

Oracle Banking APIs

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=acc&id=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=acc&id=info> or visit

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

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

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
- Pre-requisite for 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 APIs Release 18.2.0.0.0, refer to the following documents:

- Oracle Banking APIs Licensing Guide
- Oracle Banking APIs Installation Manuals

2. Transaction Host Integration Matrix

Legends

NH	No Host Interface Required.
✓	Pre integrated Host interface available.
✗	Pre integrated Host interface not available.

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
1	Dashboards					
	System Administrator Dashboard	NH	NH	NH	NH	NH
	Administrator Maker Dashboard	NH	NH	NH	NH	NH
	Administrator Approver Dashboard	NH	NH	NH	NH	NH
	Approve the transaction	NH	NH	NH	NH	NH
2	System Rules	NH	NH	NH	NH	NH
3	Transaction Aspects					
	View Transaction Aspects	NH	NH	NH	NH	NH
	Update Transaction Aspects	NH	NH	NH	NH	NH
4	Role Transaction Mapping	NH	NH	NH	NH	NH
5	Entitlements	NH	NH	NH	NH	NH
6	Limits Definition					
	Limits Definition - View	NH	NH	NH	NH	NH
	Limits Definition - Create	NH	NH	NH	NH	NH
	Limits Definition - Delete Limit	NH	NH	NH	NH	NH

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
7	Limits Package Management					
	Limit Package Management - View	NH	NH	NH	NH	NH
	Limit Package Management - Create	NH	NH	NH	NH	NH
	Limit Package Management - Edit	NH	NH	NH	NH	NH
	Limit Package Management - Delete	NH	NH	NH	NH	NH
8	Password Policy Maintenance					
	Password Policy Maintenance - Edit	NH	NH	NH	NH	NH
9	Manage Brand					
	Manage Brand – Summary	NH	NH	NH	NH	NH
	Manage Brand - View	NH	NH	NH	NH	NH
	Manage Brand - Create	NH	NH	NH	NH	NH
	Manage Brand - Edit	NH	NH	NH	NH	NH
	Manage Brand - Delete	NH	NH	NH	NH	NH
	Brand Mapping	NH	NH	NH	NH	NH
	Brand Mapping Summary	NH	NH	NH	NH	NH
	Create Mapping	NH	NH	NH	NH	NH
	Delete Mapping	NH	NH	NH	NH	NH
10	Alerts Maintenance					
	Alerts Maintenance - Search	NH	NH	NH	NH	NH
	Alerts Maintenance-Create	NH	NH	NH	NH	NH

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
	Alerts Maintenance-Edit	NH	NH	NH	NH	NH
	Alerts Maintenance-Delete	NH	NH	NH	NH	NH
11	Authentication	NH	NH	NH	NH	NH
	Authentication - View	NH	NH	NH	NH	NH
	Authentication - Edit	NH	NH	NH	NH	NH
	Authentication - Create	NH	NH	NH	NH	NH
12	Security Questions Maintenance					
	View Security Questions	NH	NH	NH	NH	NH
	Security Questions Maintenance - Edit	NH	NH	NH	NH	NH
	Security Questions Maintenance - Create	NH	NH	NH	NH	NH
13	Party Preferences					
	Party Preferences-Search	✓	✓	✓	NH	✓
	Party Preferences - Create	✓	✓	✓	NH	✓
	Party Preferences-View	✓	✓	✓	NH	✓
	Party Preferences - Edit	✓	✓	✓	NH	✓
14	User Management					
	User Management-Create	✓	✓	✓	NH	✓
	User Management-View	✓	✓	✓	NH	✓
	User Management-Edit	✓	✓	✓	NH	✓
15	Print Password					

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
	Print Password - Search	NH	NH	NH	NH	NH
	Print Password - Print	NH	NH	NH	NH	NH
16	Party Account Access					
	Party Account Access - Mapping (Create)	✓	✓	✓	NH	✓
	Party Account Access- View	✓	✓	✓	NH	✓
	Party Account Access - Edit	✓	✓	✓	NH	✓
	Party Account Access - Delete	✓	✓	✓	NH	✓
17	User Account Access					
	User Account Access - Mapping (Create)	✓	✓	✓	NH	✓
	User Account Access- Search	✓	✓	✓	NH	✓
	User Account Access - Edit	✓	✓	✓	NH	✓
	User Account Access - Delete	✓	✓	✓	NH	✓
18	Party to Party Linkage					
	Party to Party Linkage- Search	✓	✓	✓	NH	✓
	Party To Party Linkage - Create	✓	✓	✓	NH	✓
	Party to Party Linkage- View	✓	✓	✓	NH	✓
	Party To Party Linkage - Edit and De-link	✓	✓	✓	NH	✓
19	User Group Management					
	User Groups - Summary	NH	NH	NH	NH	NH
	User Groups - Admin User – Create	NH	NH	NH	NH	NH

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
	User Groups - Admin User – Search Summary	NH	NH	NH	NH	NH
	User Groups - Admin User – Edit Group	NH	NH	NH	NH	NH
	User Groups - Corporate User – Search Party	NH	NH	NH	NH	NH
	User Groups - Corporate User – Create	NH	NH	NH	NH	NH
	User Groups - Corporate User – Group Summary	NH	NH	NH	NH	NH
	User Groups - Corporate User – Edit Group	NH	NH	NH	NH	NH
20	Approvals					
20.1	Workflow Management					
	Approval Workflow – Select User Type	NH	NH	NH	NH	NH
	Approval Workflow - Admin User - Admin Workflow Management	NH	NH	NH	NH	NH
	Admin Workflow Management – Create	NH	NH	NH	NH	NH
	Admin Workflow Management – Search	NH	NH	NH	NH	NH
	Admin Workflow Management – View	NH	NH	NH	NH	NH
	Admin Workflow Management - Edit	NH	NH	NH	NH	NH
	Approval Workflow - Corporate User - Workflow Management	NH	NH	NH	NH	NH
	Workflow Management – Create	NH	NH	NH	NH	NH

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
	Workflow Management Summary –	NH	NH	NH	NH	NH
	Workflow Management – View	NH	NH	NH	NH	NH
	Workflow Management - Edit	NH	NH	NH	NH	NH
20.2	Approval Rules					
	Approval Rules – Select User Type	✓	✓	✓	NH	✓
	Approval Rules - Admin User - Admin Approval Rules					
	Admin Approval Rules – Create	NH	NH	NH	NH	NH
	Admin Approval Rules – Search	NH	NH	NH	NH	NH
	Admin Approval Rules – View	NH	NH	NH	NH	NH
	Admin Approval Rules - Edit	NH	NH	NH	NH	NH
	Approval Rules - Corporate User - Approval Rule					
	Approval Rules - Corporate User - Search	✓	✓	✓	NH	✓
	Approval Rule – Corporate User - Create	✓	✓	✓	NH	✓
	Approval Rules – Corporate User – Rule Summary	✓	✓	✓	NH	✓
	Approval Rules - View	✓	✓	✓	NH	✓
	Approval Rules - Edit	✓	✓	✓	NH	✓
21	Alerts Subscription					
	Alerts Subscription - Search	✓	✓	✓	NH	✓

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
	Subscribe/Unsubscribe Alerts	✓	✓	✓	NH	✓
22	Billers Category Mapping- Integrated	✓	✓	✓	NH	✓
	Search Biller	✓	✓	✓	NH	✓
	Map Biller	✓	✓	✓	NH	✓
	Manage Category-View	✓	✓	✓	NH	✓
	Manage Category-Add Category					
23	Payment Purpose Mapping					
	Payment Purposes - View	✓	✓	✓	✓	✓
	Payment Purposes - Edit	✓	✓	✓	✓	✓
	Payment Purposes Mapping- Map Purposes	✓	✓	✓	✓	✓
24	Goal Category					
	Goal Category - Search	NH	NH	NH	NH	NH
	Goal Category - View	NH	NH	NH	NH	NH
	Goal Category - Create	NH	NH	NH	NH	NH
	Goal Category - Edit	NH	NH	NH	NH	NH
25	Spend Category					
	Spend Category - Search	NH	NH	NH	NH	NH
	Spend Category - View	NH	NH	NH	NH	NH
	Spend Category - Create	NH	NH	NH	NH	NH
	Spend Category - Edit	NH	NH	NH	NH	NH

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
26	Working Window					
	Transaction Working Window - Search	NH	NH	NH	NH	NH
	Transaction Working Window - Create	NH	NH	NH	NH	NH
	Transaction Working Window - Edit	NH	NH	NH	NH	NH
	Transaction Working Window - Delete	NH	NH	NH	NH	NH
27	Transaction Blackout					
	Transaction Blackout - Search	NH	NH	NH	NH	NH
	Transaction Blackout - Create	NH	NH	NH	NH	NH
	Transaction Blackout - Edit	NH	NH	NH	NH	NH
	Transaction Blackout - Delete	NH	NH	NH	NH	NH
28	User Group - Subject Mapping					
	User Group - Subject Mapping - Search	NH	NH	NH	NH	NH
	User Group - Subject Mapping - Create	NH	NH	NH	NH	NH
	User Group - Subject Mapping - Modify	NH	NH	NH	NH	NH
29	Mailbox					
29.1	Mails					
	Mailbox - Inbox	NH	NH	NH	NH	NH
	Mailbox - Sent Mail	NH	NH	NH	NH	NH
	Mailbox - Deleted Mail	NH	NH	NH	NH	NH
29.2	Alerts	NH	NH	NH	NH	NH

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
29.3	Notifications	NH	NH	NH	NH	NH
30	Mailers					
	Mailers - Search and View	NH	NH	NH	NH	NH
	Mailers - Create	NH	NH	NH	NH	NH
	Mailers - Edit	NH	NH	NH	NH	NH
	Mailers - Delete	NH	NH	NH	NH	NH
31	Reports					
32	Report Generation	✓	✓	✓	NH	✓
	View Scheduled Reports	NH	NH	NH	NH	NH
	Edit Schedule Reports					
33	My Reports	NH	NH	NH	NH	NH
	My Reports - Adhoc	NH	NH	NH	NH	NH
	My Reports - Schedule	NH	NH	NH	NH	NH
34	User Report Mapping					
	User Report Mapping - Search	NH	NH	NH	NH	NH
	User Report Mapping - Create	NH	NH	NH	NH	NH
	User Report Mapping - Edit	NH	NH	NH	NH	NH
35	ATM / Branch Maintenance					
	ATM/ Branch Maintenance - Search	NH	NH	NH	NH	NH
	ATM/ Branch Maintenance - Add	✓	✓	✓	NH	✓

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
	ATM/ Branch Maintenance - Edit	✓	✓	✓	NH	✓
	ATM/ Branch Maintenance - Delete	NH	NH	NH	NH	NH
36	Product Mapping					
	Product Mapping - View	✓	✓	✓	NH	✓
	Product Mapping - Edit	✓	✓	✓	NH	✓
	Product Mapping - Create	✓	✓	✓	NH	✓
37	Payee Restriction Setup					
	Payee Restriction Setup - View	NH	NH	NH	NH	NH
	Payee Restriction Setup - Edit	NH	NH	NH	NH	NH
38	Audit Log	NH	NH	NH	NH	NH
	Workflow Configuration					
39	Product Configuration - View Default Workflow	NH	NH	NH	NH	NH
	Product Configuration - Create Custom Flow	NH	NH	NH	NH	NH
	Product Configuration - View Custom Workflow	NH	NH	NH	NH	NH
	Product Configuration - Edit	NH	NH	NH	NH	NH
40	My Profile	NH	NH	NH	NH	NH
41	Security Settings					
	Change Password	NH	NH	NH	NH	
	Set Security Questions	NH	NH	NH	NH	

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
42	Access Point Maintenance					
	Access Point Maintenance - View	NH	NH	NH	NH	
	Access Point Maintenance - Edit	NH	NH	NH	NH	
	Access Point Maintenance - Create	NH	NH	NH	NH	
	Access Point Group Maintenance	NH	NH	NH	NH	
	Access Point Group Maintenance - View	NH	NH	NH	NH	
	Access Point Group Maintenance - Edit	NH	NH	NH	NH	
	Access Point Group Maintenance - Create	NH	NH	NH	NH	
43	Transaction Group Maintenance					
	Transaction Group Maintenance - View	NH	NH	NH	NH	
	Transaction Group Maintenance - Edit	NH	NH	NH	NH	
	Transaction Group Maintenance - Create	NH	NH	NH	NH	
	Transaction Group Maintenance – Delete	NH	NH	NH	NH	
44	Relationship Mapping Maintenance	□				
	Relationship Mapping Maintenance - View	NH	NH	NH	NH	
	Relationship Mapping Maintenance - Edit	✓	NH	NH	NH	
45	Relationship Matrix					
	Relationship Matrix Maintenance - View	NH	NH	NH	NH	NH
	Relationship Matrix Maintenance - Edit	NH	NH	NH	NH	NH
46	User Helpdesk	✓	✓	✓	NH	

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
47	Feedback Capture Analysis	NH	NH	NH	NH	NH
48	Feedback Analytics	NH	NH	NH	NH	NH
49	Request processing	NH	NH	NH	NH	NH
50	Service Request - Summary	NH	NH	NH	NH	NH
	Service Request Details	NH	NH	NH	NH	NH
	Approve or Reject Service Requests	NH	NH	NH	NH	NH
51	Dashboard Builder - Design					NH
	Design New Dashboard	NH	NH	NH	NH	
	View Dashboard	NH	NH	NH	NH	NH
	Edit Dashboard	NH	NH	NH	NH	NH
	Delete Dashboard	NH	NH	NH	NH	NH
	Dashboard Mapping					NH
	View Dashboard Mapping	NH	NH	NH	NH	
	Create Dashboard Mapping	NH	NH	NH	NH	NH
	Delete Dashboard Mapping	NH	NH	NH	NH	NH
52	Service Request - Form builder					
	Service Request - Summary	NH	NH	NH	NH	NH
	Service Request Details	NH	NH	NH	NH	NH
	Approve or Reject Service Requests	NH	NH	NH	NH	NH
53	Session Summary	NH	NH	NH	NH	NH

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.7.0.0.0	Oracle FLEXCUBE Universal Banking 12.4.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0	Oracle FLEXCUBE Universal Banking 14.0.0.0.0 (Oracle Banking Payments)	Oracle FLEXCUBE Universal Banking 14.1.0.0.0
54	Biller Onboarding					
	Search Biller	X	X	X	X	X
	View Biller	X	X	X	X	X
	Edit Biller	X	X	X	X	X
	Create Biller	X	X	X	X	X
	Delete Biller	X	X	X	X	X

[Home](#)

3. Dashboards

Dashboard allows an administrator user to access various elements of the core banking system. The role of the System/Bank administrator is to manage and administer day-to-day functions of a bank. Administrators can perform various tasks such as doing Day 1 maintenances, maintenances pertaining to retail / corporate banking, creation of roles, user creation, maintenance of party preferences etc.

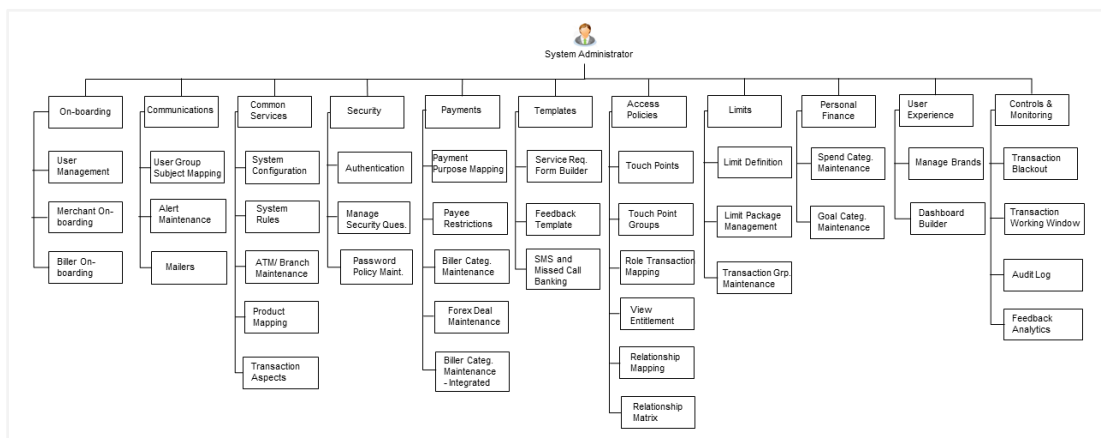
Dashboards provides a quick view of the most relevant functions, to achieve a particular objective or complete a process. Oracle Banking API solution supports role specific dashboards for an administrator user. -

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

3.1 System Administrator Dashboard

A System Administrator is responsible for setting up and maintaining the system. System Administrators are the members of the information technology department of the Bank who are mainly responsible for Bank's Day 1 maintenances or other day to day maintenances like Role Transaction Mapping, password policy maintenance and rules and roles maintenances etc. From an application perspective, the System Administrator works with the Bank administrator, to perform one-time maintenances.

Summary



Features Supported In Application

- Maintain common services - Configuration, Transaction Aspects, System Rules, and Product Mapping
- Onboard Merchants, Users and Billers to channel banking
- Maintain Bank ATM and Branches
- Maintain Communications - Alert Maintenance, User Group Subject Mapping, Mailers
- Define Transaction, Duration and Cooling Period Limits

- Maintain categories under Personal Finance Management, for a retail user
- Maintain payee Restrictions
- Mapping of Biller Category and Payment Purposes
- Maintain Forex Deals
- Maintain Transaction working windows and blackouts
- Maintain security related functions
- Manage User Experience, Dashboard Builder
- Map User Groups to Subjects
- Maintain Touch Points
- Role Transaction Mapping
- Define Templates of Service Request Form, Feedback
- SMS Banking
- Mailbox, Print Password
- Checks Audit Log



System Administrator Dashboard – Overview


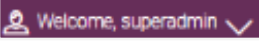

The System Administrator dashboard comprises of Quick Links, each of which when clicked launches into the respective item.

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 view the user's profile and for logout option
-  : Click the toggle menu to access the list of transactions.

Toggle Menu Transactions

Following items are present on the Toggle Menu:

- **Your Current View is:** Select your role as System Administrator. The drop-down to select the role is available only if the user is mapped with more than one role.
- **Select Language:** Select your desired language from the drop-down list.
-  **Onboarding** : Click this menu to manage users.
-  **Approvals** : Click this menu to access Approval related transactions.
-  **Limits** : Click this menu to manage limits.
-  **Account Access** : Click this menu to set up account access rules on the transactions.
-  **Dashboard Builder** : Click this menu to build your custom dashboards.
-  **Request Processing** : Click this menu to view and manage the initiated service request.
-  **Manage Third Party Consents** : Click this menu to manage third party applications.
-  **Feedback Analytics** : Click this menu to analyze the feedback.
-  **File Upload** : Click this menu to create a file identifier and map it to the user.
-  **Reports** : Click this menu to generate reports and view the generated reports.
-  **Others** : (User Group Management, Alert Subscription, Audit Log, Service Request Form Builder)
-  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
-  **My Profile** : Click this icon to view the profile of the logged in user.

-  **Session Summary** : Click to view the login details like start date and time, end date and time, Channel and IP address of the last sessions of the logged in user.
-  **ATM/Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank.
-  **Security Settings** : Click here for security settings.
-  **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.

Main Dashboard Transactions

Following transactions are present on the System Administrator dashboard in the form of cards for quick access of transactions:

- **On-boarding**

- (a) **User Management**

User Management function enables the System 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).

User will get access to all the entities and clients mapped to it. Also the limit packages can get assigned once the user selects the accessible entities.

- (b) **Merchant Management**

Merchant Management 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.

- (c) **Biller Onboarding**

Using Biller Onboarding, System Administrators can create billers. The system administrator defines payment methods accepted by biller (e.g. Current and Savings Account, Credit Card, Debit Card etc.) while creating a biller. He also maintains category of the biller, full address of the biller and location/ area in which the biller operates or provides his services.

System Administrator creates billers, which are then made available to the customers to register themselves with these billers to receive and pay bills online.

- **Communications**

(a) 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 the existing mapping and to create a new User Group – Subject mapping.

(b) Alert 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.

(c) 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 offer, launch of a product or service, etc.

The System 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.

- **Common Services**

(a) System Configuration

Using this option System Administrator 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.

(b) 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, First Time Login Steps 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.

(c) 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 Core Banking application) 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.

(d) Product Mapping

Product Mapping feature allows the System Administrator to map products with the channel. The business users will be 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.

(e) Transactions Aspects

Using this option, System Administrator can define the aspects for a transaction. Depending on the aspects defined for a transaction through this maintenance, the transaction will be available/unavailable for selection in the respective maintenance screen.

User can view the aspects for a selected transaction and also edit the aspects i.e. enable/disable the aspects for the selected transaction.

- **Security**

(a) Authentication

Passwords are the most common form of authentication used in the world today. But passwords are 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 Two Factor Authentication is an extra layer of security that is a subset of "multi factor authentication" that requires not only a password and username but also something that that user has or something user knows or something they are e.g. tokens, OTP, biometrics 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 two factor Authentication requires two different kinds of evidences before executing any transaction successfully. This option enables the system administrator to maintain authentication pattern for each transaction of a specific user segment.

The types of two factor authentication used in the application are as follows:

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

(b) **Security Question Maintenance**

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 that need to set and answered by user for completing any transaction. Administrator can add the security questions, if required.

(c) **Password Policy Maintenance**

Password policy maintenance enables System Administrator to define password parameters for users. Using this option System Administrator create, view and edit password policy for different user role/segments (Admin, Retail, and Corporate). Password policy maintenance contains following sections:

- **Password Validators:** This section contains the validations for a password. The validations include minimum and maximum length of the password, allowed characters in a password, repetitive and successive characters allowed, details to be excluded in the password like, date of birth, first and last name, user ID and party ID, and bank defined restricted passwords. User can also define number of successive incorrect attempts allowed, and number of previous password disallowed.
- **Password Expiry Parameters:** This section contains details about password expiry period, first password expiry period, and whether to force user to change password if there is a change in password policy (so that users can change their password as per the new password policy).

• **Payments**

(a) **Payment Purpose Mapping**

System Administrator maps purposes of payments (the purpose of initiating a payment transaction as maintained in Core Banking or Product processor) to a payment type.

System Administrator can search and View the mapped payments purposes, map / un-map the payments purposes.

(b) **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.

(c) Biller Category Maintenance

System Administrator creates new biller categories and map it to the billers. E.g. administrator can create biller category as 'Insurance' and use it as Biller Category when creating billers related to insurance.

The System administrators can change the order of the categories as per their priority by dragging the categories. In the business user screen, these categories appear in the same order for selection to the customers, as defined by the administrators.

(d) Forex Deal Maintenance

Using Forex Deal Maintenance option, System Administrator can maintain currency pair. The maintained currency pairs are made available to corporate users to book deals and utilize those while making payments. Based on the treasury system, timer window can also be set for each currency pair so that the deal expires after the setup time, which helps corporate user to get the latest rate possible.

(e) Biller Category Maintenance - Integrated

Using biller category mapping maintenance, System Administrators can map a Biller Category to each Biller maintained in the core banking 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).

- **Templates**

(a) Service Request Form Builder

Service Request Form Builder transaction allows the system administrator to define service requests by defining its attributes and by building the form (Request page that should be available to business user) which are then available for Retail users for creating a new Service Request.

(b) Feedback Template

Using this option, the System Administrator can maintain the feedback templates by defining the feedback question, selecting the rating scale, adding new questions along with new options, selecting the transactions for which feedback capture needs to be enabled.

The administrator can also decide whether an additional question is to be asked for a scale weight and select the applicable options for the question.

(c) SMS and Missed Call Banking

Using this option, the System Administrator can maintain the sms and missed call templates. The templates can be defined as:

- **SMS:** You can set the template / format of the message, which the account holder will be sending to the bank to receive the information in a specified format.

- **Missed Call:** You can set the template / format the account holder will receive, once he / she gives a miss call on the specified phone number.
 - **Access Policies**
 - (a) **Touch Points**

Touch Points are different channels/ medium through which transactions or inquiries can be performed in OBAPI. These can be created or modified under this section.

Touch Points in OBAPI are of type 'Internal' and 'External'. Internal Touch Points are defined as part of Day 0 definition whereas External Touch Points are typically third party applications that can be defined by the System/ Bank Administrator as part of onboarding in OBAPI
 - (b) **Touch Points Groups**

Touch Points are different channels e.g. Internet, Mobile, SMS, Third Party applications etc. through which the OBAPI services can be accessed. This maintenance enables the System Administrator user to group two or multiple touch points together for the purpose of defining common limits for a transaction accessed from any touch point grouped together.
 - (c) **Role Transaction Mapping**

This function enables System Administrator to create Application Role and transaction mapping to application roles will be done for Touch Points. Administrator can create the application roles for the User Segments (Retail/ Corporate/ Administrator) and map the transactions to the application roles for internal as well as external touch points. The benefit of mapping the transactions on an touch point level is that the Bank can control transaction access at each touch point.
 - (d) **View Entitlements**

Entitlements are the transactions that the user can perform. Each Entitlement is linked to a single or group of resources.

Using this transaction user can view all the entitlements and resources linked to it for different actions i.e. Perform, Approve, and View. User can also view the services associated for each action for an entitlement.
 - (e) **Relationship Mapping**

Customer Relationship Maintenance enables the System Administrator to set up the transaction access logic for Bank's retail customers from Digital Banking Platform based on their account - mode of operation or relationship.

E.g. If a customer relationship (Mode of operation) is 'Either or Survivor', provide an access of all transactions whereas, if a customer relationship (Mode of operation) is 'Jointly', provide an access of all Inquiries and restrict all financial transactions from Digital Banking Platform. Such account and transaction access rules can be set up by the System Administrator using 'Relationship Maintenance Module'.
 - (f) **Relationship Matrix**

Relationship Matrix maintenance allows the System Administrator to define the transaction access based on the account relationships. Administrator can enable or disable each transaction for each relationship code. OBAPI first checks if the transaction is enabled in a role attached to a user and then if it is enabled in relationship matrix. If both the conditions are satisfied, an access of a transaction and of an account is provided to the user.
-

- **Limits**

- (a) **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.

- (b) **Limits Package Management**

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 at an touch point level.

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

- (c) **Transaction Group Maintenance**

Transaction group maintenance enables the System Administrator user to create and maintain group of transactions. Administrator can maintain a transaction group for the purpose of defining consolidated transaction limits. Once limits are assigned at transaction group, these limits acts as collective limit for selected transactions in a group.

- **Personal Finance**

- (a) **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 under which user can map expenses.

- (b) **Goal Category Maintenance**

Goal Category maintenance allows the System Administrator to create, modify or expire goal categories. This maintenance is done only for Retail users 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.

- **User Experience**

- (a) **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 for the application.

There is a list of categories on the left of the screen to choose from. System administrator 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.

- (b) **Dashboard Builder**

Dashboard Builder is an administrative maintenance that allows the System Administrator to create and configure dashboard templates for Retail and Corporate users.

System Administrator can configure new dashboards by dragging and dropping the desired widget at desired location in template. And also can add and edit rows and columns while configuring new dashboard to add more widgets. Facility is also provided to search, view, edit and delete the configured dashboards.

These configured dashboards are responsive and can adapt to any type device that Bank wants to enable it to the customers' i.e. desktop, mobile and tablet. System allows the user to design new template and preview on different types of devices before enabling it.

The administrator can define multiple dashboards with the various attributes/widgets. Further these templates can be mapped to the user segment, party or even to a specific user.

- **Controls & Monitoring**

- (a) **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.

- (b) **Transaction 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.

(c) Audit Log

Audit log is set of records that provide information about operations performed in the application and details of the user who has performed it along with date and time when it was performed. The System Administrator can search and view the Audit Log.

(d) Feedback Analytics

Using this option, the System Administrator can analyze the feedback for different transactions. System Administrator can view top and bottom three transactions based on average customer review or he can search for individual transactions for a selected time period. Feedback Analytics gives the bank a quick analysis of the feedback information collected. The analytics covers information the average of feedback ratings transactions have got, trends in how the average ratings have changes, the top and bottom transactions in terms of ratings etc. The analytics helps banks in quickly identifying the pain points in customer journeys in the system points out the specific areas for improvement and action.

Using this option, the System Administrator can analyze the feedback given by users of the system.

- **Notifications**

The notification section allows the System Administrator user to view last 'N' number of notifications sent by the bank. Click **View All** to view all the notifications sent by the bank.

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.

- **Activity Log**

The System Administrator can view the log of activities here. For ease of use, he can provide a Date Range and search.

Icons

- : 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.

(a) Corporate Activity Log

In the Corporate activity log, the System Administrator, 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 System Administrator can view the Bank Administrator 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

Click the **Reference Number** link in the **Activity Log** section to view the 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.

ZigBank | Welcome, Administrator User | Last login 19 Jun 10:09 AM

Limit Definition

REVIEW
You Initiated a request for creating Limit. Please review details before you confirm!

Limit Type	Cooling Period	
Limit Code	CPLAJZ	
Limit Description	CPLAJZ	
Currency	GBP	

From Time	To Time	Cumulative Transaction Amount
0dd : 0hh : 0mm	0dd : 0hh : 30mm	£500.00
0dd : 0hh : 30mm	0dd : 1hh : 0mm	£5,000.00
0dd : 1hh : 0mm	1dd : 0hh : 0mm	£10,000.00

Transaction Journey

```

graph LR
    A((Initiation)) --> B((Approval))
    B --> C((Completion))
  
```

Initiation
Administrator User
19 Jun 10:10 AM

Approval

Completion
Processed
19 Jun 10:10 AM

[Back](#)

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Transaction Journey

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

Transaction Journey

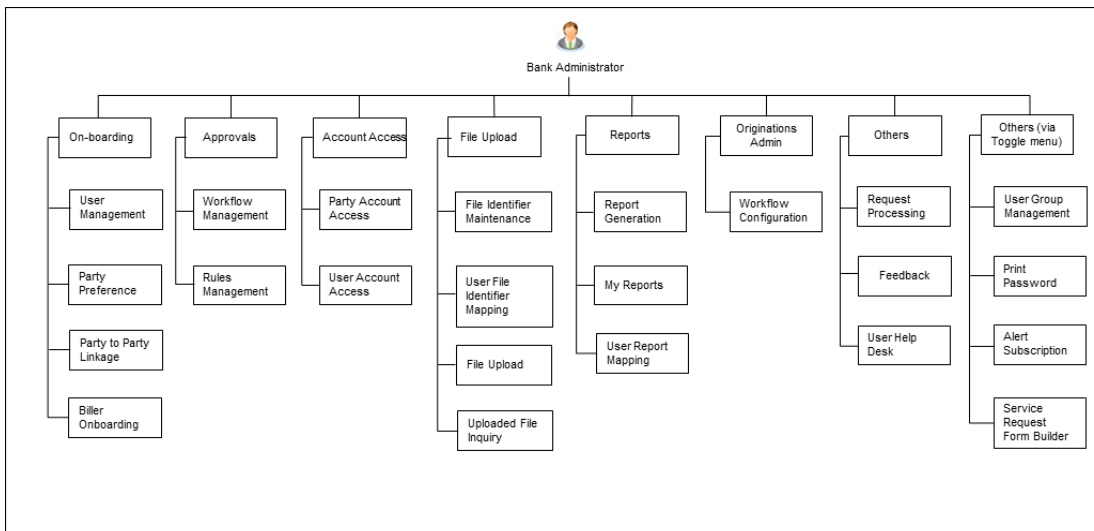
This section displays the status of transactions that has been initiated by the maker. Transaction journey displays the status as:

- Initiation
- Approval
- Completion

3.2 Administrator Maker Dashboard

Bank Administrator Maker’s role involves the maintenances which are mainly required for day to day business in banks. Maintenances like onboarding the users on OBAPI Platform and providing them the account and transactions access, etc.

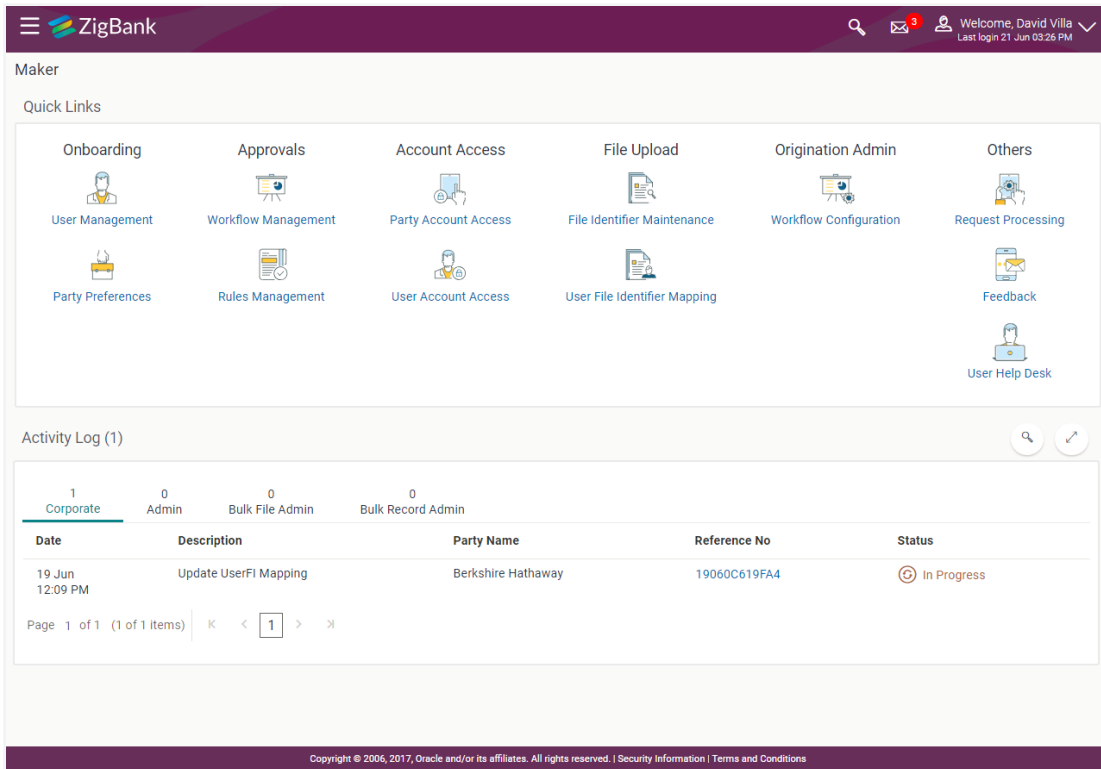
Summary



Maker Dashboard - Overview

The Bank administrator – Maker dashboard comprises of:




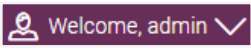

- Quick Links
- Activity Log



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 view the User Profile and Logout option.
-  : Click the toggle menu to access the transaction.

Toggle Menu Transactions

Following items are present on the Toggle Menu:

- **Your Current View is:** Select your role as maker. The drop-down to select the role is available only if the user is mapped with more than one role.
- **Select Language:** Select your desired language from the drop-down list.
-  **Onboarding** : Click this menu to manage users.
-  **Approvals** : Click this menu to access Approval related transactions.
-  **Limits** : Click this menu to manage limits.
-  **Account Access** : Click this menu to set up account access rules on the transactions.
-  **Dashboard Builder** : Click this menu to build your custom dashboards.
-  **Request Processing** : Click this menu to view and manage the initiated service request.
-  **Manage Third Party Consents** : Click this menu to manage third party applications.
-  **Feedback Analytics** : Click this menu to analyze the feedback.
-  **File Upload** : Click this menu to create a file identifier and map it to the user.
-  **Reports** : Click this menu to generate reports and view the generated reports.
-  **Others** : (User Group Management, Alert Subscription, Audit Log, Service Request Form Builder)
-  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
-  **My Profile** : Click this icon to view the profile of the logged in user.
-  **Session Summary** : Click to view the login details like start date and time, end date and time, Channel and IP address of the last sessions of the logged in user.
-  **ATM/Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank.

-  **Security Settings** : Click here for security settings.
-  **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. Bank Administrator can also change the user status (lock/unlock) and grant/deny the channel access to 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/Monthly limits per transaction
- Transaction limits for users
- Approval flow – Parallel or Sequential or none
- To enable Channel access or not
- To enable Forex Deal creation or not
- To enable a Corporate Administrator or not.

(c) Party To Party Linkage (Through Toggle 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 '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.

(d) Biller Onboarding(Through Toggle menu)

Using Biller Onboarding, Bank Administrators can create billers. The bank administrator defines payment methods accepted by biller (e.g. Current and Savings Account, Credit Card, Debit Card etc) while creating a biller, category of the biller, full address of the biller and location/ area in which the biller operates or provides his services.

Administrator creates billers, which are then made available to the customers to register themselves with these billers to receive and pay bills online.

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.

Others

(a) Request Processing

Service requests allows the Bank Administrator- maker to search and view all the service requests that have been initiated by the Bank customers and are available with various statuses like Open, Completed and Rejected. Bank Administrator can search the service requests with specific search criteria and can update the status of open service requests.

(b) Feedback

Using this option, the Administrator can maintain the feedback templates by defining the feedback question, selecting the rating scale, adding new questions along with new options, selecting the transactions for which feedback capture needs to be enabled.

The administrator can also decide whether an additional question is to be asked for a scale weight and select the applicable options for the question.

(c) User Help Desk

This option enables the Administrator to create business user's session and perform the transaction requested by business user if he has forgotten his internet banking password or is unable to perform a transaction using his internet banking.

To authenticate the user, system will send an OTP to the customer and the same OTP needs to be communicated to the administrator user so that he can enter it on the screen to create user's session.

Additional options accessible via Toggle Menu

Limits

(a) 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 Bank 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 Bank Administrator to search and view limits, create limits and edit / delete existing limits.

(b) Limits Package

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 at an access point level.

This Option allows the Bank Administrator to search and view Limit Package, create a new Limit Package, and edit / delete existing Limit Package.

(c) Transaction Group Maintenance

Transaction group maintenance enables the Administrator user to create and maintain group of transactions. Administrator can maintain a transaction group for the purpose of defining consolidated transaction limits. Once limits are assigned at transaction group, these limits acts as collective limit for selected transactions in a group.

Dashboard Builder

Dashboard Builder is an administrative maintenance that allows the Administrator to create and configure dashboard templates for Retail and Corporate users.

Administrator can configure new dashboards by dragging and dropping the desired widget at desired location in template. And also can add and edit rows and columns while configuring new dashboard to add more widgets. Facility is also provided to search, view, edit and delete the configured dashboards.

These dashboards are responsive and can adapt to any type device that Bank wants to enable it to the customers' i.e. desktop, mobile and tablet. System allows the user to design new template and preview on different types of devices before enabling it.

The administrator can define multiple dashboards with the various attributes/widgets. Further these templates can be mapped to the user segment, party or even to a specific user.

Feedback Analytics

Feedback Analytics gives the bank a quick analysis of the feedback information collected. The analytics covers information the average of feedback ratings transactions have got, trends in how the average ratings have changes, the top and bottom transactions in terms of ratings etc. The analytics helps banks in quickly identifying the pain points in customer journeys in the system points out the specific areas for improvement and action.

Using this option, the System Administrator can analyze the feedback given by users of the system.

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.

(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 Report Mapping

The user report mapping maintenance allows the Bank Administrators to map the report or set of reports to a specific corporate user. The corporate users can generate and view the reports which they have an access to.

Bank Administrator searches a corporate user based on the party id and view the reports mapped to him, he can also un-map the reports from specific corporate user so that access of the specific report/ s can be removed to that corporate user.

The Bank Administrator can also map the accounts of primary and linked parties for which the reports can be generated by a corporate user, so that corporate user can generate the report only for the accounts mapped to him.

Others (Through Toggle Menu)

(a) 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.

(b) Audit Log

Audit log is set of records that provide information about operations performed in the application and details of the user who has performed it along with date and time when it was performed. The Bank Administrator can search and view the Audit Log.

(c) Print Password

When a new user opens an account in the bank and registers for internet banking, the bank sends the printed password along with some other documents like Welcome letter, Terms & Conditions document and applicable promotional offers to the registered user via courier or post. This screen allows the Bank Administrator to print the password along with these documents for new users as well as for existing users who have requested for reset password.

(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) Service Request Form Builder

Service Request Form Builder transaction allows the administrator to define service requests by defining its attributes and by building the form (Request page that should be available to business user) which are then available for Retail users for creating a new Service Request.



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.

Icons

-  : 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.

(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 - maker 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

(c) Bulk File Activity Log

In Bulk File Activity Log, the Bank **Administrator** – maker, can view the bulk file activities. The following fields are displayed.

- Date: Date of the maintenance
- File Identifier: Unique code assigned to files as required by parties
- File Name: Name assigned to files.
- Initiated by: Initiator of the Party Maintenance.
- Reference No: Reference Number of the maintenance.
- Status: Status of the maintenance

(d) Bulk Record Activity Log

In Bulk Record Activity Log, the Bank Administrator – maker, can view the bulk record activities. The following fields are displayed.

- Date: Date of the maintenance
- File Identifier: Unique code assigned to files as required by parties
- File Name: Name assigned to files
- Initiated by: Initiator of the Party Maintenance.
- Reference No: Reference Number of the maintenance.
- Status: Status of the maintenance

Transaction Journey

Click the **Reference Number** link in the **Activity Log** section to view the 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 Completed.

ZigBank
Welcome, David Villa
Last login 19 Jun 05:38 PM

Update UserFI Mapping

Review


Party Id	001930
Party Name	
User Name	John C
User Id	JohnMak

Mapping Summary

<input type="checkbox"/>	File Identifier	Transaction Type	Approval Type	Sensitive Check
<input checked="" type="checkbox"/>	Domestic01 - Domestic Internal	Internal Funds Transfer	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	DomesticFT - Domestic File Transfer SDSC	Domestic Funds Transfer	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	DomesticPayee - Domestic payee	Domestic Payee	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	InternalFTRec - InternalFTRec	Internal Funds Transfer	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	InternalTransfer - Internal Transfer	Internal Funds Transfer	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	MDMCAdhocBeneMixFT - MDMC adhoc bene fund transfer	Mixed Payments	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	MDMCIntFT - MDMC Internal Fund Transfer	Internal Funds Transfer	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	MDMCINTNLABR - MDMC International Record	International Funds Transfer	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	MDMCIntnlR - MDMC Internal Record Level	Internal Funds Transfer	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	MDMCMIXEDABR - MDMC Mixed Adhoc Bene Reecord level	Mixed Payments	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	MDMCMixedAdhocBeneFT - MDMC Mixed payment	Mixed Payments	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	MixedPayee - Mixed Payee	Mixed Payee	File	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SDMCDomFile - SDMC Domestic AB File Level	Domestic Funds Transfer	File	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SDMCDomFT - SDMC Domestic Fund Transfer	Domestic Funds Transfer	File	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SDMCINABF - SDMC Internal File Level	Internal Funds Transfer	File	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SDMCInternalFT - SDMC Internal fund Transfer	Internal Funds Transfer	File	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SDSCDomFT - SDSC Domestic File Transfer	Domestic Funds Transfer	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SDSCDOMR - SDSC Domestic Record level	Domestic Funds Transfer	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SDSCINABR - SDSC Internal Record level	Internal Funds Transfer	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SDSCInternalFT - SDSC Internal Fund Transfer	Internal Funds Transfer	Record	<input type="checkbox"/>


Transaction Journey

Initiation




David Sanchez Villa
19 Jun 12:09 PM

Approval



Completion



[Back](#)

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Transaction Journey

The screen 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:

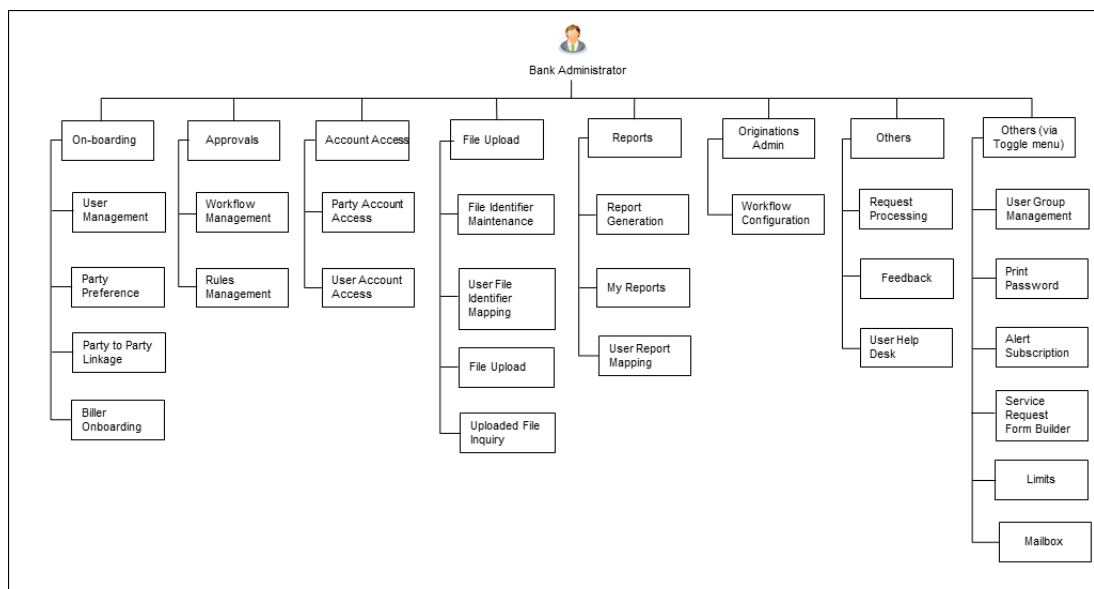
- Initiation
- Approval
- Completion

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

3.3 Administrator Approver Dashboard

This dashboard is available for Bank administrator users whose main responsibility is of approving the transactions initiated by Bank administrator in maker role. Approver has the responsibility to ensure correctness of the maintenances as per the bank and corporate mandate, to ensure speedy and accurate processing.

Workflow



Approver Dashboard - Overview

The Bank Administrator – Approver dashboard comprises of:

- Pending Approvals
- Quick Links
- Other options accessed via menu
- Activity Log

Approver

Pending for Approvals (1)

Date	Description	Party Name	Initiated By	Reference No	Status
19 Jun 12:25 PM	Update FileIdentifier Registration	Berkshire Hathaway	David Villa	1906E422839D	In Progress

Page 1 of 1 (1 of 1 Items)

Quick Links

- Onboarding: User Management
- Approvals: Workflow Management
- Account Access: Party Account Access
- File Upload: File Identifier Maintenance
- Origination Admin: Workflow Configuration
- Others: Request Processing
- Party Preferences
- Rules Management
- User Account Access
- User File Identifier Mapping
- Feedback
- User Help Desk

Activity Log (0)

No data to display.




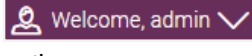

Page 1 (0 of 0 items)

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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 view the User Profile and Logout option.
-  : Click the toggle menu to access the transaction.

Toggle Menu Transactions

Following items are present on the Toggle Menu:

- **Your Current View is:** Select your role as maker. The drop-down to select the role is available only if the user is mapped with more than one role.
- **Select Language:** Select your desired language from the drop-down list.
-  **Onboarding** : Click this menu to manage users.
-  **Approvals** : Click this menu to access Approval related transactions.
-  **Limits** : Click this menu to manage limits.
-  **Account Access** : Click this menu to set up account access rules on the transactions.
-  **Dashboard Builder** : Click this menu to build your custom dashboards.
-  **Request Processing** : Click this menu to view and manage the initiated service request.
-  **Manage Third Party Consents** : Click this menu to manage third party applications.
-  **Feedback Analytics** : Click this menu to analyze the feedback.
-  **File Upload** : Click this menu to create a file identifier and map it to the user.
-  **Reports** : Click this menu to generate reports and view the generated reports.
-  **Others** : (User Group Management, Alert Subscription, Audit Log, Service Request Form Builder)
-  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
-  **My Profile** : Click this icon to view the profile of the logged in user.
-  **Session Summary** : Click to view the login details like start date and time, end date and time, Channel and IP address of the last sessions of the logged in user.
-  **ATM/Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank.
-  **Security Settings** : Click here for security settings.
-  **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 No: 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
- Initiated by: Initiator of the Party Maintenance.
- Reference No: Reference Number of the maintenance.
- Status: Status of the maintenance

Bulk File Maintenance

In Bulk File Maintenance, the Bank Administrator – Approver, can view the bulk file maintenances, pending approval. The following fields are displayed.

- Date: Date of the maintenance
- File Identifier: Unique code assigned to files as required by parties
- File Name: Name assigned to files
- Initiated by: Initiator of the Party Maintenance.
- Reference No: Reference Number of the maintenance.
- Status: Status of the maintenance

Bulk Record Admin

In Bulk Record Maintenance, the Bank Administrator – Approver, can view the admin maintenances, pending approval. The following fields are displayed.

- Date: Date of the maintenance
- File Identifier: Unique code assigned to files as required by parties

- File Name: Name assigned to files
- Initiated by: Initiator of the Party Maintenance.
- Reference No: 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/Monthly limits per transaction
- Transaction limits for users
- Approval flow – Parallel or Sequential or none
- To enable Channel access or not
- To enable Forex deal or not
- To enable a Corporate Administrator or not.

(c) Party to Party Linkage (Through Toggle 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.

(d) Biller Onboarding (Through Toggle menu)

Using Biller Onboarding, Bank Administrators can create billers. The bank administrator defines payment methods accepted by biller (e.g. Current and Savings Account, Credit Card, Debit Card etc) while creating a biller, category of the biller, full address of the biller and location/ area in which the biller operates or provides his services.

Administrator creates billers, which are then made available to the customers to register themselves with these billers to receive and pay bills online.

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 Approver 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 – Approver, 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 Approver 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 – Approver, 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 – Approver, 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 Approver 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.

Others

(a) 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. This option also allows him to approve or reject the service requests.

(b) Feedback

Using this option, the Administrator can maintain the feedback templates by defining the feedback question, selecting the rating scale, adding new questions along with new options, selecting the transactions for which feedback capture needs to be enabled.

The administrator can also decide whether an additional question is to be asked for a scale weight and select the applicable options for the question.

(c) User Help Desk

This option enables the Administrator to create business user's session and perform the transaction requested by business user on his behalf in case, he has forgotten his internet banking password or is unable to perform a transaction using his internet banking.

To authenticate the user, system will send an OTP to the customer and the same OTP needs to be communicated to the administrator user so that he can enter it on the screen to create user's session.

Options accessible via Menu

Limits

(a) 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 Bank Administrator can define:

- **Transaction Limits:** It is the initiation limit with minimum and maximum amount, defined typically for a user with role 'Approver'.
- **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 Bank Administrator to search and view limits, create limits and edit / delete existing limits.

(b) Limits Package

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 at an access point level.

This Option allows the Bank Administrator to search and view Limit Package, create a new Limit Package, and edit / delete existing Limit Package.

(c) Transaction Group Maintenance

Transaction group maintenance enables the Administrator user to create and maintain group of transactions. Administrator can maintain a transaction group for the purpose of defining consolidated transaction limits. Once limits are assigned at transaction group, these limits acts as collective limit for selected transactions in a group.

Dashboard Builder

Dashboard Builder is an administrative maintenance that allows the Administrator to create and configure dashboard templates for Retail and Corporate users.

Administrator can configure new dashboards by dragging and dropping the desired widget at desired location in template. And also can add and edit rows and columns while configuring new dashboard to add more widgets. Facility is also provided to search, view, edit and delete the configured dashboards.

These configurable dashboards are responsive and can adapt to any type device that Bank wants to enable it to the customers' i.e. desktop, mobile and tablet. System allows the user to design new template and preview on different types of devices before enabling it.

The administrator can define multiple dashboards with the various attributes/ widgets. Further these templates can be mapped to the user segment, party or even to a specific user.

Feedback Analytics

Feedback Analytics gives the bank a quick analysis of the feedback information collected. The analytics covers information the average of feedback ratings transactions have got, trends in how the average ratings have changes, the top and bottom transactions in terms of ratings etc. The analytics helps banks in quickly identifying the pain points in customer journeys in the system points out the specific areas for improvement and action.

Using this option, the System Administrator can analyze the feedback given by users of the system.

Reports

(a) Report Generation

Using this option, bank administrator – Approver, 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.

(b) My Reports

On accessing 'My Reports' menu, the bank administrator – Approver, 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 Report Mapping

The user report mapping maintenance allows the Bank Administrators to map the report or set of reports to a specific corporate user. The corporate users can generate and view the reports which they have an access to.

Bank Administrator searches a corporate user based on the party id and view the reports mapped to him, he can also un-map the reports from specific corporate user so that access of the specific report/ s can be removed to that corporate user.

The Bank Administrator can also map the accounts of primary and linked parties for which the reports can be generated by a corporate user, so that corporate user can generate the report only for the accounts mapped to him.

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) Audit Log

Audit log is a set of records that provide information about operations performed in the application and details of the user user who has performed it along with date and time when it was performed. The Bank Administrator can search and view the Audit Log.

(d) Print Password

When a new user opens an account in the bank and registers for internet banking, the bank sends the printed password along with some other documents like Welcome letter, Terms & Conditions document and applicable promotional offers to the registered user via courier or post. This screen allows the Bank Administrator to print the password along with these documents for new users as well as for existing users who have requested for reset password.

(c) Alert Subscription

The Bank administrator, 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).

(d) Service Request Form Builder

Service Request Form Builder transaction allows the administrator to define service requests by defining its attributes and by building the form (Request page that should be available to business user) which are then available for Retail users for creating a new Service Request.



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.

Icons

-  : 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.

(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
- Initiated by: Initiator of the Party Maintenance.
- Reference No: Reference Number of the maintenance.
- Status: Status of the maintenance

(c) Bulk File Activity Log

In Bulk File Activity log, the Bank Administrator – approver, can view the bulk file activities. The following fields are displayed.

- Date: Date of the maintenance
- File Identifier: Unique code assigned to files as required by parties
- File Name: Name assigned to files
- Initiated by: Initiator of the Party Maintenance.
- Reference No: Reference Number of the maintenance.
- Status: Status of the maintenance

(d) Bulk Record Activity Log

In Bulk Record Activity Log, the Bank Administrator – approver, can view the bulk record activities. The following fields are displayed.

- Date: Date of the maintenance
- File Identifier: Unique code assigned to files as required by parties
- File Name: Name assigned to files
- Initiated by: Initiator of the Party Maintenance.
- Reference No: Reference Number of the maintenance.
- Status: Status of the maintenance

3.4 Approve the transaction

The transactions that have been initiated by the maker and are pending for approvals are listed here. The approver user logs in 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 appears for review and approval.

Transaction Journey

Update FileIdentifier Registration

Approve **Reject**

Review

Party Id 001930

Party Name

Details

File Identifier SDMCDomFile

Description SDMC Domestic AB File Level

File Template Domestic Funds Transfer Delimited SDMC

Transaction Type Domestic Funds Transfer

Accounting Type Single Debit Multiple Credit

File Type DELIMITED

Format Type CSV/XML/XLS/XLSX

Approval Type **Record Level** **File Level**

Transaction Journey

Initiation Approval Completion

David Sanchez Villa
19 Jun 12:25 PM

Back

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Transaction to approve

This screen 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:

- Initiation
- Approval
- Completion

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 is available in toggle menu 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 shows the latest status of the transaction along with the date, time and name of the user last acted on the same.

