Account Access - Create** (Transaction Mapping) screen appears.
 OR
 Click **Cancel** to cancel the transaction.
 OR
 Click **Back** to navigate to the previous screen.

Party Account Access - Transaction- Account Mapping (Own Account Mapping)-Create

ZigBank Logout

Party Account Access

Create

Party ID: 000824
Party Name: ashok r jain

Transaction Mapping

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30008240014	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/> Map All Transactions			
<input checked="" type="checkbox"/> Loans			
<input checked="" type="checkbox"/> Loan Settlement			
<input checked="" type="checkbox"/> CASA			
<input checked="" type="checkbox"/> Cheque Book Request			
<input checked="" type="checkbox"/> Stop/Unblock Cheque			
<input checked="" type="checkbox"/> Request Demand Deposit Statement			
<input checked="" type="checkbox"/> Payments Inquiries			
<input checked="" type="checkbox"/> Inward Remittances			
<input checked="" type="checkbox"/> Outward Remittances			
<input checked="" type="checkbox"/> Upcoming Payments			
<input checked="" type="checkbox"/> Letter Of Credit			
<input checked="" type="checkbox"/> Letter Of Credit Create			
<input checked="" type="checkbox"/> Payments			
<input checked="" type="checkbox"/> Internal Transfer			
<input checked="" type="checkbox"/> Domestic Payment			
<input checked="" type="checkbox"/> PeerToPeer Transfer			
<input checked="" type="checkbox"/> International Draft			
<input checked="" type="checkbox"/> Self Transfer			
<input checked="" type="checkbox"/> Instruction Cancellation			
<input checked="" type="checkbox"/> Bill Payment			
<input checked="" type="checkbox"/> Domestic Draft			
<input checked="" type="checkbox"/> International Payout			
<input checked="" type="checkbox"/> External Transfer			
<input checked="" type="checkbox"/> File Upload			
<input checked="" type="checkbox"/> International Payment			
<input checked="" type="checkbox"/> Internal Transfer			
<input checked="" type="checkbox"/> Domestic Payment			
<input checked="" type="checkbox"/> Mixed Payment			
<input checked="" type="checkbox"/> Term Deposits			
<input checked="" type="checkbox"/> New Deposit			
<input checked="" type="checkbox"/> TD Top UP			
<input checked="" type="checkbox"/> All Inquiry Transactions			
<input checked="" type="checkbox"/> CASA Inquiries			
AT30008240025	GBP	Savings Account - Regular	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

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Party Account Access - Transaction- Account Mapping (Linked Account)-Create

Party Account Access

Create

Parent Party ID: 000814
Parent Party Name: NATRAJ INDUSTRIES

Linked Party ID: 000875
Linked Party Name: NATRAJ INDUSTRIES

Transaction Mapping for Linked Party Accounts

Current & Savings | Term Deposit | Loans


Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/> Map All Transactions			
<input checked="" type="checkbox"/> Loans			
<input checked="" type="checkbox"/> Loan Settlement			
<input checked="" type="checkbox"/> CASA			
<input checked="" type="checkbox"/> Cheque Book Request		<input checked="" type="checkbox"/> Stop/Unblock Cheque	<input checked="" type="checkbox"/> Request Demand Deposit Statement
<input checked="" type="checkbox"/> Payments Inquiries			
<input checked="" type="checkbox"/> Inward Remittances		<input checked="" type="checkbox"/> Outward Remittances	<input checked="" type="checkbox"/> Upcoming Payments
<input checked="" type="checkbox"/> Letter Of Credit			
<input checked="" type="checkbox"/> Letter Of Credit Create			
<input checked="" type="checkbox"/> Payments			
<input checked="" type="checkbox"/> Internal Transfer		<input checked="" type="checkbox"/> Domestic Payment	<input checked="" type="checkbox"/> PeerToPeer Transfer
<input checked="" type="checkbox"/> International Draft		<input checked="" type="checkbox"/> Self Transfer	<input checked="" type="checkbox"/> Instruction Cancellation
<input checked="" type="checkbox"/> Bill Payment		<input checked="" type="checkbox"/> Domestic Draft	<input checked="" type="checkbox"/> International Payout
<input checked="" type="checkbox"/> External Transfer			
<input checked="" type="checkbox"/> File Upload			
<input checked="" type="checkbox"/> International Payment		<input checked="" type="checkbox"/> Internal Transfer	<input checked="" type="checkbox"/> Domestic Payment
<input checked="" type="checkbox"/> Mixed Payment			
<input checked="" type="checkbox"/> Term Deposits			
<input checked="" type="checkbox"/> New Deposit		<input checked="" type="checkbox"/> TD Top UP	
<input checked="" type="checkbox"/> All Inquiry Transactions			
<input checked="" type="checkbox"/> CASA Inquiries			
AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Save **Cancel** **Back**

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10. To map the transactions to the account, click  against the particular account number to view the transaction mapping.
11. Select the respective check boxes preceding the transaction to be mapped.
OR
Select **Map All Transactions**, if you want to map all the transactions to all accounts.
12. Click **Save** to save the changes.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

13. The **Party Account Access - Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to edit the transaction.
OR
Click **Cancel** to cancel the transaction.
14. The screen with success message appears. Click **OK** to complete the transaction.
After following above steps the summary of mapped accounts and transactions available for party.

14.2 Party Account Access- View

The Bank Administrator can view the list of account(s) and transactions for which access has been provided to the party.

Field Description

Field Name	Description
Party Id	Party Id of the corporate user.
Party Name	Party name of the corporate user.

To view the party account and transaction access:

1. In the **Party Id** field, enter the party id of the user.
OR
In the **Party Name** field, enter the party name of the user.
2. Click **Search**. For a searched party, two sections **Own Account Mapping Summary** and **Linked Party Account Mapping Summary** appears.
Linked party account mapping will only be available if the selected party has Party to Party Linkage maintained.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
3. Click **Account Type** i.e. CASA / TD / Loans in the summary details for the party, which will navigate to the view page.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.

Party Account Access - Search

Party Account Access

Party ID

Party Name

[Search](#) [Cancel](#) [Clear](#)

Party ID	Party Name
000090	OATS_CORP_AT2
000091	OATS_AT1_BANK1
000199	OATS_AT1_BANK_GBP
000075	OATS_BROKER_CUST
000077	OATS_AT4_CORP2
000232	OATS_AT4_IND1
000076	OATS_AT4_CORP1
000231	OATS_AT4_BANK2

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Party Account Access - Search Results

Party Account Access

Party ID 000801

Party Name ASHOK R, JAIN

Own Account Mapping Summary
No accounts mapped for the party [Map](#)

Linked Party Account Mapping Summary
KATHY STEPHENS

Account Type	Total Number of Accounts	Number of Accounts Mapped
Current & Savings	4	3
Term Deposits	15	7
Loans	1	1

[Cancel](#) [Back](#)

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Field Description

Field Name

Description

Party Id

The party id searched by the bank administrator.

Party Name

The name of the party.

Field Name	Description
OWN ACCOUNT MAPPING SUMMARY	
Click on Account Type to view the respective mapping details.	
Account Type	All account types available under the party. The account type can be: <ul style="list-style-type: none"> • Current and Savings • Term Deposits • Loans
Total Number of Accounts	Total number of accounts available under the party.
Number of Accounts Mapped	Number of accounts mapped to the particular account type.

LINKED PARTY ACCOUNT MAPPING SUMMARY

Click on **Account Type** to view the respective mapping details.

- Click **Account Type** i.e. CASA/TD/Loan, all the accounts held by the selected party as a relationship with the bank as available in the core banking system will be fetched and displayed in the respective categories i.e. CASA, Term Deposits and Loans. In case of mapping of linked party accounts to the parent party, select on the account type in the linked party summary section.
- Navigate to the specific category tab viz. CASA, Term Deposits, Loans etc., the administrator can view both the accounts for which access has been provided and the ones for which access is not provided. Can also view the selection done for New Accounts mapping i.e. Auto/Manual.
- The cookie message appears at the bottom of the category tab indicating the administrator that account mapping for other category tabs can be done by visiting the respective tabs.
- Click **Next**. The **Party Account Access – View** (Transaction Mapping) screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

Party Account Access – View (Own Account Mapping Summary)

The screenshot shows the 'Party Account Access' page for a user. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with '447', and a 'Logout' button. The main content area is titled 'Party Account Access' and contains a 'View' section with the following details:

- Party ID: 000824
- Party Name: ashok r jain

Below this is the 'Account Mapping' section, which has three tabs: 'Current & Savings', 'Term Deposit', and 'Loans'. The 'Current & Savings' tab is active. It contains a 'New Accounts' section with 'Map Accounts' and 'Auto'/'Manual' buttons. The 'Existing Accounts' section has a checked 'Map All Accounts' checkbox and a table of accounts:

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30008240014	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008240025	GBP	Savings Account - Regular	ACTIVE

At the bottom of the mapping section, there is a note: 'Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs'. Below this are buttons for 'Edit', 'Next', 'Cancel', 'Delete', and 'Back'. A footer at the bottom of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Party Account Access - View (Linked Party Account Mapping Summary)

The screenshot shows the 'Party Account Access' page for a user. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with '444', and a 'Logout' button. The main content area is titled 'Party Account Access' and contains a 'View' section with the following details:

- Parent Party ID: 000814
- Parent Party Name: NATRAJ INDUSTRIES
- Linked Party ID: 000875
- Linked Party Name: NATRAJ INDUSTRIES

Below this is the 'Linked Party Account Mapping' section, which has three tabs: 'Current & Savings', 'Term Deposit', and 'Loans'. The 'Current & Savings' tab is active. It contains a 'New Accounts' section with 'Map Accounts' and 'Auto'/'Manual' buttons. The 'Existing Accounts' section has a checked 'Map All Accounts' checkbox and a table of accounts:

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

At the bottom of the mapping section, there is a note: 'Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs'. Below this are buttons for 'Edit', 'Next', 'Cancel', 'Delete', and 'Back'. A footer at the bottom of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

CASA/ Term Deposits/ Loans

New Accounts

Map Accounts	<p>Mapping of the accounts.</p> <p>The options can be:</p> <ul style="list-style-type: none"> • Auto: gives default access to the all future newly added accounts and transactions of the party as soon as the account is opened. • Manual: gives specific access to future accounts. This is to explicitly map new accounts and transactions if access needs to be provided
---------------------	--

Existing Accounts

Map All Accounts	Mapping all the existing accounts under the selected category to enable for channel banking.
Account Number	List of account numbers present in a particular account type.
Currency	Account currency.
Product Name	Name of the product available under the party.
Account Status	Status of the account access for the party

8. Click **Next**. The **Party Account Access- View** screen for account selected and transactions enabled for the selected account appears.

Party Account Access - Transaction- Own Account Mapping- View

ZigBank
Logout

Party Account Access

View

Party ID: 000824
Party Name: ashok r jain

Transaction Mapping

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30008240014	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/> Map All Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loans <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loan Settlement <input checked="" type="checkbox"/> CASA <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Cheque Book Request <input checked="" type="checkbox"/> Payments Inquiries <input checked="" type="checkbox"/> Inward Remittances <input checked="" type="checkbox"/> Letter Of Credit <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Letter Of Credit Create <input checked="" type="checkbox"/> Payments <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Internal Transfer <input checked="" type="checkbox"/> International Draft <input checked="" type="checkbox"/> Bill Payment <input checked="" type="checkbox"/> External Transfer <input checked="" type="checkbox"/> File Upload <ul style="list-style-type: none"> <input checked="" type="checkbox"/> International Payment <input checked="" type="checkbox"/> Mixed Payment <input checked="" type="checkbox"/> Term Deposits <ul style="list-style-type: none"> <input checked="" type="checkbox"/> New Deposit <input checked="" type="checkbox"/> All Inquiry Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> CASA Inquiries 			
AT30008240025	GBP	Savings Account - Regular	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Edit Cancel Back

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Party Account Access - Transaction- Account Mapping (Linked Account Mapping) - View

Party Account Access

View

Parent Party ID: 000814
Parent Party Name: NATRAJ INDUSTRIES

Linked Party ID: 000875
Linked Party Name: NATRAJ INDUSTRIES

Transaction Mapping for Linked Party Accounts

Current & Savings | Term Deposit | Loans


Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Edit **Cancel** **Back**

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9. Click  against the particular account number to view the mapped transactions.
OR
Click **Edit** to update transaction mapping.
OR
Click **Cancel** to cancel the transaction.
10. Click **Edit** to update the **Party Account Access** account mapping for new accounts and existing accounts.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

14.3 Party Account Access - Edit

The Bank administrator gets a request with the list of account(s) and transactions for which access details needs to be edited for the party.

To edit account and transaction access for the party:

1. In the **Party Id** field, enter the party id of the user.
OR
In the **Party Name** field, enter the party name of the user.
2. Click **Search**. For a searched party, two sections **Own Account Mapping Summary** and **Linked Party Account Mapping Summary** appears.
Linked party account mapping will only be available if the selected party has Party to Party Linkage maintained.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
3. If there is no mapping done for a party (own/ linked), the message **No Accounts mapped for the party** with **Map** appears.
4. Click **Account Type** i.e. CASA / TD / Loans in the summary details for the party, which will navigate to the view page.
All the accounts held by the selected party as a relationship with the bank as available in the core banking system will be fetched and displayed in the respective categories i.e. CASA, Term Deposits and Loans.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
5. In case of mapping of linked party accounts to the parent party, select on the account type in the linked party summary section.
6. Navigate to the specific category tab viz. CASA, Term Deposits, Loans etc., the administrator can view both the accounts for which access has been provided and the ones for which access is not provided.
7. Click **Edit**. The **Party Account Access - Edit** screen appears.
This enables the selection and de-selection option against the accounts and also allow changing the map accounts from Auto to Manual and vice-versa.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.
8. Click Account Type for which you want to edit the mapping of the accounts.
9. The cookie message displayed indicating the administrator that account mapping for other category tabs can be viewed by visiting the respective tabs.

Party Account Access (Own Account Mapping) - Edit

ZigBank
Logout

Party Account Access

Edit

Party ID: 000824
Party Name: ashok r jain

Account Mapping

Current & Savings | Term Deposit | Loans

New Accounts

Map Accounts ? Auto Manual

Existing Accounts

Map All Accounts

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30008240014	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008240025	GBP	Savings Account - Regular	ACTIVE

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

Next Cancel Back

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Party Account Access (Linked Party Account Mapping) – Edit

ZigBank
Logout

Party Account Access

Edit

Parent Party ID: 000814
Parent Party Name: NATRAJ INDUSTRIES

Linked Party ID: 000875
Linked Party Name: NATRAJ INDUSTRIES

Linked Party Account Mapping

Current & Savings | Term Deposit | Loans

New Accounts

Map Accounts ? Auto Manual

Existing Accounts


Map All Accounts

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

Next Cancel Back

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10. To map the new accounts, select appropriate option from **Map Accounts** field;
Select **Auto** if you wish to allow access to all future CASA/ Term Deposit/ Loans accounts.
OR
Select **Manual** if you wish to allow specific access to all future CASA/ Term Deposit/ Loans accounts.
11. Select the respective check boxes preceding the **Account Number** to be mapped.
OR
Select **Map All Accounts**, if you want to map all the account numbers.
12. Click **Next**. The **Party Account Access - Edit** screen with mapped transaction - account appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
13. To map the transactions to the account, click  against the particular account number to view the transaction mapping.
14. Select the respective check boxes preceding the transaction to be mapped.
OR
Select **Map All Transactions**, if you want to map all the transactions to all accounts.

Party Account Access - Transaction- Account Mapping (Own Account Mapping) - Edit

ZigBank
Logout

Party Account Access

Edit

Party ID: 000824
Party Name: ashok r jain

Transaction Mapping

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30008240014	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/> Map All Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loans <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loan Settlement <input checked="" type="checkbox"/> CASA <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Cheque Book Request <input checked="" type="checkbox"/> Payments Inquiries <input checked="" type="checkbox"/> Inward Remittances <input checked="" type="checkbox"/> Letter Of Credit <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Letter Of Credit Create <input checked="" type="checkbox"/> Payments <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Internal Transfer <input checked="" type="checkbox"/> International Draft <input checked="" type="checkbox"/> Bill Payment <input checked="" type="checkbox"/> External Transfer <input checked="" type="checkbox"/> File Upload <ul style="list-style-type: none"> <input checked="" type="checkbox"/> International Payment <input checked="" type="checkbox"/> Mixed Payment <input checked="" type="checkbox"/> Term Deposits <ul style="list-style-type: none"> <input checked="" type="checkbox"/> New Deposit <input checked="" type="checkbox"/> All Inquiry Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> CASA Inquiries 			
AT30008240025	GBP	Savings Account - Regular	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Save
Cancel
Back

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Party Account Access - Transaction- Account Mapping (Linked Party Account Mapping) - Edit

Party Account Access

Edit

Parent Party ID: 000814
Parent Party Name: NATRAJ INDUSTRIES

Linked Party ID: 000875
Linked Party Name: NATRAJ INDUSTRIES

Transaction Mapping for Linked Party Accounts

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Save Cancel Back

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15. Click **Save** to save the changes.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
16. The **Party Account Access - Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to edit the transaction.
OR
Click **Cancel** to cancel the transaction.
17. The screen with success message appears. Click **OK** to complete the transaction.

14.4 Party Account Access - Delete

The bank administrator gets a request with the party information for which access details needs to be deleted. As part of this option, own account mapping and/or linked party account mapping can be deleted.

To delete account and transaction access for the party:

1. In the **Party Id** field, enter the party id of the user.
OR
In the **Party Name** field, enter the party name of the user.
2. Click **Search**. For a searched party, two sections **Own Account Mapping Summary** and **Linked Party Account Mapping Summary** appears.
Linked party account mapping will only be available if the selected party has Party to Party Linkage maintained.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
3. If there is no mapping done for a party (own/ linked), the message **No Accounts mapped for the party** with **Map** appears.
4. Click **Account Type** i.e. CASA / TD / Loans in the summary details for the party, which will navigate to the view page.
All the accounts held by the selected party as a relationship with the bank as available in the core banking system will be fetched and displayed in the respective categories i.e. CASA, Term Deposits and Loans.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
5. In case of mapping of linked party accounts to the parent party, select on the account type in the linked party summary section.
6. Navigate to the specific category tab viz. CASA, Term Deposits, Loans etc., the administrator can view both the accounts for which access has been provided and the ones for which access is not provided.
7. Click **Delete**. The application prompt the administrator with a message Are you sure you want to delete Party Account Access setup for linked Party ID – Party name with an option of Yes / No.
8. Click **Yes** to proceed with the deletion request.
It will navigate to confirmation page with a success message and the status.
OR
Click **No** if you do not wish to proceed with deletion.
9. The success message and the status appear.
10. Click **OK** to complete the transaction.

FAQs

1. Is it necessary to setup Party Account Access Management before setting up User Account Access?

Yes. The party account access management setup must be done before the user level mapping of accounts and transactions.

2. What is the significance of Auto and Manual option in 'Map Accounts'?

This feature allows the administrator to configure access policies for accounts and associated transactions which may get added subsequently in the future.

Auto: Gives access to the newly added accounts and transactions of the party as soon as the account is opened. This option can be selected whenever bank administrator wishes to provide access by default

Manual: Denies the newly added accounts and transactions by default. This is to ensure that access to accounts and transactions is provided only upon receiving specific instructions from corporates

3. Party Account Access has not been maintained for the party for Own or Linked party, still there is no 'Map' button available?

It is possible that the channel access and/or party preferences has not been maintained for the party whose accounts needs to be provided for access to the selected party. There will be an appropriate message provided to the user below the party details. Before proceeding with account access, admin can visit 'Party Preferences' screen and maintain the preferences and/or channel access for the party.

4. Will Party Account Access – Deletion for a party (Own/Linked) lead to automatic deletion of User Account Access?

Yes. Deletion of account access for a party will lead to automatic deletion of access for the users of that party.

5. If I remove access of account(s) and transaction(s) for a party, will it lead to automatic access removal for the users of that party

Yes. Access removal at party level for an account and/or transaction will automatically remove access at user level of the selected party.

6. Have mapped/edited/deleted party account access for a party but it is not reflecting in the system even after a successful maintenance save message?

There is a possibility that the maintenance is saved but the status is 'Pending Approval'. For the maintenance, if there is an approval required then the changes will reflect only once the approver(s) approve the submitted request.

If the setup does not require an approval workflow or is self / auto approved, then the same will reflect immediately.

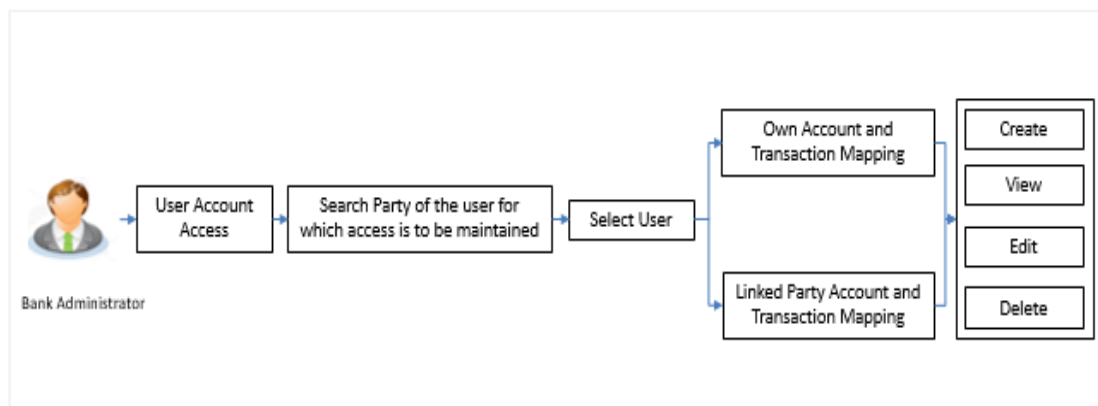
15. User Account Access

Using this option the bank administrator can set up account and transaction access for user(s) of the corporate party. This maintenance can be done only after the Party Account Access is setup for the party of the user(s). The user level mapping of accounts and transactions must be done in order to provide access to the accounts for performing transactions to the specific user. If this step is not followed, the corresponding user will not be able to view any accounts on the dashboard screen or at the individual transactions.

Pre-Requisites

- Account Access should be maintained for the party of the user for which access is to be maintained
- Account Access for the party should be maintained for linked party accounts if the user needs access to linked party accounts. • Party preferences should be created for the party of the user for which access is to be maintained
- Channel Access should be enabled for party of the user for which account access is to be maintained

Workflow



Features Supported In Application

The following options are available as part of this maintenance:

- User Account Access - Mapping (Own accounts and linked party accounts)
- User Account Access – View (Own accounts and linked party accounts)
- User Account Access - Edit (Own accounts and linked party accounts)
- User Account Access - Delete (Own Accounts and linked party accounts)

How to reach here:

Administration Dashboard > Account Access > User Account Access

OR

Administration Dashboard > Quick Links > User Account Access

15.1 User Account Access - Mapping (Create)

The Bank administrator gets a request with the list of account(s) and transactions for which access needs to be provided to the user of a specific party.

To provide the user with account and transaction access:

1. In the **Party Id** field, enter the party id of the user.
OR
In the **Party Name** field, enter the party name of the user.
2. Click **Search**.
For a searched party, there will be a list of users displayed with information like user ID, contact details of the user and an indicator whether there is an account mapping done for the user. Click on user ID to navigate to **Account Access summary** section with two sections **Own Account Mapping Summary** and **Linked Party Account Mapping Summary**. Linked party account mapping will only be available if the selected party has Party to Party Linkage maintained.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
The **User Account Access** screen with search results appears.

User Account Access – Search

The screenshot shows the 'User Account Access' search interface. At the top, there is a dark blue header with the ZigBank logo on the left and navigation icons (search, notifications, and logout) on the right. The main content area is white and contains two input fields: 'Party ID' and 'Party Name'. Below these fields are three buttons: 'Search' (blue), 'Cancel' (grey), and 'Clear' (grey). At the bottom of the page, there is a dark blue footer with the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

User Account Access - Search Result

ZigBank
Logout

User Account Access

Party ID: 000814
 Party Name: NATRAJ INDUSTRIES

Search Results

Initials	User ID	Contact Details	Mapping
AJ	ajauth AshokJain	ashok.jain@oracle.com 9967184057	✓
MG	ajauth1 MustufaGari	nelson.dsouza@oracle.com 9833441801	✓
DR	ajauth2 DyaneshwarRaskar	nelson.dsouza@oracle.com 9833441801	✓
WD	ajauth3 WilsonDsouza	nelson.dsouza@oracle.com 9833441801	✓
AD	ajauth4 AllisonDsouza	nelson.dsouza@oracle.com 9833441801	✓
JD	ajauth5 JohnsonDsouza	nelson.dsouza@oracle.com 9833441801	✓
AJ	ajcorp AshokJain	ashok.jain@oracle.com 9967184060	✓
AJ	ajinit AshokJain	ashok.jain@oracle.com 9967184056	✓
ND	ndcamaker NelsonDsouza	nelson.dsouza@oracle.com 9833441801	✓
AD	ndchecker1 AllisonDsouza	nelson.dsouza@oracle.com 9833441801	✗
JD	ndcamaker1 JohnsonDsouza	nelson.dsouza@oracle.com 9833441801	✗
ND	ndcorpdmaker NelsonDsouza	nelson.dsouza@oracle.com 9833441801	✗
MM	NIMaker1 Maker 1Maker	nelson.dsouza@oracle.com 9833441801	✗
SP	sagar0002@test.com SagarPatange	sagar0002@test.com 9998880002	✗

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User Account Access – Summary Page

The screenshot displays the 'User Account Access' summary page. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification bell with '445', and a 'Logout' button. The main content area is titled 'User Account Access' and contains the following information:

- User Details:**
 - Party ID: 000814
 - Party Name: NATRAJ INDUSTRIES
 - User ID: ajauth2
 - User Name: Dyaneshwar Raskar
- Own Account Mapping Summary:**

Account Type	Total Number of Accounts	Number of Accounts Mapped
Current & Savings	8	8
Term Deposits	24	24
Loans	1	1
- Linked Party Account Mapping Summary:**
 - Party Name: NATRAJ INDUSTRIES
 - No Accounts mapped to the user for this linked party
 - Map button

At the bottom of the main content area, there are 'Cancel' and 'Back' buttons. The footer contains the copyright notice: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name

Description

Party Id	The party id searched by the bank administrator.
Party Name	The name of the party.
User Id	User ID of the selected user.
User Name	User name of the selected user

OWN ACCOUNT MAPPING SUMMARY

Account Type	All account types available under the party. The account type can be: <ul style="list-style-type: none"> • Current and Savings • Term Deposits • Loans
---------------------	--

Total Number of Accounts Total number of accounts available under the party.


Number of Accounts Mapped Number of accounts mapped to the particular account type.

LINKED PARTY ACCOUNT MAPPING SUMMARY

Click on **Account Type** to view the respective mapping details.

3. If there is no mapping done for the user for a party (own/ linked), there will be a message **No Accounts mapped for the party** with **Map**.
4. If the access for the party to which the user belongs to is not done, then there will be no **Map** button.
5. Click **Map**. The **User Account Access - Create** screen appears.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.
6. All the accounts held by the selected party as a relationship with the bank as available in the core banking system will be fetched and displayed in the respective categories i.e. CASA, Term Deposits and Loans.
In case of mapping of linked party accounts to the user, bank admin will select the parent party as part of party search section, select the user of the parent party and click **Map** against the linked party of which account access is to be provided.
7. Navigate to the specific category tab viz. CASA, Term Deposits, Loans etc., and select a global check box of **Map all accounts** to enable all the existing accounts under the selected category for channel banking (on screen, it will serve as a **Select All** function).
OR
If specific accounts are required to be given access to the user, then the bank admin needs to select the respective check boxes preceding the account number.
8. Select **Apply Party Level Changes Automatically** to automatically apply the party changes. The cookie message appears indicating the administrator that account mapping for other category tabs can be done by visiting the respective tabs.

User Account Access - Account Mapping (Own Account Mapping) - Create

 🔍 445 🏠 Logout

User Account Access

Create

Party ID: 000814
Party Name: NATRAJ INDUSTRIES
User ID: advait_natraj
User Name: Advait Dighe

Account Mapping

Current & Savings | Term Deposit | Loans

Apply Party Level Changes Automatically
 Map All Accounts

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30008140018	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008140020	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008140031	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008140064	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008140075	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008140042	USD	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008140053	USD	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008140086	USD	ISLAMIC_SAVIN	ACTIVE

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

Next | Cancel | Back

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User Account Access - Account Mapping (Linked Account Mapping) - Create

Create

Parent Party ID: 000814
Parent Party Name: NATRAJ INDUSTRIES

Linked Party ID: 000875
Linked Party Name: NATRAJ INDUSTRIES

User ID: advait_natraj
User Name: Advait Dighe

Linked Party Account Mapping

Current & Savings | Term Deposit | Loans

Apply Party Level Changes Automatically
 Map All Accounts

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

Next **Cancel** **Back**

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9. Click **Next**. The **User Account Access - Create** (Transaction Mapping) screen appears.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.

User Account Access - Transaction- Account Mapping (Own Account Mapping)-Create

ZigBank
Logout

User Account Access

Create

Parent Party ID	000814	>	Linked Party ID	000875
Parent Party Name	NATRAJ INDUSTRIES		Linked Party Name	NATRAJ INDUSTRIES
User ID	advait_natraj		User Name	Advait Dighe

Transaction Mapping for Linked Party Accounts

Current & Savings
Term Deposit
Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/> Map All Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loans <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loan Settlement <input checked="" type="checkbox"/> CASA <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Cheque Book Request <input checked="" type="checkbox"/> Payments Inquiries <input checked="" type="checkbox"/> Inward Remittances <input checked="" type="checkbox"/> Letter Of Credit <input checked="" type="checkbox"/> Letter Of Credit Create <input checked="" type="checkbox"/> Payments <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Internal Transfer <input checked="" type="checkbox"/> International Draft <input checked="" type="checkbox"/> Bill Payment <input checked="" type="checkbox"/> External Transfer <input checked="" type="checkbox"/> File Upload <ul style="list-style-type: none"> <input checked="" type="checkbox"/> International Payment <input checked="" type="checkbox"/> Mixed Payment <input checked="" type="checkbox"/> Term Deposits <ul style="list-style-type: none"> <input checked="" type="checkbox"/> New Deposit <input checked="" type="checkbox"/> All Inquiry Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> CASA Inquiries 			
AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Save
Cancel
Back

User Account Access - Transaction- Account Mapping (Linked Account)-Create

Create

Parent Party ID: 000814
Parent Party Name: NATRAJ INDUSTRIES

Linked Party ID: 000875
Linked Party Name: NATRAJ INDUSTRIES

User ID: advait_natraj
User Name: Advait Dighe

Transaction Mapping for Linked Party Accounts

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/> Map All Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loans <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loan Settlement <input checked="" type="checkbox"/> CASA <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Cheque Book Request <input checked="" type="checkbox"/> Payments Inquiries <input checked="" type="checkbox"/> Inward Remittances <input checked="" type="checkbox"/> Letter Of Credit <input checked="" type="checkbox"/> Letter Of Credit Create <input checked="" type="checkbox"/> Payments <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Internal Transfer <input checked="" type="checkbox"/> International Draft <input checked="" type="checkbox"/> Bill Payment <input checked="" type="checkbox"/> External Transfer <input checked="" type="checkbox"/> File Upload <ul style="list-style-type: none"> <input checked="" type="checkbox"/> International Payment <input checked="" type="checkbox"/> Mixed Payment <input checked="" type="checkbox"/> Term Deposits <ul style="list-style-type: none"> <input checked="" type="checkbox"/> New Deposit <input checked="" type="checkbox"/> All Inquiry Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> CASA Inquiries 			
AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Save Cancel Back

Field Description

Field Name

Description

Party Id

The party id searched by the bank administrator.


Party Name

The name of the party.

User Id

User ID of the selected user.

Field Name	Description
User Name	User name of the selected user.
Account Mapping	
CASA/ Term Deposits/ Loans	
Apply Party Level Changes Automatically	User will get access to accounts that are allowed/disallowed at the party level.
Map All Transactions to All Accounts	Mapping all the transactions to all the existing accounts.
Account Number	List of account numbers present in a particular account type.
Currency	Account currency.
Product Name	Name of the product.
Account Status	Status of the account access for the party

10. To map the transactions to the account, click  against the particular account number to view the transaction mapping.
11. Select the respective check boxes preceding the transaction to be mapped.
OR
Select **Map All Transactions**, if you want to map all the transactions to all accounts.
12. Select **Apply Party Level Changes Automatically** to automatically apply the party changes.
13. Click **Save**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
14. The **User Account Access - Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to edit the mapping.
OR
Click **Cancel** to cancel the transaction.
15. The screen with success message appears. Click **OK** to complete the transaction.

15.2 User Account Access- Search

The Bank administrator can view the list of account(s) and transactions for which access has been provided to the user.

To view the account and transaction access:

1. In the **Party Id** field, enter the party id of the user.
OR
In the **Party Name** field, enter the party name of the user.
2. Click **Search**.
For a searched party, there will be a list of users displayed with information like user ID, contact details of the user and an indicator whether there is an account mapping done for the user.
3. Click on **user Id** to navigate to Account Access summary section for the user with two sections **Own Account Mapping Summary** and **Linked Party Account Mapping Summary**.
Linked party account mapping will only be available if the selected party has Party to Party Linkage maintained.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
4. Click **Account Type** i.e. CASA / TD / Loans in the summary details for the party, which will navigate to the view page.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.

Account Access – Search

The screenshot displays the 'User Account Access' search interface within the ZigBank system. At the top, there is a dark blue header with the ZigBank logo, a search icon, a notification icon with '445', and a 'Logout' button. Below the header, the main content area is titled 'User Account Access'. It features a search form with two input fields: 'Party ID' and 'Party Name'. Below these fields are three buttons: 'Search' (highlighted in blue), 'Cancel', and 'Clear'. At the bottom of the page, there is a dark blue footer with the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

User Account Access - Search Result

Party ID: 000814
Party Name: NATRAJ INDUSTRIES

Search Results

Initials	User ID	Contact Details	Mapping
AJ	ajauth AshokJain	ashok.jain@oracle.com 9967184057	✓
MG	ajauth1 MustufaGari	nelson.dsouza@oracle.com 9833441801	✓
DR	ajauth2 DyaneshwarRaskar	nelson.dsouza@oracle.com 9833441801	✓
WD	ajauth3 WilsonDsouza	nelson.dsouza@oracle.com 9833441801	✓
AD	ajauth4 AllisonDsouza	nelson.dsouza@oracle.com 9833441801	✓
JD	ajauth5 JohnsonDsouza	nelson.dsouza@oracle.com 9833441801	✓
AJ	ajcorp AshokJain	ashok.jain@oracle.com 9967184060	✓
AJ	ajinit AshokJain	ashok.jain@oracle.com 9967184056	✓
ND	ndcamaker NelsonDsouza	nelson.dsouza@oracle.com 9833441801	✓
AD	ndcachecker1 AllisonDsouza	nelson.dsouza@oracle.com 9833441801	📄
JD	ndcamaker1 JohnsonDsouza	nelson.dsouza@oracle.com 9833441801	📄
ND	ndcorpdmaker NelsonDsouza	nelson.dsouza@oracle.com 9833441801	📄
MM	NIMaker1 Maker 1Maker	nelson.dsouza@oracle.com 9833441801	📄
SP	sagar0002@test.com SagarPatange	sagar0002@test.com 9998880002	📄

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Field Description

Field Name

Description

Party Id

The party id searched by the bank administrator.

Party Name

The name of the party.

User Id

User ID of the user of selected party.

User Name

User name of the user of the selected party.

OWN ACCOUNT MAPPING SUMMARYClick on **Account Type** to view the respective mapping details.

Field Name	Description
Account Type	All account types available under the party. The account type can be: <ul style="list-style-type: none"> • Current and Savings • Term Deposits • Loans
Total Number of Accounts	Total number of accounts available under the party.
Number of Accounts Mapped	Number of accounts mapped to the particular account type.

LINKED PARTY ACCOUNT MAPPING SUMMARY

Click on **Account Type** to view the respective mapping details.

5. Click **Account Type** i.e. CASA/TD/Loan, all the accounts held by the selected party as a relationship with the bank as available in the core banking system will be fetched and displayed in the respective categories i.e. CASA, Term Deposits and Loans.
In case of mapping of linked party accounts to the parent party, select on the account type in the linked party summary section.
6. The cookie message appears indicating the administrator that account mapping for other category tabs can be done by visiting the respective tabs.
7. Click **Next**. The **User Account Access – View (Transaction Mapping)** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

User Account Access – View (Own Account Mapping Summary)

ZigBank
445 Logout

User Account Access

View

Party ID	000814
Party Name	NATRAJ INDUSTRIES
User ID	ajauth2
User Name	Dyaneshwar Raskar

Account Mapping

Current & Savings
Term Deposit
Loans

Apply Party Level Changes Automatically
 Map All Accounts

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30008140018	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008140020	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008140031	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008140064	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008140075	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008140042	USD	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008140053	USD	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30008140086	USD	ISLAMIC_SAVIN	ACTIVE

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

Edit
Next
Cancel
Delete
Back

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User Account Access – View (Linked Party Account Mapping Summary)

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User Account Access

View

Parent Party ID	000814	>	Linked Party ID	000875
Parent Party Name	NATRAJ INDUSTRIES		Linked Party Name	NATRAJ INDUSTRIES
User ID	advait_natraj			
User Name	Advait Dighe			

Linked Party Account Mapping

Current & Savings
Term Deposit
Loans

Apply Party Level Changes Automatically
 Map All Accounts

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/>	AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

Edit
Next
Cancel
Delete
Back

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Field Description

Field Name	Description
View	
Party Id	The party id searched by the bank administrator.
Party Name	The name of the party.
User Id	User ID of the user of selected party.
User Name	User name of the user of the selected party.
Account Mapping	
CASA/ Term Deposits/ Loans	
Apply Party Level Changes Automatically	User will get access to accounts that are allowed/ disallowed at the party level.
Map All Transactions to All Accounts	Mapping all the transactions to all the existing accounts.
Account Number	List of account numbers present in a particular account type.
Currency	Account currency.
Product Name	Name of the product.
Account Status	Status of the account access for the party

8. Click **Next**. The **User Account Access- View** screen for account selected and transactions enabled for the selected account appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

User Account Access - Transaction- Own Account Mapping- View

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🔍
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Logout

User Account Access

View

Party ID	000814
Party Name	NATRAJ INDUSTRIES
User ID	ajauth2
User Name	Dyaneshwar Raskar

Transaction Mapping

Current & Savings
Term Deposit
Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
▶ AT30008140018	GBP	Savings Account - Regular	ACTIVE
▶ AT30008140020	GBP	Savings Account - Regular	ACTIVE
▶ AT30008140031	GBP	Savings Account - Regular	ACTIVE
▶ AT30008140064	GBP	ISLAMIC_SAVIN	ACTIVE
▶ AT30008140075	GBP	ISLAMIC_SAVIN	ACTIVE
▶ AT30008140042	USD	Savings Account - Regular	ACTIVE
▶ AT30008140053	USD	Savings Account - Regular	ACTIVE
▶ AT30008140086	USD	ISLAMIC_SAVIN	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs ✕

Edit
Cancel
Back


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User Account Access - Transaction- Account Mapping (Linked Account Mapping) - View

The screenshot displays the 'User Account Access' page in the ZigBank system. At the top, there is a navigation bar with the ZigBank logo, a search icon, a '445' notification badge, and a 'Logout' button. The main content area is titled 'User Account Access' and contains a 'View' section with the following details:

- Parent Party ID: 000814
- Parent Party Name: NATRAJ INDUSTRIES
- Linked Party ID: 000875
- Linked Party Name: NATRAJ INDUSTRIES
- User ID: advait_natraj
- User Name: Advait Dighe

Below this is the 'Transaction Mapping for Linked Party Accounts' section, which has three tabs: 'Current & Savings', 'Term Deposit', and 'Loans'. The 'Current & Savings' tab is active. A checkbox labeled 'Map All Transactions to All Accounts' is present. The main table lists accounts with columns for Account Number, Currency, Product Name, and Account Status. The first account is AT30008750010, GBP, ISLAMIC_SAVIN, ACTIVE. A list of transaction types is shown with checkboxes for mapping, including: Map All Transactions, Loans, Loan Settlement, CASA, Cheque Book Request, Payments Inquiries, Inward Remittances, Letter Of Credit, Letter Of Credit Create, Payments, Internal Transfer, International Draft, Bill Payment, External Transfer, File Upload, International Payment, Mixed Payment, Term Deposits, New Deposit, All Inquiry Transactions, and CASA Inquiries. Other transaction types include Stop/Unblock Cheque, Outward Remittances, Request Demand Deposit Statement, Upcoming Payments, Domestic Payment, PeerToPeer Transfer, Instruction Cancellation, International Payout, and TD Top UP. At the bottom of the table, there are buttons for 'Edit', 'Cancel', and 'Back'. A footer note states: 'Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs'. The page footer contains the copyright notice: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

9. Click  against the particular account number to view the mapped transactions.
OR
Click **Edit** to update transaction mapping.
OR
Click **Cancel** to cancel the transaction.
10. Click **Edit** to update the **User Account Access** account mapping for new accounts and existing accounts.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

15.3 User Account Access - Edit

The Bank administrator gets a request with the list of account(s) and transactions for which access details needs to be edited for a selected user of the party.

To edit account and transaction access for the user:

1. In the **Party Id** field, enter the party id of the user.
OR
In the **Party Name** field, enter the party name of the user.
2. Click **Search**.
For a searched party, there will be a list of users displayed with information like user ID, contact details of the user and an indicator whether there is an account mapping done for the user.
3. Click on **user Id** to navigate to Account Access summary section for the user with two sections **Own Account Mapping Summary** and **Linked Party Account Mapping Summary**.
Linked party account mapping will only be available if the selected party has Party to Party Linkage maintained.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
4. Click **Account Type** i.e. CASA / TD / Loans in the summary details for the party, which will navigate to the view page.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
5. In case of mapping of linked party accounts to the parent party, select on the account type in the linked party summary section.
6. Navigate to the specific category tab viz. CASA, Term Deposits, Loans etc., the administrator can view both the accounts for which access has been provided and the ones for which access is not provided.
7. Click **Edit**. The **User Account Access - Edit** screen appears.
This enables the selection and de-selection option against the accounts. There is also an option to edit checkbox '**Apply Party Level Changes Automatically**' to apply/ remove the party changes.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.
8. Click **Account Type** for which you want to edit the mapping of the accounts.
The cookie message displayed indicating the administrator that account mapping for other category tabs can be viewed by visiting the respective tabs.

User Account Access (Own Account Mapping) – Edit

The screenshot shows the 'User Account Access' page for 'Own Account Mapping'. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with '445', and a 'Logout' button. Below the navigation bar, the page title 'User Account Access' is displayed. The main content area is divided into two sections: 'Edit' and 'Account Mapping'. The 'Edit' section contains the following information:

- Party ID: 000814
- Party Name: NATRAJ INDUSTRIES
- User ID: ajauth2
- User Name: Dyaneshwar Raskar

The 'Account Mapping' section has three tabs: 'Current & Savings', 'Term Deposit', and 'Loans'. The 'Current & Savings' tab is selected. It contains two checkboxes: 'Apply Party Level Changes Automatically' and 'Map All Accounts', both of which are checked. Below these checkboxes is a table with the following columns: 'Account Number', 'Currency', 'Product Name', and 'Account Status'. The table contains eight rows of data:

Account Number	Currency	Product Name	Account Status
AT30008140018	GBP	Savings Account - Regular	ACTIVE
AT30008140020	GBP	Savings Account - Regular	ACTIVE
AT30008140031	GBP	Savings Account - Regular	ACTIVE
AT30008140064	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008140075	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008140042	USD	Savings Account - Regular	ACTIVE
AT30008140053	USD	Savings Account - Regular	ACTIVE
AT30008140086	USD	ISLAMIC_SAVIN	ACTIVE

Below the table, there is a note: 'Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs'. At the bottom of the page, there are three buttons: 'Next', 'Cancel', and 'Back'. The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

User Account Access (Linked Party Account Mapping) – Edit


The screenshot shows the 'User Account Access' page for 'Linked Party Account Mapping'. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with '445', and a 'Logout' button. Below the navigation bar, the page title 'User Account Access' is displayed. The main content area is divided into two sections: 'Edit' and 'Linked Party Account Mapping'. The 'Edit' section contains the following information:

- Parent Party ID: 000814
- Parent Party Name: NATRAJ INDUSTRIES
- Linked Party ID: 000875
- Linked Party Name: NATRAJ INDUSTRIES
- User ID: advait_natraj
- User Name: Advait Dighe

The 'Linked Party Account Mapping' section has three tabs: 'Current & Savings', 'Term Deposit', and 'Loans'. The 'Current & Savings' tab is selected. It contains two checkboxes: 'Apply Party Level Changes Automatically' and 'Map All Accounts', both of which are checked. Below these checkboxes is a table with the following columns: 'Account Number', 'Currency', 'Product Name', and 'Account Status'. The table contains three rows of data:

Account Number	Currency	Product Name	Account Status
AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Below the table, there is a note: 'Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs'. At the bottom of the page, there are three buttons: 'Next', 'Cancel', and 'Back'. The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

9. Select the respective check boxes preceding the **Account Number** to be mapped.
OR
Select **Map All Accounts**, if you want to map all the account numbers.
Select/Unselect checkbox '**Apply Party Level Changes Automatically**' to apply/remove the party changes.
10. Click **Next**. The **User Account Access - Edit** screen with mapped account appears.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.
11. To map the transactions to the account, click  against the particular account number to view the transaction mapping.
12. Select the respective check boxes preceding the transaction to be mapped.
OR
Select **Map All Transactions**, if you want to map all the transactions to all accounts.

User Account Access - Transaction- Account Mapping (Own Account Mapping) - Edit

ZigBank
Logout

Edit

Party ID: 000814
 Party Name: NATRAJ INDUSTRIES
 User ID: ajauth2
 User Name: Dyaneshwar Raskar

Transaction Mapping

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30008140018	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/> Map All Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loans <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loan Settlement <input checked="" type="checkbox"/> CASA <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Cheque Book Request <input checked="" type="checkbox"/> Payments Inquiries <input checked="" type="checkbox"/> Inward Remittances <input checked="" type="checkbox"/> Letter Of Credit <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Letter Of Credit Create <input checked="" type="checkbox"/> Payments <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Internal Transfer <input checked="" type="checkbox"/> International Draft <input checked="" type="checkbox"/> Bill Payment <input checked="" type="checkbox"/> External Transfer <input checked="" type="checkbox"/> File Upload <ul style="list-style-type: none"> <input checked="" type="checkbox"/> International Payment <input checked="" type="checkbox"/> Mixed Payment <input checked="" type="checkbox"/> Term Deposits <ul style="list-style-type: none"> <input checked="" type="checkbox"/> New Deposit <input checked="" type="checkbox"/> All Inquiry Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> CASA Inquiries 			
AT30008140020	GBP	Savings Account - Regular	ACTIVE
AT30008140031	GBP	Savings Account - Regular	ACTIVE
AT30008140064	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008140075	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008140042	USD	Savings Account - Regular	ACTIVE
AT30008140053	USD	Savings Account - Regular	ACTIVE
AT30008140086	USD	ISLAMIC_SAVIN	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Save
Cancel
Back

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User Account Access - Transaction- Account Mapping (Linked Party Account Mapping) - Edit

Edit

Parent Party ID: 000814
Parent Party Name: NATRAJ INDUSTRIES

Linked Party ID: 000875
Linked Party Name: NATRAJ INDUSTRIES

User ID: advait_natraj
User Name: Advait Dighe

Transaction Mapping for Linked Party Accounts

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30008750010	GBP	ISLAMIC_SAVIN	ACTIVE
<input checked="" type="checkbox"/> Map All Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loans <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Loan Settlement <input checked="" type="checkbox"/> CASA <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Cheque Book Request <input checked="" type="checkbox"/> Payments Inquiries <input checked="" type="checkbox"/> Inward Remittances <input checked="" type="checkbox"/> Letter Of Credit <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Letter Of Credit Create <input checked="" type="checkbox"/> Payments <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Internal Transfer <input checked="" type="checkbox"/> International Draft <input checked="" type="checkbox"/> Bill Payment <input checked="" type="checkbox"/> External Transfer <input checked="" type="checkbox"/> File Upload <ul style="list-style-type: none"> <input checked="" type="checkbox"/> International Payment <input checked="" type="checkbox"/> Mixed Payment <input checked="" type="checkbox"/> Term Deposits <ul style="list-style-type: none"> <input checked="" type="checkbox"/> New Deposit <input checked="" type="checkbox"/> All Inquiry Transactions <ul style="list-style-type: none"> <input checked="" type="checkbox"/> CASA Inquiries 			
AT30008750021	GBP	ISLAMIC_SAVIN	ACTIVE
AT30008750032	USD	ISLAMIC_SAVIN	ACTIVE

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Save **Cancel** **Back**

13. Click **Save**.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.
14. The **User Account Access - Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to edit the transaction.
OR
Click **Cancel** to cancel the transaction.

