Exception Queues User Guide

Oracle Banking Payments

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ORACLE®

Queues User Guide
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1. About this Manual

1.1 Introduction

This manual is designed to help you to quickly get familiar with the exception queues and related queue actions in Oracle Banking Payments.

You can further obtain information specific to a particular field by placing the cursor on the relevant field and striking <F1> on the keyboard.

1.2 Audience

This manual is intended for the following User/User Roles:

Role	**Function**
Payment Department Operators	Payments Transaction Input functions except Authorization.
Back Office Payment Department Operators	Payments related maintenances/Exception queue operations/Payment Transaction Input functions except Authorization
Payment Department Officers	Payments Maintenance/ Transaction Authorization/ Queue action authorization
Bank’s Financial Controller/ Payment Department Manager	Host level processing related setup for PM module and PM Dashboard/Query functions

1.3 Documentation Accessibility

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

1.4 Organization

This manual is organized into the following chapters.:

Chapter	**Description**
Chapter 1	*About this Manual* gives information on the intended audience. It also lists the various chapters covered in this User Manual.
Chapter 2	*Exception and Investigation Queues* - Gives information on payment queues
Chapter 3	*Function ID Glossary* has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation

1.5 Glossary of Icons

This User Manual may refer to all or some of the following icons:

Icons	Function
	Exit
	Add row
	Delete row
	Option List

2. Exception and Investigation Queues

Exception queues are a logical stage of the payment processing where the payments are made available for further investigation or exception processing. If any exception is encountered during processing, payment transactions are moved to a queue specific to the type of exception. Actions that can be performed on a payment that is pending in a queue are predefined. Transactions with exceptions, pertaining to your logged in Host only are listed in the Queues.

Below mentioned exception and investigation queues are supported in Oracle Banking Payments

S.No	Payments Queue	Queue Code
1	Authorization Limit 1 Queue	AL
2	Authorization Limit 2 Queue	AL
3	Repair Queue	TR
4	Business Override Queue	BO
5	Processing Exception Queue	PE
6	Processing Cutoff Queue	PC
7	Sanction Check Queue	SC
8	Exchange Rate Queue	ER
9	ECA Queue	EC
10	External Exchange Rate Queue	EE
11	Network Cutoff Queue	NC
12	EAC Queue	EA
13	External Pricing Queue	EP
14	Accounting Queue	AC
15	Warehouse Queue	FV
16	Sanction Review Queue	SI
17	Network Resolution Queue	NW
18	Clearing Return Queue	CR
19	Settlement Review Queue	SI

Note

– Authorization limit queues are not applicable for Direct Debits and Faster Payments.

– Network/Process cutoff queues are not applicable for Direct Debits and Book Transfers.

– Queue actions can be performed on a single transaction selected.

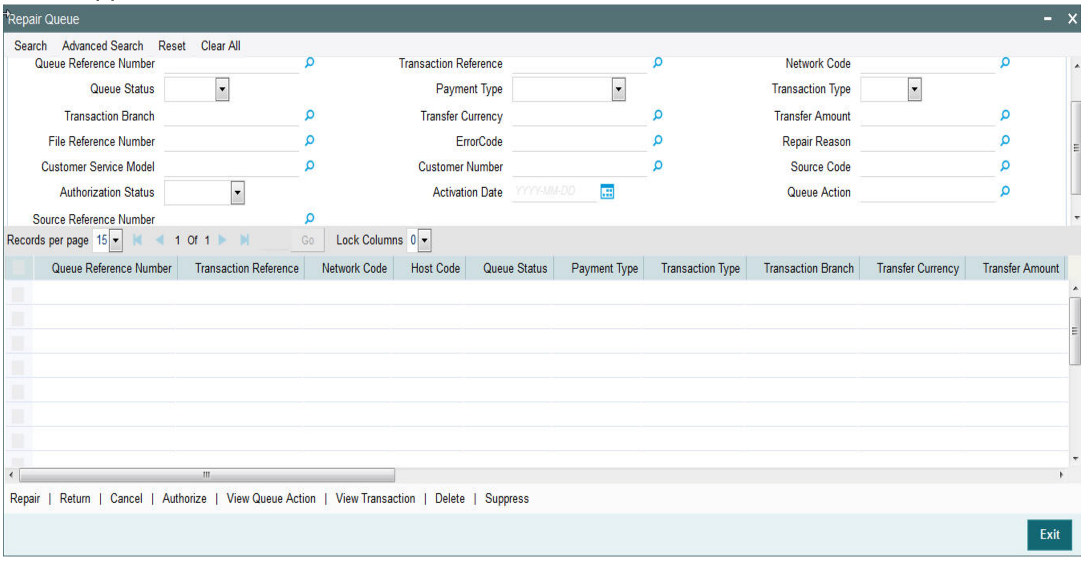
2.1 Payment Queues

2.1.1 Repair Queue

Usage of Repair Queues

A transaction is moved to Repair Queue if the exception is a modifiable error. Incoming transactions failed in processing for which return has to be processed are also logged in Repair Queue.

You can invoke “Repair Queue” screen by typing ‘PQSREPQU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Queue Reference No.
- Transaction Reference
- Network Code
- Queue Status
- Payment Type
- Transaction Type
- Transaction Branch
- Transfer Currency
- Transfer Amount
- File Reference Number
- Error Code
- Repair Reason
- Customer Service Model
- Customer Number
- Source Code

- Authorization Status
- Activation Date
- Queue Action
- Source Reference Number

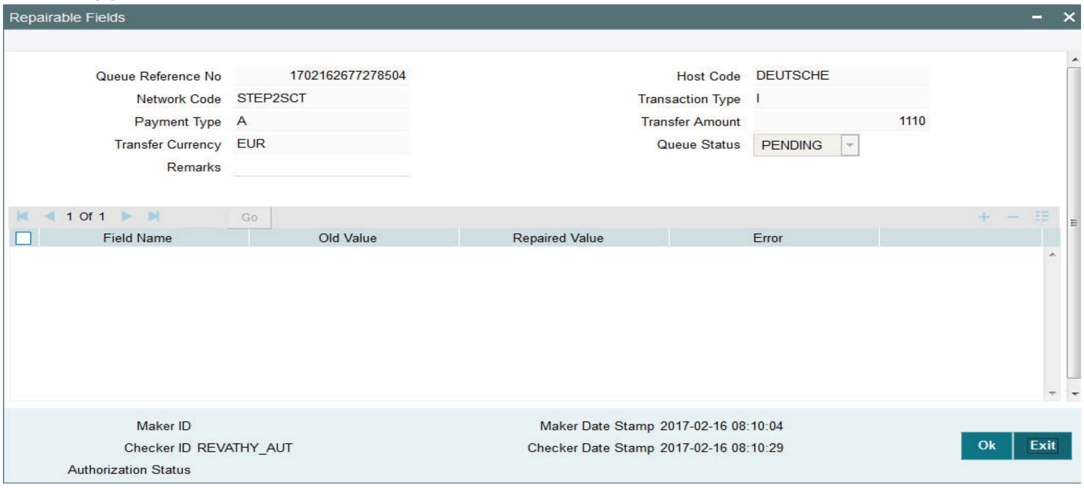
Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in Repair queue

Actions	Functions
Repair	This action enables you to modify the payment details and submit for re-processing. On completion of repair action, transaction is re-processed, starting from initial validations. **Note**: You are allowed to modify predefined list of fields each payment type.
Cancel	This option will allow the cancellation of payments. On cancellation, payment will be released from the queue. Authorization is supported. Cancellation is not supported for incoming payments.
Return	This action will help operators to return a domestic low value (ACH) incoming payment and Direct debit incoming payment which has incorrect references to the beneficiary customer, beneficiary bank or has got invalid customer/account status.
Authorize	Cancel/Release/Carry Forward operation initiated by a user can be authorized by another user.
View Queue Actions	Displays all queue activities performed for the selected transaction.
View Transaction	You can view the selected transaction details.
Suppress	This will be applicable for incoming payments only. When a transaction is suppressed, transaction status is updated as 'Suppressed' without passing any accounting entries. No further action is possible for suppressed transactions. Suppress is not applicable for Direct debits.
Delete	Allows the user who initiated the action, to delete the action before authorization.

2.1.1.1 Repair Fields

You can invoke “Repairable Fields” screen by typing ‘PQDREFLD’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



Specify the following fields:

Remarks

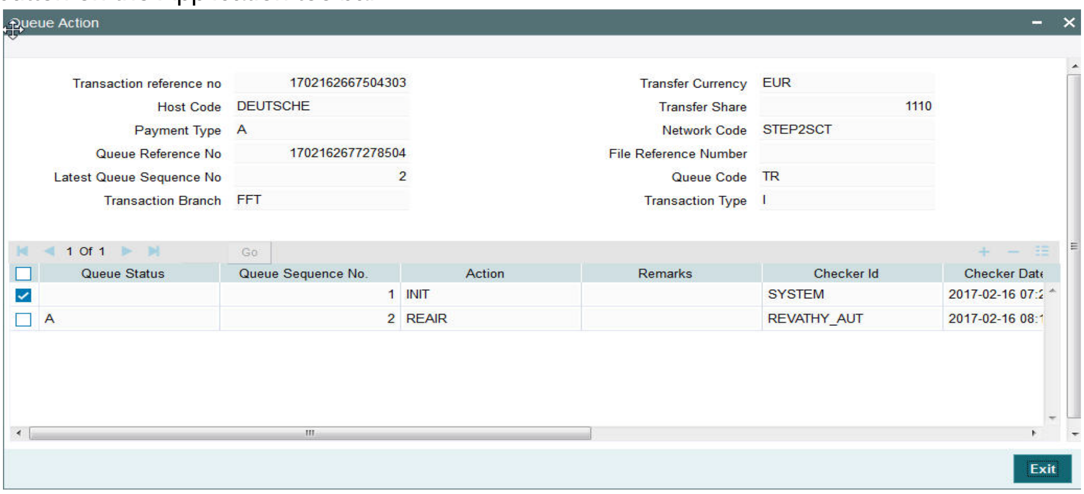
Specify any remarks, if any against the field that is likely to be repaired.

Repaired Value

Specify the value that was repaired.