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

Quick links gives 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.

[Home](#)

4. User Management

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

This function also lets the System/Bank Administrator to define the various touch points from which the user can access the channel banking and limit package applicable for the same.

In a multi entity scenario, this function enables system/ bank administrator to provide access to multiple entities to users.

Internal Users

- System Administrator
- Bank Administrator

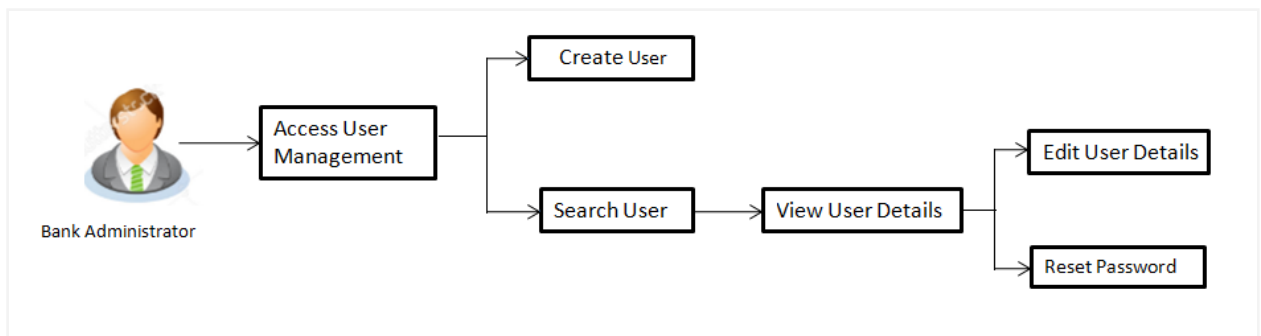
External Users

- Retail User
- Corporate User
- Corporate Administrator

Pre-Requisites

- User Segment and Application roles are maintained
- Transactions are associated with each Application role
- Transaction (User Management) access is provided to System/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 system/bank administrator to

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

How to reach here:

Administration Dashboard > Onboarding > User Management

OR

Administration Dashboard > Toggle menu > Onboarding > User Management

OR

Bank Administration Dashboard > Onboarding > User Management

4.1 User Management - Create

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

Note: In case of multi entity implementation, if the system/bank administrator has access to multiple entities, then the administrator can select the entity from the entity switcher on which the user needs to be on boarded. The selected entity of the user as part of onboarding will be the default/home entity of the user being created.

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**, the **Personal Information, Contact Details, Accessible Entity Details** and **Roles** section is displayed.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.

Create User - Select User Type

Field Description

Field Name	Description
User Type	<p>User type for which the new user is to be created.</p> <p>The user can be:</p> <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 core banking application. After the core banking application validation is successful, party name gets displayed 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.

Create New User

User Type: RetailUser

Party ID: _____

Party Name: Will

Search **Cancel** **Clear**

Party ID	Party Name
001981	Will Smith
001198	Will Smith
001980	Will Smith
001993	Mark Will
002145	Will Smith
002065	Will Smith
002067	Will Smith
002066	Will Smith
002068	Will Smith
002265	Will Smith

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Field Description

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

Search

Party ID Enter Party ID to search the party for mapping it to the user.

Party Name Enter Party Name to search the party for mapping it to the user.

3. Select the party ID, an option to create a user appears.
OR
Click **Search**. The mapped details for the party id appears based on the entered search.
OR
Click **Cancel** to cancel the transaction. The **Dashboard** appears.
OR
Click **Clear** to reset the search criteria.
4. In the **User Management – Create New User** screen,
 - a. If you select **Retail User** or **Corporate User** option:
 - i. From the **User Type** list, select the appropriate option.
 - ii. In the **Party ID** field, enter the party id.

The screenshot displays the 'ZigBank' user management interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, an envelope icon, and a user profile section for 'superadmin' with the text 'Welcome, superadmin' and 'Last login 01 Jun 03:16 AM'. Below the navigation bar, the page title is 'User Management'. The main content area is titled 'Create New User' and contains a form with the following fields:

User Type	CorporateUser
Party ID	000023
Party Name	BANK OF MELBOURNE

At the bottom of the form, there are three buttons: 'Create' (highlighted in green), 'Cancel', and 'Back'. A footer at the bottom of the page reads: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

- iii. Click **Create**.
The **Personal Information, Contact Details, Limit & Roles**, and **Accessible Entity Details** section appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to go back to previous screen.

User Management - Create New User

ZigBank
Welcome, superadmin
Last login: 17 Jun 03:29 AM

User Management

User Type: RetailUser

Party ID: 000161

Party Name: JONSNOW

Personal Information

User Name: JohnS ✓ Available

Title:

First Name:

Middle Name:

Last Name:

Date of Birth: 17 Nov 1980

Contact Details

Email ID:

Contact Number (Mobile):

Contact Number (Landline):

Address Line 1: GB

Address Line 2:

Address Line 3:

Address Line 4:

Country: GR

City:

Zip Code:

Limits & Roles

Limit:

Roles: Customer Member HighNetWorth TestAppRole

Access Points

Select Access Points: Snapshot Internet Mobile (Responsive) Wearables Missed Call Banking SMS Banking Siri/Chatbot Mobile Application

Accessible Entity Details

Entity Name: UBS 14.0 AT3 Branch

Party ID: 000059

Party Name: Stephen Hawking

Access Points / Group	Package	Actions
Internet	LimitPackage1	
Missed Call Banking	MissedCallBankingLP	
Mobile Application	Please select Limit Pack...	
Mobile (Responsive)	Please select Limit Pack...	
Siri/Chatbot	Please select Limit Pack...	
SMS Banking	Please select Limit Pack...	
Snapshot	Please select Limit Pack...	
Wearables	Please select Limit Pack...	
All Internal Access Points	Please select Limit Pack...	

Select Access Points: Snapshot Internet Mobile (Responsive) Wearables Missed Call Banking SMS Banking Siri/Chatbot Mobile Application

Roles: Customer Member/Description HighNetWorth TestAppRole

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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 • Retail User • Administrator
Party ID	Party ID for which the user is to be created is displayed. This field appears if you select Retail or 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 or 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.

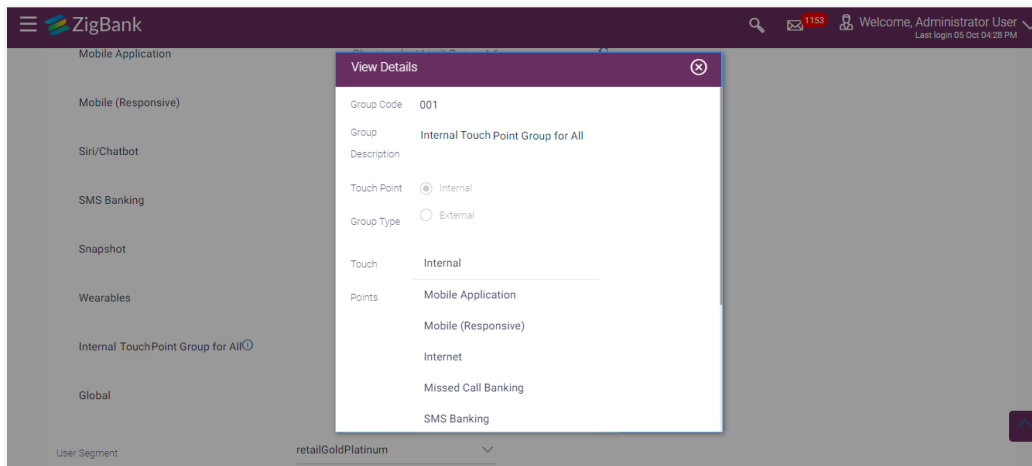
Field Name	Description
Title	<p>Title of the user.</p> <p>If User type is Retail, value is fetched from the core banking application and defaulted.</p> <p>For the user type corporate user and administrator are:</p> <ul style="list-style-type: none"> • Mr • Mrs • Miss • Ms • Dr • Master
First Name	<p>First name of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Middle Name	<p>Middle name of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Last Name	<p>Last name / surname of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Date of Birth	<p>Date of birth of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Contact Details	
Email ID	<p>Email id of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Contact Number (Mobile)	<p>Mobile number of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Contact Number (Land Line)	<p>Phone number (land line) number of the user.</p>
Address Line 1-4	<p>Address of the user.</p> <p>If user type is Retail, value is fetched from the host and defaulted value is fetched from the core banking application and defaulted.</p>

Field Name	Description
Country	Country of the user. If user type is Retail , value is fetched from the core banking application and defaulted.
City	City in which the user resides. If user type is Retail , value is fetched from the core banking application and defaulted.
Zip Code	The postal code of the city in which the user resided. If user type is Retail , value is fetched from the core banking application and defaulted.
Limits & Roles	
Limits – Touch Point/Group	
This field appears if you select Retail or Corporate User option from User Type list. If limit check is required, assign a limit package. In case of multi entity set up, limit packages needs to be mapped at each entity level. All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group..	
Touch Points/ Group	Name of touch points/ groups under a specific entity to which the limit packages are to be mapped.
Package	List of the packages which can be mapped to touch points/ groups. Only limit packages maintained for the selected touch point/group will get listed here.
Roles	Application roles like maker, checker etc. maintained under respective user segment are listed. Multiple child roles can be mapped to the user.
Touch Points	

Field Name	Description
Select Touch Points	<p>The touch points (banking channels) allows a user to perform transactions using the touch points.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> • Mobile Application • Mobile (Responsive) • Internet • Mobile Banking • Missed Call Banking • SMS Banking • Wearables • Snapshot • Siri / Chatbot
Accessible Entity Details	
This section will only appear if the Bank has multi entity setup.	
Entity Name	Select the entity name i.e. accessible entity to be attached to the new user. This is applicable only if the Bank has a multi entity setup and the System/Bank administrator has access to more than one entity.
Party ID	Enter Party ID to search the party to be associated to the user for accessible entity selected. This field is only applicable for retail and corporate type of user.
Party Name	Enter the party name to search the party to be associated to the user for accessible entity selected. This field is only applicable for retail and corporate type of user.
Limits – Touch Points/Groups	
Select the limits package to be associated to the user for the accessible entity for each touch point. This section is only applicable for retail and corporate type of user.	
Touch Points/ Group	Name of touch points/ groups under a specific entity to which the limit packages are to be mapped.
Package	List of the packages which can be mapped to touch points/ groups. Only limit packages maintained for the selected touch point will get listed here.
Roles	For the accessible entity selected/added, system will default the roles same as that of home entity of the user. The administrator cannot define separate roles for each of the entities.

Field Name	Description
Select Touch Points	<p>The touch points (banking channels) allows a user to perform transactions using the touch points.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> • Mobile Application • Mobile (Responsive) • Internet • Mobile Banking • Missed Call Banking • SMS Banking • Wearables • Snapshot • Siri / Chatbot
	<p>iv. 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.</p> <p>v. In the Personal Information section, enter the required details.</p> <p>vi. In the Contact Details section, enter the required details.</p> <p>vii. In the Limits section, select the limit packages to be mapped to touch points from the limit package list.</p> <p>viii. Select the touch points to be mapped to user.</p> <p>ix. Select the roles to be mapped from the Roles check box.</p> <p>x. Add the Accessible entities for the User and select the party and limits for that entity (applicable only if Bank has Multi Entity setup).</p> <p>xi. Click Add Accessible Entity button, to add accessible entity to a user.</p> <p>xii. From the Entity Name list, select the name of the entity.</p> <p>xiii. In the Party ID field, enter the party ID.</p> <p>xiv. In the Party Name field, enter the party name.</p> <p>xv. Click Search. The search result is displayed.</p> <p>xvi. Select the appropriate party ID.</p> <p>xvii. In the Limits section, select the appropriate limit package under the Package for each touch point.</p>
	<p>Click  to reset the limit package assigned.</p>
	<p>xviii. Click  to view the details of touch points group. The View Details -Touch Point Group popup window appears</p>

View Details



Field Description

Field Name	Description
Group Code	Group code defined for touch point group.
Group Description	Group description defined for touch point groups.
Group Type	Type of touch point i.e. whether touch point is of type internal or external.
Touch Points	List of the internal or external touch points.

- xix. To enable the various touch points (banking channels) to a user, select the **Select Touch Points** check box.
- b. If you select **Administrator** option:
 - i. In the **Organization** field, enter the organization of the employee.
 - ii. In the **Manager** field, enter the name of the manager of the user being created.
 - iii. In the **Employee Number** field, enter the six digit employee number of the user.
 - iv. In the **Personal Information** section, enter the required details.
 - v. In the **Contact Details** section, enter the required details.
 - vi. Add the **Accessible** entities for the User (applicable only if Bank has Multi Entity setup)
5. Click **Save** to save the user details.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR

Click **Back** to navigate to previous screen.
The user will be navigated back to the create screen

- The success message of user creation appears along with the transaction reference number.
Click **OK** to complete the transaction.

4.2 User Management - Search and View

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

System/ bank administrators can also change the user status or the channel access permission for a user using this screen.

Default search is available with User Name, but the user can also be searched by providing other details like First Name, Last Name, Party ID. Email ID and Mobile Number.

To search user:

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

User Management - Search

The screenshot displays the 'User Management' search interface. The top navigation bar features the ZigBank logo, a search icon, a notification icon with '1153', and a user profile icon with 'Welcome, Administrator User' and 'Last login 05 Oct 02:12 PM'. The main content area is titled 'User Management' and contains a search form with the following fields: 'User Type' (set to 'Retail User'), 'User Name', 'First Name', 'Last Name', 'Email', 'Mobile Number', and 'Party ID'. A 'Search Party Name' button is positioned below the 'Party ID' field. At the bottom of the form are three buttons: 'Search', 'Cancel', and 'Clear'. On the right side, there is a 'Note' section with a 'Create' button. The footer contains the copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

User Management - More Search Options

The screenshot shows the 'User Management' page in the ZigBank system. The header includes the ZigBank logo, a search icon, a notification bell with '1153', and a user profile for 'Administrator User' with the last login time '05 Oct 02:12 PM'. The main content area is titled 'User Management' and contains a search form with the following fields: 'User Type' (set to 'Retail User'), 'User Name', 'First Name', 'Last Name', 'Email', 'Mobile Number', and 'Party ID' (set to '001235'). There is a 'Search Party Name' link below the Party ID field. At the bottom of the form are 'Search', 'Cancel', and 'Clear' buttons. To the right of the form is a 'Note' box with a blue icon and text explaining the search function. A 'Create' button is located at the bottom of the note box. The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
User Type	Type of user to be searched. The user can be: <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User
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 or 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

User Management

User Type: Retail User

User Name: r

More Search Options

Search Clear

Search Results

Full Name	User Name	Status	Channel Access
Ashok Jain	MikeRBohr	Unlocked	Granted
Ashok Jain	MikeDBohr	Unlocked	Granted
Ashok Jain	MikeNBohr	Unlocked	Granted
Ashok Jain	NielABohr	Unlocked	Granted
Ashok Jain	MikeTMBohr	Unlocked	Granted
Ashok Jain	MikeMBohr	Unlocked	Granted
Sagar Patange	sagar140	Unlocked	Granted

Page 1 of 12 (1-10 of 116 items) | 1 2 3 4 5 ... 12

Cancel

Note

This function enables you to onboard and manage users, their personal information and their login credentials for channel banking access.

You can also define the various Touch Points from which the user can access the application and limit package applicable for the same.

User Status change (lock/unlock) and whether the channel access has to be given to the user can be simply be managed and updated from the search results.

Create

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Field Description

Field Name	Description
Search Results	
Full Name	First name and last name of the user.
User Name	User Name of the user.
Status	Status of the user. Locked or Unlocked.
Channel Access	Indicates whether channel access is granted. Click to grant / revoke access rights.
<p>Note: Channel access feature will only be available with DB authenticator as Identity Management System.</p>	

1. 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

ZigBank
Welcome, superadmin
Last login 29 May 10:40 PM

User Management
[Download profile](#)

View

User Type	RetailUser
Party ID	001210
Party Name	James Smith

Personal Information

User Name	Jamesmith
Title	Mr
First Name	James
Middle Name	D
Last Name	Smith
Date of Birth	01 Jan 1990

Contact Details

Email ID	johnsmith@company.example.com
Contact Number (Mobile)	555 0123
Contact Number (Landline)	555 0124
Address Line 1	401 Island Parkway
Address Line 2	Redwood Shores
Address Line 3	CA
Address Line 4	
Country	US
City	
Zip Code	94065

Limits & Roles

Internal Touch Point Group for All	LMPALLTXNSALLINTACC
Roles	<input checked="" type="checkbox"/> Customer <input type="checkbox"/> Member

Access Points

Selected Touch Points	<input checked="" type="checkbox"/> Siri/Chatbot <input checked="" type="checkbox"/> Mobile Application <input checked="" type="checkbox"/> Mobile (Responsive) <input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Missed Call Banking <input checked="" type="checkbox"/> SMS Banking <input checked="" type="checkbox"/> Wearables <input checked="" type="checkbox"/> Snapshot <input type="checkbox"/> YODLEE
-----------------------	--

Device Registraion

Android Devices	<input type="checkbox"/>
iOS Devices	<input type="checkbox"/>

Push Notification

Android Devices	<input type="checkbox"/>
iOS Devices	<input type="checkbox"/>

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

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Field Description


Field Name	Description
View	
User Type	Type of user. The user can be: <ul style="list-style-type: none"> • Corporate User • Retails User • Administrator
Party ID	Party ID mapped to the user is displayed. This field appears if you select Retail or Corporate User option from User Type list.
Party Name	Party Name of the party ID mapped to the user. This field appears if you select Retail or 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

Field Name	Description
First Name	First name of the user. If user type is Retail , value is fetched from the core banking application and defaulted.
Middle Name	Middle name of the user. If user type is Retail , value is fetched from the core banking application and defaulted.
Last Name	Last name/ surname of the user. If user type is Retail , value is fetched from the core banking application and defaulted.
Date of Birth	Date of birth of the user. If user type is Retail , value is fetched from the core banking application and defaulted.
Contact Details	
Email ID	Email id of the user. If user type is Retail , value is fetched from the core banking application and defaulted.
Contact Number (Mobile)	Mobile number of the user. If user type is Retail , value is fetched from the core banking application and defaulted.
Contact Number (Land Line)	Phone number (land line) number of the user.
Address Line 1-4	Address of the user. If user type is Retail , value is fetched from the core banking application and defaulted.
Country	Country of the user. If user type is Retail , value is fetched from the core banking application and defaulted.
City	City in which the user resides. If user type is Retail , value is fetched from the core banking application and defaulted.
Zip Code	The postal code of the city in which the user resided. If user type is Retail , value is fetched from the core banking application and defaulted.
Limits & Roles	

Field Name	Description
Limits – Touch Point/Groups	
	This field appears if you select Retail or Corporate User option from User Type list.
	In case of multi entity setup, if the user has access to multiple entities, the limits package displayed will be the one associated to the default/home entity of the user.
Touch Points/ Group	Name of touch points/ groups maintained under a specific entity for whom the limit packages are mapped.
Package	Name of the limit package mapped against specific touch points /touch point groups
Roles	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user.
Touch Points	
Selected Touch Points	The touch points (banking channels) selected for a user to perform transactions. The touch points could be: <ul style="list-style-type: none"> • Mobile Application • Mobile (Responsive) • Internet • Mobile Banking • Missed Call Banking • SMS Banking • Wearables • Snapshot • Siri / Chatbot
Device Registration	
Android Devices	This option lets the administrator to deregister the android devices/s. Enabling of the device happens when the user installs and registers on the app on the android device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the android devices and his alternate login gets disabled from all the android devices on which the user has installed the application.

Field Name	Description
iOS Devices	<p>This option lets the administrator to deregister the iOS devices/s. Enabling of the device happens when the user installs and registers on the app on the iOS device. Administrator cannot manually enable the device.</p> <p>If the Administrator deregisters the device, the user gets logged out from all the iOS devices and his alternate login gets disabled from all the iOS devices on which the user has installed the application.</p>
Push Notifications	
Android Devices	<p>This option lets the administrator disable push notifications for android devices. Enabling of the push notification is done by user himself and administrator cannot do the same.</p> <p>If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.</p>
iOS Devices	<p>This option lets the administrator disable push notifications for iOS devices. Enabling of the push notification is done by user himself and administrator cannot do the same.</p> <p>If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.</p> <p>Note: To receive push notification user will have to allow the same on the device settings</p>
Accessible Entity Details	
Entity Name	Accessible Entity name associated to the user.
Party ID	Party ID associated to the user for accessible entity. This field is only applicable for retail and corporate type of users.
Party Name	Party name of the party associated to the user for accessible entity. This field is only applicable for retail and corporate type of user.
Limits - Touch Point/Groups	
	Limits package associated to the user for the accessible entity. This field is only applicable for retail and corporate.
Touch Points/ Group	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.

Field Name	Description
Package	Name of the limit package mapped against specific touch points /touch point groups.
Roles	For the accessible entity selected/ added, system will default the roles same as that of home entity of the user. The administrator cannot define separate roles for each of the entities.

- Click **Edit** to edit the user details.
OR
Click **Reset Password** to reset user's password. A warning message '**Do you want to reset the password?**' 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 the alert for the same is maintained) and the record for that user gets available in the Print password screen, from where it can be printed.
If user clicks '**No**', the action gets cancelled.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
OR
Click  [Download profile](#) to download the user details.

User Management - Change user status


This section allows you to lock and unlock a user.

To lock or unlock a user:

- Enter the search criteria, click **Search**.
The search results appear on the **User Management** screen based on the search parameters.

Lock / Unlock User

The screenshot shows the ZigBank User Management interface. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login: 29 May 11:18 PM'. Below the navigation bar, the 'User Management' section is visible. It includes a 'User Type' dropdown set to 'RetailUser' and a 'User Name' input field containing 'james'. There are 'Search', 'Cancel', and 'Clear' buttons. A 'More Search Options' dropdown is also present. On the right side, there is a 'Note' box with a document icon and text explaining the function: 'This function enables you to onboard and manage users, their personal information and their login credentials for channel banking access. You can also define the various Touch Points from which the user can access the application and limit package applicable for the same. User Status change (lock/unlock) and whether the channel access has to be given to the user can be simply be managed and updated from the search results.' A 'Create' button is at the bottom of the note. Below the search results, a table displays one entry: 'James Smith' with 'User Name' 'jamesmith' and 'Status' 'Unlocked'. The status 'Unlocked' has a small blue pencil icon next to it. The page footer shows 'Page 1 of 1 (1 of 1 items)' and a pagination control.

2. Click  in the **Status** column to lock / unlock a user. The **User Status Maintenance** screen appears.

This screenshot shows the same ZigBank User Management interface as the previous one, but with a modal window titled 'User Status Maintenance' open. The modal has a close button (X) in the top right corner. It contains a 'Lock Status' section with a toggle switch that is currently turned on, labeled 'Locked'. Below this is a 'Reason' field with the text 'Invalid User'. At the bottom of the modal are 'Submit' and 'Cancel' buttons. The background of the main interface is dimmed. The rest of the interface, including the search filters and the table with 'James Smith' (jamesmith, Unlocked), remains visible but is faded.

3. In the **Lock Status** field move the slider to lock / unlock a user.
4. In the **Reason** field enter the appropriate description.
5. Click **Submit** to save.
OR
Click **Cancel** to close.

User Management - Channel Access Permission

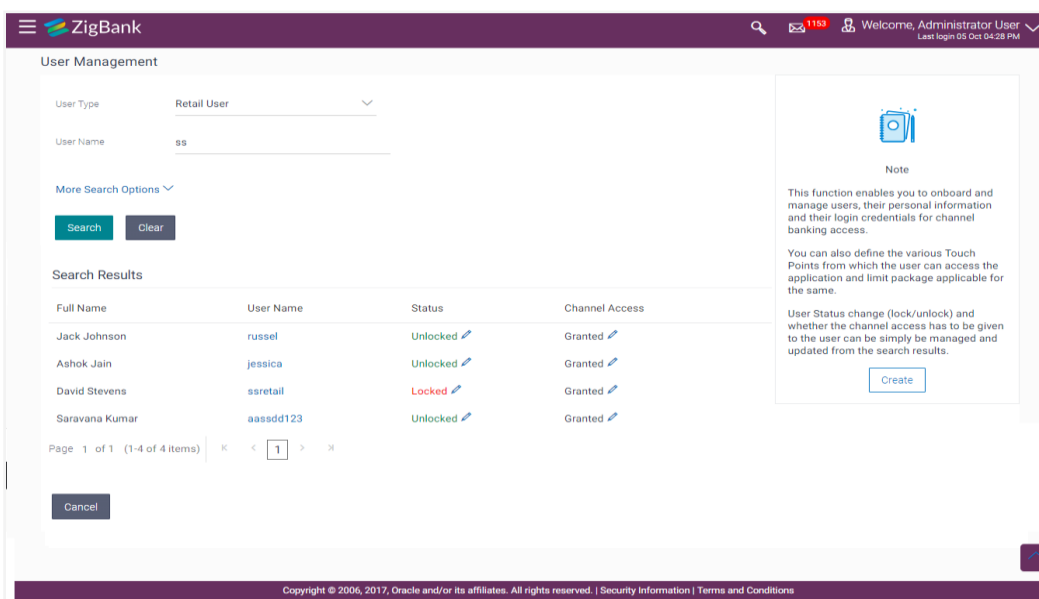
This section allows the administrator to grant / revoke channel access for a user. In case Bank administrator changes the channel access from grant to revoked; user will not be able to access his channel banking.


Note: Channel Access feature is only available and displayed if the Application is configured on DB Authenticator as Identity Management system.

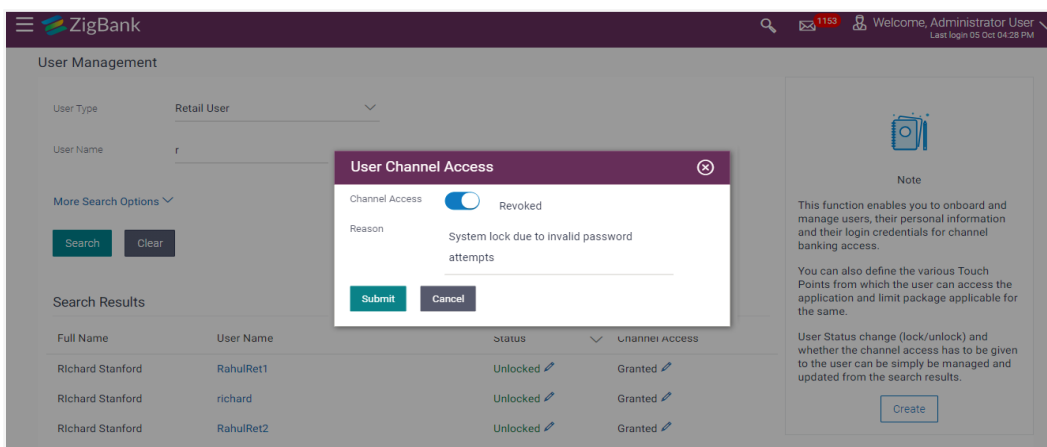
To grant or revoke channel access:

1. Enter the search criteria, click **Search**.
The search results appear on the **User Management** screen based on the search parameters.

Channel Access



2. Click  in the **Channel Access** column to grant / revoke channel access to a user. The **User Channel Access** screen appears.



3. In the **Channel Access** field move the slider to grant / revoke channel access rights for a user.

4. In the **Reason** field enter the appropriate description.
5. Click **Submit** to save.
OR
Click **Cancel** to close.

4.3 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 '**Do you want to reset the password?**' 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 the alert for the same is maintained) and the record for that user gets available in the Print password screen, from where it can be printed.
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

ZigBank
Welcome, superadmin
Last login 17 Jun 03:49 AM

User Management

User Type: RetailUser
 Party ID: 001198
 Party Name: Will Smith

Personal Information

User Name: WillSmith
 Title: Mr
 First Name: William
 Middle Name: Caroll
 Last Name: Smith
 Date of Birth: 25 Sep 1968

Contact Details

Email ID: mustafa.gari@oracle.com
 Contact Number (Mobile): 3102896200
 Contact Number (Landline): 4242882000
 Address Line 1: 23042 Ostronic Dr
 Address Line 2: Woodland Hills
 Address Line 3: Los Angeles
 Address Line 4:
 Country: US
 City: California
 Zip Code:

Limits & Roles

Limit

Roles: Customer Member HighNetWorth TestAppRole

Device Registration

Android Devices:

iOS Devices:

Push Notification

Android Devices:

iOS Devices:

Access Points

Select Touch Points: Snapshot Internet Mobile (Responsive) Wearables Missed Call Banking SMS Banking Siri/Chatbot Mobile Application

Accessible Entity Details

Entity Name: UBS 12.4 AT3 Branch 🗑️
 Party ID: 001625
 Party Name: Fred Astaire

Limits

Touch Points / Group	Package	Actions
Internet	FUCORPBLIMIT	🔄
Missed Call Banking	a789	🔄
Mobile Application	templPy	🔄
Mobile (Responsive)	Please select Limit Packa...	🔄
Siri/Chatbot	Please select Limit Packa...	🔄
SMS Banking	Please select Limit Packa...	🔄
Snapshot	Please select Limit Packa...	🔄
Wearables	Please select Limit Packa...	🔄
All Internal Touch Points ⓘ	Please select Limit Packa...	🔄

Select Touch Points: Snapshot Internet Mobile (Responsive) Wearables Missed Call Banking SMS Banking Siri/Chatbot Mobile Application

Roles: Customer MemberDescription HighNetWorth TestAppRole

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Field Description

Field Name	Description
Edit	
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 or 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 or 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	<p>Title of the user.</p> <p>If User type is Retail, value is fetched from the core banking application 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>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Middle Name	<p>Middle name of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Last Name	<p>Last name/ surname of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Date of Birth	<p>Date of birth of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Contact Details	
Email ID	<p>Email id of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Contact Number (Mobile)	<p>Mobile number of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>
Contact Number (Land Line)	<p>Phone number (land line) number of the user.</p>
Address Line 1-4	<p>Address of the user.</p> <p>If user type is Retail, value is fetched from the core banking application and defaulted.</p>


Field Name	Description
Country	Country of the user. If user type is Retail , value is fetched from the core banking application and defaulted.
City	City in which the user resides. If user type is Retail , value is fetched from the core banking application and defaulted.
Zip Code	The postal code of the city in which the user resided. If user type is Retail , value is fetched from the core banking application and defaulted.
Device Registration	
This section does not appear if you select Administrator option from User Type list.	
Android Devices	This option lets the administrator to deregister the android devices/s. Enabling of the device happens when the user installs and registers on the app on the android device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the android devices and his alternate login gets disabled from all the android devices on which the user has installed the application.
iOS Devices	This option lets the administrator to deregister the iOS devices/s. Enabling of the device happens when the user installs and registers on the app on the iOS device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the iOS devices and his alternate login gets disabled from all the iOS devices on which the user has installed the application.
Push Notifications	
Android Devices	This option lets the administrator disable push notifications for android devices. Enabling of the push notification is done by user himself and administrator cannot do the same. If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.

Field Name	Description
iOS Devices	<p>This option lets the administrator disable push notifications for iOS devices. Enabling of the push notification is done by user himself and administrator cannot do the same.</p> <p>If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.</p> <hr/> <p>Note: To receive push notifications (for both iOS and android) user will have to allow the same on the device settings</p> <hr/>
Limit & Roles	
Limit – Touch Point/ Group	
<p>This field appears if you select Retail or Corporate User option from User Type list. If limit check is required, assign a limit package. In case of multi entity set up, limit packages needs to be mapped at each entity level. All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group.</p>	
Touch Points/ Group	<p>Name of touch points/ groups under a specific entity to which the limit packages are to be mapped.</p>
Package	<p>List of the packages which is to be mapped to touch points/ groups. Only limit packages maintained for the selected touch point will get here</p>
Roles	<p>Application roles like maker, checker etc. maintained under respective user types are listed.</p> <p>Multiple Application roles can be mapped to the user.</p>
Touch Points	
Select Touch Points	<p>The touch points (banking channels) allows a user to perform transactions using the touch points.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> • Mobile Application • Mobile (Responsive) • Internet • Mobile Banking • Missed Call Banking • SMS Banking • Wearables • Snapshot • Siri / Chatbot

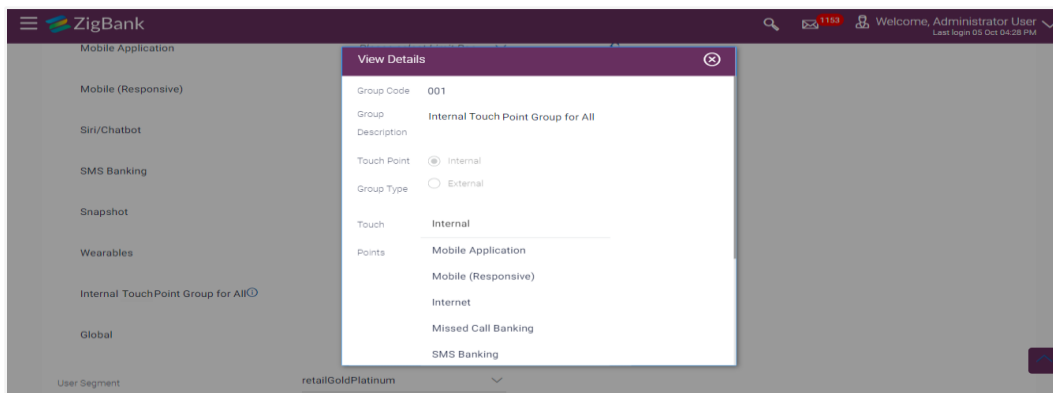
Field Name	Description
Accessible Entity Details	
This section will only appear if the Bank has multi entity setup.	
Entity Name	Select the entity name i.e accessible entity to be attached to the new user. This is applicable only if the Bank has a multi entity setup and the system administrator/bank administrator has access to more than one entity.
Party ID	Enter Party ID to search the party to be associated to the user for accessible entity selected. This field is only applicable for retail and corporate type of user.
Party Name	Enter the party name to search the party to be associated to the user for accessible entity selected. This field is only applicable for retail and corporate type of user.
Limit - Touch Points/ Group	
Select the limits package to be associated to the user for the accessible entity. This field is only applicable for retail and corporate type of user.	
Touch Points/ Group	Name of touch points/ groups under a specific entity to whom the limit packages are to be mapped.
Package	List of the packages which is to be mapped to touch points/ groups. Only limit packages maintained for the selected touch point will get here.
Roles	For the accessible entity selected/added, system will default the roles same as that of home entity of the user. The administrator cannot define separate roles for each of the entities.
Select Touch Points	<p>The touch points (banking channels) allows a user to perform transactions using the touch points.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> • Mobile Application • Mobile (Responsive) • Internet • Mobile Banking • Missed Call Banking • SMS Banking • Wearables • Snapshot • Siri / Chatbot

4. 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.
5. In the **Personal Information** section, enter the required details.
6. In the **Contact Details** section, enter the required details.
7. In the **Limits** section, select the limit packages to be mapped to touch points from the limit package list.
8. Select the touch points to be mapped to user.
9. Select the roles to be mapped from the **Roles** check box.
10. Add the **Accessible** entities for the User and select the party and limits for that entity (applicable only if Bank has Multi Entity setup).
11. Click **Add Accessible Entity** button, to add accessible entity to a user.
12. From the **Entity Name** list, select the name of the entity.
13. In the **Party ID** field, enter the party ID.
14. In the **Party Name** field, enter the party name.
15. Click **Search**. The search result is displayed.
16. Select the appropriate party ID.
17. In the **Limits** section, select the appropriate limit package under the **Package** for each touch point column.

Note: Click  to reset the limit package assigned.

12. Click  to view the details of touch points group. **The View Details -Touch Point** Group popup window appears.

View Details



Field Description

Field Name	Description
Group Code	Group code defined for touch point group.

Field Name	Description
Group Description	Group description defined for touch point groups.
Group Type	Type of touch point i.e. whether touch point is of type internal or external.
Touch Points	List of the internal or external touch points.

13. Click **Save** to update the changes.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
14. The **Review User Details** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
15. The success message of updates appears.
Click **OK** to complete the transaction.

FAQs

1. Who can create / update the user?

System administrator, bank administrator and corporate administrator can create or edit the users. Corporate Administrator can create user for the part ID he belongs to.

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'?

User status can get locked if he has exceeded the maximum number of attempts allowed for entering a wrong password.

4. When will the System/ Bank Administrator use Revoke Channel Access feature?

Incase if the customer does not want to use his channel banking and requests bank to disable his internet banking, bank user can do the same by revoking the channel access for his user. Similarly if a corporate user leaves a corporate house, his channel access should be revoked using this feature, so that he should not be able to access the company accounts.

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

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

6. 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.

7. Can one assign multiple Application roles to a user?

Yes, multiple Application roles can be assigned to the user. e.g. Corporate user is acting as maker of few transactions and approver of few other transactions.

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

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

Application Role	Application 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

9. 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.

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

In case of any update of Application 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.

11. Can administrator with one entity have right to create users in different entity?

No, administrator can only create users in his own entity only.

12. If a user's User ID is locked and he/she has requested for a reset password, does the admin needs to unlock it separately ?

No, the user ID will automatically get unlocked at the time of resetting the password by Admin.

[Home](#)

5. Party Preferences

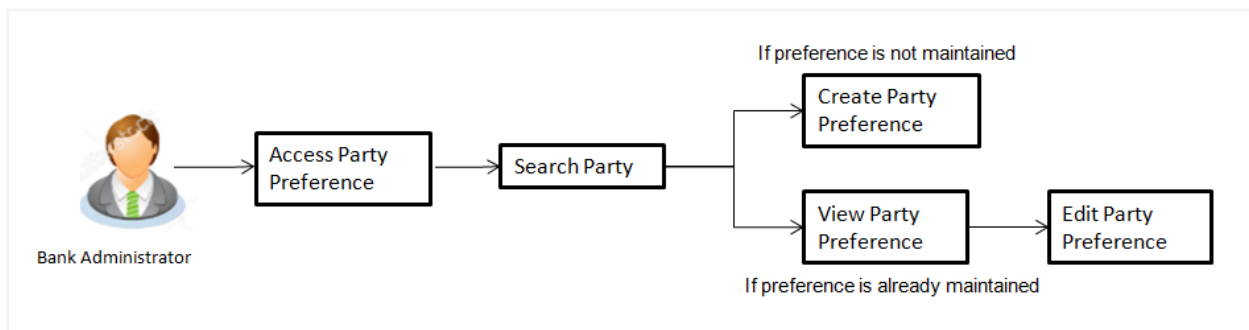
Party Preference setup allows the administrator to onboard the party on OBAPI along with definition of attributes like limits, Approval flow, grace period etc. This maintenance is done only for corporate type of parties and is not applicable for retail type of parties. Parameter values maintained against 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 core banking application.

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 > Toggle Menu> OnBoarding > Party Preferences

OR

Bank Administration Dashboard > Onboarding > Party Preferences

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 or 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 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 displays the 'Party Preferences' search interface. At the top, there is a header with the ZigBank logo and user information: 'Welcome, Administrator User' and 'Last login 05 Oct 02:12 PM'. The main content area is titled 'Party Preferences' and contains a search form with two input fields: 'Party ID' (containing '001') and 'Party Name'. Below the form are 'Search' and 'Clear' buttons. A table below the form lists party records with the following data:

Party ID	Party Name
001105	VINAY OBDX 14 BANK
001125	Mustufa Yusuf Gari
001145	ODBX_TEST1
001146	FDLBANK1
001166	ABXNBANKLTD
001167	ABXDBANK123
001194	Richard Parker
001195	Lion Messi
001197	Alleppey Inn Ltd
001198	Will Smith
001199	Merlin Entertainments Ltd
001201	Bechtel Corporation
001207	Roger Federer
001208	Ryan john

At the bottom left of the table area is a 'Cancel' button. On the right side, there is a 'Note' box with the following text: 'User can search a party for which user preferences are to be viewed or edited. Parties can have different accesses, daily and cumulative limits and approval patterns. The limit packages mapped can also be accessed.'

At the bottom of the page, there is a footer with the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. 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)

Party Preferences- Search (Party Name)

The screenshot shows the 'Party Preferences' page in the ZigBank system. At the top, there is a search bar with 'Party ID' and 'Party Name' fields. Below the search bar are 'Search' and 'Clear' buttons. A table lists the search results with columns for 'Party ID' and 'Party Name'. A 'Note' box on the right states: 'User can search a party for which user preferences are to be viewed or edited. Parties can have different accesses, daily and cumulative limits and approval patterns. The limit packages mapped can also be accessed.' At the bottom of the table is a 'Cancel' button. The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Party ID	Party Name
000070	VINAY R LEAD BANK
000086	Vodafone Telecommunication
000182	AKSHAY
000287	MAVALI
001413	Ashok Jainh
001679	fname Iname
001708	Ashok Jain
002538	Will SmithCASA
002540	Will SmithLOAN
002542	auto d loan
002905	DAVID WEBSTER
003107	Asus Industries

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 or viewed.

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

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 you want to view the party preferences you want to view. Party ID entered by the user gets validated from the core banking application. After the core banking application 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**.

3. Click the desired party ID link under the **Party ID** column.

The **Party Preferences** screen appears.

Party Preferences



Field Description

Field Name	Description
Search	
Party ID	Party ID for which the party preference to be maintained or 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

ZigBank
Welcome, Aditya Patel
Last login 16 May 03:02 PM

Party Preferences

Party ID: 000070
Party Name: VINAY R LEAD BANK

Details

Grace Period: 15 Days
Maximum Allowed 30

File Encryption Key: 12345678955

Approval Flow: Sequential Parallel No Approval

Channel Access: Enable Disable

Forex Deal Creation: Enable Disable

Corporate Administrator Facility: Enable Disable

Cumulative Limits

Please ensure to map limit package for Touch Points applicable for this party.

Touch Points / Group	Package	Actions
Internet	LimitPackage8	↻
Missed Call Banking	MissLP	↻
Mobile Application	mobile app	↻
Mobile (Responsive)	LP1Mobile	↻
Siri/Chatbot	LP01	↻
SMS Banking	Please select L...	↻
Snapshot	SnapLP	↻
Wearables	WearableLP01	↻
OracleTouchPoint Internal	Please select L...	↻
PayTm for Internal Touch Point	001	↻
Internal Access Point Group for All	LPSAccessGro...	↻

User Limits

Touch Points / Group	Package	Actions
Internet	LimitPackage2	↻
Missed Call Banking	MissLP	↻
Mobile Application	Mob_App_PKG	↻
Mobile (Responsive)	nehmobpackage	↻
Siri/Chatbot	LP01	↻
SMS Banking	Please select L...	↻
Snapshot	SnapLP	↻
Wearables	WearableLP01	↻
OracleTouchPoint Internal	Please select L...	↻
PayTm for Internal Touch Point	001	↻
Internal Access Point Group for All	SRKNORMALL...	↻

Save Cancel Back

Note

Parties can have different accesses, daily and cumulative limits and approval patterns which can be set and modified here. Various limit packages are available which are mapped to a party. These preferences are set at party level and applicable for all users of the party. Various limit packages are available which are mapped to a party.


Field Description


Field Name	Description
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.
Grace Period	Provision of time period is made to allow user to approve the transaction after the actual due date. Note: The tooltip with information will appear on dashboard in the Pending for Approvals section only when the user hovers on grace period.
File Encryption Key	The file encryption key is the unique key provided by the bank administrator to the business users on their request.
Approval Flow	The approval type for the party. The options are: <ul style="list-style-type: none"> • Sequential • Parallel • No Approval
Channel Access	Whether users associated with a party can start transacting through the channel. The options are: <ul style="list-style-type: none"> • Enable : Allows bank administrator to enable the party for channel access • Disable: Allows bank administrator to disable the party for channel access
Forex Deal Creation	Whether users associated with a party can create forex deals. The options are: <ul style="list-style-type: none"> • Enable: If this option is enabled, corporate user associated with this party can create forex deals. • Disable: If this option is disabled, corporate user associated with this party cannot create forex deals.

Field Name	Description
Corporate Administrator Facility	<p>This is to enable a corporate to have r corporate administrator facility. Only if this facility is enabled, a corporate administrator user can be created for that party.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Enable • Disable
Accessible roles	<p>This 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. <p>This field appears if Corporate Administrator Facility option is enabled.</p>
Cumulative Limit	<p>It allows Bank Administrator to map customer cumulative daily limits to the party. All the access points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the party users.</p> <p>All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group.</p>
Touch Points/ Group	<p>Name of touch points/ groups maintained under a specific entity for which the limit packages are to be mapped.</p>
Package	<p>List of the packages available for mapping to touch points/ group are listed here. Limit packages maintained for the selected touch point will get here.</p>

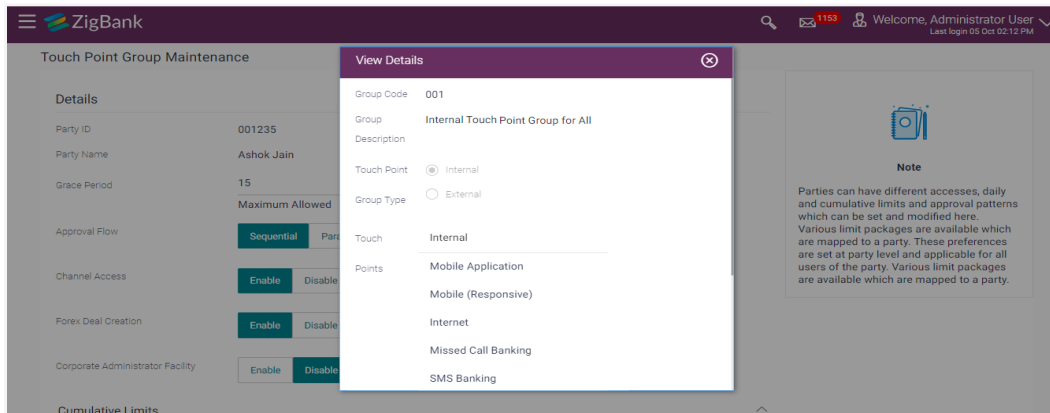
Field Name	Description
User Limits	This field allows the Bank Administrator to map customer user level limits (CUL) to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the selected party users.
Touch Points/ Group	Name of touch points/group maintained under a specific entity for which the user limit packages are to be mapped.
Package	List of the packages available for mapping to touch points/ group are listed

4. In the **Approval Flow** field, select the appropriate option.
5. In the **Channel Access** field, select the appropriate option.
6. In the **Forex Deal Creation** field, select the appropriate option.
7. In the **Corporate Administrator Facility** field, select the appropriate option.
8. From the **Accessible Roles** list, select the appropriate option.
9. From the **Cumulative Daily Limits** list, select the appropriate option.
10. From the **User Limit** list, select the appropriate option.

Note: Click  to refresh the option.

11. Click  to view the details of touch points group. The **View Details** popup window appears.

View Details- Touch Point Group



Field Description

Field Name	Description
Group Code	Group code defined for touch point group.
Group Description	Group description defined for touch point groups.
Touch Point / Group Type	Type of touch point i.e. whether touch point is of type internal or external.
Touch Points	List of the internal or external touch points.

12. Click **Save** to save party preferences.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
13. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
14. The success message of party preference creation appears.
Click **OK** to complete the transaction.

Party Preferences- View

Administrator 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 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 the link under the **Party ID** column.
The search result according to the search criteria appears.

Party Preferences- View

Party Preferences

Party ID: ***281
 Party Name: Carver Media Group Network

Details

Grace Period: 3 Days

Approval Flow: Sequential Parallel No Approval

Channel Access: Enable Disable

Forex Deal Creation: Enable Disable

Corporate Administrator Facility: Enable Disable

Cumulative Limits

Touch Points / Group	Package
APIINTERNET	swe4
APIINTACCESSPOINTGRP	swe1
APIRICHATBOT	swe9
APMSBANKING	swe8
PayTm	swe2
APSNAPSHOT	swe3
OracleTouchPoint	swe6
APMOBRESP	swe5
APIWEARABLE	swe10
APMOBAPP	swe11
APMISCALBANKING	swe7

User Limits

Touch Points / Group	Package
OracleTouchPoint	swe6
APIINTACCESSPOINTGRP	swe1
APIRICHATBOT	swe9
PayTm	swe2
APIWEARABLE	swe10
APSNAPSHOT	swe3
APIINTERNET	swe4
APMSBANKING	swe8
APMISCALBANKING	swe7
APMOBAPP	swe11
APMOBRESP	swe5

Note

User can search a party for which user preferences are to be viewed or edited. Parties can have different accesses, daily and cumulative limits and approval patterns. The limit packages mapped can also be accessed.

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

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Field Description

Field Name	Description
Party ID	Party ID for which the party preference to be maintained.

Field Name	Description
Party Name	Party Name of a party for which the party preference to be maintained.
Grace Period	Provision of time period is made to allow user to approve the transaction after the actual due date. Note: The tooltip with information will appear on dashboard in the Pending for Approvals section only when the user hovers on grace period.
Approval Flow	The approval type for the party. The options are: <ul style="list-style-type: none"> • Sequential • Parallel • No Approval
Channel Access	Whether users associated with a party can start transacting through the channel. The options are: <ul style="list-style-type: none"> • Enable : Allows bank administrator to enable the party for channel access • Disable: Allows bank administrator to disable the party for channel access
Forex Deal Creation	Whether users associated with a party can create forex deals. The options are: <ul style="list-style-type: none"> • Enable: If this option is enabled, corporate user associated with this party can create forex deals. • Disable: If this option is disabled, corporate user associated with this party cannot create forex deals.
Corporate Administrator Facility	This is to enable a corporate to have r corporate administrator facility. Only if this facility is enabled, a corporate administrator user can be created for that party. The options are: <ul style="list-style-type: none"> • Enable • Disable

Field Name	Description
Accessible roles	<p>This 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. <p>This field appears if Corporate Administrator Facility option is enabled.</p>
Cumulative Limit	<p>It allows Bank Administrator to map customer cumulative daily limits (CCL) to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the party users.</p> <p>All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group.</p>
Touch Points/ Group	<p>Name of touch points/ groups maintained under a specific entity for which the limit packages are to be mapped.</p>
Package	<p>List of the packages available for mapping to touch points/ group are listed here. Limit packages maintained for the selected touch point will get here.</p>
User Limits	<p>This field allows the Bank Administrator to map customer user level limits (CUL) to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the selected party users.</p>
Touch Points/ Group	<p>Name of touch points/group maintained under a specific entity for which the user limit packages are to be mapped.</p>

Field Name	Description
Package	List of the packages available for mapping to touch points/ group are listed

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

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 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 – Modify

ZigBank
Welcome, Aditya Patel
Last login 17 May 04:13 PM

Party Preferences

Party ID: ***281
Party Name: Carver Media Group Network

Details

Grace Period: 3 Days
Maximum Allowed 30

File Encryption Key: 1234567890abcdef

Approval Flow: Sequential Parallel No Approval

Channel Access: Enable Disable

Forex Deal Creation: Enable Disable

Corporate Administrator Facility: Enable Disable

Cumulative Limits

Please ensure to map limit package for Touch Points applicable for this party.

Touch Points / Group	Package	Actions
Internet	swe4	⊞
Missed Call Banking	swe7	⊞
Mobile Application	sw...	⊞
Mobile (Responsive)	swe5	⊞
Siri/Chatbot	swe9	⊞
SMS Banking	swe8	⊞
Snapshot	swe3	⊞
Wearables	sw...	⊞
OracleTouchPoint Internal	swe6	⊞
PayTm for Internal Touch Point	swe2	⊞
Internal Access Point Group for All	swe1	⊞

User Limits

Touch Points / Group	Package	Actions
Internet	swe4	⊞
Missed Call Banking	swe7	⊞
Mobile Application	sw...	⊞
Mobile (Responsive)	swe5	⊞
Siri/Chatbot	swe9	⊞
SMS Banking	swe8	⊞
Snapshot	swe3	⊞
Wearables	sw...	⊞
OracleTouchPoint Internal	swe6	⊞
PayTm for Internal Touch Point	swe2	⊞
Internal Access Point Group for All	swe1	⊞

Save Cancel Back

Note

Parties can have different accesses, daily and cumulative limits and approval patterns which can be set and modified here. Various limit packages are available which are mapped to a party. These preferences are set at party level and applicable for all users of the party. Various limit packages are available which are mapped to a party.


Field Description


Field Name	Description
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	
Grace Period	Provision of certain period of time is made to allow user to approve the transaction after the actual due date. Note: The tooltip with information will appear on dashboard in the Pending for Approvals section only when the user hovers on grace period.
File Encryption Key	The file encryption key is the unique key provided by the bank administrator to the business users on their request.
Approval Flow	The approval type for the party. The options are: <ul style="list-style-type: none"> • Sequential • Parallel • No Approval
Channel Access	Whether users associated with a party can start transacting through internet and mobile banking. The options are: <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
Forex Deal Creation	Whether users associated with a party can create forex deals. The options are: <ul style="list-style-type: none"> • Enable : Allows bank administrator to enable the party for forex deals • Disable: Allows bank administrator to disable the party for forex deals

Field Name	Description
Corporate Administrator Facility	<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. <p>This field appears if Corporate Administrator Facility option is enabled.</p>
Cumulative Daily Limit	<p>Name of the limit package defined. It allows Bank Administrator to map cumulative level limits to the party. All the limit packages maintained are listed. The cumulative limit set for the touch point / group. In case of multi entity set up, limit packages needs to be mapped at each entity level.</p>
Touch Points/ Group	<p>Name of touch points/ groups under a specific entity to whom the limit packages are to be mapped.</p>
Package	<p>List of the packages which are to be mapped to touch points/ groups. Only limit packages maintained for the selected touch point will get here.</p>
User Limits	<p>Name of the limit package. It allows mapping user level limits to the party. All the limit packages maintained are listed. The user limit set for the touch point / group. In case of multi entity set up, limit packages needs to be mapped at each entity level.</p>
Touch Points/ Group	<p>Name of touch points/ groups under a specific entity to whom the user limit packages are to be mapped.</p>

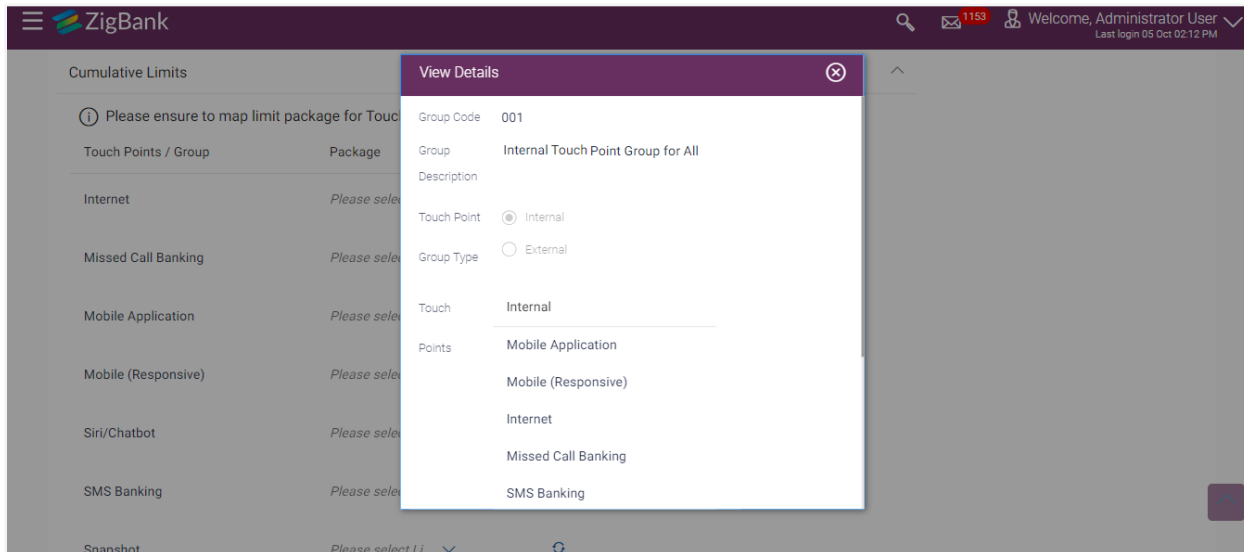
Field Name	Description
Package	List of the packages which are to be mapped to touch points/ groups. Only user limit packages maintained for the selected touch point will get here.