15. The **User Account Access - Confirmation** screen with success message appears.
16. Click **OK** to complete the transaction.

15.4 User Account Access - Delete

The Bank administrator gets a request with the user information of a party for which access details needs to be deleted. As part of this option, own account mapping and/or linked party account mapping can be deleted for a user.

To delete account and transaction access for the user:

1. In the **Party Id** field, enter the party id of the user.
OR
In the **Party Name** field, enter the party name of the user.
2. Click **Search**.
For a searched party, there will be a list of users displayed with information like user ID, contact details of the user and an indicator whether there is an account mapping done for the user.
3. Click on **user Id** to navigate to Account Access summary section for the user with two sections **Own Account Mapping Summary** and **Linked Party Account Mapping Summary**.
Linked party account mapping will only be available if the selected party has Party to Party Linkage maintained.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
4. Click **Account Type** i.e. CASA / TD / Loans in the summary details for the party, which will navigate to the view page.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
5. In case of mapping of linked party accounts to the parent party, select on the account type in the linked party summary section.
6. Navigate to the specific category tab viz. CASA, Term Deposits, Loans etc., the administrator can view both the accounts for which access has been provided and the ones for which access is not provided.
7. Click **Delete**.
The application will prompt the administrator with a deletion message with an option of Yes / No.
8. Click **Yes** to proceed with the deletion request. It will navigate to confirmation page with a success message and the status.
OR
Click **No** if you do not wish to proceed with deletion.
9. Click **OK** to complete the transaction.

FAQs

1. Is it necessary to setup Party Account Access Management before setting up User Account Access?

Yes. The party account access management setup must be done before the user level mapping of accounts and transactions.

2. User Account Access has not been maintained for the user for Own or Linked party, still there is no 'Map' button available?

It is possible that the account access maintenance has not been done for the party to which the user belongs to. In such a case, bank admin will need to maintain account access for the party and only then proceed with User Account Access.

3. Will Party Account Access – Deletion for a party (Own/Linked) lead to automatic deletion of User Account Access?

Yes. Deletion of account access for a party will lead to automatic deletion of access for the users of that party.

4. If I remove access of account(s) and transaction(s) for a party, will it lead to automatic access removal for the users of that party?

Yes. Access removal at party level for an account and/or transaction will automatically remove access at user level of the selected party.

5. Am unable to see some of the account(s) and/or transaction(s) for mapping as part of User Account Access that were available in Party Account Access for the party of the user?

There is a possibility that these accounts and/or transactions have not been provided access at party level of the selected user. The accounts and transactions that are unmapped at party level will not be visible at user level of the selected party.

6. Have mapped/edited/deleted user account access for a party but it is not reflecting in the system even after a successful maintenance save message?

There is a possibility that the maintenance is saved but the status is 'Pending Approval'. For the maintenance, if there is an approval required then the changes will reflect only once the approver(s) approve the submitted request. If the setup does not require an approval workflow or is self / auto approved, then the same will reflect immediately.

16. Biller Category Mapping

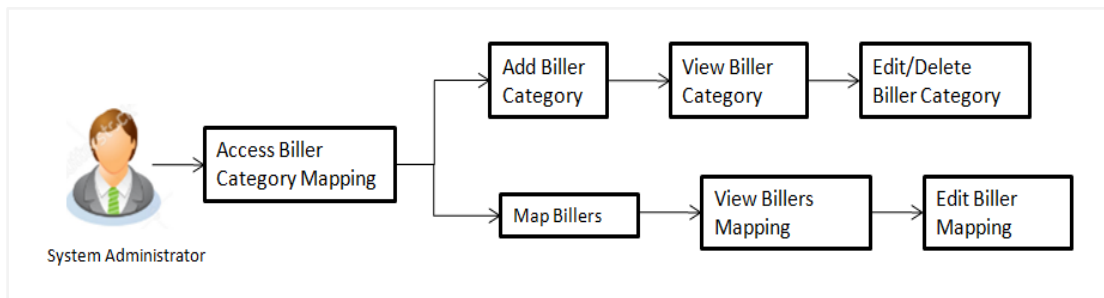
The customers of the bank initiate bill (utility) payments from their accounts using channel banking facility by selecting billers maintained by the Bank. Host systems/Product Processor maintains various billers. Using biller category mapping maintenance, system administrators can map a biller category to each biller maintained in the host system.

System Administrator creates biller category and maps these billers to each type of biller category through channel banking, which are then made available to the customers for selection while initiating bill payment. E.g. administrator can create biller category as 'Insurance' and map 'United Healthcare' and 'Healthspring' and 'WellCare Health Plans' billers which are fetched from the host system to biller category 'Insurance' which is created in channel banking application.

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Billers are maintained in host.

Workflow



Features Supported In Application

This option allows the System Administrator to:

- Manage Biller Category
- Map Billers
- View Biller Mapping
- Edit Biller Mapping

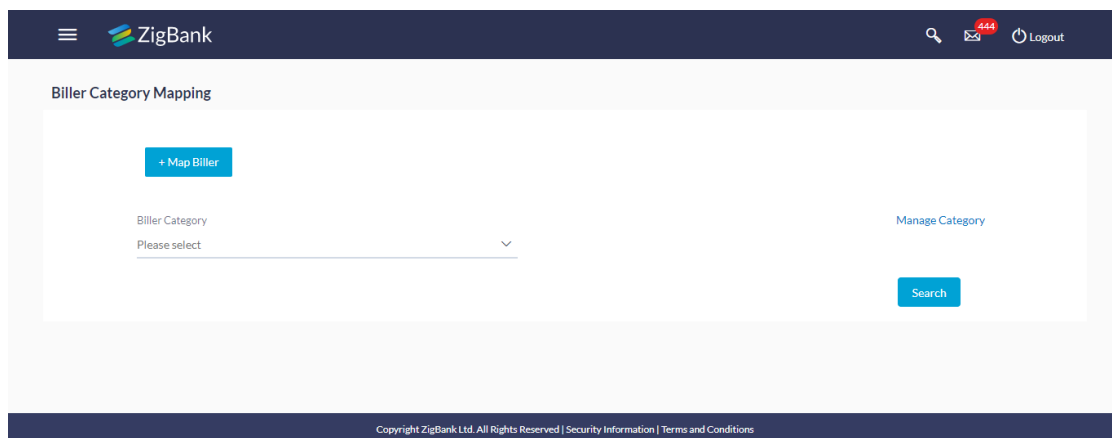
How to reach here:

Administration Dashboard > Biller Category Mapping

16.1 Search Biller

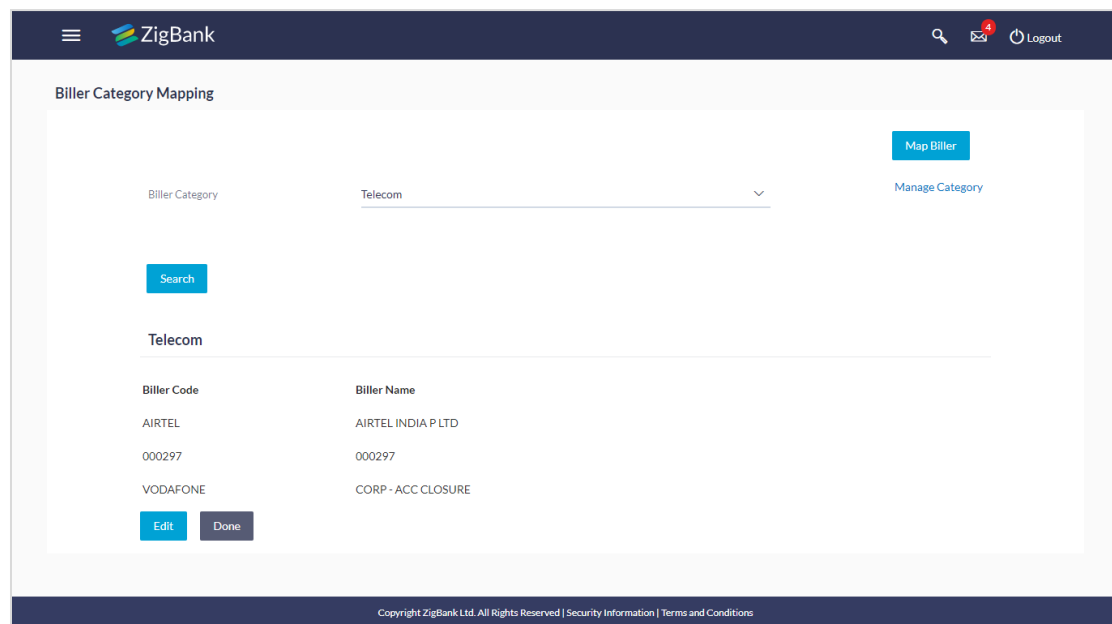
Using this option, system administrators search the biller mapped under the selected biller category. The search result displays a list of particular biller along with the biller code mapped to the selected biller category.

Search Biller



1. Click **Search**, to search the billers mapped to selected biller category.
OR
Click **Map Biller**, to map new billers to existing biller category.
OR
Click **Manage Category**, to maintain new biller categories, edit and delete existing biller.


Billers Category Mapping- Search Result



Field Description

Field Name	Description
Search Biller Category	
Biller Category	The name of the biller category.
Search Result	
Biller Code	The unique biller code of the biller.
Biller Name	The name of the biller.

To search biller mapped under biller category:

2. From the **Biller Category** list, select the appropriate option.
3. Click **Search**.
The search result appears based on the search parameters.
4. Click **Done** to complete the transaction.
OR
To edit biller, click **Edit**.
The billers mapped under selected biller category appear.
 - a. To delete a biller, click . The **Delete Warning** message appears.
 - i. Click **Confirm** to delete the biller.
 - ii. The success message of biller category deletion appears.
 - b. Click **Done** to complete the transaction.

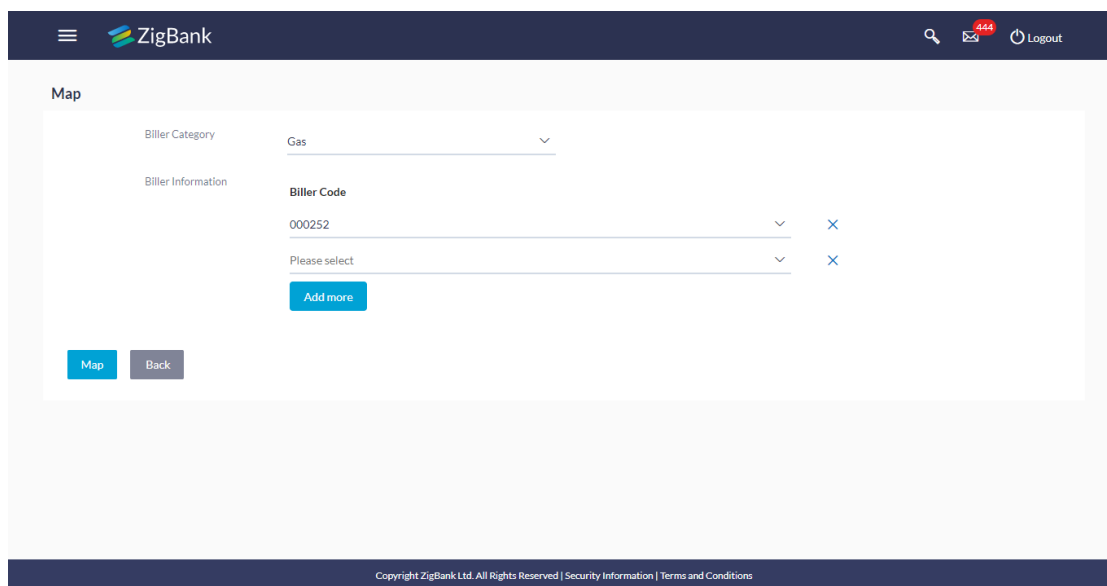
16.2 Map Biller

Using this option, the system administrator can map the one or more biller to the biller category.

To map a biller:

1. In the **Biller Category Mapping** screen, click **+ Map Biller**. The **Map** screen appears.

Map Biller




Field Description

Field Name	Description
Map	
Biller Category	The biller category.
Biller Information	The unique biller code of the biller to be mapped with the selected biller category. This field appears, if you select Biller Category .

- From the **Biller Category** list, select the appropriate option.
- From the **Biller Information** list, select the appropriate biller code to be mapped with the selected biller category.

Note:

- Click **Add more** to add multiple biller for mapping.
- Click  to delete added biller.

- Click **Map**.
- The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
- The success message of biller mapped to a biller category appears.
- Click **OK** to complete the transaction.

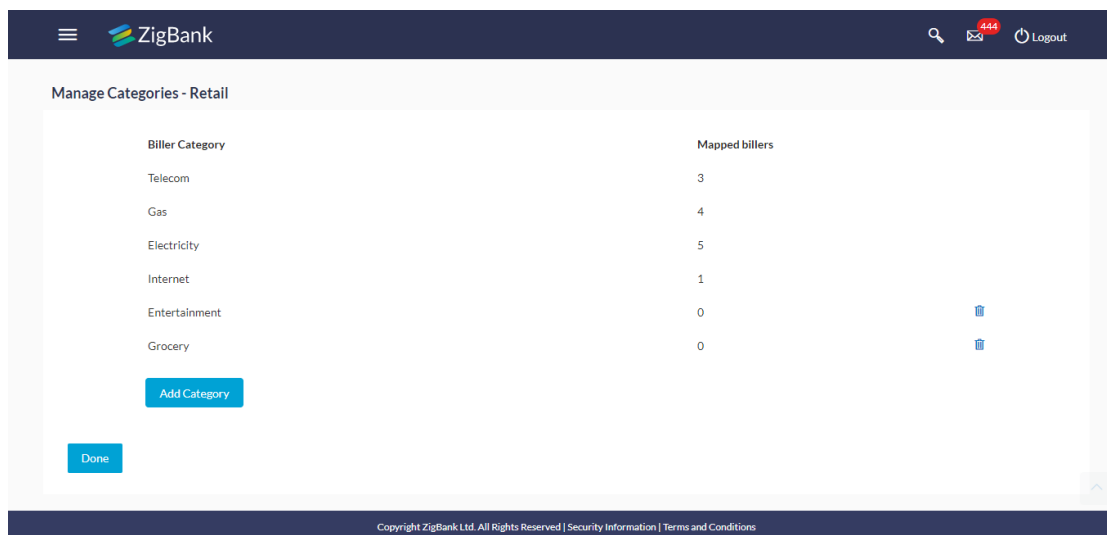
16.3 Manage Category- View

System Administrator can view and create new biller category using this maintenance. The existing biller categories with respective number of mapped billers appear on Manage Categories screen.

To view biller category:

1. Click **Manage Category** link on **Biller Category Mapping** screen.
2. The existing biller categories with respective mapped billers appear on **Manage Categories** screen.

Manage Biller Category- View



Field Description


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

View

Biller Category Existing biller categories maintained are listed.

Mapped Billers Number of billers mapped to the existing biller category.

Note: This field will not be displayed for newly added category.

3. Click **Add Category** to add new category. A box will be shown to enter a new category.
4. Click **Done** to complete the transaction.
5. Click  adjacent to already added biller category. The **Delete Warning** message appears. Click **Confirm** to delete the category.

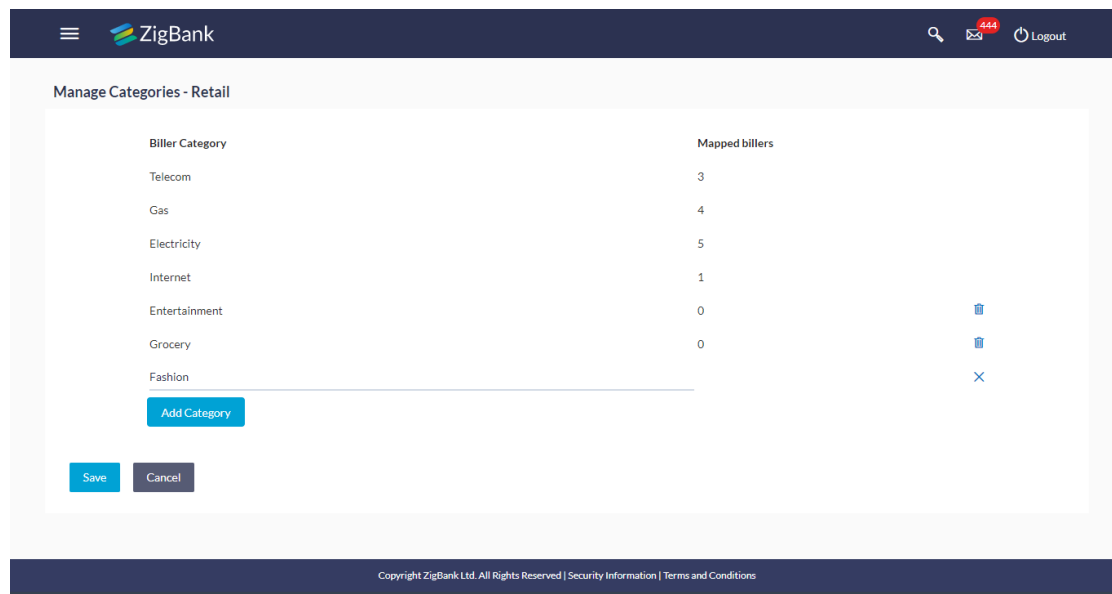
16.4 Manage Category- Add Category

Administrator can create new category using this screen.

To add new biller category:

1. Click **Manage Category** link on **Biller Category Mapping** screen to maintain new biller categories, edit and delete existing biller categories.
2. The existing biller categories with respective mapped billers appear on **Manage Categories** screen.
3. Click **Add Category** to add new category. A box will be shown to enter a new category.

Manage Biller Category



Field Description

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

View



Biller Category	Existing biller categories maintained are listed.
------------------------	---

Mapped Billers	Number of billers mapped to the existing biller category.
-----------------------	---

Note: This field will not be displayed for newly added category.

Box(Biller Category)	Empty box to enter a new biller category is displayed on clicking upon 'Add Category'.
-----------------------------	--

- a. If you click **Add Category**.
 - i. In the **Biller Category** field, enter a new category.

- ii. Click **Save** to confirm the category addition. The success message of category addition appears on the screen.
OR
Click **Cancel** to cancel the transaction.
 - iii. The success message of biller category added appears.
 - iv. Click **Done** to complete the transaction.
- b. If you click  adjacent to already added biller category. The **Delete Warning** message appears.
This icon will be shown only if the billers are not mapped under a category.
- i. Click **Confirm** to delete the category.
OR
Click  to cancel the transaction.
 - ii. The success message of biller category deletion appears.
4. Click **Done** to complete the transaction.

FAQs

1. **Who can create-edit this maintenance?**
System administrator can create and edit this maintenance.
2. **Can I link a biller to multiple biller categories?**
No, one biller can be linked only to one biller category.
3. **Can I delete a biller category which is having billers mapped to it?**
No, biller category can be deleted only if no billers are mapped to a category.
4. **Will a biller get auto removed from biller-category mapping when biller gets deleted from the host system?**
No, biller deleted from the host needs to be removed operationally from biller category mapping.
5. **Can customers make online payments for biller which is available in host but is not mapped to any biller category on channel banking platform?**
Customers can make payments only to the billers which are available in host and for which the biller category mapping is available on channel banking platform.

17. Payment Purpose Mapping

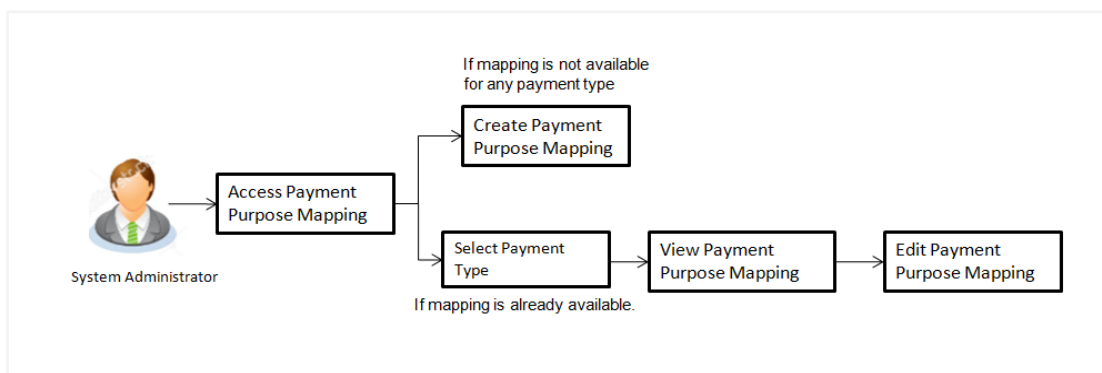
The customers of the bank initiate various outgoing payments from their accounts using channel banking facility. As per regulations set by Central Bank of various countries, outgoing payments must contain the purpose of payment which needs to be provided by the customer while initiating a transaction. Host systems/Product Processor maintains various purposes of payments.

System Administrator maps these purposes to each type of payment available through channel banking, which are then made available to the customers for selection while initiating each payment.

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Payment purposes are maintained in host.
- All payment types for which the purposes can be maintained are set as day 0.

Workflow



Features Supported In Application

This option allows the System Administrator to:

- Map Purposes
- View Payment Purposes
- Edit Payment Purposes

How to reach here:

Administration Dashboard > Payment Purpose Mapping (Quick Link)

17.1 Payment Purposes - View

System Administrator logs into the system and navigates to the Payment Purpose Mapping maintenance. This screen allows the administrator to search and view payment purposes mapped to payment transactions.

User selects the transaction type to view the mapping; the results are displayed on the same screen.

To search purposes for the payment type:

1. From the **Payment Type** list, select the appropriate option.
2. Click **Search** to search the purposes mapped to selected transaction type.
3. Click **Edit** to make the changes if any. User is directed to the **Payment Purpose Mapping – Edit** screen with values in editable form.
4. Click **OK** to complete the transaction.

Search Purposes

The screenshot displays the 'Payment Purpose Mapping' interface. At the top, the ZigBank logo and navigation icons are visible. The main content area features a 'Payment Type' dropdown menu currently set to 'Internal fund transfer'. To the right of this dropdown is a 'Map Purposes' button. Below the dropdown is a 'Search' button. The 'Purpose Description' section contains a list of 25 items, each with a checkbox. The following items are checked: 'Transaction is a general cash management instruction.', 'Transaction is related to settlement of a trade.', 'Transaction is the payment of dividends.', 'Transaction is an intra-company payment.', 'Transaction is the payment of interest.', 'Transaction is related to the transfer of a loan to a borrower.', 'Transaction is the payment of pension.', 'Transaction is the payment of value added tax.', and 'Transaction is the payment of withholding tax.' The 'Edit' button is located at the bottom left of the list. The footer of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
View	
Payment Type	Select a Payment type to view the payment purpose mapping. This field will list the payment types for which the mapping is available.
Purpose Description	List of the payment purposes maintained in host. Mapped purposes to a selected transaction type would be highlighted in green color.

17.2 Payment Purposes - Edit

Administrator can edit payment purposes mapped to specific transaction type. As a part of edit payment purpose mapping, user is allowed to remove the existing payment purposes and map new payment purposes to the transaction type.

To edit purposes for the payment type:

1. From the **Payment Type** list, select the appropriate option.
2. Click **Search** to search the purposes mapped to selected transaction type.
3. Click **Edit** to make the changes if any. User is directed to the **Payment Purpose Mapping – Edit** screen with values in editable form.

Edit Purposes

Payment Purpose Mapping

Internal fund transfer

Purpose Description

- Transaction is a general cash management instruction.
- Credit Card Payment
- Transaction is related to settlement of a trade.
- Debit Card Payment
- Transaction is the payment of dividends.
- Transaction is a payment of Family support.
- Transaction is a payment to or from a government department.
- Transaction is related to the payment of a hedging operation.
- Irrevocable Credit Card Payment
- Irrevocable Debit Card Payment
- Transaction is an intra-company payment.
- Transaction is the payment of interest.
- Transaction is related to the transfer of a loan to a borrower.
- Transaction is the payment of pension.
- Private Identification
- Transaction is the payment of salaries.
- Transaction is the payment of securities.
- Transaction is a social security benefit
- Transaction is related to a payment to a supplier.
- Transaction is the payment of taxes.
- Transaction is related to the payment of a trade transaction.
- Transaction is related to treasury operations.
- Transaction is the payment of value added tax.
- Transaction is the payment of withholding tax.
- Other

Save Cancel

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Field Description

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

Edit

Payment Type	Selected Payment type to edit the payment purpose mapping.
---------------------	--

Purpose Description	List of the payment purposes maintained in host. Mapped purposes to a selected transaction type would be highlighted in color. User can edit the mapping.
----------------------------	--

4. To update the purposes of payment, select the **Purpose Description** check box.
5. Click **Save** to save the Payment Purpose Mapping.
OR
Click **Cancel** to cancel the transaction.
6. The **Review** screen appears. The Verify the details, and click **Confirm**.
7. The success message of payment purpose mapping edit appears along with the transaction reference number.
8. Click **OK** to complete the transaction.

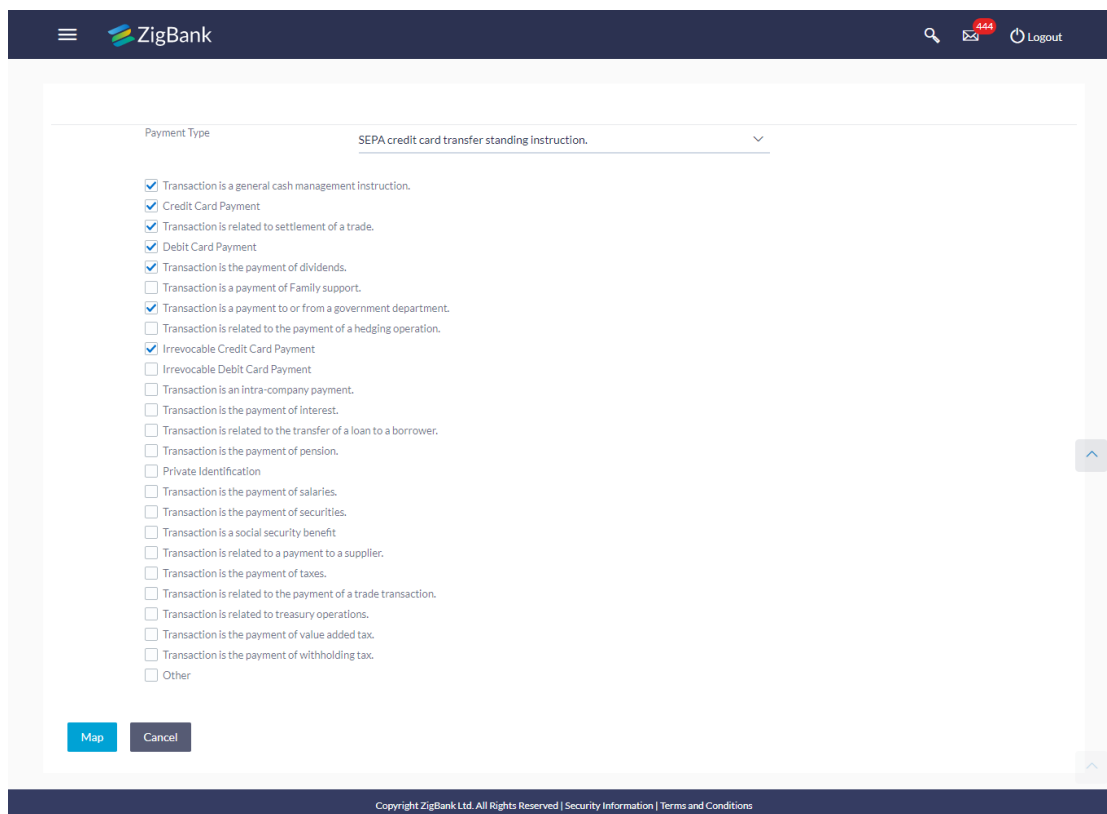
17.3 Payment Purposes Mapping- Map Purposes

Administrator can map payment purposes to new transaction types for which an existing mapping is not available.

To map the payment purposes:

1. In the Payment Purpose Mapping screen, Map Purposes. The Map Purpose screen appears.

Map Purpose



Field Description

Field Name	Description
Map Purpose	
Payment Type	Select a Payment type to map payment purposes. This field will list the payment types for which payment purposes are not mapped previously.
Purpose Description	List of the payment purposes maintained in host. Selected payment purposes for mapping would be highlighted in color.

2. From the **Payment Type** select the appropriate option.
3. Select the **Purpose Description** check box.

4. Click **Map** to save the Payment Purpose Mapping.
OR
Click **Cancel** to cancel the transaction.
5. The **Review** screen appears. The Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
6. The success message of payment purpose mapping appears along with the transaction reference number.
7. Click **Done** to complete the transaction and navigate back to 'Dashboard'.

FAQs

1. Who can create-edit this maintenance?

System administrator can create and edit this maintenance.

2. Can I maintain new payment purposes using this option?

No, the payment purposes are maintained in Host system, only mapping of these purposes to the transaction type can be done using this maintenance.

3. Can customer specify his own purpose of payment while making a payment from channel?

Yes, if 'Other' option is mapped by an administrator to specific transaction type. Customer can select purpose of payment as 'Other', and can specify purpose while initiating a payment.

4. If new purposes are added in the Host system, will they get mapped automatically to a transaction type for which the existing maintenance is available?

No, system administrator will have to operationally map these newly added payment purposes to a specific transaction type.

5. Can I edit the payment purpose mapping? How does it impact the transactions?

Yes, administrator can edit the transaction type – payment purpose mapping. The changes will be applicable with an immediate effect. Customers will see the updated list of payment purposes while initiating payment.

6. What happens if the payment purpose code mapped to a transaction type is deleted from the host system?

Payment purposes deleted from the host needs to be manually unmapped from a specific transaction type.

18. Goal Category

Goal Category maintenance allows the system administrator to create, modify or expire goal categories. For each of the Goal Category, system administrator shall be able to map the Product under which the goals will be opened. This maintenance is done only for retail type of parties and is not applicable for corporate type of parties. Any time there can be a maximum of 10 categories available and each will have a unique category code.

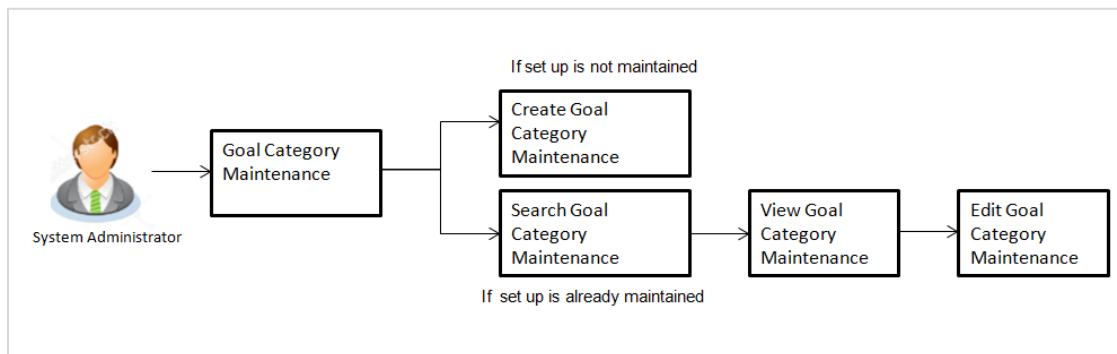
Administrator created categories needs to be linked with a product which will decide the other key parameters which will govern the Goal category. These parameters would be:

- Goal Amount Range (Minimum and Maximum Value)
- Interest Rate Offered
- Tenure Range (Minimum and Maximum)

Prerequisites

- Transaction access is provided to system administrator
- Products which needs to be mapped to different categories are well maintained
- Goal categories to be made are limited and cannot be deleted, hence well thought of categories to be created

Workflow



Features Supported In Application

Goal category maintenance available for System administrator include

- Search Goal Category
- Create Goal Category
- Edit Goal Category

How to reach here:

Administration Dashboard > Goal Category

18.1 Goal Category - Search

Using this option, system administrators can search the existing goal category already created. The search result displays matching results of the goal based on search criteria entered.

If the search parameters are not specified, then it displays all the records. The search criteria comprises of two parameters:

- Category Code
- Goal Name

Category code will be a unique code which can be used by administrator to distinguish Goals which can vary on the product mapped.

To search a goal category:

1. Enter the search criteria, click **Search**. The search results appear on the **Goal Category** screen based on the search parameters.
OR
Click **Clear** if you want to reset the search parameters.
OR
Click **Cancel** if you want to cancel the transaction.

Search Goal Category

The screenshot displays the 'Goal Category' search interface in the ZigBank system. At the top, there is a navigation bar with the ZigBank logo and a search icon. Below the navigation bar, the 'Goal Category' section contains two input fields: 'Category Code' and 'Category Name'. To the right of these fields is a 'Create' button. Below the input fields are three buttons: 'Search', 'Cancel', and 'Clear'. The search results are displayed in a table with the following columns: Category Code, Category Name, Product Type, Product, and Status. The 'Debajo' row is highlighted. The table contains 13 rows of data. At the bottom of the table, there is a pagination bar showing 'Page 1 of 2 (1-10 of 13 items)' and navigation arrows.

Category Code	Category Name	Product Type	Product	Status
EDUCATIONNIHAD	COLLEGE FOR CHILDREN	TD	TD topup	Active
TD_Car	Car	TD	TD topup	Active
Debajo	Debajo	TD	TD topup	Expired
Education	Education	TD	TD Positive Goal product	Active
GoalCar	GoalCar	TD	TD topup	Expired
Goalerror	Goalerror	TD	TD topup	Expired
HomeH	HomeH	TD	TD topup	Expired
TD_Homes	House	TD	TD topup	Active
House	HouseM	TD	TD topup	Expired
Houssss	Housee	TD	TD topup	Expired

Page 1 of 2 (1-10 of 13 items) | K < 1 2 > X

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Field Description

Field Name	Description
Category Code	Unique id maintained for the category for internal search for bank administrator.
Category Name	Name of the category.
Search Results	
Category Code	Category code of the searched goal(s).
Category Name	Name of the searched category.
Product Type	Type of product mapped to the category under which the goals are opened.
Product	Name of the product which is mapped to the category.
Status	Status of the category, whether it is active or expired.

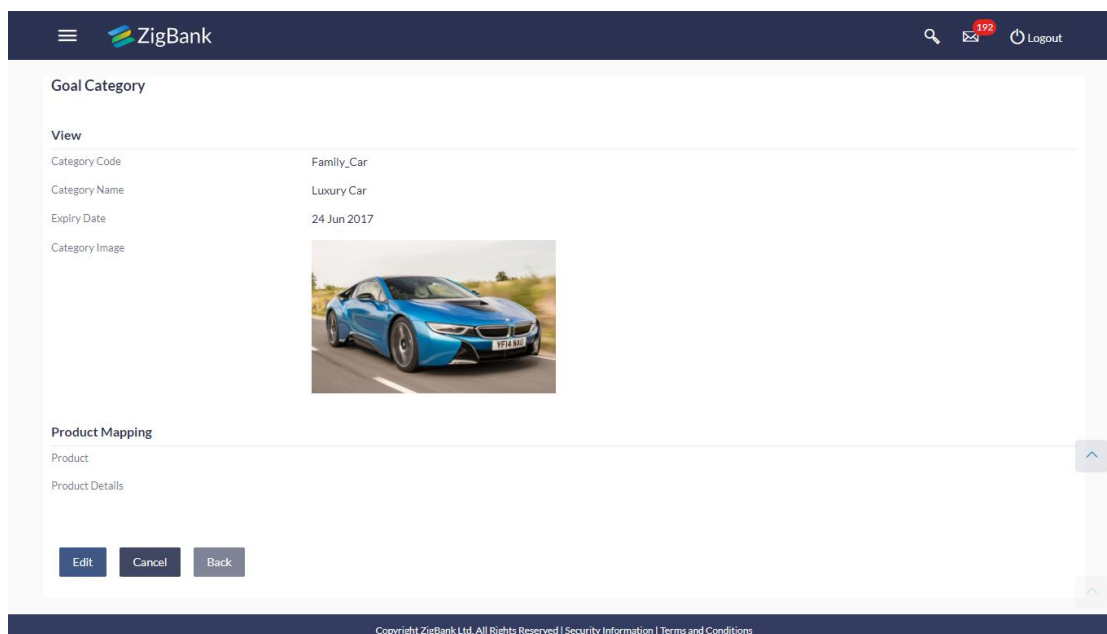
18.1.1 Goal Category - View

Using this option, the system administrator can view the goal categories which already exist.

To view a goal category:

1. Enter the search criteria, click **Search**. The search results appear on the **Goal Category** screen based on the search parameters.
2. Click the **Category Name** link of the record for which you want to view the goal category. The **Goal Category - View** screen appears.

Goal Category - View



3. Click **Edit** to if you want to edit the goal category.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

18.2 Goal Category - Create

Using this option, the system administrator can create new goal categories and sub categories.

To create a goal category:

1. In the **Goal Category** screen, click **Create**. The **Goal Category - Create** screen appears.

Goal Category - Create

The screenshot shows the 'Goal Category - Create' form in the ZigBank interface. The form is titled 'Goal Category' and has a 'Create' section. The fields are as follows:

- Category Code:** Luxury Home
- Category Name:** Luxury Home
- Expiry Date:** 30 Aug 2017
- Category Image:** A photograph of a large, multi-story house with a gabled roof and a driveway. There is a 'Remove' link below the image.

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. The footer of the page contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Category Code	Unique id maintained for the category for internal search for bank administrator.
Category Name	Name of the category. The set of transactions are grouped under certain category name.
Expiry Date	Expiry date of the goal category. If the expiry date reaches, the user will not able to view the category.
Category Image	Image of the category for which category to be created.
Product Mapping	
Product	Name of the product to be mapped to the category under which the goal shall be opened. Bank maintains different products based on the category of the goal.
Product Details	
Initial Funding Limit	The initial amount that the user is investing for his goal. It must be within the limits as suggested by the product mapped.
Tenure	The period of the goal created should fall within this range.
Currency	The currency with which a goal can be created.

Field Name	Description
Interest Rate	Click the <u>View Interest Rates</u> hyperlink to view the interest rate slab. Interest rate slab is set for the particular tenure, and is displayed according to the amount selected.
Top Up Allowed	Whether top up for the goals allowed or not.
Partial Withdrawal Allowed	Whether partial withdrawal of the goals allowed or not.

2. In the **Category Code** field, enter the code for the goal category.
3. In the **Category Name** field, enter the name of the goal category.
4. From the **Expiry Date** list, select the appropriate date.
5. Click **Choose Files** to choose the category image.
6. From the **Product** list, select the appropriate option.
7. Click **Save** to save the category details.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.
8. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
9. The success message of goal category creation appears.
Click **OK** to complete the transaction.

18.3 Goal Category - Edit

Using this option, system administrator can modify the goal details at any time during the tenure of the goal. You can edit Category Name, Expiry Date and Interest Rate fields.

To edit or update a goal category:

1. Enter the search criteria, click **Search**. The search results appear on the **Goal Category** screen based on the search parameters.
2. Click the **Category Name** link of the record for which you want to edit the goal category. The **Goal Category View** screen appears.
3. Click **Edit** to edit the goal category. The **Goal Category Edit** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

Goal Category - Edit

The screenshot displays the 'Edit' screen for a goal category. The form contains the following information:

- Category Code:** Family_Car
- Category Name:** Luxury Car
- Expiry Date:** 20 Jul 2017
- Category Image:** A red car image with a 'Remove' link below it.
- Product Mapping:** Product Details section is currently empty.

At the bottom of the form, there are three buttons: **Save**, **Cancel**, and **Back**.

4. Edit the required details.
5. Click **Save** to update the changes.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
7. The success message of updates appears.
Click **OK** to complete the transaction.

FAQs

1. Can I create a category with unique category code but a common category name?

No, category code and category name, both should be unique.

2. Can I delete a goal category?

No, goal category once created cannot be deleted. However you can put an expiry date.

3. How many Goal categories can be created?

Administrator can create a maximum of ten goal categories. At a time there can be a maximum of ten active goal categories. Expired goal categories are treated as inactive categories.

19. Spend Category

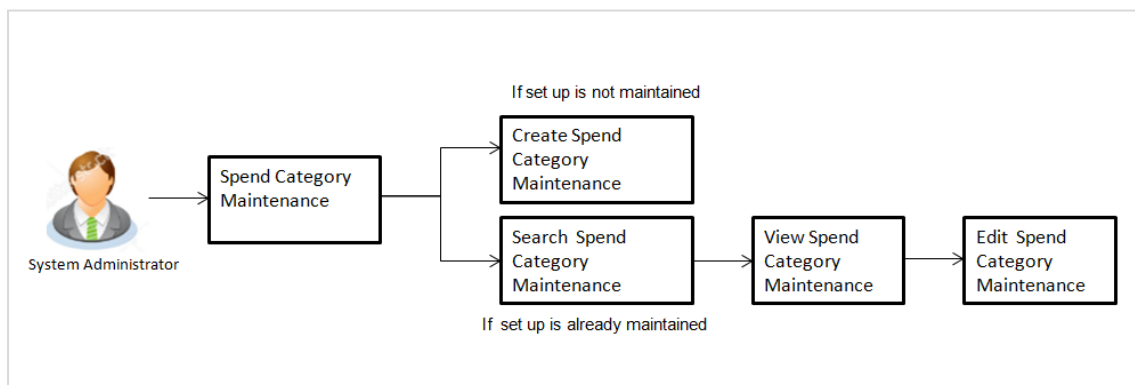
Using this option, the system administrator can maintain the spend categories. Spend Category maintenance allows the system administrator to create, modify or expire categories. For each of the Spend Category, system administrator shall be able to map there corresponding sub categories under which the transactions will be tagged. This maintenance is done only for retail type of parties and is not applicable for corporate type of parties. Any time there can be a maximum of 10 categories available and each will have a unique category code.

The Spend categories will be having up to four sub categories each. Seven spend categories would be decided and set by bank admin.

Prerequisites

- Transaction access is provided to System administrator
- Transactions which needs to be mapped to different categories are well maintained
- Transaction description must have keywords which can be distinguished by rule engine for classification into subcategories
- Spend categories to be made are limited and cannot be deleted, hence well thought of categories to be created

Workflow



Features Supported In Application

The Spend Category maintenance allows the bank administrator to:

- Search and View Spend Category
- Create Spend Category
- Edit Spend Category
- Add Spend Sub Category
- Edit Spend Sub Category

How to reach here:

Administration Dashboard > Spend Category

19.1 Spend Category - Search

Using this option, system administrators search the existing spend category. The search result displays a particular goal based on search criteria entered.

If the search parameters are not specified, then it displays all the records.

To search a spend category:

1. Enter the search criteria, click **Search**. The search results appear on the **Spend Category** screen based on the search parameters.
OR
Click **Clear** if you want to reset the search parameters.
OR
Click **Cancel** if you want to cancel the transaction.

Spend Category - Search

The screenshot shows the 'Spend Category Search' interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. Below the navigation bar, the main content area is titled 'Spend Category Search'. It contains two input fields: 'Category Code' and 'Category Name'. To the right of these fields is a 'Create' button. Below the input fields are three buttons: 'Search', 'Cancel', and 'Clear'. Below the buttons is a table with two columns: 'Category Code' and 'Category Name'. The table contains four rows of data: 'Essentials', 'Travel', 'House Hold', and 'M67'. At the bottom of the table, there is a pagination control showing 'Page 1 of 1 (1-4 of 4 items)' and navigation arrows. At the very bottom of the page, there is a footer with the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Category Code	Unique id maintained for the spend category for internal search for bank administrator.
Category Name	Name of the spend category. The set of transactions are grouped under certain category name.

Search Results

Category Code	Category codes of the searched spend categories.
----------------------	--

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

Category Name	Name of the searched categories.
----------------------	----------------------------------

19.1.1 Spend Category - View

Using this option, the system administrator can view the spend categories and sub categories.

To view a spend category:

1. Enter the search criteria, click **Search**. The search results appear on the **Spend Category** screen based on the search parameters.
2. Click the **Category Name** link of the record for which you want to view the spend category. The **Spend Category - View** screen appears.

Spend Category - View

The screenshot displays the 'Spend Category - View' interface. At the top, the ZigBank logo and navigation icons are visible. The main content area is titled 'Spend Category' and contains a 'View' section with the following details:

Category Code	Travel
Category Name	Travel

Below the 'View' section is the 'Sub Category Details' table:

Sub Category Code	Sub Category Name
Tickets	Tickets_1
Hotels	Hotels

At the bottom of the screen, there is a pagination control showing 'Page 1 of 1 (1-2 of 2 items)' and three buttons: 'Edit', 'Cancel', and 'Back'. The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

3. Click **Edit** if you want to edit the spend category.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

19.2 Spend Category - Create

Using this option, the system administrator can create new spend categories and sub categories.

To create a spend category:

1. In the **Spend Category** screen, click **Create**. The **Spend Category - Create** screen appears.

Spend Category - Create

The screenshot displays the 'Spend Category - Create' interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. The main content area is titled 'Spend Category' and contains the following fields:

- Category Code:** Essentials
- Category Name:** Essentials
- Add Sub Categories (optional):** A table with two columns: 'Sub Category Code' and 'Sub Category Name'. It lists 'Fuel' and 'Utilities' as sub-categories, each with a trash icon for deletion.

At the bottom of the form, there are four buttons: 'Add', 'Save', 'Cancel', and 'Back'. The footer of the page reads: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Category Code	Unique id maintained for the spend category for internal search for bank administrator.

Category Name	Name of the category. The set of transactions are grouped under certain category name.
----------------------	---


Sub Category Details

Sub Category Code	Unique id maintained for the spend sub-category.
--------------------------	--

Sub Category Name	Name of the subcategory based on the category name.
--------------------------	---

2. In the **Category Code** field, enter the code for the spend category.
3. In the **Category Name** field, enter the name of the spend category.
4. In the **Sub Category Details** section, enter the relevant information for subcategories.

5. Repeat step 4 to add more sub categories to a sub category.

Note: You can click  to delete a spend sub category or click **Add** to add more spend sub categories.

6. Click **Save** to save the category and sub category details.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
8. The success message of spend category creation appears.
Click **Ok** complete the transaction.

19.3 Spend Category - Edit

Using this option, system administrator can modify the spend category details.

To edit or update a spend category:

1. Enter the search criteria, click **Search**. The search results appear on the **Spend Category** screen based on the search parameters.
2. Click the **Category Name** link of the record for which you want to edit the goal category. The **Spend Category - View** screen appears.
3. Click **Edit** to edit the goal category. The **Spend Category- Edit** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

Spend Category - Edit

Edit Category

Category Code: Travel

Category Name: Travel

Add Sub Categories (optional)

Tickets: Tickets

Hotels: Hotels

Food: Food

Add

Save Cancel Back

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4. Edit the required details.
5. Click **Save** to update the changes.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
7. The success message of updates appears.
Click **OK** to complete the transaction.

FAQs

1. How many spend categories can a bank administrator can create?

A bank administrator can create maximum of seven categories.

2. How many spend sub-categories can a bank administrator can create?

A bank administrator can create a maximum of four sub-categories.

3. What is category code used for?

It is used as a unique key to distinguish different categories.

4. What is the maximum length allowed for a category and subcategory name?

Maximum length allowed for setting a name is 40 and it can be of alphanumeric type.