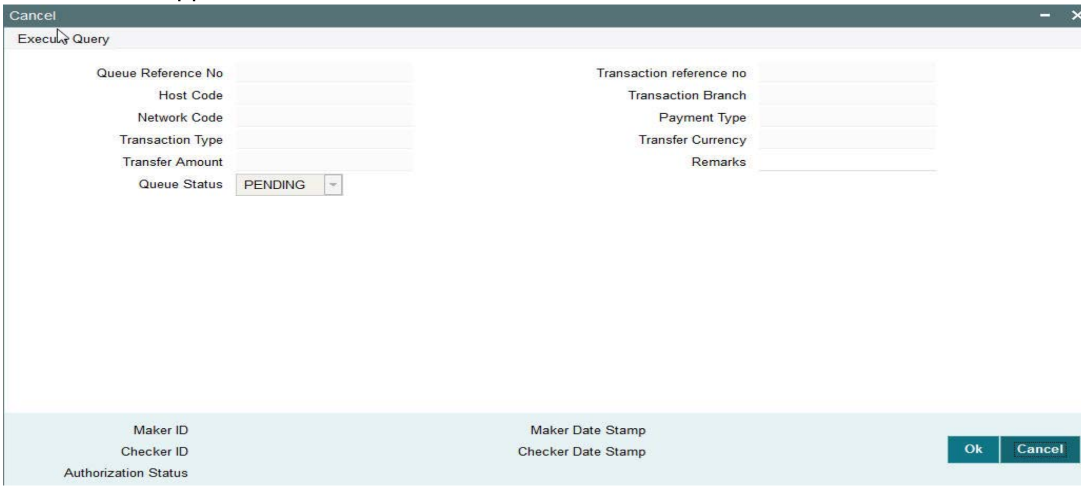
2.1.1.2 Repair Queue Action

You can invoke “Repair Queue Action” screen by typing ‘PQDVWQAC’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



2.1.1.3 Repair Queue Cancel

You can invoke “Repair Queue Cancel” screen by typing ‘PQDREPCN’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



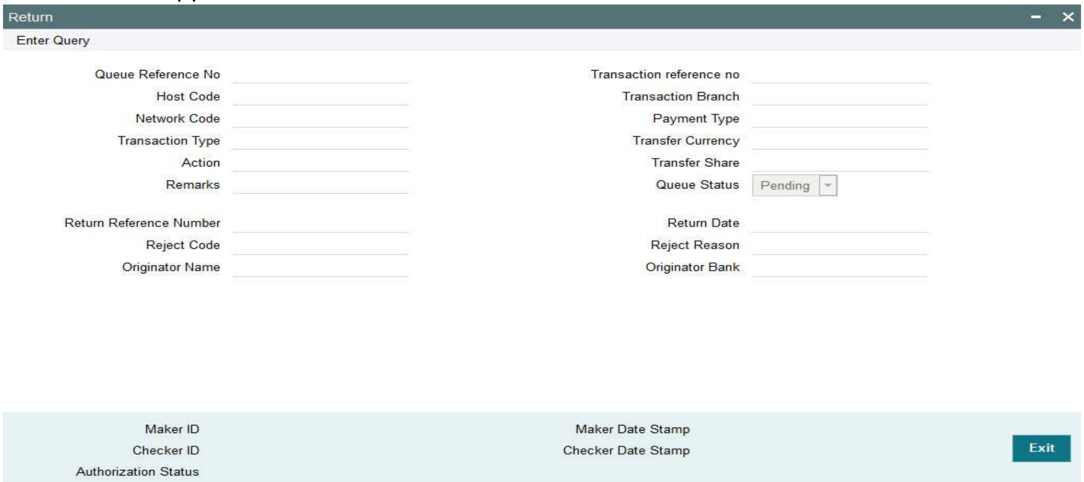
Specify the following fields:

Remarks

Specify any remarks if required, prior to the cancellation of the record.

2.1.1.4 Repair Queue Return

You can invoke “Repair Queue Return” screen by typing ‘PQDREPRT’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



Specify the following fields:

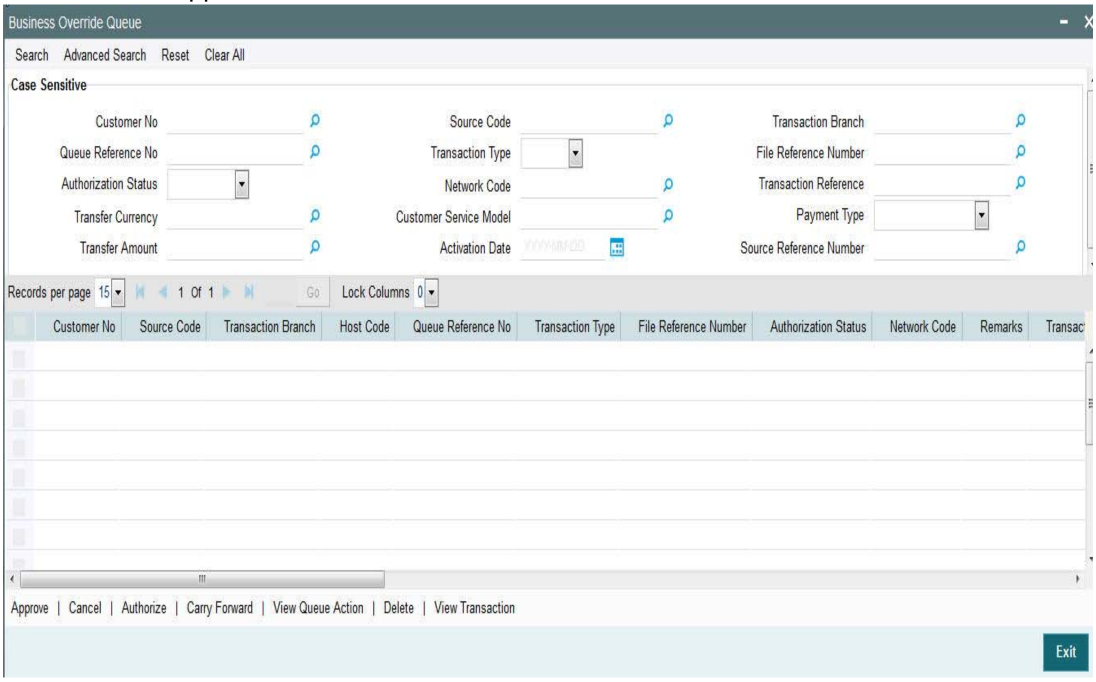
Remarks

Specify any remarks prior to the return of the record.

2.1.2 Business Override Queue

Payment transactions are logged in Business Override Queue if the exception encountered can be accepted or rejected by you based on a valid business reason.

You can invoke the ‘Business Override Queue’ screen by typing ‘PQSOVRQU’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button.Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Customer No
- Queue Reference No
- Authorization Status
- Transfer Currency
- Transfer Amount
- Source Code
- Transaction Type
- Transaction reference no
- Network Code
- Customer Service Model
- Activation Date
- Transaction Branch
- File Reference Number
- Transaction Reference
- Payment Type
- Source Reference Number

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria:

The following actions can be performed for transactions in Business Override queue

Actions	**Functions**
Approve	Approve a payment with overrides. The payment is released for further processing.

Actions	Functions
Cancel	This option will allow the cancellation of transaction. On cancellation, transaction is cancelled and released from the queue. Authorization is supported.
Authorize	Approve/Cancel operation initiated by a user can be authorized by another user.
Carry Forward	User can manually move the transaction for processing on next working day.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Actions	Displays all queue activities performed for the selected transaction.
View Transaction	You can view the selected transaction details.

Note

- Cancel will be applicable for Incoming payments. Once cancelled, payments will automatically move to Transaction Repair queue.

2.1.3 Authorization Limit 1 Queue

Highlights of Authorization Limit Queues

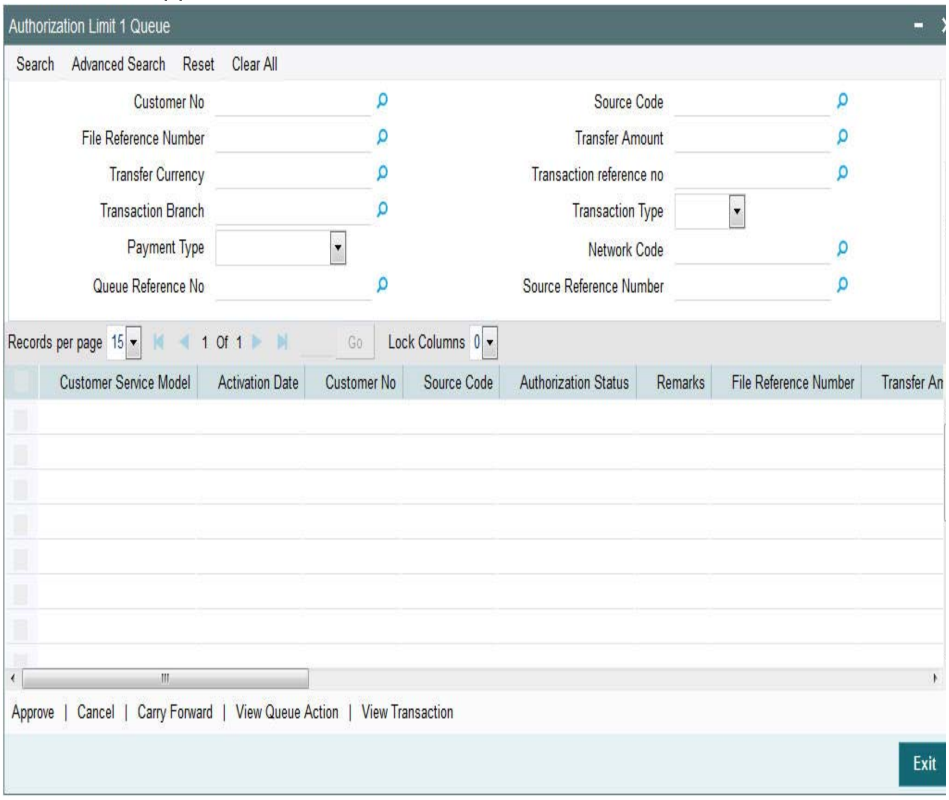
- Facility to define two levels of authorization for transaction limits.
- Authorization limit checks are applicable to Outgoing and Incoming Payments for payment types ACH, RTGS, Book Transfer and Cross Border.

Note

- Authorization Limits can be configured in Source Network Preferences screen.
- Authorization limit checks will not be applicable for Faster Payments and bulk file uploads.

When Transfer Amount exceeds the authorization limit 1 amount configured in network currency preferences, an outgoing payment is moved to the Authorization Limit Level 1 Queue.

You can invoke the Authorization Limit Level 1 Queue Screen by typing ‘PQSAU1QU’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Customer Service Model
- Customer No
- File Reference Number
- Transfer Currency
- Transaction Branch
- Payment Type
- Queue Reference No
- Activation Date
- Source Code
- Transfer Amount
- Transaction reference no
- Transaction Type
- Customer Service Model
- Network Code
- Source Reference Number

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in Authorization Limit Level 1 queue

Actions	Functions
Approve	This option will enable the further processing of the transaction even if the amount exceeds authorization limit level 1. On the click of Approve button, you will be re-directed to a screen to enter necessary remarks. The transaction is released for further processing after you enter the required remarks and click the **OK** button.
Cancel	This option will allow the cancellation of payment. On cancellation, payment will be released from the queue.
Carry Forward	User can manually move the transaction for processing on next working day.
View Queue	Displays all queue activities performed for the selected transaction.
View Transaction	You can view the selected transaction details.

Note

Actions from Authorization Limit 1 queue are authorized automatically.