4. In the **Grace Period** field, enter the number of grace period.
5. In the **Approval Flow** field, select the appropriate option.
6. In the **Channel Access** field, select the appropriate option.
7. In the **Forex Deal Creation** field, select the appropriate option.
8. From the **Enable for Corporate Administrator** list, select the appropriate option.
9. From the **Cumulative Daily Limits** list, select the appropriate option.
10. From the **User Limit** list, select the appropriate option.

Note: Click  to refresh the option.

11. Click  to view the details of touch points group. The **View Details** popup window appears.

View Details - Touch Point Group



Field Description

Field Name	Description
Group Code	Group code defined for touch point group.
Group Description	Group description defined for touch point groups.
Touch Point / Group Type	Type of touch point i.e. whether touch point is of type internal or external.
Touch Points	List of the internal or external touch points.

12. 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**.
13. 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**.
14. The success message of updation 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, 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 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.

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 level in User Management screen.

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 in-flight 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?

If the Bank administrator edits and removes the roles mapped as ‘Allowed Roles’, the 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.

9. Is it mandatory to map packages for all the touch points and groups available under each entity?

Mapping the limit packages (CCL) for each touch point and for all groups is not mandatory. Whereas, administrator needs to operationally ensure that packages are mapped to the relevant touch point/groups which are accessible by the party users.

In case of customer user limit packages (CUL), if the package will be overridden by User level limits package, if defined, at User Maintenance. Or packages maintained for a user segment at system rules will be applicable if not package mapping is not defined at user or party level.

[Home](#)

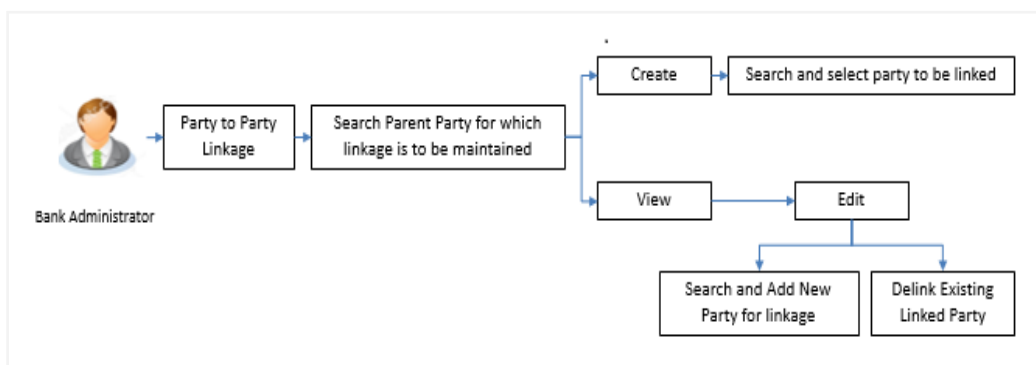
6. Party to Party Linkage

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

- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the action.
- 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 > Toggle menu> OnBoarding> Party To Party Linkage

6.1 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 displays the 'Party To Party Linkage' interface. At the top, the ZigBank logo and user information (Welcome, superadmin) are visible. The main content area shows a form with the following details:

- Parent Party ID: 001734
- Parent Party Name: Tony Corporation

Below the form are three buttons: 'Create' (highlighted in green), 'Cancel', and 'Back'. To the right of the form is a help box titled 'Create and Maintain Party to Party Linkage' with an icon of a calendar and a pencil. The text in the help box reads:

Create and Maintain Party to Party Linkage

This function enables you to link parties to a parent party. Once you have created a party linkage, you will be able to subsequently provide access of the linked party accounts to that of the parent company and its users through the Account Access feature.

You can create new party linkages to a parent party or can search for existing party linkages to view and edit the same.

At the bottom of the page, the footer text reads: Copyright © 2006, 2017, Oracle and/or its affiliates. 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
001102	Fast Enterprises
001141	DnyaneshRaskar
001158	DipenAntoine Casper
001157	roger Antoine Casper
000961	Niklaus Antoine Casper
001263	Shruti Vasani
002922	RON WEASLEY
002918	ashok s
001197	ASUS INDUSTRIES
001777	Shruti Vasani
001625	Fred Astaire

Create and Maintain Party to Party Linkage

This function enables you to link parties to a parent party. Once you have created a party linkage, you will be able to subsequently provide access of the linked party accounts to that of the parent company and it's users through the Account Access feature.

You can create new party linkages to a parent party or can search for existing party linkages to view and edit the same.

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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.

6.2 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

The screenshot displays the 'Party To Party Linkage - Create' interface. The header includes the ZigBank logo and user information: 'Welcome, superadmin | Last login: 18 Jun 2017 24'. The main content area shows the following details:

- Parent Party ID: 001734
- Parent Party Name: Tony Corporation

Below these details are three buttons: 'Create' (highlighted in green), 'Cancel', and 'Back'. To the right, a section titled 'Create and Maintain Party to Party Linkage' features an icon of a notepad and a pencil. The text in this section reads: 'This function enables you to link parties to a parent party. Once you have created a party linkage, you will be able to subsequently provide access of the linked party accounts to that of the parent company and it's users through the Account Access feature. You can create new party linkages to a parent party or can search for existing party linkages to view and edit the same.'

At the bottom of the screen, a footer contains the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

3. There is 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

Parent Party ID: 001734
Parent Party Name: Tony Corporation

Link Parties

Party ID	Party Name	Action
002046	Bechtel Corporation	

Create and Maintain Party to Party Linkage

This function enables you to link parties to a parent party. Once you have created a party linkage, you will be able to subsequently provide access of the linked party accounts to that of the parent company and it's users through the Account Access feature.

You can create new party linkages to a parent party or can search for existing party linkages to view and edit the same.

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Field Description

Field Name	Description
Create	
Parent Party ID	Parent party ID of the corporate user to which you want to link other party.
Parent Party Name	Name of the parent party.
Link Parties	
Party ID	A party ID which you want to link to parent party ID
Party Name	Name of the parent party which is to be linked to parent party ID
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 **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
8. The screen with success message and reference number appears. Click **OK** to complete the transaction.

6.3 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' interface. At the top, the ZigBank logo and user information 'Welcome, superadmin' are visible. The main content area is divided into two sections. The left section shows the 'Parent Party' details: Parent Party ID (001734) and Parent Party Name (Tony Corporation). Below this is a 'Linked Parties' table with the following data:

Party ID	Party Name
002046	Bechtel Corporation

At the bottom of the table, there are three buttons: 'Edit' (green), 'Cancel' (grey), and 'Back' (grey). The right section features a blue icon of a notepad and a heading 'Create and Maintain Party to Party Linkage'. Below the heading, there is a paragraph of text explaining the function: 'This function enables you to link parties to a parent party. Once you have created a party linkage, you will be able to subsequently provide access of the linked party accounts to that of the parent company and it's users through the Account Access feature. You can create new party linkages to a parent party or can search for existing party linkages to view and edit the same.'

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.

6.4 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, the ZigBank logo and user information (Welcome, superadmin) are visible. The main content area is divided into two sections. On the left, 'Parent Party ID' is 001734 and 'Parent Party Name' is Tony Corporation. Below this, a table titled 'Linked Parties' shows one entry: Party ID 002046, Party Name Bechtel Corporation, and an Action column with a trash icon. There is an 'Add' button below the table and 'Save', 'Cancel', and 'Back' buttons at the bottom. On the right, a sidebar titled 'Create and Maintain Party to Party Linkage' contains an icon of a notepad and a brief description of the function.

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 **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.
9. The screen with success message with reference number appears. Click **OK** to complete the transaction.

FAQs

1. I 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. I 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. I 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.

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7. Account Aggregation

The account aggregation feature empowers customers to view information of financial accounts that are external to OBAPI, in addition to the customer's OBAPI accounts. This feature also provides the customer with a consolidated view of accounts, net worth and recent transactions, across OBAPI and external bank accounts.

To enable a retail user to access external bank accounts, and aggregate accounts with OBAPI, the system administrator has to perform External Bank Maintenance.

7.1 External Bank Maintenance

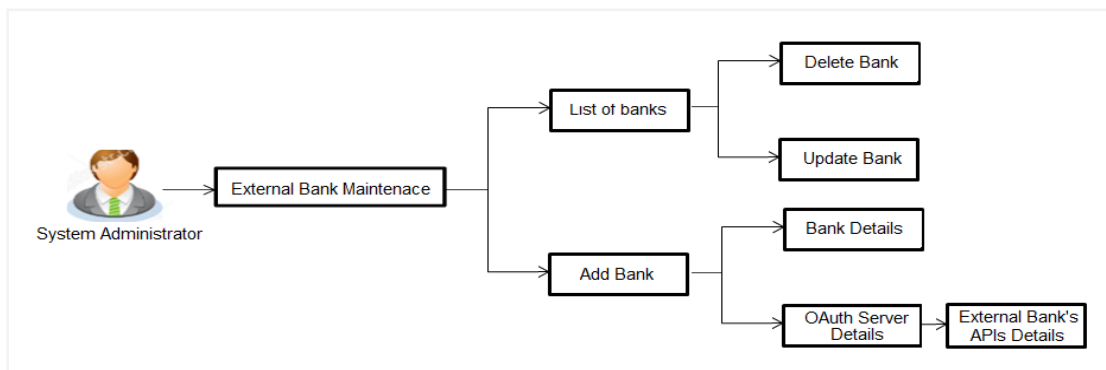
Using external bank maintenance, System Administrators can add an external bank. The external bank logo, address, URL and other details can be maintained. In addition to this, the authorization details can be captured, that will enable linking of OBAPI with the external bank. Multiple external APIs can be saved, to facilitate access of data, which will then be available for the perusal of the OBAPI customer.

With account aggregator services, the retail user can map his/ her external bank accounts for aggregation. This will empower him to track his savings, spending and investments better.

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

This option allows the System Administrator to:

- View External Bank Details
- Add External Bank
- Update External Bank Details
- Delete External Bank

How to reach here:

Administration Dashboard > Controls and Monitoring > External Bank Maintenance

7.1.1 Search and View External Bank's Details

System Administrators can search and view the details of the external banks already maintained in the application.

To view external bank's details:

1. In the **Bank Name** field, enter the bank name to search for a specific external bank.
2. Click **Search**.
List of external banks matching search criteria appears in search summary section.
OR
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.
OR
Click **Clear** to reset the details.

External Bank Maintenance - Search Result

The screenshot displays the 'External Bank Maintenance' interface. At the top, there is a search bar with the text 'A' and buttons for 'Search' and 'Clear'. Below the search bar is a table with the following columns: Bank Logo, Bank Name, Bank URL, Enable OAuth Details, and Enabled on. The table contains two entries: AxisBank (URL: https://www.axisbank.com, Enabled on: 27 Jul 2018) and HDFC Bank (URL: http://www.hdfc.com, Enabled on: 13 Jul 2018). To the right of the table is a sidebar with a blue icon of a person and a plus sign, titled 'Add and Maintain External Bank Accounts'. Below the icon, it says 'You can enter External Bank by clicking on Add.' and there is an 'Add' button. At the bottom of the page, there is a 'Cancel' button and a footer with copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description


Field Name	Description
Bank Logo	The external Bank's logo.
Bank Name	The name of the external bank maintained in OBAPI.
Bank URL	The URL of the external bank maintained in OBAPI.
Enable OAuth Details	The status of the external bank's authorization details, if enabled or disabled.
Enabled on	If the status of an external bank is enabled, then date and time on which the bank is enabled for customers.

3. Click **Bank Name** link on **External Bank Maintenance** screen.
The bank details maintained appears on **External Bank Maintenance - View** screen.

External Bank Maintenance - View

External Bank Maintenance

Bank Details

Bank Name	HDFC Bank
Bank Address	Senapati Bapat Road Pune city India
Bank URL	http://www.hdfc.com
Bank Logo	
Bank Identifier	HDFC

OAuth Authorization Details

Enable OAuth Details	Enabled
Authorization URL	http://mum00chy.in.oracle.com:2222/oauth2/rest/auth?response_type=code&domain=OBDEXtBankDomain
Token URL	http://mum00aon.in.oracle.com:15100/oauth2/rest/token
Revoke URL	http://mum00aon.in.oracle.com:15100/oauth2/rest/revoked
Redirect URL	http://mum00chm.in.oracle.com:7777/oauthredirect.html
Redirect Url	http://mum00chm.in.oracle.com:7777/oauthredirect.html
Client ID	3d79e939e0424extbank8e5fab436fb5581
Client Secret Keys	*****
Scope	OBDEXtBankResServer.SC02+OBDEXtBankResServer.SC05

External API Details

Td Account Activity	http://mum00chy.in.oracle.com:8003/digx/v1/accounts/deposit/(accountid)/transactions
Account List	http://mum00chy.in.oracle.com:8003/digx/v1/accounts
Loan Account Activity	http://mum00chy.in.oracle.com:8003/digx/v1/accounts/loan/(accountid)/transactions
Casa Account Activity	http://mum00chy.in.oracle.com:8003/digx/v1/accounts/demandDeposit/(accountid)/transactions

Notes

External Bank Account Details.

[Edit](#) [Delete](#) [Cancel](#) [Back](#)

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Field Description

Field Name	Description
Bank Details	
Bank Name	The name of the external bank maintained in OBAPI.
Bank Address	The address of the external bank maintained in OBAPI.
Bank URL	The URL of the external bank maintained in OBAPI.
Bank Logo	The external Bank's logo.
Bank Identifier	The external bank identifier.
OAuth Authorization Details	
Enable OAuth Details	Displays the authorization details status for the external bank i.e. whether to enable /disable.
Authorization URL	Displays the authorization url.

Field Name	Description
Token URL	Displays the Token url.
Revoke URL	Displays the Revoke url.
Redirect URL	Displays the Redirect url.
Client ID	Displays the Client ID.
Client Secret Keys	Displays the Client keys.
Scope	Displays the applicable scope(s) for the external bank.
External API Details	
External API's	Displays the category of external API's exchanged between the Banks.
API URL	Displays the API URL.

7.1.2 Add External Bank

System Administrators can add an external bank - so that it is available to the Retail User for account aggregation services (on successful authorization of this maintenance). System Administrators can add external bank details like Bank details, Bank Authorization details, multiple external APIs (to facilitate access of data between OBAPI and the External Bank.)

To add external bank:

1. In the **External Bank Maintenance** screen, click **Add**. The **External Bank Maintenance - Create** screen appears.

External Bank Maintenance - Add


External Bank Maintenance

Bank Details

Bank Name:

Bank Address:

Bank URL:

Bank Logo: 

Bank Identifier:

OAuth Authorization Details

Enable OAuth Details:

Authorization URL:

Token URL:

Revoke URL:

Redirect Url:

Client ID:

Client Secret Keys:

Scope:

External API Details

Account List:

Account Details:

Casa Account Activity:

[Add External API](#)

Notes
External Bank Account Details.

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Field Description


Field Name	Description
Bank Details	
Bank Name	Specify the name of the external bank.
Bank Address	Enter address of the external bank.
Bank URL	Specify the URL of the external bank.
Bank Logo	Upload logo of the bank through browse and upload image option.
Bank Identifier	Enter the external bank identifier.
OAuth Authorization Details	

Field Name	Description
Enable OAuth Details	Select the authorization details status for the external bank i.e. whether to enable /disable.
Below fields is enabled only if the Enable OAuth Details field is enable under OAuth Authorization Details section	
Authorization URL	Specify the authorization URL.
Token URL	Specify the Token URL.
Revoke URL	Specify the Revoke url.
Redirect URL	Specify the Redirect url.
Client ID	Specify the Client ID.
Client Secret Keys	Specify the Client keys.
Scope	Specify the applicable scope(s) for the external bank.
External API Details	
External API's	Select the external API's category, to access data between OBAPI and the External Bank. The External API could be to access the following information of the User's External Bank accounts: <ul style="list-style-type: none"> • Account List • Account Details • Account Summary
API URL	Specify the API URL.

2. In the **Bank Name** field, enter the external bank's name.
3. In the **Bank Address** field, enter the external bank's address.
4. In the **Bank URL** field, enter the external bank's url.
5. Click **Choose Files** or **Drag Files here**, browse and upload image of bank logo.
6. In the **Bank Identifier** field, enter the external bank's identifier.
7. Click the **Enable OAuth Details** toggle button to enable or disable the authorization details.

Note: **OAuth Authorization Details** are maintained for the external bank, if the status of the **Enable OAuth Details** field is enabled.

8. In the **Authorization URL** field, enter the external bank's authorization url.
9. In the **Token URL** field, enter the external bank's token url.

10. In the **Revoke URL** field, enter the external bank's revoke url.
11. In the **Redirect URL** field, enter the external bank's redirect url.
12. In the **Client ID** field, enter the external bank's client ID.
13. In the **Client Secret Keys** field, enter the external bank's client secret keys.
14. In the **Scope** field, enter the appropriate scope for the external bank.
15. From the **External APIs** list, select the external API's exchanged between the Banks in **External API Details** section.
16. Click **+ Add External API** to add more APIs.
The list appears to select the APIs.
 - c. From the drop-down list, select the appropriate option.
 - d. In the **API URL** field, enter the API url.
 - e. OR
Click  against the particular already added External API to delete it.
17. Click **Save** to update the changes.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
18. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
19. The success message of external bank details creation appears.
Click **OK** to complete the transaction.

7.1.3 Update External Bank's Details

System Administrators can view and update the details of the external banks already maintained in the application. System Administrators can modify Bank details, Authorization details and External API information.

To edit External bank details:

1. In the **Bank Name** field, enter the bank name to search for the specific external bank.
2. Click **Search**.
List of external banks matching the search criteria appears in search summary section.
OR
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.
OR
Click **Clear** to reset the details.
3. Click **Bank Name** link on **External Bank Maintenance** screen.
The bank details maintained appears on **External Bank Maintenance - View** screen.
4. Click **Edit** to edit the external bank details. The **External Bank Maintenance - Edit** screen appears with values in editable form.

External Bank Maintenance - Edit


External Bank Maintenance

Bank Details

Bank Name: HDFC Bank

Bank Address: Senapati Bapat Road
Pune city
India

Bank URL: http://www.hdfc.com

Bank Logo: 
Remove

Bank Identifier: HDFC

OAuth Authorization Details

Enable OAuth Details:

Authorization URL: http://mum00chy.in.oracle.com:2222/oauth2/rest/authorize?response

Token URL: http://mum00aon.in.oracle.com:15100/oauth2/rest/token

Revoke URL: http://mum00aon.in.oracle.com:15100/oauth2/rest/revoke





Redirect Url: http://mum00chm.in.oracle.com:7777/oauth2redirect.html

Client ID: 3d79e939e0424extbank8e5fab436fb5561

Client Secret Keys:

Scope: OBDXExtBankResServer.SC02+OBDXExtBankResServer.SC05

External API Details

Account List	URL	Action
Account List	http://mum00chy.in.oracle.com:8003/digx/v1/accour	
Account Details	http://mum00chy.in.oracle.com:8003/digx/v1/accour	
Loan Account Activity	http://mum00chy.in.oracle.com:8003/digx/v1/accour	
Casa Account Activity	http://mum00chy.in.oracle.com:8003/digx/v1/accour	
Account Details	Enter API URL	

Add External API

Save **Cancel** **Back**

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Field Description

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

Bank Details	
---------------------	--

Bank Name	Displays the name of the external bank. This field is editable.
------------------	--

Bank Address	Displays an address of the external bank. This field is editable.
---------------------	--

Bank URL	Displays the URL of the external bank. This field is editable.
-----------------	---

Field Name	Description
Bank Logo	Displays the logo of the bank. This field is editable.
Bank Identifier	Displays the external bank identifier. This field is editable.
OAuth Authorization Details	
Enable OAuth Details	Displays the authorization details status for the external bank i.e. whether it is enable /disable. This field is editable.
Authorization URL	Displays the Authorization URL. This field is editable.
Token URL	Displays the Token URL. This field is editable.
Revoke URL	Displays the Revoke url. This field is editable.
Client ID	Displays the Client ID. This field is editable.
Client Secret Keys	Displays the Client keys. This field is editable.
External API Details	
External API's	Displays the category of external API's to access data between OBAPI and the External Bank. The options are: <ul style="list-style-type: none"> • Account List • Account Details • Account Summary This field is editable.
API URL	Displays the API URL. This field is editable.

5. Update the required details.
6. Click **Save** to update the changes.
OR
Click **Cancel** to cancel the transaction.

OR

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

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

OR

Click **Cancel** to cancel the transaction.

OR

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

- The success message of updates appears.

Click **OK** to complete the transaction.

7.1.4 Delete External Bank's Details

System Administrators can search and delete existing external bank details.

To delete external bank details:

- In the **Bank Name** field, enter the bank name to search for the specific external bank.
- Click **Search**.
List of external banks matching the search criteria appears in search summary section.
OR
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.
OR
Click **Clear** to reset the details.
- Click **Bank Name** link on **External Bank Maintenance** screen.
The bank details maintained appears on **External Bank Maintenance - View** screen.
- Click **Delete** to delete the external bank details.
- The **Delete Warning** message appears, click **Yes**.

External Bank Maintenance - Delete

The screenshot displays the 'External Bank Maintenance' interface. A modal dialog titled 'Delete Bank' is open, asking for confirmation to delete 'Citi Bank N.A.'. The background shows the following details:

Bank Details	
Bank Name	Citi Bank N.A.
Bank Address	1st Floor,C.S.No.6/242, Senapati Bapat Marg Mumbai Maha
Bank URL	https://sandbox.develop
Bank Logo	
Bank Identifier	CITIBANK

OAuth Authorization Details	
Enable OAuth Details	Enabled
Authorization URL	https://sandbox.apihub.citi.com/gcb/api/authCode/oauth2/authorize?response_type=code&countryCode=US&businessCode=GCB&locale=en_US
Token URL	https://sandbox.apihub.citi.com/gcb/api/authCode/oauth2/token/us/gcb
Revoke URL	https://sandbox.apihub.citi.com/gcb/api/authCode/oauth2/revoke
Redirect Url	http://ofss310831.7778/oauthredirect.html

- The **External Bank Maintenance** screen with the successful object deletion message appears. Click **OK** to complete the transaction.

8. User Group - Subject Mapping

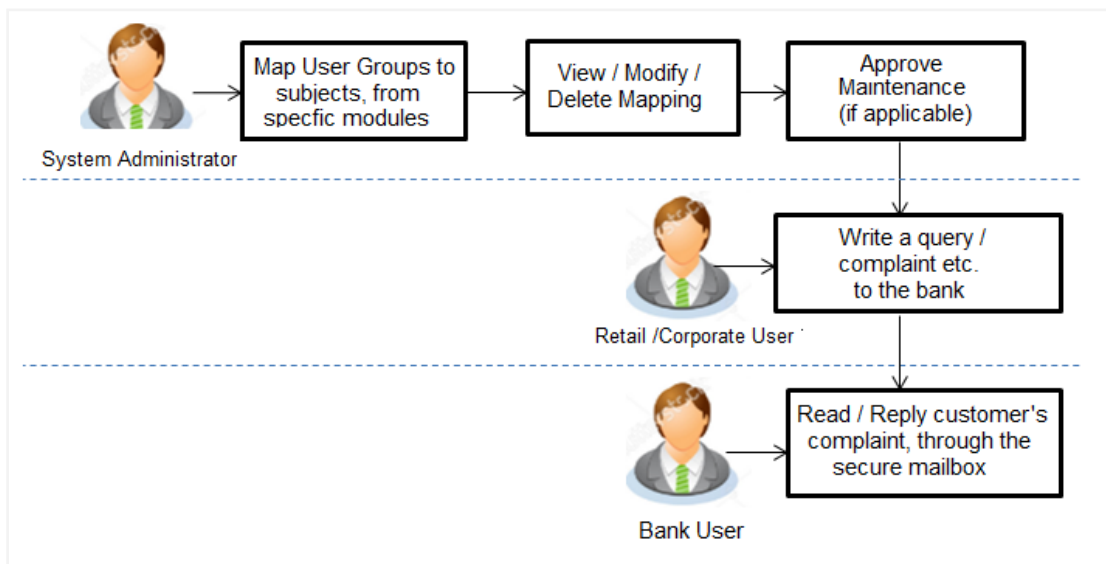
This maintenance facilitates mapping of subjects, to user groups in the bank, to streamline communication between the bank's users and its end customers.

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 > Communications > User Group Subject Mapping

8.1 User Group - Subject Mapping - Search

User Group – subject mapping search option allows System 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 for which you want to view the details.
OR
In the **Description** field, enter the user group - subject mapping description for which you want to view the details.
OR
From the **Group Code** list, select the group code already maintained to view the details of the same. 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

Field Description

Field Name	Description
Mapping Code	The user group - subject mapping code.
Description	The user group - subject mapping description.
Group Code	The group code to enquire about user group subject mapping, already maintained.

2. 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

The screenshot shows the 'User Group - Subject Mapping - View' screen. The header includes the ZigBank logo and user information: 'Welcome, superadmin' with a last login time of '10 Jun 03:56 AM'. The main content area displays the following details:

- Mapping Code:** Td group
- Mapping Description:** Td group of user
- Group Code:** superadminGrouping-superadminGrouping
- Subjects:** A list of subjects with checkboxes, all of which are checked. The subjects are:
 - All Subjects
 - Miscellaneous: Feedback, Complaint
 - Current and Savings Accounts: Block Debit / ATM card, Others, Open New Bank Account, Reissue of lost ATM/Debit Card, Reissue Debit card PIN, Transaction Dispute, Unblock Debit / ATM card, Change Communication Address
 - Loans: Others, Personal Loan, Automobile Loan, Education Loan, Home Loan
 - Credit Cards: Reward Points related queries, Others, Apply for New Credit Card, Change Communication Address, Block Credit Card, Transaction Dispute, Reissue Credit Card PIN
 - Term Deposits: Others, Term Deposit Certificate

At the bottom of the form, there are three buttons: 'Edit', 'Cancel', and 'Back'. The footer contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

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

Mapping Code	The user group - subject mapping code.
---------------------	--

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, Credit Cards modules.
 2) List of Individual Subject: Module wise list of subjects will be available with check box against those. If this is checked, then individual subject is mapped with selected group code within the CASA, TD, Loans, Credit Cards and other modules.

3. Click **Edit** to edit the subject mapping details.
 OR
 Click **Cancel** to cancel the transaction.
 OR
 Click **Back** to navigate to previous screen.

8.2 User Group - Subject Mapping - Create

Using User Group – Subject mapping - Create option, System 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

The screenshot shows the 'User Group - Subject Mapping' form. The 'Mapping Code' is 'CASA001' and the 'Mapping Description' is 'CASA txn grp'. The 'Group Code' is 'superadminGrouping-superadmi...'. The 'Subjects' section is expanded to show a list of categories and their sub-items, each with a checkbox. The categories and their sub-items are:

- All Subjects
 - Current and Savings Accounts
 - Block Debit / ATM card
 - Open New Bank Account
 - Reissue of lost ATM/Debit Card
 - Unblock Debit / ATM card
 - Change Communication Address
 - Reissue Debit card PIN
 - Transaction Dispute
 - Others
 - Term Deposits
 - Term Deposit Certificate
 - Others
 - Loans
 - Automobile Loan
 - Home Loan
 - Others
 - Education Loan
 - Personal Loan
 - Credit Cards
 - Apply for New Credit Card
 - Change Communication Address
 - Reward Points related queries
 - Others
 - Block Credit Card
 - Reissue Credit Card PIN
 - Transaction Dispute
 - Miscellaneous
 - Complaint
 - Feedback

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

Field Description

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

Mapping Code	The user group - subject mapping code.
---------------------	--

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) List of Individual Subject: Module wise list of subjects will be available with check box against those. If this is checked, then individual subject is mapped with selected group code within the CASA, TD, Loans, Credit Cards and other modules.

2. In the **Mapping Code** field, enter the user group - subject mapping code.
3. In the **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 **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
8. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Edit** to modify the details.
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.
-

[Home](#)

9. User Group - Subject Mapping - Modify

Using User Group – Subject Mapping - Modify option; System Administrator can edit the user group - subject mapping.

To edit the User Group - Subject Mapping:

1. In the **Mapping Code** field, enter the user group - subject mapping code for which you want to view the details.
OR
In the **Description** field, enter the user group - subject mapping description for which you want to view the details. OR
From the **Group Code** list, select the group code already maintained to view the details of the same.
2. Click **Search** to display results based on search criteria.
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 - Edit

The screenshot shows the 'User Group - Subject Mapping' edit page. At the top, the ZigBank logo is on the left, and user information 'Welcome, superadmin' is on the right. The main form area contains the following fields:

- Mapping Code:** TD+Credit
- Mapping Description:** TD+Credit group
- Mapping Details:**
 - Group Code:** superadminGrouping-superadmi...
 - Subjects:** A tree view with the following categories and sub-items:
 - All Subjects
 - Miscellaneous: Feedback, Complaint
 - Current and Savings Accounts: Block Debit / ATM card, Open New Bank Account, Reissue Debit card PIN, Unblock Debit / ATM card
 - Loans: Others, Automobile Loan, Home Loan, Personal Loan, Education Loan
 - Credit Cards: Reward Points related queries, Apply for New Credit Card, Block Credit Card, Reissue Credit Card PIN, Others, Change Communication Address, Transaction Dispute
 - Term Deposits: Others, Term Deposit Certificate

At the bottom of the form are three buttons: Save, Cancel, and Back.

Field Description

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

Mapping Code	The user group - subject mapping code.
---------------------	--

Description	The user group - subject mapping description.
--------------------	---

Mapping Details

Group Code	The group code assigned to 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.

4. Select the respective check boxes preceding the subject to be mapped.
OR
Select **All Subjects** check box, if you want to map all subjects.
5. Update the required details.
6. Click **Save** to save the modified details.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Edit** to modify the details.
8. 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 bank user is mapped to all subjects in CASA, he will be able to receive and reply to the business users on those CASA subjects.

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, you can only reply to his queries on Term Deposits, through the mailbox.

[Home](#)

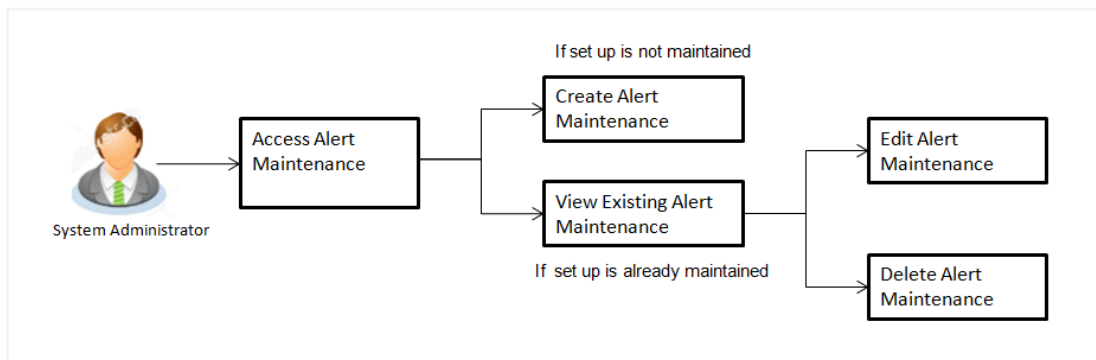
10. Alerts Maintenance

Alerts maintenance allows the System Administrator to define required parameters for each alert that is to be sent to the banks internal (Administrators) and external users (Business 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 > Communications > Alert Maintenance

10.1 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

Alert Maintenance

Module Name: Deposits

Event Name: Select

Search **Clear**

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
Amend Recurring Deposit Alert	Term Deposit	Mandatory
Redeem Recurring Deposit	Term Deposit	Mandatory
RD Account Opened	Term Deposit	Mandatory
Recurring Deposit Adhoc Statement Request	Term Deposit	Mandatory

Cancel

Note

Define & maintain the parameters that drive the internal & external alerts. For a module, you can define the events for alert generation, the text of the alert & whether its mandatory or subscription based for user. These parameters can be viewed, edited & deleted as required.

Create

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Field Description

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

Module Name	Name of the module to which alert is maintained.
--------------------	--

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:

- Subscribed
- 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
Welcome, superadmin
Last login 17 Jun 04:57 AM

Alert Maintenance

Module Name	Deposits
Event Name	Redeem Term Deposit
Alert Type	Subscribed

Corporate - User - English

Recipient Type	CORPORATE-USER
Locale	English
Alert Type	Mandatory
Delivery Mode	

Push Notification

Message Title	Term Deposit Account Redeemed
Notification Message	As per your instructions, Term Deposit with Account Number #AccountNo# has been redeemed for amount #CurrencyRedemptionAmount#.

Attribute Mask

Data Attribute	Attribute Mask
AccountNo	XXXXXXXXXX
CurrencyRedemptionAmount	D

Sms

SMS Message Text	As per your instructions, Term Deposit with Account Number #AccountNo# has been redeemed for amount #CurrencyRedemptionAmount#.
------------------	---

Attribute Mask

Data Attribute	Attribute Mask
AccountNo	XXXXXXXXXX
CurrencyRedemptionAmount	D

On Screen

On Screen Subject	Term Deposit Account Redeemed
On Screen Message	Dear Customer, As per your instructions, Term Deposit with Account Number #AccountNo# has been redeemed for amount #CurrencyRedemptionAmount#. Regards Customer Service - #BankName#

Attribute Mask

Data Attribute	Attribute Mask
BankName	D
AccountNo	XXXXXXXXXX
CurrencyRedemptionAmount	D

Email

Email Subject	Term Deposit Account Redeemed
Email Message	Dear Customer, As per your instructions, Term Deposit with Account Number #AccountNo# has been redeemed for amount #CurrencyRedemptionAmount#. Regards Customer Service - #BankName#

Attribute Mask

Data Attribute	Attribute Mask
BankName	D
CurrencyRedemptionAmount	D
AccountNo	XXXXXXXXXX

Party - Customer - English

Edit Delete Cancel Back

Note

You can find the alert you want to view by searching it based on Module Name and Alert Type. The system will show the matching alerts and you can select the one you want to view and the alert expands to show the details of the alert maintained.

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Field Description

Field Name	Description
Module Name	Name of the module to which alert is maintained. The options can be:
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: <ul style="list-style-type: none"> • S: Subscribed • M: Mandatory (Bank Notification)
Message Settings	
Recipient Type	The facility to select the category of recipients of the alert. The values can be: <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.

Field Name	Description
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 • Push Notification: notifications are sent as a banner or pop-up message on the user's mobile number

Below fields appears, if the **Delivery Mode** is **Email**.

Email Subject	The subject as specified in the template.
Email Message	The content of the template.
Attribute Mask	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
Data Attribute	The data attribute that is to be masked, in the communication.

Below fields appear, if the **Delivery Mode** is **On Screen**.

On Screen Subject	The subject as specified in the On Screen template.
On Screen Message	The content of the template.
Attribute Mask	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
Data Attribute	The data attribute that is to be masked, in the communication.

Below fields appear, if the **Delivery Mode** is **Push Notification**.

Message Title	The title as specified in the Push Notification template.
----------------------	---

Field Name	Description
Notification Message	The content of the notification template.
Attribute Mask	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
Data Attribute	The data attribute that is to be masked, in the communication.
Below fields appears, if the Delivery Mode is SMS .	
SMS Message Text	The content of the SMS template.
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.

10.2 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

ZigBank Alerts Maintenance

Module Name: Deposits

Event Name: Redeem Recurring Deposit

Alert Type: Subscribed

Message Settings

Banker - Initiator - English

Recipient Type: Initiator

Locale: English

Alert Type: Subscribed

Delivery Mode: Email

Email Subject: _____

Email Message: _____

Dear Customer,

As per your instructions, Term Deposit with Account Number #AccountNo# has been redeemed for amount #CurrencyRedemptionAmount#.

Regards

Attribute Mask: Add

Push Notification

On Screen

SMS

Save Cancel Back

Note

Define & maintain the parameters that drive the internal & external alerts. For a module, you can define the events for alert generation, the text of the alert & whether its mandatory or subscription based for user. Under Message Settings you can define types of recipients (ex: customer/maker/approver etc)and the delivery mode too (ex:email,push notification etc).

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Field Description

Field Name Description

Field Name	Description
Module Name	The unique name to be given to the module for which alert is to be created. The options are: <ul style="list-style-type: none"> • Term Deposits • Current and Savings Account • Loan • Originations • Payments • Host • User Management

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

- 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 The facility to select the category of recipients of the alert.

Type The values can be:

- Corporate
 - Approver
 - Initiator
 - Next Approver
 - Previous Approver
 - User
- Banker
 - Approver
 - Initiator
 - Next Approver
 - Previous Approver
- External
 - User
- Party
 - Customer

Field Name	Description
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 • Push Notification: notifications are sent as a banner or pop-up message on the user's mobile number <hr/> <p>Note: For Push Notification alerts, user can define separate sound/notification tone for different notifications so that, there can be a clear differentiation in the tone between an update (related to an account) and promotions.</p> <hr/>
<p>Click on one or more of the delivery mode to enable the following fields</p>	
<p>Below fields appears, if the Email option is selected in Delivery Mode field.</p>	
Email Subject	The subject as specified in the template.
Email Message	The content of the template.
Attribute Mask	<p>The attribute mask may be in the form of masking all but the last 4 digits of the account number.</p> <p>Click Add to add one or more data attributes.</p>
Data Attribute	The data attribute that is to be masked, in the communication.
<p>Below fields appears, if the On Screen option is selected in Delivery Mode field.</p>	
On Screen Subject	The subject as specified in the On Screen template.

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

On Screen Message	The content of the template.
--------------------------	------------------------------

Attribute Mask	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click Add to add one or more data attributes.
-----------------------	---

Data Attribute	The data attribute that is to be masked, in the communication.
-----------------------	--

Below fields appear, if the **Push Notification** option is selected in **Delivery Mode** field.

Message Title	The title as specified in the Push Notification template.
----------------------	---

Notification Message	The content of the Notification template.
-----------------------------	---


Attribute Mask	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click Add to add one or more data attributes.
-----------------------	---



Data Attribute	The data attribute that is to be masked, in the communication.
-----------------------	--

Below fields appear, if the **SMS** option is selected in **Delivery Mode** field.

SMS Message Text	The content of the SMS template.
-------------------------	----------------------------------

Attribute Mask	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click Add to add one or more data attributes.
-----------------------	---

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 **Push Notification** option:
 - a. In the **Message Title** field, enter the subject for the push notification message.
 - a. In the **Notification Message** field, enter the content for the push notification message.
 - b. Repeat steps 10c to e.
 13. 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.
 14. Click **Add** if you want to add more recipients.
OR
Click  if you want to delete the added recipients.
 15. Click  against the message template to enter the required details.
 16. Click **Save** to save the details entered.
 17. 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.
 18. The success message appears. Click **OK** to complete the transaction.

10.3 Alerts Maintenance- Edit

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.

Alerts Maintenance- Edit

Alert Maintenance

Module Name: Term Deposit
Event Name: Redeem Term Deposit
Alert Type: Mandatory

Message Settings

Corporate - User - English

Party - Customer - English

Recipient Type: Customer

Locale: English

Alert Type: Mandatory

Delivery Mode: Email

Email Subject: Term Deposit Account Redeemed

Email Message

Dear Customer,

As per your instructions, Term Deposit with Account Number #AccountNo# has been redeemed for amount #CurrencyRedemptionAmount#.

Regards

Customer Service - #BankName#


Data Attribute	Attribute Mask
BankName	D
AccountNo	XXXXXXXXXX
CurrencyRedemptionAmount	D

Attribute Mask

Push Notification Edit
On Screen Edit
SMS Edit

Save Cancel Back

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4. Update the required fields.
Module Name, Event Name and Alert Type fields are read only, and cannot be edited.
5. You can click  against the particular message template to delete it.
6. View the value for recipient type – modify if required.
7. If **Alert Type** field selection is mandatory above, this field will be defaulted.
8. Click to enable / disable the delivery mode, by clicking the checkbox.

9. Click **Edit**, against each delivery Mode to view the Subject, Message and Attribute masks (if any). Modify if required.
10. Click **Save** to update the alert maintenance. User will be directed to the Alert Maintenance - Edit - Review page post necessary validations.
11. 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.
12. The success message appears. Click **Done** to complete the transaction.

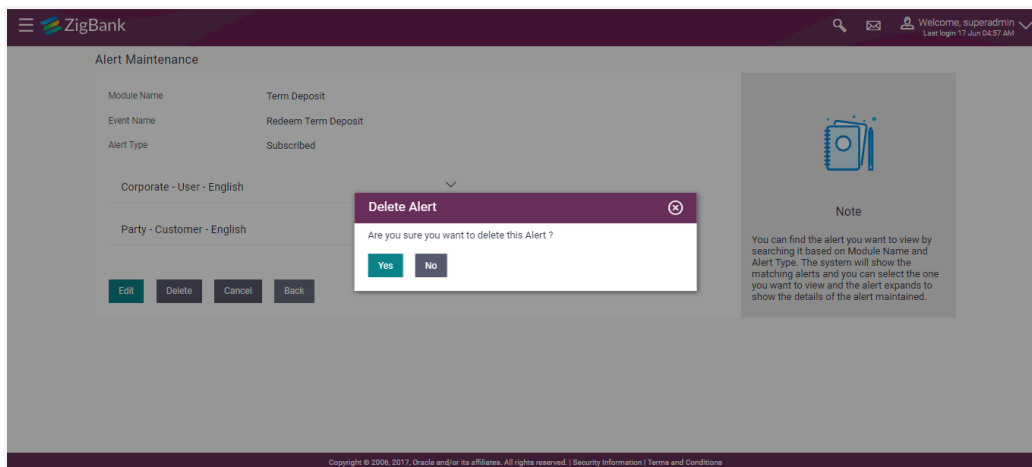
10.4 Alerts Maintenance- Delete

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.

[Home](#)

11. Mailers

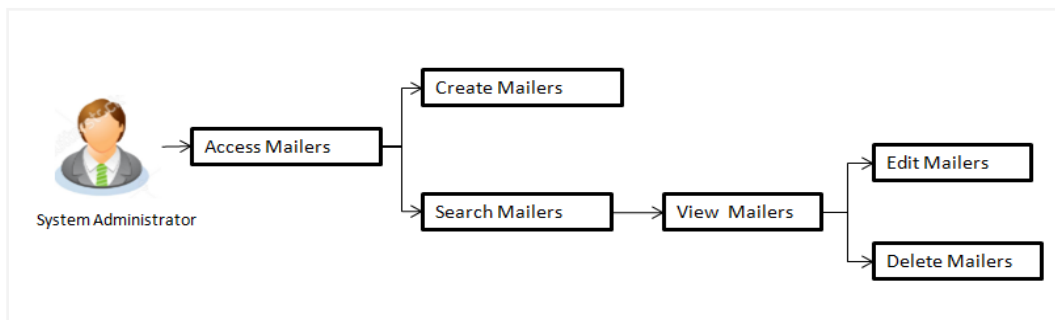
Mailers are information or a messages published by the Bank, to communicate about the Bank's Products, services and other information to its users. Bank may send mailers to announce a limited period promotional product rate, launch of a product or service, etc.

Using this option, the System 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

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

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 > Communications > Mailers

11.1 Mailers - Search and View

Using Mailers – search option, System Administrators can search and view the list of mailers created in the application. System 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. In the **Mailer Code** field, enter the mailer code to view the mailer details.
OR
In the **Mailer Description** field, enter the mailer description to view the mailer details.
2. Click **Search**.
3. 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 shows the ZigBank Mailers Search interface. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 10 Jun 04:49 AM'. Below the navigation bar, there are search fields for 'Mailer Code' and 'Mailer Description', along with 'Search' and 'Clear' buttons. A table displays the search results with columns for Mailer Code, Mailer Description, Date Created, Send Date, and Status. The table contains 11 rows of data. At the bottom of the table, there is a pagination control showing 'Page 1 of 2 (1-10 of 15 items)' and a 'Cancel' button. On the right side of the interface, there is a 'Note' panel with a calendar icon and a 'Create' button. The note text reads: 'Mailers are information or messages published by the Bank, to communicate about the Bank's Products, services and other important information to its users. Bank may send mailers to announce a limited period promotional product rate, launch of a product or service etc. This option enables you to manage such mailers and send it to targeted customers.'

Mailer Code	Mailer Description	Date Created	Send Date	Status
1234567	Default New	25 May 2018 11:53:09 PM	25 May 2018 12:00:00 AM	Sent
12345	Default Mail	25 May 2018 11:21:52 PM	25 May 2018 12:00:00 AM	Sent
Mailer81	Mailer81Desc	07 Jun 2018 07:04:29 PM	07 Jun 2018 12:00:00 AM	Sent
Mailer83	Mailer83Desc	07 Jun 2018 07:07:31 PM	07 Jun 2018 12:00:00 AM	Sent
Mailer86	Mailer86Desc	07 Jun 2018 07:33:39 PM	07 Jun 2018 12:00:00 AM	Sent
Mailer87	Mailer87Desc	07 Jun 2018 07:34:15 PM	07 Jun 2018 12:00:00 AM	Sent
Mailer88	Mailer88Desc	07 Jun 2018 07:34:56 PM	07 Jun 2018 12:00:00 AM	Sent
Mailer79	Mailer79Desc	07 Jun 2018 06:12:16 PM	07 Jun 2018 12:00:00 AM	Sent
Mailer76	Mailer76Desc	07 Jun 2018 05:44:56 PM	30 Jun 2018 12:00:00 AM	Scheduled
NewMailer	NewMailerDesc	07 Jun 2018 06:07:31 PM	07 Jun 2018 12:00:00 AM	Sent

Field Description

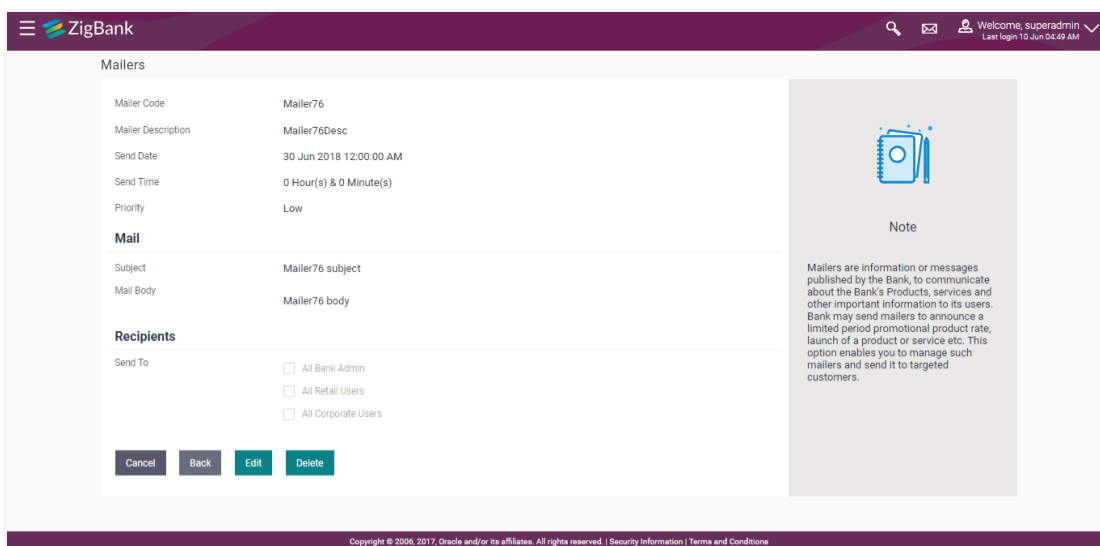
Field Name	Description
Mailer Code	The unique key to identify the mailer.
Mailer Description	The description of the mailer corresponding to mailer code.
Search Results	
Mailer Code	The mailer code.
Mailer Description	The description of the mailer corresponding to mailer code.
Date Created	The date on which the mailer was created.

Field Name	Description
Send Date	The date on which mailer is sent.
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



Field Description

Field Name	Description
Mailer Code	The unique key to identify the mailer.
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.

Field Name	Description
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 Administrator • All Retail Users • User IDs • Party IDs

5. Click **Cancel** the operation and navigate the user back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Edit** to edit the mailer.
OR
Click **Delete** the delete the mailer.

Note: The **Edit** and **Delete** option is available only for Mailers that have a status as '**Scheduled**'.

11.2 Mailers - Create

This function allows the System Administrator to create mailers. The System 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 shows the 'Mailers - Create' interface in the ZigBank system. The top navigation bar includes the ZigBank logo, a search icon, and a user profile for 'superadmin' with the text 'Welcome, superadmin' and 'Last login 10 Jun 04:49 AM'. The main content area is titled 'Mailers' and contains the following sections:

- Mailer Code:** ML110
- Mailer Description:** Creditcarddesk
- Send Date:** 06/21/18
- Priority:** Radio buttons for Low, Medium (selected), and High.
- Mail:**
 - Subject:** Rs 1000 cashback on MOTOG15...exclusive for you !!
 - Mail Body:** A rich text editor containing the text: "Dear Customer, A smartphone that offers an exceptional performance! Get Rs.1000 CashBack* on Amazon with your Bank Credit Card." Below the editor is a small dropdown menu showing 'div p'.
- Recipients:**
 - Send To:** Checkboxes for 'All Bank Admin', 'All Corporate Users', and 'All Retail Users' (checked).
 - List of User ID:** A text area containing 'Smith.john@example.com'.
 - Enter commas (,) to separate** (instruction below the text area).
 - Add List of Party ID** (button below the text area).

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Back'. A footer at the very bottom of the page reads: 'Copyright © 2006, 2017, Oracle and/or its affiliates. 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 Administrator • 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.

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 **Save** to save the details.
- OR
Click **Back** to navigate to previous screen.
- OR
Click **Cancel** the operation and navigate the user back to 'Dashboard'.
9. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
10. The success message of mailer creation appears along with the transaction reference number.
Click **OK** to complete the transaction.

11.3 Mailers - Edit

This function enables the System 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

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.
Priority	The priority of the mailer. The options are: <ul style="list-style-type: none"> • Low • Medium • High

Field Name	Description
Mail	
Mail Subject	The subject of the mailer.
Mail Body	The content for the mail 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 Administrator • 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 **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.
OR
Click **Back** to navigate to previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
8. The success message of mailer update appears along with the transaction reference number.
Click **OK** to complete the transaction.

11.4 Mailers - Delete

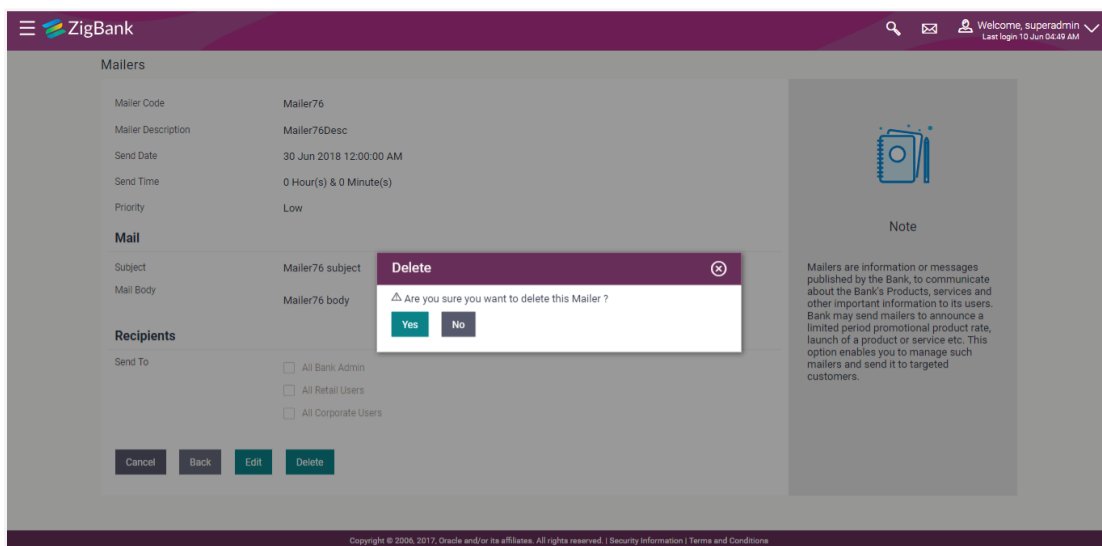
Using this option, the System Administrator can delete the mailer.

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 System 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 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?

Mailables can be sent to all the customers (Retail/corporate/Administrators) or to specific user(s) 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.

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12. System Rules

System rules are defined to set different parameters for each enterprise role (User Segments-Retail, Corporate and Administrator). Various parameters that 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.

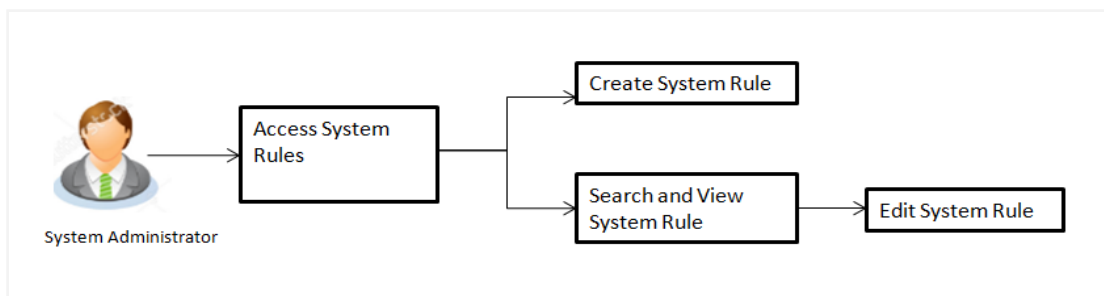
E.g. if Approval check flag is enabled for 'Corporate User' type of enterprise role; then transactions initiated by corporate type of users will follow the approval maintenance for a party mapped to user. If approval check flag is disabled for 'Retail User' type of enterprise role, then transactions 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.
- Touch point groups are maintained, if required.
- Limit packages are maintained.