5. How are the transactions being mapped to the categories?

The categories would be linked to a rule engine which will use some keywords in the description of transaction and get mapped to the category or sub category on its own.

20. Working Window

A transaction working window is the period in a day, when a transaction can be initiated, approved and processed. This is essentially like business hours, for a transaction. It is a time window within which electronic payments, such as domestic transfers, international transfers etc., must be submitted for an entry in the system so that the transaction is processed with same value date.

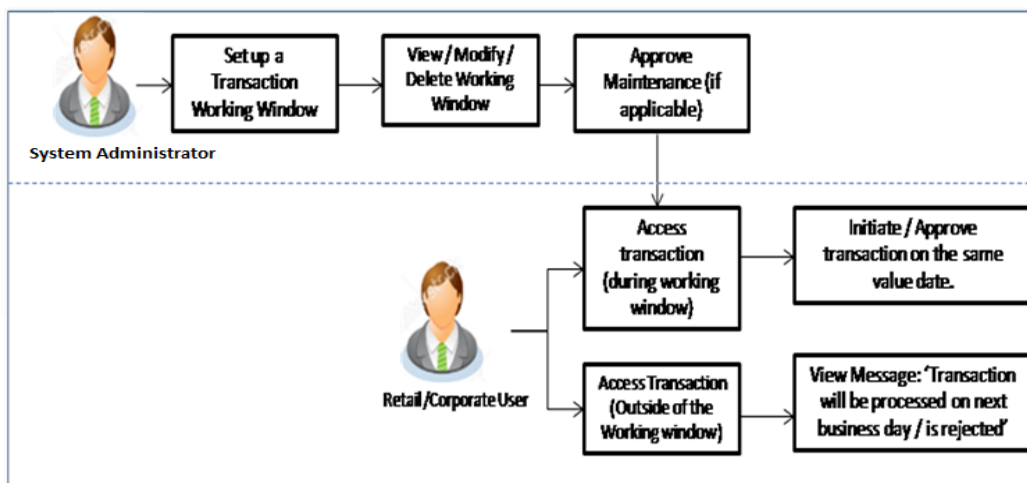
A working window is maintained, by the system administrator for each transaction for which the value date is applicable for processing. In order to enable such transactions on channel, it is mandatory to define the working window for all the days of a week as day 0 maintenance. By doing this maintenance, user defines the channel working window for each day of the week for a specific transaction. Further, administrator can also define the processing pattern if the transaction is initiated by customers after the window is closed. Transactions, that are initiated or approved outside of the working window, are either processed on the next value date or rejected. Transaction working window can also be maintained for specific date which will be considered as exceptional working window, e.g. maintenance for specific public holiday. Working window set for an exception, overrides the normal working window.

Administrator can set up two different weekly and exceptional working windows for a specific transaction for different user types (Retail and Corporate User).

Pre-Requisites

- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.
- Enable only those transactions for which the working window maintenance is applicable.

Workflow



Features Supported In Application

The following options are available as part of this maintenance:

- Create a Weekly Transaction Working Window and an Exception for a particular date
- Search and View weekly Transaction working windows and Exceptions already maintained
- Delete or Edit transaction working windows / Exceptions maintained.

How to reach here:

Administration Dashboard > Working Window

20.1 Transaction Working Window - Search

This function allows the system administrator to search the working windows already maintained. The search is available on the basis of specific date, transaction and user type.

The screen is broadly divided into:

- Normal Window
- Exception Window

To search the working windows:

1. Select the working window.
2. If you select **Normal Window** tab,
 - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
 - b. Click **Search**, displays results based on search criteria.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.

Search Normal Window

Transaction Working Window

Normal Window Exception Window

Create

Effective Date User Type

Transaction

Search **Cancel** **Clear**

Current Transaction Window

Transaction

Effective Date

User Type

Day Of Week	Window Type	From Time	To Time
Monday	Open All Day	00:00	23:59
Tuesday	Open All Day	00:00	23:59
Wednesday	Open All Day	00:00	23:59
Thursday	Open All Day	00:00	23:59
Friday	Open All Day	00:00	23:59
Saturday	Open All Day	00:00	23:59
Sunday	Open All Day	00:00	23:59

Other Details

Treatment Outside Normal Window Process on Next Value Date

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Field Description

Field Name

Description

Normal Window

Effective Date

Effective date of working window.

User Type

The type of user for whom the transaction working window is being maintained.

The user types could be:

- Corporate User
- Retail User

Transaction

The specific financial transaction, for which a working window is maintained.

Search Result

Day of Week

Day of week for which the transaction working window is applicable.

Field Name	Description
Window Type	Type of working window for the transaction. The type can be: <ul style="list-style-type: none"> • Limited Time • Open All Day • Closed All Day
From Time	Start time of transaction working window. This field is enabled if you select Limited Time from the Window Type field.
To Time	End time of transaction working window. This field is enabled if you select Limited Time from the Window Type field.
Other Details	
Treatment Outside Normal Window	Indicates the treatment outside normal window: The options are: <ul style="list-style-type: none"> • Process on Next Value Date • Reject Transaction



3. View the working window - Current Working Window and Future working window (if any), with the effective date. This is spilt day wise. Go through the working window time for each day and also how processing is set-up, outside the working window.
4. Click **Edit** to edit the maintenance.
OR
Click **Delete** to delete the maintenance.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.
If you select **Exception Window** tab,


Search Exception Window

Transaction Working Window

Normal Window Exception Window

Create

Exception Date  User Type 

Transaction 

Search **Cancel** **Clear**

Exception Date	User Type	Transaction	Remarks
Specific Date 26 Jul 2017	Corporate	Redeem TD	demo

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Field Description

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

Exception Window

Exception Date	Exception date for which the transaction is allowed during the specific date or date range.
-----------------------	---

The exception date could be:

- Specific Date: Transaction allowed for a specific date.
- Date Range: Transaction allowed during a specified period.

Remarks	Reason for exception.
----------------	-----------------------

User Type	Type of user, whether the transaction exception is applicable for a retail or corporate user.
------------------	---

Exceptions

Date and Day	Day and date for which the exception is applicable.
---------------------	---

Window Type	Transaction exception applicable window.
--------------------	--

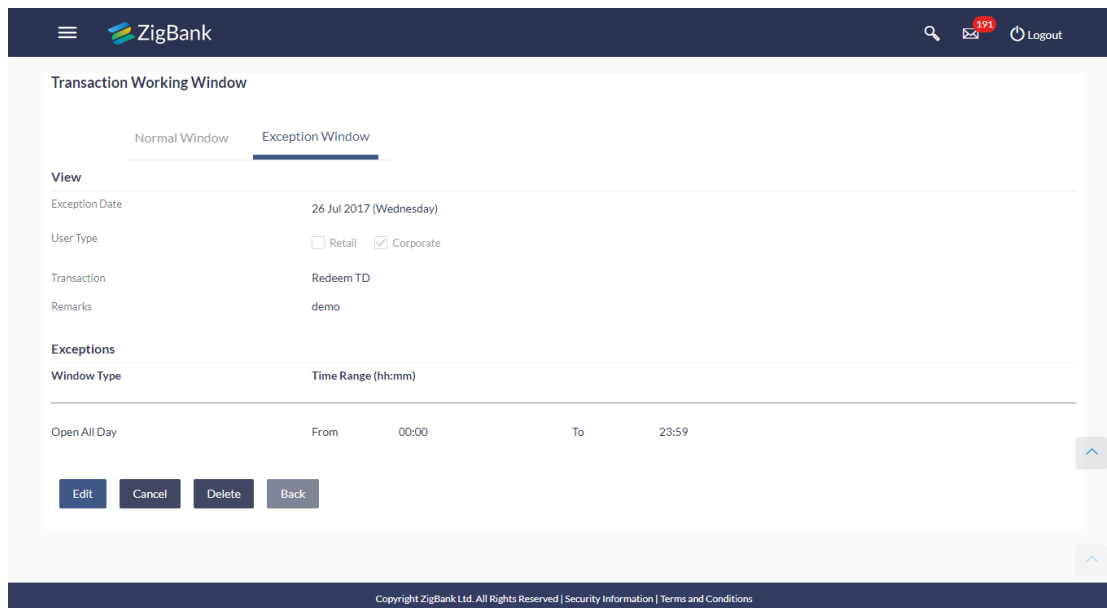
Window types:

- Limited Time: Transaction is applicable for a limited time.
- Open all Day: Transaction can be done for the entire day.
- Close all Day: Transaction is closed for the whole day.

Field Name	Description
Time Range	Transactions are open during the specific time. This field is enabled, if you select Limited Time , option from the Window Type list.

5. Click the **Exception Date** field to launch the **Detailed View** screen.

Search Exception Window- Detailed View



Field Description

Field Name	Description
Window Type	Type of working window for the exception. Window types: <ul style="list-style-type: none"> Limited Time: Transaction is enabled, for the set limited time – the business hours of the transaction Open all Day: Transaction is enabled, for the entire day. Close all Day: Transaction is disabled, for the whole day.
Time Range	Business hours of the transaction. This field is enabled, if you select Limited Time , option from the Window Type list.

6. Click **Edit** to edit the maintenance.
OR
Click **Delete** to delete the maintenance.

- OR
- Click **Back** to navigate to the previous screen.
- OR
- Click **Cancel** to cancel the transaction.

20.2 Transaction Working Window - Create

System administrator can create new transaction working window maintenance for the selected transaction. Working window can be set as 'Normal' working window (for all days of the week) and 'Exception Window'.

To create normal window:

1. Select the working window.
2. If you select **Normal Window** tab,
 - a. Click **Create**.

Create Working Window

The screenshot displays the 'Transaction Working Window' configuration page in the ZigBank system. The 'Normal Window' tab is active. The 'Create' section includes the following fields:

- Effective Date:** 05/07/2017
- User Type:** Corporate, Retail
- Transaction:** Domestic Transfer - NEFT

The main configuration table is as follows:

Day Of Week	Window Type	From Time	To Time
Monday	Limited Time	09:00	19:00
Tuesday	Limited Time	09:00	19:00
Wednesday	Limited Time	09:00	19:00
Thursday	Limited Time	09:00	19:00
Friday	Limited Time	09:00	19:00
Saturday	Closed All Day	00:00	00:00
Sunday	Closed All Day	00:00	00:00

Other Details:

- Treatment Outside Normal Window:** Process on Next Value Date, Reject Transaction

Buttons: Save, Cancel, Back

Field Description

Field Name	Description
Effective Date	Effective date of working window.

Field Name	Description
User Type	The type of user for whom the transaction working window is being maintained. The user types could be: <ul style="list-style-type: none"> • Corporate User • Retail User
Transaction	The specific financial transaction, for which a working window is maintained.
Window Type	Type of working window for the transaction. The type can be: <ul style="list-style-type: none"> • Limited Time • Open All Day • Closed All Day
From Time	Start time of transaction working window. This field is enabled if you select Limited Time from the Window Type field.
To Time	End time of transaction working window. This field is enabled if you select Limited Time from the Window Type field.
Other Details	
Treatment Outside Normal Window	Indicates the treatment outside normal window: The options are: <ul style="list-style-type: none"> • Process on Next Value Date • Reject Transaction

- b. From the **Effective Date** list, select the start date of the transaction working window.
 - c. From the **Window Type**, select the appropriate option.
 - d. If you select the **Window Type** as **Limited Time**, from the **From Time / To Time** list select the start and end time of the transaction working window.
 - e. In the **Other Details** section, from the **Treatment Outside Normal Window** field, select the appropriate option.
3. Click **Save** to create the transaction working window.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.
4. The **Review** screen appears. Verify the details, and click **Confirm**.
OR

Click **Edit** to modify details if any.
OR
Click **Cancel** to cancel the transaction.

5. The success message appears along with the transaction reference number. Click **OK** to complete the transaction.

To create Exception window:

1. Select the working window.
2. If you select Exception Window tab,
 - a. Click **Create**.

Create Exception Window

The screenshot shows the 'Transaction Working Window' interface with the 'Exception Window' tab selected. The 'Create' section contains the following fields:

- Exception Date: 06 Jul 2017 (Thursday)
- User Type: Retail Corporate
- Transaction: Redeem TD
- Remarks: Ramzan Eid

The 'Exceptions' section contains the following fields:

- Window Type: Time Range (hh:mm)
- Limited Time: From 09:00 To 12:00

Buttons for 'Save', 'Cancel', and 'Back' are located at the bottom of the form.

Field Description

Field Name	Description
Exception Date	Exception date or date range, when processing for a transaction, overrides that set in the normal transaction working window. The exception date could be: <ul style="list-style-type: none"> • Specific Date: Exception for a single day • Date Range: Exception for a date range
Remarks	Reason for exception for e.g. a national holiday.
User Type	Type of user, whether the transaction exception is applicable for a retail or corporate user.

Field Name	Description
Exceptions	Type of working window for the transaction. Window types: <ul style="list-style-type: none"> • Limited Time • Open all Day • Close all Day
Window Type	Type of working window for the exception. Window types: <ul style="list-style-type: none"> • Limited Time: Transaction is applicable for a limited time. • Open all Day: Transaction can be done for the entire day. • Close all Day: Transaction is closed for the whole day.
Time Range	Business hours of the transaction. This field is enabled, if you select Limited Time , option from the Window Type list.

- b. From the **Exception Date** list, select the start date of the working window - exception.
 - c. From the **Window Type**, select the appropriate option.
 - d. If you select the **Window Type** as **Limited Time**, from the **From Time / To Time** list select the start and end time of the working window - exception.
6. Click **Save** to create the transaction working window.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to close the exception creation process.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify details if any.
OR
Click **Cancel** to cancel the transaction.
8. The success message appears along with the transaction reference number. Click **OK** to complete the transaction.

20.3 Transaction Working Window - Edit

System administrator can modify existing working window maintenance. In case of normal working window, edit is allowed only if the effective date is a future date. In case of exception working window, future window can be edited current exceptional window can also be edited if the set time is less than the actual time.

To modify normal window:

1. Select the working window.
2. If you select **Normal Window** tab,
 - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
 - b. Click **Search**, displays results based on search criteria.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
 - c. Click **Edit** to edit the working window, from the Detailed View page.
OR
Click **Delete** to delete the maintenance.

Edit Normal Window

The screenshot displays the 'Transaction Working Window' edit page in the ZigBank system. The page is divided into two tabs: 'Normal Window' (selected) and 'Exception Window'. The 'Edit' section includes the following fields:

- Effective Date:** 01/06/2018
- User Type:** Corporate, Retail
- Transaction:** Domestic Transfer - NEFT

The main table shows the window configuration for each day of the week:

Day Of Week	Window Type	From Time	To Time
Monday	Limited Time	09:15	17:55
Tuesday	Limited Time	09:15	17:55
Wednesday	Limited Time	09:15	17:55
Thursday	Limited Time	09:15	17:55
Friday	Limited Time	09:15	17:55
Saturday	Closed All Day	00:00	00:00
Sunday	Closed All Day	00:00	00:00

At the bottom, the 'Other Details' section includes radio buttons for 'Treatment Outside Normal Window': Process on Next Value Date and Reject Transaction. Below this are 'Save', 'Cancel', and 'Back' buttons.

Field Description

Field Name	Description
Effective Date	Effective date of working window.
User Type	The type of user for whom the transaction working window is being maintained. The user types could be: <ul style="list-style-type: none"> • Corporate User • Retail User
Transaction	The specific financial transaction, for which a working window is maintained.
Window Type	Type of working window for the transaction. The type can be: <ul style="list-style-type: none"> • Limited Time • Open All Day • Closed All Day
From Time	Start time of transaction working window. This field is enabled if you select Limited Time from the Window Type field.
To Time	End time of transaction working window. This field is enabled if you select Limited Time from the Window Type field.
Other Details	
Treatment Outside Normal Window	Indicates the treatment outside normal window: The options are: <ul style="list-style-type: none"> • Process on Next Value Date • Reject Transaction

d. View the effective date, from when the modified maintenance will be effective. Modify if required.

e. The user can view the days of the week – from Monday through Sunday with a drop-down of three values against each day(Open all Day, Closed all day, Limited Time)

Note: For open all day and closed all day options, system defaults the from and to time values of– 00:00 and 23:59 hours, for the former and 00:00 hours, for the latter. For the limited time option, specify the from and to time, to define the transaction working window.

- f. View the preferred processing, when transaction is initiated or approved outside of the working window.
Either Process on Next Value Date or Reject Transaction Modify if required.
3. Click **Save** to create the transaction working window.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to close the exception creation process.
4. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify details if any.
OR
Click **Cancel** to cancel the transaction.
5. The success message appears along with the transaction reference number. Click **OK** to complete the transaction.

To modify exception window:

1. Select the working window.
2. If you select **Exception Window** tab,
 - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
 - b. Click **Search**, displays results based on search criteria.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
 - c. Click **Edit** to edit the working window - exception, from the Detailed View page.
OR
Click **Delete** to delete the maintenance.

Edit Exception Window

Field Description

Field Name	Description
Exception Date	<p>Exception date or date range, when processing for a transaction, overrides that set in the normal transaction working window.</p> <p>The exception date could be:</p> <ul style="list-style-type: none"> • Specific Date: Exception for a single day • Date Range: Exception for a date range
Remarks	Reason for exception for e.g. a national holiday.
User Type	Type of user, whether the transaction exception is applicable for a retail or corporate user.
Transaction	The specific transaction, for which exception is being maintained.
Window Type	<p>Type of working window for the exception.</p> <p>Window types:</p> <ul style="list-style-type: none"> • Limited Time: Transaction is applicable for a limited time. • Open all Day: Transaction can be done for the entire day. • Close all Day: Transaction is closed for the whole day.
Time Range	<p>Business hours of the transaction.</p> <p>This field is enabled, if you select Limited Time, option from the Window Type list.</p>

3. Update the required details.
4. Click **Save** to create the transaction working window.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to close the exception creation process.
5. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify details if any.
OR
Click **Cancel** to cancel the transaction.
6. The success message appears along with the transaction reference number. Click **OK** to complete the transaction.

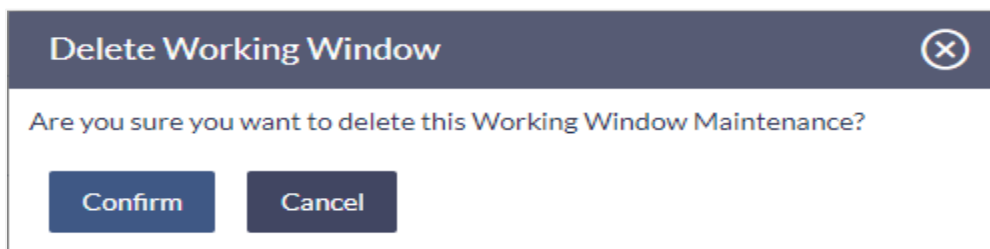
20.4 Transaction Working Window - Delete

System administrator can delete existing working window maintenance. User is allowed to delete future dated maintenances.

To delete normal window:

1. Select the working window.
2. If you select **Normal Window** tab,
 - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
 - b. Click **Search**, displays results based on search criteria.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
 - c. Click **Edit** to edit the working window, from the Detailed View page.
OR
Click **Delete** to delete the working window, from the Detailed View page.

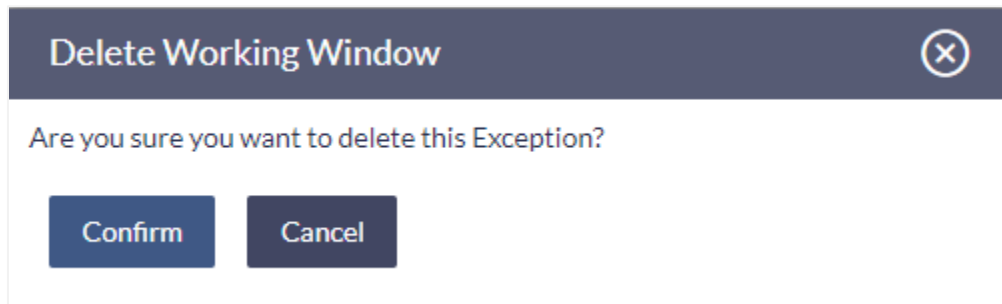
Delete Normal Window



To delete exception window:

1. Select the working window.
2. If you select **exception Window** tab,
 - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
 - b. Click **Search**, displays results based on search criteria.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.
 - c. Click **Edit** to edit the working window, from the Detailed View page.
OR
Click **Delete** to delete the working window - exception, from the Detailed View page.

Delete Exception Window



- The user can delete a future transaction working window or an exception with an effective date in the future.
- Navigate to the particular working window or the exception and click on Delete.
- The system displays a pop-up message with Confirm and Cancel buttons. On confirming deletion, system displays a transaction successful message, provides a reference number and the status of the maintenance (e.g. pending approval)
- If the user chooses to cancel the transaction, he's directed to the admin dashboard

FAQs

1. **Can I set the transaction working window from the current date?**

No, you cannot set the transaction working window date from current date. You can set that from future date.

2. **If a particular day, have both a normal working window set, and an exception – which will take precedence?**

The working window set for an exception, overrides the normal working window set.

3. **If the normal working window for a transaction is set for Open all Day and an Exception is set as Closed all Day, will I be able to initiate transaction, on that day?**

No, I will not be able to initiate the transaction on that day. The transaction will either have the next working day's value date or be rejected.

4. **Can I delete or edit current applicable normal working window?**

No, current applicable normal working window cannot be edited or deleted. User can add a new window with future effective date.

5. **Can I set 'behavior of transaction outside working window' for exceptional days?**

No, behavior of transaction outside working window for exceptional date maintenance will remain same as normal window maintenance.

21. Transaction Blackout

A blackout period is duration of time when access to something usually available is prohibited.

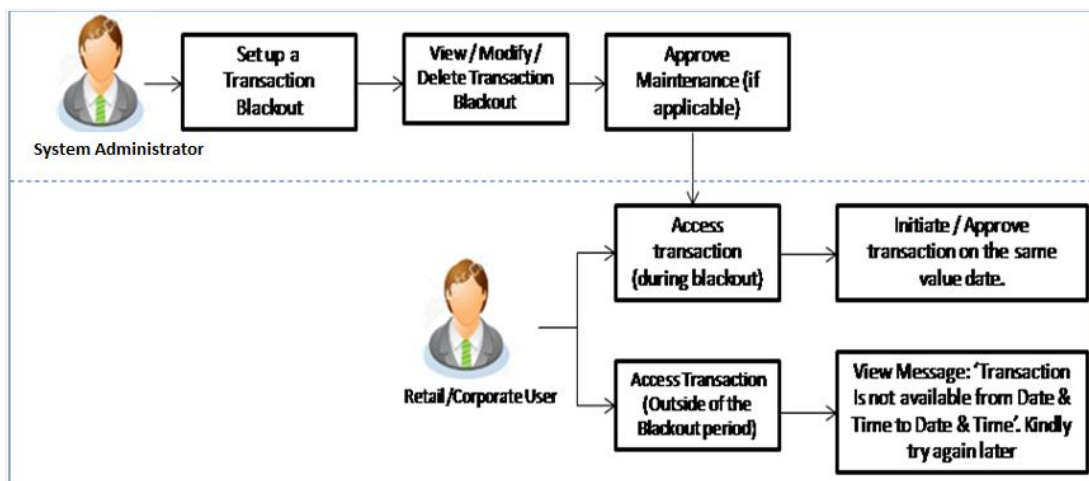
When a system administrator maintains a transaction blackout, for a period, transaction/s are not accessible to users of the bank's retail and corporate or even to the system administrator users for a preset time period.

The system administrator may use the time, when a transaction is blacked-out, to do necessary maintenances.

Pre-Requisites

- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.

Workflow



Access Transaction (during blackout) – Blackout message needs to be displayed

Check the flow, message part is against access of transaction outside blackout period.

Features Supported In Application

The following options are available as part of this maintenance:

- Create a new Transaction Blackout Maintenance
- Search and View Transaction blackouts already maintained
- Delete or Edit transaction blackouts maintained.

How to reach here:

Administration Dashboard > Transaction Blackout

21.1 Transaction Blackout - Search

This function allows the system administrator to search for transactions under a particular user type and also to create a new Transaction blackout. The search is available on the basis of User type, Transaction Type, Transaction and date. The search result displays only those transactions under a user type for which the 'Transaction Blackout' is maintained.

To search for transactions under a particular user type:

1. Enter the search criteria like **Transaction, Date, or User Type.**

Note: Alternately, the user can perform a blank search.

2. Click **Search**, displays results based on search criteria.
OR
Click **Reset** to reset the details.
OR
Click **Cancel** to cancel the transaction.

Transaction Blackout- Search

The screenshot shows the 'Transaction Blackout' search interface. At the top, there is a 'Create' button. Below it, there are four search criteria: 'Date' (with a calendar icon), 'Transaction Type' (with a dropdown arrow), 'User Type' (with a dropdown arrow), and 'Transaction' (with a dropdown arrow). There are three buttons: 'Search' (highlighted in blue), 'Cancel', and 'Reset'. Below the search form is a table with the following data:

Transaction	Start Date	End Date	Blackout Type	Status
Redeem TD	01 Jul 2018	02 Jul 2018	Full	Scheduled
Letter Of Credit Create	05 Jul 2017	12 Jul 2017	Daily	Scheduled
Request Deposit Statement	01 Aug 2018	05 Aug 2018	Daily	Scheduled
Delete Working Window	05 Aug 2017	06 Aug 2017	Full	Scheduled
Create Working Window	01 Jul 2018	02 Jul 2018	Full	Scheduled
New Deposit	11 Jul 2017	26 Jul 2017	Full	Scheduled

At the bottom of the interface, there is a footer: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
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Date	Date of the transaction blackout.
------	-----------------------------------

Field Name	Description
Transaction Type	<p>Transaction type to be blacked out.</p> <p>The options are:</p> <ul style="list-style-type: none"> • All Maintenance • All Admin Maintenance • All Inquiry Transactions • All Non-Financial Transactions • All Financial Transactions
User Type	<p>The type of user for whom the transaction is blacked out.</p> <p>The user types could be:</p> <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User • Prospect
Transaction	The specific transaction, for which a blackout is maintained
Search Result	
Transaction	The specific transaction, for which a blackout is maintained
Start On	<p>Start date and time for the blackout.</p> <p>This field will be displayed if the Blackout type is selected as 'Full'.</p>
End On	<p>End date and time for the blackout.</p> <p>This field will be displayed if the Blackout type is selected as 'Full'.</p>
Blackout Type	<p>Type of black out.</p> <ul style="list-style-type: none"> • Full Day: Indicates that it will be complete transaction blackout for the set date and time. • Daily: Indicates that it will be daily blackout for the set date and time.
Status	<p>The transaction blackout status.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Ongoing: Indicates that blackout is ongoing. • Scheduled: Indicates that scheduled for some day in the future.

3. View the table with search results. This table contains the start date and end date of the blackout maintenance. Transaction for which the blackout is applicable, the type of blackout (full or daily) and the status – whether the blackout is ongoing, or scheduled for some day in the future.
4. Click on the field **Transaction** to view more details.

Transaction Blackout- View details

The screenshot shows the 'Transaction Blackout' view details page in the ZigBank system. The page has a dark blue header with the ZigBank logo and navigation icons. The main content area is white and contains a form with the following fields and values:

Transaction	Redeem TD	
User Type	<input type="checkbox"/> Administrator <input checked="" type="checkbox"/> Corporate User <input type="checkbox"/> Prospect <input type="checkbox"/> Retail User	
Blackout Type	<input checked="" type="button"/> Full <input type="button"/> Daily	
Start On	01 Jul 2018	00:00
End On	02 Jul 2018	00:00
Status	Scheduled	

At the bottom of the form, there are four buttons: Delete, Edit, Cancel, and Back. The footer of the page contains the text: Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions.

Field Description

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

Transaction	The specific transaction, for which a blackout is maintained.
--------------------	---

User Type	The type of user for whom the transaction is blacked out.
------------------	---

The user types could be:

- Corporate User
- Administrator
- Retail User
- Prospect

Blackout Type	Type of black out.
----------------------	--------------------

- Full Day: Indicates that it will be complete transaction blackout for the set date and time.
- Daily: Indicates that it will be daily blackout for the set date and time.

Field Name	Description
Start On	Start date and time for the blackout. This field will be displayed if the Blackout type is selected as ' Full '.
End On	End date and time for the blackout. This field will be displayed if the Blackout type is selected as ' Full '.
Date Range	Blackout start and end date. This field will be displayed if the Blackout type is selected as ' Daily '.
Time Range	Blackout start and end time. This field will be displayed if the Blackout type is selected as ' Daily '.
	<hr/> <p>Note: When blackout type is full - the following fields are displayed and enabled: Start On (Date and Time) End On and (Date and Time) When blackout type is Daily - the following fields are displayed and enabled - Date Range - From and To. Time Range - From and To. And, an option to Add Time</p> <hr/>
Status	The transaction blackout status. The options are: <ul style="list-style-type: none"> • Ongoing: Indicates that blackout is ongoing. • Scheduled: Indicates that scheduled for some day in the future.

5. Click **Edit** to edit the maintenance.
OR
Click **Delete** to delete the maintenance.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to close the blackout creation process.

21.2 Transaction Blackout - Create

Administrator can create new transaction blackout maintenance for the selected transaction. User needs to select the particular transaction and user type for whom blackout needs to be applied.

Further user can set up blackout type:

- Full – Black out for the entire period.
- Daily - Blackout between start and end time daily, for the days set.

To create new transaction blackout:

1. Click **Create**.
2. From the **Transaction** list select the appropriate option.

3. From the **User Type** select the appropriate option.
4. From the **Blackout Type** select the appropriate option:
5. If you select **Full Day**:
 - a. From the **Start On** list, select the start date and time of the transaction blackout.
 - b. From the **End On** list, select the end date and time of the transaction blackout.
6. If you select **Daily**:
 - c. From the **Date Range** list select the start and end date of the transaction blackout.
 - d. From the **Time Range** list select the start and end time of the transaction blackout.

Note: You can click **+Add Time Range** button, to add multiple time options for transaction blackout.

Transaction Blackout- Create

The screenshot shows the 'Transaction Blackout - Create' form in the ZigBank system. The form is titled 'Transaction Blackout' and has a 'Create' section. The fields are as follows:

- Transaction Type:** Financial (dropdown)
- Transaction:** Redeem TD (dropdown)
- User Type:** Administrator, Corporate User, Prospect, Retail User
- Blackout Type:** Full, Daily
- Start On:** 13 Jul 2017, 21:00
- End On:** 13 Jul 2017, 23:00

At the bottom of the form, there are three buttons: **Save** (blue), **Cancel** (grey), and **Back** (grey). The footer of the page reads: Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions.

Field Description

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

Field Name	Description
Transaction	<p>Transaction type to be blacked out.</p> <p>The options are:</p> <ul style="list-style-type: none"> • All Maintenance • All Admin Maintenance • All Inquiry Transactions • All Non-Financial Transactions • All Financial Transactions
User Type	<p>The type of user for whom the transaction is blacked out.</p> <p>The user types could be:</p> <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User • Prospect
Blackout Type	<p>Type of black out.</p> <ul style="list-style-type: none"> • A Full transaction blackout prevents access to a transaction from a certain day/time to certain day / time. The transaction is not enabled at all, during a full blackout • Daily: A daily transaction blackout prevents access to a transaction for the defined time in a day, over few days. The transaction is enabled, outside of the blackout window, in case of a daily blackout
Start On	<p>Start date and time for the blackout.</p> <p>This field will be displayed if the Blackout type is selected as 'Full'.</p>
End On	<p>End date and time for the blackout.</p> <p>This field will be displayed if the Blackout type is selected as 'Full'.</p>
Date Range	<p>Blackout start and end date.</p> <p>This field will be displayed if the Blackout type is selected as 'Daily'.</p>
Time Range	<p>Blackout start and end time.</p> <p>This field will be displayed if the Blackout type is selected as 'Daily'.</p>
	<hr/> <p>Note: When blackout type is full - the following fields are displayed and enabled: Start On (Date and Time) End On and (Date and Time) When blackout type is Daily - the following fields are displayed and enabled - Date Range - From and To. Time Range - From and To. And, an option to Add Time Range</p> <hr/>

7. Click **Save** to create the transaction blackout. User will be directed to the Transaction Blackout-Create - review page post necessary validations.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
8. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify details if any.
OR
Click **Cancel** to cancel the transaction.
9. The success message appears along with the transaction reference number. Click **Ok** to complete the transaction.

21.3 Transaction Blackout - Edit

System administrator can modify existing blackout instructions. This screen displays the inputs captured for Daily/Full, End date and End time in the create transaction blackout screen in an editable form. Whereas user is not allowed to edit Transaction..


To modify blackout instructions:

1. Enter the search criteria like **Transaction, Date, or User Type**.

Note: Alternately, the user can perform a blank search.

2. Click **Search**, displays results based on search criteria.
OR
Click **Reset** to reset the details.
OR
Click **Cancel** to cancel the transaction.
3. Click on the transaction.
4. Click **Edit** to edit the maintenance.

Editing a scheduled Maintenance

 🔍 📧 257 Logout

Transaction Blackout

Edit

Transaction User Type: Administrator Corporate User Prospect Retail User

Redeem TD

Blackout Type:

Start On: 01 Jul 2018

End On: 02 Jul 2018

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Field Description

Field Name	Description
User Type	<p>The type of user for whom the transaction is blacked out.</p> <p>The user types could be:</p> <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User • Prospect
Blackout Type	<p>Type of black out.</p> <ul style="list-style-type: none"> • A Full transaction blackout prevents access to a transaction from a certain day/time to certain day / time. The transaction is not enabled at all, during a full blackout • Daily: A daily transaction blackout prevents access to a transaction for the defined time in a day, over few days. The transaction is enabled, outside of the blackout window, in case of a daily blackout
Start On	<p>Start date and time for the blackout.</p> <p>This field will be displayed if the Blackout type is selected as 'Full'.</p>
End On	<p>End date and time for the blackout.</p> <p>This field will be displayed if the Blackout type is selected as 'Full'.</p>
Date Range	<p>Blackout start and end date.</p> <p>This field will be displayed if the Blackout type is selected as 'Daily'.</p>
Time Range	<p>Blackout start and end time.</p> <p>This field will be displayed if the Blackout type is selected as 'Daily'.</p>
<hr/> <p>Note:</p> <p>When blackout type is full - the following fields are displayed and enabled: Start On (Date and Time) End On and (Date and Time)</p> <p>When blackout type is Daily - the following fields are displayed and enabled - Date Range - From and To. Time Range - From and To. And, an option to Add Time Range</p> <hr/>	

5. From the **User Type** select the appropriate option.
6. From the **Blackout Type** select the appropriate option:
7. If you select **Full Day**:
 - a. From the **Start On** list, select the start date and time of the transaction blackout.
 - b. From the **End On** list, select the end date and time of the transaction blackout.

8. If you select **Daily**:
 - a. From the **Date Range** list, select the start and end date of the transaction blackout.
 - b. From the **Time Range** list, select the start and end time of the transaction blackout.

Note: You can click **+Add Time Range** button, to add multiple time options for transaction blackout.

9. Click **Save** to button to save Transaction Blackout Maintenance. User is directed to **Transaction Blackout-Edit - review** page post necessary validations.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.
10. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify details if any.
OR
Click **Cancel** to cancel the transaction.
11. The success message appears along with the transaction reference number. Click **OK** to complete the transaction.

21.4 Transaction Blackout - Delete

System administrator can delete existing blackout instructions. User is allowed to delete future dated blackouts. Deleting ongoing blackout will stop the blackout and the transaction will be available to the users post approved by necessary levels of approvals.

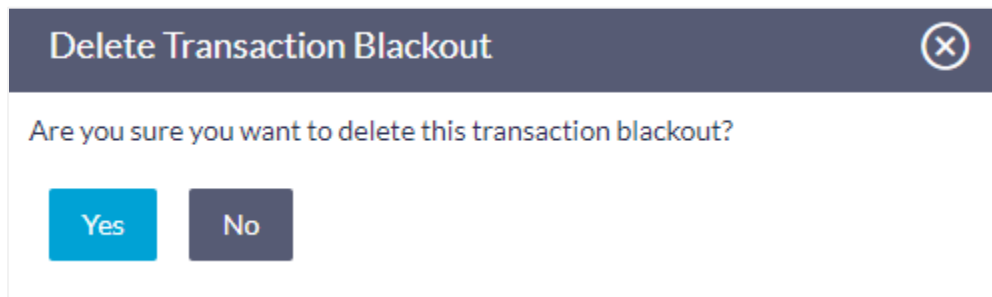
To delete maintenance:

1. Enter the search criteria like **Transaction, Date, or User Type**.

Note: Alternately, the user can perform a blank search.

2. Click **Search**, displays results based on search criteria.
OR
Click **Reset** to reset the details.
OR
Click **Cancel** to cancel the transaction.
3. Click **Edit** to edit the maintenance.
OR
On the Detailed View screen, click **Delete** to delete the maintenance.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to close the blackout creation process.
4. The Pop-up Message to confirm deletion appears.

Deleting an Ongoing / scheduled Maintenances



5. On the Detailed View screen, of the blackout, click **Delete**.
6. The Pop-up Message to confirm deletion appears.
7. Click **Yes** to delete.
OR
Click **No** to go back to the maintenance.
8. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
9. The success message appears along with the transaction reference number. Click **Done** to complete the transaction.

FAQs

1. Can I edit an Ongoing Transaction Blackout?

Only the End time and End Date of the ongoing blackout – if these are greater than the current system date and time can be edited.

2. Can I edit scheduled Transaction Blackout?

Yes. The Administrator user has more flexibility in editing a scheduled transaction blackout.

3. Can I delete an ongoing Transaction blackout?

Yes, ongoing transaction blackout can be deleted. Deleting ongoing blackout will stop the blackout and the transaction will be available to the users post approved by necessary levels of approvals.

4. Any notification will be sent to the users about the planned blackout?

Yes, a mechanism is provided to send alerts to users informing about planned blackout.

5. What happens when user tries to access the transaction which is blacked out?

A message is shown on the screen informing about transaction blackout.

22. User Group Management

User group is a set of people/users with similar interests and goals.

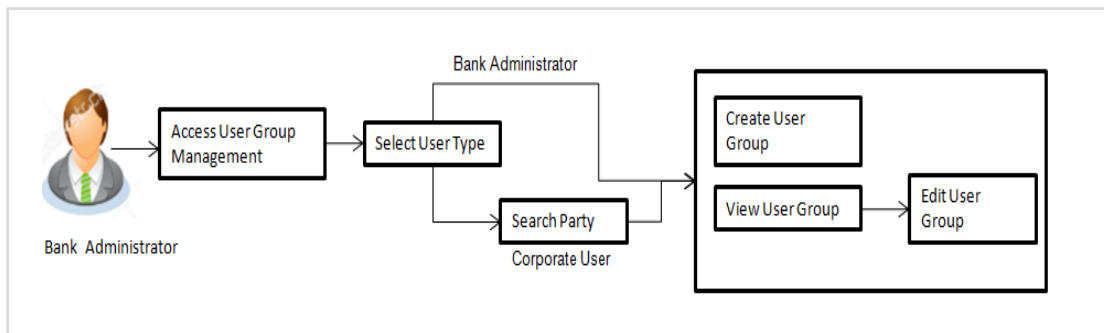
Using this option Bank administrator can maintain the user groups of Bank administrator and of corporate users of same party ID. User groups maintained by administrators for Bank administrator users and corporate users are used while creating approval workflows and approval rules.

Also the user groups created for Bank administrator type of user are used for mapping secured mail subjects. Each subject category can be linked to a group of bank administrator users. So that administrators will receive the mails only of the subjects mapped to the users.

Prerequisites:

- Transaction access is provided to Bank administrator.
- Multiple corporate and administrator users are maintained.
- Approval rule set up for Bank administrator to perform the actions.
- Party preference for which the groups are to be created is maintained and is active.

Workflow



Features Supported In Application

User Group Management allows Bank administrator to:

- Create User Groups
- View User Groups
- Modify User Groups

How to reach here:

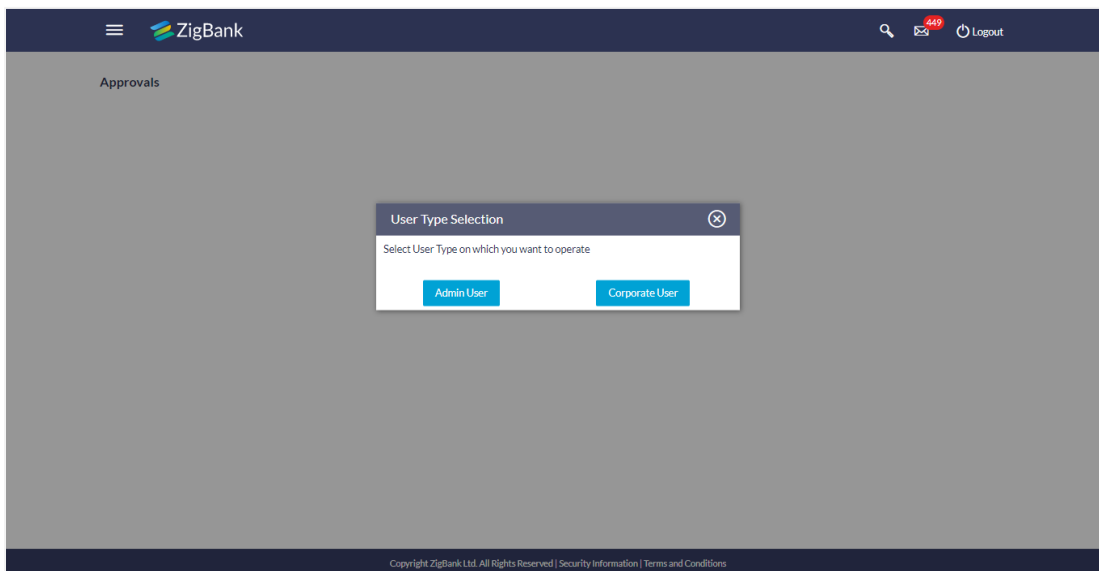
Administration Dashboard > Toggle menu > Others > User Group Management

22.1 User Groups - Summary

Bank administrator logs into the system and navigates to the User Group screen. On accessing the 'User Group Management' menu, bank administrator has to select the user type for whom the user groups are to be maintained.

1. The **User Type Selection** screen appears. Select the appropriate option.
Click **Admin User** to access the user group management of bank administrator users.
Click **Corporate User** to access the user group management of corporate users.

User Type Selection



User Group- Admin User:

Bank administrator user can search the user groups maintained for administrator users.

2. Click **Create** to create new admin group.
OR
Click **Clear** to reset the entered details.
OR
Click **Cancel** to abort the user group maintenance process.
OR
Click **Search** to search the matching records.

22.2 User Groups - Admin User – Create

Bank administrator can create user groups for the Administrator users. Administrator can create multiple user groups and one user can be part of multiple user groups, whereas creating a user group without any user is not allowed.

To create a user group:

1. The **User selection** screen appears. Select the appropriate option.

Admin User Group -Create

The screenshot shows the 'Admin User Groups - Create' interface. At the top, there's a navigation bar with the ZigBank logo and a 'Logout' button. The main content area is titled 'Admin User Groups' and contains a 'Create' section. This section has three input fields: 'Group Code' with the value 'Smithadminmaker', 'Group Description' with 'UserGroup for Maker', and a 'User Group' table. The table has two columns: 'User Name' and 'User ID'. The 'User Name' column contains 'JACK SMITH' and the 'User ID' column contains 'jacksm1'. Below the table is an 'Add' button. At the bottom of the form are 'Save', 'Cancel', and 'Back' buttons. The footer of the page contains the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Create	
Group Code	User group code.
Group Description	Description provided to the user group.
User Group	
User Name	User name list to select and add a user to the user group. All the administrator users will be listed down
User ID	User IDs of each user selected from user list are displayed.

2. Click **Create**.
3. In the **Group Code** field, enter the group code.
4. In the **Group Description** field, enter the group name.

5. In the **User Group** section, click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.
6. Click **Save** to create the user groups.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to close the maintenance creation process.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The User Group-Create screen with values in editable form appears.
OR
Click **Cancel** to cancel the transaction.
8. The success message of user group creation appears along with the transaction reference number.
Click **OK** to complete the transaction.

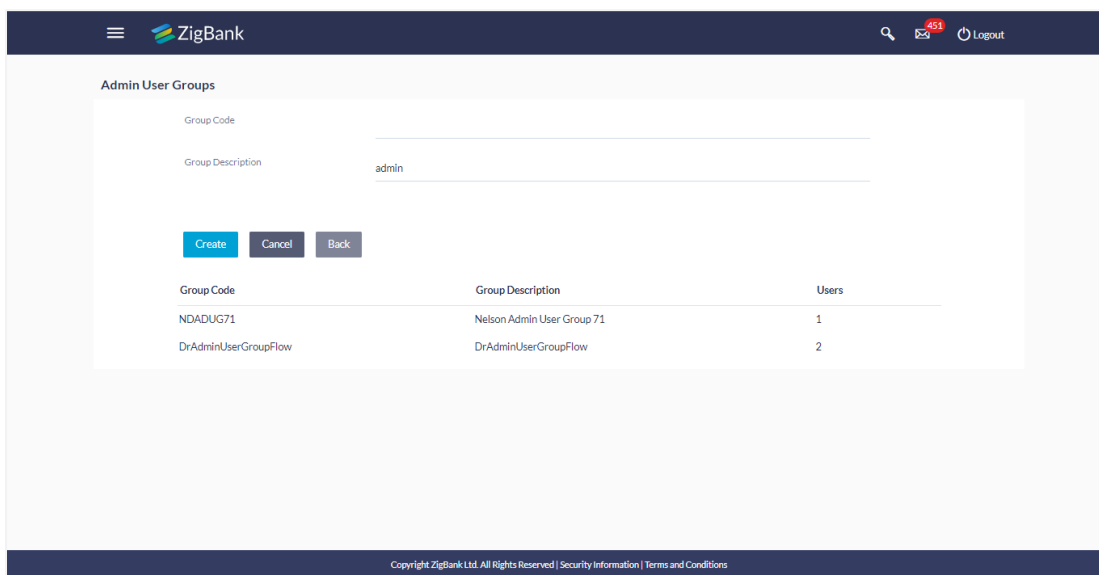
Note: You can click  to delete a record.

22.3 User Groups - Admin User – Search Summary

User Groups maintained (if any) for administrator users are displayed on the screen after searching with valid input. User can opt to view the details of existing user groups or can create new user group using this screen.

1. In **Administrator User Group** screen, in the **Group Code** field, enter the group code.
OR
In the **Group Description** field, enter the group name.
2. Click **Search**. The search summary appears.

Admin User – Search Summary



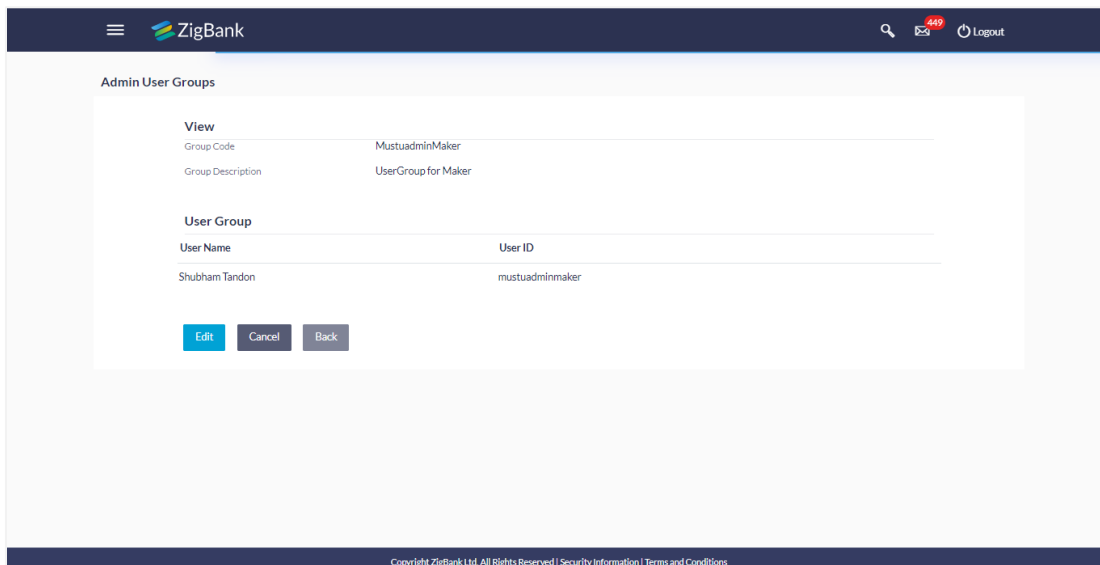
Group Code	Group Description	Users
NDADUG71	Nelson Admin User Group 71	1
DrAdminUserGroupFlow	DrAdminUserGroupFlow	2

Field Description

Field Name	Description
Summary	
Group Code	Code of the already maintained user group.
Group Description	Description of the already maintained User group.
Users	Number of users associated with each user group.