2.1.4 Authorization Limit 2 Queue

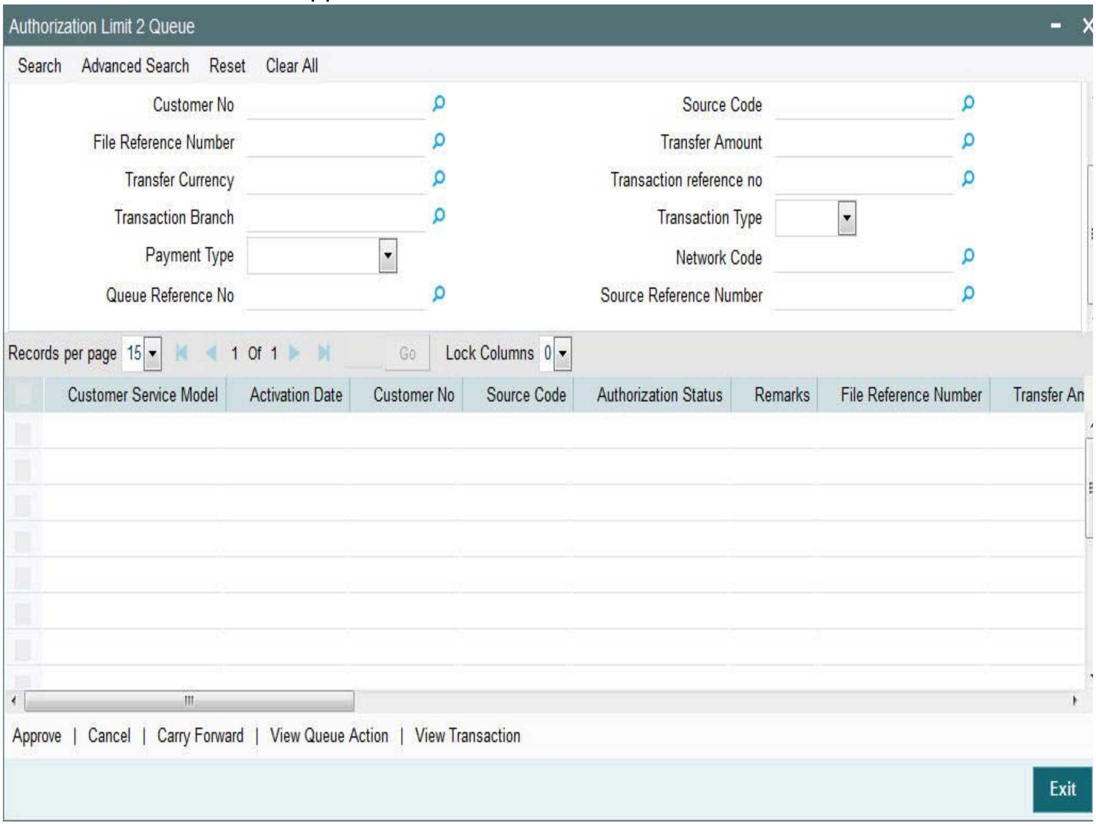
Highlights of Authorization Limit Queues

- Facility to define two levels of authorization for transaction limits.
- Authorization limit checks are applicable to Outgoing and Incoming Payments for payment types like ACH, RTGS, Book Transfer and Cross Border.

Note

- Authorization Limits can be configured in Source Network Preferences screen.
- Authorization Limit Level 2 checks is performed after Authorization Limit Level 1 checks.
- Authorization Limit Level 2 checks are not applicable for Batch Booking Payments.
- An Outgoing payment is moved to the Authorization Limit Level 2 Queue when Transfer Amount exceeds the authorization limit 2 configured in source network preferences.

You can invoke the Authorization Limit Level 2 Queue Screen by typing ‘PQSAU2QU’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Customer Service Model
- Customer No
- File Reference Number
- Transfer Currency
- Transaction Branch
- Payment Type
- Queue Reference No
- Activation Date
- Source Code
- Transfer Amount
- Transaction reference no
- Transaction Type
- Network Code
- Source Reference Number

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in Authorization Limit Level 2 queue

Actions	Functions
Approve	This option will enable the further processing of the transaction even if the amount exceeds authorization limit level 2. On the click of Approve button, you will be re-directed to a screen to enter necessary remarks. The transaction is released from the queue for further processing after you enter the required remarks and click the **OK** button.
Cancel	This option will allow the cancellation of payment. On cancellation, payment will be released from the queue.
Carry Forward	User can manually move the transaction for processing on next working day.
View Queue	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

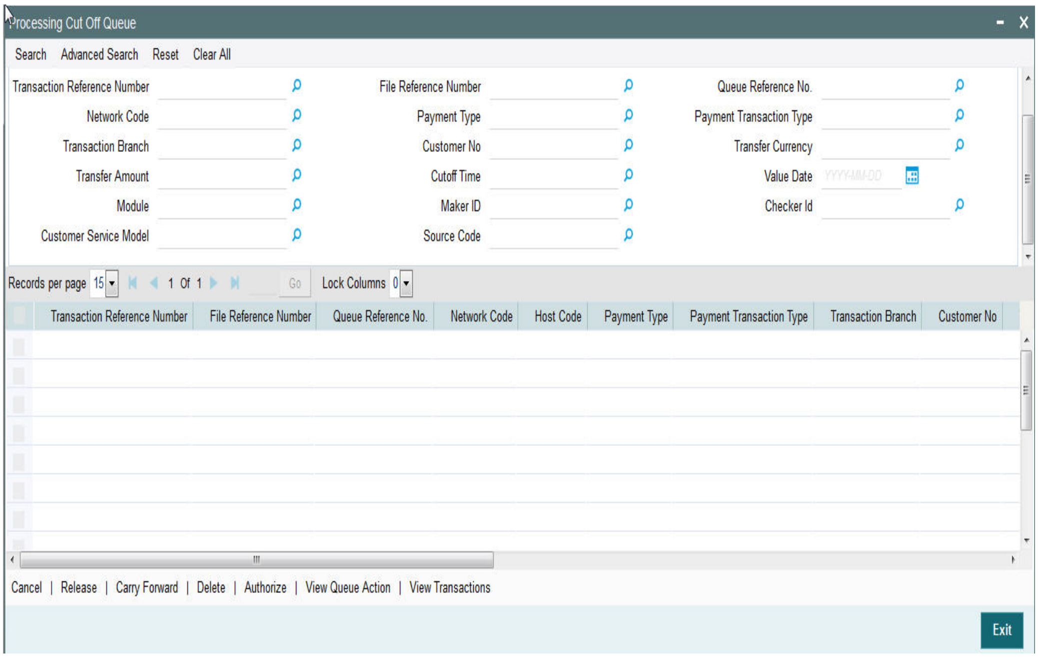
Note

Actions from Authorization Limit 2 queue are authorized automatically.

2.1.5 Processing Cutoff Queue

Cut off time check is done if the payment value date is less than or equal to current date based on Process Cutoff Time maintained if the cutoff time has passed, then payment is moved to Processing cutoff queue.

You can invoke “Processing Cutoff Queue” screen by typing ‘PQSPRCUQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference No.
- Network Code
- Payment Type
- Payment Transaction Type
- Transaction Branch
- Customer No
- Transfer Currency
- Transfer Amount
- Cutoff Time
- Value Date
- Module
- Maker ID
- Checker ID
- Customer Service Model
- Source Code

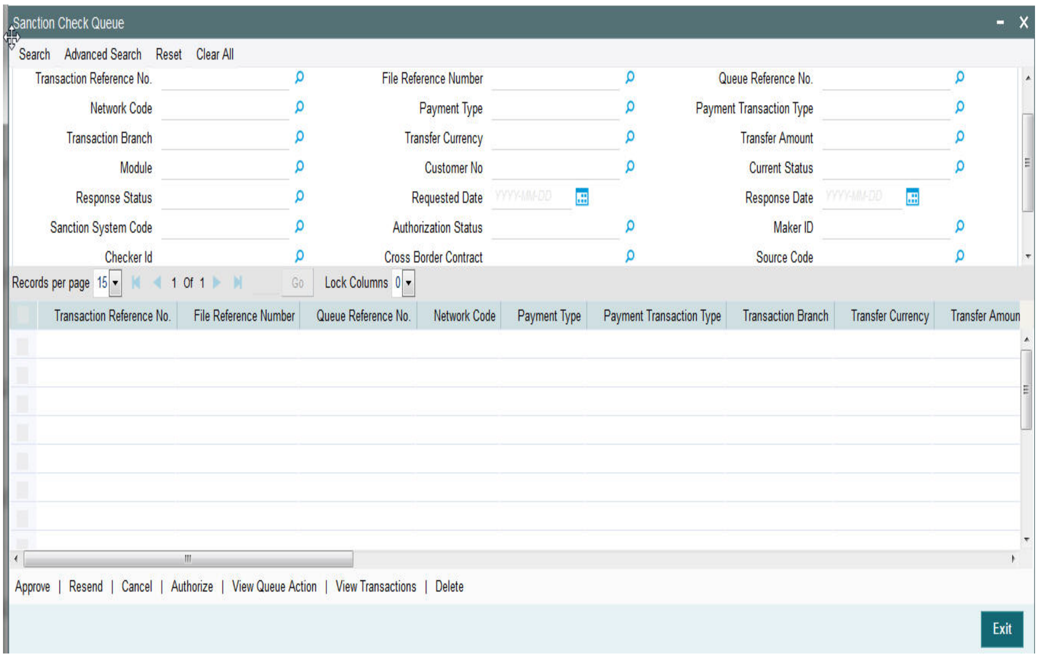
Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

The following actions are allowed in the Processing Cutoff Queue:

Actions	Functions
Release	Although transaction cut off is over, payment will be released for current day processing. Payment value date will remain as current date. Authorization will be supported for this action. Payments released from Post Cutoff queue will not undergo transaction cut-off time checks again
Cancel	This option will allow the cancellation of payments. On cancellation, payment will be released from the queue. Authorization will be supported.
Carry Forward	You can manually move the transaction for processing on next working day. Value date will be moved to next working day. Existing value date will be stored in 'Original Value Date' field. Debit entries will be posted on same day or on new value date based on the 'Deferred Debit' flag unchecked or checked at processing cutoff preference. Authorization is supported for this action.
Authorize	Cancel/Release/Carry Forward operation initiated by a user can be authorized by another user.
View Queue	Displays all queue activities performed for a transaction.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Transaction	You can view the selected transaction details.

2.1.6 Sanctions Queue

You can invoke “Sanction Queue” screen by typing ‘PQSSNCKQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Queue Reference No.
- Network Code
- Payment Type
- Payment Transaction Type
- Transaction Branch
- Transaction Reference No.
- Transfer Currency
- Transfer Amount
- Module
- Customer No
- Current Status
- Requested Date
- Response Date
- Response Status
- Sanction System Code
- Authorization Status
- File Reference Number
- Checker Id
- Cross Border Contract Reference Number
- Maker ID

Once you have specified the search parameters, click ‘Execute Query’ button. The system displays the records that match the search criteria.

Payment transaction can have the following sanction check status based on the response from Sanction check system:

- A-Approved
- R-Rejected
- O-Interim (Any of the interim status from the external system will be treated as an override)
- T-Timed Out

All payment transactions with the status ‘R’,’O’,’T’ will be listed in Sanction check queue. If the response is received as rejected-’R’, then system will cancel the transaction automatically if the external system status code is marked for auto cancellation.