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 > Common Services > System Rules

System Rules

ZigBank
Welcome, Administrator User
Last login 03 Oct 04:51 PM

System Rules

Enterprise Role: **Retail User**

- Party Mapping Required:
- Party Preferences Check:
- Account Transaction Mapping:
- Approvals Check:
- Account Relationship Check:
- First Time Login Steps:

Note

Use this feature to maintain parameter preferences for each enterprise role. You can search for existing system rules defined to view and/or modify the rule and can also create a new system rule as required.

Select	Name of Screens	Mandatory	Reorder
<input checked="" type="checkbox"/>	View user Profile	<input type="checkbox"/>	↑ ↓
<input checked="" type="checkbox"/>	Accept Terms and Conditions	<input checked="" type="checkbox"/>	↑ ↓
<input type="checkbox"/>	View limits	<input type="checkbox"/>	↑ ↓
<input type="checkbox"/>	Setup Security Questions	<input type="checkbox"/>	↑ ↓

Limits Check:

UBS 14.0 AT3 Branch

Touch Points / Group	Package	Actions
Internet	Int_PKG	<input type="checkbox"/>
Missed Call Banking	MissLP	<input type="checkbox"/>
Mobile Application	Please select LI...	<input type="checkbox"/>
Mobile (Responsive)	Please select LI...	<input type="checkbox"/>
Siri/Chatbot	Please select LI...	<input type="checkbox"/>
SMS Banking	Please select LI...	<input type="checkbox"/>
Snapshot	Please select LI...	<input type="checkbox"/>
Voice Assistant Banking	Please select LI...	<input type="checkbox"/>
Wearables	Please select LI...	<input type="checkbox"/>
Internal Touch Point Group for All	Please select LI...	<input type="checkbox"/>
Global	CONSPACK	<input type="checkbox"/>

FCR 11.7 9999 Branch

Third Party

FCR 11.7 EOD Branch

UBS 14.0 FZ1 EOD Branch


UBS 14.0 OT1 Branch for OBLM


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Field Description

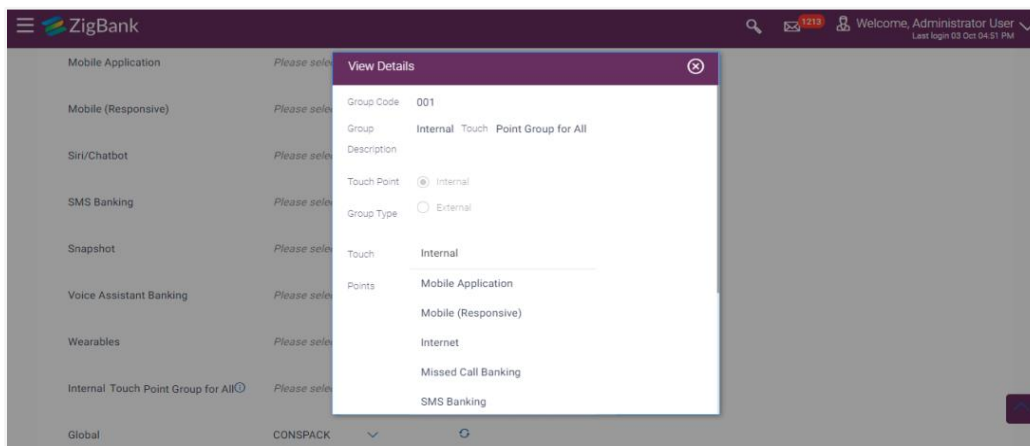
Field Name	Description
Enterprise Role	<p>Name of enterprise roles set in application.</p> <p>The options can be:</p> <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User <p>On selecting an application role, system rules maintained if any, are shown in editable form.</p>
Party Mapping Required	Party mapping check is required for a particular enterprise role or not.
Party Preferences Check	Party preferences check is required or not.
Account Transaction Mapping	Account transaction mapping check is required or not.
Approvals Check	Approvals check is required or not.
First Time Login Steps	<p>First time login steps to be followed or not.</p> <p>These steps will also be applicable for origination's customers when they login for first time to Application tracker or through the orientation page.</p>
Account Relationship Check	Account Relationship check is required or not.
Limits Check	Limits check is required or not.
Limits - Entity Level Configuration	
If limit check is required, assign a limit package.	
In case of multi entity set up, limit packages needs to be mapped at each entity level.	
Name of the entity	Name of entity under which limit packages are to be mapped is shown in the header.
Touch Points/ Group	Name of touch points/ groups under a specific entity to whom the limit packages are to be mapped.
Package	List of the packages which are to be mapped to a touch points/ groups. Only limit packages maintained for the selected touch point will get listed here.

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 **Party Preferences Check** field, select the appropriate option.
4. In the **Account Transaction Mapping Check** field, select the appropriate option.
5. In the **Approvals Check** field, select the appropriate option.
6. In the **First Time Login Steps** field, select the appropriate option.
7. In the **Account Relationship Check** field, select the appropriate option.
8. In the **Limits Check** field, select the appropriate option.
 - e. Click  of desired entity to whom limit package to be mapped. Displays the list of touch points/ groups to map limit package.
 - f. From the **Package** list, select the appropriate option.

Note: Click  to refresh the option.

- g. Repeat steps a to b of step 8 for all touch points/ groups.
 - i. Click  to view the details of touch points group. The **View Details -Touch Point Group** popup window appears.

View Details -Touch Point Group**Field Description**

Field Name	Description
Group Code	Group code defined for a touch point group.
Group Description	Group description defined for a touch point groups.
Touch Point Group Type	Type of touch point i.e. whether touch point is of type internal or external.

Field Name	Description
Touch Points	List of the internal or external touch points.
9.	Click Submit to save system rules. OR Click Cancel to cancel the transaction. The success message appears.
10.	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'.
11.	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.

3. How can I group the touch points?

A separate menu option 'Touch Point Group Maintenance' is available to the system administrator user to maintain the groups. Groups maintained under specific entity are shown on the System Rules screen against which a consolidated limit package can be assigned.

4. Is it mandatory to map packages for all the touch points and groups available under each entity?

Mapping the limit packages for each touch point and for all groups available under each entity is not mandatory. Whereas, package has to be mapped for each touch point either available as a part of touch point group or at individual touch point level.

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13. 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 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.

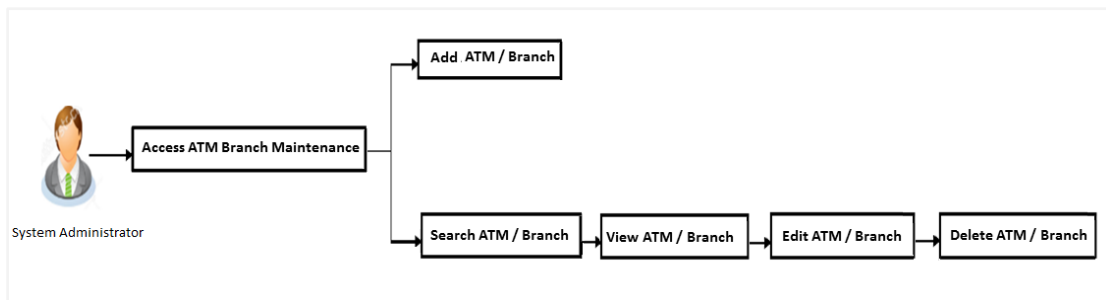
Using this option, the System Administrator can search and view the ATM/ branch and its details (Fetched from core banking application) which include branch/ ATM ID, branch name, address details, phone number, work timings and services offered by the bank. New ATM and branch details can also be manually added, viewed and edited.

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

Pre-requisites

- 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 > Common Services > ATM/ Branch Maintenance

13.1 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 shows the 'ATM/Branch Maintenance' search interface. It includes a header with the ZigBank logo and user information. The search area has fields for Country (a dropdown menu), City, and ATM/Branch ID. There are checkboxes for 'ATM' and 'Branch'. Below the search fields are 'Search' and 'Clear' buttons. The search results are shown in a table with two columns: 'ATM/Branch ID' and 'Address'. The results include entries like '1212', 'DBA090', 'DBA09012', 'DBA091', 'BR001', and 'BR00100'. A 'Create' button is located on the right side of the interface. A note on the right explains that ATM and Branch locations/addresses are maintained in this functionality and provides instructions on how to use the 'Create' button.

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.

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

Search Result

ATM/ Branch ID Unique key of the ATM / Branch.

Address The address of the ATM / branch that corresponds with the ATM / branch ID.

- 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

The screenshot shows the 'ATM/Branch Maintenance' view screen. The header includes the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 09 Jun 05:09 AM'. The main content area displays the following details for an ATM/branch:

ATM ID	DBA091
ATM Name	Demo Bank Branch2
Latitude	19.16
Longitude	72.86
Address Line 1	Line1& Goregaon
Address Line 2	Line2
City	Nagpur
Country	Andorra
Services Offered	<input checked="" type="checkbox"/> Non-MetroATM <input type="checkbox"/> MetroATM <input checked="" type="checkbox"/> Cardless Cash

At the bottom of the form are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. A 'Note' box on the right states: 'Here you can view the details of an existing ATM/Branch. Click on Edit if you wish to make any changes current details and you can also delete the existing ATM/Branch details by clicking on Delete.'

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 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 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.

Field Name	Description
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 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.
OR
Click **Back** to navigate back to previous screen.

13.2 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.
2. Click **Create**.
The **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen appears.

ATM/ Branch Maintenance - Add Single ATM/ Branch Details

The screenshot shows the ZigBank interface for 'ATM/Branch Maintenance'. The main heading is 'Add ATM/Branch Details'. Underneath, there is an 'Add New' section with two buttons: 'ATM' and 'Branch'. At the bottom of the form, there are three buttons: 'Add', 'Cancel', and 'Back'. The top navigation bar includes the ZigBank logo, a search icon, a notification icon with a red '1', and a user profile icon with the text 'Welcome, superadmin' and 'Last login: 09 Jun 05:09 AM'. The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

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.

The buttons are:

- ATM
- Branch

3. In the **Add New** field, click the appropriate button to add the ATM or branch details. The **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen with options to add single or multiple ATM/ Branch details appear.

ATM/ Branch Maintenance - Add ATM/ Branch Details

The screenshot shows the ZigBank interface for 'ATM/Branch Maintenance'. The main heading is 'Add ATM/Branch Details'. Underneath, there is an 'Add New' section with two buttons: 'ATM' and 'Branch'. Below that is the 'Input Type' section with two radio buttons: 'Single ATM' (unselected) and 'ATM List via file upload(.xml format only)' (selected). Underneath is the 'File' section with an 'Upload File' button and a note '(Less than 10 MB)'. At the bottom of the form, there are two buttons: 'Add' and 'Cancel'. The top navigation bar includes the ZigBank logo, a search icon, a notification icon with a red '1', and a user profile icon with the text 'Welcome, superadmin' and 'Last login: 09 Jun 05:09 AM'. The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Add New – ATM / Branch	Buttons for adding either the ATM or the branch details.
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
File	Select the file to be uploaded.

4. 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

The screenshot shows the 'Add ATM/Branch Details' form in the ZigBank application. The form is titled 'Add ATM/Branch Details' and includes the following fields and options:

- Add New:** Two buttons, 'ATM' (selected) and 'Branch'.
- Input Type:** Two radio buttons: 'Single ATM' (selected) and 'ATM List via file upload(.xml format only)'.
- ATM/Branch ID:** Text input field containing '3552678'.
- ATM/Branch Name:** Text input field containing 'Demobank Goregaon'.
- Coordinates:** Two text input fields containing '19.155' and '72.785'. A 'Search Location' link is visible to the right.
- Address Line 1:** Text input field containing '12, Nirron park'.
- Address Line 2:** Text input field containing 'Eastern Highway'.
- Address Line 3:** Text input field containing 'Goragaon-east'.
- Address Line 4:** Empty text input field.
- City:** Text input field containing 'Mumbai'.
- Country:** Dropdown menu showing 'India'.
- Services Offered:** Three checkboxes: 'Non-MetroATM' (unchecked), 'MetroATM' (checked), and 'Cardless Cash' (checked).

At the bottom of the form, there are three buttons: 'Add', 'Cancel', and 'Back'. The footer of the application shows the copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Add ATM/ Branch Details	
Add New – ATM / Branch	Buttons for adding either the ATM or the branch details.
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 • Loan Servicing Branch • Forex Branch • Gold Loan Branch • Touch Banking Branch • Lockers Enabled Branch • 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'.

5. 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

The screenshot displays the 'Add ATM/Branch Details' form in the ZigBank application. The form includes the following elements:

- Add New:** Two buttons, 'ATM' and 'Branch', are visible.
- Input Type:** Two radio button options: 'Single ATM' and 'ATM List via file upload(xml format only)'. The second option is selected.
- File:** A file named 'ATM_Details.txt' is selected, with a note indicating it is '(Less than 10 MB)'. A file upload icon is present to the left of the filename.
- Buttons:** 'Add' and 'Cancel' buttons are located at the bottom of the form.

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.

6. 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.
 - Click **Add** to add the ATM/ branch details.
OR
Click **Cancel** to cancel current transaction.
 - 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="yes"?>
<ATMs xmlns:datatype="http://datatype.fc.ofss.com" xmlns:validationdtoapp="http://validation.dto.app.fc.ofss.com" xmlns:dtocommondomainframework="
http://dto.common.domain.framework.fc.ofss.com" xmlns:ns4="http://enumeration.fc.ofss.com">
  <ATM>
    <coordinates>
      <latitude>19.1547995</latitude>
      <longitude>72.8562558</longitude>
    </coordinates>
    <ID>DBA001</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>
      <id3</id>
    </Services>
    <Services>
      <id2</id>
    </Services>
    <type>ATM</type>
  </ATM>
  <ATM>
    <coordinates>
      <latitude>19.16</latitude>
      <longitude>72.86</longitude>
    </coordinates>
    <ID>DBA002</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>
      <id5</id>
    </Services>
    <Services>
      <id2</id>
    </Services>
    <type>ATM</type>
  </ATM>
</ATMs>
```

Output

```
1547995 72.8562558 DBA001 Demo Bank Branch1 Mumbai INDIA Line1 Line2 3 2 ATM 19.16 72.86 DBA002 Demo Bank Branch2 Nagpur INDIA Line1 Line2 5 2 ATM
```

Branch file template example

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<Branches xmlns:datatype="http://datatype.fc.ofss.com" xmlns:validationdtoapp="http://validation.dto.app.fc.ofss.com" xmlns:dtocommondomainframework="
http://dto.common.domain.framework.fc.ofss.com" xmlns:ns4="http://enumeration.fc.ofss.com">
  <!-- Sample Record to Upload branch -->
  <Branch>
    <coordinates>
      <latitude>17.900840</latitude>
      <longitude>102.5332620</longitude>
    </coordinates>
    <ID>STBRECORD01</ID>
    <name>ST Bank KM8</name>
    <PostalAddress>
      <datatype:city>Vientiane</datatype:city>
      <datatype:country>LAO PEOPLES DEMOCRATIC REPUBLIC</datatype:country>
      <datatype:line1>Somvang Village</datatype:line1>
      <datatype:line2>Hadsayfong District</datatype:line2>
    </PostalAddress>
    <Services>
      <id1</id>
    </Services>
    <Services>
      <id7</id>
    </Services>
    <type>BRANCH</type>
    <phone>
      <number>021-315712</number>
    </phone>
    <workDays>Mon-Fri</workDays>
    <Timings>09:00-17:00</Timings>
    <!-- In case of multiple branch timings required -->
    <workDays>Sat</workDays>
    <Timings>09:00-17:00</Timings>
  </Branch>

  <Branch>
    <coordinates>
      <latitude>17.900840</latitude>
      <longitude>102.5332620</longitude>
    </coordinates>
    <ID>STBRECORD02</ID>
    <name>ST Bank KM8</name>
    <PostalAddress>
      <datatype:city>Vientiane</datatype:city>
      <datatype:country>LAO PEOPLES DEMOCRATIC REPUBLIC</datatype:country>
      <datatype:line1>Somvang Village</datatype:line1>
      <datatype:line2>Hadsayfong District</datatype:line2>
    </PostalAddress>
    <Services>
      <id1</id>
    </Services>
    <Services>
      <id7</id>
    </Services>
    <type>BRANCH</type>
    <phone>
      <number>021-315712</number>
    </phone>
    <workDays>Mon-Fri</workDays>
    <Timings>09:00-17:00</Timings>
    <!-- In case of multiple branch timings required -->
    <workDays>Sat</workDays>
    <Timings>09:00-17:00</Timings>
  </Branch>
</Branches>
```

Output

```
17.900840 102.5332620 STBRECORD01 ST Bank KM8 Vientiane LAO PEOPLES DEMOCRATIC REPUBLIC Somvang Village Hadsayfong District 1 7 BRANCH 021-315712 Mon-Fri 09:00-17:00 Sat
09:00-17:00 17.900840 102.5332620 STBRECORD02 ST Bank KM8 Vientiane LAO PEOPLES DEMOCRATIC REPUBLIC Somvang Village Hadsayfong District 1 7 BRANCH 021-315712 Mon-Fri
09:00-17:00 Sat 09:00-17:00
```


13.3 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

ATM/Branch Maintenance

ATM ID: DBA09012

ATM Name: Demo Bank Branch1

Coordinates: 19.155 72.856 [Search Location](#)

Address Line 1: Line1

Address Line 2: Line2

Address Line 3:

Address Line 4:

City: Mumbai

Country: Andorra

Services Offered: Non-MetroATM MetroATM Cardless Cash

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

Note

In the Edit screen you can modify the existing details of the ATM/Branch. Details like ATM/Branch Name, address, co-ordinates and services offered can be modified.

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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.
-------------------------	---

Field Name	Description
Latitude	The location of the 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 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.
OR
Click **Back** to navigate back to previous screen.
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'.

- The success message of saving the ATM/ Branch maintenance appears along with the status of the transaction.
Click **OK** to complete the transaction and navigate back to 'Dashboard' screen.

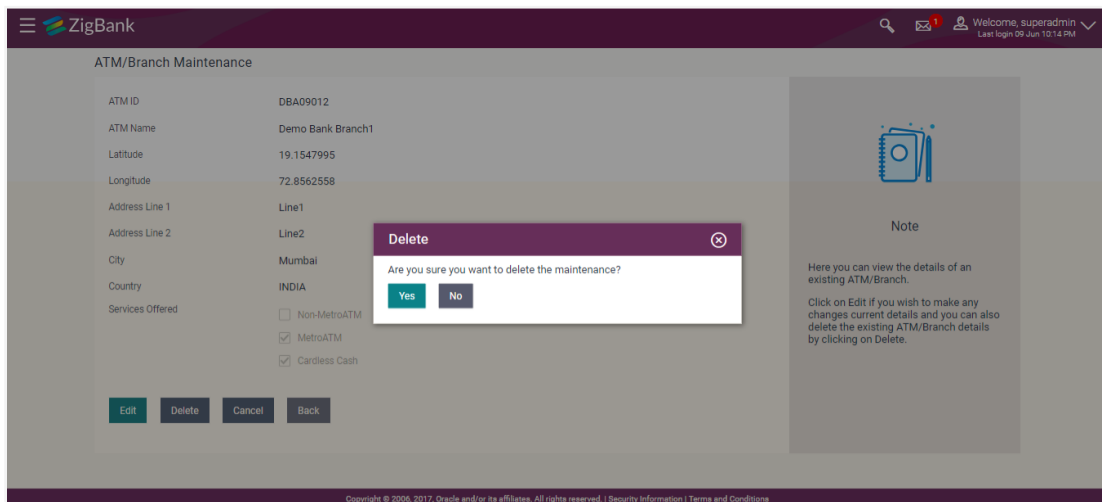
13.4 ATM/ Branch Maintenance - Delete

The System Administrator can delete the ATM and branch details.

To delete ATM/ branch details:

- 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.
- Click the **ATM/ Branch ID** link of the record for which you want to view the details. The **ATM/ Branch Maintenance - View** screen appears.
- 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



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

FAQs

- 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.

[Home](#)

14. Product Mapping

Product mapping feature allows the System Administrator to map products to users from the channel.

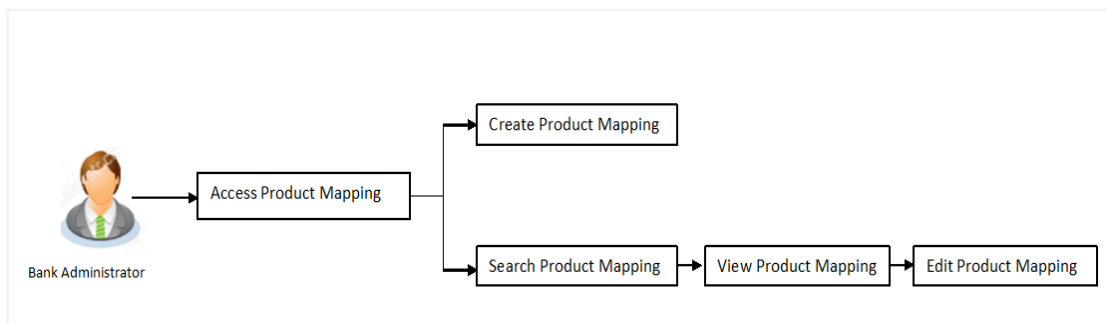
The System Administrator is allowed to register the bank's products to bank users for opening further accounts. This option is currently enabled for Term Deposit and Recurring Deposit module.

For example, A customer can open a term deposit or a recurring deposit under a specific product, if that particular product has been mapped using this functionality. Products which are not mapped, will not be available (for opening deposit accounts) to a channel user. This will be a part of Day 1 setup.

Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule is set up for System Administrator to perform the actions.
- Necessary products are maintained in core banking application.

Workflow



Features Supported In Application

The module supports following features:

- View Product Mapping
- Edit Product Mapping
- Create Product Mapping

How to reach here:

Dashboard > Common Services > Product Mapping

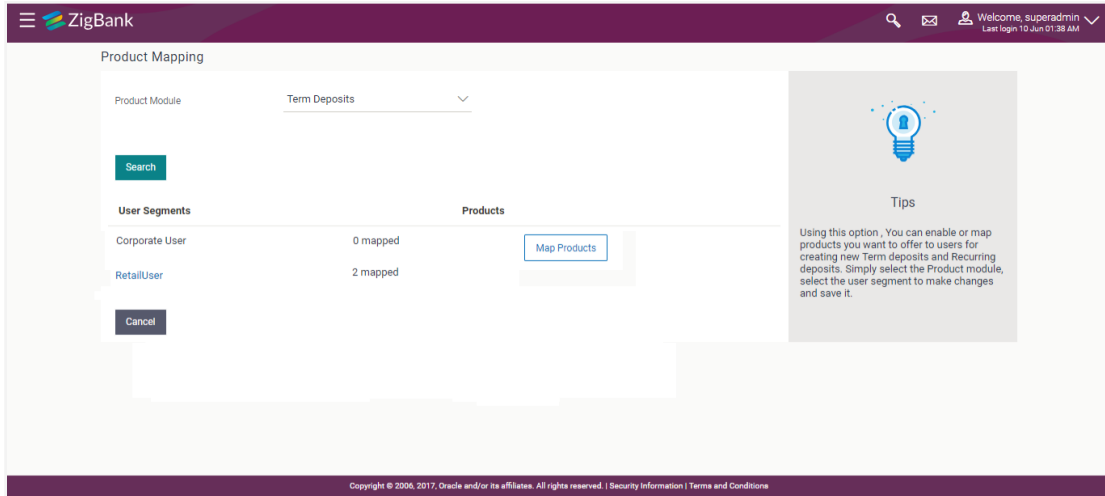
14.1 Product Mapping - View

Using Product mapping view option, System Administrators can view the list of products mapped to the product module. The System 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	Following product modules are available for mapping: <ul style="list-style-type: none"> • Term Deposit • Recurring Deposit
User Segments	The user segments, available for mapping products.
Products	The number of products mapped to the user segment under that product module.

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

The screenshot shows the 'Product Mapping' view in the ZigBank system. The interface is divided into several sections:

- Header:** ZigBank logo, search icon, mail icon, and user information: 'Welcome, superadmin', 'Last login: 10 Jun 01:38 AM'.
- Form Fields:**
 - Product Module: Term Deposits
 - User Segment: RetailUser
- Table:**

	Product Name	Expiry Date
<input type="checkbox"/>	Goal product	
<input type="checkbox"/>	TD without topup	
<input type="checkbox"/>	OBDX TD without topup	
<input type="checkbox"/>	TD topup	
<input type="checkbox"/>	FIXED RATE DEPOSIT WITH TOPUP	
<input type="checkbox"/>	TD Account with Top Up	
<input checked="" type="checkbox"/>	ISLAMIC TD	
<input checked="" type="checkbox"/>	ISLAMIC TD_FM	
- Buttons:** Edit, Cancel, Back.
- Tips:** A lightbulb icon followed by the text: 'Using this option, You can enable or map products you want to offer to users for creating new Term deposits and Recurring deposits. Simply select the Product module, select the user segment to make changes and save it.'
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Field Description

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

View

Product Module Following product modules are available for mapping:

- Term Deposit
- Recurring Deposit

User Segment 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, an 'Expired' flag is shown against products.

3. 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.

14.2 Product Mapping - Edit

This function enables the System Administrator to edit the product mapping. The System 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

The screenshot shows the 'Product Mapping - Edit' interface. At the top, there's a header with the ZigBank logo and user information: 'Welcome, superadmin | Last login: 10 Jun 07:28 AM'. Below the header, the main content area is titled 'Product Mapping'. It features a table with the following columns: 'Product Module', 'Term Deposits', 'User Segment', 'Product Name', and 'Expiry Date'. The 'User Segment' is set to 'RetailUser'. The table lists several product names with checkboxes for selection:

Product Name	Expiry Date
<input checked="" type="checkbox"/> Goal product	
<input checked="" type="checkbox"/> TD without topup	
<input type="checkbox"/> OBDX TD without topup	
<input type="checkbox"/> TD topup	
<input type="checkbox"/> FIXED RATE DEPOSIT WITH TOPUP	
<input type="checkbox"/> TD Account with Top Up	
<input checked="" type="checkbox"/> ISLAMIC TD	
<input checked="" type="checkbox"/> ISLAMIC TD_FM	

At the bottom of the table, there are three buttons: 'Save', 'Cancel', and 'Back'. To the right of the table, there is a 'Tips' panel with a lightbulb icon and the following text: 'Using this option, You can enable or map products you want to offer to users for creating new Term deposits and Recurring deposits. Simply select the Product module, select the user segment to make changes and save it.'

At the very bottom of the screen, there is a footer with the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'

Field Description

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

Edit

Product Module Following product modules are available for mapping:

- Term Deposit
- Recurring Deposit

User Segment 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, an '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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
7. The success message of transaction submission appears along with the transaction reference number and status.
Click **OK** to complete the transaction.

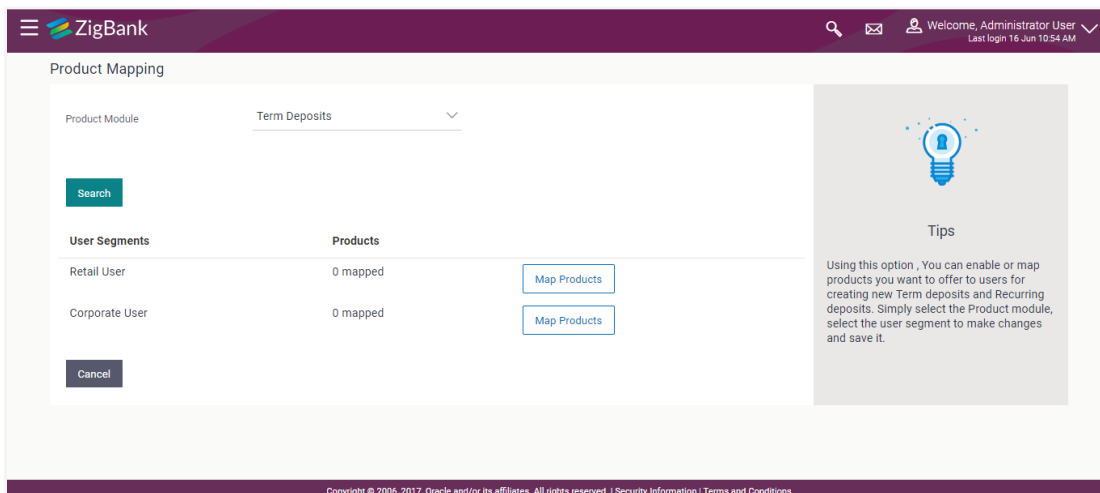
14.3 Product Mapping - Create

This option enables the System 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.

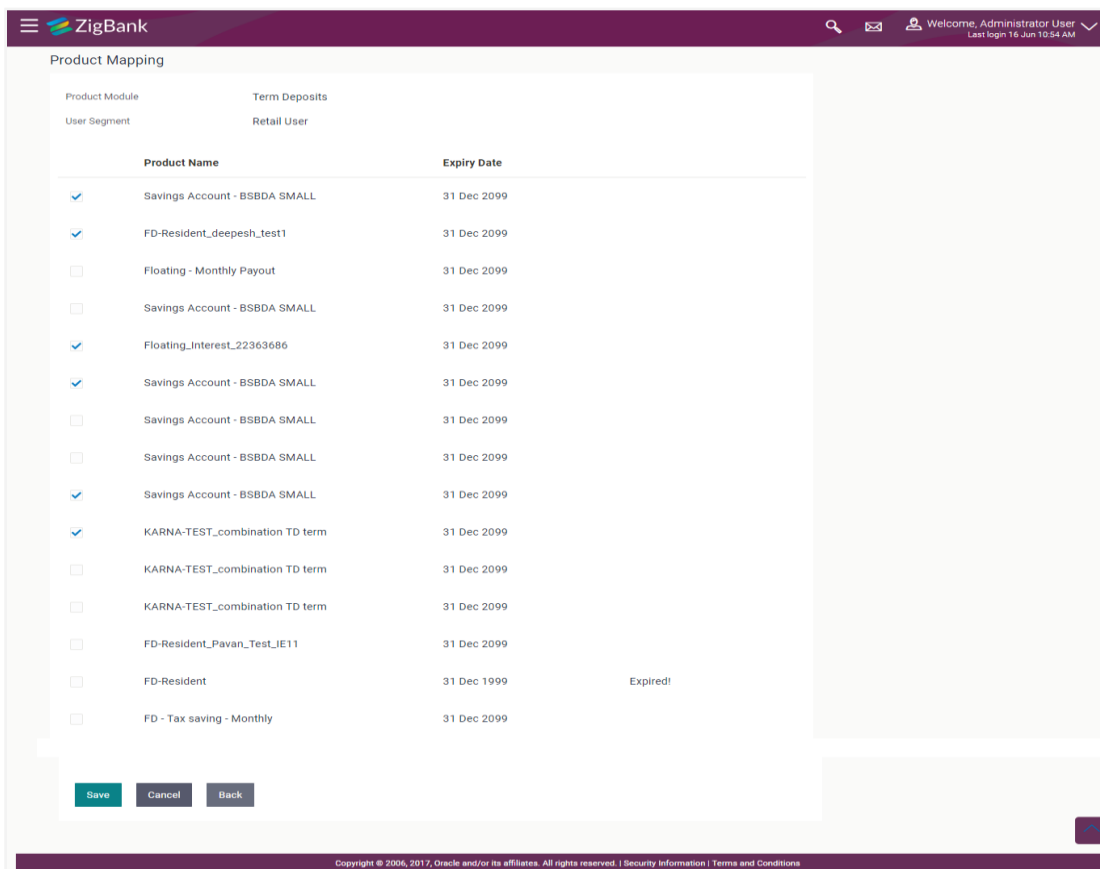
Product Mapping



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	Currently Deposits products are supported by the system under product module.
User Segments	The user segment, for which products are to be mapped.
Product Name	The list of products, available for mapping.
Expiry Date	The expiry date of the product. If the product is expired, an '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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to previous screen.
5. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
6. The success message of transaction submission appears along with the transaction reference number and status.
Click **OK** to complete the transaction.

FAQs

1. For which type of products, product mapping functionally is available?

As of now, product mapping feature is enabled for Term Deposit and Recurring Deposit type of products.

2. Can customer view the account details of an account opened under a product which is not mapped?

Yes, user can view the account details of an account opened under a product which is not mapped. The restriction will only be for opening new account from channel.

3. What will happen once the products mapped gets expired ?

The expired products will no longer be available for product mapping. Also customers will not be able to open new accounts using expired products.

[Home](#)

15. Transaction Aspects

Using this option, System Administrator can define the aspects for a transaction. Depending on the aspects defined for a transaction through this maintenance, the transaction will be available/unavailable for selection in the respective maintenance screen

User can view the aspects for a selected transaction and also edit the aspects i.e. enable/disable the aspects for the selected transaction

The following aspects are available for a transaction:

- Limits Check
- Approvals
- Grace Period
- Working Window
- Blackout
- 2 Factor Authentication
- Audit
- e-Receipts
- Customer Relationship Matrix
- Payment Purpose Mapping
- Currency Mapping

Pre-Requisites

System Administrator has access to the specified transaction

Note: There are certain transactions in the system for which all the aspects are not applicable. In such cases on selection of the transaction, the aspect(s) that are not applicable will not get displayed to user.

Features supported in Application:

- View Transaction Aspects
- Edit Transaction Aspects

How to reach here:

Dashboard > Common Services > Transaction Aspects

15.1 View Transaction Aspects

System Administrator can view the aspects enabled/disabled for a transaction.

To view the transaction aspects:

1. From the **Transaction** list, select the transaction for which you wish to view the defined aspects.

Transaction Aspects

Transaction Aspects

Transaction Please Select any transaction

Note

Using this option, you can define the aspects for a transaction. Depending upon the aspects maintained, the transaction will be available/unavailable for selection in the respective maintenance screen. You can view the aspects for a selected transaction and can also edit the aspects i.e. enable/disable the aspects for the same.

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Field Description

Field Name	Description
Transaction	The name of the transaction for which aspects are to be listed.

- Click **Search**. The **Transaction Aspects- View** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the selected transaction.

Transaction Aspects- View

Transaction Aspects

Transaction Own Account Transfer Pay Now

Aspects

Transaction Blackout

Working Window

Note

Using this option, you can define the aspects for a transaction. Depending upon the aspects maintained, the transaction will be available/unavailable for selection in the respective maintenance screen. You can view the aspects for a selected transaction and can also edit the aspects i.e. enable/disable the aspects for the same.

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Field Description

Field Name	Description
Transaction	The name of the transaction for which aspects are to be listed.
Aspects	
List of Aspects	The list of aspects for a transaction.

3. Click **Edit** to modify the aspects.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.

15.2 Update Transaction Aspects

Using this option user can update the listed aspects for a transaction by enabling or disabling it.

To modify the transaction aspects:

1. From the **Transaction** list, select the appropriate transaction.
2. Click **Search**. The **Transaction Aspects- View** screen appears.
3. Click **Edit** to modify the aspects i.e. the aspect for a transaction can be enabled/disabled. The **Transaction Aspects- Edit** screen appears.
4. OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.

Transaction Aspects- Edit

The screenshot displays the 'Transaction Aspects' configuration page. The transaction selected is 'Own Account Transfer Pay Now'. Under the 'Aspects' section, 'Transaction Blackout' and 'Working Window' are both turned on. The interface includes 'Save', 'Cancel', and 'Back' buttons. A note on the right explains that users can define aspects for a transaction, which can then be used to filter or restrict the transaction in the maintenance screen. The footer contains copyright information for Oracle Banking APIs Core.

Field Description

Field Name	Description
Transaction	The name of the transaction for which aspects are to be updated.
Aspects	
List of Aspects	The list of aspects applicable for the selected transaction.

4. Click on the toggle button against the respective aspect to enable/disable the aspect
5. Click **Save** to confirm the changes.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Edit** to make the changes if any. User is directed to the **Transaction Aspects- Edit screen** with values in editable form.
OR
Click **Cancel** to cancel the transaction.
7. The success message appears confirming the modification of aspects for the transaction.

[Home](#)

16. Authentication

Passwords are the most common form of authentication used in the world today. But passwords can easily be forgotten and commonly 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, the user knows e.g. tokens, OTP, answer of security questions 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 OBAPI platform.

The Two Factor 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.

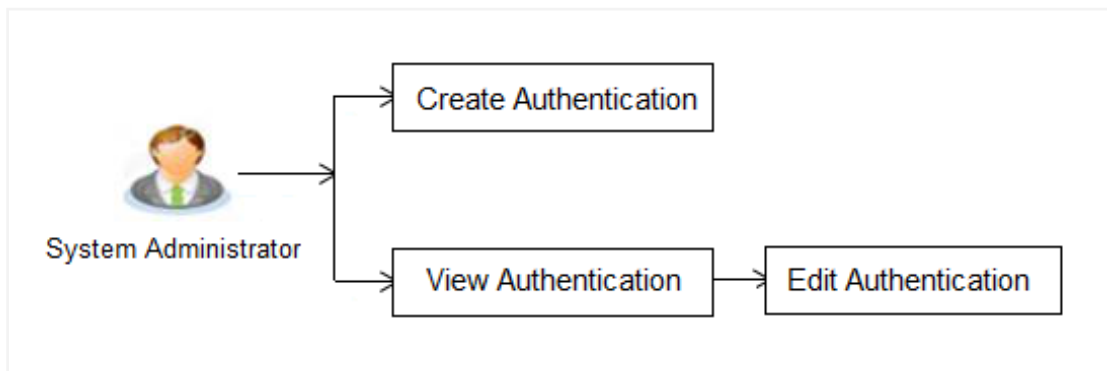
The types of 2 factor authentication used are as follows:

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

Pre-requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Transactions are enabled for 2 Factor Authentication.

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:

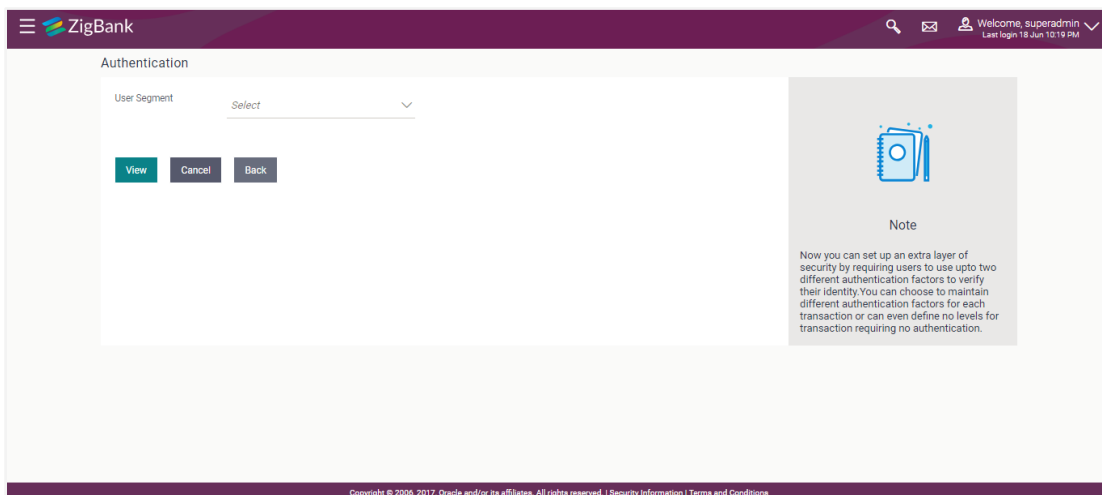
Administration Dashboard > Security > Authentication

16.1 Authentication - View

On accessing 'Authentication' menu, system displays the existing maintenance available for selected user segment 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	<p>The user segments maintained by the Bank.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Retail User • Corporate User • Administrator

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

The screenshot displays the 'Authentication' setup page for the 'Retail' user segment. The interface includes a header with the ZigBank logo and user information. The main content area is a table with columns for 'Transaction Type', 'Level 1', and 'Level 2'. The 'Service Request - Debit Card Change' transaction is currently selected and highlighted. To the right of the table, a 'Note' section provides instructions on setting up two-factor authentication. At the bottom of the table, there are 'Edit', 'Cancel', and 'Back' buttons. The footer contains copyright information for Oracle.

User Segment	Transaction Type	Level 1	Level 2
Retail	Forgot Password	One Time Password	
	Update Nominee		
	International Demand Draft		
	Create RD		
	Service Request - Debit Card Change		
	Edit Beneficiary		
	Create Forex Deal		
	Customer Acceptance for LC Amendment		
	Create Global Payee		
	Credit Card Payment		
	Cancel User Report		
	Credit Card Payment		
	Domestic Payment		
	Initiate Import LC Amendment		
	Domestic Payment Pay Later/SI		
	Forgot User ID		
	International Demand Draft Pay Later		
	Initiate Letter of Credit		
	Create Help Desk Session		
	Reset Debit Card Pin		
	Create Biller Registration		
	Redeem TD		
	Create Token Seed		
	Initiate Outward Guarantee		
	Initiate Outward Guarantee Amendment		
	Initiate Collection		
	Domestic Demand Draft Pay Later		
	Create Nominee		
	User Security Question Update		
	Amend TD		
	International Payout		
	Attach document to Guarantee		
	Create Beneficiary		
	Domestic Payin Pay Later		
	Reset Credit Card Pin		
	Create TD		
	Domestic Payer		
	Bill Payment		
	Mobile Device Registration		

Note
 Now you can set up an extra layer of security by requiring users to use upto two different authentication factors to verify their identity. You can choose to maintain different authentication factors for each transaction or can even define no levels for transaction requiring no authentication.

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.
Level 1	Displays the first level of two factor authentication mode (Security Questions, One Time Password or Soft Token) set for the transaction type.
Number of Question	Number of security questions to be asked from user at level 1 authentication. This field appears only if the Security Question option is selected as the Authentication mode .
Level 2	Displays the second level of two factor authentication mode (Security Questions, One Time Password or Soft Token) set for the transaction type.
Number of Question	Number of security questions to be asked from user at level 2 authentication. This field appears only if the Security Question option is selected in the Authentication .

3. Click **Edit** to update the details. Screen in editable mode appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to go back to previous screen.

16.2 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
Welcome, Administrator User
Last login 18 Jun 10:26 AM

Authentication

User Segment	Retail	
Transaction Type	Level 1	Level 2
Forgot Password	One Time Password ▼	One Time Password ▼
Update Nominee	Soft Token ▼	Soft Token ▼
International Demand Draft	None ▼	None ▼
Create RD	None ▼	None ▼
Service Request - Debit Card Change	None ▼	None ▼
Edit Beneficiary	None ▼	None ▼
Create Forex Deal	None ▼	None ▼
Customer Acceptance for LC Amendment	None ▼	None ▼
Create Global Payee	None ▼	None ▼
Credit Card Payment	None ▼	None ▼
Cancel User Report	None ▼	None ▼
Credit Card Payment	None ▼	None ▼
Domestic Payment	None ▼	None ▼
Initiate Import LC Amendment	None ▼	None ▼
Domestic Payment Pay Later/SI	None ▼	None ▼
Forgot User ID	None ▼	None ▼
International Demand Draft Pay Later	None ▼	None ▼
Initiate Letter of Credit	None ▼	None ▼
Create Help Desk Session	None ▼	None ▼
Reset Debit Card Pin	None ▼	None ▼
Create Biller Registration	None ▼	None ▼
Redeem TD	None ▼	None ▼
Create Token Seed	None ▼	None ▼
Initiate Outward Guarantee	None ▼	None ▼
Initiate Outward Guarantee Amendment	None ▼	None ▼
External Transfer	None ▼	None ▼
Create Demand Draft Payee	None ▼	None ▼

Apply to all



Note

Now you can set up an extra layer of security by requiring users to use upto two different authentication factors to verify their identity. You can choose to maintain different authentication factors for each transaction or can even define no levels for transaction requiring no authentication.

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	<p>The first level of two factor authentication mode (Security Questions, One Time Password or Soft Token) set for the transaction type.</p> <p>The options are:</p> <ul style="list-style-type: none"> •None •Security Question •One Time Password •Soft Token
Number of Question	<p>Number of security questions to be asked from user at level 1 authentication.</p> <p>This field appears only if the Security Question option is selected as the Authentication mode.</p>
Level 2	<p>The second level of two factor authentication mode (Security Questions, One Time Password or Soft Token) set for the transaction type.</p> <p>The options are:</p> <ul style="list-style-type: none"> •None •Security Question •One Time Password •Soft Token
Number of Question	<p>Number of security questions to be asked at level 2 authentication.</p> <p>This field appears only if the Security Question option is selected as the Authentication mode.</p>

4. In **Transactions** section, in **Level 1** of authentication select the appropriate option.
 - a. If user selects **Security Question** option:
5. In the Number of questions field enter the number of security questions to be asked.
6. In **Transactions** section, in **Level 2** of authentication select the appropriate option.
 - a. If user selects **Security Question** option:
7. In the **Number of questions** field enter the 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.

8. 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.
9. The **Authentication 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'.
10. The success message of Authentication setup appears along with the transaction reference number.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

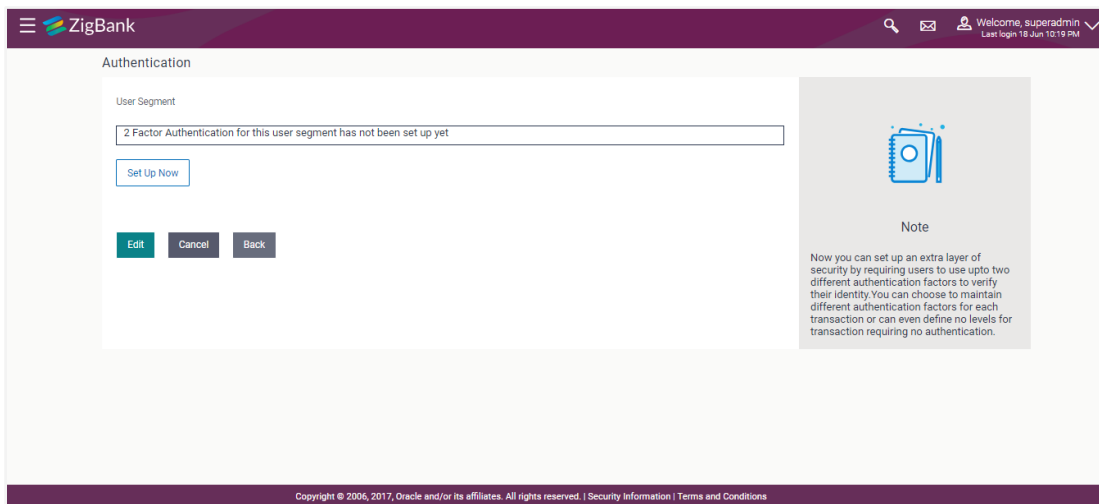
16.3 Authentication - Create

System Administrator can create authentication maintenance if the maintenance is not available.

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 •Administrator

-
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

ZigBank
Welcome, superadmin
Last login: 18 Jun 10:19 PM

Authentication

Transaction Type	Level 1	Level 2
Update Nominee	One Time Password	One Time Password
International Demand Draft	Soft Token	Soft Token
Create RD	Security Question No of Security Questions: 2	Security Question No of Security Questions: 2
Service Request - Debit Card Change	None	None
Edit Beneficiary	None	None
Create Forex Deal	None	None
Create Global Payee	None	None
Customer Acceptance for LC Amendment	None	None
Credit Card Payment	None	None
Cancel User Report	None	None
Credit Card Payment	None	None
Domestic Payment	None	None
Initiate Import LC Amendment	None	None
Domestic Payment Pay Later/SI	None	None
International Demand Draft Pay Later	None	None
Initiate Letter of Credit	None	None
Forgot Password	None	None
Create Help Desk Session	None	None
Reset Debit Card Pin	None	None
Create Biller Registration	None	None
Redeem TD	None	None
Create Token Seed	None	None
Initiate Outward Guarantee	None	None
Create Beneficiary	None	None
Update User Report	None	None
Reset Credit Card Pin	None	None

Apply to all

Note

Now you can set up an extra layer of security by requiring users to use upto two different authentication factors to verify their identity. You can choose to maintain different authentication factors for each transaction or can even define no levels for transaction requiring no authentication.

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 • Administrator
Transactions	
Transactions	The transaction type for which the 2 Factor Authentication is set-up.
Level 1	The first level of two factor authentication mode (Security Questions, One Time Password or Soft Token) 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 from user at level 1 authentication. This field appears only if the Security Question option is selected as the Authentication mode.
Level 2	The second level of two factor authentication mode (Security Questions, One Time Password or Soft Token) 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 from user at level 2 authentication. This field appears only if the Security Question option is selected as the Authentication mode.

4. In **Transactions** section, in **Level 1** of authentication select the appropriate option.
 - a. If user selects Security Question option: In the Number of questions field enter the 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: In the Number of questions field enter the 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 2 Factor 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 will the changes made in authentication maintenance be applied?

Changes made in the authentication maintenance will be effective from an immediate effect. This will be applicable to new transactions initiated as well as for transactions pending for approval 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.

[Home](#)

17. Security Questions Maintenance

This function allows the System Administrator 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

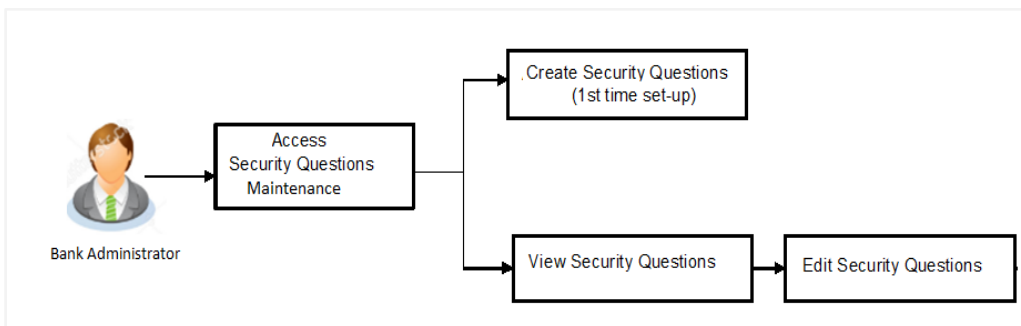
The following options are available to the administrator user as part of this maintenance:

- View Security Questions
- Edit Security Questions (Add new)
- Create Security Questions (1st time setup)

Pre-requisites

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

Workflow



How to reach here:

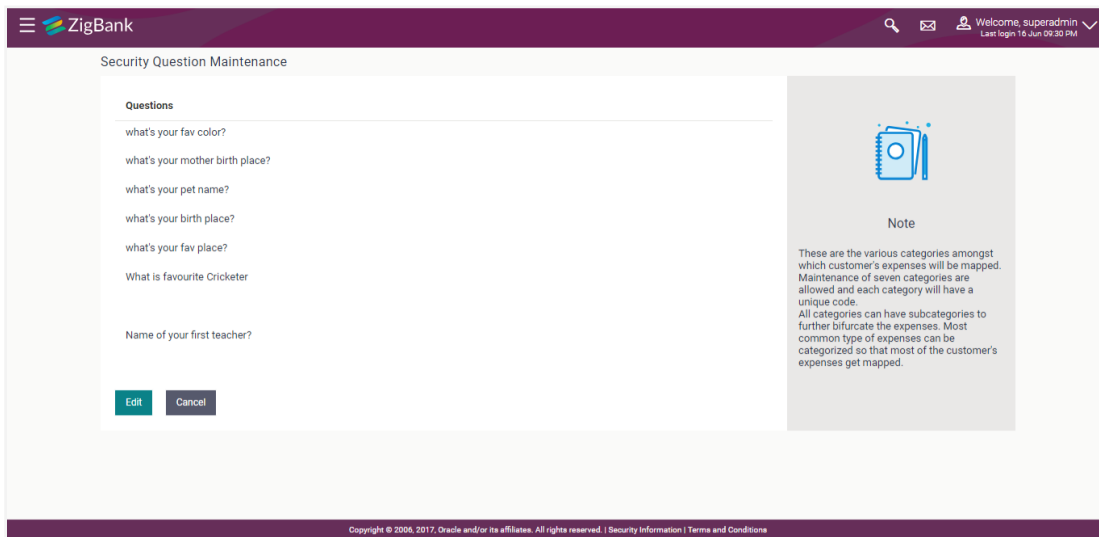
Administration Dashboard > Security > Security Questions Maintenance

17.1 View Security Questions

On accessing 'Manage Security Questions' option, system displays the existing security questions already maintained if any.

To view the existing security questions maintenance:

Security Questions Maintenance - 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 **Edit** to update the set of security questions. An editable screen appears.
OR
Click **Cancel** to cancel the transaction.

17.2 Security Questions Maintenance - Edit

System Administrator can modify existing maintenance for security questions. Administrator is allowed to add security questions but cannot delete the existing 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.

Security Questions Maintenance - Edit

The screenshot shows the 'Security Question Maintenance - Edit' interface. It features a list of questions with corresponding input fields for editing. The questions listed are: 'what's your fav color?', 'what's your mother birth place?', 'what's your pet name?', 'what's your birth place?', 'what's your fav place?', 'What is favourite Cricketer', and 'Name of your first teacher?'. Below the list is an 'Add More' button. At the bottom, there are 'Confirm', 'Cancel', and 'Back' buttons. A 'Note' box on the right side contains the following text: 'Security questions are used to verify user's identity in case he forgets his password. Using this option, you can create new or can view/modify existing set security questions for a user. Once saved these Questions set is then made available to the end user to set up the answers.'

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.
 - b. Type the new question to be added in the set.

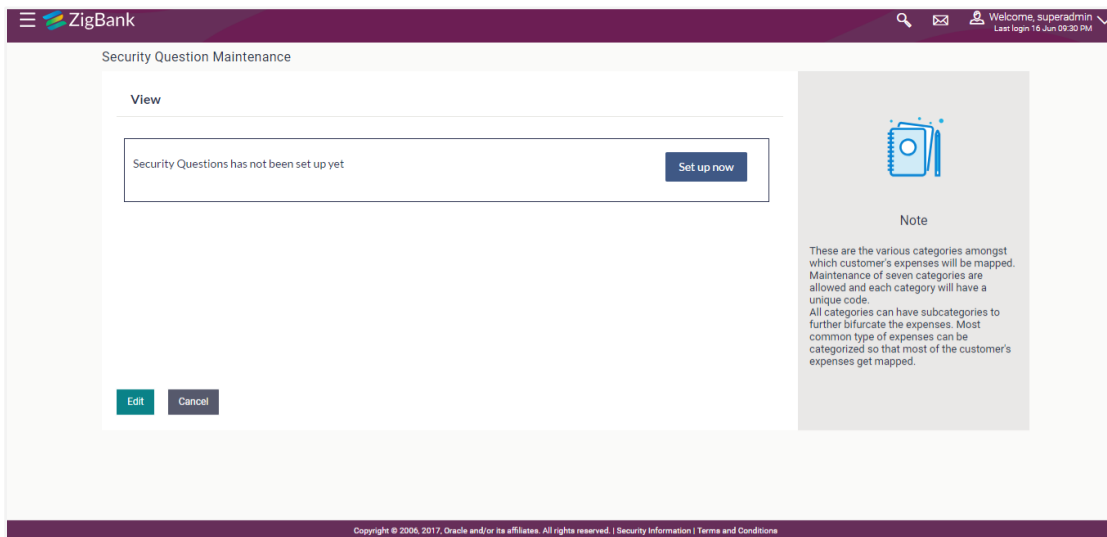
4. Click **Confirm** to save the changes made.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
5. The **Security Questions Maintenance – Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
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**'.