- Click **Create** to create new user group.
 OR
 Click **Back** to navigate to previous screen.
 OR
 Click **Cancel** to abort the user group maintenance process.
 OR
 Click on **Group Code Hyperlink** to view details of the selected User Group.
 Further drill down is given on the each user group to view the details of the users mapped to each group.

Admin User – View Group Details



Field Description

Field Name	Description
View	
Group Code	User Group code is displayed.

Field Name	Description
Group Description	User Group code description is displayed.
User Name	User name of the user who is part of the selected user group is displayed.
User Id	User ID of the user who is part of the user group is displayed.

- Click **Edit** to edit the user group. User is directed to the **User Group-Edit** screen with values in editable form.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to abort the user group maintenance process.

22.4 User Groups - Admin User – Edit Group

This function enables the bank administrator to edit the description of existing user groups. Bank administrator can also add new users and remove existing users of the user group as part of this function. A check is performed on minimum and maximum number of users allowed as a part of user group while adding or removing the users from the user group.

To edit or update a user group:

- In **Admin User Group** screen, in the **Group Code** field, enter the group code.
OR
In the **Group Description** field, enter the group name.
- Click **Search**. The search summary appears.
- Click the **Group Code** link of the record whose details you want to view.
The **User Groups - View** screen appears.
- Click **Edit** to edit the user group.
The **User Groups - Edit** screen displays the mapping of the user group.

Admin User – Edit Group

The screenshot displays the 'Admin User Groups' interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. The main content area is titled 'Admin User Groups' and contains an 'Edit' form. The form has two sections: 'Edit' and 'User Group'. The 'Edit' section includes 'Group Code' (MustuadminMaker) and 'Group Description' (UserGroup for Maker). The 'User Group' section shows a table of users with columns for 'User Name' and 'User ID'. The table lists Shubham Tandon (mustuadminmaker) and Neha Shukla (nehshukl). Below the table is an 'Add' button. At the bottom of the form are 'Save', 'Cancel', and 'Back' buttons. The footer of the page contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description


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

Summary

Group Code User Group description is displayed in editable form.

Group Description User name of the user who is part of the user group.
User name list to select and add a new user to the user group.

Users Number of users available in each user group.
(This field will be displayed only if there are existing user groups available under a party).

- Click **Create** to create new User Group.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to abort the user group maintenance process.
OR
Click on **Group Code Hyperlink** to view details of the selected User Group.
Further drill down is given on the each user group to view the details of the users mapped to each group.
- Click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.
Click  to remove a user from the User Group.
- Click **Save** to save the User Group .The **User Group-Create - Review** screen post necessary validations appear.
OR

- Click **Back** to cancel the operation to navigate to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'
8. Verify the details, and click **Confirm**. The **User Group-Edit – Confirmation** screen appears.
OR
Click **Edit** to modify the details if any.
The User Group-Edit screen with values in editable form appears.
OR
Click **Cancel** to cancel the transaction.
9. The success message of user group creation appears along with the transaction reference number.
Click **OK** to complete the transaction and navigate back to 'User Groups' screen.

22.5 User Groups - Corporate User – Search Party

Bank administrator logs into the system and navigates to the User Group Management screen.

1. The **User Type Selection** screen appears. Select the appropriate option.
Click **Corporate User** to access the user group management of corporate users.
- System displays a screen to enter the party information (party ID or party name) and search party for which the user groups are to be maintained/ viewed.
- User can enter the party ID (if known) or the party name with a minimum of 5 characters.
System matches the input provided by the user with the party name records and displays the matching party records.
- In case of a party search by party ID, it is an exact match and system displays the user groups maintained if any.

Corporate User – Search Party

System displays a screen to enter the party information (party ID or party name) and search party for which the user groups are to be maintained/ viewed.

In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.

Corporate User – Search by Party name

The screenshot shows the 'User Groups' search interface in the ZigBank system. The search criteria are: Party ID (empty) and Party Name (corpo). The search results table is as follows:

Party ID	Party Name
000808	Raytheon Incorporation
000842	Tesla Motors Incorporated
000811	Raytheon Incorporation
000874	Globex Corporation
000958	Raytheon Incorporation
000810	Raytheon Incorporation
000852	D Corporation
000854	Royal Dutch Shell Incorporated
000747	Raytheon Incorporation

Field Description

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

Search

Party ID List of the Party IDs as per search input.

Party Name List of the Party names of the party IDs as per search input.

- Click **Clear** to clear the input search parameters.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to abort the user group maintenance process.
OR
After providing party ID or name of party, click **Search**.
Click on **Party ID Hyperlink** to view details of the selected Approval Workflow.

22.6 User Groups - Corporate User – Create

Bank administrator can create a new User Group for a specific Party ID by using this option. Only the users of party ID can be clubbed together in a User Group.

Administrator can create multiple user groups and one user can be part of multiple user groups, whereas creating a user group without any user is not allowed.

To create a user group:

- The **User selection** screen appears. Select the appropriate option.

Corporate User Group -Create

Field Description

Field Name	Description
Create	
Party ID	Party ID mapped for which user group to be created is displayed.
Party Name	Party name of Party ID for which user group to be created is displayed.
Group Code	To specify User Group code.
Group Description	To specify User Group description.
User Name	User name list to select and add a user to the user group. Users belonging to the same Party are listed.
User ID	User IDs of each user selected from user list are displayed.

2. Click **Create**.
3. In the **Group Code** field, enter the group code.
4. In the **Group Description** field, enter the group name.
5. In the **User Group** section, click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.
6. Click **Save** to create the user groups.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to close the maintenance creation process.

7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The User Group-Create screen with values in editable form appears.
OR
Click **Cancel** to cancel the transaction.
8. The success message of user group creation appears along with the transaction reference number.
Click **OK** to complete the transaction.

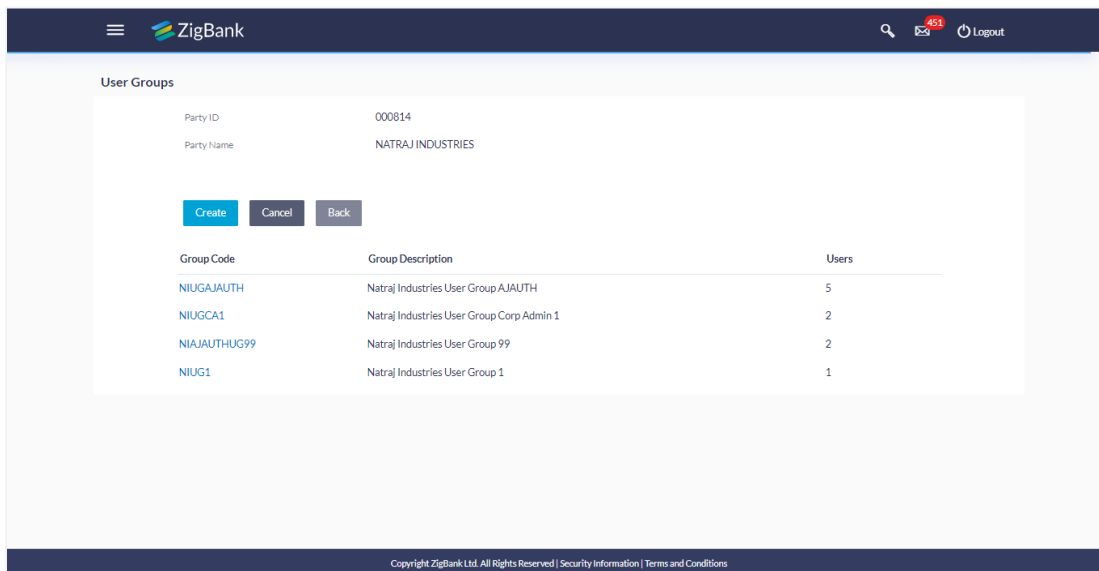
Note: You can click  to delete a record.

22.7 User Groups - Corporate User – Group Summary

Once the logged in Bank administrator navigates to User Group Management screen, and searches the party ID. User groups maintained if any under the party are displayed on the screen. User can opt to view the details of existing user groups or can create new user group using this screen.

1. In **User Group Management** screen, in the **Party ID** field, enter the Party ID.
2. Click **Search**. User groups maintained if any under the party are displayed on the screen.
3. Click on **Party ID Hyperlink** to view details of the selected Approval Workflow.

Corporate User – Group Summary



The screenshot displays the 'User Groups' management interface. At the top, the ZigBank logo and navigation icons are visible. The main content area shows a search form with the following details:

- Party ID: 000814
- Party Name: NATRAJ INDUSTRIES

Below the search form, there are three buttons: 'Create' (highlighted in blue), 'Cancel', and 'Back'.

A table below the buttons lists the existing user groups:

Group Code	Group Description	Users
NIUGAJAUTH	Natraj Industries User Group AJAUTH	5
NIUGCA1	Natraj Industries User Group Corp Admin 1	2
NIAJAUTHUG99	Natraj Industries User Group 99	2
NIUG1	Natraj Industries User Group 1	1

At the bottom of the screen, there is a footer with the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Summary	
Party ID	Party ID of which user groups are to be viewed/ edited.
Party Name	Party name of Party ID of which user groups are to be viewed/ edited.
Group Code	User group code. (This field will be displayed only if there are existing user groups available under a party)
Group Description	Description provided to the user group. (This field will be displayed only if there are existing user groups available under a party.)
Users	Number of users available in each user group. (This field will be displayed only if there are existing user groups available under a party)

4. Click **Create** to create new user group.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to abort the user group maintenance process.
OR
Click on **Group Code Hyperlink** to view details of the selected User Group.
Further drill down is given on the each user group to view the details of the users mapped to each group.

Corporate User- View Group Details

On accessing 'User Group Management' menu option and searching the user groups of specific party, summarized view of all the user groups created (if any) for the Party is displayed on the screen. Further drill down is given on the each user group to view the details of the users who are the part of user group.

Corporate User – View Group Details

User Groups

View

Party ID: 000814

Party Name: NATRAJ INDUSTRIES

Group Code: NIUGAJAUTH

Group Description: Natraj Industries User Group AJAUTH

User Name	User ID
Mustufa Gari	ajauth1
Dyaneshwar Raskar	ajauth2
Allison Dsouza	ajauth4
Johnson Dsouza	ajauth5
Wilson Dsouza	ajauth3

[Edit](#) [Cancel](#) [Back](#)

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Field Description

Field Name	Description
View	
Party ID	Party ID of which user groups are to be viewed/ edited.
Party Name	Party name of Party ID of which user groups are to be viewed/ edited.
Group Code	User Group code is displayed.
Group Description	User Group description is displayed.
User Name	User name of the user who is part of the selected user group is displayed.
User ID	User ID of the user who is part of the user group is displayed.

- Click **Edit** to edit the user group. User is directed to the **User Group-Edit** screen with values in editable form.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to abort the user group maintenance process.

22.8 User Groups - Corporate User – Edit Group

This function enables the Bank administrator to edit the description of existing user groups. Bank administrator can also add new users and remove existing users of the user group as part of this function.

A check is performed on minimum and maximum number of users allowed as a part of user group while adding or removing the users from the user group.

To edit or update a user group:

1. In **User Group Management** screen, in the **Party ID** field, enter the Party ID.
2. Click **Search**. User groups maintained if any under the party are displayed on the screen.
3. Click on **Party ID Hyperlink** to view details of the selected Approval Workflow.
4. Click **Edit** to edit the user group.
The **User Groups - Edit** screen displays the mapping of the user group.

Corporate User – Edit Group

The screenshot shows the 'User Groups - Edit' interface. The top navigation bar includes the ZigBank logo and user information (451, Logout). The main content area is titled 'User Groups' and contains an 'Edit' form. The form fields are: Party ID (000814), Party Name (NATRAJ INDUSTRIES), Group Code (NIUGAJAUTH), and Group Description (Natraj Industries User Group AJAUTH). Below the form is a table of users:


User Name	User ID	
Mustufa Gari	ajauth1	🗑️
Dyaneshwar Raskar	ajauth2	🗑️
Allison Dsouza	ajauth4	🗑️
Johnson Dsouza	ajauth5	🗑️
Wilson Dsouza	ajauth3	🗑️

Below the table is a 'Select User' dropdown menu. At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Back'. The footer of the page contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Edit	
Party ID	Party ID of which user groups are to be viewed/ edited.
Party Name	Party name of Party ID of which user groups are to be viewed/ edited.
Group Code	User Group code is displayed.

Field Name	Description
Group Description	User Group description is displayed in editable form.
User Name	User name of the user who is part of the user group. User name list to select and add a new user to the user group.
User ID	User ID of the user who is a part of the user group is displayed.

5. Click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.
Click  to remove a user from the User Group.
6. Click **Save** to save the User Group .The **User Group-Edit- Review** screen post necessary validations appear.
OR
Click **Back** to cancel the operation to navigate to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'
7. Verify the details, and click **Confirm**. The **User Group-Edit – Confirmation** screen appears.
OR
Click **Edit** to modify the details if any.
The User Group-Edit screen with values in editable form appears.
OR
Click **Cancel** to cancel the transaction.
8. The success message of user group creation appears along with the transaction reference number.
Click **OK** to complete the transaction and navigate back to 'User Groups' screen.

FAQs

1. Can user be the part of multiple user groups crated under a party?

Yes, same user can be part of multiple user groups. Whereas creating a user group without any user is not allowed.

2. Can user groups created for Administrator user be used for multiple purposes?

Yes, user groups created for Administrator users are used for approval and for User Group – mail subject mapping.

Approval - User groups maintained by administrators are used while creating approval workflows and approval rules.

Secured Mailbox - Each subject category is linked to a group of bank administrator users. Depending upon the mail-subject mapping to each bank administrator user, administrators will receive the mails only of the subjects mapped to the users and initiated by bank's customers.

3. Can I delete an existing user group?

No, user groups cannot be deleted but can be edited. Administrator can add new users and remove existing users of the user group.

4. Can I add users of linked party ID while creating a user group for primary party?

No, only primary party users can be a part of user group.

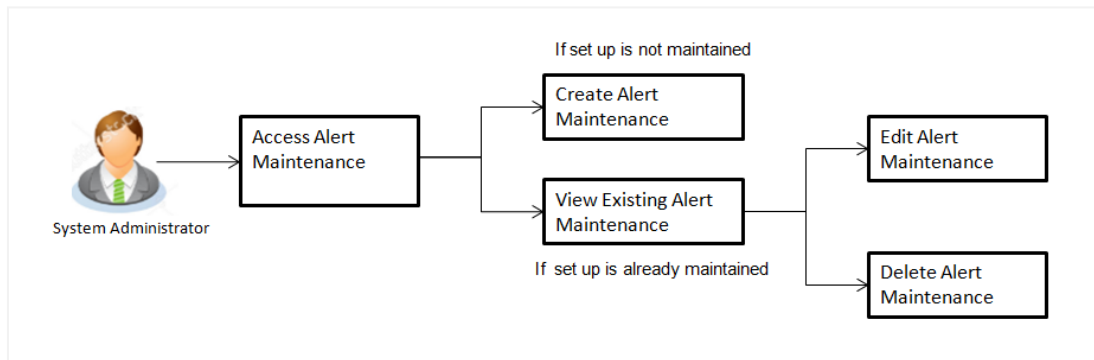
23. Alerts Maintenance

Alerts maintenance allows the system administrator to define required parameters for each alert that is to be sent to the banks internal and external users. User can define the alert messages to be sent to different recipients on different channels. Also the type of alert Mandatory or subscribed can be defined by the user for each event.

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Various events are maintained

Workflow



Features Supported In Application

Alert maintenance available features available to system Administrator users in the application:

- View alerts already maintained
- Create a new alert
- Edit an alert.
- Delete an alert.

How to reach here:

Administration Dashboard > Alerts > Alert Maintenance

23.1 Alerts Maintenance - Search

Using this option, system administrator can search and view the details of any alerts maintained based on the search parameters. If the search parameters are not specified, records of all the alerts maintained in the application are displayed (i.e. a blank search is allowed).

To view alerts:

1. From the **Module Name** list, select the appropriate option whose alerts you to view.

2. From the **Event Name** list, select the event, for which one wants to view the alerts maintained.
3. Click **Search**.
The alerts maintained appear based on the entered search parameters.
OR
Click **Clear** to reset the details.
OR
Click **Cancel** to cancel the transaction.

Alerts Maintenance- Search

The screenshot displays the 'Alert Maintenance' search interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. The main content area is titled 'Alert Maintenance' and contains a search form. The 'Module Name' dropdown is set to 'Term Deposit', and the 'Event Name' dropdown is set to 'Select'. There are three buttons: 'Search' (highlighted in blue), 'Cancel', and 'Clear'. Below the form is a table with the following data:

Event Name	Module Name	Alert Type
Amend Term Deposit	Term Deposit	Subscribed
Redeem Term Deposit	Term Deposit	Subscribed
Term Deposit Adhoc Statement Request	Term Deposit	Subscribed
Amend Term Deposit - Auto Approved	Term Deposit	Mandatory
Open Term Deposit - Auto Approved	Term Deposit	Mandatory
Redeem Term Deposit - Auto Approved	Term Deposit	Mandatory
Term Deposit Adhoc Statement Request - Auto Approved	Term Deposit	Mandatory
Term Deposit Top-Up - Auto Approved	Term Deposit	Mandatory
Amend Term Deposit - Initiated	Term Deposit	Mandatory
Open Term Deposit - Initiated	Term Deposit	Mandatory
Redeem Term Deposit - Initiated	Term Deposit	Mandatory
Term Deposit Adhoc Statement Request - Initiated	Term Deposit	Mandatory
Term Deposit Top-Up - Initiated	Term Deposit	Mandatory

At the bottom of the page, there is a footer with the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name Description

Module Name Name of the module to which alert is maintained.
The options can be:

- Term Deposits
- Current and Savings Account
- Loan
- Originations
- Payments
- Host
- User Management
- Back Office
- File Upload
- Approvals
- Credit Card
- PFM
- Reports
- Wallets

Event Name The event activity associated with the alert based on the Module name selection.

Search Results

Event Name The event activity associated with the alert.

Module Name Name of the module to which the event was linked.

Alert Type The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default.

The options are:

- S: Subscribed
- M: Mandatory (Bank Notification)

-
4. To view the details of a specific alert, click the **Event Name** field, in the Search Results table. The **Alert Maintenance- View** screen with maintained details appears.

Alerts Maintenance – Detailed View

☰ ZigBank
🔍 4 🏠 Logout

Alert Maintenance

View

Module Name	Term Deposit
Event Name	Amend Term Deposit
Alert Type	Subscribed

Corporate - User-English(United States) ^

Recipient Type	Corporate-User
Locale	English(United States)
Alert Type	Subscribed
Delivery Mode	

Email

Email Subject	Term Deposit Account Amended
Email Message	Dear Customer, The maturity instruction for your Term Deposit Number #AccountNo# has been amended. The new maturity instruction as #MaturityInstruction#. Regards Customer Service - #BankName#

Attribute Mask

Data Attribute	AttributeMask
AccountNo	XXXXXXXXXX
BankName	D
MaturityInstruction	D

On Screen

On Screen Subject	Term Deposit Account Amended
On Screen Message	Dear Customer, The maturity instruction for your Term Deposit Number #AccountNo# has been amended. The new maturity instruction as #MaturityInstruction#. Regards Customer Service - #BankName#

Attribute Mask

Data Attribute	AttributeMask
BankName	D
AccountNo	XXXXXXXXXX
MaturityInstruction	D

Sms

SMS Message Text	The maturity instruction for your Term Deposit Number #AccountNo# has been amended. The new maturity instruction as #MaturityInstruction#.
------------------	--

Attribute Mask

Data Attribute	AttributeMask
MaturityInstruction	D
AccountNo	XXXXXXXXXX

Party - Customer-English(United States) v

Edit
Delete
Cancel
Back

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Field Description

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

Module Name	Name of the module to which alert is maintained. The options can be:
--------------------	---

- Term Deposits
- Current and Savings Account
- Loan
- Originations
- Payments
- Host
- User Management
- Back Office
- File Upload
- Approvals
- Credit Card
- PFM
- Reports
- Wallets

Event Name	The event activity associated with the alert based on the Module name selection.
-------------------	--

Alert Type	The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default (mandatory).
-------------------	--

The options are:

- S: Subscribed
- M: Mandatory (Bank Notification)

Message Settings

Field Name	Description
Recipient Type	<p>The facility to select the category of recipients of the alert.</p> <p>The values can be:</p> <ul style="list-style-type: none"> • Corporate <ul style="list-style-type: none"> ▪ Approver ▪ Initiator ▪ Next Approver ▪ Previous Approver ▪ User • Banker <ul style="list-style-type: none"> ▪ Approver ▪ Initiator ▪ Next Approver ▪ Previous Approver • External <ul style="list-style-type: none"> ▪ User • Party <ul style="list-style-type: none"> ▪ Customer
Locale	Language in which the message is defined.
Alert Type	<p>The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default.</p> <p>The options are:</p> <ul style="list-style-type: none"> • S: Subscribed • M: Mandatory (Bank Notification)
Delivery Mode	<p>The delivery mode through which the alert is to be sent.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Email: alert is to be sent as an email • SMS: alert is to be sent as an SMS on the user's mobile number • On screen: : alert is sent as an email to customer's email account
Subject	The subject as specified in the template.
Content	The content of the template.

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

Data Attribute	The data attribute that is to be masked, in the communication.
-----------------------	--

Attribute Mask	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
-----------------------	---

5. Click **Edit** to edit the alerts details.
OR
Click **Delete** to delete the alert. (Only non-mandatory alerts can be deleted).
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.

23.2 Alerts Maintenance- Create

Alerts Maintenance- Create Using this option, the system administrator defines the alerts. User has to select the module-event combination for which the alert needs to be maintained. Further user has to select the recipients for whom the alerts need to be sent on an event.

To create an alert:

1. Click **Create** to create an alert. The **Alert Maintenance - Create** screen appears.

Alerts Maintenance- Create

☰
🔍 444 Logout

Alert Maintenance

Create

Module Name: Term Deposit

Event Name: Redeem Term Deposit

Alert Type: Subscribed

Message Settings

Banker - Initiator-English(United States)

Recipient Type: Initiator

Locale: English(United States)

Alert Type: Subscribed

Delivery Mode: Email

Email Subject

Email Message

Dear Customer,
The maturity instruction for your Term Deposit Number #AccountNo# has been amended.
The new maturity instruction as #MaturityInstruction#.

Regards
Customer Service - #BankName#

Attribute Mask Add Save

On Screen
 SMS

Add

Save Cancel Back

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Field Description

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

Create

Module Name	The unique name to be given to the module for which alert is to be created. The options are:
--------------------	---

- Term Deposits
- Current and Savings Account
- Loan
- Originations
- Payments
- Host
- User Management
- Back Office
- File Upload
- Approvals
- Credit Card
- PFM
- Reports
- Wallets

Event Name	The event activity associated with the alert.
-------------------	---

Alert Type	The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default.
-------------------	--

The options are:

- S: Subscribed
- M: Mandatory (Bank Notification)




Message Settings

Click the **'add'** button to enable the following fields. Click on the drop down for Recipient type 1. (Repeat the following steps, for every new recipient you wish to add)

Recipient Type	The facility to select the category of recipients of the alert. The values can be:
-----------------------	---

- Corporate
 - Approver
 - Initiator
 - Next Approver

Field Name	Description
	<ul style="list-style-type: none"> ▪ Previous Approver ▪ User • Banker <ul style="list-style-type: none"> ▪ Approver ▪ Initiator ▪ Next Approver ▪ Previous Approver • External <ul style="list-style-type: none"> ▪ User • Party <ul style="list-style-type: none"> ▪ Customer
Locale	Language in which the message is to be defined.
Alert Type	<p>The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default.</p> <p>The options are:</p> <ul style="list-style-type: none"> • S: Subscribed • M: Mandatory (Bank Notification)
Delivery Mode	<p>The delivery mode through which the alert is to be sent.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Email: alert is to be sent as an email • SMS: alert is to be sent as an SMS on the user's mobile number • On screen: alert is sent as an email to customer's email account <p>Click on one or more of the delivery mode to enable the following fields</p>
Subject	The subject as specified in the template.
Message	<p>The content of the template.</p> <p>Click to add one or more data attributes.</p>
Data Attribute	The data attribute that is to be masked, in the communication.
Attribute Mask	The attribute mask, may be in the form of masking all but the last 4 digits of the account number.


2. From the **Module Name** list, select the appropriate option for which you want to create alert.
3. From the **Event Name** list, select the appropriate option which you want to create alert.
4. From the **Alert Type** list, select the appropriate option.
5. In the Message Settings section, click **Add**, the **Recipient Type** field appears.
6. Click  against the **Recipient Type** field.
7. From the **Recipient** list, select the appropriate recipient type.
8. From the **Locale** list, select the appropriate option
9. From the **Alert Type** list, select the appropriate option.
10. In the **Delivery Mode** field, select the appropriate option. If you select Email option:
 - a. In the **Email Subject** field, enter the subject for the email message.
 - b. In the **Email Message** field, enter the content for the email message.
 - c. In the **Attribute Mask** section, select the **Data Attribute** that is to be masked, in the communication.
 - d. In the **Attribute Mask** field, enter the information to be masked.
 - e. Click **Save** to save the details entered.
OR
Click **Add** to add more attributes.
11. In the **Delivery Mode** field, , if you select **On Screen** option:
 - a. Select the **Copy Content from Email** option, if you want to copy the contents from email.
 - b. In the **On Screen Subject** field, enter the subject for the On Screen message.
 - c. In the **On Screen Message** field, enter the content for the On Screen message.
 - d. Repeat steps 10c to e.
12. In the **Delivery Mode** field, , if you select SMS option:
 - a. In the **SMS Message** Text field, enter the content for the SMS message.
 - b. Repeat steps 10c to e.
13. Click **Add** if you want to add more recipients.
OR
Click  if you want to delete the added recipients.
14. Click  against the message template to enter the required details.
15. Click **Save** to save the details entered.
16. The **Review** screen appears. Verify the details and click **Confirm**.
OR
Click **Edit** to make the changes if any. The **Alert Maintenance – Edit** screen with values in editable form appears.
OR
Click **Cancel** to cancel the transaction.
17. The success message appears. Click **OK** to complete the transaction.

23.3 Alerts Maintenance- Update

Using this option, system administrator can edit the details of selected alerts maintenance defined in the application.

To modify an alert:

1. Enter the search criteria, and click **Search**.
The alerts maintained appear based on the entered search parameters.
OR
Click **Clear** to reset the details.
OR
Click **Cancel** to cancel the transaction.
2. Click on alert whose details you want to modify. The **Alert Maintenance- View** screen with maintained details appears.
3. Click **Edit** to edit the alerts details. The **Alert Maintenance- Edit** screen appears.

4. Update the required fields.
5. Module Name, Event Name and Alert Type fields are read only, and cannot be edited.
6. You can click  against the particular message template to delete it.
7. View the value for recipient type – modify if required.
8. If **Alert Type** field selection is mandatory above, this field will be defaulted.
9. Click to enable / disable the delivery mode, by clicking the checkbox.
10. Click **Edit**, against each delivery Mode to view the Subject, Message and Attribute masks (if any). Modify if required.
11. Click **Save** to update the alert maintenance. User will be directed to the Alert Maintenance - Edit - Review page post necessary validations.
12. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
13. The success message appears. Click **Done** to complete the transaction.

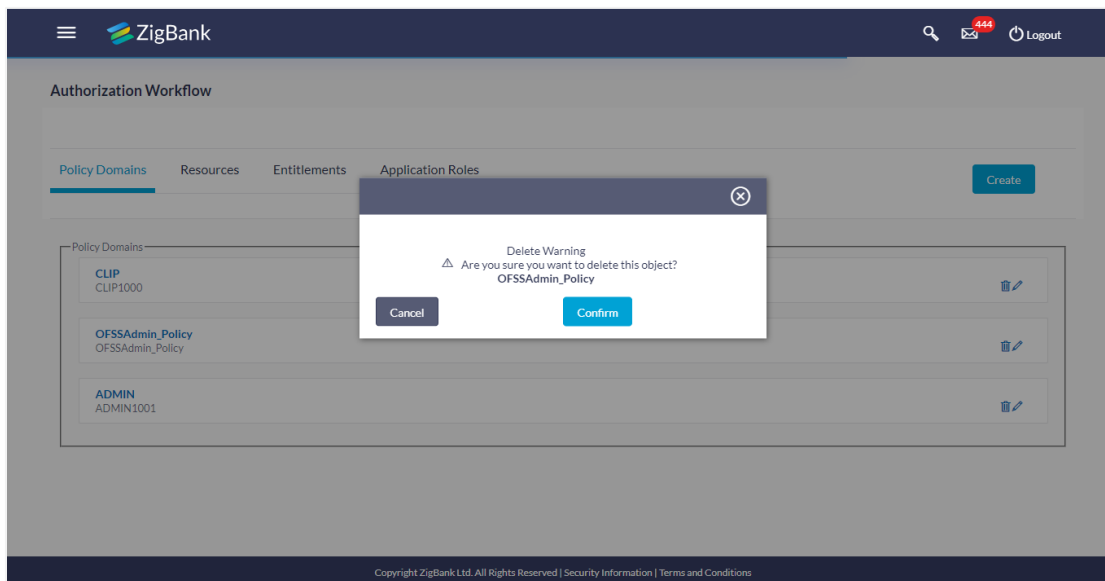
23.4 Alerts Maintenance- Delete

Using this option, you can search and delete an existing alert. Note that mandatory alerts cannot be deleted.

To delete an alert:

1. Repeat steps 1 to 2 of **Edit Alert** section.
2. To delete an alert, click **Delete**.
3. The **Delete Warning** message appears, click **Yes**.

Alert Delete Warning



4. The **Alert Maintenance** screen with the successful object deletion message appears. Click **Done** to complete the transaction.

FAQs

1. **What is a significance of Mandatory and Subscribe types of alerts?**

Recipients will get an alert by default for the alert types defined as Mandatory and will have to subscribe for those alerts for which the alert type is defined as 'Subscribe'.

2. **What is a reason for applying attribute masking?**

The main reason for applying masking to a data field is to protect data that is classified as personal identifiable data, personal sensitive data or commercially sensitive data as a communication between the customer and Bank.

3. **Can I define the masking for data attribute available in subject?**

No, data attribute masking can be defined only for the data available in the message body.

4. **Can I add an attribute masks for more the one data attribute for a specific recipient and channel?**

Yes, you can add multiple attribute masks for different data attributes for a specific recipient and channel.

5. **Can I delete specific recipient added for an alert event in Alert Maintenance?**

Yes, administrator can delete specific recipient mapped to an event.

6. **What happens to the in-transit transactions if I edit the alert maintenance for specific recipient?**

An updated maintenance will be applicable for any new event performed after maintenance is saved successfully.

24. Alerts Subscription

Alerts subscription is an option that users of an application or service, have, to subscribe to for getting event based notifications. Retail and Corporate users of the bank, can contact the bank to subscribe to alerts. The Bank Administrator subscribes users to alerts, delivered through Email, SMS or in their on screen mailbox.

Note that this functionality is for non-mandatory alerts.

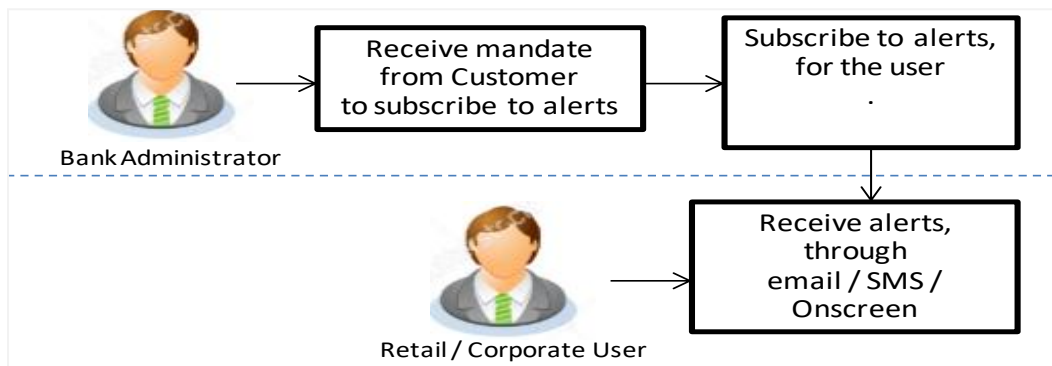
The subscribed alert types are:

- User Level Alerts
- Customer Level Alerts
- Account Level Alerts

Pre-Requisites

- Transaction access is provided to bank administrator.
- Approval rule set up for bank administrator to perform the actions.
- Maintain Alerts, so that these are available for subscription
- Customers (retail and corporate users) are maintained

Workflow



Features Supported In Application

- Search alerts subscribed
- Subscribe / unsubscribe to alerts

How to reach here:

Administration Dashboard > Toggle menu > Others > Alerts Subscription

24.1 Alerts Subscription - Search

Using this option, the Bank Administrator can search and view the details of alerts subscribed. If the search parameters are not specified, records of all the alerts maintained for a party are displayed. All the alerts subscribed for a party will be displayed in the respective categories viz. Current and Savings, Term Deposits, Loans etc. in a table.

To view subscribed alerts for a party:

1. From the **User Type** list, select the appropriate option whose alerts you wish to view.
2. In the **User Name** field, enter the user name.
3. Click **More Search Options** to enter the additional search criteria.
4. Click **Search**.
The search result appears based on the search criteria.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the transaction.

Alerts Subscription - Search

Alerts Subscription

User Type: Corporate User

User Name: nelson [More Search Options](#)

First Name: _____

Last Name: _____

Email: _____

Mobile Number: _____

Party ID: _____ [Search Party Name](#)

[Search](#) [Cancel](#) [Clear](#)

Search Results

Full Name	Party ID / Name	User Name	Email / Mobile Phone
Nelson Dsouza	10413204	nelsondsouza@gmail.com	nelsondsouza@gmail.com
Nelson Dsouza	10413209	nelsondsouza	nelson.dsouza@oracle.com 983441801
Nelson Dsouza	006738	nelsonjohn	nelson.dsouza@oracle.com 2135654896
Nelson Dsouza	000028618	nelsondsouza81@gmail.com	nelsondsouza81@gmail.com
Nelson Dsouza	000028697	nelson.dsouza@gmail.com	nelson.dsouza@gmail.com
Nelson Dsouza	000028916	nelsonds@gmail.com	nelsonds@gmail.com
Nelson Dsouza	000028917	nelsonds@gmail.com	nelsonds@gmail.com
Nelson D	7000081	nelson.d.dsouza@oracle.com	nelson.d.dsouza@oracle.com
Nelson Dsouza	006956608	nelsondsouza72@gmail.com	nelsondsouza72@gmail.com
Nelson Dsouza	006956616	nelsondsouza73@gmail.com	nelsondsouza73@gmail.com

Page 1 of 3 (1-10 of 22 items) | [K](#) < 1 2 3 > X

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Field Description

Field Name Description

User Type The user type.

The options are:

- Corporate User
- Retail User

User Name User name maintained in the Host for retail users and maintained for corporate users.

Field Name Description

First Name User's first name.

Last Name User's last name.

Email User's registered email address.

Note: For a retail user, the email Id will be fetched from the Party ID maintained in the host. For a corporate user the email ID will be fetched from Users maintained in **User Management**.

Mobile Number User's registered mobile number.

Note: For a retail user, the mobile number will be fetched from the Party details maintained in the host. For a corporate user the mobile number will be fetched from Users maintained in **User Management**.

Party Id Party Id of the user.

Search Party Name Enter Party Id, and click to search the party name of the user.


Search Result


Full Name Full name of the user.

Party Id/ Name Party Id and/ or name of the user.

User Name User name of the user.

Email/ Mobile Number Email and/ or mobile number of the user.

5. For the detailed view, click on **User Name** field. The tabs for all modules CASA/ Term Deposit/ Loans / Profile that the user has access to with the respective account numbers appears.
 6. Click  against the particular account number to view alert type and delivery mode, for each CASA/ TD/ Loans account.
-

Note: View the  icon on the delivery mode against the alert, if the user has subscribed to any alerts for that.

Alerts Subscription - Detailed View

ZigBank Alerts Subscription

Update Subscription

User Type	corporateuser
User Name	advait_natraj
Party ID	000814
Party Name	NATRAJ INDUSTRIES
Email	advait.dighe@oracle.com
Mobile Number	9967437787

CASA | TD | LOANS | PROFILE | PAYMENTS

Account Number AT30008140075

<input checked="" type="checkbox"/>	Account Statement Generated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Account Status Changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Account Balance Changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cash Deposited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cash Refund Credited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cheque Clearance Credited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cheque Clearance Debited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Debit Card Payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	External Transfer Credited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Internal Transfer Credited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Inward Cheque returned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Maintenance Charges Debited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Outward Cheque returned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Bill Payment Debited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Account Number AT30008140020

Account Number AT30008140086

Account Number AT30008140031

Account Number AT30008140042

Account Number AT30008140053

Account Number AT30008140064

Account Number AT30008140018

Save **Cancel** **Back**

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7. Subscribe/ unsubscribe alerts, and click **Save** to subscribe/ unsubscribe alerts.
OR
Click **Cancel** to cancel the transaction.

OR
Click **Back** to navigate to previous screen.

24.2 **Subscribe/ Unsubscribe Alerts**

Using this option, bank administrator can modify the alerts subscribed for the user.

To subscribe / unsubscribe alerts:

1. Repeat steps 1 to 3 of **Alerts Subscription- Search** section.
The categories viz details of an alert subscribed appears.
2. Click  against the particular account number to view the alerts subscribed.

Alerts Subscription - Subscribe / Unsubscribe

ZigBank
Logout

Alerts Subscription

Update Subscription

User Type: corporateuser
 User Name: adval_tnatraj
 Party ID: 000814
 Party Name: NATRAJ INDUSTRIES
 Email: advaltdlghe@oracle.com
 Mobile Number: 9967437787

[CASA](#) | [TD](#) | [LOANS](#) | [PROFILE](#) | [PAYMENTS](#)

Account Number AT30008140075

<input checked="" type="checkbox"/>	Account Statement Generated	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Account Status Changed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Account Balance Changed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cash Deposited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cash Refund Credited	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Cheque Clearance Credited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Cheque Clearance Debited	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Debit Card Payment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	External Transfer Credited	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Internal Transfer Credited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Inward Cheque returned	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Maintenance Charges Debited	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Outward Cheque returned	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Bill Payment Debited	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Account Number AT30008140020

Account Number AT30008140086

Account Number AT30008140031

Account Number AT30008140042

Account Number AT30008140053

Account Number AT30008140064

Account Number AT30008140018

[Save](#) [Cancel](#) [Back](#)

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Field Description

Field Name	Description
User Type	<p>The user type.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Corporate User • Retail User
User Name	User name maintained in the Host for retail users and maintained for users.
First Name	User's first name.
Last Name	User's last name.
Email	<p>User's registered email address.</p> <hr/> <p>Note: For a retail user, the email Id will be fetched from the Party ID maintained in the host. For a corporate user the email ID will be fetched from Users maintained in User Management.</p>
Mobile Number	<p>User's registered mobile number.</p> <hr/> <p>Note: For a retail user, the mobile number will be fetched from the Party details maintained in the host. For a corporate user the mobile number, will be fetched from Users maintained in User Management.</p>
Party Id	Party Id of the user for whom alerts to be subscribed.
Party Name	Party name of the user.
Email	<p>Registered email id of the user.</p> <hr/> <p>Note:</p> <p>1)For a retail user, the email Id will be fetched from the Party ID maintained in the host.</p> <p>2)For a corporate the email ID will be fetched from Users maintained in User Management.</p>
Mobile Number	Registered mobile number of the user.
Search Result	

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

Module Name	Name of the module to which alerts is maintained. The options can be:
--------------------	--

- CASA
- Loan
- TD
- Profile
- Payments

Account Number	Account number for which the user is viewing/ updating the alert subscription.
-----------------------	--


CASA /TD/ Loans/ Payments

Subscribed alerts displayed in tabs for all modules that the user has access to with the respective account numbers.

Alert Name	The alert type mostly in the form of an event for which an alert is to send to a user.
-------------------	--


Send Via Alert	The delivery mode through which the alert is to be sent. The options are:
-----------------------	--


- Email: alert is to be sent as an email
- SMS : alert is to be sent as an SMS on the user's mobile number
- On screen Mailbox: on screen, alert sent to as an email to user's mailbox

Note: The active mode is the delivery mode that has an  icon against it.


Profile

3. Click against the particular account number to update the details.

a. Click  to sent alert as an email.
OR

Click  to sent alert as an mail to On screen mailbox.
OR

Click  to sent alert as SMS on the user's mobile number.

4. The active mode is the delivery mode that has an  icon against it.

5. Click **Save** to save the Alert Subscription.
User will be directed to the Alert Subscription - Edit - Review page post necessary validations.
OR
Click **Back** to go back to previous screen.

- OR
Click **Cancel** to cancel the transaction.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make changes if any.
User is directed to **Alert Subscription – Edit** screen with values in editable form.
OR
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
7. The success message along with the transaction reference number appears. Click **Kotok** complete the transaction.

FAQs

- 1. Which alerts can the Bank Administrator subscribe or unsubscribe, for the retail or corporate user?**
The alerts which are not mandatory can be subscribed or unsubscribed, by the Bank Administrator, according to the preferences of the retail or corporate user.
- 2. What if the Retail or Corporate customer wants to opt-out of alerts?**
The Bank Administrator will unsubscribe the Retail or Corporate customers, so that they will not receive alerts. Note that the customer will continue to receive the mandatory alerts irrespective of his choice on the subscribed alerts.

25. User Group - Subject Mapping

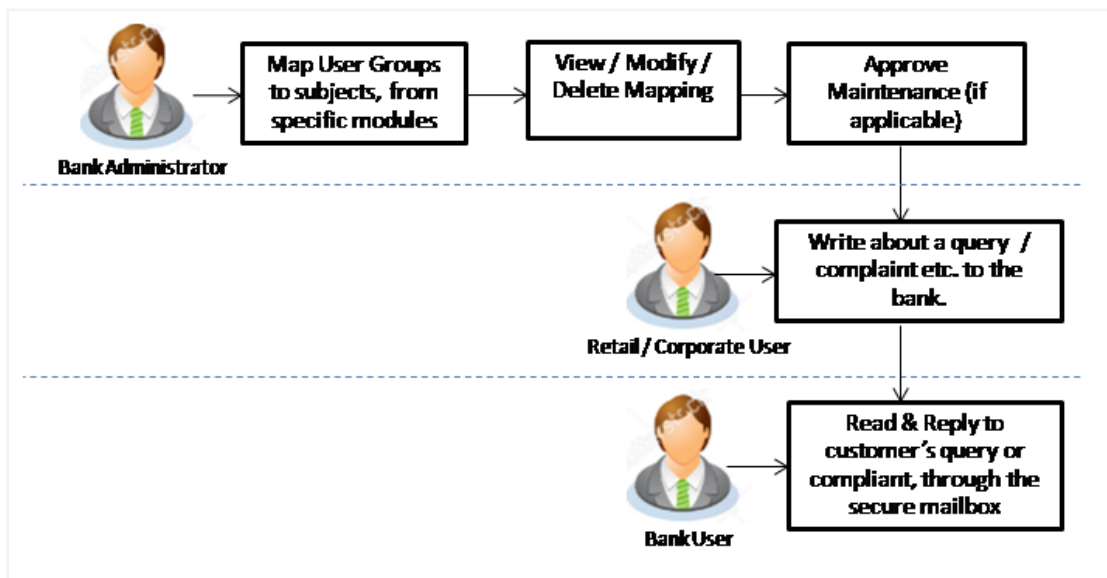
This maintenance facilitates mapping of subjects, to user groups in the bank, to streamline communication between the bank's users and its end customers.

Once User Groups are mapped to certain transactions or modules, users, in that group can reply to communication pertaining to the specific subject. The communication channel used is the bank's secure mailbox. For instance, employees in the Credit Card department of the bank will be able to reply to / address queries raised by customers who are overdue on their payments or who want to seek clarification on their monthly statement.

Pre-Requisites

- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.
- Administrator user groups are maintained.
- Maintain applicable subjects, for each Module

Workflow



Features Supported In Application

- Search User Group - Subject Mapping
- Create User Group - Subject Mapping
- Modify User Group - Subject Mapping

How to reach here:

Administration Dashboard > User Group - Subject Mapping

25.1 User Group - Subject Mapping - Search

This option allows bank administrator to view the existing User Group - Subject Mapping.

To view User Group - Subject Mapping:

1. In the **Mapping Code** field, enter the user group - subject mapping code whose details you want to view.
OR
In the **Mapping Description** field, enter the user group - subject mapping description whose details you want to view.
OR
From the **Group Code** list, select the group code to enquire about user group subject mapping, already maintained.
2. Click **Search**, display results based on search criteria.
OR
Click **Clear** to reset the details.
OR
Click **Cancel** to cancel the transaction.

User Group - Subject Mapping - Search

The screenshot shows the 'User Group - Subject Mapping' search interface. At the top, there is a dark blue header with the ZigBank logo and navigation icons (search, notifications, and logout). Below the header, the page title 'User Group - Subject Mapping' is displayed. The main content area features a search form with three input fields: 'Mapping Code', 'Description', and 'Group Code'. The 'Group Code' field is a dropdown menu currently showing 'Term_deposit_Group-Term deposit group'. To the right of the form is a blue 'Create' button. Below the form are three buttons: 'Search' (blue), 'Cancel' (grey), and 'Clear' (grey). Underneath the buttons is a table with three columns: 'Mapping Code', 'Description', and 'Group Code'. The table contains one row with the following data: 'TD group', 'Td group of user', and 'Term_deposit_Group'. At the bottom of the page, there is a dark blue footer with the text 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Mapping Code	The user group - subject mapping code.
Mapping Description	The user group - subject mapping description.

Field Name	Description
Group Code	The group code to enquire about user group subject mapping, already maintained.

3. Click the **Mapping Code** for which you want to view the mapping details. The **User Group - Subject Mapping - View** screen displays the mapping of subject to the user group.

User Group - Subject Mapping - View

View

Mapping Code: TD group

Mapping Description: Td group of user

Mapping Details

Group Code: Term_deposit_Group-Term deposit group

Subjects

- All Subjects
 - Loans
 - Home Loan
 - Personal Loan
 - Automobile Loan
 - Education Loan
 - Others
 - Current and Savings Accounts
 - Change Communication Address
 - Block Debit / ATM card
 - Others
 - Transaction Dispute
 - Open New Bank Account
 - Unblock Debit / ATM card
 - Reissue of lost ATM/Debit Card
 - Reissue Debit card PIN
 - Miscellaneous
 - Complaint
 - Feedback
 - Credit Cards
 - Others
 - Reissue Credit Card PIN
 - Change Communication Address
 - Reward Points related queries
 - Transaction Dispute
 - Apply for New Credit Card
 - Block Credit Card
 - Term Deposits
 - Term Deposit Certificate
 - Others

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Field Description

Field Name	Description
Mapping Code	The user group - subject mapping code.
Mapping Description	The user group - subject mapping description.
Mapping Details	

Field Name	Description
Group Code	The group code assigned to user group subject mapping.
Subjects	The list of all subjects maintained.
	<hr/> Note: 1) All Subjects: if this is checked, then all subjects will be mapped with selected group code within the CASA, TD, Loans, Credit Cards modules. 2) Individual Subject: if this is checked, then individual subject is mapped with selected group code within the CASA, TD, Loans, Credit Cards modules. <hr/>

4. Click **Edit** to edit the subject mapping details.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.

25.2 User Group - Subject Mapping - Create

Using this option, bank administrator can create the user group - subject mapping.