The following actions will be allowed for the Sanction Check Queue

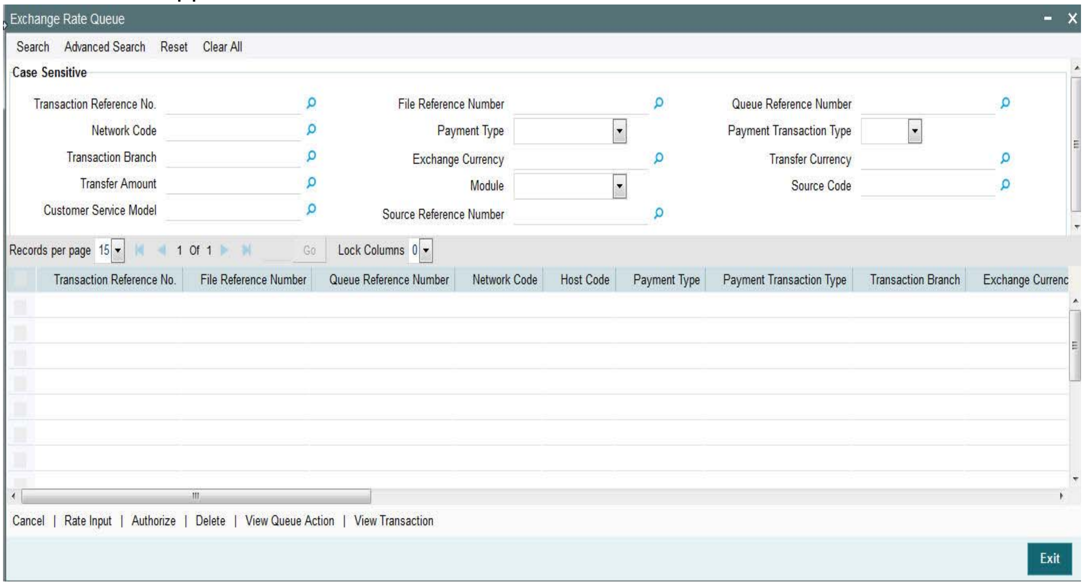
Actions	**Functions**
Approve	User can approve the payments. Authorization is supported for this action. Sanction check will be excluded while doing transaction processing.
Cancel	This option will allow the cancellation of payments. On cancellation, payment will be released from the queue. Authorization will be supported
Resend	This option will allow the submission of transaction for reprocessing. Bulk resend will not be allowed. Resend Action will not support authorization
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

2.1.7 Exchange Rate Queue

The transactions are moved to exchange rate queue for the following reasons:

- Transfer amount is within small FX limit, exceptions encountered while fetching the rate.
- Transfer amount is above small FX limit and External exchange rate is not applicable
- Single payments and batch entries are logged in this queue.

You can invoke “Exchange Rate Queue” screen by typing ‘PQSEXCRQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference No.
- Network Code
- Payment Type
- Payment Transaction Type
- Transaction Branch
- Exchange Currency
- Transfer Currency
- Transfer Amount
- Module
- Source Code
- Customer Service Model
- Source Reference Number

Once you have specified the search parameters, click ‘Execute Query’ button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in Exchange Rate queue.

Actions	**Functions**
Rate Input	This option will allow the user to input the exchange rate manually. This action requires authorization.
Cancel	This option will allow the cancellation of payment. On cancellation, payment will be released from the queue. Authorization will be supported

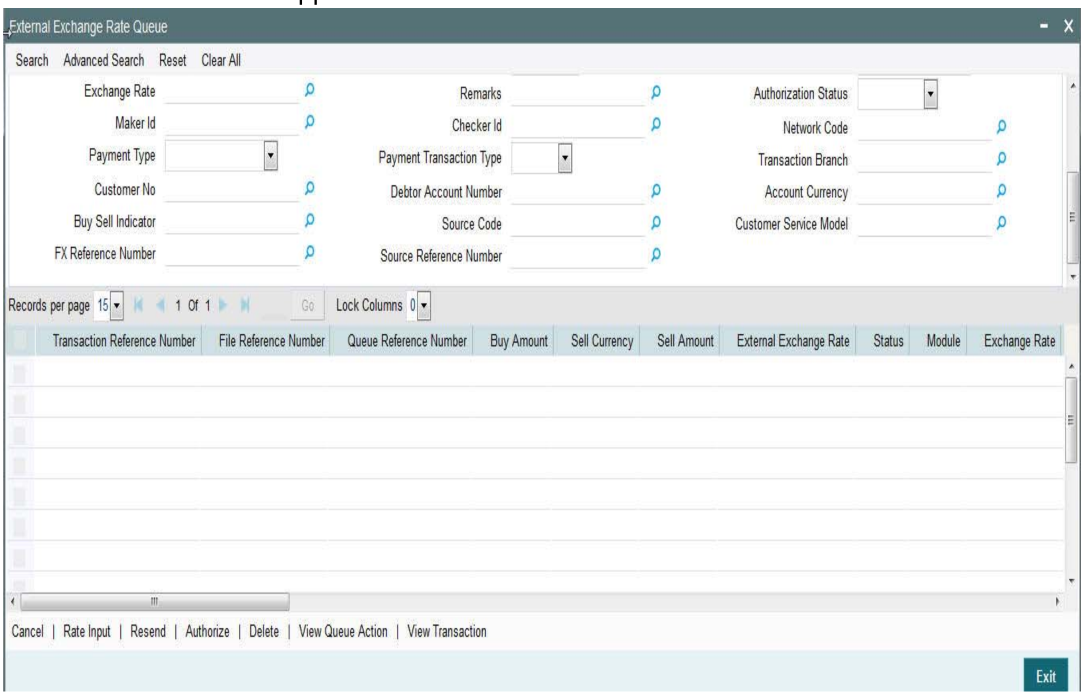
Actions	Functions
Authorizer	Cancel/ Rate Input actions initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

2.1.8 External Exchange Rate Queue

The payment transactions are moved to external exchange rate queue for the following reasons:

- External exchange rate is applicable and the response could not be obtained from external rate system
- Request to external exchange rate system is timed out

You can invoke "External Exchange Rate Queue" screen by typing 'PQSEXEXQ' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference No.
- Buy Amount
- Sell Currency
- Sell Amount
- External Exchange Rate

- Status
- Module
- Exchange Rate
- Remarks
- Authorization Status
- Maker Id
- Checker Id
- Network Code
- Payment Type
- Payment Transaction Type
- Transaction Branch
- Customer No
- Debtor Account Number
- Account Currency
- Buy Sell Indicator
- Source Code
- Customer Service Model
- FX Reference Number
- Source Reference Number

Once you have specified the search parameters, click ‘Search button. The system displays the records that match the search criteria.

Single payments and batch entries are logged in this queue.

The following actions can be performed for transactions in Exchange Rate queue.

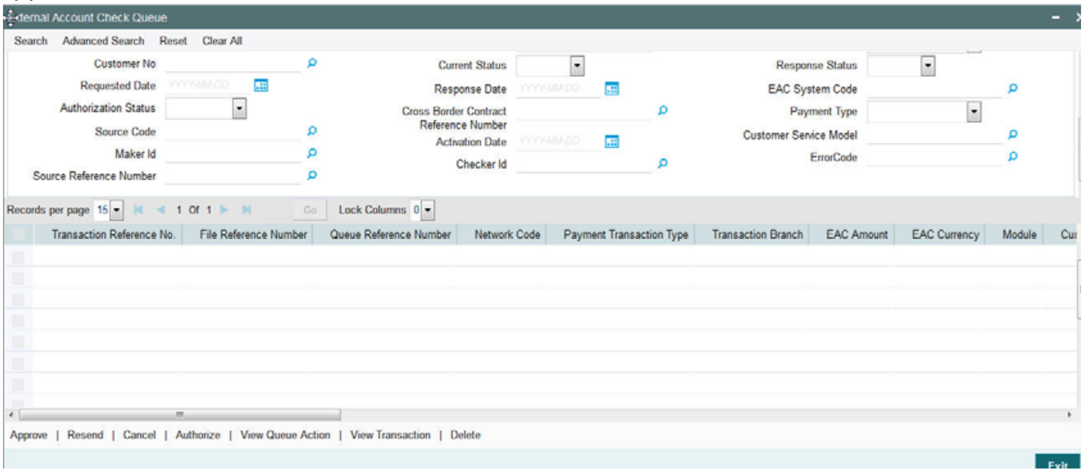
Actions	**Functions**
Rate Input	This option will allow the user to input the exchange rate manually. This action requires authorization.
Cancel	This option will allow the cancellation of payment. On cancellation, payment will be released from the queue. Authorization will be supported
Resend	This option will allow the submission of transaction for external system. This option will be applicable for transaction that was moved to exceptions while awaiting response from external system or for the transaction request that was timed out. Bulk resend will not be allowed. Resend Action will not support authorization.
Authorize	Cancel/ Rate Input actions initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

2.1.9 External Account Check Queue

The External Account Check (EAC) request sent from Payment system for credit entries of an account. This request includes information about account number, account currency, CIF ID and branch code. The external DDA system has to perform the below validations:

- Existence of the account
- Currency of the account specified is correct
- Account belongs to the customer specified and the customer status
- Account exists on the specified branch
- Account is authorized, active & open
- Account status
- Credit is not restricted on the account

You can invoke “EAC Queue” screen by typing ‘PQSEACQU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Transaction Reference No.
- File Reference Number
- Queue Reference No.
- Network Code
- Payment Transaction Type
- Transaction Branch
- EAC Amount
- EAC Currency
- Module
- Customer No
- Current Status
- Response Status
- Requested Date
- EAC System Code
- Authorization Status
- Cross Border Contract Reference Number
- Payment Type

- Source Code
- Activation Date
- Customer Service Model
- Maker Id
- Checker Id
- Error Code
- Source Reference Number

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

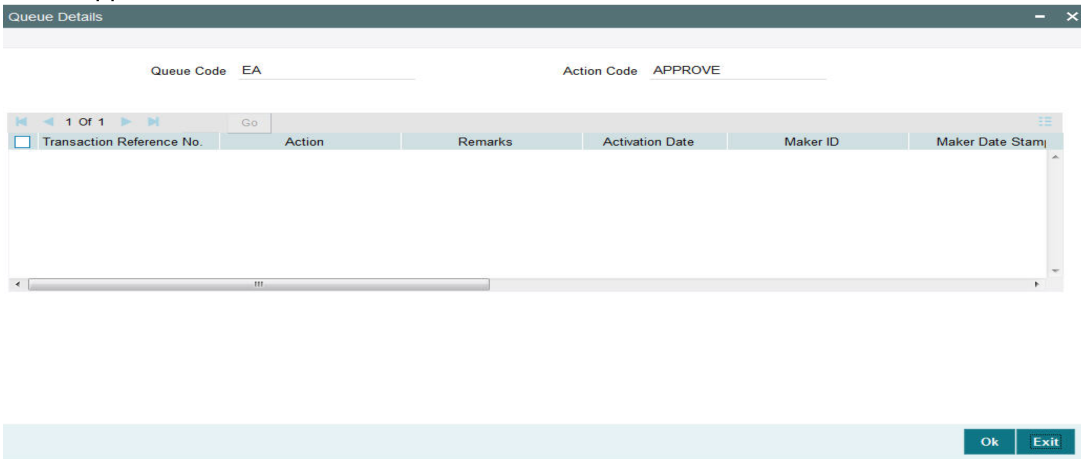
The following actions can be performed for transactions in this queue

Actions	Functions
Approve	User can approve the payment. Transaction will be reprocessed.
Resend	This option will allow the submission of transaction for ECA again if the transaction is in 'O' or 'T' status. New reference number will be created. Bulk resend will not be allowed. Resend Action will not support authorization.s
Cancel	This option will allow the cancellation of payment. On cancellation, payment will be released from the queue. Authorization will be supported
Authorize	Cancel/ Approve initiated by a user can be authorized by another user
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Delink	This action is applicable to batch transactions. You can delink a few transactions from a batch and submit the batch for EAC again.

2.1.9.1 Queue Details

The Queue Details Screen is used to approve, resend, cancel, authorize, delete or delink a queue action.