17.3 Security Questions Maintenance - Create

As a part of first-time maintenance of Security Questions, the System Administrator can set-up security questions.

To set security questions:

Security Question Maintenance - 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 **Security Questions Maintenance - Create** screen appears.

Security Questions Maintenance - 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.
 - c. 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 **Security Questions Maintenance – Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.
OR
Click **Back** to go back tom previous screen.
6. 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.

2. How many questions will be asked to the user as layer of security?

Number of questions to be asked shall be defined while defining 'Authentication' mode using 'Authentication' maintenance.

[Home](#)

18. Security Keys

18.1 Password Encryption and Decryption with Public and Private Key Pairs

Encryption and decryption allow communication between two parties to disguise information. The sender encrypts information before sending it and the receiver decrypts the information after receiving it. While in transit, the information is encrypted to ensure that it is protected from an intruder.

Public and Private key pair helps to encrypt information that ensures sensitive data is protected during transmission. Whatever is encrypted with a Public Key can only be decrypted by its corresponding Private Key and vice versa.

18.2 JWT Encryption Key

A JSON web token is a JSON object to represent a set of information. On sign in, user is authenticated and JWT token is generated. This JWT is subsequently passed to make API calls.

To keep sensitive information hidden from the bearer (client) or third parties, JWT should be encrypted.

A single key can be used to encrypt the data, if the JWT is encrypted with the key then the data can be decrypted using the same key.

How to reach here:

System/ Bank Administrator Dashboard > Toggle Menu > Security > Security Keys

Security Keys

The screenshot displays the 'Security Keys' interface in the ZigBank administrator dashboard. It features a purple header with the ZigBank logo, a search icon, a notification icon with '21', and user information: 'Welcome, Nelson Dsouza' and 'Last login 04 Dec 02:51 PM'. The main content area is divided into two columns: 'Public and Private Key Pair' and 'JWT Encryption Key'. Each column has a 'Generate' button. The 'Public and Private Key Pair' section includes an 'Ok' button. The 'JWT Encryption Key' section includes a 'Generate' button. The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

To generate the security keys:

1. The default behavior in the product will be no encryption for password as well as JWT.
2. If encryption needs to be enabled, then the system administrator should generate the respective keys.
3. Click **Generate** against the **Public and Private Key Pair**. System will generate public as well as private keys.
4. Click **Generate** against the **JWT Encryption Key**. System will generate the symmetric key for encryption.
5. Click **OK** to navigate back to dashboard

Note: The server will need to be restarted post key generation.

19. Password Policy Maintenance

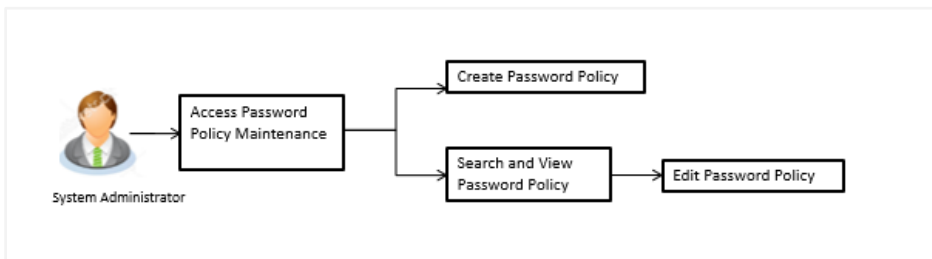
Password policy maintenance enables System Administrator to define password parameters for users. Using this option System Administrator can create, view and edit, password policy for different user roles/segments (Admin, Retail and Corporate). Password policy maintenance contains following sections:

- **Password Validators:** This section contains the validations for a password. The validations include minimum and maximum length of the password, allowed characters in a password, repetitive and successive characters allowed, details to be excluded in the password like, date of birth, first and last name, user ID and party ID and Bank defined restricted passwords. User can also define, number of successive incorrect attempts allowed, and number of previous passwords disallowed.
- **Password Expiry Parameters:** This section contains details about password expiry period in days, first password expiry period in days and whether to force user to change password if there is a change in password policy(so that users can change their password as per the new password policy).

Pre-requisites

- Provide transaction access to System Administrator.
- Set up Approval rule to perform the actions.

Workflow



How to reach here:

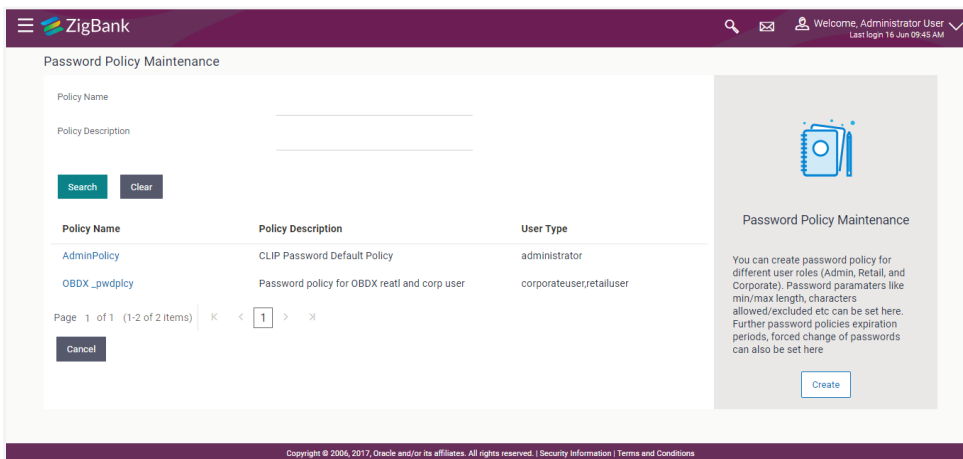
Administration Dashboard > Toggle menu > Security > Password Policy Maintenance

19.1 Password Policy Maintenance - Search

To search password policy:

1. In the **Policy Name** field, enter the password policy name.
2. Click **Search**. The search results corresponding to the search criteria are displayed.
OR
Click **Clear** to reset the entered details.
OR
Click **Cancel** to cancel the transaction.

Password Policy Maintenance -Search



Field Description

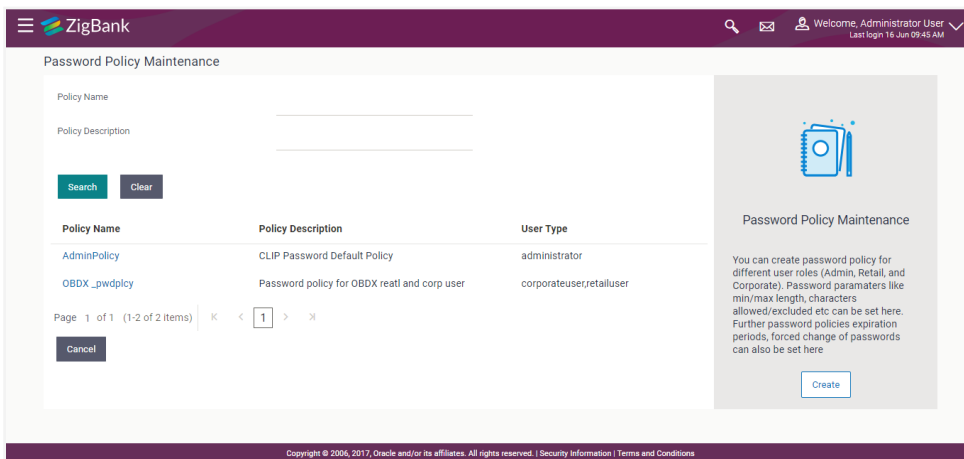
Field Name	Description
Search Criteria	
Policy Name	Password policy name.
Policy Description	Brief description of the password policy.
Search Result	
Policy Name	Password policy name.
Policy Description	Brief description of the password policy.
User Type	Type of users for which the password policy to be applied.

19.2 Password Policy Maintenance - View

To view password policy details:

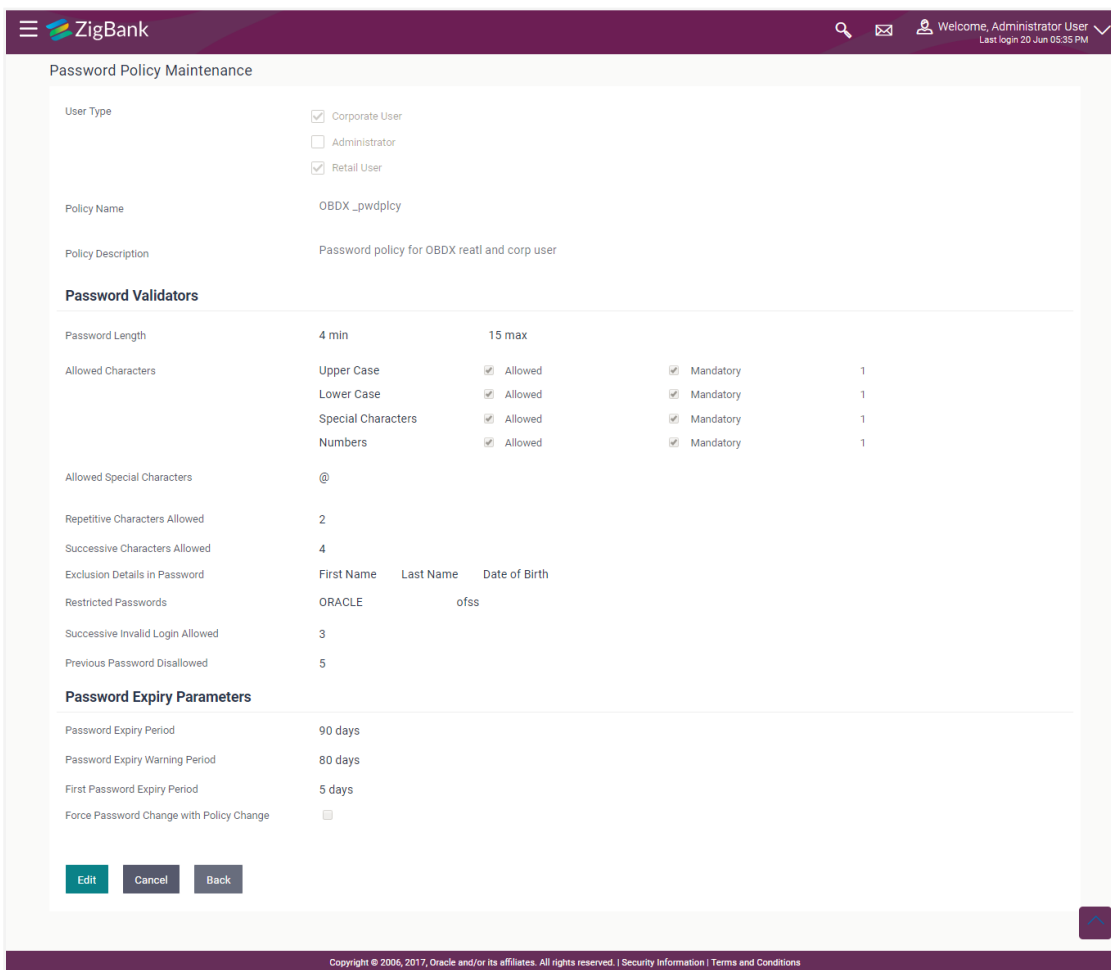
1. In the **Policy Name** field, enter the password policy name.
2. Click **Search**. The search results corresponding to the search criteria are displayed.
OR
Click **Clear** to reset the selected transaction.
OR
Click **Cancel** to cancel the transaction.

Password Policy Maintenance -Search



3. Click the **Policy Name** link of the record for which you want to view the password policy details. The **Password Policy Maintenance - View** screen appears.

Password Policy Maintenance - View



Field Description

Field Name	Description
User Type	<p>Indicates the user type for which the password policy is applied. Multiple user types can be selected for a single policy.</p> <p>The user type are:</p> <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User
Policy Name	Password policy name.
Policy Description	Brief description of the password policy.
Password Validators	
Password Length	The minimum and maximum length of the password.
Allowed Characters	<p>Characters allowed in the password. Different types of characters are:</p> <ul style="list-style-type: none"> • Upper Case • Lower Case • Special Characters • Numbers
Allowed Special Characters	<p>The allowed Special characters in the password.</p> <p>The example of special characters could be, @, #, &, etc.</p> <p>This field only gets enabled if the Administrator has allowed special characters in the password (in Allowed Characters field).</p>
Repetitive Characters Allowed	<p>Number of repetitive characters allowed in the password.</p> <p>For example: If you enter 2 in this field, user can enter 2 repetitive characters in his password like aabcd. If user enters aaabcd as his password, system will display error.</p>
Successive Characters Allowed	<p>Number of successive characters allowed.</p> <p>For example: If you enter 4 in this field, then user cannot enter four successive characters (aaaa/1111) in the password.</p>

Field Name	Description
Exclusion Details in Password	<p>The exclusion options. It can be multiple values.</p> <p>Exclusion details includes:</p> <ul style="list-style-type: none"> • First Name • Last Name • User ID • Date of Birth • Party ID
Restricted Password	<p>The restricted password. The multiple commonly used passwords which are entered by user which the Bank does not want it's user to define as password..</p> <p>For example: If you enter restricted password as Password123, the system does not allow the user to set his password as 'Password123'.</p>
Successive Invalid Login Allowed	<p>The number of attempts allowed for login with incorrect password. User will get locked once he reached the maximum invalid attempts allowed.</p>
Previous Password Disallowed	<p>The disallowed number of historic passwords.</p> <p>For example: If you enter 5 in this field user can not define his last five passwords as his new password.</p>
Password Expiry Parameters	
Password Expiry Period	<p>The number of days after which the password will get expired.</p>
Password Warning Period	<p>The period in days in this field, post which user will get a warning message to change his password.</p> <p>This field should only be enabled if the Password Expiry Period is set.</p>
First Password Expiry Period	<p>The number of days after which user's first system generated password will get expired.</p>
Force Password Change with Policy Change	<p>The check box to force change the password if there is a change in any of the parameter in the password validators section.</p>

-
4. Click **Edit** if you want to edit the password policy details.
OR
Click **Cancel** to the password policy maintenance and to go back to dashboard.
OR
Click **Back** to navigate to the previous screen.

19.3 Password Policy - Create

To create a new password policy:

1. In the **Password Policy Maintenance** screen, click **Create**. The **Create New Password Policy** screen appears.
2. To apply the password policy, select the appropriate user type.
3. In the **Policy Name** field, enter the password policy name.
4. In the **Policy Description** field, enter the password description.
5. In the **Password Validators** section, enter the minimum and maximum length of the password in the **min** and **max** field.

Create New Password Policy

Password Policy Maintenance

User Type: Corporate User, Administrator, Retail User

Policy Name: OBDX_pwdplcy

Policy Description: Password policy for OBDX reatl and corp user

Password Validators

Password Length: 2 min, 5 max

Allowed Characters:

Upper Case	<input checked="" type="checkbox"/> Allowed	<input checked="" type="checkbox"/> Mandatory	1
Lower Case	<input checked="" type="checkbox"/> Allowed	<input checked="" type="checkbox"/> Mandatory	1
Special Characters	<input checked="" type="checkbox"/> Allowed	<input type="checkbox"/> Mandatory	
Numbers	<input checked="" type="checkbox"/> Allowed	<input type="checkbox"/> Mandatory	

Allowed Special Characters: @ x

Repetitive Characters Allowed: 2

Successive Characters Allowed: 4

Exclusion Details in Password: First Name, Last Name, Date of Birth

Restricted Passwords: ORACLE, ofss

Successive Invalid Login Allowed: 3

Previous Password Disallowed: 5

Password Expiry Parameters

Password Expiry Period: 90 Days

Password Expiry Warning Period: 80 Days

First Password Expiry Period: 5 Days

Force Password Change with Policy Change:

Buttons: Save, Cancel, Back

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Field Description

Field Name	Description
User Type	<p>Indicates the user type for which the password policy is applied. Multiple user types can be selected for a single policy.</p> <p>The user type are:</p> <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User
Policy Name	Password policy name.
Policy Description	Brief description of the password policy.
Password Validators	
Password Length	The minimum and maximum length of the password.
Allowed Characters	<p>Characters allowed in the password. Different types of characters are:</p> <ul style="list-style-type: none"> • Upper Case • Lower Case • Special Characters • Numbers
Mandatory	<p>Select the Mandatory check box to make the selected allowed character mandatory in the password.</p> <p>This field only gets enabled if the user has selected 'Allowed' for that character.</p>
Mandatory Characters Allowed	<p>Enter the number of mandatory characters that should be present in the password.</p> <p>This field only gets enabled if the user has selected 'Mandatory' for that character.</p>
Allowed Special Characters	<p>Enter the allowed Special characters in the password.</p> <p>The example of special characters could be, @, #, &, etc.</p> <p>This field only gets enabled if the Administrator has allowed special characters in the password (in Allowed Characters field).</p>
Repetitive Characters Allowed	<p>Number of repetitive characters allowed in the password.</p> <p>For example: If you enter 2 in this field, user can enter 2 repetitive characters in his password like aabcd. If user enters aaabcd as his password, system will display error.</p>

Field Name	Description
Successive Characters Allowed	<p>Number of successive characters allowed.</p> <p>For example: If you enter 4 in this field, then user cannot enter four successive characters (aaaa/1111) in the password.</p>
Exclusion Details in Password	<p>Select the exclusion option from the list. You can select multiple values from the list.</p> <p>Exclusion details includes:</p> <ul style="list-style-type: none"> • First Name • Last Name • User ID • Date of Birth • Party ID
Restricted Password	<p>Enter the restricted password. User can input multiple commonly used passwords which the Bank does not want it's user to define as password.</p> <p>For example: If you enter restricted password as Password123, the system does not allow the user to set his password as 'Password123'.</p>
Successive Invalid Login Allowed	<p>Enter the number of attempts allowed for login with incorrect password. User will get locked once he reached the maximum invalid attempts allowed.</p>
Previous Password Disallowed	<p>Enter the disallowed number of historic passwords.</p> <p>For example: If you enter 5 in this field user can not define his last five passwords as his new password.</p>
Password Expiry Parameters	
Password Expiry Period	<p>Enter the number of days after which the password will get expired.</p>
Password Warning Period	<p>Enter the period in days in this field, post which user will get a warning message to change his password.</p> <p>This field should only be enabled if the Password Expiry Period is set.</p>
First Password Expiry Period	<p>Enter the number of days after which user's first system generated password will get expired.</p>
Force Password Change with Policy Change	<p>Select the check box to force change the password if there is a change in any of the parameter in the password validators section.</p>

6. Click **Save** to save the password policy details.
OR

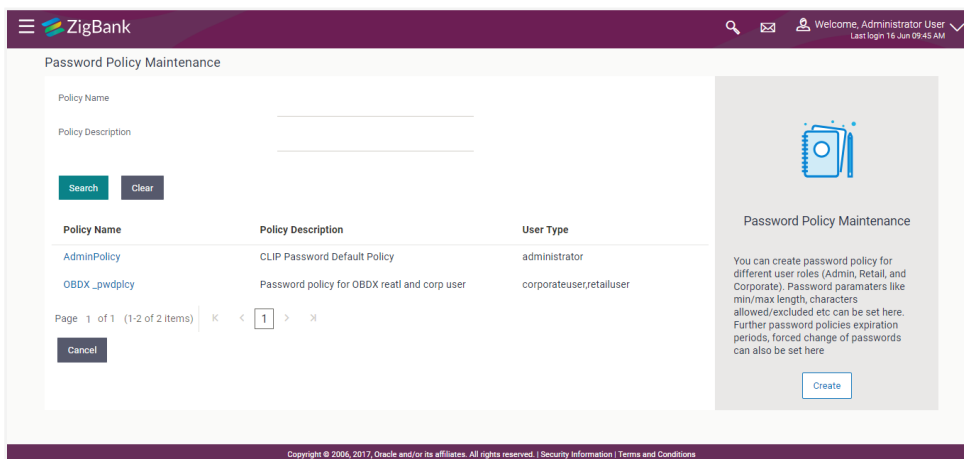
- Click **Cancel** to cancel the password policy maintenance and to go back to dashboard.
OR
Click **Back** to navigate to previous screen.
- 7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
- 8. The success message of password creation appears along with the transaction reference number.
Click **OK** to complete the transaction.

19.4 Password Policy Maintenance - Edit

To edit password policy:

1. In the **Policy Name** field, enter the password policy name.
2. Click **Search**. The search results corresponding to the search criteria are displayed.

Edit Password Policy-Search



Field Description

Field Name	Description
Search Criteria	
Policy Name	Password policy name.
Policy Description	Brief description of the password policy.
Search Result	
Policy Name	Password policy name.

Field Name	Description
Policy Description	Brief description of the password policy.
User Type	Type of users for which the password policy to be applied.

3. Click the password policy name in the **Policy Name** column.
4. The password policy details screen is displayed. Click **Edit**.

Edit Password Policy

The screenshot displays the 'Password Policy Maintenance' interface for 'AdminPolicy'. The 'User Type' section has 'Administrator' selected. The 'Password Validators' section includes:

- Password Length: 6 min to 15 max
- Allowed Characters: Upper Case (Allowed, Mandatory 1), Lower Case (Allowed, Mandatory 1), Special Characters (Allowed, Mandatory 1), Numbers (Allowed, Mandatory 1)
- Allowed Special Characters: @, #, \$, x
- Repetitive Characters Allowed: 4
- Successive Characters Allowed: 4
- Exclusion Details in Password: (empty)
- Restricted Passwords: Oracle
- Successive Invalid Login Allowed: 5
- Previous Password Disallowed: 5

 The 'Password Expiry Parameters' section includes:

- Password Expiry Period: 5 Days
- Password Expiry Warning Period: 1 Days
- First Password Expiry Period: 30 Days
- Force Password Change with Policy Change: checked

 At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
User Type	<p>Indicates the user type for which the password policy is applied. Multiple user types can be selected for a single policy.</p> <p>The user type are:</p> <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User
Policy Name	Password policy name.
Policy Description	Brief description of the password policy.
Password Validators	
Password Length	The minimum and maximum length of the password.
Allowed Characters	<p>Characters allowed in the password.</p> <p>Different types characters are:</p> <ul style="list-style-type: none"> • Upper Case • Lower Case • Special Characters • Number
Mandatory	<p>Select the Mandatory check box to make the selected allowed character mandatory in the password.</p> <p>This field only gets enabled if the user has selected 'Allowed' for that character.</p>
Mandatory Characters Allowed	<p>Number of mandatory characters that should be present in the password.</p> <p>This field only gets enabled if the user has selected 'Mandatory' for that character.</p>
Allowed Special Characters	<p>Special characters allowed in the password.</p> <p>The example of special characters could be, @, #, &, etc.</p> <p>This field only gets enabled if the Administrator has allowed special characters in the password (in Allowed Characters field).</p>

Field Name	Description
Repetitive Characters Allowed	<p>Number of repetitive characters allowed in the password.</p> <p>For example: If you enter 2 in this field, user can enter 2 repetitive characters in his password like, aabcd. If user enters aaabcd as his password, system will display error.</p>
Successive Characters Allowed	<p>Number of successive characters allowed.</p> <p>For example: If you enter 4 in this field, then user cannot enter four successive characters (aaaa/1111) in the password.</p>
Exclusion Details in Password	<p>Select the exclusion option from the list. You can select multiple values from the li</p> <p>Exclusion details includes:</p> <ul style="list-style-type: none"> • First Name • Last Name • User ID • Date of Birth • Party ID
Restricted Password	<p>Enter the restricted password. User can input multiple commonly used passwords which the Bank does not want it's user to define as password.</p> <p>For example: If you enter restricted password as Password123, the system does not allow the user to set his password as 'Password123'.</p>
Successive Invalid Login Allowed	<p>Enter the number of attempts allowed for login with incorrect password. User will get locked once he reached the maximum invalid attempts allowed.</p>
Previous Password Disallowed	<p>Enter the disallowed number of historic passwords. For example: If you enter 5 in this field user can not define his last five passwords as his new password.</p>
Password Expiry Parameters	
Password Expiry Period	<p>Enter the number of days after which the password will get expired.</p>
Password Warning Period	<p>Enter the period in days in this field, post which user will get a warning message to change his password.</p> <p>This field should only be enabled if the Password Expiry Period is set.</p>
First Password Expiry Period	<p>Enter the number of days after which user's first system generated password will get expired.</p>

Field Name	Description
Force Password Change with Policy Change	Select the check box to force change the password if there is a change in any of the parameter in the password validators section.

5. Modify the appropriate details.
6. Click **Save** to update the modified password policy details.
OR
Click **Cancel** to abort the edit password policy process.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
8. The success message of password creation appears along with the transaction reference number.
Click **OK** to complete the transaction.

FAQ

1. **If I edit a password policy, will the new policy be applied for the existing users mapped under the user category?**
Yes, the new password policy will get applied to existing as well as new users.
2. **If an existing password policy has changed will the existing users be asked to change their password to meet criteria as per the new policy**
Existing users will only be asked to change their password if the **Force Password Change with Policy Change** checkbox is checked in the password policy.
3. **Will the user be shown any warning before the password expiry?**
Yes, user will be shown a message on his dashboard prompting him to change his password starting from the number of days maintained in password warning period until the password gets expired.
4. **Can the Bank define more than one password policy for a user type (Administrator/Corporate/Retail)?**
No, only one policy can be defined a particular user type.
5. **Can the System Administrator delete a Password policy?**
No, deletion of password policy is not permitted; however system administrator can make changes to the existing password policy.

[Home](#)

20. Payment Purpose Mapping

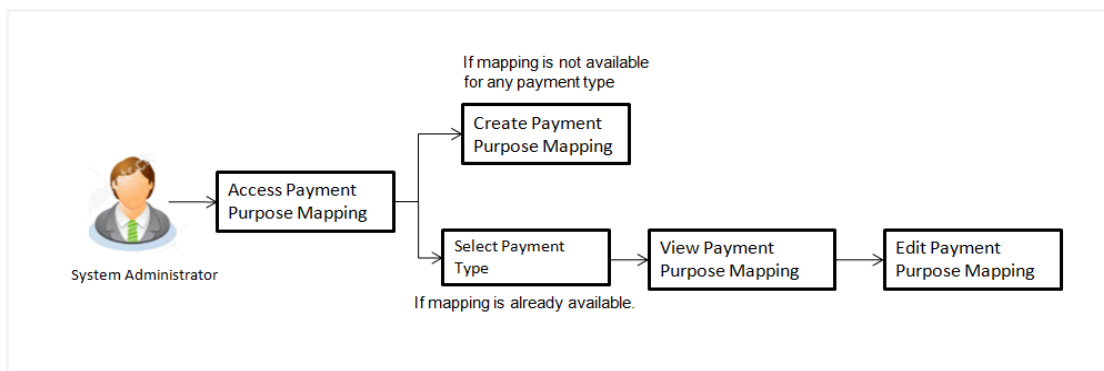
The customers of the bank initiate various outgoing payments from their accounts using channel banking facility. As per regulations set by Central Bank of various countries, outgoing payments must contain the purpose of payment which needs to be provided by the customer while initiating a transaction. Core banking application /Product Processor maintain 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 core banking application.
- 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 > Payments >Payment Purpose Mapping

20.1 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 **Cancel** to cancel the transaction and navigate the user back to **Payment Purpose Mapping - View** screen

Search Purposes

The screenshot displays the 'Payment Purpose Mapping' screen. At the top, there is a navigation bar with the ZigBank logo, a search icon, an email icon, and a user profile for 'Welcome, Jack Johnson' with a last login time of '09 Jun 04:59 PM'. Below the navigation bar, the main content area is titled 'Payment Purpose Mapping'. It features a 'Payment Type' dropdown menu with the text 'Please select' and a downward arrow. A green 'Search' button is positioned below the dropdown. Underneath, there is a 'Purpose Description' section with a list of 25 checkboxes, each followed by a descriptive text line. At the bottom of this list are 'Edit' and 'Cancel' buttons. To the right of the list is a grey sidebar containing a blue icon of a calendar and a document, the title 'Payment Purpose Mapping', and a paragraph of explanatory text: 'Identify the values to be populated in the Purpose field of various Payment transactions. Once a payment purpose mapping is defined, the values will be available for selection by business customers while defining the purpose for the payment being initiated. You can also search for and edit existing purpose mapping for a payment. To map purpose values to a payment click on the option provided below.' A blue 'Map Purposes' button is located at the bottom of this sidebar. At the very bottom of the screen, a footer contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. 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 core banking application. Mapped purposes to a selected transaction type would be highlighted in green color.

20.2 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.
OR
Click **Cancel** to cancel the transaction and to go back to dashboard.

Edit Purposes

Payment Purpose Mapping

Identify the values to be populated in the Purpose field of various Payment transactions. Once a payment purpose mapping is defined, the values will be available for selection by business customers while defining the purpose for the payment being initiated.

You can also search for and edit existing purpose mapping for a payment.

To map purpose values to a payment click on the option provided below.

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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 core banking application. 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.

20.3 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

The screenshot shows the 'Payment Purpose Mapping' interface. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, Jack Johnson' and 'Last login 09 Jun 04:39 PM'. Below the navigation bar, the main content area is titled 'Payment Purpose Mapping'. It features a 'Payment Type' dropdown menu with the text 'Please select'. Below this is a list of payment purposes, each with a checkbox. The following purposes are checked: 'Transaction is a general cash management instruction.', 'Credit Card Payment', 'Debit Card Payment', 'Transaction is a payment to or from a government department.', and 'Irrevocable Debit Card Payment'. At the bottom of the list are three buttons: 'Map', 'Cancel', and 'Back'. To the right of the list is a sidebar with a blue icon of a notepad and the title 'Payment Purpose Mapping'. The sidebar contains the following text: 'Identify the values to be populated in the Purpose field of various Payment transactions. Once a payment purpose mapping is defined, the values will be available for selection by business customers while defining the purpose for the payment being initiated. You can also search for and edit existing purpose mapping for a payment. To map purpose values to a payment click on the option provided below.'

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 core banking application. 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 core banking application, 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 core banking application, 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 core banking application?

Payment purposes deleted from the core banking application needs to be manually unmapped from a specific transaction type by System Administrator.

[Home](#)

21. 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.

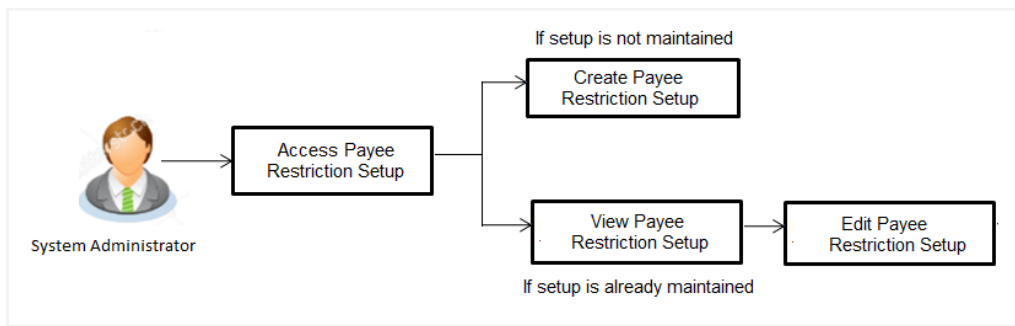
Payee Restriction set up maintenance allows the System Administrator to restrict the number of payees that a retail user can create for each payment network per day.

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 1' 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 > Payments > Payee Restriction Setup

21.1 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 1' 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

Cumulative Payee Restriction Yes No

Internal Payment

Account Payee

Payee Restriction Yes No

Domestic Payment

Account Payee

Payee Restriction Yes No

Draft Payee

Payee Restriction Yes No

International Payment

Account Payee

Payee Restriction Yes No

Draft Payee

Payee Restriction Yes No

[Edit](#) [Cancel](#)

Maintain Payee Restrictions

Define restrictions on the number of payees that can be added by retail users on a daily basis. This feature enables you to define a daily cumulative payee creation limit that will be applicable across all transactions as well as individual payee creation limits per transaction. Once defined, you can view and edit this maintenance as required.

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Field Description

Field Name	Description
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	
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	

Field Name	Description
Account Payee - Payee Restriction	Whether the account payee restriction is enabled or not, for domestic payment. For India region this will be applicable for all the payments falling under domestic type of payment (NEFT, RTGS and IMPS).
Payees Per day	Displays the total number of payees that are permitted, if the account payee restriction for internal 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'.

21.2 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 displays the 'Payee Restriction Setup' interface. It is organized into sections for different payment types: Cumulative Payee Restriction, Internal Payment, Domestic Payment, and International Payment. Each section contains a 'Payee Restriction' toggle (Yes/No) and a 'Payees per day' field with a dropdown menu. The 'Total number of Payees permitted per day' is set to 4. A sidebar on the right contains a 'Maintain Payee Restrictions' section with a descriptive text box. At the bottom, there are 'Save', 'Cancel', and 'Back' buttons.

Field Description

Field Name	Description
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. This field will only be displayed if 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. For India region this will be applicable for all the payments falling under domestic type of payment (NEFT, RTGS and IMPS).
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.
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. 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.
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.
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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to navigate back to previous screen.
5. The **Payee Restriction Set-up – Edit – Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation.
The success message of Payee Restriction Set-up – Edit appears along with the transaction reference number.
OR
Click **Back** to navigate back to previous screen.
6. 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.

[Home](#)

22. Biller Onboarding

Bank customers initiate bill (utility) payments from their accounts using channel banking facility by selecting billers maintained by the Bank. Using Biller Onboarding, System Administrators can create billers. The system administrator also defines payment methods accepted by biller (e.g. Current and Savings Account, Credit Card, Debit Card etc) while creating a biller, category of the biller, full address of the biller and location/ area in which the biller operates or provides his services.

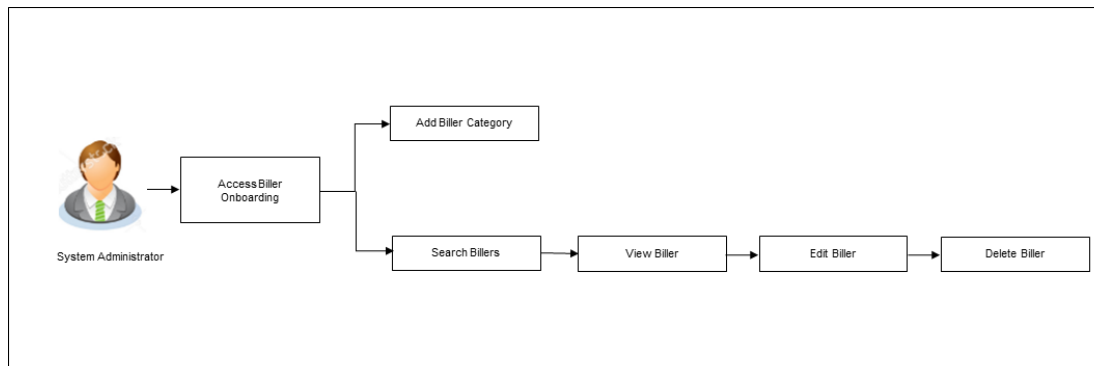
System Administrator creates billers, which are then made available to the customers to register themselves with these billers to receive and pay bills online.

This option allows the System Administrator to search and view the list of existing billers in the system.

Pre-Requisites

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

Workflow



Features Supported In Application

This option allows the System Administrator to:

- Search Biller
- Create Biller
- View Biller
- Edit Biller

How to reach here:

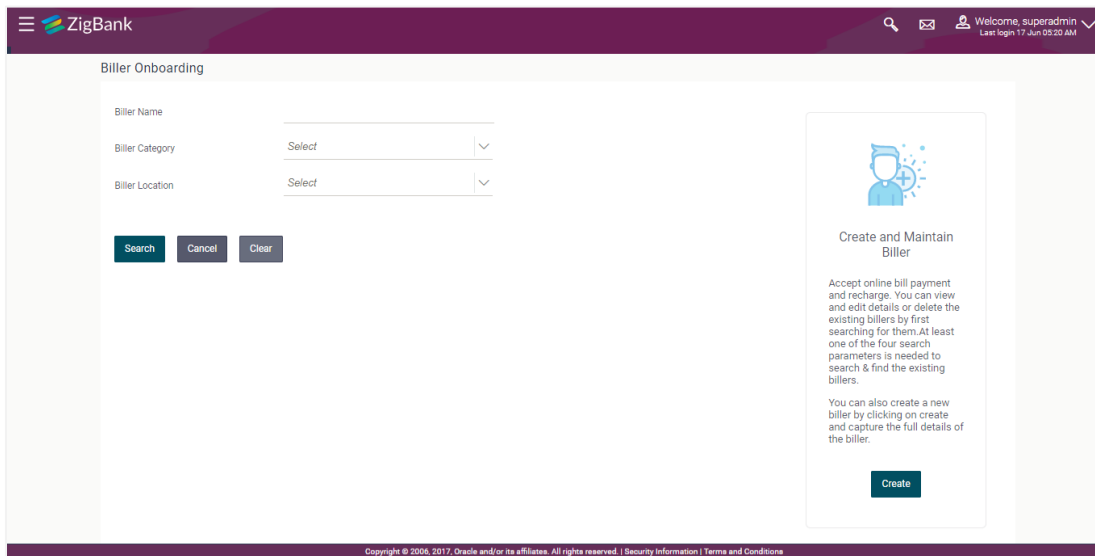
System/ Bank Administrator Dashboard > Toggle Menu > Onboarding > Biller Onboarding
OR

System Administrator Dashboard > Onboarding > Biller Onboarding

22.1 Biller Onboarding - Search

Using this option, System Administrators search the existing billers based on parameters like Biller ID, Biller Name, Biller Category and Biller Location. The search result displays a list of all biller types, that is Presentment only, Payment only and Presentment + Payment & Recharge type of billers.

Biller Onboarding - Search Biller



Field Description

Field Name	Description
Biller Name	The name of the biller.
Biller Category	The name of the biller category to which the biller belongs.
Biller Location	Location of the biller

To search billers:

1. In **Biller Name** field, enter the name of the biller that is to be searched.
OR
In **Biller Category** field, enter the category to which the biller belongs.
OR
In **Biller Location** field, enter the location of the biller.
2. Click **Search**, to search the billers.
OR
Click **Clear** if you want to reset the search parameters.
OR
Click **Cancel** if you want to cancel the transaction.

Billar Onboarding - Search Result

The screenshot displays the ZigBank Billar Onboarding interface. At the top, there's a navigation bar with the ZigBank logo and user information. The main content area is titled 'Billar Onboarding' and contains a search form with three input fields: 'Biller Name', 'Biller Category' (set to 'Select'), and 'Biller Location' (set to 'Mumbai'). Below the form are 'Search', 'Cancel', and 'Clear' buttons. A table below the form lists search results with columns for 'Biller Name and Id', 'Biller Category', and 'Biller Location'. The results are: AirtelPresentment (353, Internet, Mumbai), Big Tv (187, DTHN, Mumbai), Payindia (403, Electricity2, Mumbai), and Vodafone (141, DTHN, Mumbai). A pagination bar shows 'Page 1 of 1 (1-4 of 4 items)'. On the right, a sidebar titled 'Create and Maintain Biller' contains instructions and a 'Create' button.

Field Description

Field Name	Description
Search Result	
Biller Name and Id	The name of the biller.
Biller Category	The name of the biller category to which the biller belongs.
Biller Location	Location of the biller

3. Click **Create** to create a new biller.

22.2 Billar Onboarding - Create

Using this option, the System Administrator can create a biller with specific labels. System Administrator defines whether the biller accepts:

- Quick Bill Payment(bill payment without customer registration) - for Payment type billers only
- Quick Recharge(pre-paid recharge without customer registration) - for Recharge type billers only
- Bill payments past due date- for presentment only type biller
- Part bill payment - for presentment only type biller
- Excess bill payment - for presentment only type biller

The administrator also defines the various payment methods accepted by the biller like Current and Savings Account, Credit Card, Debit Card etc. System administrator can also upload image of biller's logo and sample bill, if available.

To create a biller:

1. In the **Billers Onboarding** screen, click **Create**. The **Billers Onboarding - Create** screen appears.

Create Biller

Billers Onboarding

Biller Details

Biller Name: Jason Smith

Biller Type: Presentment and Payment

Biller Category: Internet [Manage Category](#)

Biller Currency: GBP

Biller Status: Active

Sample Bill Image: Drag files here Or No file chosen
Image size should not exceed 1000 KB. Upload .jpg, .jpeg, .png files only.

Biller Logo: Drag files here Or No file chosen
Image size should not exceed 1000 KB. Upload .jpg, .jpeg, .png files only.

Biller Address

Address Line 1: 401 Island Parkway

Address Line 2: Redwood Shores,

Address Line 3: _____

City: CA

State: CA

Country: United States

Pin/Zip Code: 94065

Biller Location: CA United States

Billers Specifications

Note: Biller labels added here will be visible to customer when he is adding the biller and will be appearing the same order as they are mentioned here.

Label Name	Data Type	Length	Mandatory
Relationship No. 1	Alphanumeric	10	Mandatory

[Add Row](#)

Payment Terms and Validations

Account Number: 56XXXXXXXX3490

Allow: Part Payment Excess Payment Late Payment Quick Bill Pay

Payment Methods: Current and Savings Account Credit Card Debit Card

Auto Payment Buffer Days: _____

Validation Type: Auto Offline Online

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Field Description

Field Name	Description
Biller Name	The name of the biller.
Biller Type	<p>The option to select biller type.</p> <p>The biller type can be:</p> <ul style="list-style-type: none"> • Presentment: Biller is of Presentment type • Payment: Biller is of Payment type • Presentment and Payment: Biller is of Presentment+Payment type • Recharge: Biller is of Recharge type
Biller Category	Category to which biller belongs, ex: Telecom, Internet etc.
Biller Currency	Currency of the biller.
Biller Status	<p>The status of the biller.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Active • Inactive
Sample Bill Image	<p>The image of the physical bill presented by the biller, which is to be uploaded by the user.</p> <p>This helps the user to compare and identify Relationship number fields.</p> <p>This field appears only for biller types Presentment and Presentment and Payment.</p>
Biller Logo	<p>The biller logo which is to be uploaded by the user. This logo appear as an icon on the screen after uploading.</p> <p>Both for biller sample bill and logo JPG & PNG file formats only are supported.</p>
Biller Address	
Address Line 1 to 3	Address of the biller.
City	City of the biller.
State	State of the biller.
Country	Country of the biller.

Field Name	Description
PIN/ Zip Code	Pin/ Zip code of the biller.
Biller Location	Location of the biller. Location could be City or Country or State or combination of these values.

Biller Specifications

Biller Label 1 Relationship # 1 that the user has with the biller. This label will be displayed in customer screens (ex: Add Biller) to capture customer's unique id with biller.

The user can select data type, maximum length of the field and whether the field is mandatory or optional. The **Biller Label 1** field is mandatory.

Click the **Add Row** link to add more relationships of the user with the biller.

The user can add up to 10 rows to define the different biller labels.

Payment Terms and Validations

Account Number Account number of the biller.

Allow Select whether Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge is allowed by the biller.

The options are:

- **Part Payment:** The option identifies whether the biller allows bill payment for an amount less than bill amount. This option appears for '**Presentment**' and '**Presentment and Payment**' type of biller.
- **Excess Payment:** The option identifies whether the biller allows bill payment for amount more than bill amount. This option appears for '**Presentment**' and '**Presentment and Payment**' type of biller.
- **Late Payment:** The option identifies whether the biller allows late bill payment i.e. Payment after due date. This option appears for '**Presentment**' and '**Presentment and Payment**' type of biller.
- **Quick Bill Payment:** The option identifies whether the biller allows 'Quick bill payment' i.e. paying the bills without registering the biller. This option appears for '**Payment**' and '**Presentment and Payment**' type of biller.
- **Quick Recharge:** The option identifies whether the biller allows "Quick recharge" i.e. doing recharge transactions without registering the biller. This option appears for '**Recharge**' type of biller.

Field Name	Description
Payment Methods	Select the payment method accepted by the biller. The options are: <ul style="list-style-type: none"> • CASA • Debit Card • Credit Card
Auto Payment Buffer Days	The number of days before bill due date, when the auto payment will be triggered by the system. This field appears for Presentment and Presentment and Payment type of billers.
Validation Type	The option to select the validation type. The options are: <ul style="list-style-type: none"> • Auto • Offline • Online
Validation URL	Redirection URL for customer validation. This field appears if you select Online option from the Validation Type field.
	<p>Note: Out of the box OBDX does not provide</p> <p>a. Fileupload/download for offline validation and</p> <p>b. Any adapters for online validations</p>

2. In **Biller Name** field, enter the name of the biller that is to be searched.
3. From the **Biller Type** list, select the appropriate biller type.
4. From the **Biller Category** list, select the appropriate option.
5. From the **Biller Currency** list, select the appropriate option.
6. From the Biller Status list, select the appropriate option.
7. Drag image or Click **Choose Files** to select and upload the **Sample Bill Image** and **Biller Logo** if required.
8. In the **Biller Address** section, enter the relevant address details of the biller.
9. In the **Biller Specifications** section, enter the Relationship # 1 in the Biller Label 1 field.
10. Click the **Add Row** link to add more relationship numbers of the user with the biller.
11. In **Account Number** field, enter the account number of the biller.
12. To enable the Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge facilities, select the appropriate check boxes depending on the Biller Type.
13. To enable the payments from current and savings account, debit card or credit card, select CASA, Debit Card or Credit Card check box.
14. In the **Validation Type** field, select the appropriate option.

15. If you select **Online** as **Validation Type**, enter the redirection URL in the **Validation URL** field.
16. Click **Save**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous page.
17. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous page.
18. The success message along with the transaction reference number and status appears.
Click **OK** to complete the transaction.

Note: Bank can upload the created Billers using 'Bulk file Upload' feature.

22.3 Biller Onboarding - View

System Administrator can view the list of all the current registered billers. The billers type can be of Presentment, Payment, Presentment & Payment and Recharge type.

To view the biller:

1. In the **Biller Onboarding** screen, enter the search criteria and click Search. The **Biller Onboarding** screen with search results appears.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.
2. Click the **Biller Name** link of the record for which you want to view the details. The **Biller Onboarding - Biller Details** screen appears.

Billor Onboarding - Billor Details

Billor Onboarding

Billor Details

Billor Id: 403
 Billor Name: Payindia
 Billor Type: Presentment
 Billor Category: Electricity2
 Billor Currency: INR
 Billor Status: Active
 Sample Bill Image:

Billor Address

Address Line 1: Add6
 Address Line 2: Add7
 Address Line 3: Add8
 City: mumbai
 State: maha
 Country: India
 Pin/Zip Code: 999876
 Billor Location: Mumbai

Billor Specifications

Note: Billor labels added here will be visible to customer when he is adding the billor and will be appearing the same order as they are mentioned here.

Billor Label	Value	Data Type	Length	Mandatory
Billor Label 1	consumer no	Alphanumeric	20	Mandatory
Billor Label 2	relationship no	Numeric	22	Optional
Billor Label 3	billing unit	Numeric	7	Mandatory

Payment Terms and Validations

Account Number: 65656565777
 Allow: Part Payment Excess Payment Late Payment
 Payment Methods: Current and Savings Account Credit Card Debit Card
 Auto Payment Buffer Days: _____
 Validation Type: Auto Offline Online

Create and Maintain Billor

Billor Details

This section details key attributes of a billor like whether customer gets bills presented or not, the type of service billor provides etc. This section also captures sample bill image that is displayed to customer while adding the billor to pay bills online.

Billor Address

This section has the full address of the Billor and Location. Location indicates business geography of the billor and is a key attribute of identification, especially if the billor operates in multiple geographies.

Billor Specifications

When adding a billor, customer has to key in unique IDs that he has with billor (Ex: Account ID, Customer No. etc). The labels of these IDs are maintained in this section along with their data type and whether they are mandatory for customer.

Payment Terms

This section captures validations & checks that get done when customer is paying a bill. Whether customer can pay bill after due date and from where he can pay the bills - CASA, Credit or Debit cards etc. are decided by the flags maintained here.

Save Cancel Back

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Field Description

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

Billor Details

Billor Name	The name of the billor.
--------------------	-------------------------

Field Name	Description
Biller Type	<p>The biller type.</p> <p>The biller type can be:</p> <ul style="list-style-type: none"> • Presentment: Biller is of Presentment type • Payment: Biller is of Payment type • Presentment and Payment: Biller is of Presentment+Payment type • Recharge: Biller is of Recharge type
Biller Category	The biller category.
Biller Currency	Currency of the biller.
Biller Status	<p>The status of the biller.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Active • Inactive
Sample Bill Image	<p>The image of the physical bill presented by the biller, and uploaded by the user.</p> <p>This helps the user to compare and identify Relationship number fields.</p> <p>This field appears only for biller types Presentment and Presentment and Payment.</p>
Biller Logo	The biller logo uploaded by the user. This logo appear as an icon.
Biller Address	
Address Line 1 to 3	Address of the biller.
City	City of the biller.
State	State of the biller.
Country	Country of the biller.
PIN/ Zip Code	Pin/ Zip code of the biller.
Biller Location	Location of the biller. Location could be City, Country, State, or combination of these values.
Biller Specifications	

Field Name	Description
Biller Label 1	Relationship # 1 that the user has with the biller. The data type, field length and whether the field is mandatory or optional are also displayed.
Payment Terms and Validations	
Account Number	Account number of the biller.
Allow	Field displaying whether Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge is allowed by the biller.
Payment Methods	Payment method accepted by the biller. The options are: <ul style="list-style-type: none"> • CASA • Debit Card • Credit Card
Auto Payment Buffer Days	The number of days before bill due date, when the auto payment will be triggered by the system. This field will appear for Presentment and Presentment and Payment type of billers.
Validation Type	The validation type. The options are: <ul style="list-style-type: none"> • Auto • Offline • Online
Validation URL	Redirection URL for customer validation. This field appears if the user has selected Online option in the Validation Type field.

3. Click **Edit** to edit the biller details.
OR
Click **Delete** to delete the biller details.
OR
Click **Back** to navigate to the previous page.
OR
Click **Cancel** to cancel the transaction.

22.4 Biller Onboarding - Edit

Using this option, system administrator can edit the biller details. All the fields are editable except 'Biller Id', 'Biller Type', 'Biller Category' and 'Biller Currency'.

To edit the biller details:

1. In the **Biller Onboarding** screen, enter the search criteria and click Search. The **Biller Onboarding** screen with search results appears.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.
2. Click the **Biller Name** and Id link of the record for which you want to modify the details. The **Biller Onboarding - Biller Details** screen appears.
3. Click **Edit** to edit the biller details. The **Biller Onboarding - Edit** screen appears.

Billor Onboarding - Edit

Billor Onboarding

Billor Details

Billor Id: 403
 Billor Name: PayIndia
 Billor Type: Presentment
 Billor Category: Electricity2
 Billor Currency: INR
 Billor Status: Active
 Sample Bill Image: [Image]
 Billor Logo: [Image]

Billor Address

Address Line 1: Add6
 Address Line 2: Add7
 Address Line 3: Add8
 City: mumbai
 State: maha
 Country: India
 Pin/Zip Code: 999876
 Billor Location: Mumbai

Billors Specifications

Note: Billor labels added here will be visible to customer when he is adding the billor and will be appearing the same order as they are mentioned here.

Billor Label	Label	Type	Length	Requirement
Billor Label 1	consumer no	Alphanumeric	20	Mandatory
Billor Label 2	relationship no	Numeric	22	Optional
Billor Label 3	billing unit	Numeric	7	Mandatory

Payment Terms and Validations

Account Number: 65656565777
 Allow: Part Payment Excess Payment Late Payment
 Payment Methods: Current and Savings Account Credit Card Debit Card
 Auto Payment Buffer Days: _____
 Validation Type: Auto Offline Online

Create and Maintain Billor

Billor Details
 This section details key attributes of a billor like whether customer gets bills presented or not, the type of service billor provides etc. This section also captures sample bill image that is displayed to customer while adding the billor to pay bills online.

Billor Address
 This section has the full address of the Billor and Location. Location indicates business geography of the billor and is a key attribute of identification, especially if the billor operates in multiple geographies.

Billor Specifications
 When adding a billor, customer has to key in unique IDs that he has with billor (Ex: Account ID, Customer No, etc). The labels of these IDs are maintained in this section along with their data type and whether they are mandatory for customer.

Payment Terms
 This section captures validations & checks that get done when customer is paying a bill. Whether customer can pay bill after due date and from where he can pay the bills – CASA, Credit or Debit cards etc. are decided by the flags maintained here.

Save Cancel Back

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Field Description

Field Name	Description
Billor Name	The name of the billor.

Field Name	Description
Biller Type	<p>The option to select biller type.</p> <p>The biller type can be:</p> <ul style="list-style-type: none"> • Presentment: Biller is of Presentment type • Payment: Biller is of Payment type • Presentment and Payment: Biller is of Presentment+Payment type • Recharge: Biller is of Recharge type
Biller Category	The biller category.
Biller Currency	Currency of the biller.
Biller Status	<p>The status of the biller.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Active • Inactive
Sample Bill Image	<p>The image of the physical bill presented by the biller, which is to be uploaded by the user.</p> <p>This helps the user to compare and identify Relationship number fields.</p> <p>This field appears only for biller types Presentment and Presentment and Payment.</p>
Biller Logo	The biller logo which is to be uploaded by the user. This logo appear as an icon on the screen after uploading.
Biller Address	
Address Line 1 to 3	Address of the biller.
City	City of the biller.
State	State of the biller.
Country	Country of the biller.
PIN/ Zip Code	Pin/ Zip code of the biller.
Biller Location	Location of the biller. Location could be City, Country, State, or combination of these values.
Biller Specifications	

Field Name	Description
Biller Label 1	<p>Relationship # 1 that the user has with the biller. This label will be displayed in customer screens (ex: Add Biller) to capture customer's unique id with biller.</p> <p>The data type, field length and whether the field is mandatory or optional are also displayed against the field and are not editable.</p>
Payment Terms and Validations	
Account Number	Account number of the biller.
Allow	<p>Select whether Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge is allowed by the biller.</p> <p>This field appears only for Presentment type of biller.</p>
Payment Methods	<p>Select the payment method accepted by the biller.</p> <p>The options are:</p> <ul style="list-style-type: none"> • CASA • Debit Card • Credit Card
Auto Payment Buffer Days	<p>The number of days before bill due date, when the auto payment will be triggered by the system.</p> <p>This field will appear for Presentment and Presentment and Payment type of billers.</p>
Validation Type	<p>The option to select the validation type.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Auto • Offline • Online
Validation URL	Redirection URL for customer validation.

4. In **Biller Name** field, enter the name of the biller that is to be searched, if required.
5. From the **Biller Status** list, select the appropriate option, if required.
6. Click the **Remove** link to remove the uploaded image, and click **Choose Files** to select and upload a new **Sample Bill Image** and **Biller Logo** if required.
7. In the **Biller Address** section, enter the relevant address details of the biller.
8. In the **Biller Specifications** section, edit the Relationship # 1 in the Biller Label 1 field, if required.
9. In **Account Number** field, enter the account number of the biller.