To create User Group - Subject Mapping:

1. Click **Create**.
The **User Group - Subject Mapping - Create** screen appears.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.

User Group - Subject Mapping - Create

Create

Mapping Code: MC101

Mapping Description: CASA All and TD All transaction

Mapping Details

Group Code: DrAdminUserGroupFlow-DrAdminUserGroupFlow

Subjects

- All Subjects
- Current and Savings Accounts
 - Block Debit / ATM card
 - Reissue Debit card PIN
 - Unblock Debit / ATM card
 - Term Deposits
 - Term Deposit Certificate
 - Others
 - Loans
 - Automobile Loan
 - Personal Loan
 - Education Loan
 - Others
 - Home Loan
 - Credit Cards
 - Apply for New Credit Card
 - Reissue Credit Card PIN
 - Others
 - Block Credit Card
 - Reward Points related queries
 - Change Communication Address
 - Transaction Dispute
 - Miscellaneous
 - Complaint
 - Feedback
- Open New Bank Account
- Transaction Dispute

Save Cancel Back

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Field Description

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

Mapping Code	The user group - subject mapping code.
---------------------	--

Mapping Description	The user group - subject mapping description.
----------------------------	---

Mapping Details

Group Code	The group code to create user group subject mapping.
-------------------	--

Subjects The list of all subjects maintained.

Note:

1) All Subjects: if this is checked, then all subjects will be mapped with selected group code within the CASA, TD, Loans, and Credit Cards modules.

2) Individual Subject: if this is checked, then individual subject is mapped with selected group code within the CASA, TD, Loans, Credit Cards modules.

2. In the **Mapping Code** field, enter the user group - subject mapping code.
3. In the **Mapping Description** field, enter the user group - subject mapping description.
4. From the **Group Code** list, select the appropriate option.
5. Select the respective check boxes preceding the subject to be mapped.
OR
Select **All Subjects** check box, if you want to map all subjects.
6. Update the required details.
7. Click **Save** to save the modified details.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.
8. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
OR
Click **Cancel** to cancel the transaction.
9. The success message of creation of user group - subject mapping along with the transaction reference number appears.
Click **OK** to complete the transaction.

Note:

1) If the mapping setup requires an approval workflow, the maintenance will be initiated. Once approved by the required number of approvers, the mapping will be effected.

2) If the setup does not require an approval workflow or is self / auto approved, then the mapping will be effected immediately.

25.3 User Group - Subject Mapping - Modify

Using this option, you can as a bank administrator can edit the user group - subject mapping.

To edit the User Group - Subject Mapping:

1. Repeat step 1 to 2 of **User Group - Subject Mapping- Search**.
2. Click **Edit** to edit the party preferences.
The **User Group - Subject Mapping - Edit** screen displays the mapping of subject to the user group.

User Group - Subject Mapping - Edit

Edit

Mapping Code: TD group

Mapping Description: Td group of user

Mapping Details

Group Code: Term_deposit_Group-Term deposit group

Subjects

- All Subjects
 - Loans
 - Home Loan
 - Automobile Loan
 - Others
 - Personal Loan
 - Education Loan
 - Current and Savings Accounts
 - Change Communication Address
 - Transaction Dispute
 - Reissue of lost ATM/Debit Card
 - Block Debit / ATM card
 - Open New Bank Account
 - Reissue Debit card PIN
 - Others
 - Unblock Debit / ATM card
 - Miscellaneous
 - Complaint
 - Feedback
 - Credit Cards
 - Others
 - Reward Points related queries
 - Apply for New Credit Card
 - Reissue Credit Card PIN
 - Transaction Dispute
 - Block Credit Card
 - Change Communication Address
 - Term Deposits
 - Term Deposit Certificate
 - Others

Save Cancel Back

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Field Description

Field Name Description

Mapping Code The user group - subject mapping code.

Mapping Description The user group - subject mapping description.

Mapping Details

Group Code The group code assigned to user group subject mapping.

Field Name	Description
Subjects	The list of all subjects maintained. Note: 1) All Subjects: if this is checked, then all subjects will be mapped with selected group code within the CASA, TD, Loans, and Credit Cards modules. 2) Individual Subject: if this is checked, then individual subject is mapped with selected group code within the CASA, TD, Loans, Credit Cards modules.

3. Select the respective check boxes preceding the subject to be mapped.
OR
Select **All Subjects** check box, if you want to map all subjects.
4. Update the required details.
5. Click **Save** to save the modified details.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to modify the details.
OR
Click **Cancel** to cancel the transaction.
7. The success message of update along with the transaction reference number appears.
Click **OK** to complete the transaction.

Note:

- 1) If the mapping setup requires an approval workflow, the maintenance will be initiated. Once approved by the required number of approvers, the mapping will be effected.
- 2) If the setup does not require an approval workflow or is self / auto approved, then the mapping will be effected immediately.

FAQs

1. If a user has been mapped to all subjects in the CASA module, what does it mean?

If the user is mapped to all subjects in CASA, he will be able to receive and reply to the end users on those CASA subjects, and cannot reply to the mails of the customers initiated under subjects other than CASA.

2. How does this maintenance help the bank and its customers?

This set-up is a way to allow or restrict access, to the users of the bank. This enables a secure communication channel between the bank and its end customers.

3. I am an employee of the bank, and I belong to the user group that is mapped to all Term Deposits subjects. Can I initiate an email and send it to the customer?

No, you cannot initiate a correspondence with a customer, I can only reply to his queries on Term Deposits, through the mailbox.

26. Audit Log

Audit log has records providing information about who has accessed the system and what operations he or she has performed during a given period of time.

Audit logs are useful both for maintaining security and for recovering lost transactions. As part of this function, the bank administrator and/or system administrator can view details about the transactions and maintenances performed by different user(s) in the system.

The administrator can search records by providing specific search parameters and system will display matching records for the search criteria. Maintenances created/edited/deleted/inquired by bank administrator can be audited through this function by the system administrator. Maintenances created/edited/deleted/inquired by corporate administrator can be audited through this function by the bank as well as system administrator.

Transactions carried out by corporate users can be audited if required by the bank administrator and also by system administrator.

Prerequisites

- Transaction access is provided to System and Bank administrator.
- Transactions are available under respective users to check audit log.

How to reach here:

Administration Dashboard > Audit Log

OR

Administration Dashboard > Toggle menu > Others > Audit Log

26.1 Search Audit Details

To view audit log:

1. From the **Date and Time** list, select the period for which you want to view the audit log.
2. Enter required search criteria. Click **Search**.
Audit log appears based on the entered search parameters.
OR
Click **Clear** to reset the details.
OR
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.

Audit Log- Search

☰ ZigBank
🔍 457 Logout

Audit Log

Date and Time* Last 3 days ▼

Activity

Party ID

Search Party Name

User ID

Search User

Less search options ^

Action

- Initiated
- Approved
- Enquired
- Edited
- Created
- Deleted

Status

- Successful
- Failed

User Type

Reference Number

Search
Cancel
Clear

Date / Time	User ID / Name	Party ID / Name	User Type	Event	Action	Reference Number	Status
05 Jul 2017 11:39:27 AM	SDCORPIC1 Sandesh Jinghan	000963 SD Coporate1	Corporate User		Enquired		Success
05 Jul 2017 11:39:22 AM	SDCORPIC1 Sandesh Jinghan	000963 SD Coporate1	Corporate User	International Demand Draft Pay Later	Created		Success
05 Jul 2017 11:39:13 AM	SonalRet16 Shailendra Kadam	000773 Shailendra Ramesh Kadam	Retail User		Enquired		Success
05 Jul 2017 11:39:13 AM	SonalRet16 Shailendra Kadam	000773 Shailendra Ramesh Kadam	Retail User		Enquired		Success
05 Jul 2017 11:39:04 AM	SonalRet16 Shailendra Kadam	000773 Shailendra Ramesh Kadam	Retail User		Enquired		Success
05 Jul 2017 11:39:03 AM	SonalRet16 Shailendra Kadam	000773 Shailendra Ramesh Kadam	Retail User		Enquired		Success
05 Jul 2017 11:39:02 AM	SonalRet16 Shailendra Kadam	000773 Shailendra Ramesh Kadam	Retail User		Created		Success
05 Jul 2017 11:39:01 AM	SonalRet16 Shailendra Kadam	000773 Shailendra Ramesh Kadam	Retail User		Created		Success
05 Jul 2017 11:38:33 AM	SDCORPIC1 Sandesh Jinghan	000963 SD Coporate1	Corporate User		Enquired		Success
05 Jul 2017 11:38:32 AM	MustuCorp70 Bill Jones	000800 Albertsons Companies Inc.	Corporate User		Enquired		Success

Page 1 of 10 (1-10 of 100 items) | K < 1 2 3 4 5 - 10 > X

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Field Description

Field Name	Description
Date and Time	<p>The date and time from which audit log is to be generated.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Today • Yesterday • Last 3 days • Date Range
Start Time	<p>Start time of the request processing.</p> <p>This field appears if you select Date Range option from the Date and Time list.</p>
End Time	<p>End time of the request processing.</p> <p>This field appears if you select Date Range option from the Date and Time list.</p>
Activity	Select specific transaction or maintenance from the list.
Party Id	Party Id of the logged in user for which audit details are logged.
Party Name	<p>Party Name for which audit details are to be searched.</p> <p>This field appears if you click on Search Party.</p>
User ID	User id for which the audit details are logged.
User Name	<p>User Name for which audit details are to be searched.</p> <p>This field appears if you click on Search User.</p>
Action	<p>Type of action.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Initiated: To be selected if only initiated transactions are to be searched • Approved: To be selected if only transactions/maintenances in approved state are to be searched. • Enquired: To be selected if only maintenances which were enquired are to be searched • Edited: To be selected if only maintenances which were edited are to be searched • Created: To be selected if only maintenances which were created are to be searched • Deleted: To be selected if only maintenances which were deleted

Field Name	Description
Status	Status of the transaction. The options are: <ul style="list-style-type: none"> • Success • Failed
User Type	To be selected if the search is to be based on the user type. Following are user types. <ul style="list-style-type: none"> • Retail User • Corporate User • Administrator
Reference Number	To be selected for search based on Reference number of the transaction.
Search Result	
Date / Time	The date and time of the activity i.e. transaction/maintenance.
User ID/ Name	User id / Name of the user who performed the transaction or carried out the maintenance.
Party Id/ Name	Party Id for which the maintenance or transaction was carried out.
User Type	User type for which audit details of transaction are logUser type of the user who performed an activity i.e. maintenance/transaction.
Event	Name of activity i.e. transaction/maintenance for which audit details of transaction are logged.
Action	Name of transaction action. <ul style="list-style-type: none"> • Enquired • Initiated • Created • Edited • Deleted • Approved
Reference Number	Reference number of the transaction/maintenance.

Field Name	Description
Status	Status of the transaction. The options are: <ul style="list-style-type: none"> • Success • Failed

FAQs

1. Do I need to enter all the parameters to search?

No. You need to enter at least the date and time criteria to proceed with audit search. Rest of the search parameters are optional and can be entered if the search results are to be narrowed down.

2. I do not remember the party ID for input, can I search a party if I need to view audit details for a specific party?

Yes. You can search a party by clicking 'Search Party' and searching the party by entering the party name.

3. I do not remember the user ID for input, can I search a user if I need to view audit details for a specific user?

Yes. You can search a user by clicking 'Search User' and searching the user by entering the user name.

4. As part of input search criterion/parameters, in the action field there are certain options disabled. Is there a specific reason?

If you select any maintenance in the activity field, 'Initiated' as an action will not be available.

If you select any transaction in the activity field, 'Created', 'Edited' or 'Deleted' as actions will not be available.

Reports

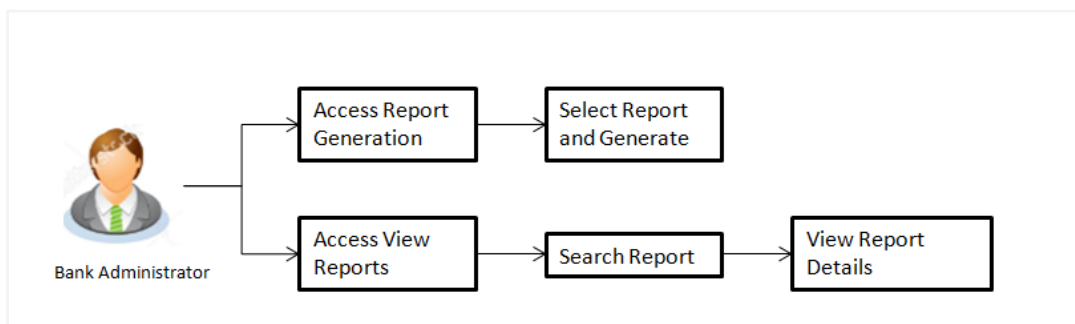
Reports are an integral part of actively managing any company. Management uses the reports to track progress toward its various goals, control expenditures, increase revenue, track fraudulent transactions if any. Processing timely data and the proper reporting and analytic capabilities enhances the ability to make more informed, evidence-based decisions.

Using this option, administrators can generate various adhoc and scheduled banking reports. Application provides an option to generate and schedule reports using Oracle Business Intelligence (BI) Publisher and also by using an internal application. The adoption of Oracle BI Publisher provides a simple and easy tool for the Operational and MIS reports

Prerequisites:

- Transaction access is provided to Bank administrator.
- Approval rule set up for Bank administrator to perform the actions.
- Oracle BI Publisher is configured.

Workflow



Features supported in application

Report Generation allows Bank administrator to:

- Generate Customer and Administrative Reports
- View/Download generated Reports.

Following Reports can be generated from application

- Date wise User Creation Report
- File Identifiers wise Party User Mapping Report
- Party User wise File Identifiers Mapping Report
- Party wise Approval Rule Report
- Party wise File Identifiers Mapping Report
- Party wise Payee Maintenance Report
- Party wise User Groups Report
- Party wise Workflows Report
- Party wise Pending Approvals list Report
- Resources - Child Role Report
- Wallet Transaction Activity Report
- Wallets KYC Report
- Wallets Creation for a Date Range Report
- EPI Payment Reconciliation Report

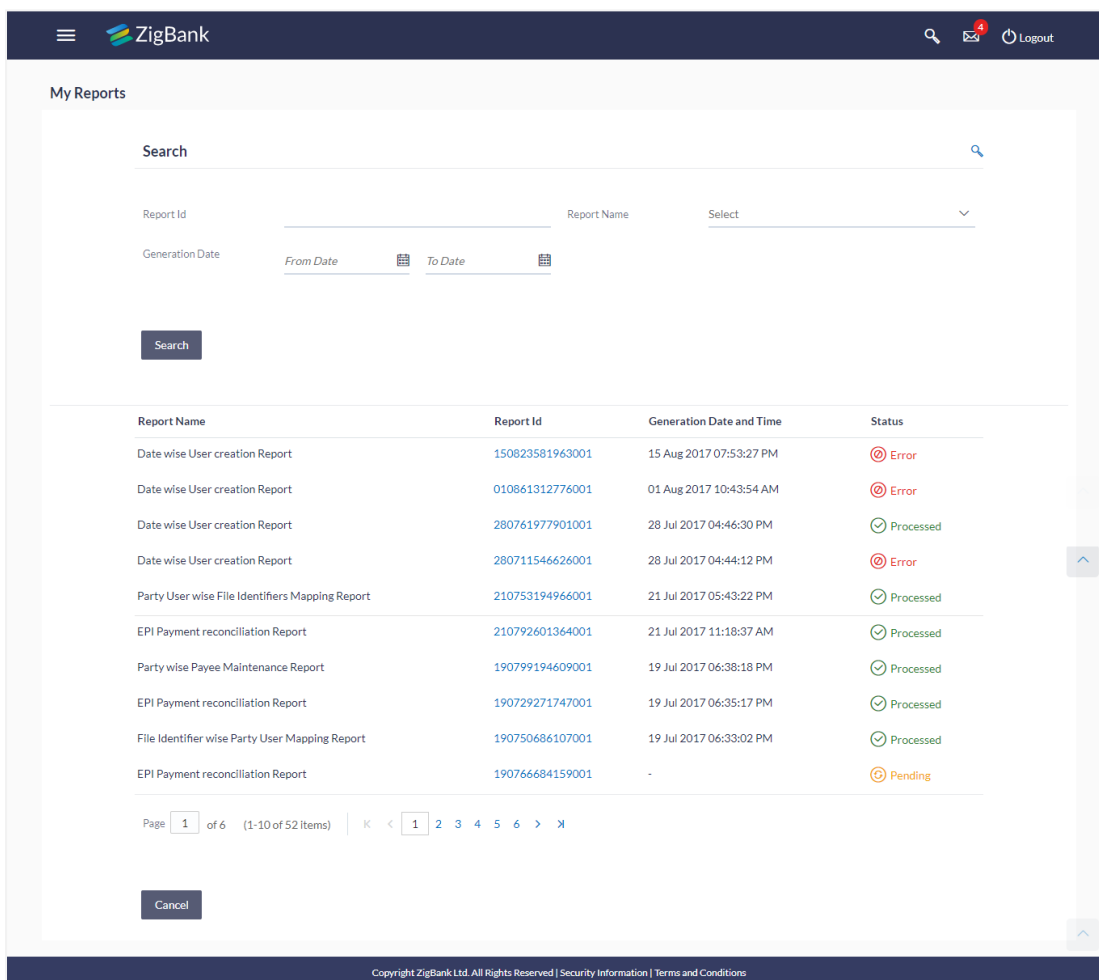
27. My Reports

Bank administrator logs into the system and navigates to My Reports screen. On accessing 'My Reports' menu, last 10 reports which generated by administrator are listed with the respective report status. User can choose to search the specific report using the search criteria or can opt to view/download detailed report.

How to reach here:

Administration Dashboard > Toggle menu > Report > My Reports

To view and download the generated reports:



1. Click **Search** to search the reports with given search criteria. The search results matching to the search criteria are shown on the same screen.
2. Click on **Report ID** hyperlink to view the detailed report. (Refer specimen provided for each report)

Field Description

Field Name	Description
Search	
Report ID	Report ID to search specific report. All the report IDs will be listed.
Report Name	Report Name to search specific report. All the reports with the names will be listed.
Generation Date	To search generated reports between specific date ranges. <ul style="list-style-type: none"> • From date – to specify the date from which the generated reports to be searched. • To date – to specify the date till which the generated reports to be searched.
Generation Date and Time	Report generation time and date.
Status	Status of generated reported.

FAQs**1. Can I choose a format in which a report is to be downloaded from My Reports screen?**

A report can be downloaded in a format selected while generating a report.

2. I can view and download a report which is generated by other administrator users?

Yes, you can view and download the reports which are generated by other administrator users using **My Reports** screen.

3. Till which report generation date I can view and download the reports?

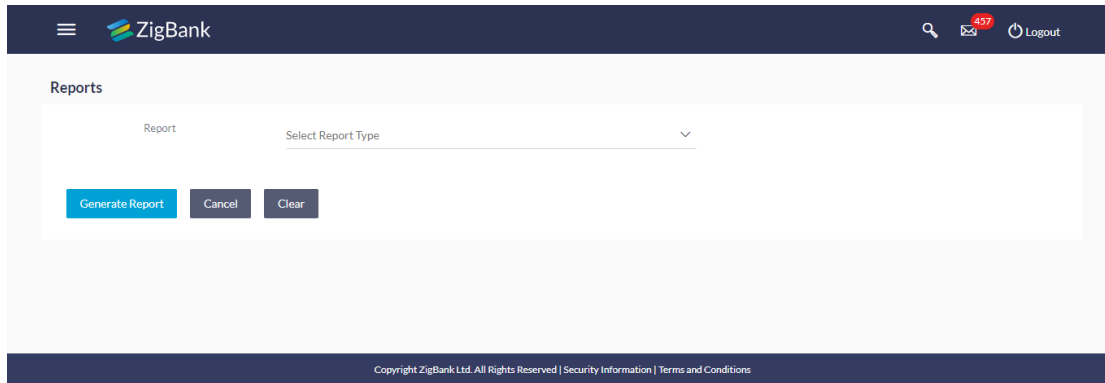
You can view and download the reports till the date data is available in the system. This will be based on the Bank's purging policy.

28. Report Generation

Bank administrator logs into the system and navigates to Report Generation screen. On accessing 'Report Generation' menu, bank administrator has to select a type of a report which needs to be generated. Other reports parameters with respect to each report are displayed on the screen as input fields so that report can be requested with specific data.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation



28.1 Date wise User Creation Report

Date wise user creation report provides a list of users created with particular application role within given duration. An administrator can request to generate an adhoc report with following additional parameters:

- User Type (Application Roles)
- Party ID
- Date Range

Further, user has to select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the date wise user creation report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Date wise User Creation Report

The screenshot shows the 'Date wise User Creation Report' form in the ZigBank interface. The form is titled 'Reports' and contains the following fields and options:

- Report:** Date wise User creation Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Frequency:** ADHOC (selected), SCHEDULED (button)
- Party ID:** 002722
- User Type:** Corporate User (dropdown menu)
- Duration:** 06 Jun 2017 (calendar icon) to 19 Jul 2017 (calendar icon)

At the bottom of the form, there are three buttons: 'Generate Report' (blue), 'Cancel' (grey), and 'Clear' (grey).

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Field Description

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

Report	The type of report to be generated.
---------------	-------------------------------------

Report Format	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) Publisher are:
----------------------	---

- PDF
- XLS

The options with Internal Reporting Application are:

- PDF
- CSV

Frequency	The frequency at which the reports are generated. The options are:
------------------	---

- Adhoc: generate an adhoc report
- Scheduled: generate a frequency based report

Party ID	The Id of party for whom the report is to be generated. This is not applicable for Administrator type of user.
-----------------	---

Field Name	Description
User Type	The user type for which the report is to be generated. The options are: <ul style="list-style-type: none"> • Retails User • Corporate User • Administrator
Duration	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.

- From the **Report Format** list, select the appropriate report output format.
- From the **Frequency** list, select the appropriate option to generate a frequency based report.
- In the **Party Id** field, enter the party id.
- From the **User Type** list, select the appropriate option.
- From the **From Date** and **To Date** list, select the appropriate duration.
- Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
- The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
- Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

Date Wise Creation Summary
Party ID : 002722 | Party Name : Tata Motors


 Oracle Banking Digital Experience

User Type - CORPORATE USER						
Sr. No.	Name	Roles	User Name	Email ID	Mobile Number	Creation Date & Time
1	Mr Rahul Kamble	Checker Viewer	rkauth1	rahul@yahoo.com	9890121234	11 Jan 2017, 12:14:00
2	Mr Rahul AutoAuthUser	Checker	rkcorp2	rahul.x.kamble@oracl e.com	9808090989	03 Feb 2017, 07:27:01
3	Mr Rahul Kamble	Maker Viewer	rkinit1	rahul.x.kamble@oracl e.com	9890121212	11 Jan 2017, 12:12:00

ORACLE®

1 Computer generated report | Shailendra Kadam | 09 Feb 2017, 13:01

Field Description

Field Name	Description
Report Parameters	
Party ID	The Id of party for whom the report is to be generated.
Party Name	The name of the party for whom the report is to be generated.
Name	Name of the user.
Roles	Child roles assigned to each user.

Field Name	Description
User Name	User name of the user.
Email Id	Email id of the user.
Mobile Number	Mobile number of the user.
Creation Date and Time	Report creation date and time.

28.2 Merchant - Transaction Reconciliation Report

Merchant - Transaction Reconciliation report provides the status of all reconciled transactions, in a given duration. The administrator can also generate an adhoc report.

The admin user has the freedom to choose the report format – CSV or pdf.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the merchant - transaction reconciliation report:

1. From the **Report** list, select the appropriate report to be generated. The respective report generation screen appears.

Merchant - Transaction Reconciliation Report

The screenshot shows the 'Reports' section of the ZigBank interface. The 'Report' dropdown is set to 'EPI Payment reconciliation Report'. The 'Report Format' dropdown is set to 'Select Report Format'. The 'Frequency' section has two buttons: 'ADHOC' (selected) and 'SCHEDULED'. The 'Merchant Code' field is empty. The 'Duration' field shows two date pickers with the format 'dd mmm yyyy'. At the bottom, there are three buttons: 'Generate Report', 'Cancel', and 'Clear'. The footer of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Report	The type of report to be generated.
Report Format	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) Publisher are: <ul style="list-style-type: none"> • PDF • XLS The options with Internal Reporting Application are: <ul style="list-style-type: none"> • PDF • CSV

Field Name	Description
Frequency	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Merchant Code	The unique code assigned to a specific merchant by the Bank.
Duration	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.

2. From the **Report Format** list, select the appropriate report output format.
3. From the **Frequency** list, select the appropriate option to generate a frequency based report. In the **Merchant Code** field, enter the merchant's code for whom the report to be generated.
4. From the **From Date** and **To Date** list, select the appropriate duration.
5. Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
6. The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
7. Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

190594866860001.pdf							
1 / 1							
EPI Payment Reconciliation Report							
Merchant Code :							
ORACLE Oracle Banking Digital Experience							
Date/Time	Transaction ID	Description	Customer Name/Account Number	Merchant Account Number	Transaction Type	Amount	Status
01 Jan 2014 00:00:00	59P5YD73XS		AT3AT3000773005 1 Shailendra Ramesh Kadam	AT3AT3000773009 5		£197.00	Completed
01 Jan 2014 00:00:00	Y5WTT2VA5S		AT3AT3000773005 1 Shailendra Ramesh Kadam	AT3AT3000774001 1		£43.00	Completed
01 Jan 2014 00:00:00	VLXN6DH3PY		AT3AT3000773010 9 Shailendra Ramesh Kadam	AT3AT3000774001 1		£221.00	Completed
01 Jan 2014 00:00:00	P794SK6KMH		AT3AT3000773005 1 Shailendra Ramesh Kadam	AT3AT3000774001 1		£100.00	Completed

1 Report generated by | 20 May 2017, 00:05

Field Description

Field Name

Description

Report Parameters

Date & Time

Transaction date and time.

Transaction ID

The transaction Id of the transaction.

Description

The description of the transaction.

Customer Name and Account Number

The name and account number of the customer.

Merchant Account Number

The merchant's account number.

Field Name	Description
Transaction Type	The transaction type. The options are: <ul style="list-style-type: none">• Sale• Commission
Amount	The amount of the transaction and currency.
Status	The status of the transaction.

28.3 File Identifiers wise Party User Mapping report

File Identifiers wise Party User Mapping report provides the summary of user IDs mapped to each file identifiers under a specific party ID. Administrator has to provide a party ID for which the File identifier – user mapping request is to be generated.

Further, user has to select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the file identifiers wise party user mapping report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

File Identifiers wise Party User Mapping Report

The screenshot shows the 'Reports' section of the ZigBank application. The 'Report' dropdown is set to 'File Identifier wise Party User Mapping Report'. The 'Report Format' dropdown is set to 'PDF'. Under 'Frequency', the 'ADHOC' button is selected. The 'Party ID' field contains the value '002722'. At the bottom, there are three buttons: 'Generate Report' (highlighted in blue), 'Cancel', and 'Clear'. The footer of the application reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

Report	The type of report to be generated.
---------------	-------------------------------------

Report Format	The format in which report is to be generated.
----------------------	--

The options with Oracle Business Intelligence (BI) Publisher are:

- PDF
- XLS

The options with Internal Reporting Application are:

- PDF
- CSV


Field Name	Description
Frequency	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Party ID	The Id of party for whom the report is to be generated.

- From the **Report Format** list, select the appropriate report output format.
- From the **Frequency** list, select the appropriate option to generate a frequency based report.
- In the **Party Id** field, enter the party id.
- Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
- The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
- Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

Oracle Banking Digital Experience
File Identifier wise Party User Mapping



Party ID : 002722 Party Name : Tata Motors

File Identifier: DMSDSCDelimitedAR **Transaction Type:** Domestic Funds Transfer **Approval Type:** RECORD LEVEL


Sr No	User Name	User Id
1	Rahul Kamble	rkimit1
2	Rahul AutoAuthUser	rkcorp2
3	Rahul Kamble	rkauth1

File Identifier: ITSDSCDelimitedAR **Transaction Type:** International Funds Transfer **Approval Type:** RECORD LEVEL

Sr No	User Name	User Id
1	Rahul Kamble	rkimit1
2	Rahul AutoAuthUser	rkcorp2
3	Rahul Kamble	rkauth1

File Identifier: SDSCINDelimitedRec **Transaction Type:** Internal Funds Transfer **Approval Type:** RECORD LEVEL

Sr No	User Name	User Id
1	Rahul Kamble	rkimit1
2	Rahul AutoAuthUser	rkcorp2
3	Rahul Kamble	rkauth1



This is computer generated report.
Generated by Shailendra Kadam On: 08 Feb 2017, 17:41 1

Field Description

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

Report Parameters

Party ID	The Id of party for whom the report is to be generated.
Party Name	The name of the party for whom the report is to be generated.
File Identifier	The file identifier code.
Transaction Type	The transaction type.
Approval Type	Approval type for the file - either Record or File.
User Name	User name of the user.
User Id	User id of the user.

28.4 Party wise Approval Rule Report

Party wise approval rule report provides summary of approval rules set for a party. Approval rule maintenance is used to configure the conditions that define an approval flow. Administrator has to provide a party ID for which the Party wise Approval Rule Report is to be generated.

Further, user has to select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the party user wise approval rule report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Party wise Approval Rule Report

The screenshot shows the 'Reports' section of the ZigBank interface. The 'Report' dropdown is set to 'Party wise Approval Rules Report'. The 'Report Format' dropdown is set to 'PDF'. Under 'Frequency', there are two buttons: 'ADHOC' (highlighted) and 'SCHEDULED'. The 'Party ID' field contains the value '002722'. At the bottom, there are three buttons: 'Generate Report' (in blue), 'Cancel', and 'Clear'. The footer of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

Report	The type of report to be generated.
---------------	-------------------------------------

Report Format	The format in which report is to be generated.
----------------------	--

The options with Oracle Business Intelligence (BI) Publisher are:

- PDF
- XLS

The options with Internal Reporting Application are:

- PDF
- CSV

Field Name	Description
Frequency	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Party ID	The Id of party for whom the report is to be generated.

- From the **Report Format** list, select the appropriate report output format.
- From the **Frequency** list, select the appropriate option to generate a frequency based report.
- In the **Party Id** field, enter the party id.
- Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
- The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
- Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

List of Approval Rules for a Party								ORACLE [®]
Party ID : 002405 Party Name : Hewlett Packard Inc.								Oracle Banking Digital Experience
Sr. No.	Rule Type	Rule Code	Rule Description	Initiator Type	Transactions	Accounts	Approval Required	Workflow
1	Financial	SRKCorpAutoA ppr	SRK Corporate Fin Auto Approve Rule	User	All Financial Transactions	ALL	No	
2	Non Financial	SRKCorpNonFi nAuto	SRK Corp Non Financial Transactions Auto Approval	User	All Non Financial Transactions	ALL	No	
3	Maintenance	SRKCorpMntA uto	SRK Corporate Maintenances Auto Approval Rule	User	All Maintenances		No	
4	Financial	AutoApproval	SRK Auto Approval All	User	All Financial Transactions	ALL	No	

1 Computer generated report | Shailendra Kadam | 09 Feb 2017, 21:26

Field Description

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

Report Parameters

Party ID The Id of party for whom the report is to be generated.

Party Name The name of the party for whom the report is to be generated.

Rule Type Transaction rule type.
The transaction rule type could be:

- Financial
- Non-Financial
- Maintenance

Rule Code Name of the group.

Rule Description Description of the group.

Field Name	Description
Initiator Type	User name of the workflow.
Transactions	Type of transactions.
Accounts	Type of accounts.
Approval Required	Whether approval is required.
Workflow	Report creation date and time.

28.5 Party wise File Identifiers Mapping Report

Party wise file identifier mapping report provides summary of file identifiers mapped to a specific party ID. Administrator has to provide a party ID for which Party wise file identifier mapping report is to be generated.

Further, user has to select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the party user wise file identifiers mapping report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Party wise File Identifiers Mapping Report

The screenshot shows the ZigBank Reports generation interface. At the top, there is a dark blue header with the ZigBank logo on the left and search, notification (457), and Logout icons on the right. Below the header, the page title "Reports" is displayed. The main content area contains a form with the following fields and controls:

- Report:** A dropdown menu showing "Party wise File Identifiers Mapping Report".
- Report Format:** A dropdown menu showing "PDF".
- Frequency:** Two buttons: "ADHOC" (highlighted in blue) and "SCHEDULED".
- Party ID:** A text input field containing "002722".
- Buttons:** Three buttons at the bottom: "Generate Report" (blue), "Cancel" (grey), and "Clear" (grey).

At the bottom of the page, there is a dark blue footer with the text: "Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions".

Field Description

Field Name	Description
Report	The type of report to be generated.
Report Format	<p>The format in which report is to be generated.</p> <p>The options with Oracle Business Intelligence (BI) Publisher are:</p> <ul style="list-style-type: none"> • PDF • XLS <p>The options with Internal Reporting Application are:</p> <ul style="list-style-type: none"> • PDF • CSV
Frequency	<p>The frequency at which the reports are generated.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Party ID	The Id of party for whom the report is to be generated.

2. From the **Report Format** list, select the appropriate report output format.
3. From the **Frequency** list, select the appropriate option to generate a frequency based report.
4. In the **Party Id** field, enter the party id.
5. Click **Generate Report** to view and generate the report.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
6. The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
7. Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

Party wise File Identifiers Mapping								ORACLE Oracle Banking Digital Experience
Party ID : 002405 Party Name : Hewlett Packard Inc.								
Sr No	File Identifier Code	Description	File Type	Transaction Type	Accounting Type	Approval Type	File Template	Format Type
1	DomesticFT	DomesticFT Del SDSC Rec	DELIMITED	Domestic Funds Transfer	SDSC	RECORD LEVEL	DomesticFT	CSV
2	DomPayee	DomPayee	DELIMITED	Domestic Payee	SDSC	FILE LEVEL	DomesticPayee	CSV
3	FicreateTest	FicreateTestDesc	DELIMITED	International Funds Transfer	SDSC	FILE LEVEL	InternationalFT	CSV
4	File_Identifier01	File_Identifier01_DomPayee	DELIMITED	Domestic Payee	SDSC	RECORD LEVEL	DomesticPayee	CSV
5	File_Identifier02	File_Identifier02	FIXED	Internal Funds Transfer	SDMC	FILE LEVEL	InternalFTSDMCFix	CSV
6	Fltetst	Fltetst	FIXED	Domestic Funds Transfer	SDMC	FILE LEVEL	DomesticFTSDMCFix	CSV
7	INSDMCFIXCSV	INSDMCFIXCSV	FIXED	Internal Funds Transfer	SDMC	FILE LEVEL	InternalFTSDMCFix	CSV
8	INTLFXMDMC	INTLFXMDMC	FIXED	International Funds Transfer	MDMC	RECORD LEVEL	InternationalFTMDMCFix	CSV
9	MDMCINDELABR	MDMC Internal Delimited Adhoc Bene Record	DELIMITED	Internal Funds Transfer	MDMC	RECORD LEVEL	InternalFTMDMC	CSV
10	SDSCDMDELABR	SDSC Domestic Delimited Adhoc Beneficiary Record	DELIMITED	Domestic Funds Transfer	SDSC	RECORD LEVEL	DomesticFT	CSV
11	SDSCINCSVF	SDSC Internal CSV File Level	DELIMITED	Internal Funds Transfer	SDSC	FILE LEVEL	InternalFT	CSV
12	SDSCINDELABR	SDSC Internal Delimited Adhoc Beneficiary Record level	DELIMITED	Internal Funds Transfer	SDSC	RECORD LEVEL	InternalFT	CSV
13	SDSCITDELABR	SDSC International Delimited Adhoc Bene Record Level	DELIMITED	International Funds Transfer	SDSC	RECORD LEVEL	InternationalFT	CSV

1 Computer generated report | Shailendra Kadam | 10 Feb 2017, 15:33

Field Description

Field Name	Description
Report Parameters	
Party ID	The Id of party for whom the report is to be generated.
Party Name	The name of the party for whom the report is to be generated.
File Identifier Code	The file identifier code.
Description	Description of the uploaded file.
File Type	File type of the uploaded file.
Transaction Type	Transaction type of the file.
Accounting Type	The accounting type of the uploaded file.
Approval Type	Approval type of the uploaded file.
File Template	File template of the uploaded file.
Format Type	Format type of the uploaded file.

28.6 Party wise Payee Maintenance Report

Party wise Payee Maintenance Report provides summary of account and draft payees maintained under a specific party ID. Administrator has to provide a party ID for which Party wise Payee Maintenance Report is to be generated.

Further, user has to select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the party wise payee maintenance report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Party wise Payee Maintenance Report

The screenshot shows the 'Reports' section of the ZigBank interface. The 'Report' dropdown is set to 'Party wise Payee Maintenance Report'. The 'Report Format' dropdown is set to 'PDF'. Under 'Frequency', there are two buttons: 'ADHOC' (highlighted) and 'SCHEDULED'. The 'Party ID' field contains the value '002722'. At the bottom, there are three buttons: 'Generate Report' (blue), 'Cancel' (grey), and 'Clear' (grey). The footer of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

Report	The type of report to be generated.
---------------	-------------------------------------

Report Format	The format in which report is to be generated.
----------------------	--

The options with Oracle Business Intelligence (BI) Publisher are:

- PDF
- XLS

The options with Internal Reporting Application are:

- PDF
- CSV

Field Name	Description
Frequency	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Party ID	The Id of party for whom the report is to be generated.

- From the **Report Format** list, select the appropriate report output format.
- From the **Frequency** list, select the appropriate option to generate a frequency based report.
- In the **Party Id** field, enter the party id.
- Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
- The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
- Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

Account Payees					
Name	Account Type	Account Details	Nickname	Created By	Access Type
AshtonITNAC	INTERNATIONAL	QKIX467368 ING BELGIUM S.A., SUCCURSALE EN FRA	AshtonITNAC	srkcorp	SHARED
DebbieITSw	INTERNATIONAL	752757547 NATIONAL BANK OF ABU DHABI	DebbieITSwift	srkcorp	SHARED
GeMichae2	DOMESTIC		MichaelJ2	srkcorp	
InternalPayee	INTERNAL	AT3AT30024050048	int	srkcorp	SHARED
MeherS	INTERNAL	AT3AT355555272	Meher	srkcorp	SHARED
Rihanna1	DOMESTIC		RihannaDr0	srkcorp	

Demand Draft Payees				
Payee Name	Draft Type	Draft Favouring	Created By	Access Type

1 Computer generated report | Shailendra Kadam | 10 Feb 2017, 14:59

Field Description

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

Report Parameters

Party ID	The Id of party for whom the report is to be generated.
-----------------	---

Party Name	The name of the party for whom the report is to be generated.
-------------------	---

Report Parameters

Below field appears for **Account** type payee

Name	Name of the Payee for identification.
-------------	---------------------------------------

Account Type	The account type.
---------------------	-------------------

Account Details	The account details.
------------------------	----------------------

Nickname	Account nickname to identify the account.
-----------------	---

Created By	Name of the payee creator.
-------------------	----------------------------

Access Type	The access type.
--------------------	------------------

Report Parameters

Below field appears for **Demand Draft** type payee

Payee Name	Name of the Payee for identification.
-------------------	---------------------------------------

Draft Type	Type of draft associated with the Payee.
-------------------	--

Draft Favouring	Name of the payee of the draft.
------------------------	---------------------------------

Created By	Name of the payee creator.
-------------------	----------------------------

Access Type	The access type.
--------------------	------------------

28.7 Party wise Pending Approvals list Report

Party wise Pending Approval List Report provides a summary of transaction pending for approval under a specific party ID. Administrator has to provide a party ID for Party wise Pending Approval List Report is to be generated.

Further, user has to select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the party wise pending approval report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Party wise Pending Approvals list Report

The screenshot shows the 'Reports' section of the ZigBank interface. The 'Report' dropdown is set to 'Party wise pending Approvals list Report'. The 'Report Format' dropdown is set to 'PDF'. Under 'Frequency', the 'ADHOC' button is selected. The 'Party ID' field contains '002722'. At the bottom, there are three buttons: 'Generate Report' (highlighted in blue), 'Cancel', and 'Clear'. The footer of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Report	The type of report to be generated.

Field Name	Description
Report Format	<p>The format in which report is to be generated.</p> <p>The options with Oracle Business Intelligence (BI) Publisher are:</p> <ul style="list-style-type: none"> • PDF • XLS <p>The options with Internal Reporting Application are:</p> <ul style="list-style-type: none"> • PDF • CSV
Frequency	<p>The frequency at which the reports are generated.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Party ID	The Id of party for whom the report is to be generated.


2. From the **Report Format** list, select the appropriate report output format.
3. From the **Frequency** list, select the appropriate option to generate a frequency based report.
4. In the **Party Id** field, enter the party id.
5. Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
6. The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
7. Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

Party wise Pending Approvals List

Party Id: 002405 | Party Name: Hewlett Packard Inc.



Oracle Banking Digital Experience

ACCOUNT FINANCIAL-		0				
Date	Description	Account Details	Amount	Initiated By	Reference Number	

ACCOUNT NON-FINANCIAL-		0				
Date	Description	Account Details	Initiated By	Reference Number		

PAYMENTS-		0				
Date	Description	From Account	Amount	Payee Account Details	Initiated By	Reference Number

BULK FILE-		0				
Date	Description	Transaction Type	File Name	File Amount	Initiated By	Reference Number

BULK RECORD-		4				
Date	Description	Debit Account Number	Amount	Payee Account Details	Initiated By	Reference Number
11 Feb 2017, 04:02:40	Domestic Transfer - Record Level Approval	AT3AT3002902002 4	INR 499.76	84899001	shailcorp	11022FA8E05C
11 Feb 2017, 04:02:40	Domestic Transfer - Record Level Approval	AT3AT3002902003 5	INR 490.21	UYDYID34703	shailcorp	1102876FEDB5
11 Feb 2017, 04:02:39	Domestic Transfer - Record Level Approval	AT3AT3002902002 4	INR 386.09	68479TUFTUOFO	shailcorp	1102C10A1B4D
11 Feb 2017, 04:02:39	Domestic Transfer - Record Level Approval	AT3AT3002902003 5	INR 398.04	02157889	shailcorp	110238DF7771

PAYEE AND BILLER-		0				
Date	Payee-Biller Name	Payee type	Category	Initiated By	Reference Number	

1 Computer generated report | Shailendra Kadam | 11 Feb,2017 12:02:01

Field Description

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

Report Parameters- Account Financial and Non-Financial

Party ID	The Id of party for whom the report is to be generated.
Party Name	The name of the party for whom the report is to be generated.
Date	Date of transaction initiation.

Field Name	Description
Description	Description about the transaction.
Account Details	Accounts details of transaction.
Amount	Amount for transactions allowed for the user.
Initiated By	Initiator type who initiates the transaction.
Reference No	Reference number of transaction.
Status	Status of the transaction.
Report Parameters- Payments	
Party ID	The Id of party for whom the report is to be generated.
Party Name	The name of the party for whom the report is to be generated.
Date	Date of the transaction initiation.
Description	Description about the transaction.
From Account	Source accounts.
Amount	Transactions allowed for the user.
Payee Account Details	The payee account details.
Initiated By	Initiator type who initiates the transaction.
Reference No	Reference number of transaction.
Status	Status of the transaction.
Report Parameters- Bulk File	
Party ID	The Id of party for whom the report is to be generated.
Party Name	The name of the party for whom the report is to be generated.
Date	Date of the transaction initiation.
Description	Description about the transaction.
Transaction Type	Transaction Type.
File Name	File name of the bulk file.
File Amount	File amount.

Field Name	Description
Initiated By	Initiator type who initiates the transaction.
Reference No	Reference number of transaction.
Status	Status of the transaction.
Report Parameters- Bulk Record	
Party ID	The Id of party for whom the report is to be generated.
Party Name	The name of the party for whom the report is to be generated.
Date	Date of the transaction initiation.
Description	Description about the transaction.
Debit Account Number	Debit account details.
Amount	Transactions allowed for the user.
Payee Account Details	Payee account details.
Initiated By	Initiator type who initiates the transaction.
Reference No	Reference number of transaction.
Status	Status of the transaction.
Report Parameters- Payee and Biller	
Party ID	The Id of party for whom the report is to be generated.
Party Name	The name of the party for whom the report is to be generated.
Date	Date of the transaction initiation.
Payee-Biller Name	Payee/ biller name.
Payee Type	Payee Type.
Category	Payee Category.
Initiated By	Initiator type who initiates the transaction.
Reference No	Reference number of transaction.
Status	Status of the transaction.

28.8 Party wise User Groups Report

Party wise User Group Report provides a summary of User Groups created under a specific party ID. Administrator has to provide a party ID for which the Party wise User Group Report is to be generated.

Further, user has to select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the party wise user groups creation report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Party wise User Groups Report

Field Description

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

Report	The type of report to be generated.
---------------	-------------------------------------

Report Format	The format in which report is to be generated.
----------------------	--

The options with Oracle Business Intelligence (BI) Publisher are:

- PDF
- XLS

The options with Internal Reporting Application are:

- PDF
- CSV

Field Name	Description
Frequency	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Party ID	The Id of party for whom the report is to be generated.


- From the **Report Format** list, select the appropriate report output format.
- From the **Frequency** list, select the appropriate option to generate a frequency based report.
- In the **Party Id** field, enter the party id.
- Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
- The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
- Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

User Groups Maintained for Party

Party ID : **002405** | Party Name : **Hewlett Packard Inc.**



Oracle Banking Digital Experience

Group Code: shailcorp **Group Description:** **Number of Users:** 1

Sr No	User Name	User ID
1	Shailendra Kadam	shailcorp

Group Code: Test1 **Group Description:** **Number of Users:** 1

Sr No	User Name	User ID
1	Sonal Agarwal	SonalCorpIT

Group Code: srkcorp **Group Description:** **Number of Users:** 1

Sr No	User Name	User ID
1	Shailendra Kadam	srkcorp

Group Code: Test2 **Group Description:** **Number of Users:** 1

Sr No	User Name	User ID
1	Sonal Agarwal	SonalCorpIT

1

Computer generated report | Shailendra Kadam | 09 Feb 2017, 18:59

Field Description

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

Report Parameters

Party ID	The Id of party for whom the report is to be generated.
Party Name	The name of the party for whom the report is to be generated.
Group Code	The group code.
Group Description	The group description.
Number of Users	Number of users maintained under a group.
User Name	User name of the user maintained under a group.
User ID	User ID of the user maintained under a group.

28.9 Party User wise File Identifiers Mapping Report

Party User wise File Identifiers Mapping Report provides a summary of file identifiers mapped to each user of a specific party. Administrator has to provide a party ID for which the Party User wise File Identifiers Mapping Report is to be generated. Further, user has to select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the party user wise file identifiers mapping report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Party User wise File Identifiers Mapping Report

The screenshot shows the ZigBank Reports generation interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. Below the navigation bar, the 'Reports' section is visible. The 'Report' dropdown is set to 'Party User wise File Identifiers Mapping Report'. The 'Report Format' dropdown is set to 'PDF'. The 'Frequency' section has two buttons: 'ADHOC' (selected) and 'SCHEDULED'. The 'Party ID' field contains the value '002722'. At the bottom of the form, there are three buttons: 'Generate Report' (highlighted in blue), 'Cancel', and 'Clear'. The footer of the page contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Report	The type of report to be generated.

Field Name	Description
Report Format	<p>The format in which report is to be generated.</p> <p>The options with Oracle Business Intelligence (BI) Publisher are:</p> <ul style="list-style-type: none"> • PDF • XLS <p>The options with Internal Reporting Application are:</p> <ul style="list-style-type: none"> • PDF • CSV
Frequency	<p>The frequency at which the reports are generated.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Party ID	The Id of party for whom the report is to be generated.

2. From the **Report Format** list, select the appropriate report output format.
3. From the **Frequency** list, select the appropriate option to generate a frequency based report.
4. In the **Party Id** field, enter the party id.
5. Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
6. The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
7. Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

Field Name	Description
Transaction Type	Transaction type of the file.
Accounting Type	The accounting type of the uploaded file.
Approval Type	Approval type of the uploaded file.
File Template	File template of the uploaded file.
Format Type	Format type of the uploaded file.