You can invoke “Queue Details” screen by typing ‘PQDACQAU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



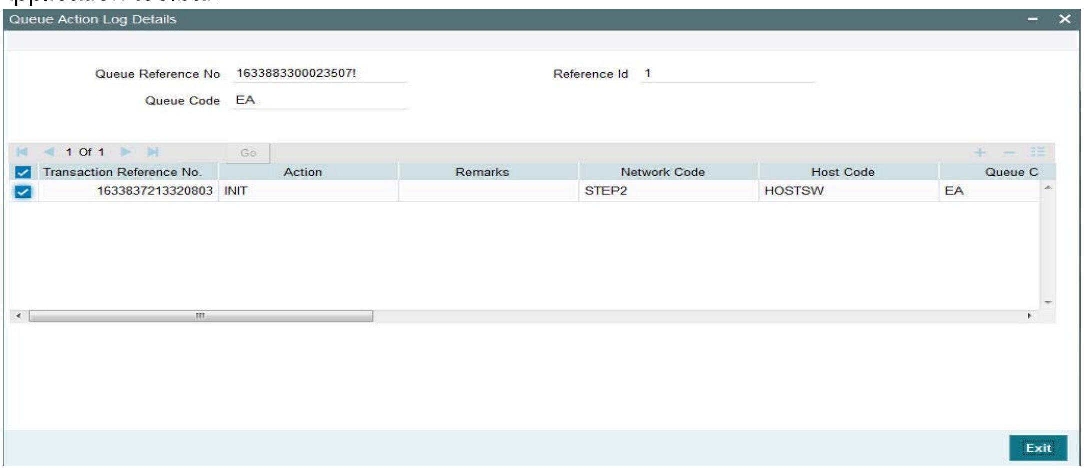
You can also invoke this screen from the EAC Queue Screen after selecting a record and clicking on any of the following buttons:

- Approve
- Resend
- Cancel
- Authorize
- Delete
- Delink

Click **OK** button to initiate the required queue action.

2.1.9.2 Queue Action Log Details

The Queue Details Screen is used to view the log details of a transaction You can invoke “Queue Action Log Details” screen by typing ‘PQDCANQR’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can also invoke this screen from the EAC Queue Screen after selecting a record and then clicking on View Queue Action button.

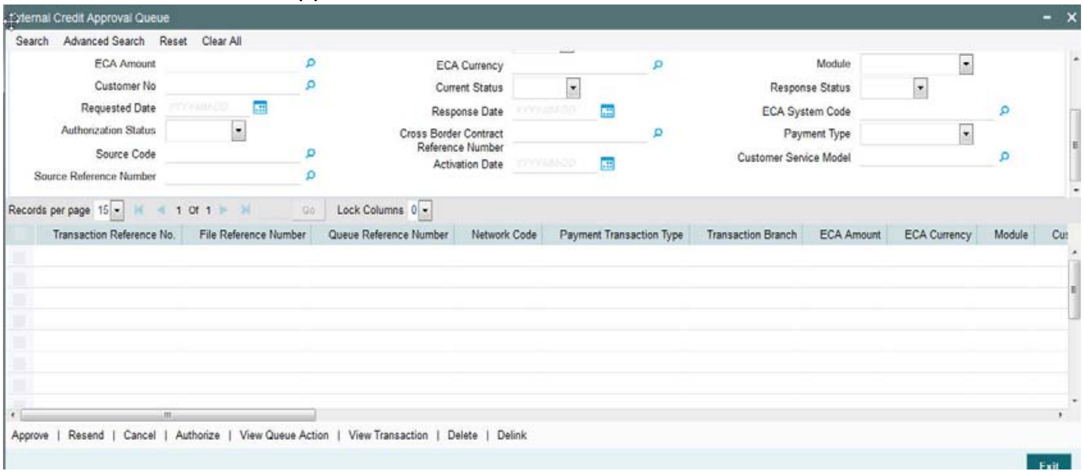
2.1.10 External Credit Approval Queue

Payment transactions which fail/pending Credit approval check for debit entries for credit entries with DDA system are moved to ECA queue.

ECA information sent from Payments system includes account number, account currency, CIF ID, branch code, transaction amount and value date of the transaction. The DDA system has to perform the below validations based on the received information based on the following parameters the received information:

- Existence of the account
- Currency of the account specified is correct
- Account belongs to the customer specified and customer status
- Account exists on the specified branch
- Account is authorized, active & open
- Account status
- No Debit is not enabled in the account
- Clear available balance in the account is greater than the transaction amount specified
- Expiry date of the transaction is transaction value date.
- The DDA system puts an amount block so that the specified transaction can be executed on the transaction value date.

You can invoke “External Credit Approval Queue” screen by typing ‘PQSECAQU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Transaction Reference No.
- File Reference Number
- Queue Reference No.
- Network Code
- Payment Transaction Type
- Transaction Branch
- ECA Amount
- ECA Currency
- Module
- Customer No

- Current Status
- Response Status
- Requested Date
- Response Date
- ECA System Code
- Authorization Status
- Cross Border Contract Reference Number
- Payment Type
- Source Code
- Activation Date
- Customer Service Model
- Source Reference Number

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

Payment transactions will be moved to external credit approval queue for the following responses:

- Reject –status ‘R’
- Response resulted in Interim –status “O’
- Response is timed out -status ‘T’

If a response is received as rejected, then the system will cancel the transaction automatically. Only View Exception option will be applicable to such transactions.

Single payment and as well as batch entries will be logged into this queue

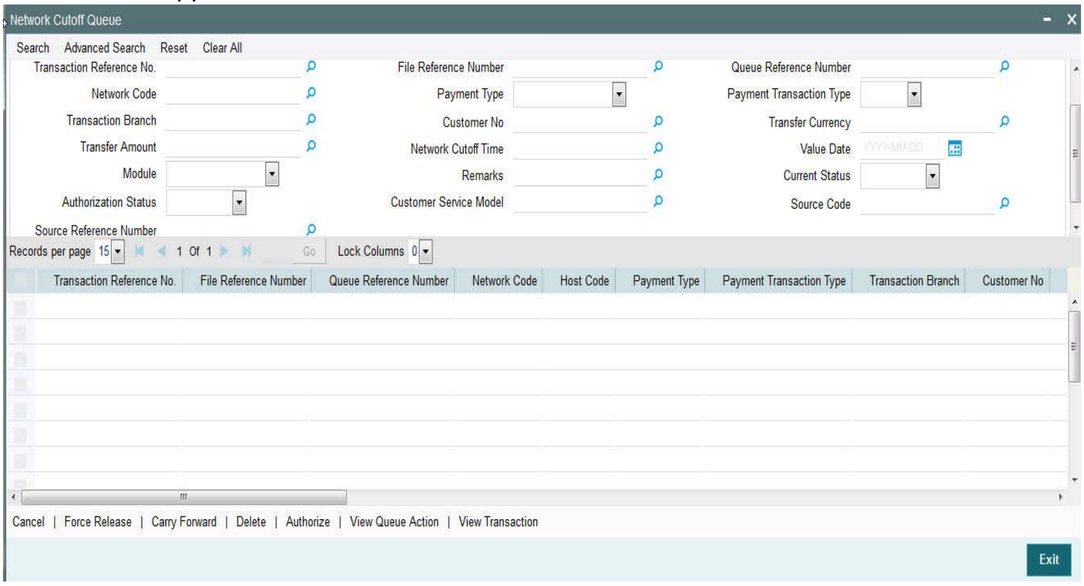
If transaction is in ‘O’ or ‘T’ status for ECA, then the following actions will be allowed in addition to view exceptions:

Actions	Functions
Approve	User can approve the payment. Transaction will be reprocessed.
Cancel	This option will allow the cancellation of payment. On cancellation, payment will be released from the queue. Authorization will be supported.
Resend	This option will allow the submission of transaction for ECA again if the transaction is in 'O' or 'T' status. New reference number will be created. Bulk resend will not be allowed. Resend Action will not support authorization.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

Actions	Functions
Delink	This action is applicable only to batch transactions. You can delink a few transactions from a batch and submit the batch for ECA again.

2.1.11 Network Cutoff Queue

You can invoke “Network Cutoff Queue” screen by typing ‘PQSNETCQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Transaction Reference No.
- File Reference Number
- Queue Reference No.
- Network Code
- Payment Type
- Payment Transaction Type
- Transaction Branch
- Customer No
- Transfer Currency
- Transfer Amount
- Network Cutoff Time
- Value Date
- Module
- Remarks
- Current Status
- Authorization Status
- Customer Service Model
- Source Code
- Source Reference Number

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

Payments processed after network cutoff time will be resolved as Network Post cutoff Payment Transactions. Single payment and batch entries are logged into this queue.

The following actions can be performed for transactions in Network Cutoff queue

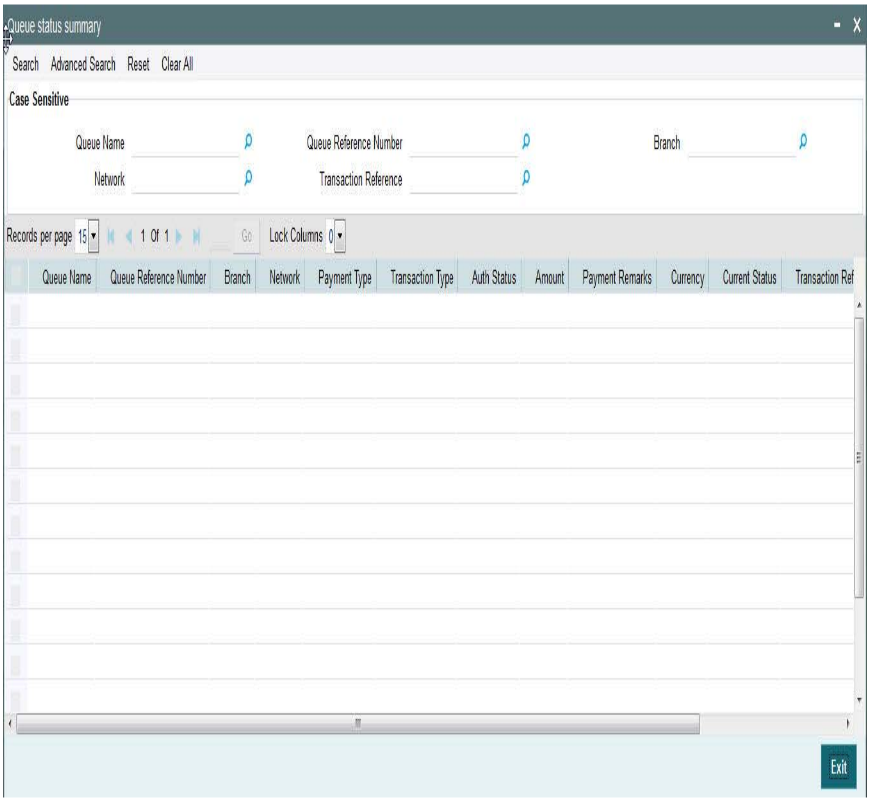
Actions	Functions
Force Release	Although transaction cut off is over, payment can be released for current day processing. Payment value date will remain as current date. Payments released from Network Cutoff queue will not undergo network cut-off time checks again. Authorization is not required for this action. You can select multiple records from the queue and perform this action. Payments of different payment types can be selected together.
Cancel	This option will allow the cancellation of payment. On cancellation, payment will be released from the queue. Authorization will be supported.
Carry Forward	User can manually move the transaction for processing on next working day. Value date will be moved to next working day. Existing value date will be stored in ‘Original Value Date’ field.
Authorize	Cancel/Force Release/Carry Forward operation initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

2.1.12 Queue Status Summary

In the ‘Queue Status Summary’, you can view the pending queue transactions in the following stages:

- Pending for manual action from Queue
- Any queue action is pending for authorization

You can invoke “Queue Status Summary” screen by typing ‘PMSQUEST’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Queue Name
- Network
- Queue Reference number
- Transaction Reference
- Branch