10. To enable the Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge facilities, select the appropriate check boxes depending on the Biller Type.
11. To enable the payments from current and savings account, debit card or credit card, select CASA, Debit Card or Credit Card check box.
12. In the **Validation Type** field, select the appropriate option.
13. If you select **Online** as **Validation Type**, enter the redirection URL in the **Validation URL** field.
14. Click **Save**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous page.
15. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous page.
16. The success message along with the transaction reference number and status appears.
Click **OK** to complete the transaction.

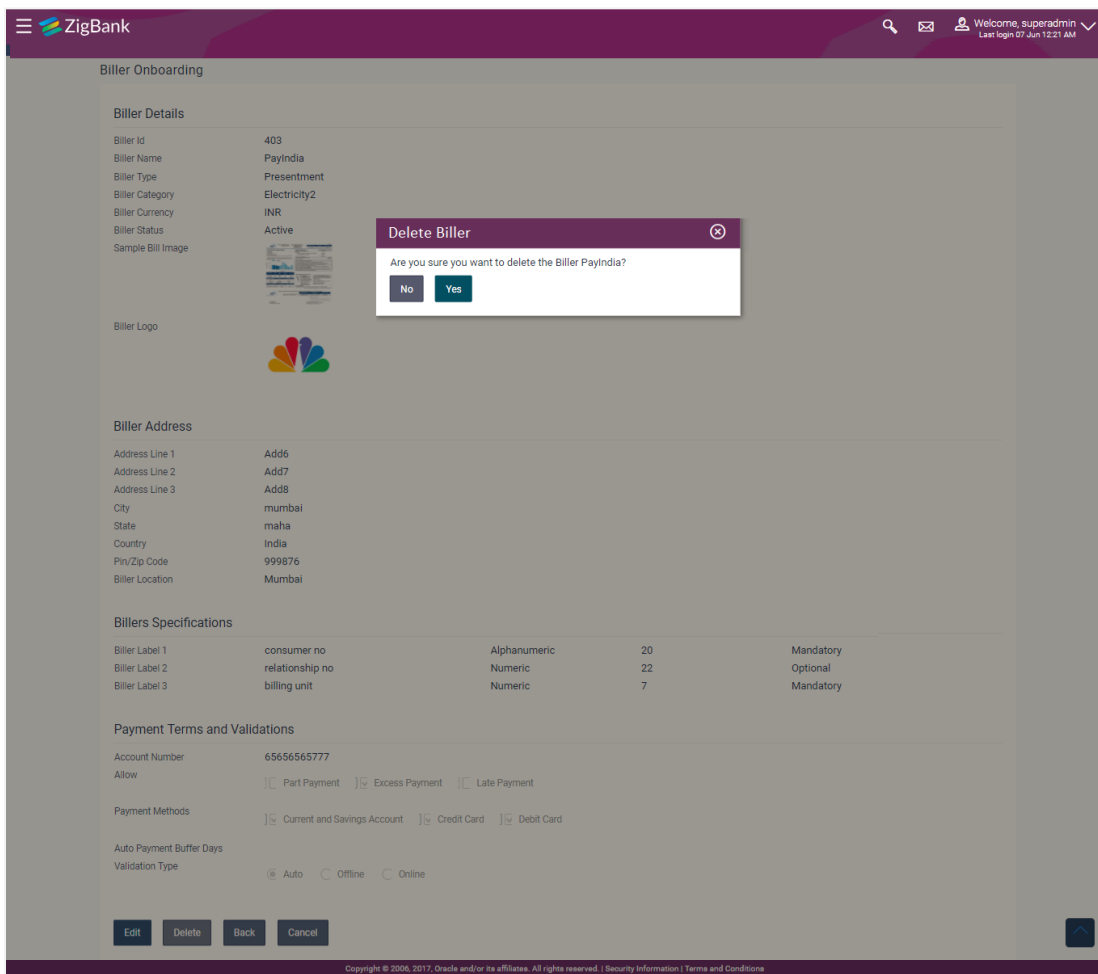
22.5 Biller Onboarding - Delete

Using this option the system administrator can delete an existing biller.

To delete a biller:

1. In the **Biller Onboarding** screen, enter the search criteria and click **Search**. The **Biller Onboarding** screen with search results appears.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process.
2. Click the **Biller Name and Id** link of the record for which you want to modify the details. The **Biller Onboarding - Biller Details** screen appears.
3. Click **Delete**. The application prompts the administrator with a message 'Are you sure you want to delete the biller' with an option of Yes / No.

Billers Onboarding - Delete



- Click **Yes** to proceed with the deletion request.
It will navigate to confirmation page with a success message along with the status and reference number.
OR
Click **No** if you do not wish to proceed with deletion.
- Click **OK** to complete the transaction.

[Home](#)

23. Biller Category Maintenance- Integrated

The customers of the Bank initiate bill (utility) payments from their accounts using channel banking facility by selecting billers maintained by the Bank. Core banking applications/Product Processor maintains various billers. Using biller category mapping maintenance, System Administrators can map a biller category to each biller maintained in the core banking application.

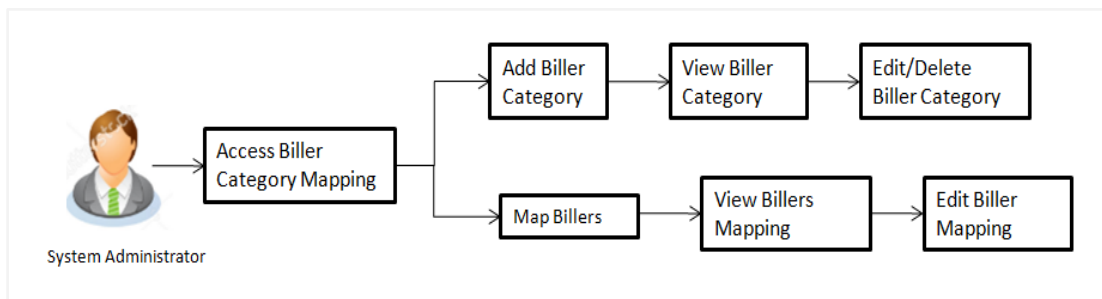
System Administrator creates biller category and maps these billers to each type of biller category through channel banking, which are then made available to the customers for selection while initiating bill payment. E.g. administrator can create biller category as 'Insurance' and map 'United Healthcare' and 'Healthspring' and 'WellCare Health Plans' billers which are fetched from the core banking application system to biller category 'Insurance' which is created in channel banking application.

Note: This function is applicable for Bill payment feature integrated with UBS or FCR as host system.

Pre-Requisites

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

Workflow



Features Supported In Application

This option allows the System Administrator to:

- Manage Biller Category
- Map Billers
- View Biller Mapping
- Edit Biller Mapping

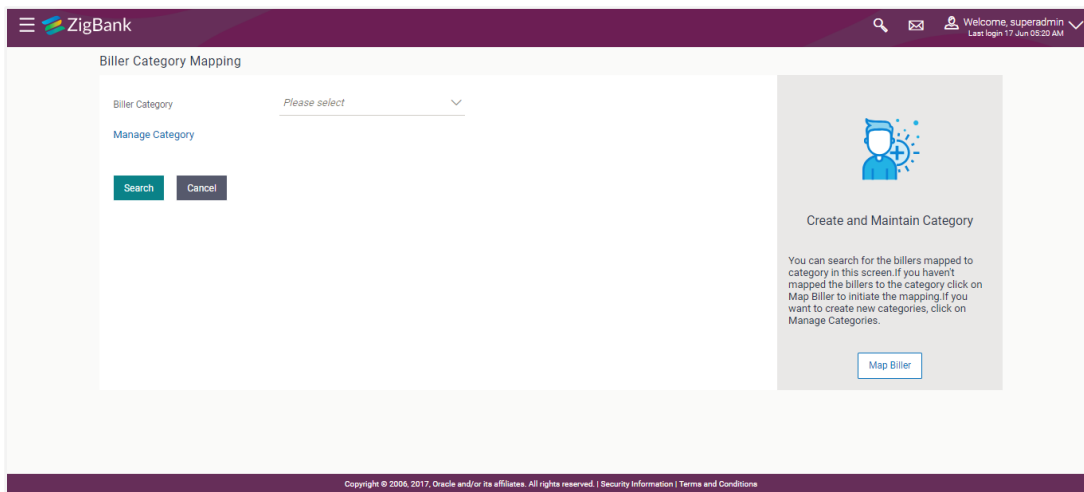
How to reach here:

Administration Dashboard > Payments > Biller Category Maintenance- Integrated

23.1 Search Biller

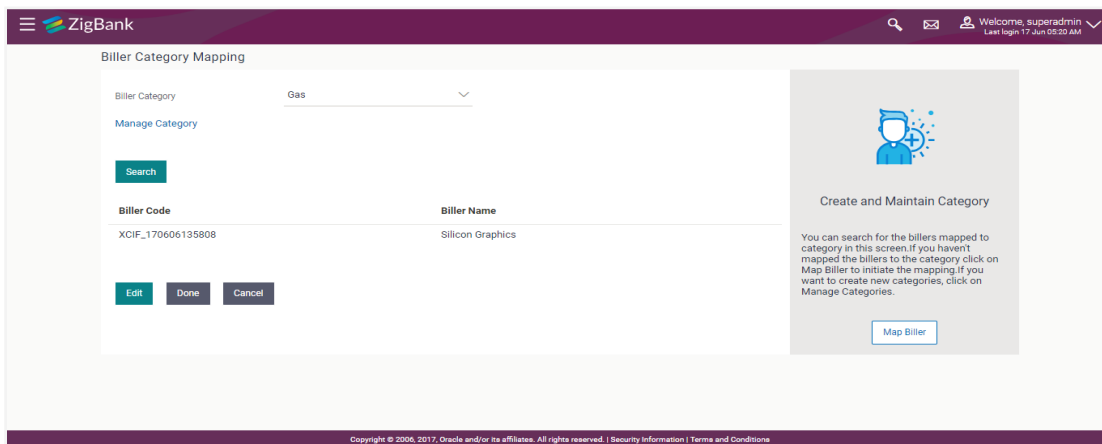
Using this option, System Administrators search the billers mapped under the selected biller category. The search result displays a list of particular biller along with the biller code mapped to the selected biller category.

Search Biller



1. Click **Search**, to search the billers mapped to selected biller category.
OR
Click **Cancel** to cancel the transaction.
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.
OR
Click on **Back** to go back to previous screen

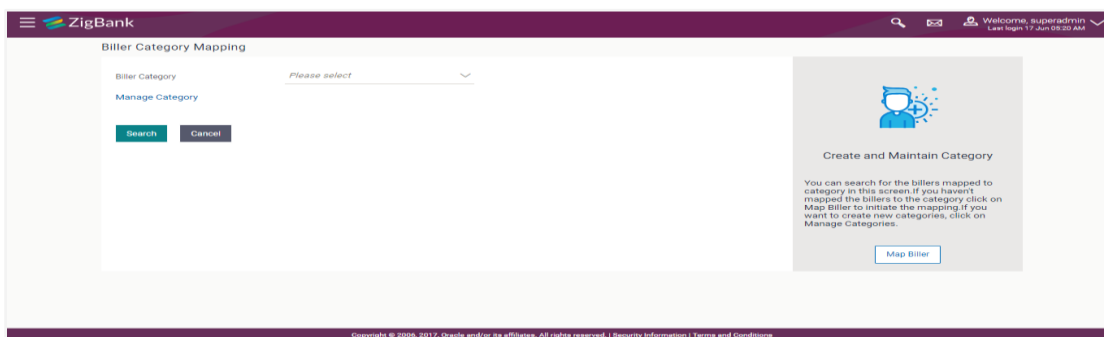
23.2 Map Biller

Using this option, the System Administrator can map one or more biller to the biller category.

To map a biller:

1. In the **Biller Category Mapping** screen, click **Map Biller**. The screen appears.

Map Biller




Field Description

Field Name	Description
Billers Category	The billers category.
Billers Information	The unique billers code of the billers to be mapped with the selected billers category. This field appears, if you select Billers Category .

2. From the **Billers Category** list, select the appropriate option.
3. From the **Billers Information** list, select the appropriate billers code to be mapped with the selected billers category.

Note:

- 1) Click **Add more** to add multiple billers for mapping.
- 2) Click  to delete added billers.

4. Click **Map**.
5. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
6. The success message of billers mapped to a billers category appears.
7. Click **OK** to complete the transaction.

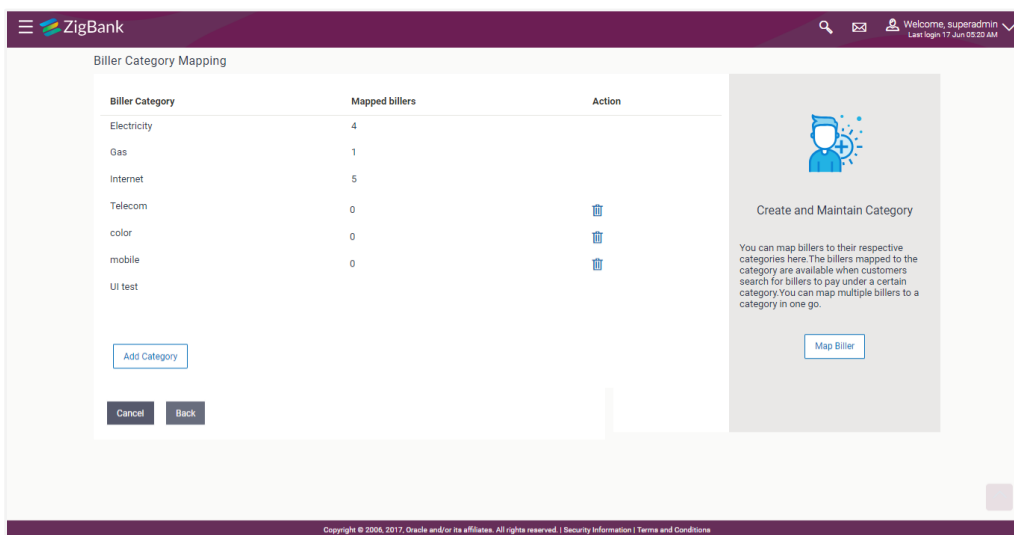
23.3 Manage Category- View

System Administrator can view and create new billers category using this maintenance. The existing billers categories with respective number of mapped billers appear on Manage Categories screen.

To view billers category:


1. Click **Manage Category** link on **Billers Category Mapping** screen.
2. The existing billers categories with respective mapped billers appear on **Manage Categories** screen.

Manage Biller Category- View



Field Description

Field Name	Description
View	
Billers 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.

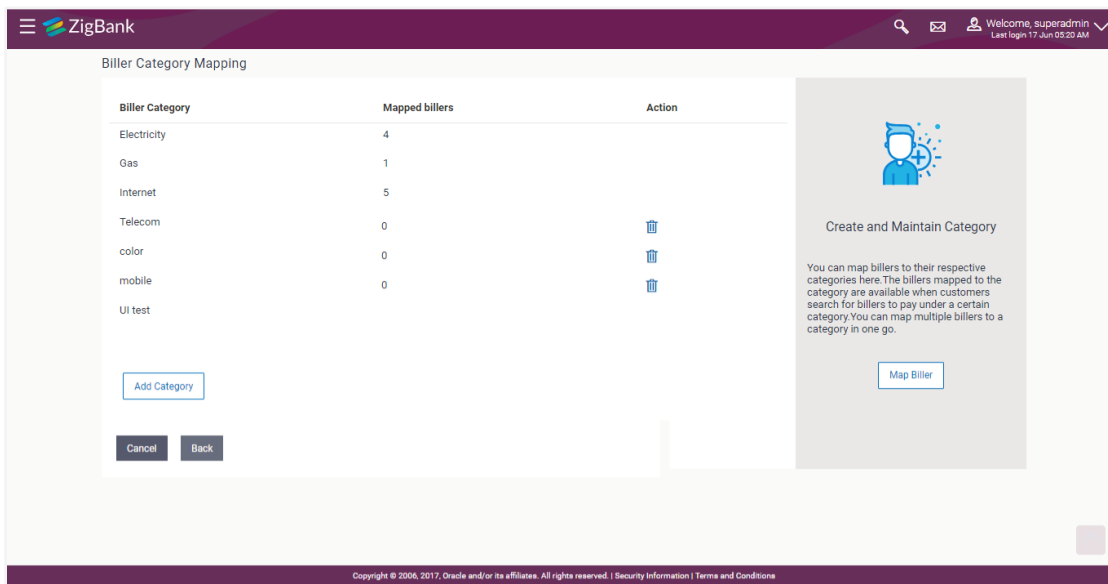
23.4 Manage Category- Add Category

System Administrator can create new category using this screen.

To add new biller category:


1. Click **Manage Category** link on **Billers 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.
OR
Click **Back** to navigate to the previous screen.
 - 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 core banking application?

No, biller deleted from the core banking application needs to be removed operationally from biller category mapping.

5. Can customers make online payments for biller which is available in core banking application but is not mapped to any biller category on channel banking platform?

Customers can make payments only to the billers which are available in core banking application and for which the biller category mapping is available on channel banking platform.

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24. Service Request Form Builder

Service Request Form Builder transaction allows the system administrator to define service requests by defining its attributes and by building the form (Request page that should be available to business user) which are then available for Retail users for creating a new Service Request.

This screen is divided in three sections – Request Parameters, Build your Form and Preview

Request Parameters section lets the System/Bank Administrator to create a service requests by defining attributes like, SR Name, description, Product, Category name, SR type, severity, and status etc..

Second tab which is the **Form Builder** page lets the System/Bank administrator define the request form and the fields that needs to be available on the Service Request screen to retail user. Field attributes like field name, field type, allowed characters and error message with respect to that field can also be defined for each field.

Preview Section lets the administrator preview the Service Request form created in the same way as it will be shown to the retail user while raising the Service Request.

Pre-Requisites

- Transaction access is provided to System/Bank Administrator.

Features Supported In Application

The module supports following features:

- Create Service Requests Form
- Search and View Service Request
- Copy and Create a new Request
- Edit Service Requests

How to reach here:

System Administrator Dashboard > Templates > Service Request - Form Builder

OR

System Administrator Dashboard > Toggle Menu > Others > Service Request - Form Builder

24.1 Service Request Definition - Summary


Last three service requests that are created by the administrator are by default displayed on the Service Request Definition summary screen.

To view the service requests:

1. Navigate to the **Service Request Definition** screen. The initial (summary) page of the service request appears.

Service Request Definition - Summary

The screenshot displays the 'Service Request Definition' interface. At the top, there is a search bar labeled 'Request Name' with a placeholder 'Search Request Name'. Below it are 'More Search Options' and buttons for 'Search', 'Cancel', and 'Clear'. A section titled 'Recently Added Service Requests' lists two items: 'New Debit Card' and 'Cheque Book Request', both created on 25 May 2018. To the right, a 'Create Service Request' sidebar explains the process and includes a 'Create' button. The footer of the page reads: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

2. Click  against a specific service request record if you want to create a new Service Request definition by copying the definition of that service request.

24.2 Service Request Definition - Search and View

The System/Bank Administrator can search and view Service Request using a search criteria.

To search and view an existing Service Request definition:

1. In the **Request Name** field, enter the name of the service request.
OR
In the **Request Description** field, enter the description of the service request.
OR
From the **Product Name** list, select the name of the product.
OR
From the **Request Type** list, select the type of request.

Service Request - Search

Service Request Definition

Request Name:

Request Description:

Product Name:

Request Type:

Less Search Options ^

Search **Cancel** **Clear**

Request Name	Request Description	Request Type	Product Name	Activation Status	Copy
New Debit Card	New Debit Card	Request	Debit Card	Active	

Page 1 of 1 (1 of 1 Items)

Recently Added Service Requests

- New Debit Card**
Created On 25 May 2018
- Cheque Book Request**
Created On 25 May 2018

Create Service Request

You can define a Service Request for various transactions or inquiries and also add the various attributes which needs to be displayed to the business user on Service Request Screen. Once you add a Service Request it starts appearing in the Business User's login page

To speed up the process you can search and copy an existing Service Request or click below to start from scratch.

[Create](#)

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Field Description

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

Search Criteria

Request Name The name of the service request that is to be searched.

Request Description The description of the service request.

Product Name The name of the product for which service request is to be searched.

Request Type The administrator can select the type of service request to be displayed in the search result records.

The options are:

- Complaint
- Feedback
- Query
- Request
- Lead
- Fraud

Field Name	Description
Search Results	
Request Name	The name of the service request.
Request Description	The description of the service request.
Request Type	The type of service request.
Product Name	The name of the product.
Activation Status	The link to activate or de-activate the service request. The statuses are: <ul style="list-style-type: none"> • Active • Inactive
Copy	The administrator can create a new Service Request Definition by copying of the service request.
Recently Added Service Request	
Request Name	The name of the service request that is added recently.
Created On	Date on which the service request is created.

2. Click **Search**. The **Service Request Definition** screen with search results appears based on the searched criteria.
OR
Click **Cancel** to cancel the search process and to go back to dashboard.
OR
Click **Clear** to clear the search parameters.
3. Click the **Request Name** of the record for which you want to view the details. The **Service Request Form Builder - View** screen appears.
OR
In the **Recently Added Service Request** section click the **Service Request** that you want to view.

Service Request Form Builder - View

ZigBank
Welcome, superadmin
Last login 25 Mar 10:27 PM

Service Request - Form Builder

Request Parameters

Request Name	Cheque Book Request
Request Description	Cheque Book Request
Product Name	Saving Account
Request Category Name	Savings
Request Type	Request
Applicable Status	Initiated
Severity	Medium
Activation Status	<input checked="" type="checkbox"/> Active

Build your Form

Cheque Book Request

Account Number

Account Number

Validations Mandatory Optional

Error Message

Text Box

Number of cheque books

Field Length

Allowed Characters Alphabets Numbers Alphanumeric
 Alphanumeric with space Alphanumeric with special characters

Validations Mandatory Optional

Error Message

Drop List

Number of leaves per cheque book

25 50 10 15

Validations Mandatory Optional

Error Message

Radio Button

Delivery Location

Branch Near me My Address

Validations Mandatory Optional

Error Message

Text Box

Address

Field Length

Allowed Characters Alphabets Numbers Alphanumeric
 Alphanumeric with space Alphanumeric with special characters

Validations Mandatory Optional

Error Message

Country And States

Country

Select State

Validations Mandatory Optional

Error Message

Note

Cheque book request will not get processed in case your account is dormant

Save
Cancel
Back

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Field Description

Field Name	Description
Request Parameters	
Request Name	The name of the service request.
Request Description	The description of the service request.
Product Name	The name of the product for which service request is applicable.
Request Category Name	The service request category name that appears on the business user's screen.
Request Type	The type of service request.
Applicable Status	The statuses that are applicable for the service request.
Severity	The severity of the service request.
Activation Status	The option to activate or deactivate the service request. The statuses are: <ul style="list-style-type: none"> • Active • Inactive
Build Your Form	
This section displays all the fields available in the form builder for the selected Service Request definition	
Text Box	
Type Label Name	The label name of the field. This field is mandatory if the user selects Text box.
Type Hint Text	The hint text to explain the field.
Field Length - Min Value-Max Value	The field length of the text box for the text to be entered.

Field Name	Description
Allowed Characters	<p>Characters that should be allowed in the text box as input.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Alphabets • Numbers • Alphanumeric • Alphanumeric with space • Alphanumeric with special characters
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field which is defined as mandatory field.
Radio Button	
Type Label Name	The label name of the field.
Type Value 1	The first option of the radio button field.
Type Value 2	The second option of the radio button field.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field which is defined as mandatory field.
Check Box - Multiple Choice	
Type Value	The label name of the multiple-choice field.
Type Value 1	The first option of the multiple-choice field.
Type Value 2	The second option of the multiple-choice field.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Drop List	
Type Value	The label name of the drop-down list field.
Combo Box for Drop - down values	The combo box to enter the options of the drop-down list.

Field Name	Description
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
File Upload	
Type Label Name	The label name of the field, against which the user has to upload the file.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Multi Select	
Type Value	The label name of the multi select field.
Combo Box for Drop - down values	The combo box to enter the options of the multi select field.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Predefined Elements	<p>The fields that are already defined and are commonly used, can be added directly in the business user form. Value for these fields gets auto populated, administrator can only define the label name, validations and error message for the same.</p> <p>Following predefined elements are defined in this option:</p> <ul style="list-style-type: none"> • Account Number: Text box to enter the account number of the user. This field populates all active accounts for the customer who is raising that Service Request when displayed on the Service request form. • Account Number & Debit Card: Drop-down to select the account number and debit card. This field populates all active accounts and debit cards (for the selected account) for the customer who is raising that Service Request when displayed on the Service request form. • Gender: Drop-down to select the gender of the user. • Salutation: Drop-down to select the salutation of the user • Date: Date picker to select the date • Country And States: Drop-down to select the country and state of the user

Field Name	Description
Page Elements	<p>The page elements consists of text that needs to be displayed to the business user.</p> <p>The page elements are:</p> <ul style="list-style-type: none"> Confirmation Message: confirmation message that is to be displayed to the business user after submission of the request.
Information Box	This field displays the information header, text and icon uploaded by administrator that should be available to the retail user in information panel section while raising this service request.

- Click **Edit** to edit the service request.
OR
Click **Cancel** to cancel the transaction and go back to Dashboard.
OR
Click **Back** to navigate to the previous screen

Note: The above mentioned fields appear in the **Build Your Form** section depending upon the on type of field you have selected to build the service request definition.

24.3 Service Request Form Builder - Create

Service Request Form Builder feature allows the System/Bank Administrator to create Service requests. The Service Request Form Builder involves following steps to create a service request form.

- Request Parameters:** This step involves entering the request name, description, product, type of service request etc.
- Build Your Form:** In this steps System/ Bank administrator defines the various form fields and its attributes like field name, field type, field validations and error message which will be used to create business user's 'Service Request' screen for raising a new SR.
- Preview:** After completing the screen creation System/Bank administrator previews the created Service Request in this step.

To create a new service request:

1. In the **Service Request Definition** screen, click Create. The **Service Request - Form Builder** screen appears.

Service Request Form Builder - Request Parameters

The screenshot displays the 'Service Request - Form Builder' interface. At the top, there's a navigation bar with the ZigBank logo and user information. Below it, a progress indicator shows three steps: 'Request Parameters' (active), 'Build Your Form', and 'Preview'. The main form area contains the following fields:

- Request Name:** Cheque Book Request
- Request Description:** Cheque Book Request
- Product Name:** Savings (with a dropdown arrow and a link 'Add new' below it)
- Request Category Name:** savings (with a dropdown arrow and a link 'Add new' below it)
- Request Type:** Request (with a dropdown arrow)
- Applicable Status:** Initiated (with a close button 'x')
- Severity:** Medium (with a dropdown arrow)
- Activation Status:** Active (with a toggle switch)

At the bottom of the form, there are three buttons: 'Next' (highlighted in green), 'Cancel', and 'Back'. A footer at the very bottom contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Request Name	The name of the service request that is to be created.
Request Description	The description of the service request.
Product Name	The name of the product for which service request is applicable. Service request definition will get listed in the business user's login, under the Product name selected in this field. Click the Add New link to add a new product that is not listed in the drop-down list.

Field Name	Description
Request Category Name	<p>Category list gets populated on the basis of the product name selected.</p> <p>Service request definition will get listed in the business user's login, under the category name selected in this field.</p> <p>Click the Add New link to add a category that is not listed in the drop-down list.</p>
Request Type	<p>The type of service request.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Complaint • Feedback • Query • Request • Lead • Fraud
Applicable Status	<p>The statuses that should be applicable for the service request. Administrator can select multiple status in this field.</p> <p>Default status for any request that raised by user will in 'Initiated' status.</p>
Severity	The severity of the service request.
Activation Status	<p>The option to activate or de-activate the service request. Only Active requests will be available for getting raised by business user.</p> <p>The statuses are:</p> <ul style="list-style-type: none"> • Active • Inactive

2. In the **Request Name** field, enter the name of the service request.
3. In the **Request Description** field, enter the description of the service request.
4. From **Product Name** list, select the appropriate product for the service request.
OR
Click the **Add New** link, if you want to add a product that is not listed in the drop-down list.
5. From **Request Category Name** list, select the appropriate product category for the service request.
OR
Click the **Add New** link, if you want to add a new product category that is not listed in the drop-down list.
6. From **Request Type** list, select the appropriate type of service request.
7. From **Applicable Status** list, select the status applicable for the service request.
8. From **Severity** list, select the severity of the service request.
9. In the **Activation Status** toggle field, select the activation status of the service request.

10. Click **Next**. The **Service Request Form Builder - Build Your Form** screen appears.
 OR
 Click **Cancel** to cancel the transaction and go back to Dashboard.
 OR
 Click **Back** to navigate back to the **Service Request Definition** screen.

Service Request Form Builder - Build Your Form

Field Description

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

Header

H1 Page Header Page header for the request form. By default the header is available on the form, there it is shown is disabled mode on the left side panel.

H2 Section Header The section header of the request form.

H3 Sub Header The section sub header of the request form.


Form Fields

Text Box

Field Name	Description
Type Label Name	The label name of the field. This fields is mandatory If the user selects Text box.
Type Hint Text	The hint text to explain the field.
Field Length - Min Value-Max Value	Minimum and maximum field length of the text box for the text to be entered.
Allowed Characters	Characters that should be allowed in the text box as input. The options are: <ul style="list-style-type: none"> • Alphabets • Numbers • Alphanumeric • Alphanumeric with space • Alphanumeric with special characters
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Radio Button	
Type Label Name	The label name of the field.
Type Value 1	The first option of the radio button field.
Type Value 2	The second option of the radio button field.
Add More Values	The button to add more options to the radio button.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Check Box - Multiple Choice	
Type Value	The label name of the multiple-choice field.
Type Value 1	The first option of the multiple-choice field.
Type Value 2	The second option of the multiple-choice field.

Field Name	Description
Add More Values	The button to add more options to the multiple-choice check box.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Drop List	
Type Value	The label name of the drop-down list field.
Combo Box for Drop - down values	The combo box to enter the options of the drop-down list.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
File Upload	
Type Label Name	The label name of the field, where the user want to upload the file.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Multi Select	
Type Value	The label name of the multi select field.
Combo Box for Drop - down values	The combo box to enter the options of the multi select field.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.

Field Name	Description
Predefined Elements	<p>The fields that are already defined and are commonly used, can be added directly in the business user form. Value for these fields gets auto populated, administrator can only define the label name, validations and error message for the same.</p> <p>Following predefined elements are defined in this option:</p> <ul style="list-style-type: none"> • Account Number: Text box to enter the account number of the user. This field populates all active accounts for the customer who is raising that Service Request when displayed on the Service request form. • Account Number & Debit Card: Drop-down to select the account number and debit card. This field populates all active accounts and debit cards (for the selected account) for the customer who is raising that Service Request when displayed on the Service request form. • Gender: Drop-down to select the gender of the user • Salutation: Drop-down to select the salutation of the user • Date: Date picker to select the date • Country And States: Drop-down to select the country and state of the user
Page Elements	<p>The page elements consists of text that needs to be displayed to the business user.</p> <p>The page elements are:</p> <p>Confirmation Message: confirmation message that is to be displayed to the business user after submission of the request.</p>
Information Header	<p>The header name and the information notes that is to be displayed on information panel section of the Service request page of the business user.</p>

11. In the **H1 Page Header** field, enter the header of the service request form and click .
12. Select the **H2 Section Header** and **H3 Sub Header** field (if required) and enter the H2 header name and H3 sub header name on the request form.
13. In the **Form Fields**, click the **Text Box** field if required, the text box section appears.
 - c. In the **Type Label Name** field, enter the label name of the field.
 - d. In the **Field Length** field, enter the minimum and maximum value for the length of the field.
 - e. In the **Allowed Characters** field, select the appropriate option.
 - f. In the **Error Message** field, enter the error message to be displayed to the business user.
 - g. Click **Save** to save the details.

OR

Click **Copy** if you want to make the copy of this field with similar field attributes.
14. In the **Form Fields**, click the **Radio button** field if you want to add radio button in the business user request form the radio button section appears.

- OR
Click **Add More Values** to add more options of radio button.
15. Enter the required detail and click **Save** to save the details.
OR
Click **Copy** if you want to make the copy of this field with similar field attributes.
16. You can also add Check Box, Drop-Down list, Multi Select fields, if required to build the business user request form.
17. You can drag and drop the field attributes window, if you want to change the sequence of the fields.
18. Click the **Predefined Elements** section, if you want to add the fields that are already defined.
19. In the **Page Elements** field select **Confirmation message**, enter the required text message which you want to appear in the business user form on the confirmation page.
20. In the **Information box**, enter the header name and the information notes that you want to appear in the right side of the business user service request form.
Click the **Upload** icon, if you want to upload an image.
21. Click **Next**. The **Service Request Form Builder - Preview** screen appears.
OR
Click **Cancel** to cancel the transaction and go back to Dashboard.
OR
Click **Back** to navigate back to the **Service Request Form Builder - Request Parameters** screen.

Service Request Form Builder - Preview

The screenshot displays the 'Service Request - Form Builder' interface. At the top, there is a navigation bar with the ZigBank logo and user information. Below the navigation bar, a progress indicator shows three steps: 'Request Parameters', 'Build Your Form', and 'Preview', with the 'Preview' step currently selected. The main content area is divided into two panels. The left panel, titled 'Cheque Book Request', contains a form with the following fields: 'Account Number' (text input), 'Delivery Location' (radio buttons for 'Branch Near Me' and 'My Address'), 'Number of Cheque Books' (dropdown menu), 'Number of Cheque Leaves' (dropdown menu), 'Country' (dropdown menu), 'City' (text input), 'Zip' (text input), and 'Address' (text input). The right panel, titled 'Note', contains an icon of a notebook and a message: 'Chequebook request will not get processed in case your account is dormant'. At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. The footer of the page contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

22. Click **Save** to save the details.

OR

Click **Cancel** to cancel the transaction and go back to Dashboard.

OR

Click **Back** to navigate back to the previous page.

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

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to the **Service Request Form Builder - Preview** screen.

24. The success message appears along with the reference number and status.

Click **OK** to complete the transaction.

24.3.1 Copy and Create a new Request

This option allows the system administrator to create a new service request by copying the already existing service request.

To create a new service request by copying the existing service request:

1. In the **Service Request** screen, enter the search criteria.
2. Click **Search**. The **Service Request Definition** screen with search results appears based on the searched criteria.

Service Request Definition

Service Request Definition

Request Name

Request Description

Product Name

Request Type

Less Search Options ^

Request Name	Request Description	Request Type	Activation Status	Product Name	Copy
New Debit Card	New Debit Card	Request	Active	Debit Card	

Page 1 of 1 (1 of 1 Items)

Recently Added Service Requests

- New Debit Card**
Created On 25 May 2018
- Cheque Book Request**
Created On 25 May 2018

Create Service Request

You can define a Service Request for various transactions or inquiries and also add the various attributes which needs to be displayed to the business user on Service Request Screen. Once you add a Service Request it starts appearing in the Business User's login page

To speed up the process you can search and copy an existing Service Request or click below to start from scratch.

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- Click against the record for which you want to create a new service request definition. A confirmation message of creating a copy of the service request appears. Click **Ok** to continue to the **Service Request Form Builder** screen. A copy of the Service requests selected will get open in editable mode, administrator can define a new name for the request, change the required fields and save the request.

OR

In the **Recently Added Service Request** section click against the record for which you want to create a new service request definition.

24.4 Service Request Form Builder - Edit

The System Administrator can edit the available Service Requests definitions so that the modified Service Requests are only applicable for the new requests getting raised. The Bank Administrator Checker can also approve the modified Service Request definition initiated by Bank Administrator maker.

To modify the service request definition:

- In the initial **Service Request Definition** screen, enter the search criteria and click **Search**. The **Service Request Definition** screen with search results appears based on the searched criteria.
- OR
- In the **Recently Added Service Request** section click the **Service Request** that you want to modify.

2. Click the **Request Name** of the record for which you want to edit the details. The **Service Request Form Builder - View** screen appears.
3. Click **Edit** to edit the service request.
OR
Click **Cancel** to cancel the transaction and go back to Dashboard.
OR
Click **Back** to navigate to the previous screen.

Service Request Form Builder - Edit

The screenshot shows the 'Service Request - Form Builder' interface. At the top, there's a navigation bar with the ZigBank logo and user information: 'Welcome, superadmin Last login 19 May 12:40 AM'. Below the navigation bar, the page title is 'Service Request - Form Builder'. The main content area has three tabs: 'Request Parameters' (active), 'Build Your Form', and 'Preview'. A green checkmark is visible above the 'Request Parameters' tab. The form fields are as follows:

- Request Name:** Debit Card Closure
- Request Description:** Debit Card
- Product Name:** Debit Card (with a link 'Could not find the Product? Add new')
- Request Category Name:** Debit Card Pin Related (with a link 'Could not find the Category? Add new')
- Request Type:** Feedback
- Applicable Status:** A multi-select box containing 'Initiated', 'In-progress', and 'Requested'.
- Severity:** Medium
- Activation Status:** Active (with a toggle switch)

At the bottom of the form, there are three buttons: 'Next' (green), 'Cancel' (grey), and 'Back' (grey). The footer contains the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

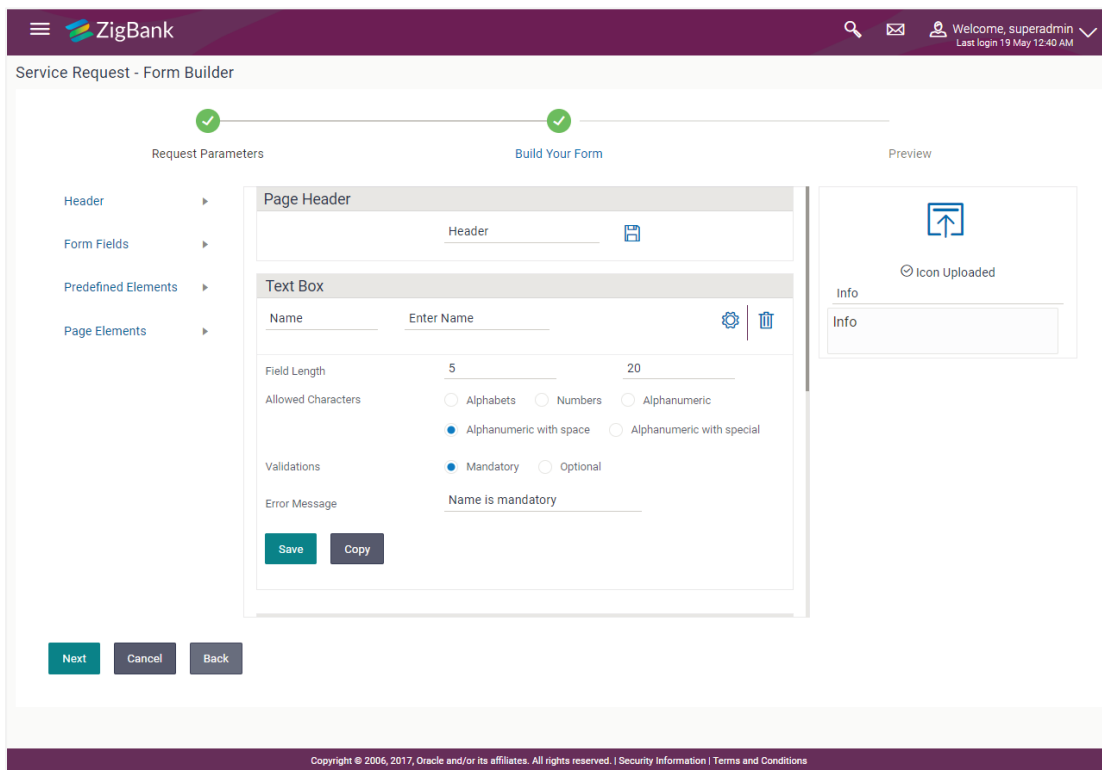
Field Description

Field Name	Description
Request Name	The name of the service request that is to be created.
Request Description	The description of the service request.
Product Name	The name of the product for which service request is applicable. Service request definition will get listed in the business user's login, under the product name selected in this field. Click the Add New link to add a product that is not in the drop-down list.

Field Name	Description
Request Category Name	Service request definition will get listed in the business user's login, under the category name selected in this field. Click the Add New link to add a category that is not in the drop-down list.
Request Type	The type of service request. The options are: <ul style="list-style-type: none"> • Complaint • Feedback • Query • Request • Lead • Fraud
Applicable Status	The statuses that should be applicable for the service request. Default status for any request that raised by user will in 'Initiated' status.
Severity	The severity of the service request.
Activation Status	The option to activate or de-activate the service request. The statuses are: <ul style="list-style-type: none"> • Active • Inactive

-
4. Edit the required details and click **Next**. The **Service Request Form Builder - Build Your Form** screen appears.
OR
Click **Cancel** to cancel the transaction and go back to Dashboard.
OR
Click **Back** to navigate back to the **Service Request Definition** screen.

Service Request Form Builder - Build Your Form



Field Description

Field Name	Description
Header	
H1 Page Header	Page header for the request form.
H2 Section Header	The section header of the request form.
H3 Sub Header	The section sub header of the request form.
Form Fields	
Text Box	
Type Label Name	The label name of the field. This fields is mandatory If the user selects Text box.
Type Hint Text	The hint text to explain the field.
Field Length - Min Value-Max Value	The field length of the text box for the text to be entered.

Field Name	Description
Allowed Characters	<p>Characters that should be allowed in the text box as input.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Alphabets • Numbers • Alphanumeric • Alphanumeric with space • Alphanumeric with special
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Radio Button	
Type Label Name	The label name of the field.
Type Value 1	The first option of the radio button field.
Type Value 2	The second option of the radio button field.
Add More Values	The button to add more options to the radio button.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Check Box - Multiple Choice	
Type Value	The label name of the multiple-choice field.
Type Value 1	The first option of the multiple-choice field.
Type Value 2	The second option of the multiple-choice field.
Add More Values	The button to add more options to the multiple-choice check box.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Drop List	
Type Value	The label name of the drop-down list field.

Field Name	Description
Combo Box for Drop - down values	The combo box to enter the options of the drop-down list.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
File Upload	
Type Label Name	The label name of the field, where the user want to upload the file.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Multi Select	
Type Value	The label name of the multi select field.
Combo Box for Drop - down values	The combo box to enter the options of the multi select field.
Validations	The validation to define whether the field is mandatory or optional.
Error Message	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
Predefined Elements	The fields that are already defined and are commonly used, can be added directly in the business user form. The predefined elements can be Account Number, Gender, Salutation, Date, Country And States etc.
Page Elements	The page elements consists of text that needs to be displayed to the business user, like confirmation message that is to be displayed to the user after completion of the transaction.
Information Header	The header name and the information notes that is to be displayed on information panel section of the Service request page of the business user.

5. Edit the required details.
OR
You can add more fields if required from **Form Fields** section.
6. Click **Next**. The **Service Request Form Builder - Preview** screen appears.
OR
Click **Cancel** to cancel the transaction and go back to Dashboard.
OR

Click **Back** to navigate back to the **Service Request Form Builder - Request Parameters** screen.

7. Click **Save** to save the details.
OR
Click **Cancel** to cancel the transaction and go back to Dashboard.
OR
Click **Back** to navigate back to the previous page.
8. The **Review** screen appears. Verify the details, and click Confirm.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to the **Service Request Form Builder - Preview** screen.
9. The success message appears along with the reference number and status.
Click **OK** to complete the transaction.

24.5 Deactivate/Activate Service Request

System/Bank Administrator can deactivate the Service Request which is no longer required by the bank and it will not be available to the business users.

The System/Bank administrator can also activate the service requests whenever it is required by the bank.

To deactivate the service request:

1. In the initial **Service Request Definition** screen, enter the search criteria and click **Search**.
The **Service Request Definition** screen with search results appears based on the searched criteria.
2. Click the **Activation Status** link, of the service request record, which you want to deactivate.
The **Service Request Definition** screen with **Update Activation Status** pop-up box appears.

Deactivate Service Request

The screenshot shows the ZigBank Service Request Definition interface. A modal dialog titled "Update Activation Status" is open, allowing the user to change the status of a service request. The dialog includes a status toggle currently set to "Active", a "Remarks" text input field, and "Ok" and "Cancel" buttons. The background interface shows search filters for Request Name, Request Description, Product Name, and Request Type, along with a table of service requests and a "Create Service Request" section.

3. In the **Status** toggle field, click the toggle to deactivate.
4. In the **Remarks** field, enter the remarks.
5. Click **Ok**. The success message appears.

Using the same flow Admin can activate a deactivated Service Request.

[Home](#)

25. Feedback

Customer experience and satisfaction are very important aspects for the banks and it differentiates one bank from another, hence measuring customer satisfaction is exceedingly important. Feedback capture allows the customers to express their opinion on the services offered by the bank.

The following capabilities are available as part of feedback:

- Feedback Template definition
- Feedback capture on transaction completion
- General Feedback capture
- Feedback Analytics

As part of feedback template definition, the administrator can define the feedback question, the rating scale, question and option set along with deciding the set of transaction(s) for which feedback capture needs to be enabled.

The business users i.e. retail and corporate users will get an option to capture feedback on completion of transaction depending upon whether the transaction is part of the feedback template applicable to the role of the user.

The business user also has an option to capture general feedback if required and not necessarily perform a transaction to capture feedback.

Feedback captured by the user in terms of the rating and the options selected on the subsequent questions asked are stored in the system for the bank to carry out analysis for corrective actions if required. The administrator will have an option to view the details.

25.1 Feedback Template Maintenance

Using this option, the System Administrator can maintain the feedback templates by defining the feedback question, selecting the rating scale, adding new questions along with new options, selecting the transactions for which feedback capture needs to be enabled.

The administrator can also decide whether an additional question is to be asked for a scale weight and select the applicable options for the question.

How to reach here:

Administration Dashboard > Templates > Feedback Template

25.1.1 Feedback Template Maintenance - Search

To search feedback template:

1. In the **Template ID** field, enter an appropriate template ID if you wish to search by template ID.
2. In the **Template Name** field, enter the name of the template to be searched.
3. Select appropriate role(s) if you wish to search the template based on the parameter **Applicable to Role**.
4. Click **Search**.

OR

Click **Clear** to reset the search parameters

OR

Click **Cancel** to cancel the transaction

Feedback Template Maintenance-Search

The screenshot shows the 'Feedback Template Maintenance' page. At the top, there's a header with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 24 May 03:08 AM'. Below the header, the page title is 'Feedback Template Maintenance'. There are two input fields: 'Template Id' with a placeholder 'Enter Template Id' and 'Template Name' with a placeholder 'Enter Template Name'. Underneath, there are three checkboxes for 'Applicable to Role': 'Administrator', 'CorporateUser', and 'RetailUser'. Below these are three buttons: 'Search' (green), 'Clear' (grey), and 'Cancel' (grey). A table displays search results with columns 'Template Id', 'Template Name', and 'Applicable To Role'. The table contains two rows: one with 'dsfsdf', 'dsfds', and 'corporateuser'; the other with 'Retail123', 'RetailTemplate', and 'retailuser'. To the right, a sidebar titled 'Feedback Template Definition' contains an icon of a notepad and pen, a description: 'Feedback template allows definition of Feedback Question, Scale selection, Question bank along with applicable options and selection of transactions for which feedback needs to be enabled', and a 'Create' button.

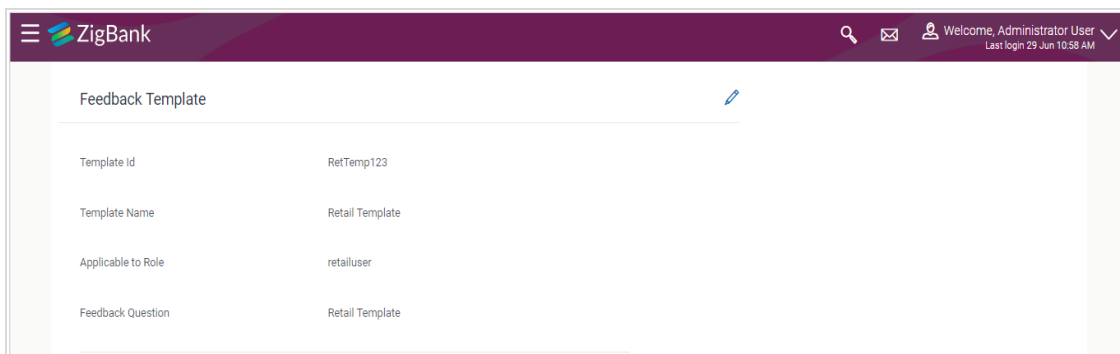
Field Description

Field Name	Description
Template ID	Specify the template ID you want to search.
Template Name	Specify the template name you want to search.
Applicable To Role	Select the role if you wish the search the template based on the role.
Search Results	
Template ID	Displays the template ID of the applicable template based on the search criteria.
Template Name	Displays the template name of the applicable template based on the search criteria.
Applicable To Role	The role to which the searched feedback template is applicable.

- Click the link under the **Template ID** column. The **Feedback Template Maintenance** screen appears with the details of the feedback template i.e. template ID, template name, feedback question, question and option set along with the set of transactions for which template is applicable.

25.1.2 Feedback Template Maintenance - View


Feedback Template – View





The screenshot displays the 'Feedback Template' view in the ZigBank system. The interface includes a header with the ZigBank logo, search, mail, and user profile icons, and a user welcome message. The main content area shows a table with the following data:


Feedback Template	
Template Id	RetTemp123
Template Name	Retail Template
Applicable to Role	retailuser
Feedback Question	Retail Template


Select Scale – View

Select Scale 

Scale 1 

Scale 2 

Scale 3 

Select Question 

Question 1 What went wrong?

Options System took too long to process the request
Too much information capture
Difficult to locate the transaction
Site takes too much time to load

Question 2 Tell us, what areas can be improved?

Options Navigation and User Experience
Transaction can be made available on alternate channel

Question 3 What went wrong

Options Difficult to locate the transaction
option1
Complex navigation
option 2

Question 4 What did you like the most about our website

Options Everything
Navigat
Look and Feel


Question 5 Would you recommend our website to your friends/relatives


Options Cant say
No
Yes






Question 6 Were you able to do transaction in first attempt

Options No
Yes

Link Transaction – View





Link Transaction 

General 

     What went wrong?





Please Select Applicable Options

- System took too long to process the request
- Too much information capture
- Difficult to locate the transaction
- Site takes too much time to load

    What went wrong?





Please Select Applicable Options

- Difficult to locate the transaction
- option1
- Complex navigation
- option 2

    Tell us, what areas can be improved?





Please Select Applicable Options

- Navigation and User Experience
- Transaction can be made available on alternate channel

    What did you like the most about our ...

Please Select Applicable Options

- Everything
- Navigat
- Look and Feel

    Would you recommend our website to...

Please Select Applicable Options

- Cant say
- No
- Yes

Transactions



Select Transaction

- Block Debit Card
- Service Request Update Status
- Update credit card e-statement configuration
- Request Credit Card PIN
- Reset Debit Card Pin
- Credit Card Payment
- Service Request Create Self Transfer
- Bill Payment
- Loan Electronic Statement download
- Request Demand Deposit Statement
- Cheque Book Request
- Request Deposit Statement
- Apply Debit Card
- Request Debit Card Pin
- Activate Debit card New Deposit
- Reset Credit Card Pin
- Credit Card Inquiries
- Replace Debit card Loan Settlement



What went wrong?

Please Select Applicable Options

- System took too long to process the request
- Too much information capture
- Difficult to locate the transaction
- Site takes too much time to load



What went wrong?

Please Select Applicable Options

- Difficult to locate the transaction
- option1
- Complex navigation
- option 2



Tell us, what areas can be improved?

Please Select Applicable Options

- Navigation and User Experience
- Transaction can be made available on alternate channel



What did you like the most about our ...

Please Select Applicable Options

- Everything
- Navigat
- Look and Feel



Would you recommend our website to...

Please Select Applicable Options

- Cant say
- No
- Yes

Select Transaction

★☆☆☆☆

What went wrong?

Please Select Applicable Options

System took too long to process the request

Too much information capture

Difficult to locate the transaction

Site takes too much time to load

★★★★☆

What went wrong?

Please Select Applicable Options

Difficult to locate the transaction

option1

Complex navigation

option 2

★★★★☆

Tell us, what areas can be improved?

Please Select Applicable Options

Navigation and User Experience

Transaction can be made available on alternate channel

★★★★☆

What did you like the most about our ...

Please Select Applicable Options

Everything

Navigat

Look and Feel

★★★★★


Would you recommend our website to...

Please Select Applicable Options

Cant say

No


Yes

6. Click  against the respective section to edit the feedback template.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

25.1.3 Feedback Template Maintenance - Edit

Using this option, the administrator can modify details in the feedback template i.e. update feedback question, change the rating scale, add new questions and options, add / remove transactions from the template.

To edit or modify feedback template:

1. Search the Feedback template by specifying different search criteria and click **Search**. The search results appear on the **Feedback Template Maintenance** screen based on the search parameters.
2. Click the link under the **Template ID** column. The **Feedback Template Maintenance** screen appears.
3. Click  to edit the details in respective section of the feedback template. The **Feedback Template Maintenance - Edit** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
4. The administrator will be navigated to the respective section i.e. feedback template details or scale definition or select question or link transaction depending on the edit option selected against the respective section.
5. As part of feedback template details, feedback question, template ID, template name and applicable to role can be modified
6. As part of scale definition, the administrator can change the rating scale
7. As part of select question section, the administrator can add new questions and also add new options for existing as well as new questions defined.
8. As part of link transaction section, the administrator can add new transactions as well as remove existing transactions.