28.10 Party wise Workflows Report

Party wise workflows Report provides a summary of approval workflows created under a specific party ID. Administrator has to provide a party ID for which the Party wise Workflows Report is to be generated.

Further, user has to select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the party wise workflows report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Party wise Workflows Report

The screenshot displays the 'Party wise Workflows Report' generation interface. At the top, there is a navigation bar with the ZigBank logo and a search icon. Below the navigation bar, the 'Reports' section is visible. The form includes a dropdown menu for 'Report' set to 'Party wise Workflows Report', a dropdown for 'Report Format' set to 'PDF', and a 'Frequency' section with two buttons: 'ADHOC' (highlighted) and 'SCHEDULED'. The 'Party ID' field contains the value '002722'. At the bottom of the form, there are three buttons: 'Generate Report' (highlighted), 'Cancel', and 'Clear'. The footer of the page contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

Report	The type of report to be generated.
---------------	-------------------------------------

Report Format	The format in which report is to be generated.
----------------------	--

The options with Oracle Business Intelligence (BI) Publisher are:

- PDF
- XLS

The options with Internal Reporting Application are:

- PDF
- CSV

Field Name	Description
Frequency	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Party ID	The Id of party for whom the report is to be generated.


- From the **Report Format** list, select the appropriate report output format.
- From the **Frequency** list, select the appropriate option to generate a frequency based report.
- In the **Party Id** field, enter the party id.
- Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
- The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
- Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

Workflows Maintained for a Party

Party ID : **002624** | Party Name : **Kathy Stephens**



Oracle Banking Digital Experience

Workflow Code: 00435435	Workflow Description: efer
Approval Level	User Group/User Name
1	kavitacorp1

Workflow Code: 234234	Workflow Description: srgdfg dfsg1212
Approval Level	User Group/User Name
1	kavitacorp1

Workflow Code: 34234	Workflow Description: fdfx gdxfg
Approval Level	User Group/User Name
1	kavitacorp1

Workflow Code: CorpRule1Fin	Workflow Description: CorpRule1Fin
Approval Level	User Group/User Name
1	kavitacorp2

Workflow Code: CorpRule2NonFin	Workflow Description: CorpRule2NonFin
Approval Level	User Group/User Name
1	kavitacorp2

1

Computer generated report | Admin Auto | 08 Feb 2017, 09:33

Field Description

Field Name	Description
Report Parameters	
Party ID	The Id of party for whom the report is to be generated.
Party Name	The name of the party for whom the report is to be generated.
Workflow Code	Code of the already maintained approval workflow.
Workflow Description	Description of the already maintained approval workflow.
Approval levels	Number of approval levels in each workflow.
User Name/ID	User name / ID of the user maintained under a group.

28.11 Resources - Child Role Report

This is bank's internal report. Resources to child role mapping Report provides a summary of resources mapped to specific child role maintained in an application. User has to select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the resources - child role report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Resources - Child Role Report

The screenshot shows the 'Reports' section of the ZigBank interface. The report selected is 'Resources Child Role Mapping Report'. The report format is set to 'PDF'. The frequency is set to 'ADHOC'. The child role is set to 'Customer'. There are buttons for 'Generate Report', 'Cancel', and 'Clear'. The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

Report	The type of report to be generated.
Report Format	<p>The format in which report is to be generated.</p> <p>The options with Oracle Business Intelligence (BI) Publisher are:</p> <ul style="list-style-type: none"> • PDF • XLS <p>The options with Internal Reporting Application are:</p> <ul style="list-style-type: none"> • PDF • CSV

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

Frequency	The frequency at which the reports are generated.
------------------	---

The options are:

- Adhoc: generate an adhoc report
- Scheduled: generate a frequency based report

Child Role	Name of the child role.
-------------------	-------------------------

The options are:

- Retail User : Customer
- Corporate: Checker, CorporateAdminChecker, CorporateAdminMaker, Maker, Viewer
- Administrator: AdminChecker, AdminMaker, AuthAdmin

- From the **Report Format** list, select the appropriate report output format.
- In the **Email Id** field, enter the email address of the user.
OR
In the **Mobile Number** field, enter the mobile number of the user.
- From the **KYC Status** list, select the appropriate option.
- Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
- The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
- Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

Resource-Child Role Mapping		ORACLE [®] Oracle Banking Digital Experience	
Parent Role:	Corporate User	Child Role:	Viewer
Resource Name	Resource Type	Action Type	Effect
com.ofss.digr.app.access.service.account.AccountAccess.validateAccountForTransaction	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.account.service.core.Account.list	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.account.service.nickname.AccountNickname.create	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.account.service.nickname.AccountNickname.delete	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.account.service.nickname.AccountNickname.list	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.account.service.nickname.AccountNickname.read	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.account.service.nickname.AccountNickname.update	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.account.service.nickname.AccountNickname.updateList	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.eventgen.ActivityRegistrationApplicationService.registerActivityAndGenerateEvent	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.maintenance.Activity.listAttributesForActivity	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.maintenance.ActivityEvent.list	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.maintenance.ActivityEvent.read	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.maintenance.ActivityEventAction.create	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.maintenance.ActivityEventAction.delete	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.maintenance.ActivityEventAction.list	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.maintenance.ActivityEventAction.readByName	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.maintenance.ActivityEventAction.update	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.subscription.ActionSubscription.create	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.subscription.ActionSubscription.delete	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.subscription.ActionSubscription.list	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.subscription.ActionSubscription.read	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.alert.service.subscription.ActionSubscription.update	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.approval.service.transaction.Transaction.listTransactions	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.approval.service.transaction.Transaction.read	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.approval.service.transaction.Transaction.transactionsCount	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.AutoRepayment.deRegisterAutoRepayment	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.AutoRepayment.fetchAccounts	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.AutoRepayment.fetchAutoRepayment	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.AutoRepayment.registerAutoRepayment	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.AutoRepayment.updateAutoRepayment	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.BillCycle.fetchCreditCardBillCycle	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.BillCycle.updateCreditCardBillCycle	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.Credentials.setCredentials	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.Credit.fetchRewardPoints	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.Credit.list	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.Credit.read	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.Limit.fetchCardLimit	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.Limit.updateCardLimit	SERVICE	VIEW,PERFORM,APPROVE	PERMIT
com.ofss.digr.app.card.service.ReplaceCard.replaceCreditCard	SERVICE	VIEW,PERFORM,APPROVE	PERMIT

Field Description

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

Report Parameters

Parent Role	Parent role of which the resource mapping to be viewed.
Child Role	Child Role mapped to the parent role for which the resource mapping to be viewed.
Resource Name	Name of the resource mapped to role.
Resource Type	The type of resource. The options are: <ul style="list-style-type: none"> • Service • Service Response • UI Component • Page
Access Type	Name of access type.
Effect	Effect provided for resource child mapping.

28.12 Wallets Creation for a Date Range Report

This is bank's internal report. Wallet creation report provides the summary of wallets created during specific date range. User has to specify the date range and select a format in which the report needs to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the Wallets creation report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Wallets Creation for a Date Range Report

The screenshot shows the 'Reports' section of the ZigBank interface. The report title is 'Wallets creation for a Date Range Report'. The 'Report Format' is set to 'PDF'. The 'Frequency' is set to 'ADHOC'. The 'Duration' is set from '10 May 2017' to '30 Jun 2017'. There are three buttons at the bottom: 'Generate Report', 'Cancel', and 'Clear'. The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

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

Report	The type of report to be generated.
---------------	-------------------------------------

Report Format	The format in which report is to be generated.
----------------------	--

The options with Oracle Business Intelligence (BI) Publisher are:

- PDF
- XLS

The options with Internal Reporting Application are:

- PDF
- CSV

Field Name	Description
Frequency	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Duration	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.

- From the **Report Format** list, select the appropriate report output format.
- From the **Frequency** list, select the appropriate option to generate a frequency based report.
- Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
- The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
- Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.


Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

Wallets creation for a date range

From Date: To Date:

Count: 0



No data to display

Account Opening Date	Wallet Id	Party Id	Full Name	Email Id	Mobile No

1 Computer generated report | Shallendra Kadam | 13 Feb,2017 01:02:47

Field Description

Field Name	Description
Report Parameters	
From Date	Start date of the date range of generated report.
To Date	End date of the date range of generated report.
Account Opening Date	The wallet account opening date.
Wallet ID	The wallet user ID.
Party ID	The party Id under which wallet is opened.

Field Name	Description
Full Name	First name and last name of the wallet user.
Email Id	Email id of the wallet user.
Mobile Number	Mobile number of the wallet user.

28.13 Wallets KYC Report

This is bank's internal report. Wallet KYC report provides the KYC status of specific wallet account/s. User has to specify email id, mobile number, date range and select KYC status with which the report in to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate the Wallets KYC report:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Wallets KYC Report

The screenshot displays the 'Reports' section of the ZigBank application. The 'Wallets KYC Report' is selected. The form includes the following fields and options:

- Report:** Wallets KYC Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Frequency:** ADHOC (selected), SCHEDULED
- Email Id:** samsouza@gmail.com
- Mobile Number:** 875123321
- Duration:** From (calendar icon) To (calendar icon)
- KYC Status:** COMPLETED (dropdown menu)

Buttons at the bottom: Generate Report (blue), Cancel (grey), Clear (grey).

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Field Description

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

Report	The type of report to be generated.
---------------	-------------------------------------

Report Format	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) Publisher are:
----------------------	---

- PDF
- XLS

The options with Internal Reporting Application are:

- PDF
- CSV

Field Name	Description
Frequency	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Email Id	To search the wallet user by email Id.
Mobile Number	To search the wallet user by mobile number.
Duration	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.
KYC Status	To search the wallet user by KYC status. The options are: <ul style="list-style-type: none"> • All • Pending • Complete

2. From the **Report Format** list, select the appropriate report output format.
3. In the **Email Id** field, enter the email address of the user.
OR
In the **Mobile Number** field, enter the mobile number of the user.
4. From the **KYC Status** list, select the appropriate option.
5. Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
6. The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
- 7.
8. Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

For reference, a specimen of the report generated is given below:

Wallets KYC Report		ORACLE [®] Oracle Banking Digital Experience			
KYC Status :Completed					
Sr. No.	Name	Email Id	Mobile No	Opened Date	KYC Status
					
<hr/>					
1	Computer generated report Shailendra Kadam 09 Feb 2017, 13:01				

Field Description

Field Name	Description
Report Parameters	
Name	First name and last name of the wallet user.
Email Id	Email id of the wallet user.
Mobile Number	Mobile number of the wallet user.
Opened Date	Wallet open date with the time stamp.
KYC Status	Current KYC status.

28.14 Wallets Transaction Activity Report

This is bank's internal report. Wallet transaction activity report provides the list of transaction activities done in specific wallet. User has to specify email id, mobile number, date range and select transaction type with which the report is to be generated.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

To generate report for the transaction activity of the wallet:

1. From the **Report** list, select the appropriate report to be generated. The receptive report generation screen appears.

Date wise User Creation Report

The screenshot shows the ZigBank Reports interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with '457', and a Logout button. Below the navigation bar, the 'Reports' section is displayed. The 'Report' dropdown is set to 'Wallet Transaction Activity Report', and the 'Report Format' dropdown is set to 'PDF'. The 'Frequency' section has two buttons: 'ADHOC' (highlighted) and 'SCHEDULED'. The 'Email Id' field contains 'Samsouza@gmail.com' and the 'Mobile Number' field contains '89554221'. The 'Duration' section has 'From' and 'To' date pickers, and the 'Transaction Type' dropdown is set to 'CREDIT'. At the bottom of the form, there are three buttons: 'Generate Report' (highlighted), 'Cancel', and 'Clear'. A footer at the bottom of the page reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Report	The type of report to be generated.
Report Format	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) Publisher are: <ul style="list-style-type: none"> • PDF • XLS The options with Internal Reporting Application are: <ul style="list-style-type: none"> • PDF • CSV

Field Name	Description
Frequency	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> • Adhoc: generate an adhoc report • Scheduled: generate a frequency based report
Email Id	To search the wallet user by email Id.
Mobile Number	To search the wallet user by mobile number.
Duration	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.
Transaction Type	To search the transactions providing transaction type. The options are: <ul style="list-style-type: none"> • All • Debits Only • Credits Only

- From the **Report Format** list, select the appropriate report output format.
- In the **Email Id** field, enter the email address of the user.
OR
In the **Mobile Number** field, enter the mobile number of the user.
- From the **From Date** and **To Date** list, select the appropriate duration.
- From the **Transaction Type** list, select the appropriate option.
- Click **Generate Report** to view and generate the report.
OR
Click **Clear to** reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
- The success message of request along with the status and Report Request Id appears. Click **Done** to complete the transaction.
OR
Click on the **Report Request Id** link to download the report. User is directed to **My Reports** screen. The list of reports appears.
- Click on desired **Report ID** to view and download the generated report. You can download the report in PDF, XLS, and CLV formats.

Note: You can also download the requested report from **Administration Dashboard > Report > My Reports**.

Field Name	Description
Reference Number	Reference number for each transaction.
Amount	Amount of the transaction.

29. My Profile

Using this option, the bank administrator can view his profile details. Details that can be viewed include user name, last login time, email id, phone number, and date of birth and address of the user.

Pre-requisites

User must have a valid Login credentials

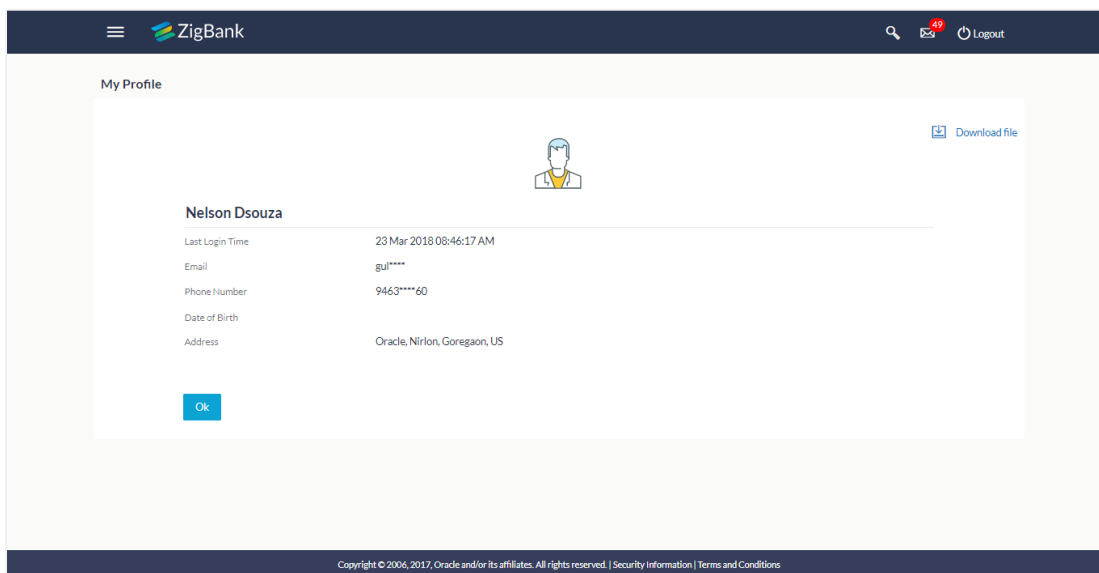
Features Supported In Application

- View the profile details of bank administrator user

How to reach here:

Administrator Dashboard > Toggle Menu > My Profile


Profile



Field Description

Field Name	Description
Last Login Time	The date and time of the last login of the user.
Email	Email id of the user, in masked format.
Phone Number	The mobile number of the user, in masked format.
Date of Birth	Date of birth of the user.
Address	Address of the user.

Field Name	Description
Download file	Click to download the details.

1. Click  [Download file](#) to download the details in .csv format.
OR
Click **OK** to navigate to the previous screen.

FAQs

1. Can the bank administrator user edit his profile information?

No, the bank administrator user cannot edit his profile information; he can only view the profile details.

30. Mailbox

Mailbox is a two way communication channel between Bank customers and Bank administrators. Customers communicate with the bank via secured mailbox facility. Customers can send mail messages to the bank with specific pre-defined subjects for their queries/complaints/feedback. In application, as day 0 maintenance each subject category is linked to a group of bank administrators' users. Depending upon the mail-subject mapping to each bank administrator user, administrators will receive the mails only of the subjects mapped to the users.

Administrators can view the number of received e-mails and access all received and sent e-mails from their secured mailbox. User can click the message to read the detailed content of the message. The subject of the message gives a brief understanding of what the message is about. User can view the message details, the sender information and also view the chain of messages exchanged if any.

The complete chain of message helps user to understand and know the information exchanged with the bank on a particular subject. Bank administrators can also view the alert messages sent by the bank on various banking events.


Pre-Requisites

- Roles and departments for various bank administrator must be defined in reference to mail section
- Alerts must be pre-set by bank and gets auto triggered if subscribed by customer or set as mandatory

Features supported in Application:

- **Inbox:** where bank administrators can view the messages sent by the customers and also can reply and delete the mails.
- **Sent Mail Folder:** This allows user to view the mails replied by logged in user. Also an option is provided to delete the mails.
- **Deleted Mail Folder:** This allows the user to view mails deleted from user's inbox and sent folders. And can permanently delete the mails.
- **Alerts:** View the alerts sent by the bank and received by logged in user. Also an option is provided to delete the alerts.
- **Notifications** - This section allows the logged in user to view all the notifications sent by the bank. Also an option is provided to delete the notifications.

How to reach here:

Dashboard > Click 

30.1 Mails

The Mails functionality is subdivided into the following sub-sections:

- **Inbox** : can view messages and can also reply to the messages received
- **Sent Mail**: can view the messages that have been sent by logged in user
- **Deleted Mail**: can view the messages deleted by logged in user from Inbox and Sent Mail folder

Mailbox- Mails

The screenshot displays the ZigBank Mailbox interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification bell with '167' alerts, and a 'Logout' button. Below the navigation bar, the 'Mailbox' section is active, showing three tabs: 'Mails (34)', 'Alerts (408)', and 'Notifications (5)'. The 'Mails (34)' tab is selected, and a sidebar on the left shows three folders: 'Inbox (34)', 'Sent Mail', and 'Deleted Mail'. The main content area displays a list of emails with columns for 'From', 'Subject', and 'Received'. The list includes messages from Raman lamba dipretubs172, Mustafa Gari MustuRet04, Ryan Smith MustuCorp04, Bill Jones MustuCorp70, and John cerna dipadmin. At the bottom, there is a pagination control showing 'Page 1 of 7 (1-10 of 61 Items)' and a set of navigation arrows.

From	Subject	Received
Raman lamba dipretubs172	Change Communication Address	06 Jul 2017
Raman lamba dipretubs172	Open New Bank Account	06 Jul 2017
Mustafa Gari MustuRet04	Re :Block Debit / ATM card	05 Jul 2017
Mustafa Gari MustuRet04	Block Debit / ATM card	05 Jul 2017
Raman lamba dipretubs172	Change Communication Address	05 Jul 2017
Ryan Smith MustuCorp04	Change Communication Address	04 Jul 2017
Bill Jones MustuCorp70	Change Communication Address	04 Jul 2017
Mustafa Gari MustuRet04	Change Communication Address	29 Jun 2017
Raman lamba dipretubs172	Re :Home Loan	28 Jun 2017
John cerna dipadmin	Re :Home Loan	28 Jun 2017

Page 1 of 7 (1-10 of 61 Items) | K < 1 2 3 4 5 _ 7 > X

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Field Description




Field Name Description

Inbox	List the messages sent to bank administrator. Number of unread mails if any will be displayed.
Sent Mail	List the messages sent by bank administrator.
Deleted Mail	List the messages deleted by bank administrator from Inbox and Sent Mail.
From	The name and the User ID of the sender of the message.

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

Subject	The descriptive synopsis of the message. Indicates the link to access the message.
----------------	---

Received	Date and time on which the message was received.
-----------------	--

1. In the **Message- Mails**, Click the required option.
 - a. If you click the **Inbox** option, the **Mail Box** section with received messages appears; click individual message to view the details.
 - b. If you click the **Sent Mail** option, the **Mail Box** section with sent messages appear; click individual message to view the details.
 - c. If you click the **Deleted Mail** option, the **Mail Box** section with deleted messages appears; click individual message to view the details.
2. Click on mail message to view the mail details.
OR
Click the  header to sort the records according to ascending or descending date.
OR
Click  to refresh the mailbox.
OR
For multiple mail deletion, select the check box (s) against the mail, and  to delete the message.

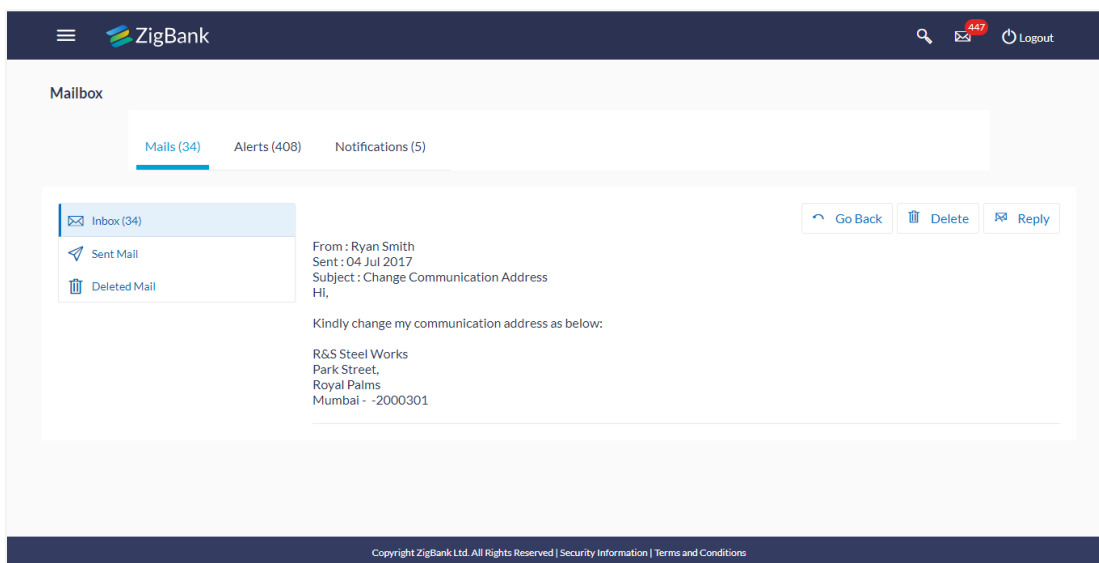
30.1.1 Mailbox - Inbox

Using this feature, user can view the messages received in his Inbox. User can view the individual message by clicking on the sender's name.

To access the inbox:

1. In the **Message- Mails**, Click the required option.
 - a. If you click the **Inbox** option, the **Mail Box** section with received messages appears; click individual message to view the details.

Inbox - Message Details



Field Description

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

Message Details

From The name of the sender who has sent the mail.

Sent Date and time on which the message was received.

Subject Subject of the received message.

Message Chain The message record contains:

- Actual contents of the message
- Date and time on which each message was received
- Sender of the message, that is the bank admin or the user




Note: A mail chain is formed when a user sends a mail to bank administrator and he replies back.

Message - Reply

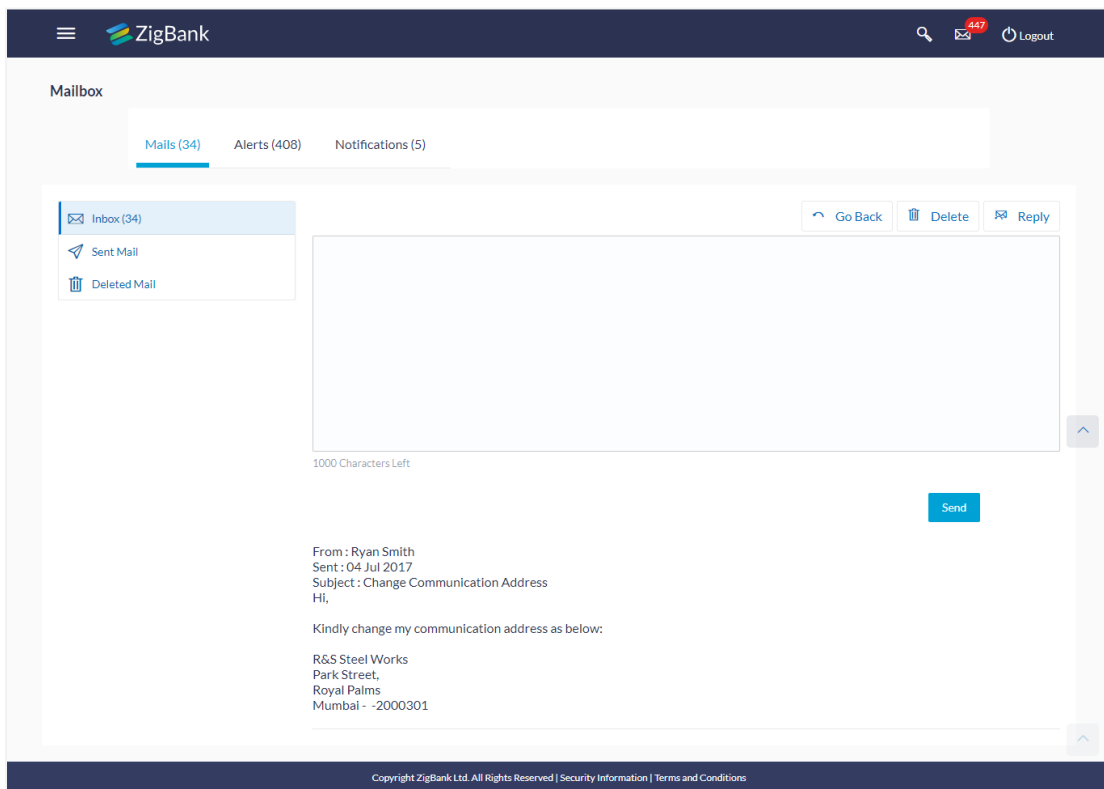
This section displays the reply section.

Message The message to be sent.

- If you click the **Sent Mail** option, the **Mail Box** section with sent messages appear; click individual message to view the details.
- If you click the **Deleted Mail** option, the **Mail Box** section with deleted messages appears; click individual message to view the details.

2. Click on the required message whose details you want to view. The mail details appear.
OR
Click the  header to sort the records according to ascending or descending date.
OR
Click  to refresh the mailbox.
OR
For multiple mail deletion, select the check box (s) against the mail, and  to delete the message.
3. Click **Reply** if user wants to reply the received message. The new screen appears in which the user can type a reply message to be sent. Existing mail content is also linked.
 - a. Click **Send** to send the reply message. The success message appears.
OR
Click **Delete** to delete the message.
OR
Click **Go Back** to navigate to the previous page.

Message – Reply Message



Field Description

Field Name

Description

Message - Reply

This section displays the reply section.

Message

The message to be sent to the bank.

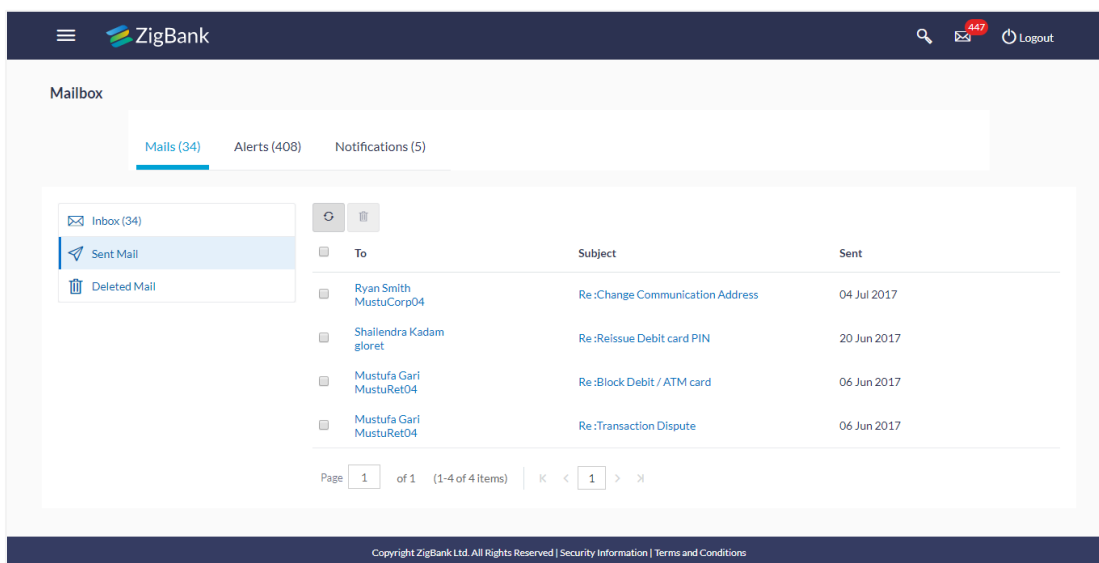
30.1.2 Mailbox - Sent Mail

This option displays all the messages sent by the logged in user.

To view the sent messages:

1. In the **Mails** section, click **Sent Mail** option.
2. The message screen with sent messages list appears; click individual message to view the details.

Message – Sent Mail



Field Description

Field Name

Description

To

The name of the receiver of the mail.

Subject




Subject of the message.

Sent

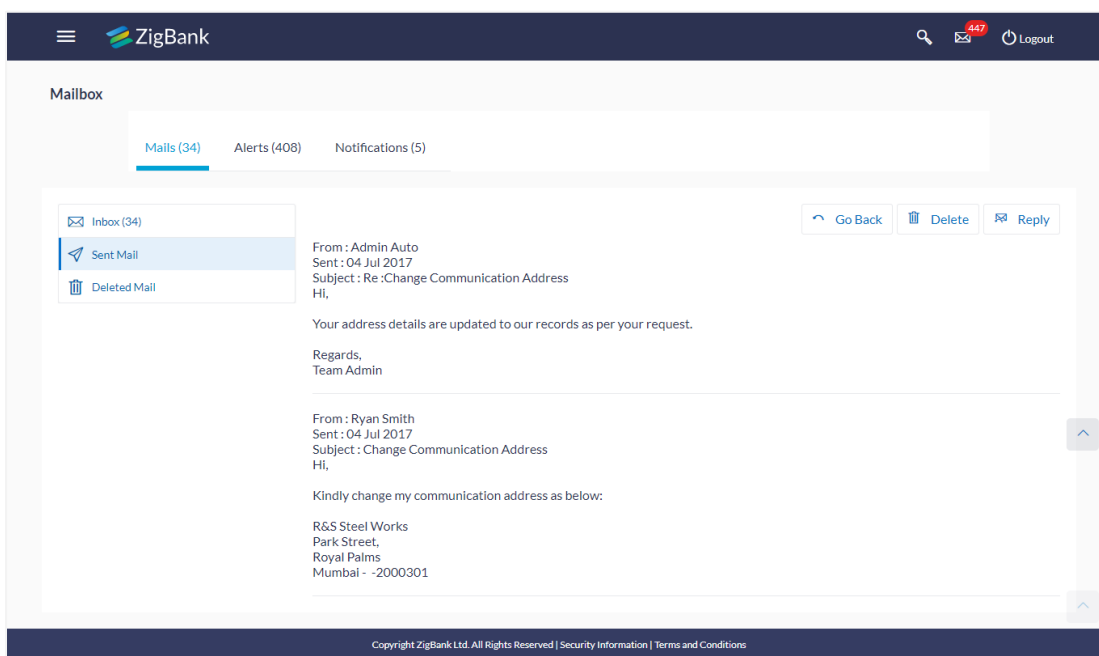
Date and time on which the message was sent.

Message

The message to be sent to the bank.

3. Click the required sent message that you want to view.
 OR
 Click the  header to sort the records according to ascending or descending date.
 OR
 Click  to refresh the mailbox.
 OR
 Select message and click  to delete the message.

30.1.3 Mailbox – Sent Mail – Details



Field Description

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

Message Details

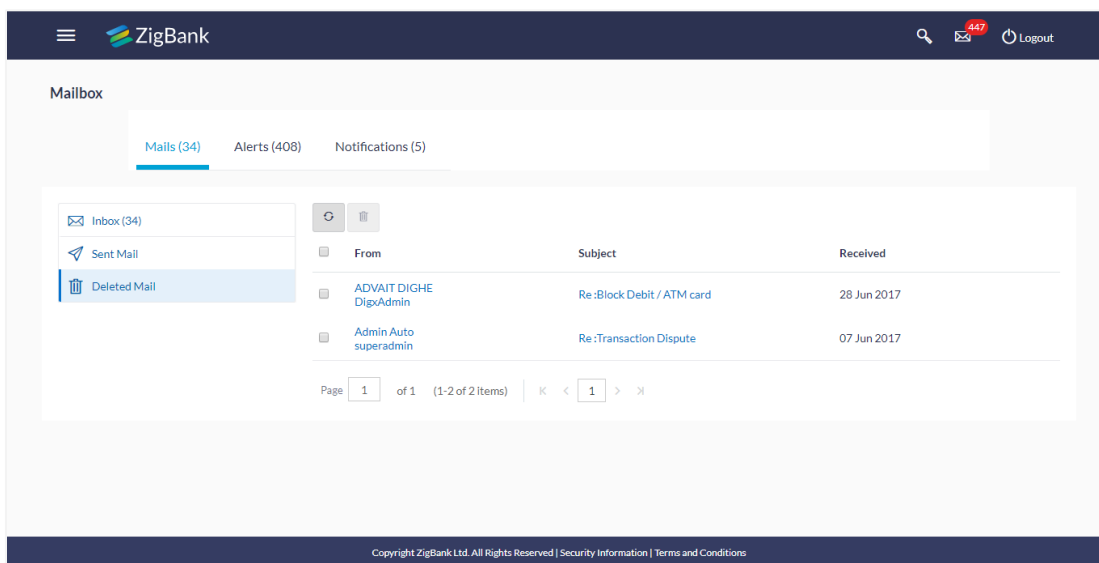
This section displays the detailed message.

From	The name of the sender who has sent the mail.
Sent	Date and time on which the message was sent.
Subject	Subject of the sent message.

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


Message Chain	<p>The message record contains:</p> <ul style="list-style-type: none"> • Actual contents of the message • Date and time on which each message was sent • Sender of the message, that is the bank admin or the user <hr/> <p>Note: A mail chain is formed when a user sends a mail to bank administrator and he replies back.</p> <hr/> <p>Message - Reply</p> <p>This section displays the reply section.</p> <p>Message The message to be sent to the bank.</p> <hr/> <ol style="list-style-type: none"> The message screen with detailed message record appears; click Reply if you want to reply the current message. The success message appears. OR Click Delete to delete the message. OR Click Go Back to navigate to the previous page. <h3>30.1.4 Mailbox - Deleted Mail</h3> <p>This option displays all the messages that are deleted by the user from Inbox and Sent Mail Folders.</p> <p>To view the deleted messages</p> <ol style="list-style-type: none"> In the Mails section, click Deleted Mail option. The message screen with deleted messages list appears; click individual message to view the details.
----------------------	---

Message – Deleted Mail



Field Description


Field Name	Description
From	The name of the sender who has sent the mail.
Subject	Subject of the message.
Received	Date and time on which the message was received.


3. Click the  header to sort the records according to ascending or descending date.

OR

Click  to refresh the mailbox.

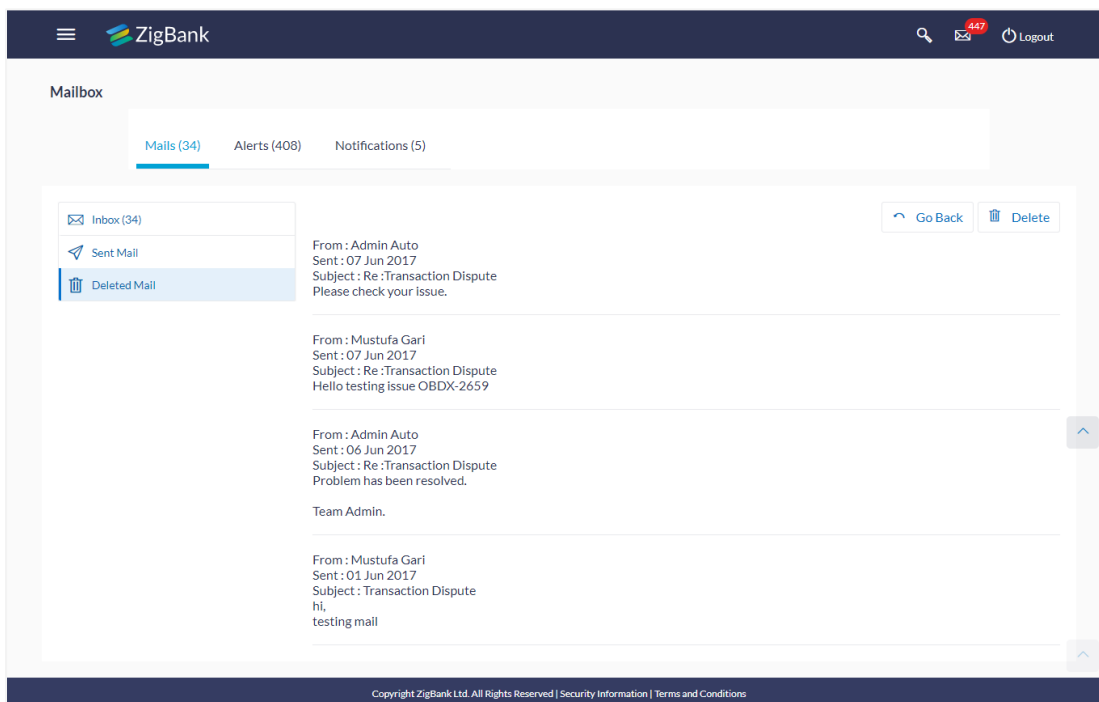
OR

Click  to delete the message permanently.

Note: For multiple mail deletion, select the check box (s) against the mail, and click  .

4. Click individual deleted message to view the details.

30.1.5 Mailbox – Deleted Mail – Details



Field Description

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

Message Details

This section displays the detailed message.

From	The name of the sender who has sent the mail.
Sent	Date and time on which the message was sent.
Subject	Subject of the sent message.
Message Contents	The contents of the message.

1. The message screen with detailed message record appears; Click **Delete** to delete the message.
OR
Click **Go Back** to navigate to the previous page.

30.2 Alerts

Under this section, all the alerts auto generated and sent to the logged in user will be displayed. User is not allowed reply to the alerts received in his mailbox. Number of unread mail count if any will be shown in this section.

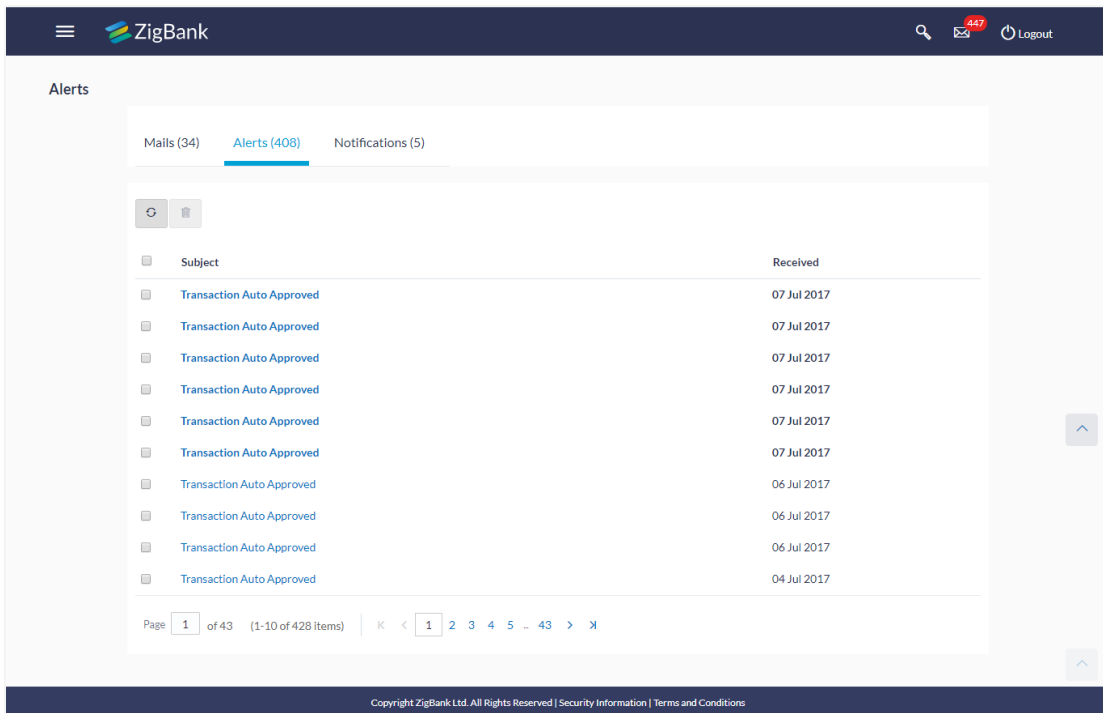
How to reach here:

Dashboard > Click  > Alerts > View All

To view the alerts:

1. Click the **Alerts** tab. The alert section displays list all alerts.

Alerts



Alerts

Mails (34) Alerts (408) Notifications (5)


Subject	Received
Transaction Auto Approved	07 Jul 2017
Transaction Auto Approved	07 Jul 2017
Transaction Auto Approved	07 Jul 2017
Transaction Auto Approved	07 Jul 2017
Transaction Auto Approved	07 Jul 2017
Transaction Auto Approved	07 Jul 2017
Transaction Auto Approved	07 Jul 2017
Transaction Auto Approved	06 Jul 2017
Transaction Auto Approved	06 Jul 2017
Transaction Auto Approved	06 Jul 2017
Transaction Auto Approved	04 Jul 2017


Page 1 of 43 (1-10 of 428 items) | < 1 2 3 4 5 .. 43 > X

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Field Description


Field Name	Description
Subject	Subject of the alert.
Received	Date and time on which the alert was received.

2. Click the  header to sort the records according to ascending or descending date.
OR

Click  to refresh the alerts.

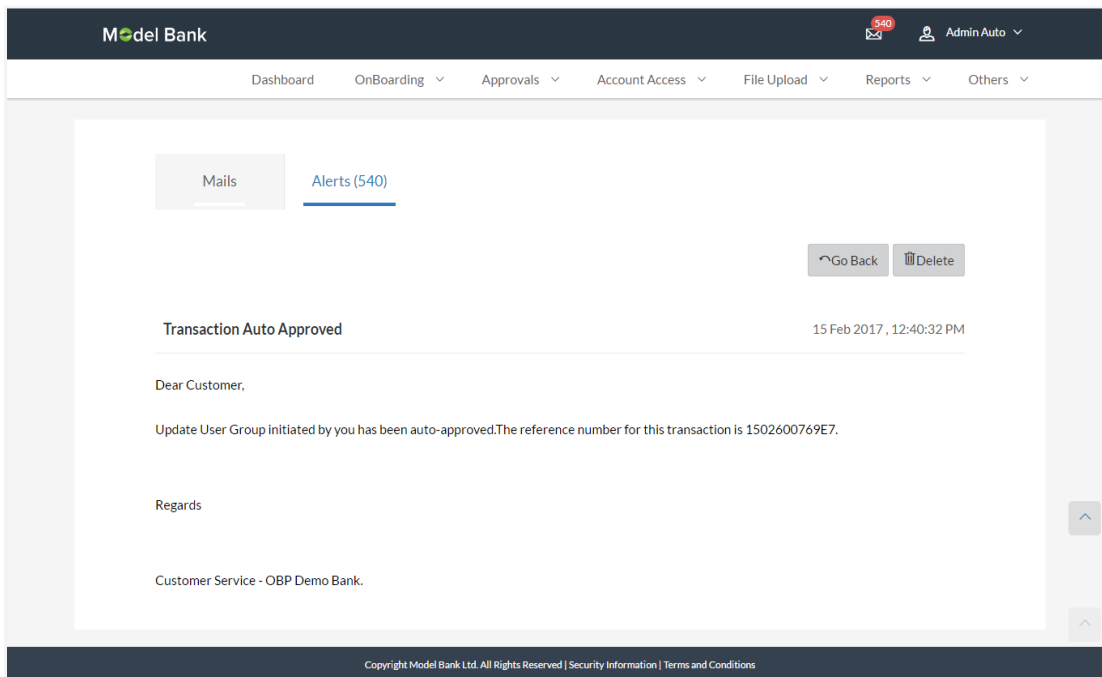
OR

Click  to delete the alerts.

Note: For multiple alerts deletion, select the check box (s) against the alert, and click .

3. Click individual alert to view the details. The details appear depend upon the type of alert being generated.

Alerts Details



Field Description

Field Name	Description
Subject	Subject of the alert.
Received	Date and time on which the alert was received.
Message	Message Body of the alert.

4. Click **Delete** to delete the alert.
OR
Click **Go Back** to navigate to the previous page.

30.3 Notifications

This section lists all the notifications sent to the logged in user will be displayed. The user can view the detailed notifications but cannot reply to these notifications. Number of unread notification count if any will be shown in this section.

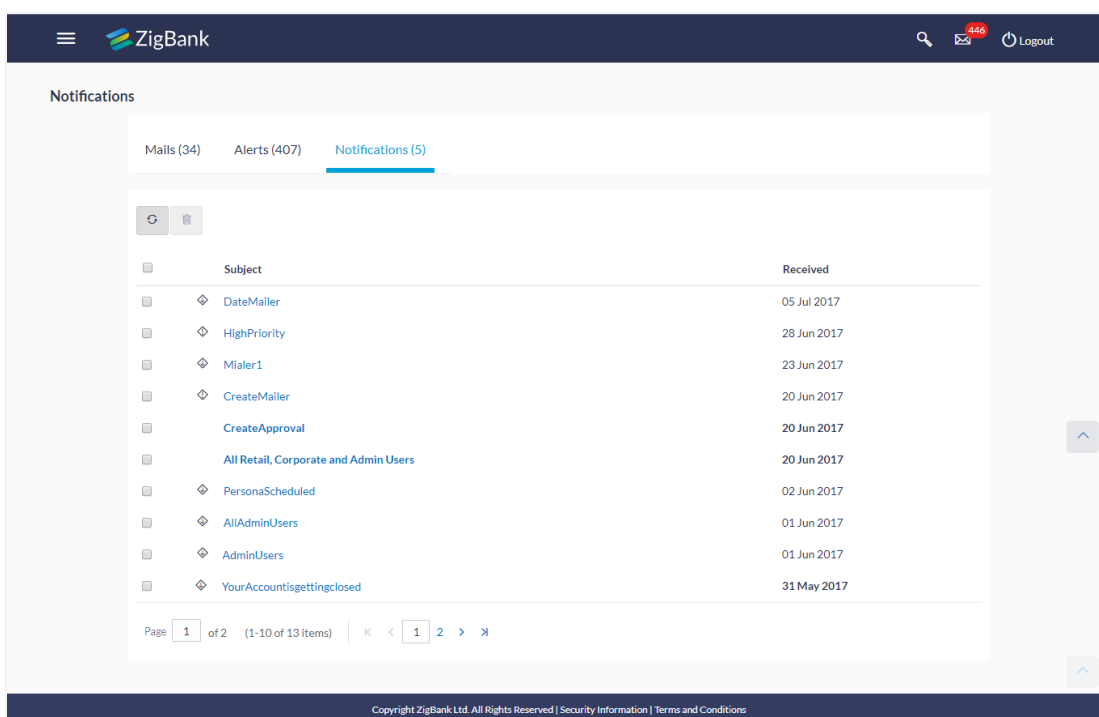
How to reach here:

Dashboard > Click  > Notifications > View All

To view the notifications:

1. Click the **Notifications** tab. The notifications section displays list all the notifications.

Notifications



The screenshot shows the ZigBank interface with a dark blue header. The main content area is titled 'Notifications' and has three tabs: 'Mails (34)', 'Alerts (407)', and 'Notifications (5)'. Below the tabs is a list of notifications with columns for 'Subject' and 'Received'. The list includes the following items:


Subject	Received
DateMailer	05 Jul 2017
HighPriority	28 Jun 2017
Mialer1	23 Jun 2017
CreateMailer	20 Jun 2017
CreateApproval	20 Jun 2017
All Retail, Corporate and Admin Users	20 Jun 2017
PersonaScheduled	02 Jun 2017
AllAdminUsers	01 Jun 2017
AdminUsers	01 Jun 2017
YourAccountisgettingclosed	31 May 2017

At the bottom of the list, there is a pagination control showing 'Page 1 of 2 (1-10 of 13 Items)' and navigation arrows.