Once you have specified the search parameters, click ‘Execute Query’ button. The system displays the records that match the search criteria for the following

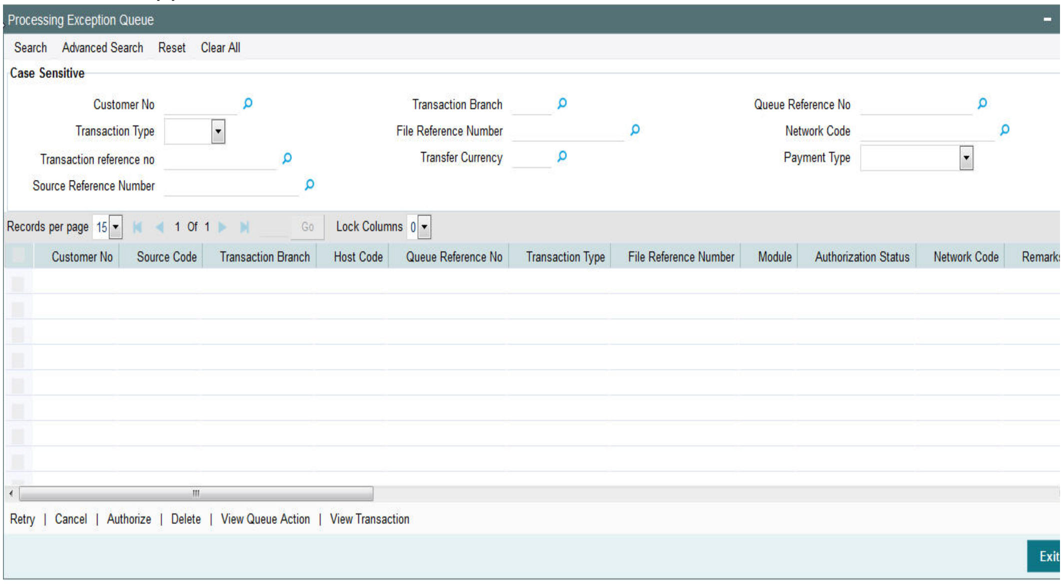
- Queue Name
- Queue Reference number
- Branch
- Network
- Payment Type
- Transaction Type
- Auth Status
- Amount
- Payment Remarks
- Currency
- Currency Status
- Transaction Reference

- Host Code
- Module

2.1.13 Process Exception Queue

In case of runtime errors or missing maintenance errors, Payment Transactions are moved to Process Exception Queue.

You can invoke the Process Exception Queues Screen by typing ‘PQSPRQUE’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Customer No.
- Transaction Type
- Transaction reference no
- Transaction Branch
- File Reference Number
- Transfer Currency
- Queue Reference No
- Network Code
- Payment Type
- Source Reference Number

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue

Actions	Functions
Retry	Retry a record. The record is released for further processing.
Cancel	This option will allow the cancellation of transaction. On cancellation, transaction is cancelled and is released from the queue. Authorization is supported.

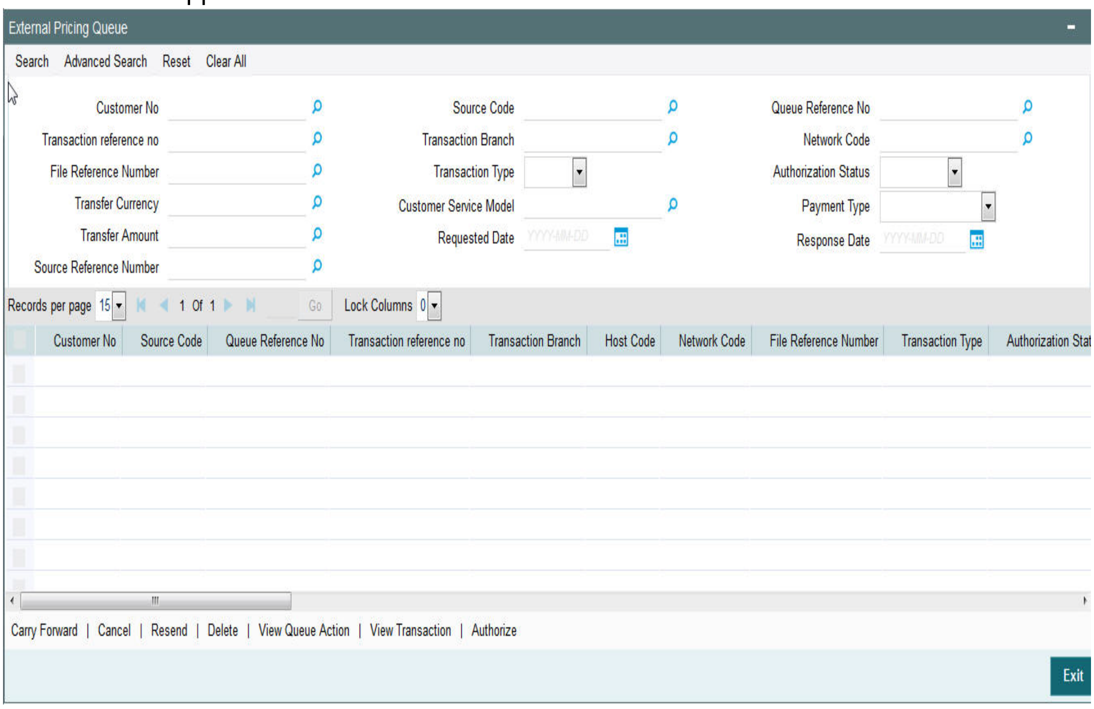
Actions	Functions
Authorize	Cancel operation initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Action Queue	Allows the user to view the action.
View Trans-action	Allows you to view the transaction of the record.
Carry For-ward	User can manually move the transaction for processing on next working day.

2.1.14 External Pricing Queue

Transaction are moved to External Pricing Exception Queue on the below scenarios:

- Response Timeout
- Unable to handle the response

You can invoke the External Pricing Queue Screen by typing 'PQSEXPRQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Customer No.
- Source Code
- Queue Reference No
- Transaction Reference No
- Transaction Branch

ORACLE

- Network Code
- File Reference Number
- Transaction Type
- Authorization Status
- Remarks
- Transfer Currency
- Customer Service Model
- Payment Type
- Transfer Amount
- Requested Date
- Response Date
- Source Reference Number

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

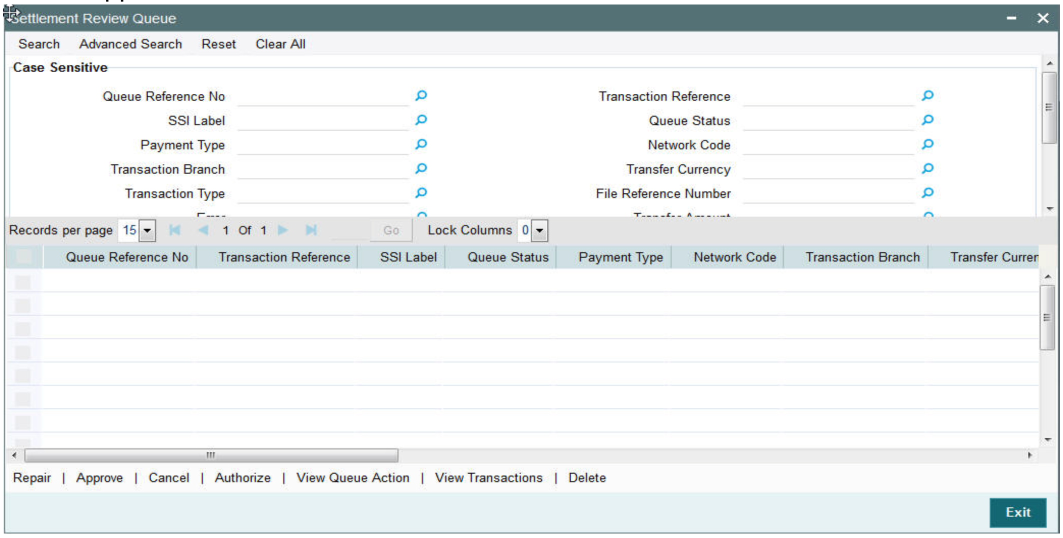
Actions	**Functions**
Approve	User can approve the settlement. Transaction will be reprocessed.
Cancel	This option will allow the cancellation of settlement. On cancellation, settlement will be released from the queue. Authorization will be supported.
Repair	This option allows you to repair a transaction.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

2.1.15 Settlement Review Queue

If the source preference is ‘Default and Verify’, then payments with default SSI label picked up by system are moved to Settlement Review Queue.

If any SSI label provided in the payment fails the validation, then too the payments are moved to this queue.

You can invoke the Settlement Review Queue by typing ‘PQSSSIQU’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button.Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Queue Reference No
- SSI Label
- Payment Type
- Transaction Branch
- Transaction Type
- Error
- Customer Service Model
- Repair Reason
- Activation Date
- Payment Type
- Transaction Reference
- Queue Status
- Network Code
- Transfer Currency
- File Reference Number
- Transfer Amount
- Customer No
- Authorization Status
- Source

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue

Actions	Functions
Approve	You can view the settlement details as populated in the transaction and approve the same. This does not require authorization by another user. The SSI details screen is opened in view mode on initiating Approve action. Click OK button and complete the action.
Repair	SSI label update is allowed for all Payment types. The list of values will fetch the SSI labels applicable for the customer network and transfer currency.

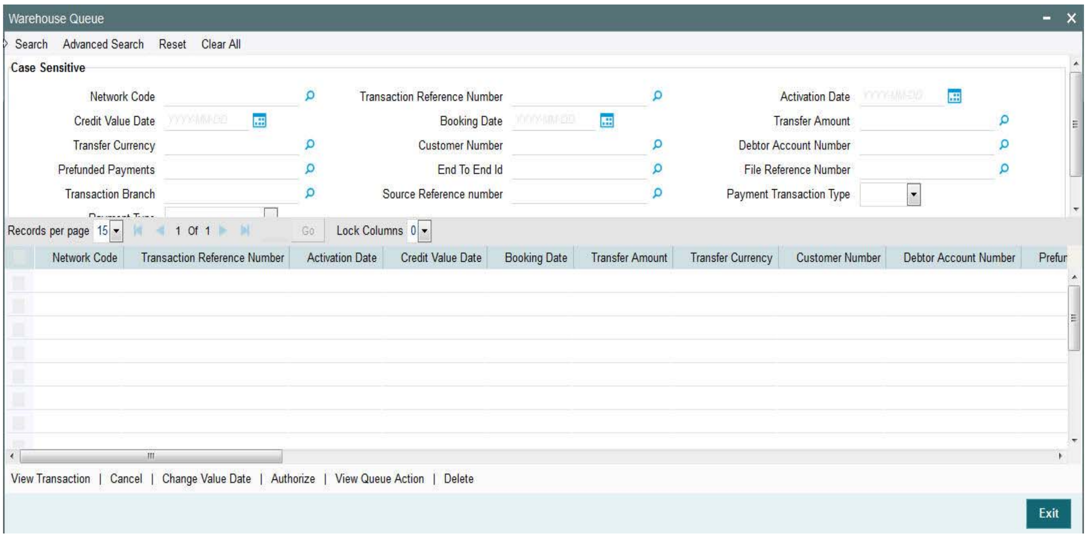
2.1.16 Warehouse Queue

A new queue called “Warehouse Queue” is developed that contains all Future valued payments, or basically payments whose Activation date is not the current date, of all Payment types.

This Warehouse Queue displays both Outgoing and Incoming payments of all Payment types.