Administrator can also add new options, to the existing questions associated to each scale weight of the rating scale applicable to general feedback as well as for transactions
9. Edit the required details in the respective section and click **Save** if you need to go to review page
OR
Click **Next**, to go to the next step in the process and edit details wherever required.
OR
Click **Back** to go to the previous page
OR
Click **Cancel** to cancel the transaction

Feedback Template - Edit


ZigBank Welcome, Administrator User
Last login 29 Jun 10:58 AM

Template Id: RetTemp123

Template Name: Retail Template

Applicable to Role:
 Corporate User
 Retail User

Feedback Question: Retail Template



Feedback Template Definition

Feedback template allows definition of Feedback Question, Scale selection, Question bank along with applicable options and selection of transactions for which feedback needs to be enabled

Select Scale - Edit

ZigBank Welcome, Administrator User
Last login 29 Jun 10:58 AM

1 Select Scale 2 Select Question 3 Link Transaction

Scale 1 ★★★★★

Scale 2 ♥♥♥♥♥

Scale 3 👍👍👍👍

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Select Question – Edit

ZigBank | Welcome, Administrator User | Last login 29 Jun 10:58 AM

Progress: 1. Select Scale, 2. **Select Question**, 3. Link Transaction

Question 1 | **What went wrong?**
Options: Site takes too much time to load, System took too long to process the request, Too much information capture, Difficult to locate the transaction

Question 2 | **Tell us, what areas can be improved?**
Options: Transaction can be made available on alternate channel, Navigation and User Experience

Question 3 | **What went wrong?**
Options: option 2, Difficult to locate the transaction, Complex navigation, option1

Question 4 | **What did you like the most about our website?**
Options: Navigat, Everything, Look and Feel

Question 5 | **Would you recommend our website to your friends/relatives?**
Options: No, Cant say, Yes


Question 6 | **Were you able to do transaction in first attempt?**
Options: Yes, No

Add Another question [Add]

[Save] [Cancel] [Next] [Back]

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Link Transaction - Edit

 Welcome, Administrator User
Last login 29 Jun 10:58 AM

Select Scale Select Question **3** Link Transaction

Feedback Type General Transactions

General ^

★☆☆☆☆ What went wrong? v
Please Select Applicable Options
 Too much information capture
 System took too long to process the request
 Difficult to locate the transaction
 Site takes too much time to load

★★☆☆☆ What went wrong v
Please Select Applicable Options
 option1
 Complex navigation
 Difficult to locate the transaction
 option 2

★★★☆☆ Tell us, what areas can be improv... v
Please Select Applicable Options
 Navigation and User Experience
 Transaction can be made available on alternate channel

★★★★☆ What did you like the most about ... v
Please Select Applicable Options
 Navigat
 Look and Feel
 Everything

★★★★★ Would you recommend our websi... v
Please Select Applicable Options
 Yes
 Cant say
 No

Transactions

Select Transaction

- Loan Settlement X
- Reset Debit Card Pin X
- Request Debit Card Pin X
- Update credit card e-statement configuration X
- Apply Debit Card X
- Service Request Create X
- Credit Card Inquiries X
- Activate Debit card X
- Service Request Update Status X
- Loan Electronic Statement download X
- Cheque Book Request X
- Bill Payment X New Deposit X
- Replace Debit card X
- Request Deposit Statement X
- Block Debit Card X
- Request Demand Deposit Statement X
- Self Transfer X
- Request Credit Card PIN X
- Reset Credit Card Pin X
- Credit Card Payment X



What went wrong? ▾

Please Select Applicable Options

- Too much information capture
- System took too long to process the request
- Difficult to locate the transaction
- Site takes too much time to load



What went wrong? ▾

Please Select Applicable Options

- option1
- Complex navigation
- Difficult to locate the transaction
- option 2



Tell us, what areas can be improv... ▾

Please Select Applicable Options

- Navigation and User Experience
- Transaction can be made available on alternate channel



What did you like the most about ... ▾

Please Select Applicable Options

- Navigat
- Look and Feel
- Everything



Would you recommend our websi... ▾

Please Select Applicable Options

- Yes
- Cant say
- No

The screenshot shows a feedback form with the following structure:

- Section 1:** Rating: 1 star. Question: "What went wrong?". Options: Too much information capture, System took too long to process the request, Difficult to locate the transaction, Site takes too much time to load.
- Section 2:** Rating: 2 stars. Question: "What went wrong?". Options: option1, Complex navigation, Difficult to locate the transaction, option 2.
- Section 3:** Rating: 3 stars. Question: "Tell us, what areas can be improv...". Options: Navigation and User Experience, Transaction can be made available on alternate channel.
- Section 4:** Rating: 4 stars. Question: "What did you like the most about ...". Options: Navigat, Look and Feel, Everything.
- Section 5:** Rating: 5 stars. Question: "Would you recommend our websi...". Options: Yes, Cant say, No.

At the bottom of the form are buttons for "Save", "Cancel", and "Back". A footer contains the text: "Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions".

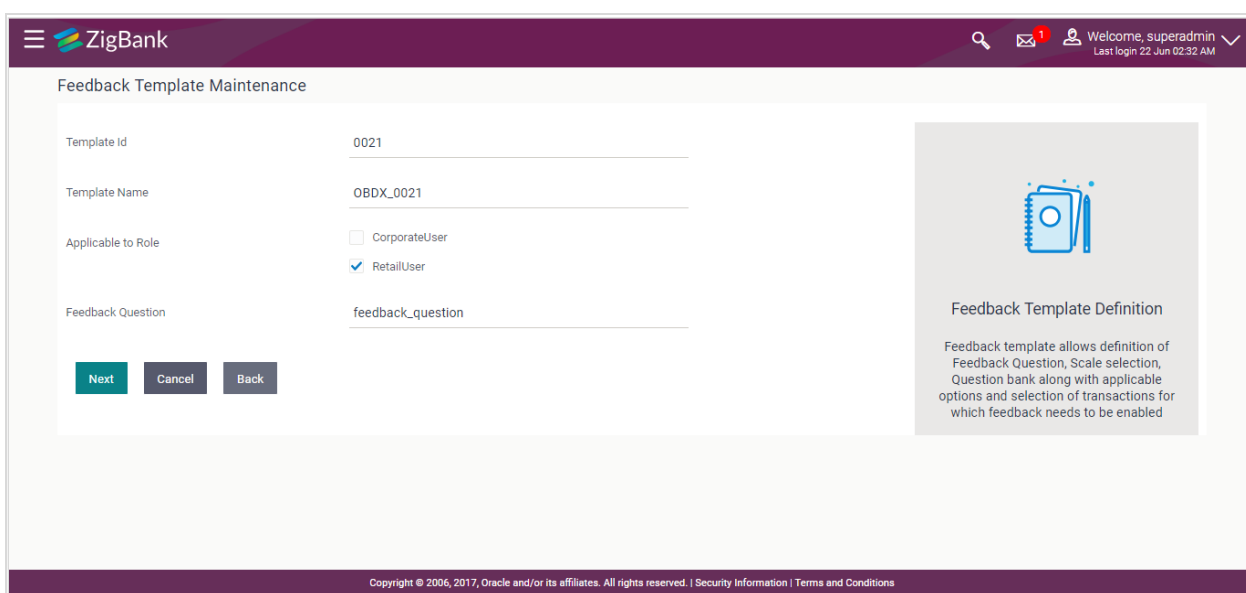
10. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Back** to go to previous screen.
OR
Click **Cancel** to cancel the transaction.
11. The success message with reference number appears.
Click **OK** to complete the transaction.

25.1.4 Feedback Template Maintenance - Create

Using this option, the administrator can create feedback template for a specific user type i.e. retail / corporate by defining the details i.e. the feedback question, selecting the rating scale, addition of new questions along with options, select transactions for which the feedback capture needs to be enabled.

To create feedback template:

1. Navigate to the **Feedback Template Maintenance** screen and click **Create**. The **Feedback Template Maintenance - Create** screen appears.
2. In the **Template ID** field, enter the template ID.
3. In the **Template Name** field, enter the name of the template.
4. Select the role(s) for which the feedback template is applicable by selecting check box in the '**Applicable to Role**' field.
5. In the **Feedback Question** field, enter the name of the feedback question.

Feedback Template Maintenance - Create

The screenshot displays the 'Feedback Template Maintenance - Create' interface. The form contains the following fields and values:

Field	Value
Template Id	0021
Template Name	OBDX_0021
Applicable to Role	<input type="checkbox"/> CorporateUser <input checked="" type="checkbox"/> RetailUser
Feedback Question	feedback_question

Navigation buttons: **Next** (green), **Cancel** (grey), **Back** (grey).

Feedback Template Definition

Feedback template allows definition of Feedback Question, Scale selection, Question bank along with applicable options and selection of transactions for which feedback needs to be enabled

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Field Description

Field Name	Description
Template ID	Enter the template ID.
Template Name	Enter the template name for the template being created.
Applicable To Role	Select the role(s) for which the template will be applicable. You can select multiple roles and the system will resolve the template based on the role of the user when the user wishes to capture feedback.
Feedback Question	Define the feedback question. This is the question that will be asked to the user as part of feedback capture on which he/she can rate on the rating scale.

6. Click **Next**. The select scale screen section in the feedback template maintenance screen is displayed.
 OR
 Click **Cancel** to cancel the transaction.
 OR
 Click **Back** to navigate to the previous screen.

Feedback Template Maintenance - Select Scale

The screenshot displays the 'Feedback Template Maintenance' interface. At the top, the ZigBank logo and user information 'Welcome, superadmin' are visible. The main content area contains a form with the following fields:

- Template Id: 021
- Template Name: OBDX_Ret_User
- Applicable to Role: retailuser
- Feedback Question: feedback_question

Below the form is a progress indicator with three steps: 1. Select Scale (active), 2. Select Question, and 3. Link Transaction. Under 'Select Scale', there are three radio button options:

- Scale 1: 5 stars
- Scale 2: 5 hearts
- Scale 3: 5 thumbs up

At the bottom of the form are three buttons: 'Next' (highlighted in green), 'Cancel', and 'Back'. The footer contains the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Select Scale	Select the required scale. The scale will be available for the user to rate as part of feedback capture.

- In the **Select Scale** field, select the appropriate option.
- Click **Next**. The select question section as part of **Feedback Template Maintenance** screen is displayed.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

Feedback Template Maintenance - Select Question

ZigBank Welcome, superadmin Last login 25 May 12:03 AM

Feedback Template Maintenance

Template Id: 021
Template Name: OBDX_Ret_User
Applicable to Role: retailuser
Feedback Question: feedback_question

Select Question (Step 2 of 3)

Question 1: What did you like the most?
Options: UI, Overall Experience, Look and Feel
Selected: System took too long to process the request

Question 2: Did you like web site design?
Options: Excellent, Can be improved, Good
Selected: Yes

Question 3: Are you happy with the online services?
Options: Cant Say, No, Yes
Selected: Excellent

Question 4: What went wrong?
Options: Too much information capture, Difficult to locate the transaction, System took too long to process the request
Selected: Transaction can be made available on alternate channel

Question 5: Tell us, what areas can be improved?
Options: Transaction can be made available on alternate channel, Navigation and User Experience
Selected: Cant Say

Question 6: Do you think we can improve the website from Accessibility perspective?
Options: Can be improved, Good, No
Selected: Can be improved


Add Another question

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Field Description

Field Name	Description
Select Question	
Question	Displays the default questions as defined in the system. The user can add new questions as part of the template definition. The default questions as well as the newly added questions will be associated to the scale weight of the rating scale.
Options	Displays the default options as defined in the system. The user can add new options as part of the template definition. The newly added options can be associated to the existing default questions as well as newly added questions.

2. Click in the Options field to add more options to the existing questions.
3. To add a new question, type the question in the text area in 'Add another question' and Click the **Add button**.
4. Once the question is added, click in the **Options** field to add answers to the newly added questions.

Note: Click  to delete the newly added question.

12. Click **Next**. The **Feedback Template Maintenance** screen is displayed.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

Feedback Template Maintenance - Link Transaction

The screenshot displays the 'Feedback Template Maintenance' interface for a template with ID 0021 and name OBDX_0021. The 'Feedback Question' is 'feedback_question'. A process flow diagram shows three steps: 'Select Scale', 'Select Question', and 'Link Transaction', with the third step being the active focus. The 'Feedback Type' is set to 'General' and 'Transactions'. The 'General' section contains five questions, each with a star rating and a list of applicable options. The 'Transactions' section shows a dropdown for 'Select Transaction' with a search box containing 'International Payee - Record Level Approval'. At the bottom, there are 'Save', 'Cancel', and 'Back' buttons.

ZigBank | Welcome, superadmin | Last login: 22 Jun 02:32 AM

Feedback Template Maintenance

Template Id: 0021
Template Name: OBDX_0021
Applicable to Role: retailuser
Feedback Question: feedback_question

Select Scale Select Question **3** Link Transaction

Feedback Type: General Transactions

General

★ ★ ★ ★ ★ What did you like the most?

Please Select Applicable Options

- System took too long to process the request
- No
- Look and Feel
- Overall Experience
- Cant Say
- Ui
- Good

★ ★ ★ ★ ★ Are you happy with the online ser...

Please Select Applicable Options

- No
- Yes
- Good
- Cant Say
- Overall Experience
- Excellent

★ ★ ★ ★ ★ Did you like web site design

Please Select Applicable Options

- No
- Excellent
- Ui
- Yes
- Can be improved
- Overall Experience
- Good

★ ★ ★ ★ ★ How is the experience?

Please Select Applicable Options

- Good
- Can be improved
- Navigation and User Experience

★ ★ ★ ★ ★ Rate the help guide

Please Select Applicable Options

- Can be improved
- Cant Say
- Good

Transactions

Select Transaction:

★ ★ ★ ★ ★ Rate the help guide

Please Select Applicable Options

- Can be improved
- Cant Say
- Good

★ ★ ★ ★ ★

★ ★ ★ ★ ★

★ ★ ★ ★ ★

★ ★ ★ ★ ★

Add Another Transaction

Save **Cancel** **Back**

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Field Description

Field Name	Description
Link Transactions	
Feedback Type	<p>Indicates whether feedback type is general or is specific to transaction.</p> <p>The options are:</p> <ul style="list-style-type: none"> • General: This is very generic in nature and not feedback specific to a transaction. The template defined will be applicable when the user wishes to leave feedback generally through the menu option. • Transactions: This is in case wherein administrator wants to define the template very specific to a set of transaction or a set of transactions.

13. Select the applicable feedback type i.e. general or transactions or both
14. If you select **General** option, there will be a panel available to define questions along with options against each of the scale weights of the rating scale. It is not mandatory to assign a question to each scale weight.
15. If you select **Transaction** option, there will be a panel available to select the transactions in the '**Select transaction**' field and also define questions along with options against each of the scale weights of the rating scale. It is not mandatory to assign a question to each scale weight.
16. Click **Save** to save the template information.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
17. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to go to previous screen.

FAQs

1. Can I define multiple feedback questions as part of the template definition?

No. Only one feedback question can be defined as part of the template and this will be asked to the business user on which he/she will rate. The same question will be applicable to General feedback and for transactions.

2. What is the relevance of the questions and option set defined as part of select question section?

The questions and options defined as part of the select question section are used for association to the scale weights if required which will be asked to the user on he/she selecting the weight on the rating scale as part of actual feedback capture

3. Can I have separate questions associated at scale weight level for different transactions?

Yes, you will need to select and group transactions for which you wish to have common questions and options at scale weight level. Click on Add Another Transaction to add transactions that require different set of questions and options at scale weight level.

4. Can I remove the questions associated at scale weight level as part of edit?

No. Currently questions once defined can't be removed.

5. Can the same feedback template be applicable to multiple roles?

Yes, provided multiple roles have been selected in the 'Applicable to Role' field.

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25.2 Feedback Analytics

Feedback Analytics gives the bank a quick analysis of the feedback information collected from the customers. The analytics covers information about the average of feedback ratings that transactions have got, trends in how the average ratings have changed the top and bottom transactions in terms of ratings etc. The analytics helps banks in quickly identifying the pain points in customer journeys and points out the specific areas for improvement and action.

Using this option, the System Administrator can analyze the feedback given by users.

The following information will be available to the administrator as part of analytics:

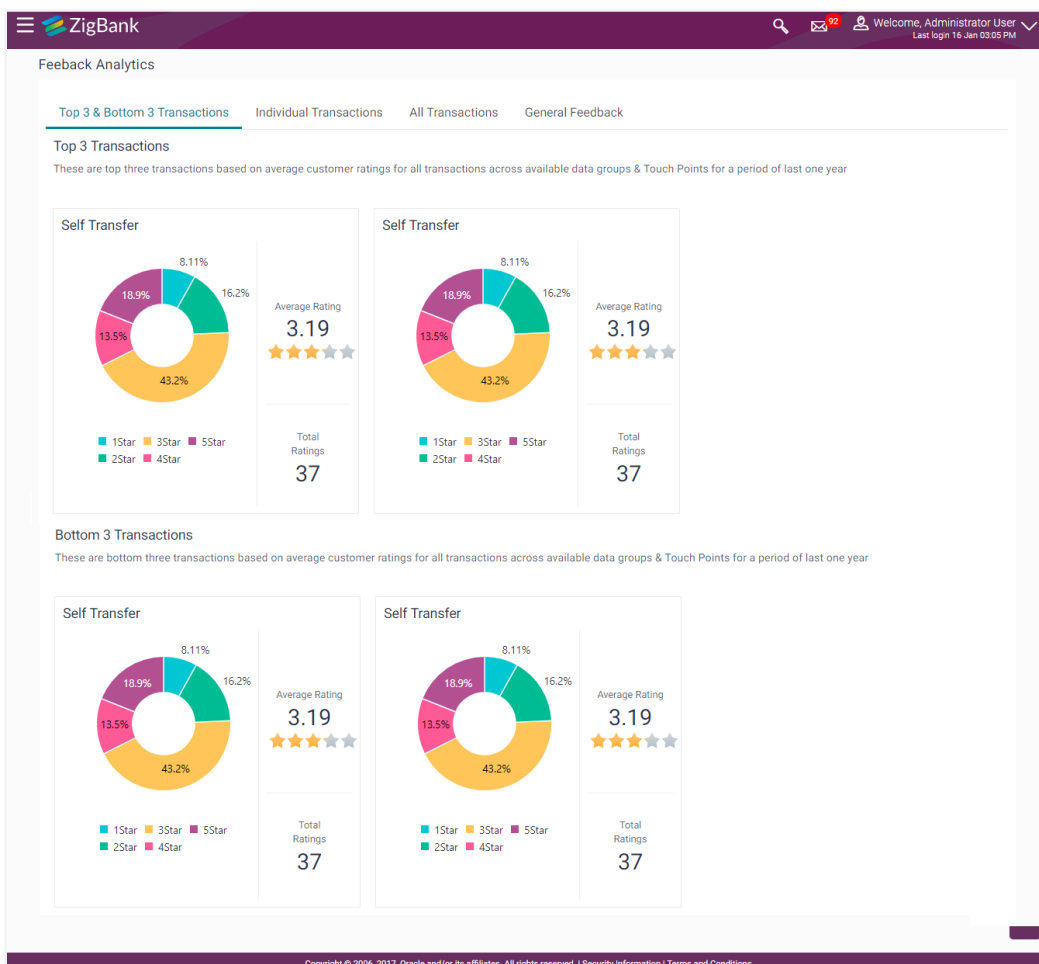
- **Top three and bottom three transactions:** Shows the top three and bottom three transactions based on user given rating
- **Individual Transactions:** Shows the user given ratings, distribution of the ratings given, the answer options chosen for the associated question & change of ratings over three time periods for an individual transaction
- **All Transactions :** Shows the user given ratings, distribution of the ratings given, and change of ratings over three time periods
- **General Feedback:** Shows the user's general feedback i.e. Average rating for the selected time period, Rating over time (last month, last quarter, last year), Recent comments by user grouped based on ratings, and the Customer response for the question associated with each rating

How to reach here:

Administration Dashboard > Control & Monitoring > Feedback Analytics

25.2.1 Top Three and Bottom Three Transactions

Top three and bottom three transactions



Field Description

Field Name	Description
Top / Bottom 3 Transactions	Displays the top / bottom three transactions in graphical format. It also displays the ratings given by the user to that particular transaction.

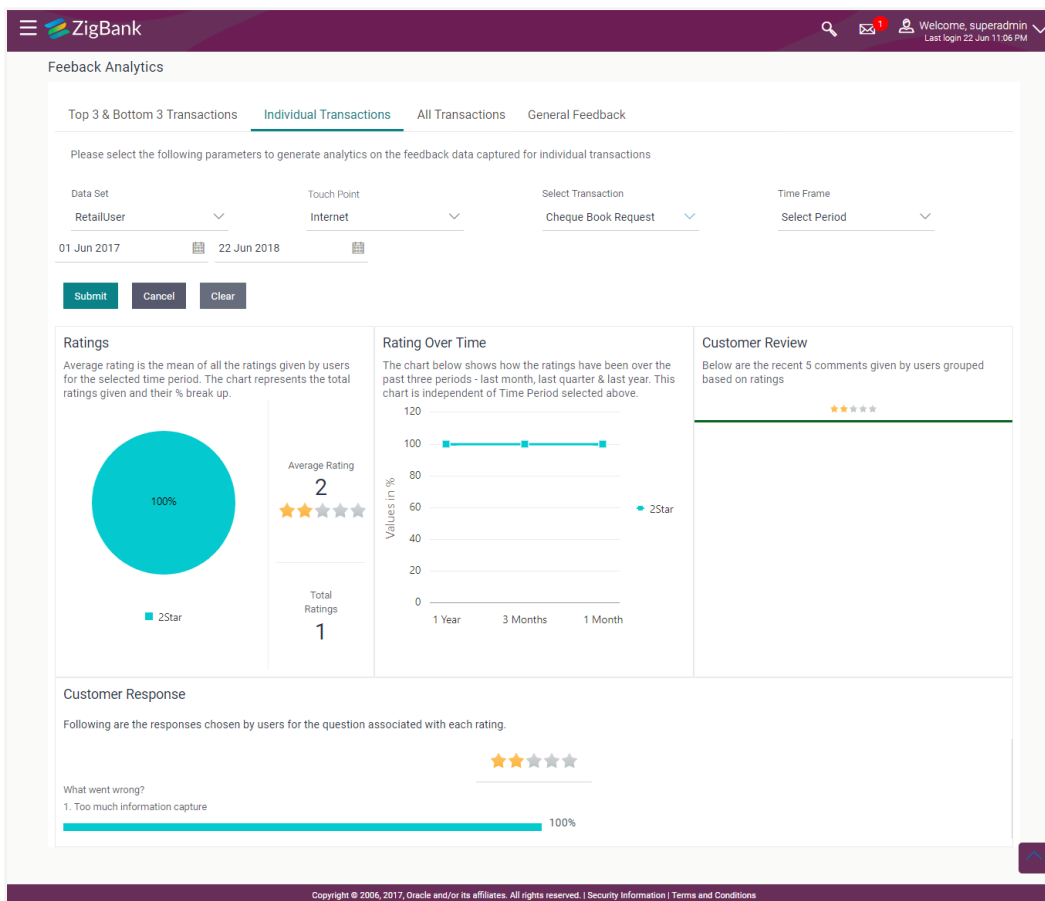
25.2.2 Individual Transactions

To view individual transactions:

1. From the **Data Set** list, select the user for which the transaction is to be searched.
2. From the **Touch Point** list, select the banking channel.

3. From the **Select Transaction** list, select the transaction name for which the feedback is to be searched.
4. From the **Time Frame** list, select the duration in number of months / years.
5. Click **Submit**. The search results are displayed.
 OR
 Click **Cancel** to cancel the transaction.
 OR
 Click **Clear** to clear the search criteria.

Individual Transactions



Field Description

Field Name	Description
Data Set	Select the type of the user from the list. The options are: <ul style="list-style-type: none"> • Administrator • Corporate User • Retail User

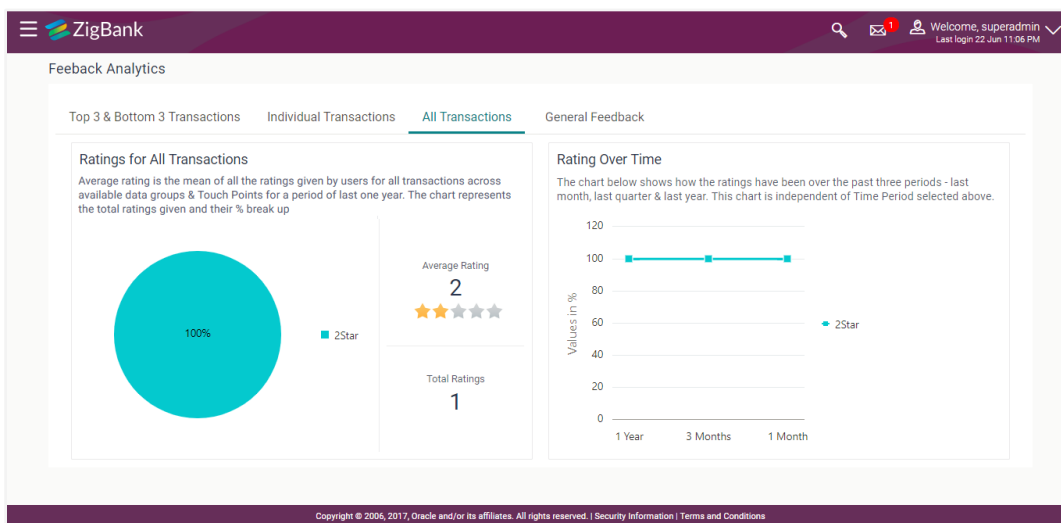
Field Name	Description
Touch Point	<p>Select the banking touch point from the list.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Mobile Application • Internet • Mobile (Responsive) • Wearables • Missed Call Banking • SMS Banking • Siri / Chatbot • Snapshot
Select Transaction	Select the transaction from the list for which you wish to analyze the feedback.
Time Frame	<p>Select the time period for which you wish analyze the feedback.</p> <p>You can search the feedback on the basis of time range, by entering the From Date and To Date. The From Date and To Date fields are displayed, if you select Select Period option from the Time Frame field.</p>

25.2.3 All Transactions

To view all transactions:

1. From the **Data Set** list, select the user for which the transaction is to be searched.
2. From the **Touch Point** list, select the banking channel.
3. From the **Select Transaction** list, select the transaction name for which the feedback is to be searched.
4. From the **Time Frame** list, select the duration in number of months / years.
5. Click **Submit**. The search results are displayed.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the search criteria

All Transactions



Field Description

Field Name

Description

All Transactions

Displays the feedback for all transactions and for a period.

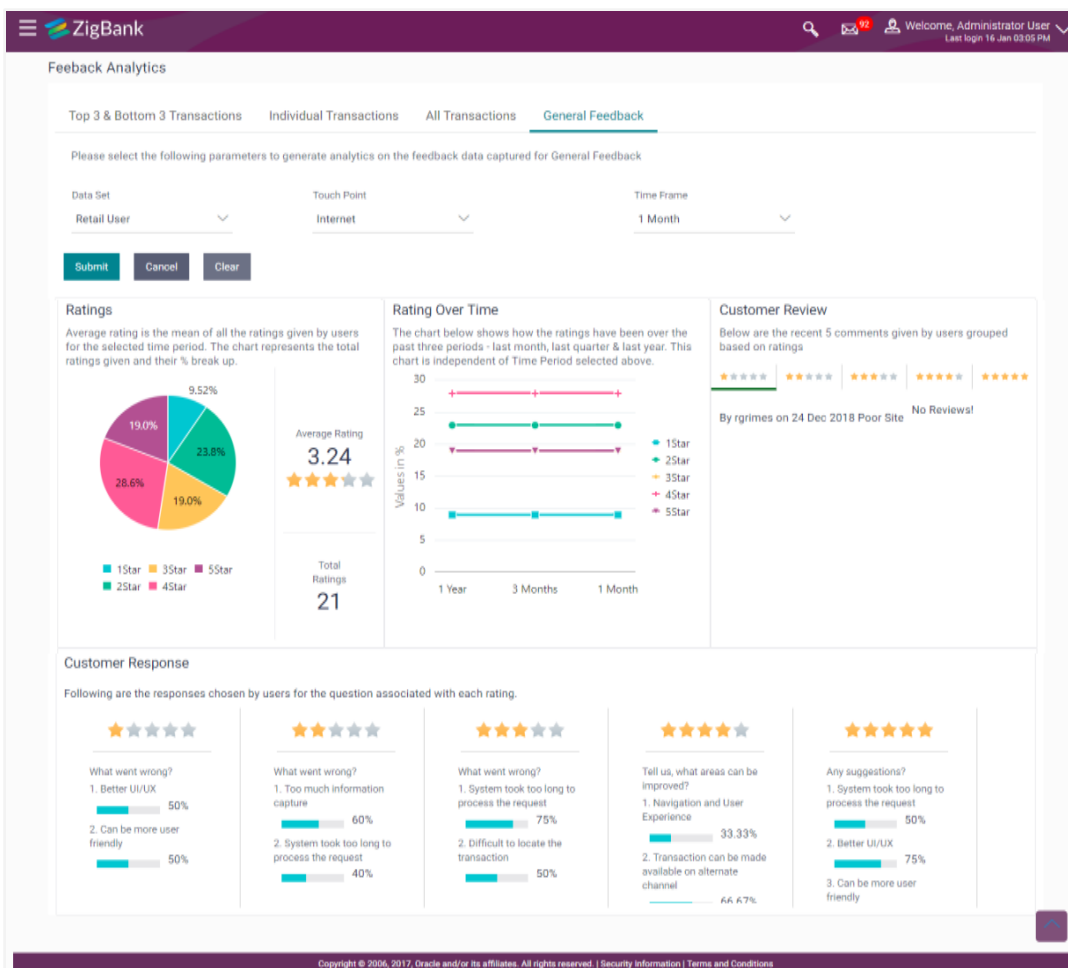
The feedback is segregated in:

- **Ratings for All Transactions:** It is a rating given by the users for all transactions across available data groups and touch point for last one year.
- **Rating Over Time:** It is a rating given for a period of time, for example, one month, three month and one year.

25.2.4 General Feedback

To view general feedback:

1. From the **Data Set** list, select the user type for which general feedback is to be viewed.
2. From the **Touch Point** list, select the banking channel for which feedback information needs to be viewed.
3. From the **Time Frame** list, select the duration for which the feedback information needs to be viewed.
4. Click **Submit**. The results are displayed based on the search criteria input.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the search criteria



Field Description

Field Name

Description

Data Set

Select the type of the user from the list.

The options are:

- Corporate User
- Retail User

Touch Point

Select the touch point from the list.

The options are:

- Internet
- Mobile (Responsive)
- Mobile Application

Field Name	Description
Time Frame	<p>Select the time period for which you wish analyze the feedback from the customer.</p> <p>You can search the feedback on the basis of time range, by entering the From Date and To Date. The From Date and To Date fields are displayed, if you select Select Period option from the Time Frame field.</p>
Search Result	<p>General Feedback</p> <p>Displays the general feedback details for and the selected search parameters.</p> <ul style="list-style-type: none"> • Ratings: It displays the percentage of ratings for each rating given by the users as part of general feedback . It also displays the average rating value and also displays the total no. of ratings. • Rating Over Time : It displays the general feedback ratings given over a time period i.e. last month, last quarter, last year. • Customer Review: It displays the recent 5 comments provided by users and grouped based on ratings. • Customer Response: It displays responses chosen by users for the question associated with each rating

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26. Touch Point Maintenance

Touch points are different channels/medium through which transactions or inquiries can be performed in OBAPI.

Touch points in OBAPI are of type 'Internal' and 'External'.

Internal Touch points are defined as part of Day 0 definition whereas External Touch Points are typically third party applications that can be defined by the System Administrator as part of onboarding in OBAPI.

Internal Touch Points defined/available as parts of OBAPI system are as follows:

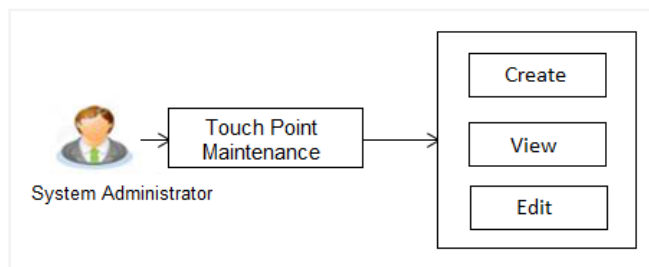
- Internet
- Mobile App
- Mobile Browser
- SMS
- Missed Call
- Siri/Chatbot
- Snapshot
- Wearables

As part of Touch Point Maintenance, Touch Points can be defined/created, viewed/inquired and modified by the System Administrator

Prerequisites

- Transaction Access has been provided to the System Administrator
- Approval Rules have been setup for approval of Touch Point Maintenance

Workflow



Features supported in application

The administrator can perform the following actions:

- Search/ View Touch Point
- Create Touch Point
- Edit Touch Point

How to reach here:

Administration Dashboard > Access Policies > Touch Points

26.1 Touch Point Maintenance - View

Using this option, System Administrator can search and view details for specific touch point based on different search parameters like Touch Point ID or Touch Point name.

To search and view touch point:

1. In the **Touch Point Maintenance** screen, enter the search parameters and click **Search**. The **Touch Point Maintenance** screen with search results appears based on the search criteria.
OR
Click **Cancel** if you want to cancel the transaction.
OR
Click **Clear** to reset the search parameters.

Touch Point Maintenance - Search

The screenshot displays the ZigBank Touch Point Maintenance search interface. At the top, there's a header with the ZigBank logo and user information: 'Welcome, Administrator User' and 'Last login: 03 Oct 10:59 AM'. Below the header, the 'Touch Point Maintenance' section contains two search input fields: 'Touch Point Id' and 'Touch Point Name' (with the character 'a' entered). There are 'Search' and 'Clear' buttons. Below the search fields is a table with two columns: 'Touch Point Name and ID' and 'Touch Point Type'. The table lists several touch points with their respective IDs and types. A 'Create and Maintain Touch Point' sidebar is visible on the right, containing a 'Create' button and explanatory text about touch points. At the bottom of the table, there's a pagination control showing 'Page 1 of 1 (1-7 of 7 items)' and a 'Cancel' button.

Touch Point Name and ID	Touch Point Type
Mobile Application APMOBAPP	Internal
Siri/Chatbot APSRICHATBOT	Internal
SMS Banking APMSBANKING	Internal
Voice Assistant Banking APVOICEAST	External
Snapshot APSNAPSHOT	Internal
Missed Call Banking APMISCALBANKING	Internal
Wearables APWEARABLE	Internal

Field Description

Field Name	Description
Touch Point ID	Specify the touch point ID to search a specific touch point by ID.
Touch Point Name	Specify the touch point name to search an Touch point by name.
Search Results	

Field Name	Description
Touch Point Name and ID	Displays the touch point name and unique ID defined for an Touch point.
Touch Point Type	Displays the touch point type i.e. internal/ external against the touch points.

- Click the **Touch Point Name and ID** link to view details of the touch point. The **Touch Point Maintenance - View** screen appears.

Touch Point Maintenance - View

Field Description

Field Name	Description
Touch Point ID	Unique ID defined for the Touch Point.
Touch Point Name	Name of the touch point.
Touch Point Type	Type of touch point i.e. whether touch point is of type internal or external.
Client ID	Client ID of the touch point if touch point is of type internal or external.
Scope	The applicable scope(s) defined for touch point in case of type External .
Upload Logo	The logo of the Third Party. This field is displayed if the Touch Point Type is External .

Field Name	Description
Touch Point Status	Status of the Touch Point i.e. whether it is Inactive or Active. If touch point is marked as Inactive, then the system will not honor the request i.e. transaction or inquiry is initiated from that touch point.
Headless Mode	Mode in which the touch point operates i.e. headless mode enabled / disabled. If headless mode is enabled, it means the touch point is capable of working without user interface and session parameters
	Note: By default, the mode is in disabled state.
Two Factor Authentication	Two Factor Authentication enabled / disabled for the touch point.
Default Available	Touch point default available to users. If enabled, then the user gets access to touch points which are default available.
Self On Board Touch Points	Whether the user can self on board himself on the touch point or by bank administrator.
Skip First Time Login Flow	Displays if Skip First Time Login Flow option is checked by the user.

3. Click **Edit** to modify touch point details.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.

26.2 Touch Point Maintenance - Edit

Using this option, System Administrator can modify the details of an touch point

To modify touch point details:

1. In the **Touch Point Maintenance** screen, enter the search parameters and click **Search**. The **Touch Point Maintenance** screen with search results appears based on the search criteria.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
2. Click the **Touch Point Name and ID** link to view details of the touch point. The **Touch Point Maintenance - View** screen appears.
3. Click **Edit** to modify the touch point details.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.

Touch Point Maintenance - Edit

The screenshot shows the 'Touch Point Maintenance - Edit' page in the ZigBank admin console. The page has a purple header with the ZigBank logo and user information: 'Welcome, Administrator User' and 'Last login 03 Oct 12:24 PM'. The main content area is titled 'Touch Point Maintenance' and contains a form with the following fields:

- Touch Point Id:** APMOBAPP
- Touch Point Name:** Mobile Application
- Touch Point Type:** Radio buttons for INTERNAL (selected) and EXTERNAL.
- Client Id:** 2d79e939e0424mobapp8e5fab436fb5581
- Touch Point Status:** Toggle switch (ON)
- Headless Mode:** Toggle switch (OFF)
- Two Factor Authentication:** Toggle switch (ON)
- Default Available:** Toggle switch (ON)
- Self On Board Touch Points:** Toggle switch (OFF)
- Skip First Time Login Flow:** Toggle switch (OFF)

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Back'. On the right side, there is a box titled 'Create and Maintain Touch Point' with a mobile application icon and text explaining that touch points are channels for OBDX services, which can be internal (Internet, Mobile, SMS) or third-party applications.

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Field Description

Field Name	Description
Touch Point ID	Displays the Unique ID for the Touch Point and cannot be modified.
Touch Point Name	Displays the name of the touch point. The same can be modified.
Touch Point Type	Displays the type of touch point i.e. whether touch point is of type internal or external. The same can be modified
Client ID	Displays the Client ID of the touch point if touch point is of type External. The same can be modified. This field is mandatory for External type of touch point.
Scope	Displays the applicable scope(s) defined for touch point in case of type External. The same can be modified i.e. new scopes can be added and/or existing can be removed.
Upload Logo	The logo of the Third Party. This field is displayed if the Touch Point Type is External .
Touch Point Status	Displays the status of touch point. The same can be modified to enable to an active state or disable to make it inactive.

Field Name	Description
Headless Mode	Displays the mode in which the touch point operates i.e. headless mode enabled / disabled. The same can be modified to enable/disable the mode
Two Factor Authentication	Displays if Two Factor Authentication is enabled/disabled for the touch point. The same can be modified.
Default Available	Displays if Touch point is available to users by default. If enabled, then the user gets access to touch points which are default available.
Self On Board Touch Points	Displays if Touch point can be on boarded by the user. The same can be modified.
Skip First Time Login Flow	Displays if Skip First Time Login Flow option is checked by the user. The same can be modified.
Skip First Time Login Flow	Displays if Skip First Time Login Flow option is checked by the user. The same can be modified.

4. Modify the required details, e.g. Touch Point Name, Touch Point Type, Client ID, Scope, Logo, Touch Point Status, Headless Mode, Two Factor Authentication, Default Available and Self On board Touch Points.
5. Click **Save** to save the touch point details.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
7. The success message of Touch Point Maintenance saved successfully appears along with the transaction reference number.
Click **OK** to complete the transaction.

26.3 Touch Point Maintenance - Create

Using this option, System Administrator can create new touch point of type Internal or External

To create an touch point:

1. In the **Touch Point Maintenance** screen, click **Create**. The **Touch Point Maintenance - Create** screen appears.

Touch Point Maintenance - Create

The screenshot shows the 'Touch Point Maintenance - Create' interface. The form fields are as follows:

- Touch Point Id:** MOBACS01
- Touch Point Name:** Mobile
- Touch Point Type:** INTERNAL (unselected), EXTERNAL (selected)
- Client Id:** ABS001
- Scope:** Domestic Transfers X, Internal Transfers X
- Upload Logo:** mobileapplogo.png
- Touch Point Status:** ON (toggle)
- Headless Mode:** ON (toggle)
- Two Factor Authentication:** OFF (toggle)
- Self On Board Touch Points:** OFF (toggle)
- Skip First Time Login Flow:** OFF (toggle)

Buttons at the bottom: Save, Cancel, Back.

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Field Description

Field Name	Description
Touch Point ID	Specify the unique ID for the Touch Point.
Touch Point Name	Specify the name for the Touch Point.
Touch Point Type	Select the type of Touch point type i.e. whether the type is Internal or External
Client ID	Specify the Client ID for the touch point. This field is mandatory for External Type of Touch point.
Scope	Specify the applicable scope(s) for the touch point. This field is enabled, if you select External option in the Touch Point Type field.
Upload Logo	Upload logo of the Third Party Provider through browse and upload image option. This field is enabled, if you select External option in the Touch Point Type field.
Touch Point Status	Select the status for the touch point i.e. whether it is active/inactive.

Field Name	Description
Headless Mode	Select the mode in which the touch point operates i.e. whether headless mode is to be enabled for an touch point. Note: By default this mode is in disabled state.
Two Factor Authentication	Select if Two Factor Authentication is required for an touch point.
Default Available	Select if Touch point is to be default made available to users. If enabled, then the user gets access to touch points which are default available
Self On Board Touch Points	Select if user will self on board himself on the touch point or by the bank administrator. If the bank administrator on boards the user on an touch point, then the same needs to be disabled.
Skip First Time Login Flow	Select if user wants to skip the first time login flow for an touch point.

2. In the **Touch Point ID** field, enter the unique ID for the touch point.
3. In the **Touch Point Name** field, enter the name for touch point.
4. In the **Touch Point Type** field, select the appropriate option i.e. Internal or External.
5. In the Client ID field, enter the client ID
 - h. If you select **External**;
 - v. Click **Scope**; select the appropriate scope from the drop-down.
 - vi. Click on upload icon to upload a logo for the external type of touch point.
6. Click the **Touch Point Status** toggle to enable it to mark the touch point 'Active'.
7. Click the **Headless Mode** toggle to enable the touch point in headless mode.
8. Click the **Two Factor Authentication** toggle to enable 2FA for an touch point.
9. Click the **Default Available** toggle to make the touch point available to users by default in case of self-onboarding.
10. Click the **Self On board Touch Point** toggle if the users will self-onboard himself on the touch point and not by bank administrator.
11. Click **Skip First Time Login Flow** toggle if the user wants to skip it for touch point.
12. Click **Save** to save the Touch Point details.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
13. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.

14. The success message of touch point creation successfully appears along with the transaction reference number.
Click **OK** to complete the transaction.

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27. Touch Point Group Maintenance

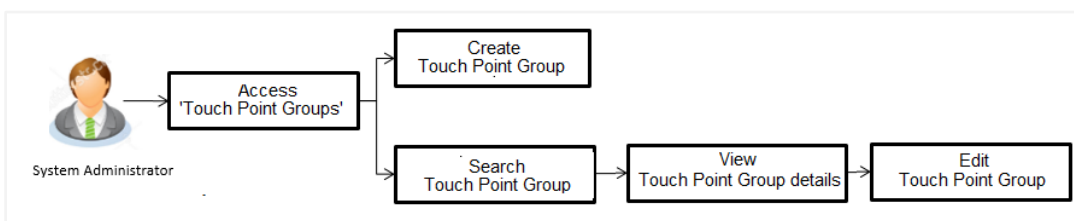
Touch points are different channels e.g. Internet, Mobile, SMS, Third Party applications etc. through which the OBAPI services can be accessed. This maintenance enables the System Administrator user to group two or multiple touch points together for the purpose of defining common limits for a transaction accessed from any Touch point grouped together.

Further this maintenance facilitates user to view and modify the touch point groups.

Prerequisites

- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.
- Multiple touch points are maintained.

Workflow



Features supported in application

The administrator can perform the following actions:

- Create Touch Point Groups
- Search/ View Touch Point Groups
- Edit Touch Point Groups

How to reach here:

Administration Dashboard > Access Policies > Touch Point Groups

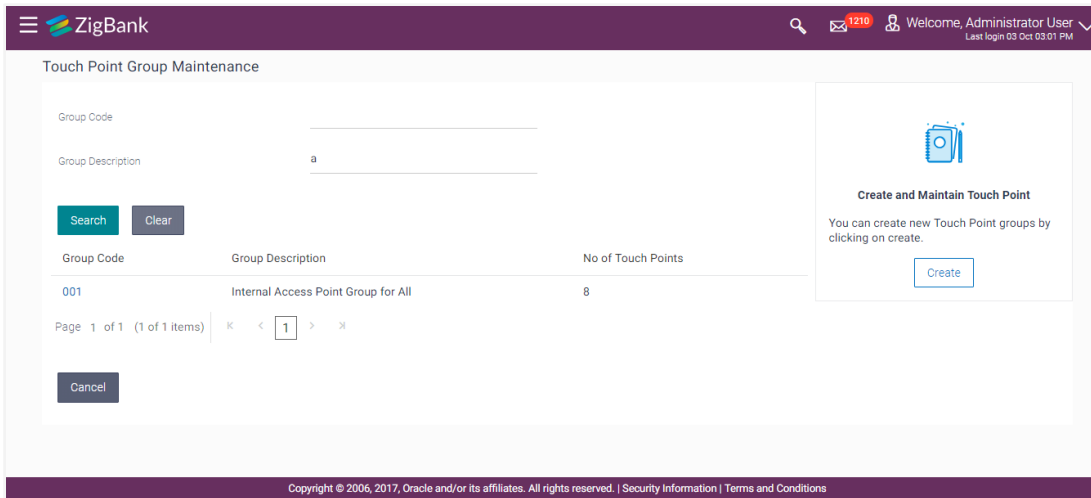
27.1 Touch Point Group Maintenance - View

Using this option, System Administrator can search and view details for particular touch point groups based on different search parameters like group code and/or group description.

To search and view touch point group:

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

Touch Point Group Maintenance - Search

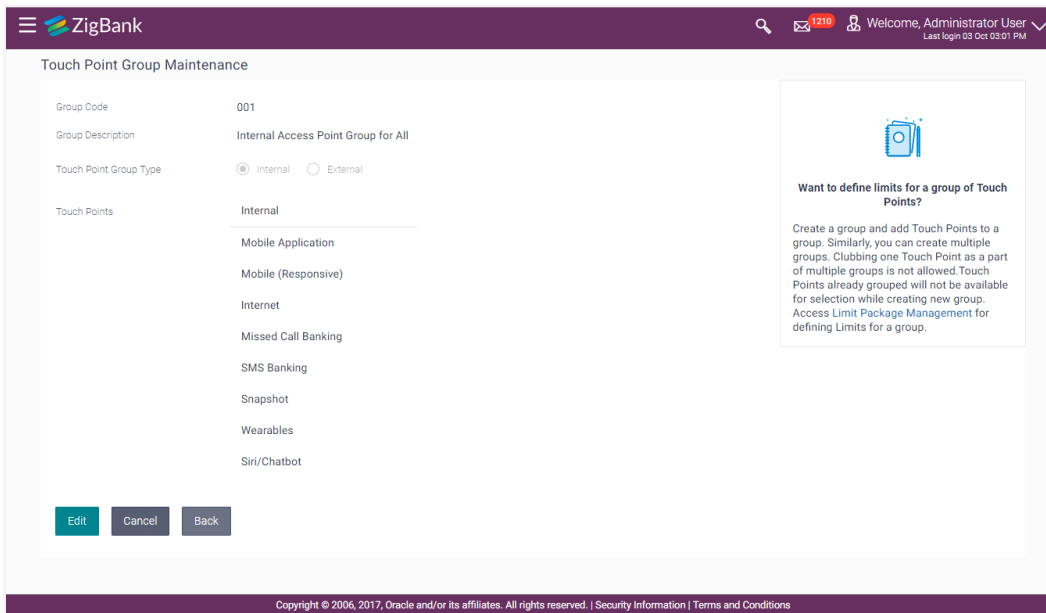


Field Description

Field Name	Description
Group Code	Search the touch point groups with group code.
Group Description	Search the touch point groups with group description.
Search Results	
Group Code	Displays the group code defined for Touch Point Groups.
Group Description	Displays the group description defined for Touch Point Group.
No of Touch Points	Displays the number of touch points associated with the touch point groups.

2. Click the **Group Code** link to view the touch point group details. The **Touch Point Group Maintenance - View** screen appears.

Touch Point Group Maintenance - View



Field Description

Field Name	Description
Group Code	Group code defined for touch point group.
Group Description	Group description defined for touch point groups.
Touch Point Group Type	Type of touch point group i.e. whether touch point group type is internal or external.
Internal Touch Points	Displays internal touch points which are part of touch point group in disable mode.
External Touch Points	Displays external touch points which are part of touch point group in disable mode.

- Click **Edit** to add or remove the touch points from the touch point group.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.

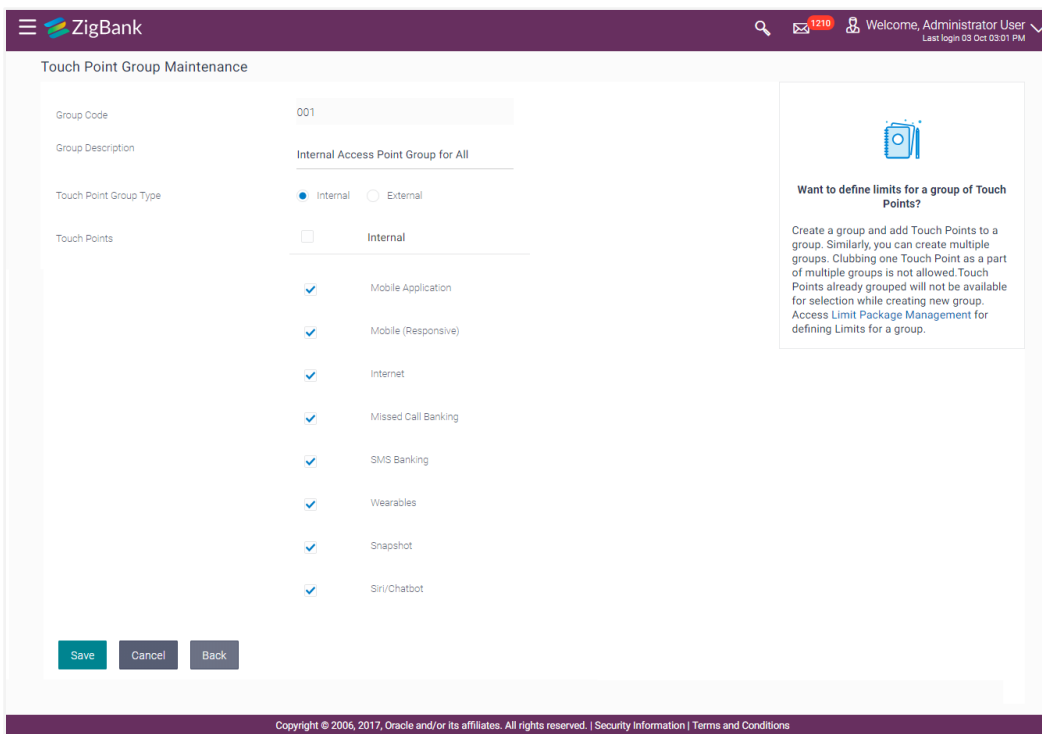
27.2 Touch Point Group Maintenance - Edit

Using this option, System Administrator can add or remove the touch points from the touch point group. Clubbing of touch points as a part of multiple groups is not allowed. Touch points already grouped as a part of other groups will not be available for selection.

To modify touch point group:

1. In the **Touch Point Group Maintenance** screen, enter the search parameters and click **Search**.
 The **Touch Point Group Maintenance** screen with search results appears based on the search criteria.
 OR
 Click **Cancel** to cancel the search process.
 OR
 Click **Clear** to reset the search parameters.
2. Click the **Group Code** link to view the touch point group details. The **Touch Point Group Maintenance - View** screen appears.
3. Click **Edit** the **Touch Point Group Maintenance - Edit** screen appears.
 OR
 Click **Cancel** to cancel the transaction.
 OR
 Click **Back** to navigate back to previous screen.

Touch Point Group Maintenance - Edit



Field Description

Field Name	Description
Group Code	Group code defined for touch point group.
Group Description	Group description defined for touch point groups.

Field Name	Description
Touch Point Group Type	Displays the type of touch point group i.e. whether touch point group is of type internal or external. The same can be modified.
Touch Points	
Internal Touch Points	Displays all the internal touch points. Touch points which are the part of a group will be shown as pre-selected.
	<hr/> Note: 1) User can de-select a pre-selected internal touch points which are already part of the group. 2) Other Internal touch points which are not part of any other group will be listed for selection. 3) The touch points which are already a part of one of the groups will be shown in disable mode. (one Touch point can be part of on group only) <hr/>
External Touch Points	Displays all the external touch points. Touch points which are the part of a group will be shown as pre-selected.
	<hr/> Note: 1) User can de-select an external touch points which are already part of a group will be shown as pre-selected. 2) Other external touch points which are not part of any other group will be listed for selection. 3) The touch points which area already a part of one of the group will be shown in disable mode. <hr/>

4. Modify the required details, e.g. Group Description, Internal / External Touch Points.
5. Click **Save** to save the touch point group details.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
7. The success message of Touch Point Group Maintenance saved successfully appears along with the transaction reference number.
Click **OK** to complete the transaction.

27.3 Touch Point Group Maintenance - Create

Using this option, System Administrator can create a new touch point group and add touch points to a group.

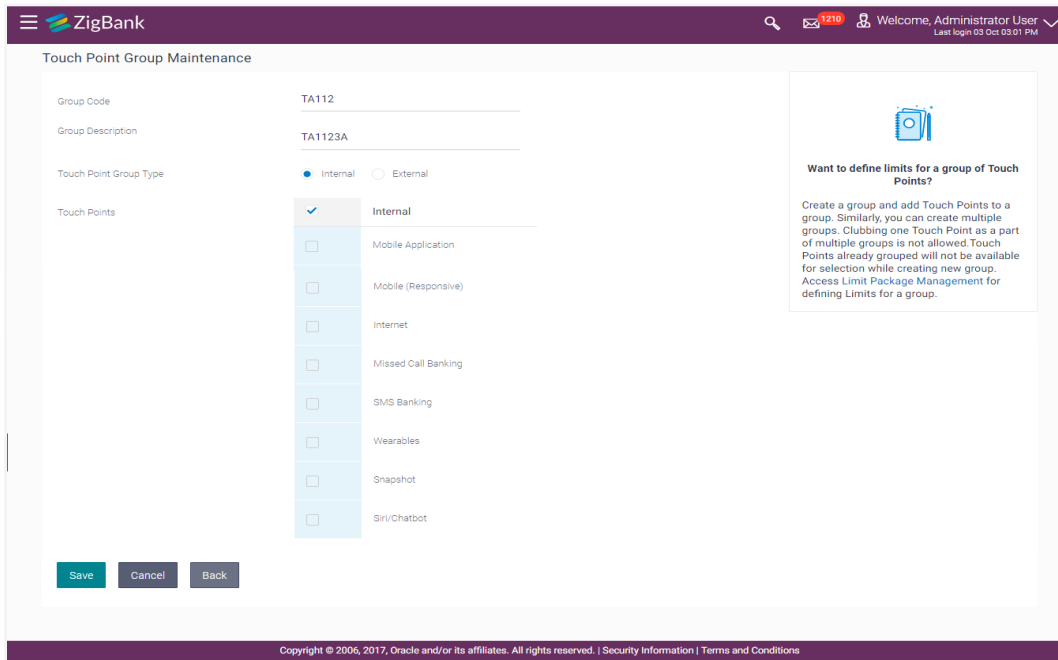
Note: System Administrator cannot club one touch point as part of multiple groups.

While creating group, touch points which are already part of a group will not be available for selection.

To create an touch point group:

1. In the **Touch Point Group Maintenance** screen, click **Create**. The **Touch Point Group Maintenance - Create** screen appears.

Touch Point Group Maintenance - Create



Field Description

Field Name	Description
Group Code	Unique group code defined for touch point group.
Group Description	Touch point group description defined for touch point groups.
Touch Point Group Type	Select the type of Touch point group type i.e. whether the type is Internal or External.
Touch Points	
Internal Touch Points	Displays all the internal touch points maintained.
	<p>Note:</p> <p>1) Internal touch points which are not part of any other group will be listed for selection.</p> <p>2) Touch points which are already a part of any other group will be shown in disabled mode.</p>

Field Name	Description
External Touch Points	Displays all the external touch points maintained.
	<p>Note:</p> <p>1) External touch points which are not part of any other group will be listed for selection.</p> <p>2) Touch points which are already a part of any other group will be shown in disabled mode.</p>

2. In the **Group Code** field, enter the unique group code for touch point group.
3. In the **Group Description** field, enter the touch point group description.
4. In the **Touch Points** field, select the checkbox against the Internal / External Touch Points.