Field Description


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

Subject	Subject of the notification.
----------------	------------------------------

The  icon against the record denotes that the notification is sent at high priority.

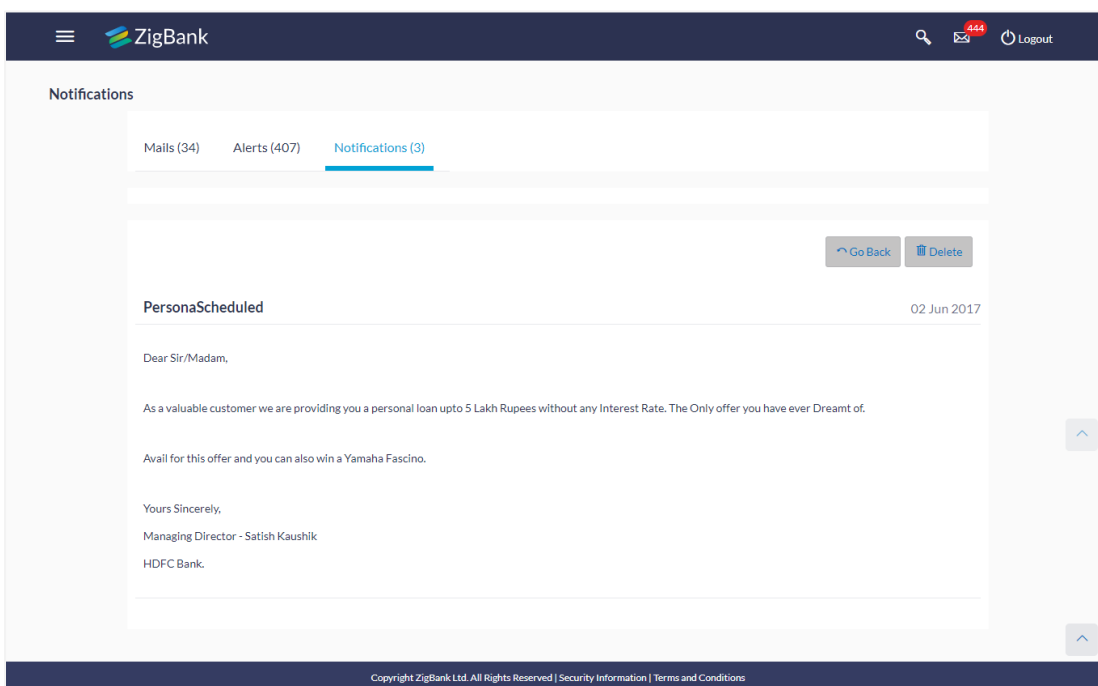
Received	Date and time on which the notification was received.
-----------------	---

2. Click the  header to sort the records according to ascending or descending date.
OR
Click  to refresh the Notifications.
OR
Click  to delete the notifications.

Note: For multiple notification deletion, select the check box (s) against the notification, and click .

3. Click individual notification to view the details. The details appear depend upon the type of notification being received.

Notifications Details



The screenshot displays the ZigBank interface for viewing notification details. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification count of 444, and a Logout button. Below the navigation bar, the 'Notifications' section is active, showing three tabs: 'Mails (34)', 'Alerts (407)', and 'Notifications (3)'. The 'Notifications (3)' tab is selected. The notification details are displayed in a card format, including the subject 'PersonaScheduled', the date '02 Jun 2017', and the message body. The message body contains a personalized offer for a personal loan and a contest prize. At the bottom of the notification card, there are 'Go Back' and 'Delete' buttons. The footer of the page contains the copyright information: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Subject	Subject of the notification.
Received	Date and time on which the notification was received.
Message	Message body of the notification.

4. Click **Delete** to delete the notification.
OR
Click **Go Back** to navigate to the previous page.

FAQs

1. Can bank administrator initiate fresh mails?

No, bank administrator can not initiate fresh mail. Users will be allowed only to reply to the mails received in their inbox.

2. Will bank administrators receive all mails initiated by bank's customers?

Bank administrators will receive only those mails of which the mail subject is mapped to individual user or group of users. E.g. Mail initiated by customer with subject 'Change of communication address' will only be sent to the users whom this subject is mapped.

3. Can bank administrator view reply sent by other administrator to customer's mail?

Yes, bank administrators can view the mails replied by other administrators, only if the mail subject is mapped to the user.

4. Can bank administrator delete multiple mails?

Yes, user can select multiple mails and delete the same.

5. Can bank administrator retrieve the deleted mails?

Deleted mails from inbox and sent mail folder will be stored in Deleted Mails folder. User can view the details of deleted mail. Mails will get permanently deleted from user's view if further deleted from 'Deleted Mail folder'.

31. Mailers

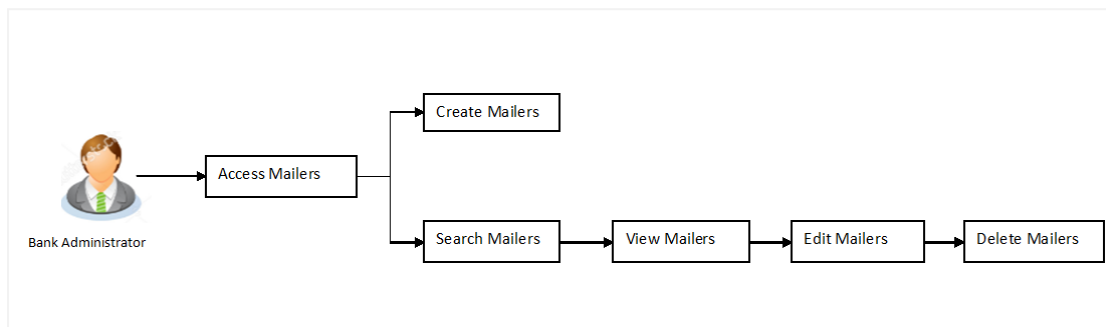
Mailers are information or a messages published by the Bank, to communicate about the Banks Products, services and other information to its users. A Bank may send mailers to announce a limited period promotional product rate, launch of a product or service, etc.

Using this option, the Bank Administrator creates Mailers which are sent to specific users, parties or user segments (all Retail / Corporate / Admin) users. Mailers can be customized to reach some or all users, to be sent now or on a specific date and time, in the future.

Pre-Requisites

- User must have a valid Login credentials
- Transaction access is provided to Administrator
- Approval rule set up for Administrator to perform the actions
- Enterprise roles are maintained in application

Workflow



Features Supported In Application

The Mailers module supports following features:

- Search and View Mailers
- Create Mailers
- Edit Mailers
- Delete Mailers

How to reach here:

Dashboard > Mailers

31.1 Mailers - Search and View

Using this option, bank administrators can search and view the list of mailers created in the application. Bank Administrator enters the mailer code or mailer description to search the user, however blank search is also allowed.

The information will be displayed sorted by Date of creation.

To search the mailer:

1. Enter the search criteria, click **Search**.
The search results appear on the **Mailers** screen.
OR
Click **Clear** if you want to reset the search parameters.
OR
Click **Cancel** if you want to cancel the transaction.

Mailers - Search

The screenshot displays the 'Mailers' search interface in the ZigBank system. It includes a search form with input fields for 'Mailer Code' and 'Mailer Description', and buttons for 'Search', 'Cancel', and 'Clear'. A 'Create New' button is also present. Below the form is a table listing mailer records with the following columns: Mailer Code, Mailer Description, Date Created, Send Date, and Status. The table contains 10 rows of data. At the bottom, there is a pagination control showing 'Pagina 1 din 5 (1-10 din 45 elemente)' and a footer with copyright information.

Mailer Code	Mailer Description	Date Created	Send Date	Status
testing	testing	29 mai 2017	31 mai 2017	Sent
fwfewfdf	wedfwef	30 mai 2017	31 mai 2017	Sent
898989	HDFCMAILERIT	30 mai 2017	31 mai 2017	Sent
AllRetailUsers	AllRetailUsers	01 iun. 2017	01 iun. 2017	Sent
testIssue1	testIssue1testIssue1testIssue1	01 iun. 2017	23 iun. 2017	Scheduled
AllCorporateUsers1	AllCorporateUsers1	01 iun. 2017	01 iun. 2017	Sent
asfjkasdfjhaskjd	jkdashfkjashdfkj	02 iun. 2017	02 iun. 2017	Sent
AllUsers	AllUsersofOBDX	02 iun. 2017	02 iun. 2017	Sent
testingNewMailer	testingNewMailer	02 iun. 2017	11 iun. 2017	Scheduled
PersonalLoan	PersonalLoanWithoutInterest	02 iun. 2017	02 iun. 2017	Sent

Field Description**Field Name****Description****Mailer Code**

The unique key to identify the mailer.

Mailer Description

The description of the mailer corresponding to mailer code.

Search Results**Mailer Code**

The mailer code.

Mailer Description

The description of the mailer corresponding to mailer code.

Date Created

The date on which the mailer was created.

Send Date

The date on which mailer is sent.

Field Name	Description
Status	The status of the mailer - viz., scheduled or sent.

To view the mailer details:

- In the **Mailer - Search Results** section, click the **Mailer Code** link of the record for which you want to view the details.
The search results appear on the **Mailers - View** screen appears.

Mailer - View

The screenshot displays the 'Mailer - View' interface. At the top, there's a navigation bar with 'ZigBank', 'Dashboard', 'Trends', and 'Payments'. The main content area is titled 'Mailers' and has a 'View' sub-section. Under 'View', there are fields for 'Mailer Code' (PersonalLoan), 'Mailer Description' (PersonalLoanWithoutInterest), 'Send Date' (02 Jun 2017), 'Send Time', and 'Priority' (High). Below this is the 'Mail' section, showing the 'Subject' (PersonalLoanWithoutInterest) and the 'Mail Body' (Dear Sir/Madam, As a valuable customer we are providing you a personal loan upto 5 Lakh Rupees without any Interest Rate. The Only offer you have ever Dreamt of. Avail for this offer and you can also win a Yamaha Fascino. Yours Sincerely, Managing Director - Satish Kaushik HDFC Bank). The 'Recipients' section shows 'Send To' as 'All Retail Users' (checked), with input fields for 'User IDs' (MustuCorp70,srkccorp) and 'Party IDs' (000774). At the bottom, there are 'Cancel' and 'Back' buttons. A footer contains the copyright notice: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Mailer Code	The unique key to identify the mailer.

Field Name	Description
Mailer Description	The description of the mailer corresponding to the mailer code.
Send Date	The date on which the mailer was sent.
Send Time	The time on which the mailer was sent.
Priority	The priority of the mailer. The options can be: <ul style="list-style-type: none"> • Low • Medium • High
Mail	
Mail Subject	The subject of the mailer.
Mail Body	The content of the main body of the mailer.
Recipients	
Send To	The recipients of the mailer. The recipients can be: <ul style="list-style-type: none"> • All Corporate Users • All Bank Admin • All Retail Users • User IDs • Party IDs

3. Click **Edit** to edit the mailer.
OR
Click **Cancel** the operation and navigate the user back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Delete** the delete the mailer.

Note: The **Edit** and **Delete** option is available only for Mailers that have a status as '**Scheduled**'.

31.2 Mailers - Create

This function allows the bank administrator to create mailers. The Bank Administrator creates the content of the mailers, specifies the date - when a mailer is to be sent, if the mailer has a high, medium or low priority, and the recipients at whom the mailer is directed.

To create a new mailer:

1. In the **Mailers** screen, click **Create**. The **Mailers - Create** screen appears.

Mailer - Create

The screenshot displays the 'Mailer - Create' interface in the ZigBank system. The top navigation bar includes 'ZigBank', 'Dashboard', 'Trends', 'Payments', and 'Logout'. The main content area is titled 'Mailers' and contains three sections:

- Create:**
 - Mailer Code: ML001
 - Mailer Description: CreditCardCashback
 - Send Date: 06/13/17 08:44 AM
 - Priority: Low, Medium, High
- Mail:**
 - Subject: Rs1000 CashBack on new Moto G5 exclusive for You!
 - Mail Body: A rich text editor containing the message: "Dear Customer, A smartphone that offers an exceptional performance! Get Rs.1000 CashBack* on Amazon with your Bank Credit Card."
- Recipients:**
 - Send To: All Corporate Users, All Bank Admin, All Retail Users
 - User IDs: A text area containing "dipen.v.shah@oracle.com, ritwick.x.singh@oracle.com, sonal.a.agrawal@oracle.com,"
 - Instruction: Enter commas (,) to separate
 - Button: Add Party IDs

At the bottom of the form are buttons for 'Save', 'Cancel', and 'Back'. The footer contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Mailer Code	Specify the unique key to identify the mailer.
Mailer Description	The description of the mailer corresponding to the mailer code.
Send Date	The desired date and time for sending the mailer.
Priority	The priority of the mailer. The options are: <ul style="list-style-type: none"> • Low • Medium • High
Mail	
Subject	The subject of the mailer.
Mail Body	The content of the main body of the mailer.
Recipients	
Send To	The recipients of the mailer. The options are: <ul style="list-style-type: none"> • All Corporate Users • All Bank Admin • All Retail Users • User IDs: This field is enabled, if you click the <u>Add User IDs</u> button. • Party IDs: This field is enabled, if you click the <u>Add Party IDs</u> button.

2. In the **Mailer Code** field, enter the mailer id.
3. In the **Mailer Description** field, enter the mailer description.
4. From the **Send Date** list, select the appropriate date and time to send the mailer.
5. In the **Priority** field, select the priority to send the mailer.
6. In the **Mail Subject** field, enter the appropriate subject for the mailer.
7. In the **Mail Body** field, enter the appropriate content for the mailer.
8. To send the mailer, select the type of recipients.
9. Click **Save** to save the details.
OR
Click **Add User IDs**, if you want to add specific user ids as mailer recipients.

- OR
- Click **Add Party IDs**, if you want to add specific party ids as mailer recipients.
- OR
- Click **Back** to navigate to previous screen.
- OR
- Click **Cancel** the operation and navigate the user back to 'Dashboard'.

10. The **Review** screen appears. Verify the details, and click **Confirm**.
 - OR
 - Click **Edit** to make the changes if any.
 - The user will be navigated back to the create screen.
 - OR
 - Click **Cancel** to cancel the transaction.
11. The success message of mailer creation appears along with the transaction reference number.
 - Click **OK** to complete the transaction.

31.3 Mailers - Edit

This function enables the Bank Administrator to edit the mailer details.

Note: This option is available only for Mailers, which have status as '**Scheduled**'.

To edit or update a mailer details:

1. Enter the search criteria, click **Search**.
The search results appear on the **Mailers** screen.
2. In the **Mailer - Search Results** section, click the **Mailer Code** link of the record for which you want to view the details.
The search results appear on the **Mailers - View** screen appears.
3. Click **Edit** to edit the mailer. The **Mailers - Edit** screen appears
 - OR
 - Click **Cancel** the operation and navigate the user back to 'Dashboard'.
 - OR
 - Click **Back** to navigate to the previous screen.

Mailers - Edit

Mailers

Edit

Mailer Code: ML001

Mailer Description: CreditCardCashback

Send Date: 30 Jun. 2017

Send Time: Immediately Set Time 0 : 0

Priority: Low Medium High

Mail

Subject: Rs1000 CashBack on new Moto G5 exclusive for You!

Mail Body:

Dear Customer,

A smartphone that offers an exceptional performance!
Get Rs.1000 CashBack* with your Bank Credit Card

Receipts

Send To:

All Corporate Users
 All Bank Admin
 All Retail Users

[Add User IDs](#)

[Add Party IDs](#)

[Save](#) [Cancel](#) [Back](#)

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Field Description

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

Edit

Mailer Code	The unique key to identify the mailer. This field is not editable.
--------------------	---

Mailer Description	The description of the mailer corresponding to mailer code.
---------------------------	---

Send Date	The desired date and time for sending the mailer.
------------------	---

Field Name	Description
Priority	The priority of the mailer. The options are: <ul style="list-style-type: none"> • Low • Medium • High
Mail	
Mail Subject	The subject of the mailer.
Mail Body	The content for the main body of the mailer.
Recipients	
Send To	The recipients of the mailer. The options are: <ul style="list-style-type: none"> • All Corporate Users • All Bank Admin • All Retail Users • User IDs: This field is enabled, if you click the <u>Add User IDs</u> button. • Party IDs: This field is enabled, if you click the <u>Add Party IDs</u> button.

4. View the defined values for fields, in an editable form.
5. Modify the required details.
6. Click **Save** to update the changes.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
8. The success message of mailer update appears along with the transaction reference number.
Click **OK** to complete the transaction.

31.4 Mailers - Delete

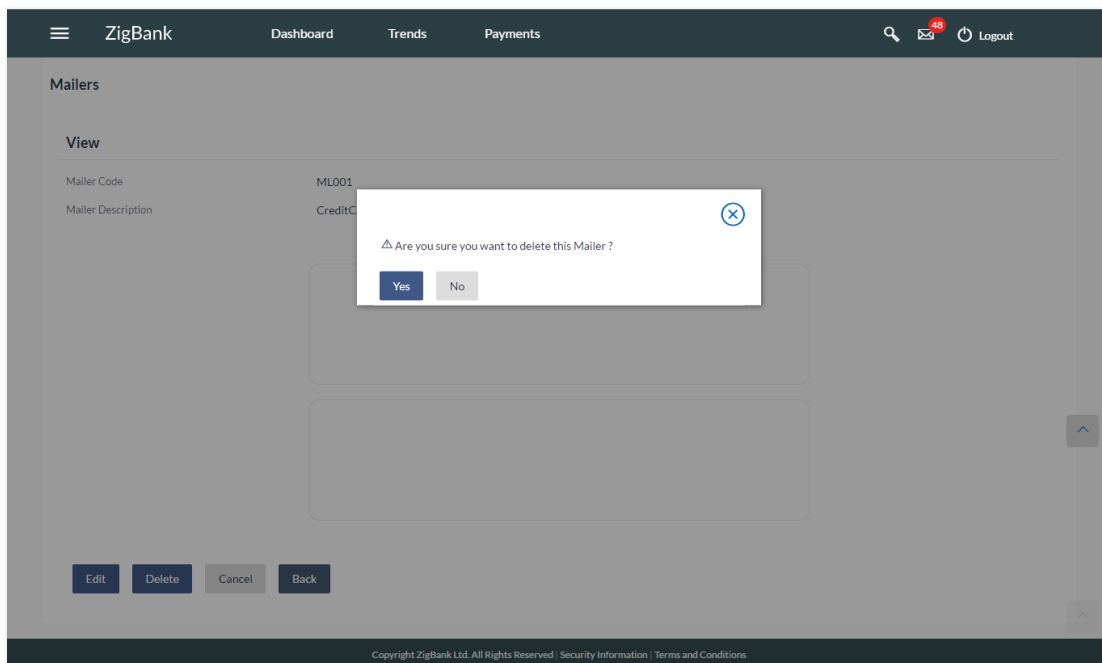
Using this option, the Bank Administrator can delete the mailer.

Note: This option is available only for Mailers, which have status as '**Scheduled**'.

To delete the mailer:

1. Enter the search criteria, click **Search**.
The search results appear on the **Mailers** screen.
2. In the **Mailer - Search Results** section, click the **Mailer Code** link of the record for which you want to view the details.
The search results appear on the **Mailers - View** screen appears.
3. Click **Delete**. The application prompt the bank administrator with a delete confirmation message with an option of **Yes / No**.

Mailers - Delete



4. Click **Yes** to continue.
OR
Click **No** to cancel the deletion process.
5. The screen with success message appears. Click **OK** to complete the transaction.

FAQs

1. Can I attach a file while creating a Mailer?

No, option to attach files is currently not supported.

2. Till which date I can see the mailers which are already sent to the customers?

You can view already sent mailers till the date, data is available in the system. This will be based on the Bank's purging policy.

3. Can I send mailers to specific customers?

Mailers can be sent to all the customers (Retail/corporate/Administrators) or to specific users by specifying the user ids or party ids.

4. Who will be the recipients of the mailers incase if mailers are targeted for specific party id/s?

The users to whom the party id is mapped as primary party will receive the mailers on scheduled date and time.

32. ATM / Branch Maintenance

ATM Branch Locator feature available to the bank customers enables the users to locate the bank's ATMs/ branches available within a specific radius of his current location.

For the customers, to fetch the relevant information related to ATMs and Branches, system administrator maintains the data at their local databases. The basic details of ATMs and Branches are fetched from the core banking application, which is further enriched and stored in local database. This is a one-time activity at the time of implementation. Subsequently, as and when branches and ATMs are added, or any details regarding them updated, the administrator performs the necessary updates to the bank database.

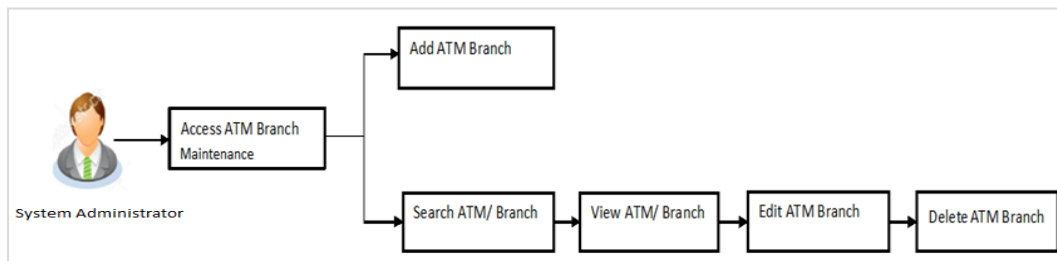
Using this option, the system administrator can search and view the ATM/ branch and its details (Fetched from Host) which include branch/ ATM id, branch name, address details, phone number, work timings and services offered by the bank. New ATM and branch details can also be manually added, viewed and edited.

The bank administrator can manually add new branch/ ATM details one by one, or add multiple branches / ATMs details simultaneously through file upload.

Pre-requisites

- User must have a valid Login credentials
- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.
- ATM and Branches are maintained in core banking application.

Workflow



Features Supported In Application

- Add ATM/ branches
- View ATM/ branches
- Edit ATM/ branches
- Delete ATM / branches

How to reach here:

Dashboard > ATM/ Branch Maintenance

32.1 ATM/ Branch Maintenance - Add

Using this option, system administrator can add ATM or branch details. Single ATM/ branch details can be added directly using the Add ATM/ branch Details screen. Multiple ATMs or branches can be added by uploading a File.

Adding ATM/ branches feature allows the bank administrator to:

- Add Single ATM/ Branches
- Add Multiple ATM/ Branches

To add an ATM/ Branch:

1. Navigate to the **ATM/Branch Maintenance** screen.

ATM/ Branch Maintenance

The screenshot shows the 'ATM/Branch Maintenance' screen in the ZigBank system. The header includes the ZigBank logo and navigation icons. The main form area contains the following fields and controls:

- Country:** A dropdown menu with 'INDIA' selected.
- City:** A text input field containing 'Mumbai'.
- ATM/Branch ID:** A text input field containing '541742639309456'.
- ATM/ Branch:** Two checkboxes, 'ATM' and 'Branch', both of which are checked.
- Buttons:** 'Search', 'Cancel', 'Clear', and 'Add'.

The footer of the screen contains the text: 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Country	Country to be selected for adding either the ATM or the branch details.
City	City in which either the ATM or the branch details is to be added.
ATM/ Branch ID	ATM or branch ID for adding either the ATM or the branch details.
ATM/ Branch	Select the box to add either ATM or branch or both.

2. From the **Country** list, select the country in which ATM/ Branch is to be added.
3. In the **City** field, enter the name of the city.
4. In the **ATM/ Branch ID** field, enter the ATM/ branch id.
5. To add ATM or/ and branch, select the check box (es).

6. Click **Add**.
The **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen appears.

ATM/ Branch Maintenance - Add Single ATM/ Branch Details

Field Description

Field Name	Description
Add ATM/ Branch Details	
Add New – ATM / Branch	Buttons to be selected for adding either the ATM or the branch details.

7. In the **Add New** field, click the appropriate button to add the ATM or branch details. The **ATM/ Branch Maintenance - Add Branch Details** screen with options to add single or multiple ATM/ Branch details appear.

ATM/ Branch Maintenance - Add ATM/ Branch Details

Field Description

Field Name	Description
Input Type	Options to add single or multiple ATM/ branch details. <ul style="list-style-type: none"> • Add Single ATM/ Branches • Add Multiple ATM/ Branches

8. In the **Input Type** field, click the appropriate option to add the single or multiple ATM/ branch details.
 - a. If you select **Single ATM/ Branches** option, the fields for adding the details appears on the **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen.

Add Single ATM/ Branches Details

Add ATM/Branch Details

Add New

Input Type
 Single Branch
 Multiple Branches via file upload (xml format only)

ATM/Branch ID: 5612121213

ATM/Branch Name: Demo Bank Goregaon

Coordinates: 19.155 Search Location
 72.856

Address Line 1: The Hub Mall

Address Line 2: Western Express Highway

Address Line 3: Goregaon (E)

Address Line 4:

City: Mumbai

Country: INDIA

Work Timings
 Mon To Fri days
 9.00 To 17.00 hrs
 Sat To Select days
 9.00 To 14.00 hrs

Additional Details

Phone Number: 02267903456

Alternate Phone Number: 02267903457

Services Offered
 Wealth branch Non-MetroATM Loan Servicing Branch Forex Branch
 Gold Loan Branch Touch Banking branch Lockers Enabled Branch MetroATM
 Cardless Cash Retail branch

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Field Description

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

Add ATM/ Branch Details

Add New – ATM / Branch	Buttons to be selected for adding either the ATM or the branch details.
-------------------------------	---

Field Name	Description
Input Type	Options to add single or multiple ATM/ branch details. <ul style="list-style-type: none"> • Single ATM/ Branch • Multiple ATMs/ Branches via file upload (.xml format only)
ATM/ Branch ID	Unique key to identify the ATM / branch.
ATM/ Branch Name	Name of the ATM / branch which is to be added.
Coordinates	<p>The location of the new ATM/ branch in term of latitude which is the angular distance, north or south of the equator (an imaginary circle around the Earth halfway between the North Pole and the South Pole).</p> <p>The location of the new ATM/ branch in term of longitude which is angular distance, east or west of the prime meridian (an imaginary line running from north to south through Greenwich, England).</p> <p>Click the Search Location link to auto populate the coordinates value.</p>
Address Line 1 - 4	The address of the ATM / branch that corresponds with the ATM / branch ID.
City	The city in which a branch or ATM of the bank is located.
Country	The country a branch or ATM of the bank is located.
Work Timings	<p>The operating hours of the branch</p> <p>This field appears if you click Branch button in the Add New field.</p>
Additional Details	<p>Additional details if any.</p> <p>This field appears if you click Branch button in the Add New field.</p>
Phone Number	<p>The phone number of the branch / ATM.</p> <p>This field appears if you click Branch button in the Add New field.</p>
Alternate Phone Number	<p>A contact number other than your main phone number, if you have any.</p> <p>This field appears if you click Branch button in the Add New field.</p>

Field Name	Description
Services Offered	<p>Services offered by the bank.</p> <p>Following services are offered if you click ATM button in the Add New field. (The information will be fetched based on the data maintained as Day 0).</p> <ul style="list-style-type: none"> • Non-Metro ATM • Metro ATM • Cardless Cash <p>Following services are offered if you click Branch button in the Add New field. (The information will be fetched based on the data maintained as Day 0).</p> <ul style="list-style-type: none"> • Wealth branch • Non-Metro ATM • Loan Servicing Branch • Forex Branch • Gold Loan Branch • Touch Banking Branch • Lockers Enabled Branch • MetroATM • Cardless Cash • Retail Branch

- b. In the **ATM/ Branch ID** field, enter the unique id for ATM/ branch.
- c. In the **ATM/ Branch Name** field, enter the name of the new ATM/ branch.
- d. In the **Coordinates** field, click the **Search Location** link to enter the location. The coordinate value appears in the field.
- e. In the **Address Line 1, 2** field, enter the address of the new ATM/ branch.
- f. In the **City** field, enter the city of the ATM/ branch.
- g. From the **Country** list, select the country of the new ATM/ branch.
- h. In the **Phone Number** field, enter the phone number of the bank branch.
- i. Click **Add** to add the ATM/ branch details.
OR
Click **Cancel** to cancel current transaction.
- j. The **Add ATM/ Branch Details - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
User is directed to the **Add ATM/ Branch Details** screen with values in editable form.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

- k. The success message of saving the ATM/ Branch maintenance appears along with the transaction reference number and status of the transaction.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.
9. In the **ATM/ Branch Maintenance - Add Branch Details** screen, if you select **Multiple ATM/ Branches** option, the **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen for uploading the files appears.

ATM/ Branch Maintenance - Add Multiple ATM/ Branch Details

Field Description

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

Add ATM/ Branch Details

Add New Buttons to be selected for adding either the ATM or the branch details.

Input Type Options to add single or multiple ATM/ branch details.

- Single ATM/ Branch
- Multiple ATM/ Branches

File Select the file to be uploaded.

10. In the **Input Type** field, click the appropriate option to add the single or multiple ATM/ branch option.
- If you select **Multiple ATM/ Branches** option, the fields for uploading file (specific file format is mentioned here – XML only) appears on the **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen.
 - In the **File** field, select the file to be uploaded.

- c. Click **Add** to add the ATM/ branch details.
OR
Click **Cancel** to cancel current transaction.
- d. The **Add ATM/ Branch Details - Review** screen appears post necessary validations.
Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
User is directed to the **Add ATM/ Branch Details** screen with values in editable form.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
- e. The success message of saving the ATM/ Branch maintenance appears along with the transaction reference number and status of the transaction.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

ATM file template example

```
<?xml version="1.0" encoding="UTF-8" standalone="true"?>
- <ATMs xmlns:ns4="http://enumeration.fc.ofss.com" xmlns:dtocommondomainframework="http://dto.common.domain.framework.fc.ofss.com"
  xmlns:validationdtoapp="http://validation.dto.app.fc.ofss.com" xmlns:datatype="http://datatype.fc.ofss.com">
  - <ATM>
    - <coordinates>
      <latitude>19.1547995</latitude>
      <longitude>72.8562558</longitude>
    </coordinates>
    <ID>DBA090</ID>
    <name>Demo Bank Branch1</name>
    - <PostalAddress>
      <datatype:city>Mumbai</datatype:city>
      <datatype:country>INDIA</datatype:country>
      <datatype:line1>Line1</datatype:line1>
      <datatype:line2>Line2</datatype:line2>
    </PostalAddress>
    - <Services>
      <id>3</id>
      <name>MetroATM</name>
    </Services>
    - <Services>
      <id>2</id>
      <name>Cardless Cash Withdrawal</name>
    </Services>
    <type>ATM</type>
  </ATM>
  - <ATM>
    - <coordinates>
      <latitude>19.16</latitude>
      <longitude>72.86</longitude>
    </coordinates>
    <ID>DBA091</ID>
    <name>Demo Bank Branch2</name>
    - <PostalAddress>
      <datatype:city>Nagpur</datatype:city>
      <datatype:country>INDIA</datatype:country>
      <datatype:line1>Line1</datatype:line1>
      <datatype:line2>Line2</datatype:line2>
    </PostalAddress>
    - <Services>
      <id>5</id>
      <name>Non-MetroATM</name>
    </Services>
    - <Services>
      <id>2</id>
      <name>Cardless Cash Withdrawal</name>
    </Services>
    <type>ATM</type>
  </ATM>
</ATMs>
```

Output

```
19.1547995 72.8562558 DBA090 Demo Bank Branch1 Mumbai INDIA Line1 Line2 3 MetroATM 2 Cardless Cash Withdrawal ATM 19.16 72.86 DBA091 Demo Bank Branch2 Nagpur INDIA Line1 Line2 5
Non-MetroATM 2 Cardless Cash Withdrawal ATM
```

Branch file template example


```

<?xml version="1.0" encoding="UTF-8" standalone="true"?>
- <Branches xmlns:ns4="http://enumeration.fc.ofss.com" xmlns:dtocommondomainframework="http://dto.common.domain.framework.fc.ofss.com"
  xmlns:validationdtoapp="http://validation.dto.app.fc.ofss.com" xmlns:datatype="http://datatype.fc.ofss.com">
  - <Branch>
    - <coordinates>
      <latitude>19.1547995</latitude>
      <longitude>72.8562558</longitude>
    </coordinates>
    <ID>DBR001</ID>
    <name>Demo Bank Branch1</name>
    - <PostalAddress>
      <datatype:city>Mumbai</datatype:city>
      <datatype:country>INDIA</datatype:country>
      <datatype:line1>Hub Mall</datatype:line1>
      <datatype:line2>Goregaon</datatype:line2>
    </PostalAddress>
    - <Services>
      <id>4</id>
      <name>Wealth branch</name>
    </Services>
    - <Services>
      <id>6</id>
      <name>Loan Servicing Branch</name>
    </Services>
    <type>BRANCH</type>
    - <phone>
      <number>088787876</number>
    </phone>
    - <phone>
      <number>67867665</number>
    </phone>
    <workDays>Monday-Friday</workDays>
    <workDays>Saturday</workDays>
    <Timings>09.00-17:00</Timings>
    <Timings>10.00-15:00</Timings>
  </Branch>
  - <Branch>
    - <coordinates>
      <latitude>19.1738080</latitude>
      <longitude>72.8605943</longitude>
    </coordinates>
    <ID>DBR002</ID>
    <name>Demo Bank Branch2</name>
    - <PostalAddress>
      <datatype:city>Mumbai</datatype:city>
      <datatype:country>INDIA</datatype:country>
      <datatype:line1>Oberoi</datatype:line1>
      <datatype:line2>Goregaon</datatype:line2>
    </PostalAddress>
    - <Services>
      <id>1</id>
      <name>Retail branch</name>
    </Services>
    - <Services>
      <id>6</id>
      <name>Loan Servicing Branch</name>
    </Services>
    <type>BRANCH</type>
    - <phone>
      <number>088787876</number>
    </phone>
    - <phone>
      <number>67867665</number>
    </phone>
    <workDays>Monday-Friday</workDays>
    <workDays>Saturday</workDays>
    <Timings>09.00-17:00</Timings>
    <Timings>10.00-15:00</Timings>
  </Branch>
</Branches>

```

Output

```

19.1547995 72.8562558 DBR001 Demo Bank Branch1 Mumbai INDIA Hub Mall Goregaon 4 Wealth branch 6 Loan Servicing Branch BRANCH 088787876 67867665 Monday-Friday Saturday 09.00-17:00
10.00-15:00 19.1738080 72.8605943 DBR002 Demo Bank Branch2 Mumbai INDIA Oberoi Goregaon 1 Retail branch 6 Loan Servicing Branch BRANCH 088787876 67867665 Monday-Friday Saturday
09.00-17:00 10.00-15:00

```

32.2 ATM/ Branch Maintenance - Search

Using this option, system administrator can search for particular ATM/ Branch based on search parameters. The search results display a list of ATM/ Branch corresponding to the search inputs.

If the search parameters are not specified, records of all the limits maintained in the application are displayed.

To search the ATM/ branch:

1. Click **Search**. The **ATM/ Branch Maintenance** screen with search results appears based on the searched criteria.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.

ATM/ Branch Maintenance - Search

The screenshot displays the ZigBank 'ATM/Branch Maintenance' search interface. At the top, there's a navigation bar with the ZigBank logo and a 'Logout' button. The main content area is titled 'ATM/Branch Maintenance' and contains a search form. The form has three input fields: 'Country' (a dropdown menu), 'City' (a text input), and 'ATM/Branch ID' (a text input). Below these fields are three buttons: 'Search', 'Cancel', and 'Clear'. There are also two checkboxes: 'ATM' and 'Branch', both of which are checked. To the right of the form is a blue 'Add' button. Below the form is a table with two columns: 'ATM/Branch ID' and 'Address'. The table lists several records, including DB00007 (24, Vittal Mallya Rd, Shanthala Nagar, Bengaluru, ANDORRA), DBA005 (Vanrai, Goregaon, Mumbai, INDIA), DB00020 (17 Road, Gaccibowli, Telangana, INDIA), DBA007 (Marine Lines, Marine Lines, Mumbai, INDIA), DBA002 (Oberoi, Goregaon, Mumbai, INDIA), DBA009 (BandStand, Bandra, Mumbai, INDIA), DBA004 (Royal Palms, Goregaon, Mumbai, INDIA), DBA006 (Colaba, Goregaon, Mumbai, INDIA), DBA008 (Churchgate, Churchgate, Mumbai, INDIA), and DBA003 (Nirlon, Goregaon, Mumbai, INDIA). At the bottom of the table, there is a pagination bar showing 'Page 1 of 49 (1-10 of 483 items)' and navigation arrows.

Field Description

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

Country	Select the country in which you want to locate a branch or ATM of the bank.
----------------	---

City	Select the city in which you want to locate a branch or ATM of the bank
-------------	---

ATM/ Branch ID	Unique key to identify the ATM / Branch. Specify valid Branch / ATM ID maintained in the system.
-----------------------	--

ATM/ Branch	Select if the search is for a branch or ATM.
--------------------	--

- View the search results. Click the **ATM/ Branch ID** link of the record for which you want to view the details. The **ATM/ Branch Maintenance - View** screen appears.

ATM/ Branch Maintenance - View

View

Branch ID	DB00020
Branch Name	Demo Bank Gacchibowli
Latitude	17.4400802
Longitude	78.3489168
Address Line 1	17 Road
Address Line 2	Gacchibowli
Address Line 3	Telangana
Address Line 4	
City	Telangana
Country	INDIA
Work Timings	Mon - Fri : 8.00-20.00 Sat : 10.00-16.00
Additional Details	
Phone Number	02278989089, undefined
Services Offered	<input checked="" type="checkbox"/> Wealth branch <input type="checkbox"/> Loan Servicing Branch <input type="checkbox"/> Forex Branch <input type="checkbox"/> Gold Loan Branch <input type="checkbox"/> Touch Banking branch <input type="checkbox"/> Lockers Enabled Branch <input checked="" type="checkbox"/> Retail branch

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Field Description

Field Name	Description
ATM/ Branch ID	Unique key to identify the ATM / branch.
ATM/ Branch Name	Name of the ATM / branch.
Latitude	The location of the new ATM/ branch in term of latitude which is the angular distance, north or south of the equator (an imaginary circle around the Earth halfway between the North Pole and the South Pole).
Longitude	The location of the new ATM/ branch in term of longitude which is angular distance, east or west of the prime meridian (an imaginary line running from north to south through Greenwich, England).
Address Line 1 - 4	The address of the ATM / branch that corresponds with the ATM / branch ID.
City	The city of the ATM / branch that corresponds with the ATM / branch ID.
Country	The country of the ATM / branch.

Field Name	Description
Work Timings	The operating hours of the branch / ATM. This field appears if you are viewing the details of a Branch of the bank .
Additional Details	Additional details if any. This field appears if you are viewing the details of a Branch of the bank .
Phone Number	The phone number of the branch / ATM. This field appears if you are viewing the details of a Branch of the bank .
Services Offered	The services offered by the bank branch / ATM.

3. Click **Edit** to edit the ATM/ branch details.
OR
Click **Delete** to delete the ATM/ branch details.
OR
Click **Cancel** to cancel the transaction.

32.3 ATM/ Branch Maintenance - Edit

Using this option, system administrator can update or edit an ATM/ branch details.

To edit an ATM/ branch details:

1. In the **ATM/ Branch Maintenance** screen, click **Search**. The **ATM/ Branch Maintenance** screen with search results appears based on the search criteria.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.
2. Click the **ATM/ Branch ID** link of the record for which you want to view the details. The **ATM/ Branch Maintenance - View** screen appears.
3. Click **Edit** to edit the ATM/ branch details. The **ATM/ Branch Maintenance - Edit** screen appears.

ATM/ Branch Maintenance - Edit

Edit

Branch ID: DB00020

Branch Name: Demo Bank Gacchibowli

Coordinates: 17.440, 78.349 [Search Location](#)

Address Line 1: 17 Road

Address Line 2: Gacchibowli

Address Line 3: Telangana

Address Line 4:

City: Telangana

Country: INDIA

Work Timings: Sun to Sun days
8.00 to 20.00 hrs

Additional Details:

Phone Number: 02278989089

Alternate Phone Number: undefined

Services Offered:

- Wealth branch
- Loan Servicing Branch
- Forex Branch
- Gold Loan Branch
- Touch Banking branch
- Lockers Enabled Branch
- Retail branch

[Save](#) [Cancel](#)

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Field Description

Field Name Description

ATM/ Branch ID Unique key to identify the ATM / branch.
This field is not editable.

ATM/ Branch Name Name of the ATM / branch which is to be edited.

Latitude The location of the new ATM/ branch in term of latitude which is the angular distance, north or south of the equator (an imaginary circle around the Earth halfway between the North Pole and the South Pole).

Field Name	Description
Longitude	The location of the new ATM/ branch in term of longitude which is angular distance, east or west of the prime meridian (an imaginary line running from north to south through Greenwich, England).
Address Line 1 - 4	The address of the ATM / branch that corresponds with the ATM / branch ID.
City	The city of the ATM / branch that corresponds with the ATM / branch ID.
Country	The country of the ATM / branch.
Work Timings	The operating hours of the branch / ATM. This field is only applicable when the user is editing details of the Branch .
Additional Details	Additional details if any. This field appears if you are viewing the details of a Branch of the bank .
Phone Number	The phone number of the branch / ATM. This field is only applicable when the user is editing details of the Branch .
Services Offered	The services offered by the bank branch/ ATM.

4. In the **ATM/ Branch Name** field, edit the name of the new ATM/ branch if required.
5. In the **Coordinates** field, click the **Search Location** link to enter the location. The coordinate value appears in the field. Modify, if required.
6. In the **Address Line 1, 2** field, edit the address of the new ATM/ branch if required.
7. In the **City** field, edit the city of the ATM/ branch (if required).
8. From the **Country** list, select the country of the new ATM/ branch.
9. In the **Phone Number** field, edit the phone number of the bank branch if required.
10. Click **Save** to update the ATM/ branch details.
OR
Click **Cancel** to cancel current transaction.
11. The **Edit ATM/ Branch Details - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Edit** to make changes if any.
User is directed to the **Edit ATM/ Branch Details** screen with values in editable form.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
12. The success message of saving the ATM/ Branch maintenance appears along with the transaction reference number and status of the transaction.
Click **OK** to complete the transaction and navigate back to 'Dashboard' screen.

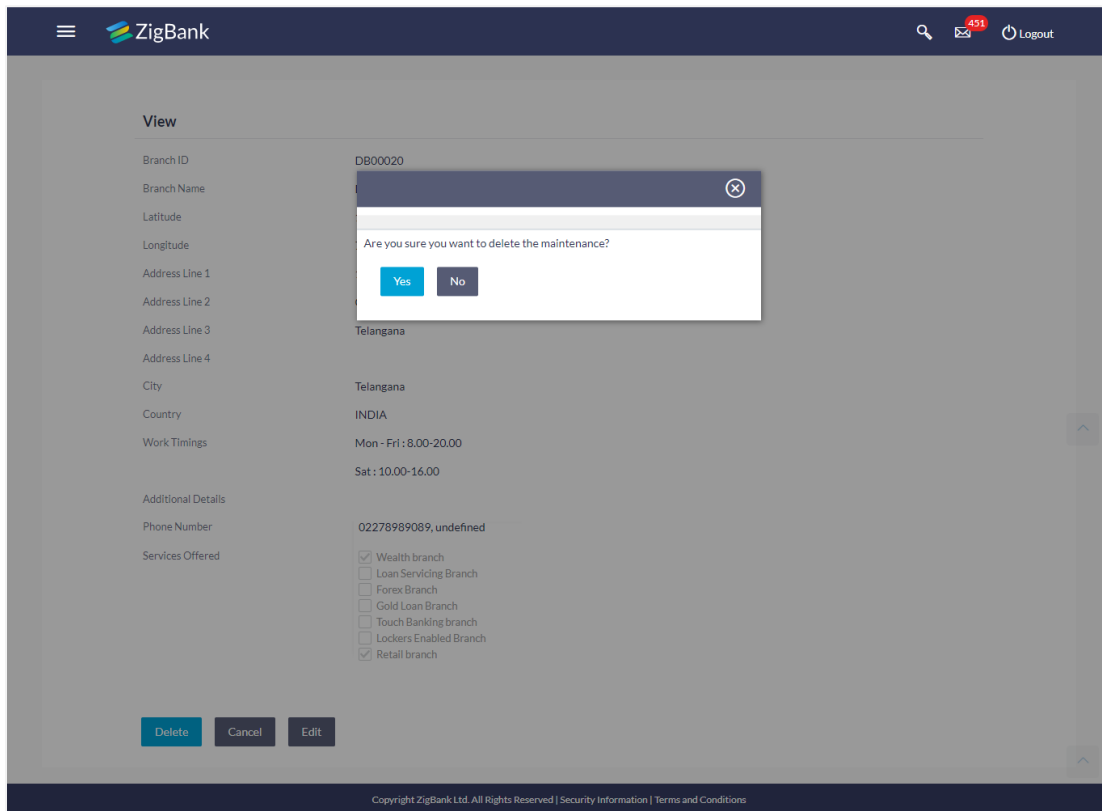
32.4 ATM/ Branch Maintenance - Delete

The system administrator can delete the ATM and branch details.

To delete ATM/ branch details:

1. In the **ATM/ Branch Maintenance** screen, click **Search**. The **ATM/ Branch Maintenance** screen with search results appears based on the search criteria.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.
2. Click the **ATM/ Branch ID** link of the record for which you want to view the details. The **ATM/ Branch Maintenance - View** screen appears.
3. Click **Delete** to delete the ATM/ branch details.
The application will prompt the administrator with a deletion message with an option of Yes / No.

ATM/ Branch Maintenance - Delete



4. Click **Yes** to delete ATM / Branch. It will navigate to confirmation page with a success message and the status.
OR
Click **No** if you do not wish to delete the ATM / Branch.
5. Click **OK** to complete the transaction.

FAQs

1. In which format I can upload a file with ATM and Branch details?

You can upload a file in xml format to add new branches and ATMs.

2. Do I need to remember the latitude and longitude while updating single ATM/Branch?

No, you may search the location. Based on the location selected latitude and longitude data will be auto fetched and shown on the screen.

3. Can I edit the address and other details of already saved ATM/Branch?

Yes, an option to edit the information of already saved ATM/Branches is provided.

33. Authentication

Passwords are the most common form of authentication used in the world today. But unfortunately, passwords are one of the least secure forms of authentication—commonly forgotten and easily compromised. Two-factor authentication (2FA) adds an extra layer of security by requiring users to use two different authentication factors to verify their identity.

The two step verification or 2 Factor Authentication is an extra layer of security that is known as "multi factor authentication" that requires not only a password and username but also something that only, and only, that user has on them e.g. tokens, OTP etc. Using a Two Factor Authentication process can help to lower the number of cases of identity theft on the Internet, as well as phishing via email. For security reason authentication is used by user (Retail/ Corporate) while performing transactions through internet channel.

The 2F Authentication requires two different kinds of evidence before executing transaction successfully. This option enables the system administrator to maintain authentication pattern for each transaction of a specific user segment.

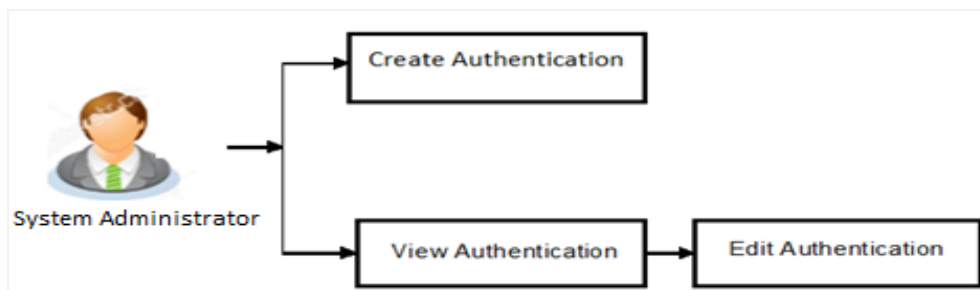
The types of 2 factor authentication used are as follows:

- Security Question
- Soft Token
- One Time Password (OTP)

Pre-requisites

- User must have a valid Login credentials
- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.