Support for Cancellation of payment from the Warehouse queue is provided.

You can invoke the Warehouse Queue Screen by typing ‘PQSFUVAQ’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the application toolbar.



You can search using one or more of the following parameters:

- Network Code
- Payment Type
- Transaction Type
- Transaction reference no
- Activation Date
- Credit Value Date
- Booking Date

- Transfer Amount
- Transfer Currency
- Customer No
- Debtor Account Number
- Transaction Type
- Prefunded Payments
- End To End Id
- File Reference Number
- Transaction Branch
- Payment Type

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue

Actions	Functions
View Trans-action	You can select a particular transaction in this queue and click this action button. The screen display the transaction details in the View screen of the applicable payment type.
Cancel	You can select a particular transaction in this queue and then click this action button to enable the cancellation of the trans-action. The transaction is not processed on the Activation/ Value date.
Change Value Date	You can click this action button for the selected payment. The system enables you to move the transaction Activation date (and also the Value date) further ahead in the future or move back the date through to the current day (if required).
Authorize	Click this button to authorize action for selected transactions. Cancel and Value Date Change actions require authorization by another user unless the maker has auto-authorization rights.
View Queue Action	You can select a transaction and click this action button to show the actions taken by system or users and the associated audit trail.
Delete	You can delete the action taken on a particular transaction before authorization by clicking this button.

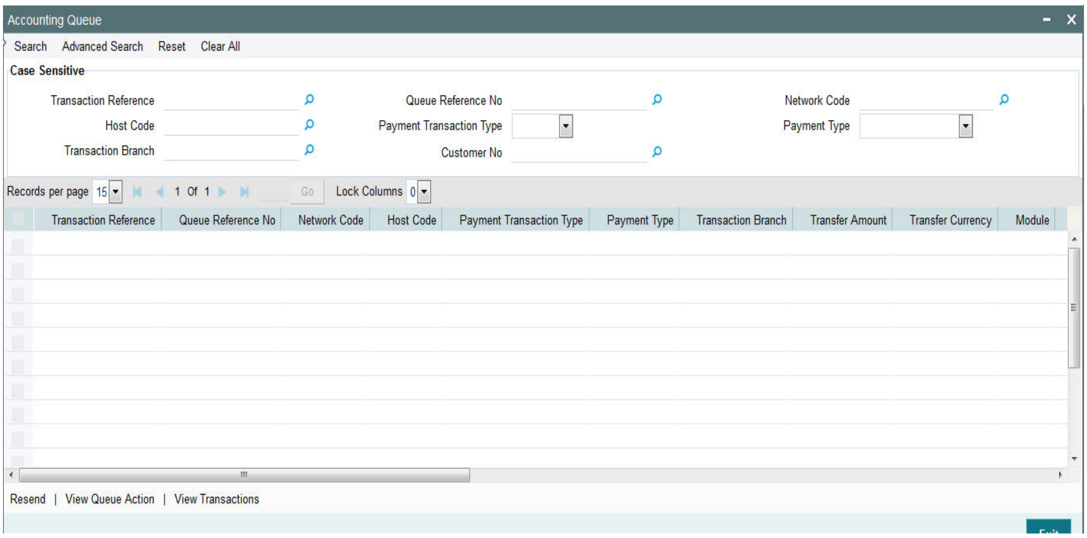
2.1.16.1 Operations supported in the Warehouse Queue

This Warehouse Queue screen has the following Search functions:

- Search
- Advanced Search
- Reset
- Clear All

2.1.17 Accounting Queue

You can invoke the Accounting Queue Screen by typing 'PQSACCQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Transaction Reference
- Host Code
- Transaction Branch
- Queue Reference No
- Payment Transaction Type
- Customer No
- Network Code
- Payment Type

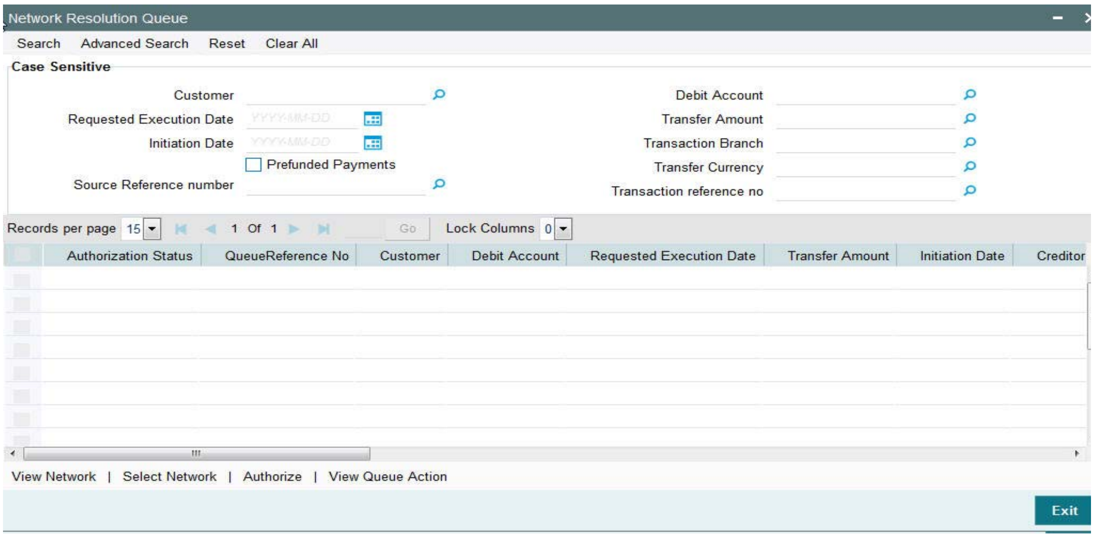
Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue

Actions	Functions
Resend	You can select a particular transaction in this queue and click this action button.
View Trans-actions	You can select a particular transaction in this queue and then click this action button to view the transaction.
View Queue Action	You can select a transaction and click this action button to show the actions taken by system or users and the associated audit trail.

2.1.18 Network Resolution Queue

You can invoke the Network Resolution Queue by typing ‘PQSNWRQU’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Customer
- Debit Account
- Requested Execution Date
- Transfer Amount
- Initiation Date
- Transaction Branch
- Prefunded Payments
- Transfer Currency
- Source Reference number
- Transaction reference no

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

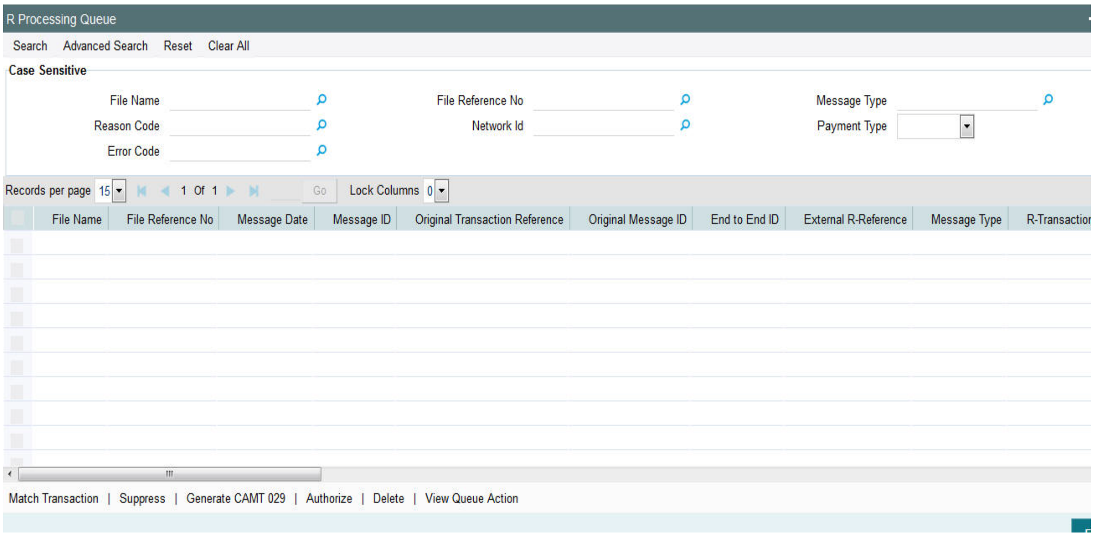
The following actions can be performed for transactions in this queue

Actions	Functions
Select Network	You can select a particular network in this queue and click this action button.
View Network	You can select a particular network in this queue and then click this action button to view the network.
Authorize	You can select a particular network in this queue and then click this action button to authorize the network.

Actions	Functions
View Queue Action	You can select a network and click this action button to show the actions taken by system or users and the associated audit trail.

2.1.19 R Processing Queue

You can invoke the R Processing Queue by typing ‘PMSRMSQU’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- File Name
- File Reference No
- Message Type
- Reason Code
- Network Id
- Payment Type
- Error Code

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue.

Actions	Functions
Match Transaction	This action allows the user to manually match an R-message which is in unmatched status.You can select one of the existing transaction (ACH or direct debit transaction) depending on payment type.
Suppress Action	This action allows the user to suppress an unmatched R-message. This can be done when the original match is not found.

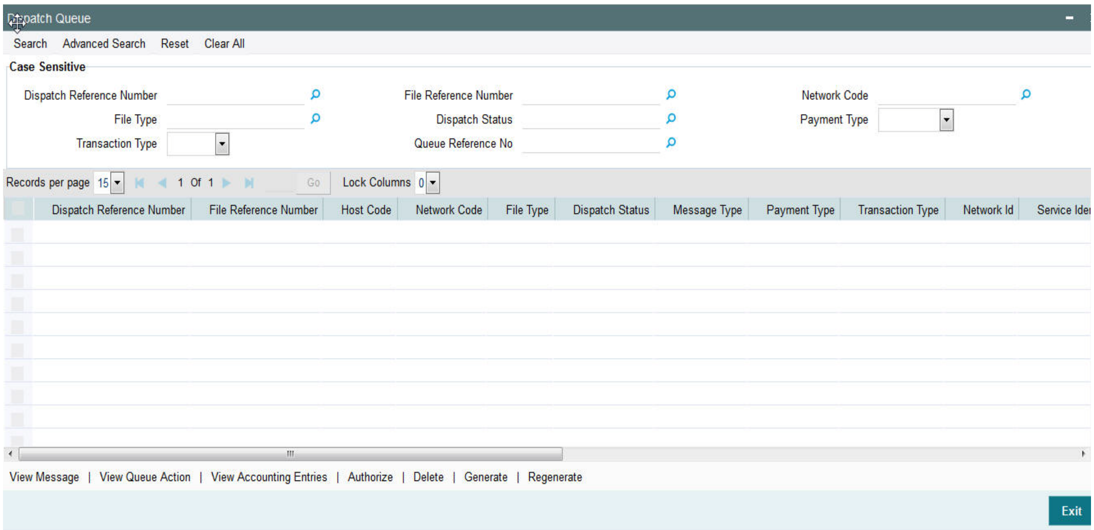
Actions	Functions
Generate camt.029	This action will be applicable for unmatched camt.056 messages received for a payment transaction (SCT). If no original transaction is found, the receiving bank can send back the camt.029 message.
Authorize	You can select a particular record from the queue and then click this action button to authorize the record.
Delete	You can select a particular record from the queue and then click this action button to delete the record.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.

Note

All actions, Match Transaction, Suppress and Generate camt.029 require authorization.

2.1.20 Dispatch File Queue

You can invoke the Dispatch File Queue by typing ‘PMSDSPBR’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Dispatch Reference Number
- File Reference Number
- Network Code
- File Type
- Dispatch Status
- Payment Type
- Transaction Type

- Queue Reference No

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue.

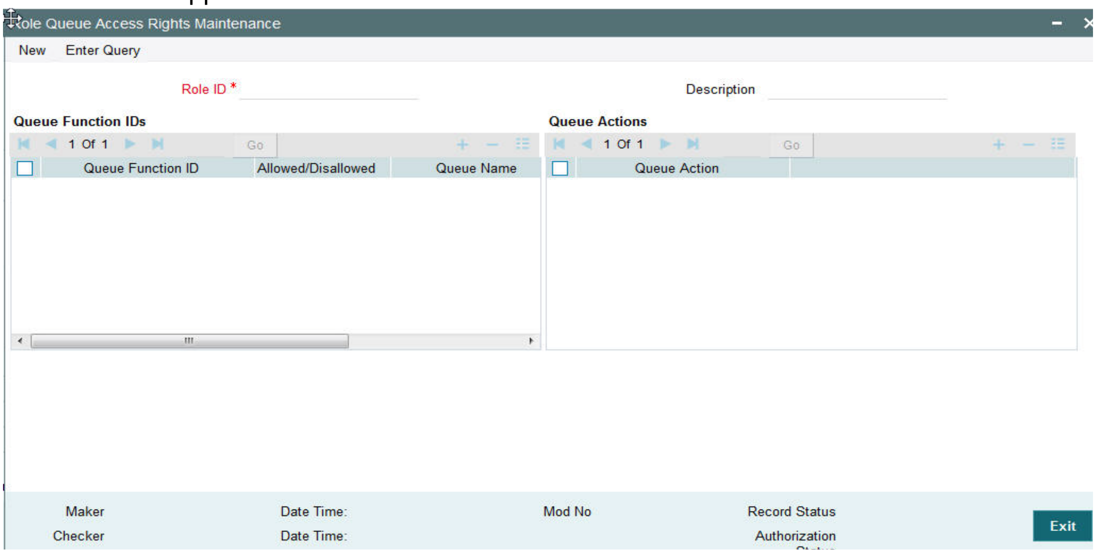
Actions	Functions
Generate File	If the Dispatch file generation status is unprocessed or exception, then it is possible to invoke the file generation manually. Generate file support authorize & delete actions. Queue access rights are provided for the users accordingly.
Regenerate File	It is possible to regenerate a fully rejected file. Regenerate action is allowed if the Network Status of the dispatch file is 'Rejected'. Regenerate file' support authorize & delete actions.
View File	It is possible to view the dispatch file generated using this option.
View Accounting	The file level accounting can be viewed from the Accounting Entries screen opened on invoking this action.

2.2 Exception Queue Access Rights

Access rights can be provided for queue action at user level or at user role level. Access rights maintained is validated when a user tries to do any action on the payment available in the queues.

2.2.1 Role Queue Access Rights

You can invoke the 'Role Queue Access Rights' screen by typing 'PMDROLQA' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button.Click new button on the Application toolbar.



You can specify the following details

Role ID

Select the Role Identification from the LOV.

Description

The system displays the description of the role based on the value selected.

Queue Function IDs

Queue Function ID

Specify the Queue Function ID. Alternatively, you can select the Queue Function ID from the option list. The list displays all valid Queue Function IDs maintained in the system.

Allowed/Disallowed

Select the value provided from the drop down. The options are Allowed and Disallowed. This field is set to denote whether the allowed or disallowed listed of actions are maintained

Queue Name

The system displays the name of the queue based on the value selected.

Queue Code

The system displays the code of the queue based on the value selected.

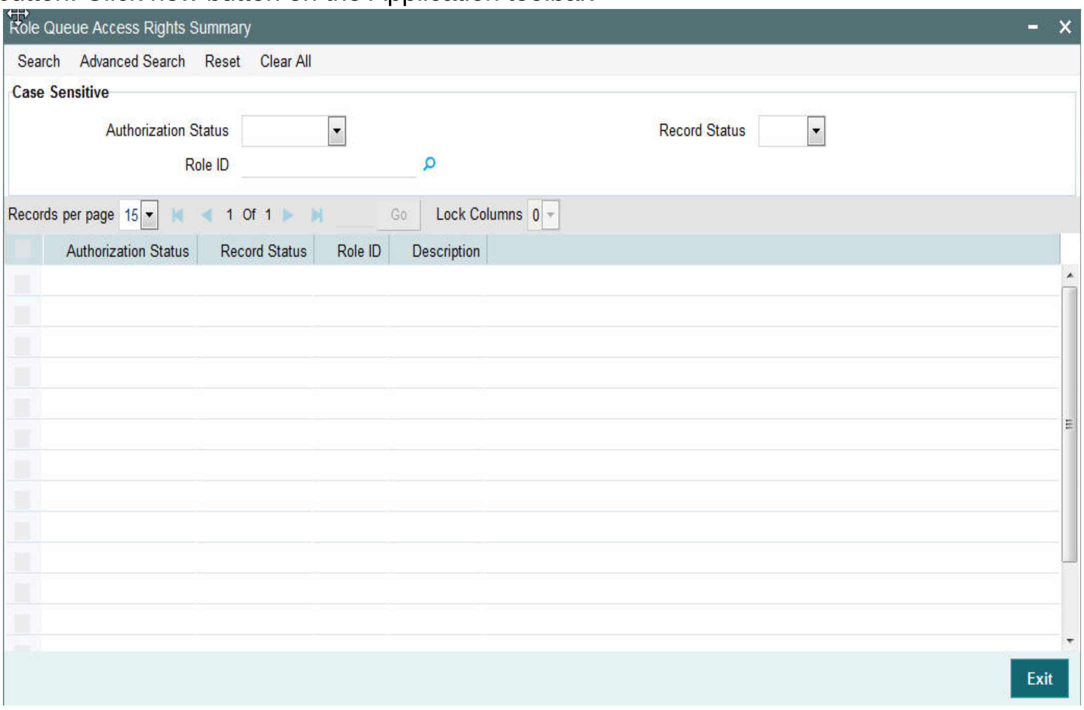
Queue Actions

Queue Action

Select the Queue Action from the LOV. For a Queue function ID selected, you can maintain the Queue Actions in the multi-block section. The queue actions applicable for the function ID selected only are listed.

2.2.1.1 Role Queue Access Rights Summary

You can invoke “Role Queue Access Rights Summary ” screen by typing ‘PMSROLQA’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

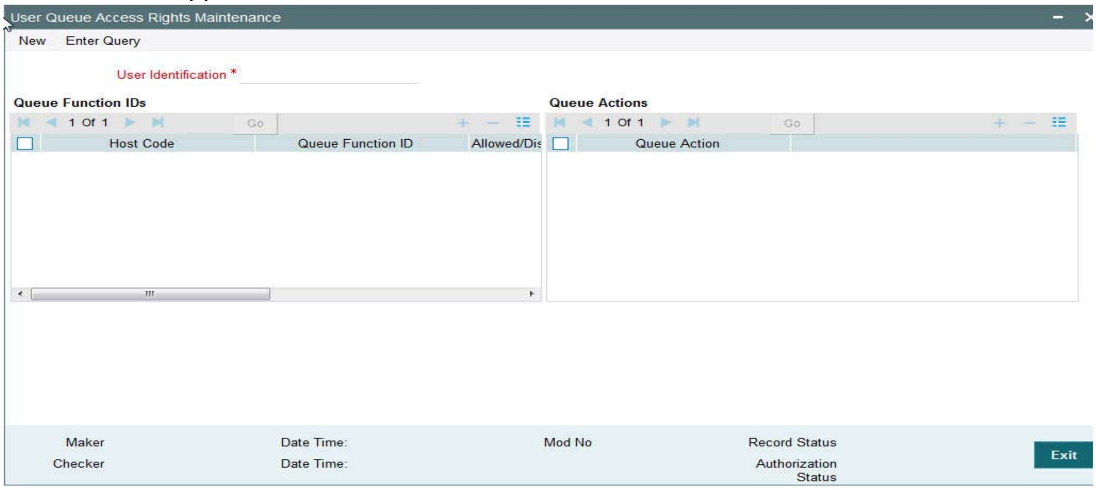
- Authorization Status
- Record Status

- Role Id

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

2.2.2 User Queue Access Rights Screen

You can invoke the ‘Role Queue Access Rights’ screen by typing ‘PMDUSRQA’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button.Click new button on the Application toolbar.



You can specify the following details

User Identification

Select the user Identification from the LOV.

Queue Function IDs

Host Code

Select the host code of the logged in user from the LOV.

Queue Function ID

Specify the Queue Function ID. Alternatively, you can select the Queue Function ID from the option list. The list displays all valid Queue Function IDs maintained in the system.

Allowed/Disallowed

Select the value provided from the drop down. The options are Allowed and Disallowed. This field is set to denote whether the allowed or disallowed listed of actions are maintained

Queue Name

The system displays the name of the queue based on the value selected.

Queue Code

The system displays the code of the queue based on the value selected.

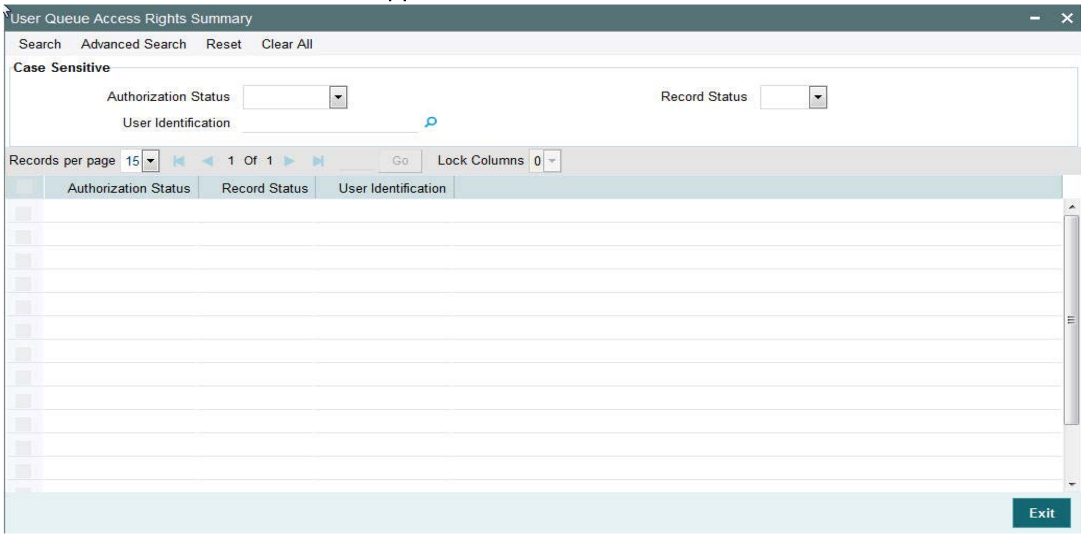
Queue Actions

Queue Action

Select the Queue Action from the LOV. For a Queue function ID selected, you can maintain the Queue Actions in the multi-block section. The queue actions applicable for the function ID selected only are listed.

2.2.2.1 User Queue Access Rights Summary

You can invoke “User Queue Access Rights Summary” screen by typing ‘PMSUSRQA’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click new button on the Application toolbar.



You can search using one or more of the following parameters:

- Authorization Status
- Record Status
- User Identification

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

Note

User queue access rights, if available take precedence over Role access Rights maintained.

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3. Function ID Glossary