Workflow



Features Supported In Application

The following options are available as part of this maintenance:

- View Authentication
- Edit Authentication
- Create Authentication

How to reach here:

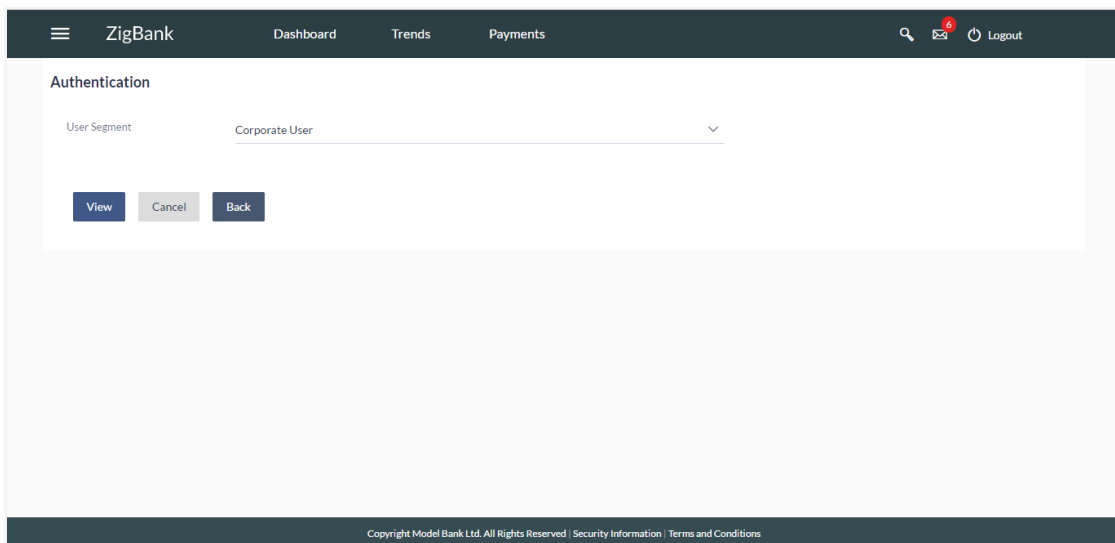
Administration Dashboard > Authentication

33.1 Authentication - View

System displays the existing maintenance available for selected user segment (Retail/Corporate).

To view the authentication setup for user segment:

1. From the **User Segment** list, select the appropriate user segment.

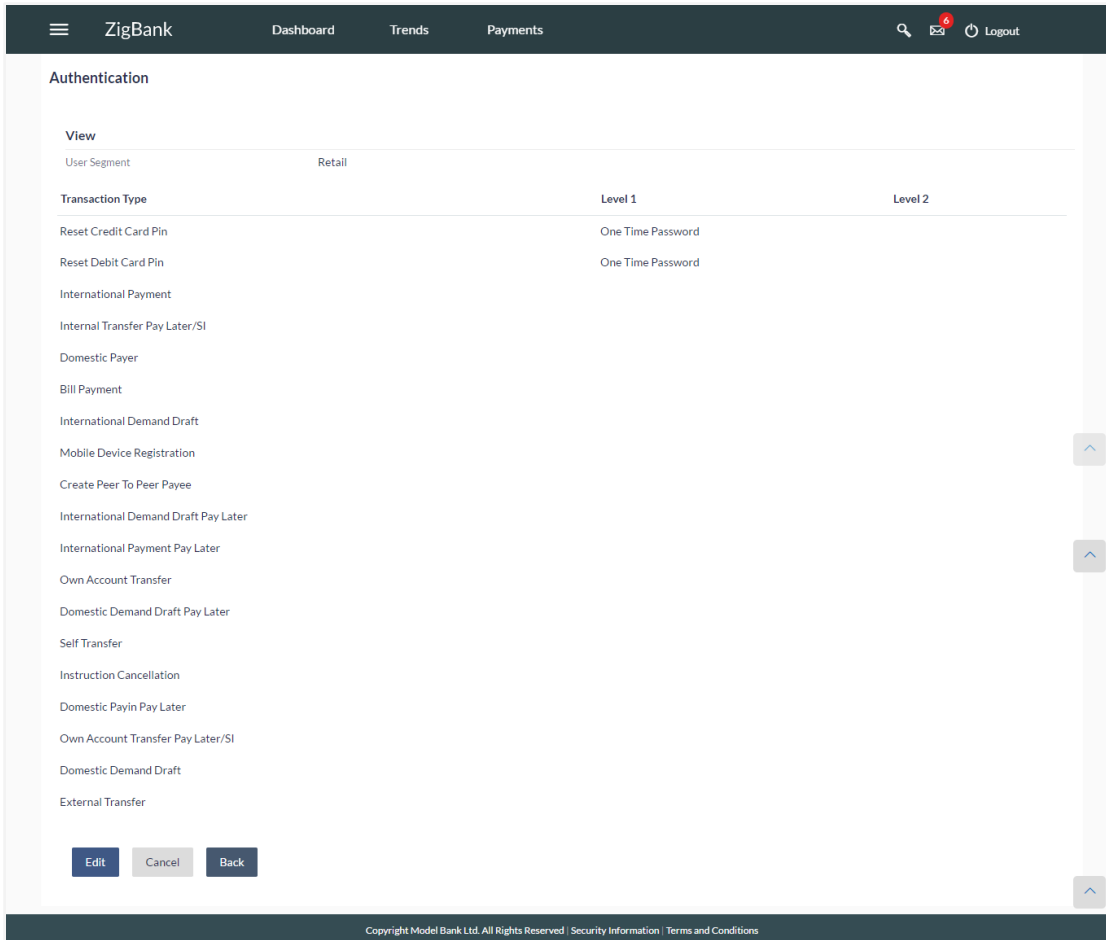
Authentication Setup**Field Description**

Field Name	Description
User Segments	The user segments maintained by the Bank. The options are: <ul style="list-style-type: none"> • Retail User • Corporate User

2. Click **Cancel** to cancel the transaction.
OR
Click **Back** to go back to Dashboard.
OR
Click **View** to view the 2FA maintained for the user segment. The **Authentication - View** screen appears.

Note: If the existing maintenance is not available for selected user segment, message will be displayed "2 Factor Authentication for this user segment has not been set up yet" with the **Set up now** button which launches the screen to maintain 2 Factor Authentication.

Authentication Setup- View



Field Description

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

View

User Segment View the user segment for which the 2 Factor Authentication is set-up.

Transactions

Transaction Type The transaction type for which the 2 Factor Authentication is set-up.

Field Name	Description
Level 1	View the first one (Security Questions, One Time Password or Soft Token) from two levels of authentication set for the transaction type.
Number of Question	Number of security questions to be asked at level 1 authentication. This field appears only if the Security Question option is selected in the Authentication .
Level 2	View the second one (Security Questions, One Time Password or Soft Token) from the 2 levels of authentication set for the transaction type. Note: The 1st and 2nd level of authentication are not the same viz., Security Question cannot be set-up as both Level 1 & Level 2 Approval.
Number of Question	Number of security questions to be asked at level 2 authentication. This field appears only if the Security Question option is selected in the Authentication .

3. Click **Cancel** to cancel the transaction.
OR
Click **Back** to go back to previous screen.
OR
Click **Edit** to update the details. An editable screen appears.

33.2 Authentication - Edit

System Administrator can modify existing authentication maintenance.

To edit the authentication setup:

1. From the **User Segment** list, select the appropriate user segment.
2. Click **View** to view the 2 Factor Authentications maintained for the user segment. The **Authentication - View** screen appears.
3. Click **Edit**. The **Authentication – Edit** screen with values in editable form screen appears.

Authentication - Edit

ZigBank
Dashboard Trends Payments
Logout

Authentication

Edit

User Segment: Retail

Transaction Type	Level 1	Level 2
Reset Credit Card Pin	One Time Password	Security Question No of Security Questions: _____
Reset Debit Card Pin	One Time Password	None
International Payment	None	None
Internal Transfer Pay Later/SI	None	None
Domestic Payer	None	None
Bill Payment	None	None
International Demand Draft	None	None
Mobile Device Registration	None	None
Create Peer To Peer Payee	None	None
International Demand Draft Pay Later	None	None
International Payment Pay Later	None	None
Own Account Transfer	None	None
Domestic Demand Draft Pay Later	None	None
Self Transfer	None	None
Instruction Cancellation	None	None
Domestic Payin Pay Later	None	None
Own Account Transfer Pay Later/SI	None	None
Domestic Demand Draft	None	None
External Transfer	None	None

Apply to all

Save
Cancel
Back

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Field Description

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

Edit

User Segment View the user segment for which the 2 Factor Authentication is set-up.

Transactions

Transaction Type The transaction type for which the 2 Factor Authentication is set-up.

Level 1 The first one from the 2 levels of authentication set for the transaction type.

The options are:

- None
- Security Question
- One Time Password
- Soft Token

Number of Question Number of security questions to be asked at level 1 authentication. This field appears only if the **Security Question** option is selected in the **Authentication**.

Level 2 The second one from the 2 levels of authentication set for the transaction type.

The options are:

- None
- Security Question
- One Time Password
- Soft Token

Note: The 1st and 2nd level of authentication are not the same viz., Security Question cannot be set-up as both Level 1 & Level 2 Approval.

Number of Question Number of security questions to be asked at level 2 authentication. This field appears only if the **Security Question** option is selected in the **Authentication**.

4. In **Transactions** section, in **Level 1** of authentication select the appropriate option.
 - a. If user selects **Security Question** option:
 - i. In the **Number of questions** field enter the maximum number of security questions to be asked.
5. In **Transactions** section, in **Level 2** of authentication select the appropriate option.

- a. If user selects **Security Question** option:
 - i. In the **Number of questions** field enter the maximum number of security questions to be asked.

Note: Click **Apply to all** to apply the same kind of level 1 & level 2 authentication for all transaction types.

6. Click **Save** to save the changes made.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
7. The **Authentication Edit – Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The **Authentication – Edit** screen with values in editable form screen appears.
OR
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.
The success message of Authentication setup appears along with the transaction reference number.
Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

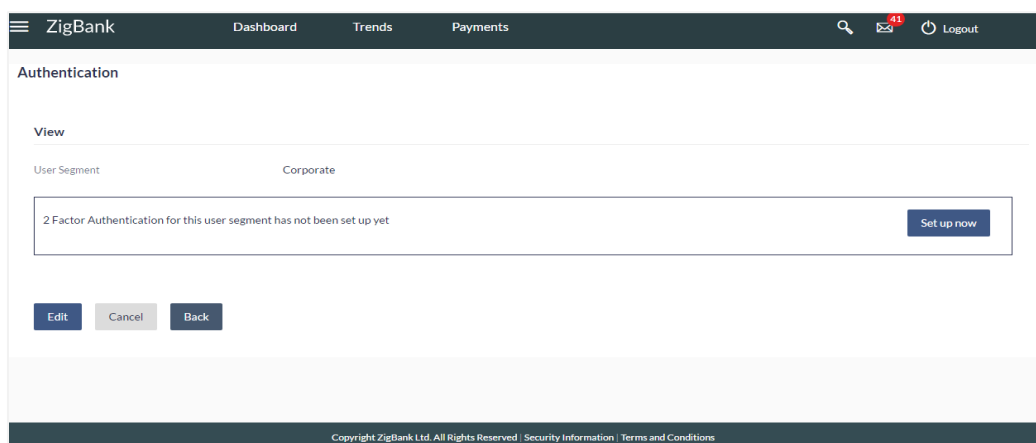
33.3 Authentication - Create

System Administrator can create authentication maintenance.

To create the authentication setup for user segment:

1. From the **User Segment** list, select the appropriate user segment.

Authentication Setup



Field Description

Field Name	Description
User Segment	<p>The user segments maintained by the Bank.</p> <p>The options are:</p> <ul style="list-style-type: none"> •Retail User •Corporate User

2. Click **Cancel** to cancel the transaction.
OR
Click **View** to view the 2 Factor Authentications maintained for the user segment. The **Authentication - View** screen appears.

Note: If the existing maintenance is not available for selected user segment, message will be displayed "Authentication for this user segment has not been set up yet".

3. Click **Set up now** to create new 2Factor Authentication. The Authentication - Create screen appears.

Authentication - Create

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🔌 Logout

Create

User Segment: Corporate

Transaction Type	Level 1	Level 2
International Payment	One Time Password	Security Question No of Security Questions: 2
Internal Transfer Pay Later/SI	None	None
Domestic Payer	None	None
International Demand Draft	None	None
Mobile Device Registration	None	None
Create Peer To Peer Payee	None	None
International Demand Draft Pay Later	None	None
International Payment Pay Later	None	None
Self Transfer	One Time Password	Security Question No of Security Questions: 1
Instruction Cancellation	None	None
Perform Action	None	None
Domestic Payin Pay Later	One Time Password	None
Reset Credit Card Pin	None	None
Own Account Transfer Pay Later/SI	None	None
External Transfer	None	None

Apply to all

Save
Cancel
Back

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Field Description

Field Name	Description
Create	
User Segment	The user segment for which the 2 Factor Authentication is set-up from: <ul style="list-style-type: none"> • Retail User • Corporate User
Transactions	
Transactions	The transaction type for which the 2 Factor Authentication is set-up.
Level 1	The first one from the 2 levels of authentication set for the transaction type. The options are: <ul style="list-style-type: none"> •None •Security Question •(One Time Password)OTP •Soft Token
Number of Question	Number of security questions to be asked at level 1 authentication. This field appears only if the Security Question option is selected in the Authentication .
Level 2	The second one from the 2 levels of authentication set for the transaction type. The options are: <ul style="list-style-type: none"> •None •Security Question •One Time Password(OTP) •Soft Token <hr/> <p>Note: The 1st and 2nd level of authentication are not the same viz., Security Question cannot be set-up as both Level 1 & Level 2 Approval.</p> <hr/>
Number of Question	Number of security questions to be asked at level 2 authentication. This field appears only if the Security Question option is selected in the Authentication .

4. In **Transactions** section, in **Level 1** of authentication select the appropriate option.
 - a. If user selects **Security Question** option:

- i. In the **Number of questions** field enter the maximum number of security questions to be asked.
5. In **Transactions** section, in **Level 2** of authentication select the appropriate option.
 - a. If user selects **Security Question** option:
 - i. In the **Number of questions** field enter the maximum number of security questions to be asked.

Note: Click **Apply to all** to apply the same kind of level 1 & level 2 authentications for all transaction types.

6. Click **Save** to save the changes made.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back tom previous screen.
7. The **Authentication Create– Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The **Authentication – Edit** screen with values in editable form appears.
OR
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.
The success message of Authentication setup appears along with the transaction reference number.
Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

FAQs

1. Can I also set the 2Factor Authentication for transaction approval?

You don't have to set up separate 2 Factor Authentication for transaction approval. The 2 Factor Authentication set for transaction initiation will also applied for transaction approval as well.

2. When the changes made in authentication maintenance will be applied?

Changes made in the authentication maintenance will be effective from an immediate effect. This will be applied to new transactions initiated or approved post the changes are effective.

3. Is it mandatory to set authentication method at both the levels?

No, you may set 1 level authentication for specific transaction. This can be achieved by selecting specific authentication method at level 1 and by specifying 'None' option at level 2.

4. Can I set 'No additional authentication required' for specific transaction?

Yes, this can be achieved by selecting 'None' option at level1 and level 2. No additional authentication is required for transaction initiation and approval if both levels are set as 'None'.

5. Where can I define which security questions to be asked to the users?

A separate maintenance 'Manage Security Questions' is available to set the up the questions which are to be asked to the users as a part of authentication process.

34. Manage Security Questions

Application allows the system administrator user to set up security questions, which will then be used as another layer of security (Over & above the Login credentials), before a user (Retail/ Corporate/ Administrator) can complete transactions through the internet channel.

Through the Manage Security Questions functionality, the administrator user can create and modify security questions. He / She can add the security questions, if required.

Features Supported In Application

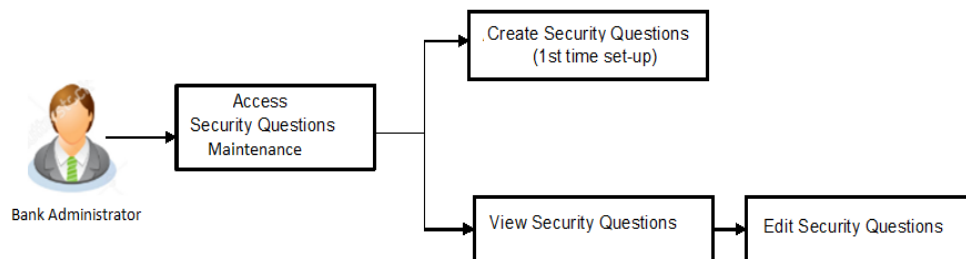
The following options are available to the administrator user as part of this maintenance:

- View Security Questions
- Edit Security Questions (Add new)
- Create Security Questions

Pre-requisites

- User must have a valid Login credentials
- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.

Workflow



How to reach here:

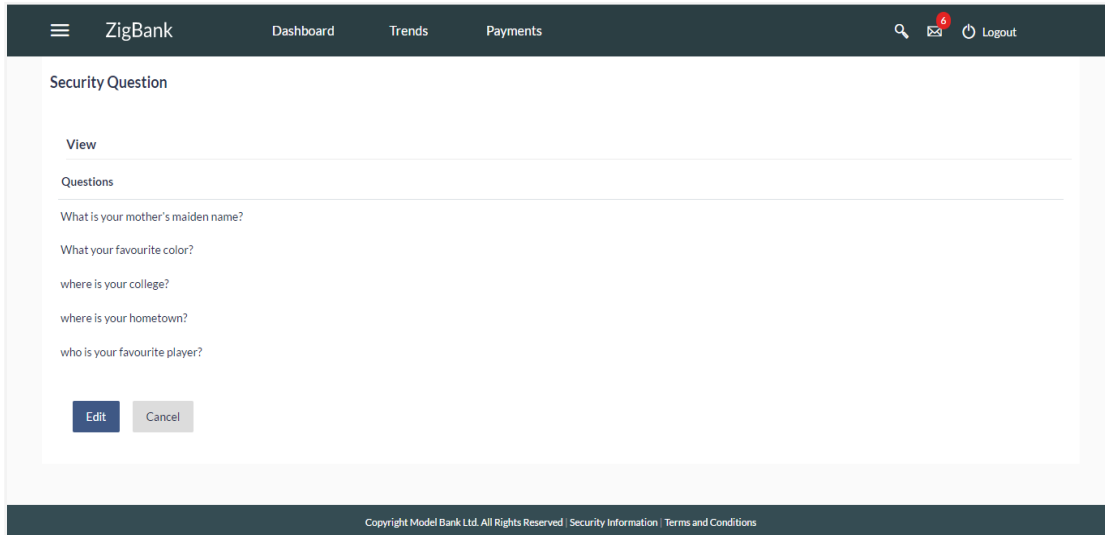
Administration Dashboard > Manage Security Questions

34.1 View Security Questions

System displays the existing security questions, for the Admin user to view.

To view the existing security questions maintenance:

Manage Security Questions- View



Field Description

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

View	
-------------	--

Questions	
------------------	--

This section displays the security question set.

Questions	The list of security questions set for users, as an added layer of security.
------------------	--

Note: If the first-time maintenance is not already done, a message will be displayed "Security Questions has not been set up yet". With a button alongside – 'Set up now'

1. Click **Cancel** to cancel the transaction.
OR
Click **Back** to go back to previous screen.
OR
Click **Edit** to update the set of security questions. An editable screen appears.

34.2 Manage Security Questions - Edit

System Administrator can modify existing maintenance for security questions.

To edit the security questions set:

1. Click **View** to view the security questions already set. The **Manage Security Questions - View** screen appears.
2. Click **Edit**. The **Manage Security Questions – Edit** screen with values in editable form screen appears.

Manage Security Questions - Edit

The screenshot shows the 'Manage Security Questions - Edit' interface. At the top, there is a dark blue header with the ZigBank logo and navigation icons. Below the header, the main content area is titled 'Security Question' and contains an 'Edit' section. Under 'Edit', there is a 'Questions' section with a list of questions: 'Who is your favorite player?', 'What is your favorite color?', 'In Which year you were born?', 'What is the name of your first school?', 'which is your favorite browser?', 'Added new test question?', 'What is your nickname', 'What was your favorite place to visit as a child?', 'What is your favorite movie?', and 'What is the name of your first grade teacher?'. Each question has a trash icon to its right. Below the list is an 'Add More' button. At the bottom of the form, there are 'Save', 'Cancel', and 'Back' buttons. A footer at the bottom of the screen reads 'Copyright ZigBank Ltd. All Rights Reserved | Security Information | Terms and Conditions'.

Field Description

Field Name

Description


Edit

Questions

This section displays the security questions.

Questions

The list of security questions.

3. Click  adjacent to question to delete the particular question.
OR
Click **Add More** to add more security questions.
 - a. Type the new question to be added in the set.

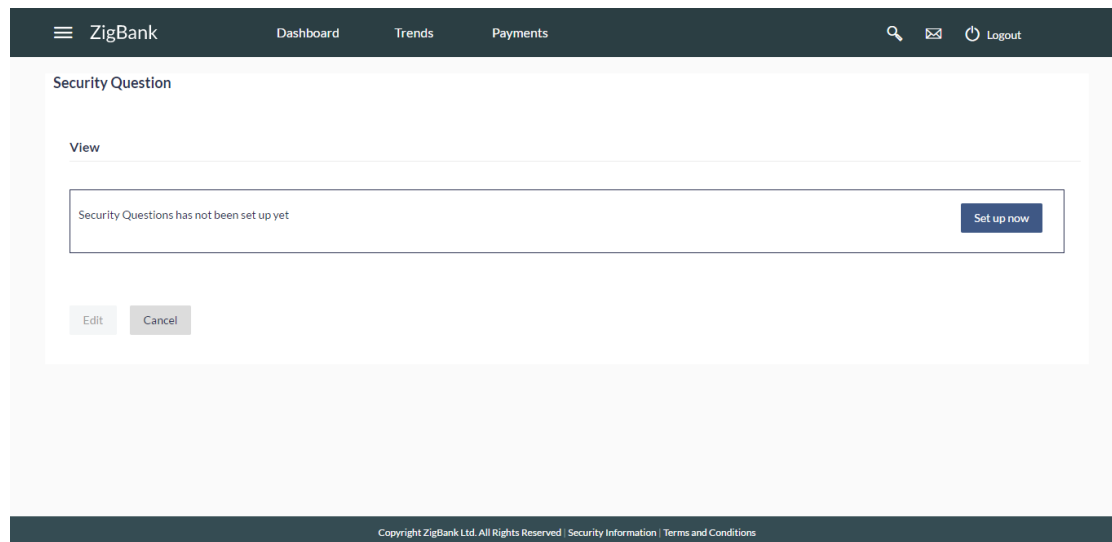
4. Click **Save** to save the changes made.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
5. The **Manage Security Questions – Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The **Manage Security Questions – Edit** screen with values in editable form screen appears.
OR
Click **Back** to go back to previous screen.
The success message of security question setup appears along with the transaction reference number.
Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

34.3 Manage Security Questions - Create

As a part of first-time maintenance of Security Questions, the system administrator can set-up security questions.

To set security questions:

Manage Security Question Setup



Note: Since the security question maintenance is not available, message will be displayed "Security Questions have not been set up yet". Alongside a button – "Set up now"


1. Click **Set up now** to set-up security questions. The **Manage Security Questions - Create** screen appears.

Manage Security Questions - Create

Field Description

Field Name	Description
Create	
Questions	
Questions	The list of security questions

2. Type the security question to be added.

Note: Click  adjacent to question to delete the particular question.

3. Click **Add More** to add more security questions.
 - a. Type the new question to be added in the set.
4. Click **Save** to save the changes made.
OR
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.
OR
Click **Back** to go back tom previous screen.
5. The **Manage Security Questions – Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The **Manage Security Questions – Edit** screen with values in editable form screen appears.
OR
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.
The success message of security question setup appears along with the transaction reference number.
Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

FAQs

1. Can I delete the existing security questions?

No, you can add more questions, but cannot delete the existing questions.

35. Product Mapping

Product mapping feature allows the system administrator to map products with the channel. The business users able to access accounts related to the products mapped to the channel.

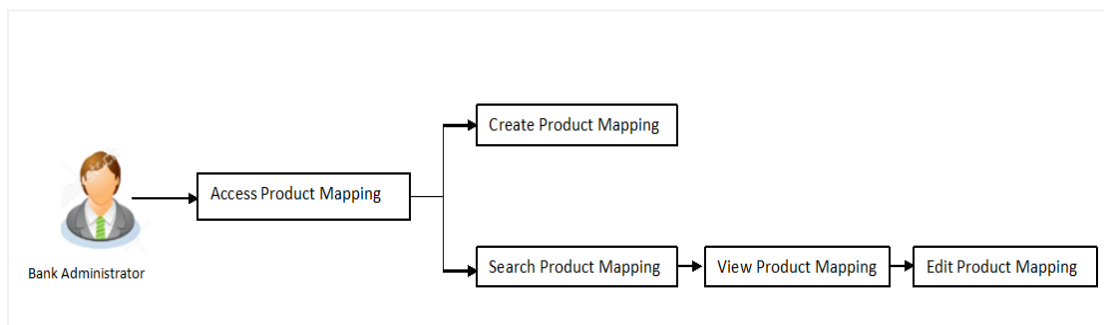
The system administrator is allowed to register the banks products to be made available to bank users for opening further accounts. This option is currently enabled for Term Deposits.

For example, A customer can open a term deposit under a specific product, only when that particular product has been mapped using this functionality. Products which are not mapped, will not be made available (for opening accounts) to a channel user. This will be a part of Day 0 setup.

Pre-Requisites

- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.
- Necessary products are maintained in core banking application.

Workflow



Features Supported In Application

The Mailers module supports following features:

- View Product Mapping
- Edit Product Mapping
- Create Product Mapping

How to reach here:

Dashboard > Product Mapping

35.1 Product Mapping - View

Using this option, bank administrators can view the list of products mapped to the product module. The Bank Administrator can view the mapping details by clicking the User Segments link.

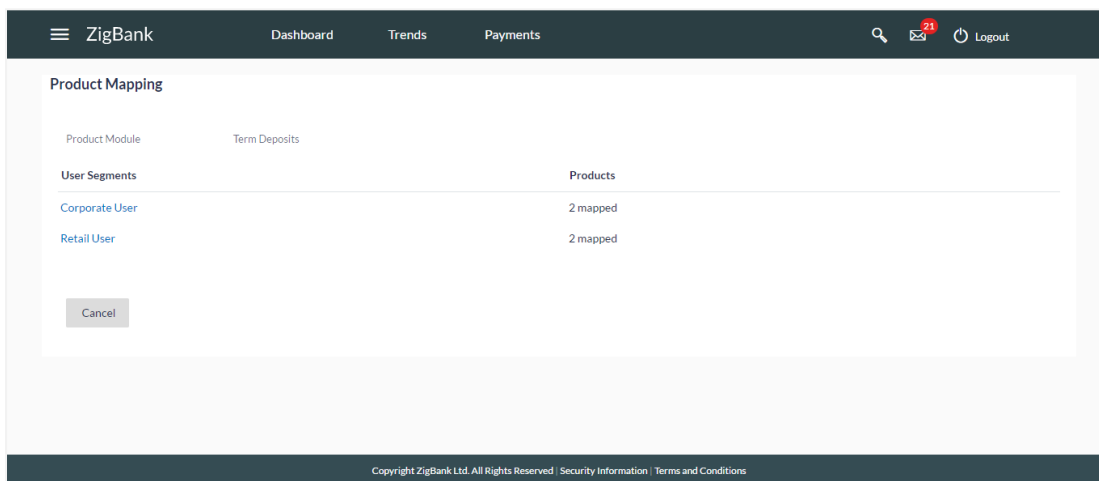
To view the product mapping:

1. Navigate to the **Product Mapping** screen. The **Product Mapping** screen with mapped products appears.

OR

Click **Cancel** to cancel the transaction and navigate to the dashboard.

Product Mapping



Field Description

Field Name	Description
Product Module	The product module. Currently only Deposits products are supported by the system.
User Segments	The user segment, for which products are mapped.
Products	The number of products mapped to the user segment

To view the mapping details:

2. Click the **User Segments** link of the user record for which you want to view the details.
The **Product Mapping - View** screen appears.

Product Mapping - View

Product Mapping

View

Product Module: Term Deposits
User Segment: Corporate User

Product Name	Expiry Date
<input checked="" type="checkbox"/> TD Positive Fixed Int rate	
<input type="checkbox"/> TD without topup	01 Jan 2018
<input checked="" type="checkbox"/> TD topup	
<input type="checkbox"/> FIXED RATE DEPOSIT WITH TOPUP	
<input type="checkbox"/> ISLAMIC TD_FM	
<input type="checkbox"/> TD Positive Goal product	
<input type="checkbox"/> TD Positive Fixed Int ratenew	

[Edit](#) [Cancel](#) [Back](#)

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Field Description

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

View

Product Module The product module.
Currently only Deposits products are supported by the system.

User Segments The user segment, for which products are mapped.

Product Name The list of product names, available for mapping.

Expiry Date The expiry date of the product.
If the product is expired, a red 'Expired' flag is shown against products.

- Click **Edit** to edit the user-segment - product mapping.
OR
Click **Cancel** the operation and navigate to the 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.

35.2 Product Mapping - Edit

This function enables the Bank Administrator to edit the product mapping. The bank administrator can map/ unmap the products to the product module.

To edit or update the product mapping:

1. In the **Product Mapping** screen, click the **User Segments** link of the user record for which you want to edit the details.
The **Product Mapping - View** screen appears.
2. Click **Edit** to edit the user-segment - product mapping. The **Product Mapping – Edit** screen appears.
OR
Click **Cancel** the operation and navigate to the 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.

Product Mapping - Edit

Field Description

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

Edit

Product Module The product module.
Currently only Deposits products are supported by the system.

User Segments The user segment, for which products are mapped.

Field Name	Description
Product Name	The list of product names, available for mapping.
Expiry Date	The expiry date of the product. If the product is expired, a red 'Expired' flag is shown against products.

3. Edit View the defined values for fields, in an editable form.
4. Edit the required details.
5. Click **Save** to save the changes.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
OR
Click **Cancel** to cancel the transaction.
7. The success message of transaction submission appears along with the transaction reference number and status.
Click **OK** to complete the transaction.

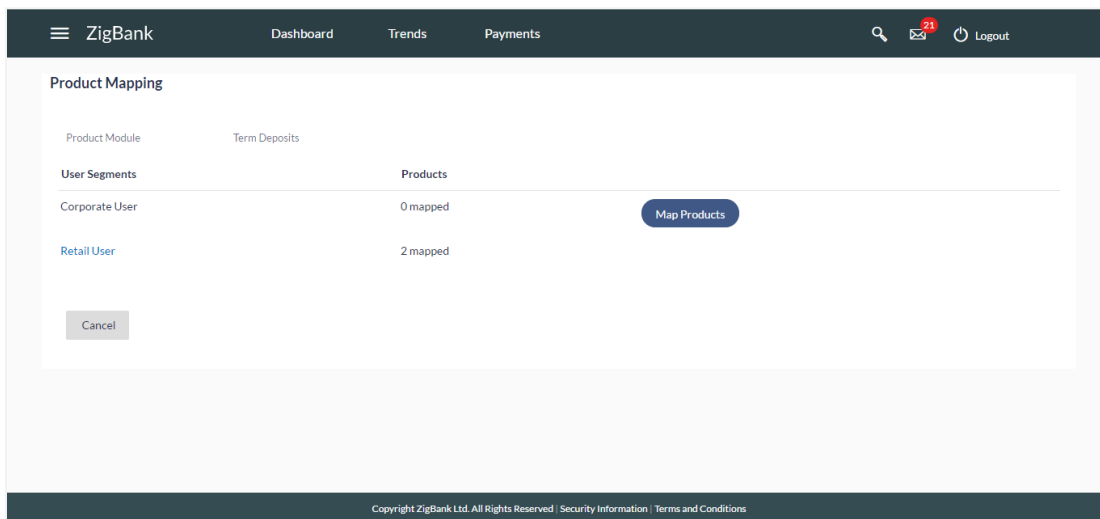
35.3 Product Mapping - Create

This option enables the bank administrator to select the products and map it to the Product Module.

To create a new product mapping:

1. Navigate to the **Product Mapping** screen. The **Product Mapping** screen with mapped products appears.

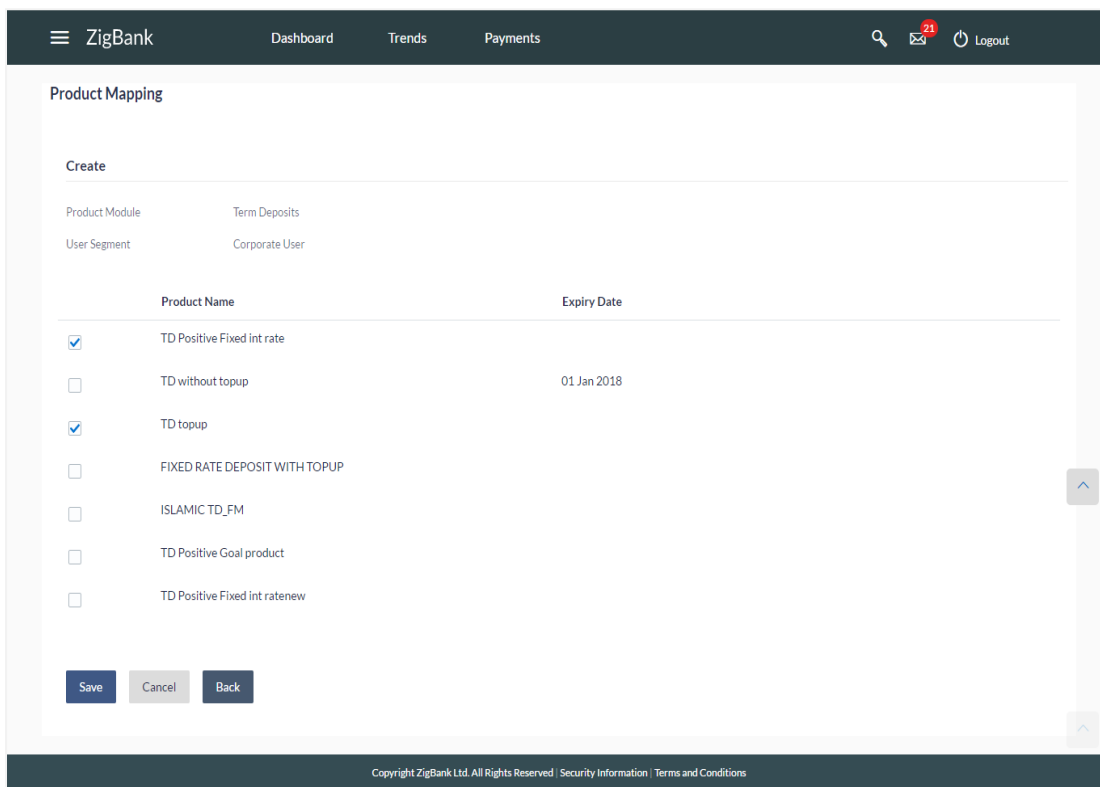
Product Mapping



2. Click **Map Products**.
The **Product Mapping - Create** screen appears.

Note: The **Map Products** button is available only if no products are mapped to the user segment.

Product Mapping - Create



Field Description

Field Name	Description
Create	
Product Module	The product module. Currently only Deposits products are supported by the system.
User Segments	The user segment, for which products are to be mapped.
Product Name	The list of product names, available for mapping.
Expiry Date	The expiry date of the product. If the product is expired, a red 'Expired' flag is shown against products.

3. To map the products to the user segment, select the products.
4. Click **Save** to save the mapping.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
5. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any.
The user will be navigated back to the create screen.
OR
Click **Cancel** to cancel the transaction.
6. The success message of transaction submission appears along with the transaction reference number and status.
Click **OK** to complete the transaction.

36. Service Request

The bank administrator can view and take action on all service requests initiated by business users. The Service Request feature enables the bank administrator to view the details of each service request initiated and hence, enables the administrator to take an informed decision regarding the approval or rejection of the service request. Alternately, the administrator can also select multiple service request records from the summary page to approve or reject multiple requests at once. The search criteria provided enables the administrator to filter service requests based on various criteria such as request type, status, reference number, etc.

Additionally, an icon is displayed against any service request of which turnaround time is coming to a close so that the bank administrator is made aware of the same and can take immediate action on the specific request.

The service requests supported are as follows:

- Credit Card Hotlisting
- Credit Card Supplementary
- Credit Card Set Credential
- Update Bill Cycle
- Replace Card
- Credit Card Statement Dispute
- Update Card Limit
- Update Auto Repayment
- Register Auto Repayment
- Deregister Auto Repayment
- Activate Card
- Deactivate Card
- Hotlist Card
- Cancel Card
- Debit Card PIN
- Apply Debit Card
- Loan Top Up
- Activate Debit Card
- Replace Debit Card

How to reach here:

Administrator Dashboard > Service Requests

OR

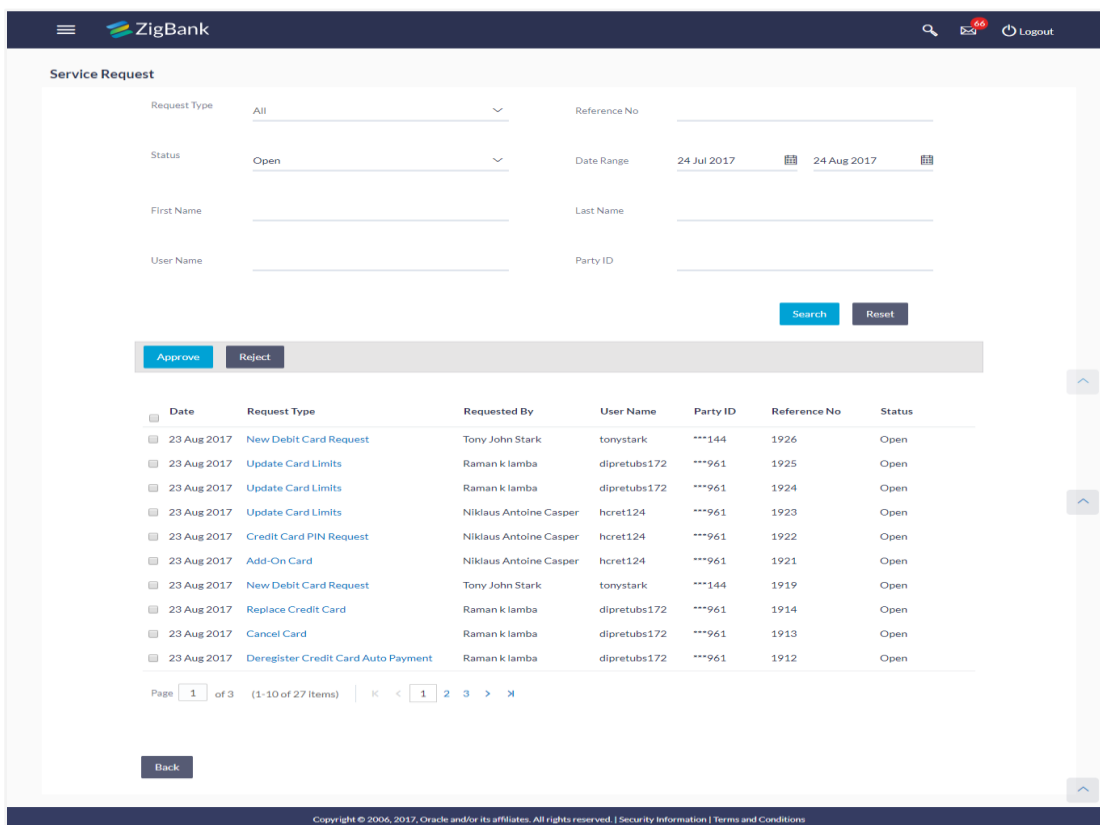
Administrator Dashboard > Toggle Menu > Service Requests

36.1 Service Request - Summary

To view service requests:

1. Select the Service Request option on the dashboard or menu.
2. The initial (summary) page of the service request feature is displayed.

Service Request - Summary



Field Description

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

Search Criteria

Request Type The administrator can select the type of service request to be displayed in the search result records.

The options are:

- Credit Card Hot listing
- Credit Card Supplementary
- Credit Card Set Credential
- Update Bill Cycle

Field Name	Description
	<ul style="list-style-type: none"> • Replace Card • Credit Card Statement Dispute • Update Card Limit • Update Auto Repayment • Register Auto Repayment • Deregister Auto Repayment • Activate Card • Deactivate Card • Hotlist Card • Cancel Card • Debit Card PIN • Apply Debit Card • Loan Top Up • Activate Debit Card • Replace Debit Card
Reference No	The administrator can search for a service request based on reference number that was generated at the time the service request was initiated .
Status	<p>The administrator can search for service requests based on status.</p> <p>The statuses are:</p> <ul style="list-style-type: none"> • Open • Completed • Rejected
	<p>On selecting a status, the administrator is required to mandatorily specify a date range so as to be displayed all the service requests that were initiated within the specified date range and that are in the particular status.</p>
Date Range	The administrator can search for service requests initiated between two dates by specifying a date range. The administrator cannot specify a date range that exceeds 30 days. (The maximum date range is configurable).
First Name	The administrator can search for service requests initiated by a particular business user by specifying the user's first name
Last Name	The administrator can search for service requests initiated by a particular business user by specifying the user's last name or surname
User Name	The administrator can search for service requests initiated by a particular business user by specifying the user's user name.

Field Name	Description
Party ID	The administrator can search for service requests initiated by business users on the basis of party ID.
Search Results	
Date	The date on which the service request was raised.
Request Type	The type of service request initiated.
Requested by	The name of the customer who has raised the service request.
User Name	The user name of the customer who has raised the service request
Party ID	The party ID of the user who has raised the service request.
Reference No	The reference number generated at the time the service request was raised.
Status	The current status of the service request.

3. Click on a specific service request record to view the details of that service request.
OR
Select the checkbox of one or multiple service requests to approve or reject service requests.

To search for specific service requests:

4. Enter the required information in the search criteria fields.
5. Click **Search**. The specific service request records are displayed based on the search criteria specified.
OR
Click **Reset** to clear the search parameters.

36.2 Service Request Details

This page is displayed once the bank administrator selects a service request record from the previous summary page. This screen comprises of three sections which display the details of the service request, the details of the initiator of the service request and also the transaction journey i.e. a timeline graph depicting the stages of the service request.

To view the service requests details:

1. Enter the required information in the search criteria fields.
2. Click **Search**. The specific service request records are displayed based on the search criteria specified.
OR
Click **Reset** to clear the search parameters.
3. Click on a specific service request record to view the details of that service request. The service request details are displayed on the **Request Details** screen.

Service Request Details

The screenshot displays the 'Service Request' details page in the ZigBank interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification bell with '56' alerts, and a 'Logout' button. Below the navigation bar, the page title 'Service Request' is followed by 'Approve' and 'Reject' buttons. The main content area is divided into three sections: 'Request Details', 'User Details', and 'Transaction Journey'.

Request Details:

Reference No	1914
Date Requested	23 Aug 2017
Request Type	Replace Credit Card
Credit Card Id	624700*****0014
Delivery Option	BRANCH
Address	Cabot Place East Canary Wharf London GREAT BRITAIN
Embossing Name	Jason Willis

User Details:

Username	Raman k lamba
User ID	dipretubs172
Party ID	***961

Transaction Journey:

The timeline shows two stages: 'Initiated' (marked with a blue dot) and 'Approved/Rejected' (marked with a grey dot). Below the timeline, it states: 'Initiated Date of creation: 23 Aug 2017 Created by: Raman k lamba'. A 'Back' button is located at the bottom left of the main content area.

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Field Description

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

Request Details

Reference Number	The reference number generated at the time the service request was raised.
-------------------------	--

Date Requested	The date on which the service request was raised.
-----------------------	---

Request Type	The type of service request initiated.
---------------------	--

User Details

Requested By	The full name of the business user who initiated the service request.
---------------------	---

User Name	The user name of the business user who initiated the service request.
------------------	---

Party ID	The party ID of the user who initiated the service request.
-----------------	---

Transaction Journey

This section displays the stages of the service request in the form of a timeline graph. Details pertaining to when the service request was initiated along with when the service request was approved or rejected are displayed with the help of this timeline.

-
4. Click **Approve** to Approve the Service Request.
OR
Click **Reject** to Reject the Service Request.
 5. Click **Back** to navigate back to the Service Request Summary screen.

36.3 Approve or Reject Service Requests

The bank administrator can take action on service requests initiated by business users by either approving or rejecting requests. The administrator can select multiple service requests to approve or reject from the Service Request Summary page and can also approve or reject a service request individually after having viewed the details of the request from the Service Request Details page.

To approve / reject service requests from Service Requests Summary page:

1. Select the checkboxes of the service requests that you wish to take action on. The pop up on which to specify remarks for Approval/Rejection is displayed.
2. Enter Remarks and click Approve/Reject. The service requests get approved / rejected.

Multiple Service Request Approve or Reject

The screenshot shows the ZigBank Service Request Summary page. A modal dialog box titled 'Approve' is open, displaying 'Selected Transactions (2)' and a text input field for 'Remarks' containing 'Approve the requests'. The dialog has 'Approve' and 'Cancel' buttons. In the background, a table lists service requests with columns for Date, Request Type, Requested By, User Name, Party ID, Reference No, and Status. Two requests are selected with checkboxes.

Date	Request Type	Requested By	User Name	Party ID	Reference No	Status
23 Aug 2017	Replace Credit Card	Raman k lamba	dipretubs172	***961	1914	Open
23 Aug 2017	Replace Credit Card	Niklaus Antoine Casper	hcret124	***961	1906	Open

To approve / reject a service request from the Service Requests Details page:

3. Select the service request on which you wish to take action from the **Service Request** Summary page
4. Click **Approve** or **Reject**. Button. The pop up on which to specify remarks for Approval/Rejection is displayed.
5. Enter Remarks and click Approve/Reject. The service requests get approved/ rejected.

Individual Service Request Approval

The screenshot displays the ZigBank Service Request Approval interface. At the top, there is a navigation bar with the ZigBank logo and user options like 'Logout'. Below the navigation bar, there are 'Approve' and 'Reject' buttons. The main content area is divided into three sections: 'Request Details', 'User Details', and 'Transaction Journey'. An 'Approve' modal is currently open, showing a text input field for a comment and 'Approve' and 'Cancel' buttons.

Request Details

Reference No	1914
Date Requested	23 Aug 2017
Request Type	Replace Credit
Credit Card Id	624700*****0014
Delivery Option	BRANCH
Address	Cabot Place East Canary Wharf London GREAT BRITAIN
Embossing Name	Jason Wills

User Details

Username	Raman k lamba
User ID	dipretubs172
Party ID	***961

Transaction Journey

Initiated
Date of creation: 23 Aug 2017
Created by: J. Raman k lamba

Approved/Rejected

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Individual Service Request Rejection

The screenshot shows the ZigBank interface for a Service Request. A modal dialog box titled "Reject" is open, prompting the user to provide a comment. The dialog includes a text input field with the text "Reject the replace request" and two buttons: "Reject" and "Cancel".

Service Request

Approve Reject

Request Details

Reference No	1914
Date Requested	23 Aug 2017
Request Type	Replace Credit
Credit Card Id	624700*****0014
Delivery Option	BRANCH
Address	Cabot Place East Canary Wharf London GREAT BRITAIN
Embossing Name	Jason Wills

User Details

Username	Raman k lamba
User ID	dipretubs172
Party ID	***961

Transaction Journey

Initiated
Date of creation: 23 Aug 2017
Created by: J. Raman k lamba

Approved/Rejected

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