Note: To select all available Internal / External Touch Points in one instance, select the checkbox adjacent to Internal / External Touch Points.

5. Click **Save** to save the Touch point group details.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
7. The success message of Touch Point Group Maintenance saved successfully appears along with the transaction reference number.

FAQs

1. **From where can I get the list of touch points which I can club together?**
Internal and external touch points maintained by the System Administrator using 'Touch Point Maintenance' will be listed for group creation.
2. **Can I club internal and external touch points together in one group?**
No, clubbing of internal and external touch points together in one group is not allowed.
3. **Can I club one touch point as a part of multiple groups?**
No, one touch point can be a part of only one group.
4. **Where can I use these touch point groups?**

You can create a transaction limit package using 'Limit Package Management' for touch point group.

[Home](#)

28. Role Transaction Mapping

Oracle banking API solution has many roles for different type of users defined under different user segments i.e. Retail, Corporate, and Admin. These roles are defined for internal as well as for external access points.

Application roles mapped to Internal Access Points (Internet, Mobile Application, SIRI, Chatbot.etc.) are used by OBAPI itself, whereas Application roles mapped to External Access Points are defined for being used by third party system. Each External role is mapped to a scope (defined in Identity Management System) and the same scopes are mapped to External Access Points in Access Point Maintenance screen.

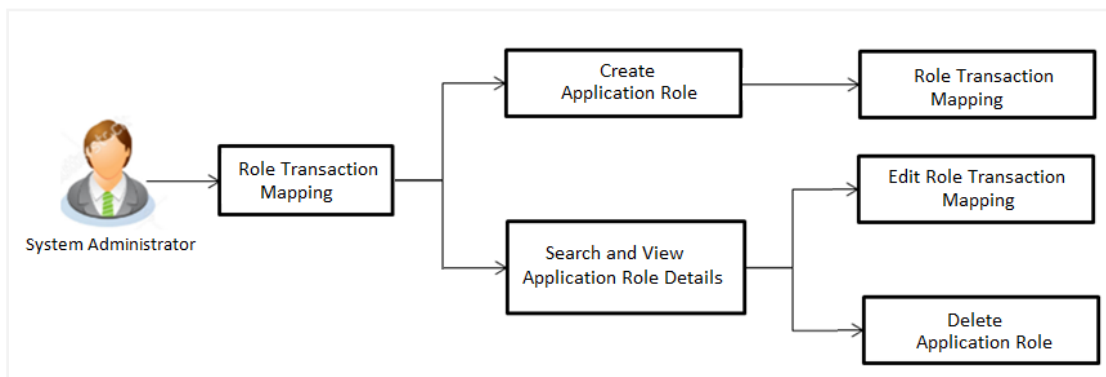
For Internal Access Points, a user can perform only those transactions which are mapped to the application role assigned to that user. Whereas for External Access Points, third party system can only perform only those transactions (on behalf of the user), which are mapped to the application role, mapped to the scope assigned to that external access point (third party system).

Using this option a customer can define an Application role. Application Roles are mapped to Entitlements for various Access Points, so that System Administrator can decide which all transactions should be available for which access points.

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 > *Access Policies* > Role Transaction Mapping

28.1 Search Application Role

Using this option, System Administrator can search application roles based on the search criteria. By default all the application roles will be displayed on this screen, Administrator can filter the list by entering the values in search criteria.

To search application role/ application roles:

1. In the **User Segment** field, select the segment of the user.
2. In the **Application Role Name** field, enter the name of the application role.
3. Click **Search**.
The search result based on search criteria displayed in **Application Role Details** section.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the search process and to go back to dashboard.

Search Application Roles - Search Results

The screenshot displays the 'Role Transaction Mapping' page in the ZigBank system. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with '204', and a 'Logout' button. Below the navigation bar, the page title 'Role Transaction Mapping' is shown. The main content area includes a search section with a 'User Segment' dropdown menu set to 'All' and an 'Application Role Name' input field. There are three buttons: 'Search', 'Clear', and 'Cancel'. Below this is the 'Application Role Details' section, which is a table with two columns: 'Internal' and 'External'. The table lists various application roles grouped by user segment: Admin, Corporate, and Retail. Each role has a corresponding 'AdminMaker', 'AdminChecker', 'AuthAdmin', 'CorporateAdminChecker', 'Checker', 'Viewer', 'CorporateAdminMaker', 'Maker', 'Customer', and 'Member' role listed in the 'Internal' column, and their respective 'AdminMakerDisplayName', 'AdminCheckerDisplayName', 'AuthAdminDisplayName', 'CorporateAdminCheckerDisplayName', 'CheckerDisplayName', 'ViewerDisplayName', 'CorporateAdminMakerDisplayName', 'MakerDisplayName', 'CustomerDisplayName', and 'MemberDisplayName' listed in the 'External' column. To the right of the table is a 'Note' box with a blue icon of a notepad, explaining that an application can have multiple roles for different user segments and providing instructions on how to create and map roles. At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
User Segment	Segment of the user for which the application role is created. Retail, Corporate and Administrator are three segments available in the application.
Application Role Name	Name of the application role.
Application Role Details	

Field Name	Description
	Application roles can be views based on Access Point Type-Internal and External in different tabs. Application roles are grouped and displayed User Segment wise.
User Segment	Name of the User Segment
Application Role Name	Name of the application role.
Application Role Description	Description of the application role.

- Click on the **Application Role Name** to view the details. **Role Transaction Mapping - View** screen appears.

Role Transaction Mapping - View

ZigBank
Welcome, Jack Johnson
Last login: 14 Jun 05:38 PM

Role Transaction Mapping

Application Role Name	CorporateAdminMaker
Description	CorporateAdminMakerDisplayName
User Segment	CorporateUser
Access Type	Internal

Map Transactions

Module Name: Customer Servicing
Admin Maintenance

Map Transactions to Access Points:

Snapshot
 Internet
 Mobile (Responsive)
 Wearables
 Missed Call Banking
 SMS Banking
 Siri/Chatbot
 Mobile Application

Internet



Transactions	Perform	Approve	View
<input checked="" type="checkbox"/> Admin Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> ATM/Branch Maintenance			
<input type="checkbox"/> Access Point Maintenance			
<input type="checkbox"/> Account Aggregation			
<input type="checkbox"/> Account Relationship Mapping			
<input type="checkbox"/> Alert Maintenance			
<input type="checkbox"/> Approvals- Workflow Configuration			
<input type="checkbox"/> Audit Log			
<input type="checkbox"/> Authentication Maintenance			
<input checked="" type="checkbox"/> Base Configurations			
<input type="checkbox"/> Biller Category Mapping			
<input checked="" type="checkbox"/> Biller Category Mapping (UBS)			
<input type="checkbox"/> Biller Maintenance			
<input type="checkbox"/> Brand Management			
<input type="checkbox"/> Dashboard Management			
<input type="checkbox"/> Feedback Maintenance			
<input type="checkbox"/> File Identifier Maintenance			
<input type="checkbox"/> File Upload			
<input type="checkbox"/> Forex Deal Maintenance			
<input checked="" type="checkbox"/> Goal category			
<input type="checkbox"/> User Group Subject Mapping			
<input type="checkbox"/> User Management			
<input type="checkbox"/> User Report Mapping			
<input type="checkbox"/> Working Window			
<input type="checkbox"/> Customer Servicing			

Delete
Cancel
Back

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Field Description


Field Name	Description
Application Role View	
Application Role Name	Name of the application role.
Description	Description of the application role.
User Segment	Segment of the user for which the application role is created.
Access Type	Type of Access Point.
Map Transactions	
Module Name	Name of the module for which role transaction mapping is done.
Map Transactions to Access Points	Access points for which the transaction mapping is done for application role.
Transactions	Displays all the transactions for the selected module which are mapped to the application role for the selected access points. Transactions are grouped under Transaction Categories and Module.
Type of Action	Name of the action that can be performed for that transaction by the user to which this application role is assigned. <ul style="list-style-type: none"> • Perform- This action lets the user to perform or initiate that transaction and should be given to maker role. • Approve- This action lets the user to approve that transaction and should be given to approval role. • View- This action lets the user to view the initiated and approved transactions by other users and should be given to viewer role.

5. Click  against the particular category to view the transaction mapping details.
6. Click  to modify the transaction role mapping. The **Role Transaction Mapping** screen appears in editable form.
OR
Click **Delete** To delete the application role along with the transaction mapping. (Deletion of any role is only allowed if there are no users attached to that role)
OR
Click **Back** to navigate back to previous screen.
OR
Click **Cancel** to cancel the search process and to go back to dashboard.

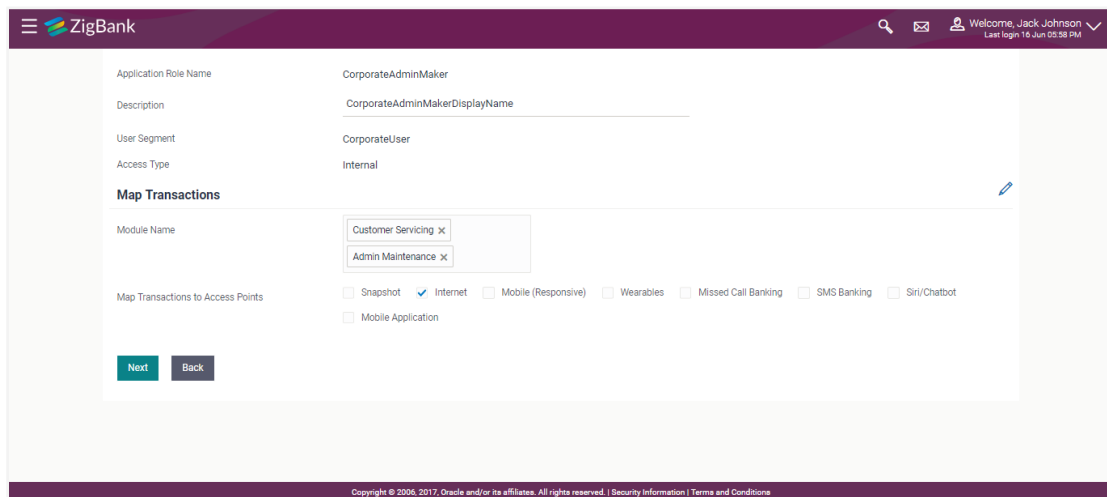
28.2 Edit Application Role

Using this option System Administrator can edit or update the details of an existing role transaction mapping.

To modify role transaction mapping:

1. Repeat step 1 to 4 of **Search Application Role** section.
2. Click  against the **Map Transactions**.
Screen in editable mode appears.

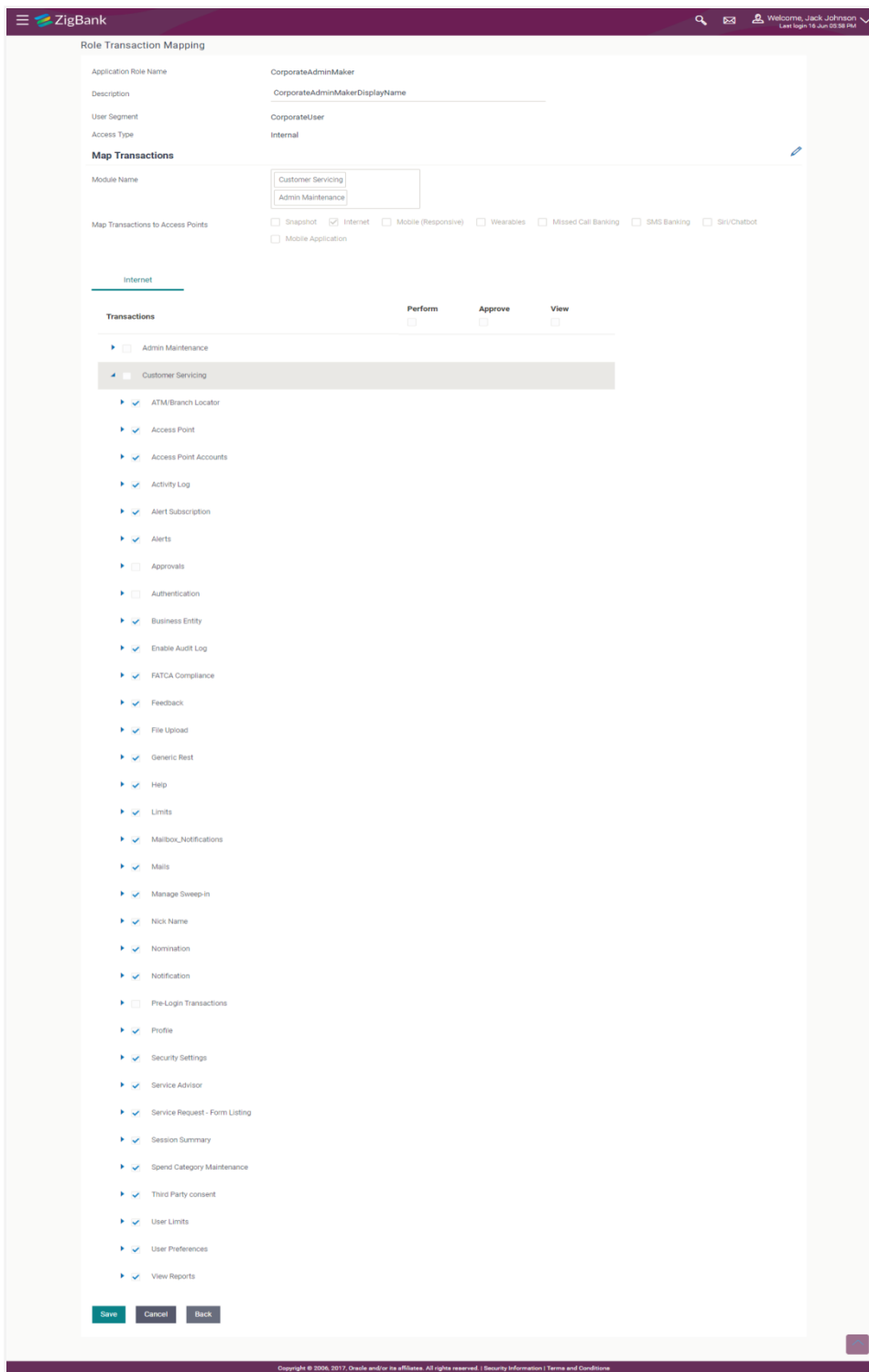
Role Transaction Mapping - Edit




Note: Application Role Name, User Segment and Access Type fields cannot be edited.

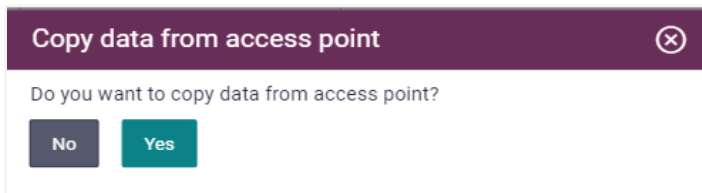
3. Update the role description if required.
4. Select/deselect module names for which the transaction mapping is to be done.
5. Check/uncheck the access points for which the transaction mapping is to be done.
6. Click **Next** to proceed to map/unmap transactions.
OR
Click **Back** to go back to previous screen.

Note: If the administrator deselect a module from Module name field, transaction mapping done for all the transactions under that module will get removed for that module. Similarly if the administrator unchecks an existing access point, transaction mapping done for all modules for that access point will get removed for that Access Point.



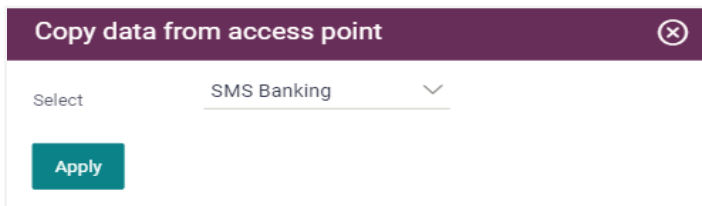
7. Modify the transactions mapping for different access points. click  against the particular category to view and update the transaction mapping.
8. Click on the next access point tab, a pop up window appears for asking **Copy data from access point.**

Copy data from access point Confirmation popup window



- a. Click **Yes** to select the access point from which the data has to be copied.
- b. Copy transaction mapping details of access point to another popup window

Copy data from access point Confirmation popup window



- c. From the **Select** list, select the access point from the list.
- d. Click **Apply**.
OR
Click **No** to do the mapping operationally.
9. Modify the transactions mapping for current access points if required.
10. Click **Save** to save the updates.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
11. The screen with success message appears. Click **OK** to close the message screen.

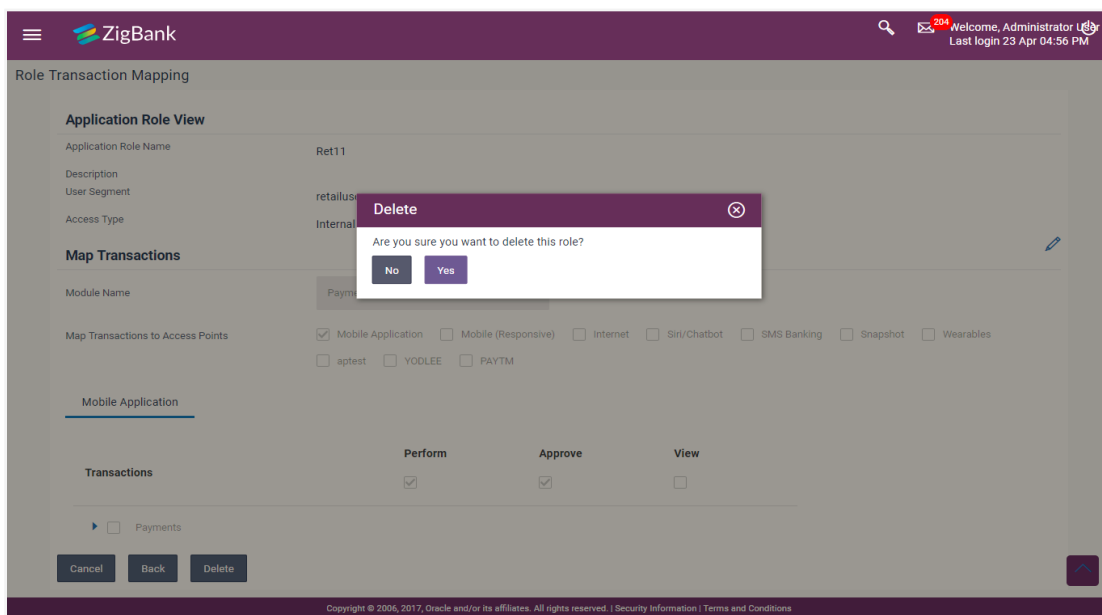
28.3 Delete Application Role

Using this option System Administrator can delete an existing role transaction mapping. Deletion of any role is only allowed if there are no users attached to that role.

To delete role transaction mapping:

1. Repeat step 1 to 4 of **Search Application Role** section.
2. Click **Delete** to delete the application role along with the transaction mapping. The **Delete Warning** message appears.

Delete Application Role



3. Click **Yes**.
The **Role Transaction Mapping** screen with the successful role deletion message appears.
OR
Click **No** to cancel the transaction.

28.4 Create Application Role

Using this option System Administrator can define an application role and map transactions to it for selected access points.

To create an application role transaction mapping:

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

Application Role Creation

The screenshot shows the 'Application Role Creation' form within the 'Role Transaction Mapping' section. The form has a progress indicator with two steps: 'Application Role Creation' (step 1) and 'Map Transaction' (step 2). The form fields are as follows:

Field Name	Value
Application Role Name	ret12
Description	retail112
User Segment	Retail User
Access Type	Internal

Buttons at the bottom of the form are 'Map Transaction', 'Cancel', and 'Back'. The footer of the page contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Application Role Name	Name of the application role.
Description	Description of the application role.
User Segment	Segment of the user for which the application role is to be created. The options are: <ul style="list-style-type: none"> • Retail User • Corporate User • Administrator
Access Type	Type of Access Point. The options are: <ul style="list-style-type: none"> • Internal (for internal access points like internet, Mobile Application, Siri, Chatbot etc.) • External : (for third Party applications)
Scope	List the scopes for the external access point. This field is displayed and enabled, if you select External option in the Access Type field. Once a scope is mapped to a role, it cannot be mapped to any other role.

2. In the **Application Role Name** field, enter the name of the application role.
3. In the **Description** field, enter the description of the application role.
4. From the **User Segment** list, select appropriate segment for which role is to be created.

5. From the **Access Type** list, select appropriate option.
 - a. If you select **External**;
 - i. From the **Scope Name** list, select the appropriate scope to map to application role.
6. Click **Map Transaction** to map transaction to the role.
The **Application Role Creation** screen to add transaction modules and access points appears.
OR
Click **Cancel** to cancel the transaction and to go back to dashboard.
OR
Click **Back** to navigate back to previous screen.

Role Transaction Mapping - Application Role Creation

Field Description

Field Name	Description
Module Name	The modules for which the transactions mapping is to be done. Transactions under the selected modules will get displayed for mapping. Note: Select All option from the drop-down to select all modules.
Map Transactions to Access Points	The internal access points for which the transaction mapping is done for application role. All the internal access point maintained in the system gets displayed here. This field is displayed and enabled, only if you select the Internal option in the Access Type field.

7. Select appropriate modules for transactions mapping.
8. Select the checkbox against the list of Access Points to map the transactions to selected access points.
9. Click **Next**. The entitlement mapping section **Map Transaction** appears.
OR
Click **Clear** to reset the entered details.
OR
Click **Cancel** to cancel the transaction and to go back to dashboard.
OR
Click **Back** to navigate back to previous screen.

Role Transaction Mapping - Map Transaction

ZigBank 204 Welcome, Administrator User
Last login 02 May 03:18 PM

Role Transaction Mapping

Application Role Creation **Map Transaction**

Module Name: Customer Servicing Payments

Map Transactions to Access Points:
 Mobile Application Mobile (Responsive) Internet Siri/Chatbot SMS Banking Snapshot Wearables
 Missed Call Banking testved1

Edit

Mobile Application Internet


Transactions	Perform	Approve	View
<input type="checkbox"/> Customer Servicing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> ATM/Branch Locator			
<input checked="" type="checkbox"/> ATM/Branch Locator	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Access Point			
<input checked="" type="checkbox"/> Access Point Accounts			
<input checked="" type="checkbox"/> Activity Log			
<input checked="" type="checkbox"/> Alert Subscription			
<input checked="" type="checkbox"/> Alerts			
<input checked="" type="checkbox"/> Approvals			
<input checked="" type="checkbox"/> Authentication			
<input checked="" type="checkbox"/> Business Entity			
<input type="checkbox"/> Common			
<input checked="" type="checkbox"/> Enable Audit Log			
<input checked="" type="checkbox"/> FATCA Compliance			
<input checked="" type="checkbox"/> Feedback			
<input type="checkbox"/> Generic Rest			
<input type="checkbox"/> Help			
<input type="checkbox"/> Third Party consent			
<input type="checkbox"/> Transactions			
<input checked="" type="checkbox"/> User Limits			
<input checked="" type="checkbox"/> User Preferences			
<input checked="" type="checkbox"/> View Reports			
<input type="checkbox"/> Payments			
<input checked="" type="checkbox"/> Adhoc Payment			
<input type="checkbox"/> Domestic Transfer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Internal Transfer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> International Transfer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Bill Payment			
<input type="checkbox"/> Customer Biller Maintenance			
<input type="checkbox"/> Demand Draft Payee			
<input type="checkbox"/> Domestic Payee			
<input checked="" type="checkbox"/> Domestic Payer			
<input type="checkbox"/> Drafts			
<input checked="" type="checkbox"/> Favourite Transactions			
<input checked="" type="checkbox"/> Fund Request			
<input type="checkbox"/> Internal Payee			
<input type="checkbox"/> International Payee			
<input checked="" type="checkbox"/> Payment Maintenance			
<input checked="" type="checkbox"/> Remittance			
<input type="checkbox"/> Request Funds			
<input type="checkbox"/> Transfers			
<input type="checkbox"/> Upcoming Payments			

Save **Cancel** **Back**

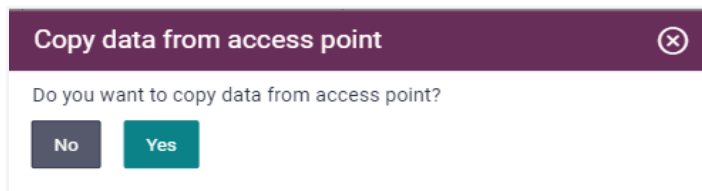
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Field Description

Field Name	Description
Transaction Name	Name of transaction to be mapped to the application role.
Action	<p>Name of the action that can be performed for that transaction by the user to which this application role is assigned.</p> <ul style="list-style-type: none"> • Perform- This action lets the user to perform or initiate that transaction and should be given to maker role. • Approve- This action lets the user to approve that transaction and should be given to approval role. • View- This action lets the user to view the initiated and approved transactions by other users and should be given to viewer role.

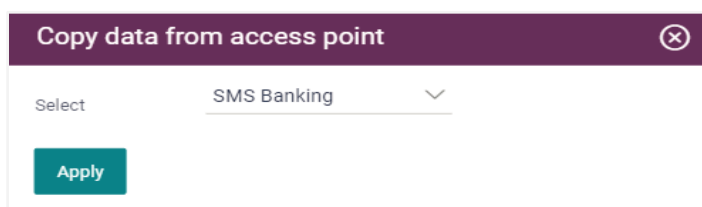
10. Click on the desired Access Point tab for e.g. Internet.
11. To map the transactions to the role, click  against the particular module, then select the transaction type, and then transactions to be mapped.
12. Select the respective check boxes preceding to transaction to be mapped.
OR
Select the checkbox at header level if you want to map all the transactions below that at one instance.
13. Click on the next access point tab, a pop up window appears for asking **Copy data from access point**.

Copy data from access point Confirmation popup window



- a. Click **Yes** to select the access point from which the data has to be copied.
- b. Copy transaction mapping details of access point to another popup window

Copy data from access point Confirmation popup window



- a. From the **Select** list, select the access point from the list.

- b. Click **Apply**.
OR
Click **No** to do the mapping operationally.
- 14. Click **Save** to save the changes.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to the previous screen.
- 15. The **Role Transaction Mapping - Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to the previous screen.
- 16. The screen with success message of **Application Role Policy Map** appears. Click **OK** to complete the transaction.

FAQs

1. Is it mandatory to map transactions to the created application role?

Yes. You will need to associate transactions for at least one module for an access point, once an application role is created.

2. Do I need to mandatorily map transactions for each access point for the new application role created?

No, it is not mandatory to map transactions for each access point for the new role created but if the same are not defined then on initiation of transaction from that access point, system will give an access denied message.

3. Why am I unable to select an action against a specific entitlement for a transaction?

This could be because that the specific action is not applicable or relevant for an entitlement i.e. approve as an action is not applicable to inquiry entitlement for a transaction.

4. Can I copy the same transaction mapping for an application role from one access point to another?

Yes, you can copy the details along with an option to decide from which access point the details need to be copied. On selection of an access point, system will prompt to select the access point from which the entitlements need to be copied.

If you had selected 'No' and later wish to copy the details, then you will need to click on the access point tab again for the system to provide that option.

5. Once I select the module and access points for transaction mapping to an application, can I include additional modules and access points?

Yes, you can click on 'Edit' and include additional modules and access points for mapping.

6. Can I associate multiple scopes to an application role of type external and how are they associated to external access points?

No. Only one scope can be mapped to an application role to map transactions. Once a scope is mapped to an application role, that scope cannot be mapped to another application role.

Multiple scopes can be associated to an external access point as part of access point definition and the same scope can be mapped to different external access points.

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29. View Entitlements

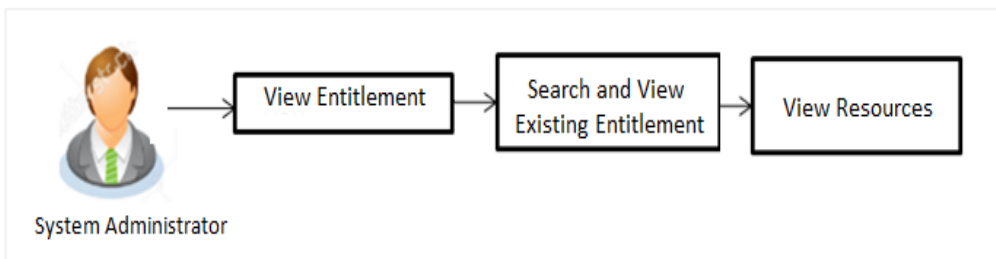
Entitlements are the transactions that the user can perform. Each Entitlement is linked to a single or group of resources. Access of these entitlements to a role is given basis on the necessity and relevance of entitlement to that role. For creation of role and mapping entitlements to that role please refer to Role Transaction Mapping screen.

Using this transaction user can view all the entitlements and resources linked to it for different actions i.e. Perform, Approve, and View. User can also view the services associated for each action for an entitlement.

Pre-Requisites

- Transaction access is provided to System Administrator.

Workflow



Features supported in application

Using this option system administrator can perform the following actions:

- View Entitlement

How to reach here:

Administration Dashboard > Access Policies > View Entitlements

To search entitlement(s):

1. From the **Module Name** list, select the appropriate module for which the entitlements are to be viewed.
2. From the **Category Name** list, select the appropriate category of the selected module.
3. Enter the entitlement name
4. Click **Search**. The based on the search criteria the list of entitlements appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the entered details.
OR
Enter the value directly in the entitlement name field and click **search**.

Entitlements

Entitlements

Module Name: Payments

Category Name: Transfers

Entitlement Name: _____

Search **Clear**

Payments

Transfers

Request Funds

Perform

- com.ofss.digx.app.payment.service.instruction.payin.DomesticPayinInstruction.updateStatus
- com.ofss.digx.app.dda.service.core.DemandDeposit.list
- com.ofss.digx.app.payment.service.core.Payment.fetchCurrencies
- com.ofss.digx.app.payment.service.core.Payment.fetchCurrentDate
- com.ofss.digx.app.payment.service.payer.DomesticPayer.read
- com.ofss.digx.app.payment.service.payer.PayerGroup.list
- com.ofss.digx.app.payment.service.instruction.payin.DomesticPayinInstruction.read
- com.ofss.digx.app.payment.service.instruction.payin.DomesticPayinInstruction.create

Domestic Transfer

Approve **Perform** **View**

- com.ofss.digx.app.payment.service.payout.DomesticPayout.updateStatus
- com.ofss.digx.app.payment.service.payout.DomesticPayout.read
- com.ofss.digx.app.common.purpose.service.Purpose.read
- com.ofss.digx.app.common.purpose.service.Purpose.list
- com.ofss.digx.app.pm.service.charge.Charge.fetchCharges
- com.ofss.digx.app.payment.service.instruction.payout.DomesticPayoutInstruction.read
- com.ofss.digx.app.payment.service.instruction.payout.DomesticPayoutInstruction.updateStatus
- com.ofss.digx.app.common.purpose.service.linkage.PurposeTaskLinkage.list

International Transfer

External Transfer

Internal Transfer

Merchant Transfer Data

Read Merchant Transfer Data

Claim Money

Peer to Peer

Validate P2P Security Code

QR Code Transfer

Own Account Transfer

Cancel

Note

Entitlements are the transactions that the user can perform. Each entitlement is linked to a single or group of resources. A Resource is the complete path of a method provided in the code.


This screen allows you to view all the entitlements and resources linked to it for different actions i.e. Perform, Approve and View.

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Field Description

Field Name	Description
Module Name	Name of the module under which all transactions/entitlements are maintained. This field lists all the module names for the entitlements maintained in the system.
Category Name	Name of the category. Under each module entitlements are grouped under a category.
Entitlement Name	Name of entitlement/transaction.
Entitlement Details	

Field Name	Description
Module Name	Name of the module under which all transactions are maintained.
Category Name	Name of the category under the module.
Transaction Name	Name of entitlement/transaction.
Action Name	Name of action which can be perform. The options are: <ul style="list-style-type: none">• Approve• Perform• View
Resource Name	Name of the resources mapped to entitlement for each action- Approve/Perform/View.

5. Click  against the particular category to view the entitlement under that category.
6. Click **Cancel** to cancel the transaction and go back to dashboard.

[Home](#)

30. Relationship Maintenance

Customer Relationship Maintenance enables the System Administrator to set up the transaction access logic for Bank's retail customers from OBAPI platform based on their account - mode of operation or relationship.

E.g. If a customer relationship (Mode of operation) is 'Either or Survivor', provide an access of all transactions whereas, if a customer relationship (Mode of operation) is 'Jointly', provide an access of all Inquiries and restrict all financial transactions from OBAPI platform. Such account and transaction access rules can be set up by the System Administrator using 'Relationship Maintenance Module'.

This account relationship maintenance is a two-step process.

- Relationship Mapping Maintenance- Using this maintenance System Administrator can map relationship codes available in Oracle banking API solution with relationship codes of core banking system.
- Relationship Matrix Definition - Using this maintenance System Administrator can define the transaction access based on the account relationships

30.1 Relationship Mapping

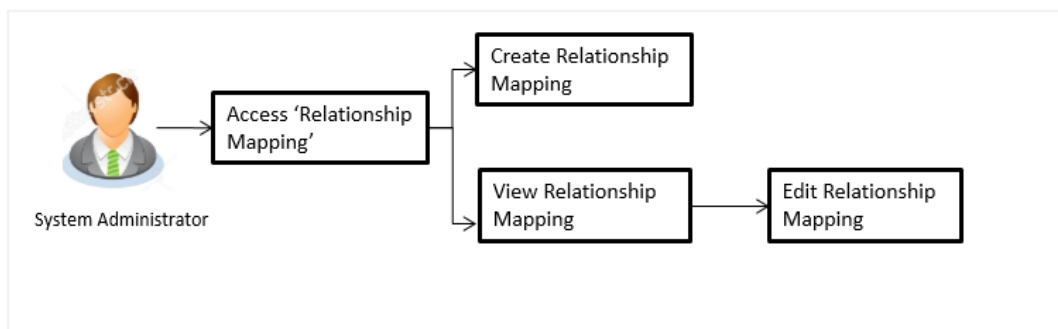
Using this option a System Administrator can map OBAPI account relationship codes with account relationship codes defined in Core Banking Application so that the corresponding matrix defined in OBAPI will be followed based on the available account relationship in the core application.

Note: The relationship matrix maintenance is done using **Relationship Matrix Maintenance** transaction.

Prerequisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Account relationship codes are maintained in OBAPI and in Core Banking Application.

Workflow



Features supported in application

The administrator can perform the following actions:

- Create Relationship Mapping
- Search/ View Relationship Mapping
- Edit Relationship Mapping

How to reach here:

Administration Dashboard > Access Policies > Relationship Mapping

30.1.1 Relationship Mapping Maintenance - View

By accessing this menu option, System Administrator can view the account relationship codes maintained in OBAPI and paired with the codes maintained in Core Banking Application

Relationship code maintained in OBAPI appears on left side of the screen and paired codes if any appears on right side of the screen


1. All the relationships maintained under user account appears on **Relationship Mapping Maintenance** screen.
OR
Click **Edit** to edit the maintenance.
OR
Click **Cancel** to cancel the transaction.

Note: Instead of the **Edit** option, the **Save** option available if user is accessing it for the first time.

☰ ZigBank
🔍 ✉️ 👤 Welcome, superadmin
Last login 22 May 12:05 AM

Relationship Mapping Maintenance

<input type="checkbox"/>	Relationship Name and ID	Map Relationship
<input type="checkbox"/>	Sole Owner (SOW)	
<input type="checkbox"/>	Joint And First (JAF)	
<input type="checkbox"/>	Joint And Other (JAO)	
<input type="checkbox"/>	Joint Or First (JOF)	
<input type="checkbox"/>	Authorized Signatory (AUS)	
<input type="checkbox"/>	Related For Inquiry (REL)	
<input type="checkbox"/>	Partner (PAR)	
<input type="checkbox"/>	Trustee (TRU)	
<input type="checkbox"/>	Co-Borrower (COB)	
<input type="checkbox"/>	Customer Contact Person (CON)	
<input type="checkbox"/>	Developer (DEV)	
<input type="checkbox"/>	Proprietor (PRO)	
<input type="checkbox"/>	Third Party (THR)	
<input type="checkbox"/>	Joint Or Other (JOO)	
<input type="checkbox"/>	Valuer (VAL)	
<input type="checkbox"/>	Custodian (CUS)	
<input type="checkbox"/>	Nominee (NOM)	
<input type="checkbox"/>	Guardian (GUR)	
<input type="checkbox"/>	Guarantor (GUA)	
<input type="checkbox"/>	Solicitor (SOL)	
<input type="checkbox"/>	Others (OTH)	



Want to map relationship?
Please maintain account relationship matrix to control the transaction access.

Save
Cancel

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Field Description

Field Name	Description
Relationship Name and ID	Lists all the relationships maintained in OBAPI.
Map Relationship	Lists all the relationships maintained in Core Banking Application.

30.1.2 Relationship Mapping Maintenance - Edit

Using this option, System Administrator is allowed to map the newly added relationship codes with the codes defined in core application. As well as System Administrator can remove the relationship codes which are selected from the default list.

To modify relation mapping:

1. Navigating to **Relationship Mapping Maintenance** screen, application displays the All the relationships maintained under user account.
2. Click **Edit** to edit the maintenance.
OR
Click **Cancel** to cancel the transaction.

Relationship Mapping Maintenance - Edit

The screenshot displays the 'Relationship Mapping Maintenance' interface. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 22 May 12:05 AM'. The main content area is titled 'Relationship Mapping Maintenance' and contains a table with the following data:

<input type="checkbox"/>	Relationship Name and ID	Map Relationship
<input checked="" type="checkbox"/>	Sole Owner (SOW)	SOW
<input checked="" type="checkbox"/>	Joint And First (JAF)	JAF
<input checked="" type="checkbox"/>	Joint And Other (JAO)	JAO
<input type="checkbox"/>	Joint Or First (JOF)	
<input type="checkbox"/>	Authorized Signatory (AUS)	
<input type="checkbox"/>	Related For Inquiry (REL)	
<input type="checkbox"/>	Partner (PAR)	
<input type="checkbox"/>	Trustee (TRU)	
<input type="checkbox"/>	Co-Borrower (COB)	
<input type="checkbox"/>	Customer Contact Person (CON)	
<input type="checkbox"/>	Developer (DEV)	
<input type="checkbox"/>	Proprietor (PRO)	
<input type="checkbox"/>	Third Party (THR)	
<input type="checkbox"/>	Joint Or Other (JOO)	
<input type="checkbox"/>	Valuer (VAL)	
<input type="checkbox"/>	Custodian (CUS)	
<input type="checkbox"/>	Nominee (NOM)	
<input type="checkbox"/>	Guardian (GUR)	
<input type="checkbox"/>	Guarantor (GUA)	
<input checked="" type="checkbox"/>	Solicitor (SOL)	SOL
<input type="checkbox"/>	Others (OTH)	

At the bottom of the table, there are three buttons: 'Save' (green), 'Cancel' (grey), and 'Back' (grey). The footer of the application contains the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Relationship Name and ID	To map the OBAPI relationships with the relationship codes available in the Core Banking system. Note: Lists all the relationships maintained in OBAPI.
Map Relationship	Relationship id to be mapped with OBAPI relationship ID. Note: Lists all the relationships maintained in Core Banking Application. If an existing mapping is available, a value will be shown in Map Relation field.

1. Select the checkbox against **Relationship Name and ID** to map Core Banking relationships to OBAPI relationships.

Note:

- 1) Select the checkbox adjacent to **Relationship Name and ID** in header row to select all relationships in one instance.
- 2) To unmap the relation mapping, uncheck the checkbox

2. In the **Map Relationship** field, enter the relationships value as maintained in Core Banking Application.
3. Click **Save** to save the relationship mapping maintenance.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
4. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
5. The success message of Relationship Mapping Maintenance saved successfully appears along with the transaction reference number.
Click **OK** to complete the transaction.

30.2 Relationship Matrix

Relationship Matrix maintenance allows the System Administrator to define the transaction access based on the account relationships. Administrator can enable or disable each transaction for each relationship code.

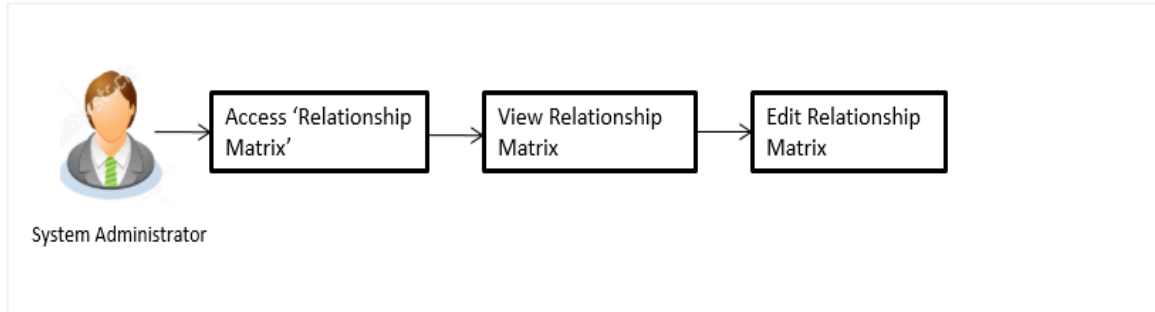
OBAPI first checks if the transaction is mapped to the role attached to the user and then if it is enabled in relationship matrix. If both the conditions are satisfied, an access of a transaction and of an account is provided to the user.

Prerequisites

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

- Account relationship codes are maintained in OBAPI and in Core Banking Application.
- Relationship mapping (mapping of OBAPI relationship codes with codes maintained in Core Banking application) is maintained.

Workflow



Features supported in application

The administrator can perform the following actions:

- View Relationship Matrix
- Edit Relationship Matrix

How to reach here:

Administration Dashboard > Access Policies > Relationship Matrix Maintenance

30.2.1 Relationship Matrix Maintenance - View

Based on the account relationship and transaction access matrix, System Administrator will know the account relationships IDs for which the channel access has been granted

To view relationship matrix:

1. Displays the details maintained under user account relationship and transaction access matrix in **Relationship Matrix Maintenance - View** screen.
OR
Click **Edit** to modify the maintenance.
OR
Click **Cancel** to cancel the transaction.

Note: Instead of the **Edit** option, the **Save** option available if user is accessing it for the first time.

Relationship Matrix Maintenance - View

Relationship Matrix Maintenance

Transactions	Others (OTH)	Sole Owner (SOW)	Joint Or First (JOF)	Joint Or Other (JOO)	Joint And Other (JAO)	Joint And First (JAF)	Solicitor (SOL)
Inquiry	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> CASA Inquiries CASA Interest Certificate Read Debit card Limit List Debit cards Account Details Account Summary Cheque Status Inquiry Account Activity Payments Inquiries Transactions 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save Cancel

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Field Description

Field Name	Description
Module Name	<p>Name of the module under which all transactions are maintained for Relationship Matrix.</p> <ul style="list-style-type: none"> • Current and Savings • Deposits • Loans • Credit Cards
Transaction Name	<p>Lists all the transactions under a specific module for which a channel access has been granted based on account relationship and transaction access matrix.</p> <p>Under each module transactions are mainly grouped as</p> <ul style="list-style-type: none"> • Inquiry • Transactions
Relationship ID	<p>Lists all the relationship IDs maintained in OBAPI for which the codes available in core banking application are mapped.</p>

30.2.2 Relationship Matrix Maintenance - Edit

Using this option, System Administrator can modify the account relationship and transaction access matrix.

To modify relationship matrix:

1. Displays the details maintained under user account relationship and transaction access matrix in **Relationship Matrix Maintenance - View** screen.
2. Click **Edit** to modify the maintenance.
The **Relationship Matrix Maintenance - Edit** screen appears.

Relationship Matrix Maintenance - Edit

The screenshot shows the 'Relationship Matrix Maintenance' screen in the ZigBank system. The page title is 'Relationship Matrix Maintenance' and the user is logged in as 'superadmin'. The screen displays a table with the following columns: 'Transactions', 'Others (OTH)', 'Sole Owner (SOW)', 'Joint Or First (JOF)', 'Joint Or Other (JOO)', 'Joint And Other (JAO)', 'Joint And First (JAF)', and 'Solicitor (SOL)'. The table lists various transaction types with checkboxes indicating access permissions. The 'Payments Inquiries' row is highlighted. At the bottom, there are 'Save', 'Cancel', and 'Back' buttons.

Transactions	Others (OTH)	Sole Owner (SOW)	Joint Or First (JOF)	Joint Or Other (JOO)	Joint And Other (JAO)	Joint And First (JAF)	Solicitor (SOL)
Inquiry	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> CASA Inquiries CASA Interest Certificate Read Debit card Limit List Debit cards Account Details Account Summary Cheque Status Inquiry Account Activity 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Payments Inquiries 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Transactions 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Field Description

Field Name	Description
Module Name	Name of the module under which all transactions are maintained for Relationship Matrix. <ul style="list-style-type: none"> • Current and Savings • Deposits • Loans • Credit Cards
Transaction Name	Lists all the transactions of a specific account for which a channel access has been granted based on account relationship and transaction access matrix. The transaction categories are: <ul style="list-style-type: none"> • Inquiry • Transactions Select/ deselect the transactions to maintain relationship matrix.
Relationship ID	Lists all the relationship IDs maintained in OBAPI for which the codes available in core banking application are mapped.

- Select the checkbox available in the header of transaction category (Inquiry and Transactions), to select all transactions for selected category in one instance.
OR
Select the checkbox available against the **Relationship ID**) for each transaction.

Note:

- Select / deselect the checkbox against the Transaction category (Inquiry and Transactions) to select all transactions under it.
- To unmap the relation mapping, deselect the checkbox.

- Repeat step 2 for all modules as per requirement.
- Click **Save** to save the relationship matrix maintenance.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
- The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
- The success message of Relationship Matrix Maintenance saved successfully appears along with the transaction reference number.
Click **OK** to complete the transaction.

FAQs

1. Is relationship mapping is a mandatory step?

Yes, relationship mapping is a mandatory step, without which the accounts will not be fetched from the core banking application.

2. Will all transactions available be listed under a respective module on relationship matrix screen?

Transactions for which the Customer Relationship Matrix maintenance flag is enabled in 'Transaction Aspects' screen will be listed under the respective modules.

3. Will a user get the access of a transaction and of an account, based on the relationship matrix definition?

No, OBAPI first checks if the transaction is mapped to the role attached to the user and then if it is enabled in relationship matrix. If both the conditions are satisfied, access of the transaction and of account is provided to the user.

4. What will happen if an inquiry access for current and savings accounts module have been granted for a specific relationship code e.g. JAF (Joint and First) and not provided for a non-inquiry transactions?

In the above case user having an account with the relationship code JAF, will be able to access all inquiry transactions from OBAPI platform but the account will not be listed in non-inquiry transaction screen.

[Home](#)

31. Limits 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.

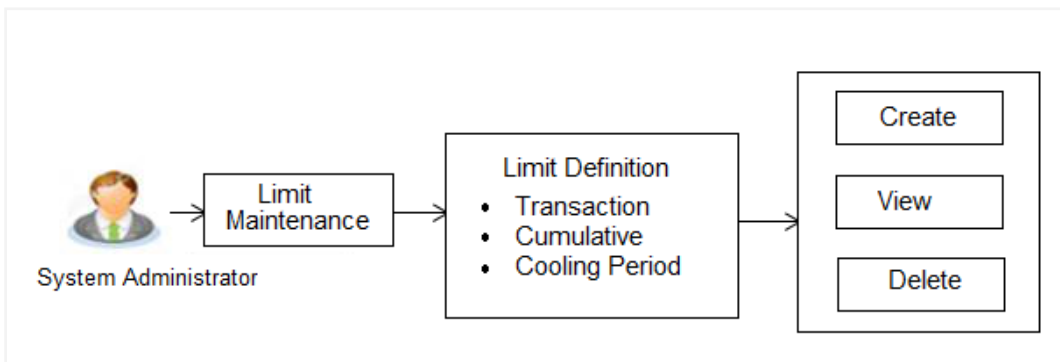
As part of limits definition maintenance, following types of limits can be defined:

- 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/month and maximum number of transaction in a day/month
- Cooling Period: Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.
- Limit package maintenance allows the administrator to map these definitions to every transaction.

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 > Limits > Limits Definition

31.1 Limits Definition - View

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 for selected limit type are displayed.

To search and view limits:

1. In the **Limits Definition** screen, enter the search parameters and click **Search**. The **Limits Definition** 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 Definition - Search

The screenshot displays the 'Limits Definition' search interface in the ZigBank application. The header includes the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 28 Jun 09:15 AM'. The main content area is titled 'Limit Definition' and contains a search form with the following fields:

- Limit Code:
- Limit Description:
- Limit Type: Transaction Cumulative Cooling Period

Buttons for 'Search' and 'Clear' are located below the form. The search results are displayed in a table:

Limit Code	Limit Description	Limit Type
CLM1	Cumulative Monthly Count 500 Amount 500000	Cumulative
nehcumret14	nehcumret14	Cumulative
CLD1	Cumulative Limit Daily Count 200 Amount 200000	Cumulative
MustuCumDailyL01	Max Trans 3 Cum Trans Amt 40000	Cumulative
MustuCumMonthlyL01	Cum Trans Amt 150000 Max Trans 17	Cumulative
FUCORPCUM	FUCORP Cumulative Limit	Cumulative
LD_Cum_D_All_OBPM	LD_Cum_D_All_OBPM	Cumulative
LD_Cum_M_All_OBPM	LD_Cum_M_All_OBPM	Cumulative
CumuM	Cumulative Limit Monthly	Cumulative

At the bottom of the table, there is a pagination control showing 'Page 1 of 1 (1-9 of 9 items)' and a 'Cancel' button. A sidebar on the right contains a 'Create' button and a description of transaction limits.

Limit Definition

Transaction limits can be defined to set up amount and duration based restrictions on transactions that can be carried out by the customers. This maintenance allows you to search and view limit definitions. Also you can create new and delete existing limit definitions. Search limit definitions based on different search parameters and the matching result will be listed.

[Create](#)

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Field Description

Field Name	Description
Limit Code	Name of the limit with unique identifier.
Limit Description	Description of the limit.

Field Name	Description
Limit Type	<p>The limit type of limit.</p> <p>The limit type 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/month • Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.

Search Results

Limit Code	Name of the limit with unique identifier.
Limit Description	Description of the limit.
Limit Type	<p>The limit type of limit.</p> <p>The limit type 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 max amount and number of transactions for a day/month • Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.

2. Click the **Limit Code** of the record to view the details. The **Limits Definition -View** screen appears.

Limits Definition - View

The screenshot displays the 'Limits Definition - View' interface. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 28 Jun 03:13 AM'. The main content area is titled 'Limit Definition' and contains a table with the following details:

Limit Code	LD_Cum_M_All_OBPM
Limit Type	Cumulative
Limit Description	LD_Cum_M_All_OBPM
Frequency	Monthly
Currency	EUR
Cumulative Transaction Amount	€999,999.00 Per Month
Maximum Transactions	999999 Per Month

Below the table are three buttons: 'Delete', 'Cancel', and 'Back'. To the right of the table is a 'Limit Details' panel with a blue icon of a folder and a document. The text in this panel reads: 'You may delete the definitions, by clicking on Delete button. Ensure this definition is not in user before you proceed. You can choose to go back to the previous screen or cancel the operations.'

At the bottom of the screen, there is a footer with the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'

- 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.

31.2 Limits Definition - Create

Using this option, System Administrator can create a limit as required.

To create a transaction limit:

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

Limits Definition - Transaction - Create

The screenshot displays the 'Limits Definition - Transaction - Create' interface. The top navigation bar includes the ZigBank logo, a search icon, a notification bell, and user information: 'Welcome, superadmin' and 'Last login: 28 Jun 03:13 AM'. The main content area is titled 'Limit Definition' and features three tabs: 'Transaction' (selected), 'Cumulative', and 'Cooling Period'. The form fields are as follows:

- Limit Type: Transaction (selected)
- Limit Code: TXNlimit-11
- Limit Description: TXNlimit-11
- Currency: GBP
- Minimum Amount: £100,000.00
- Maximum Amount: £1,000.00

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Back'. On the right side, there is a 'Create Limit Definition' section with an icon of a notepad and a list of limit types:

- Transaction – Minimum and maximum transaction initiation limit.
- Cumulative - Collective amount of a transaction and total number of transaction limit.
- Cooling Period – Limits for newly added payees. Map these limit definitions to a transaction as a part of limit package.

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Field Description

Field Name	Description
Limit Type	The type of limit. The limit type 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/month Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.
Limit Code	The name of the limit with unique identifier.

Field Name	Description
Limit Description	Description of the limit.
Currency	The currency to be set for the limit.
Minimum Amount	The minimum amount for a transaction in selected currency.
Maximum Amount	The maximum amount for a transaction in selected currency.

- In the **Transaction** tab screen, enter the code in the **Limit Code** field.
- In the **Limit Description** field, enter the description of the limit.
- From the **Currency** field, select the appropriate currency for the limits.
- In the **Minimum Amount** and **Maximum Amount** field, enter the minimum and maximum amount for a transaction in local currency.
- 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.
- The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
- The success message of transaction submission appears.
Click **OK** to complete the transaction.

Limits Definition - Cumulative - Create

The screenshot shows the 'Limit Definition' form in the ZigBank system. The form is for creating a 'Cumulative' limit. The fields are as follows:

- Limit Type:** Transaction, **Cumulative**, Cooling Period
- Limit Code:** LIM11_CUM
- Limit Description:** Cumlimit112
- Frequency:** Daily, Monthly
- Currency:** GBP
- Cumulative Transaction Amount:** £100,000.00
- Maximum Transactions:** 1000

Buttons at the bottom: Save, Cancel, Back.

Create Limit Definition

You can define following types of limits on the transactions

- Transaction - Minimum and maximum transaction initiation limit.
- Cumulative - Collective amount of a transaction and total number of transaction limit.
- Cooling Period - Limits for newly added payees.

Map these limit definitions to a transaction as a part of limit package.

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Field Description

Field Name	Description
Limit Type	<p>The type of limit.</p> <p>The limit type 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/month • Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.
Limit Code	The name of the limit with unique identifier.
Limit Description	Description of the limit.
Frequency	<p>The specific duration for which the limits can be utilized and available.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Daily • Monthly
Currency	The currency to be set for the limit.
Cumulative Transaction Amount	The collective amount in selected 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 Definition - Create** screen with **Cumulative** tab appears.
2. Enter the relevant information in **Limit Code** and **Limit Description** field.
3. From the **Frequency** field, select the appropriate duration for the limits.
4. From the **Currency** field, select the appropriate currency for the limits.
5. In the **Cumulative Transaction Amount** field, enter the collective amount of transaction in local currency.
6. In the **Maximum Transactions** field, enter the value for maximum number of transactions.

7. 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.
8. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
9. The success message of transaction submission appears.
Click **OK** to complete the transaction.

Limits Definition - Cooling Period - Create

The screenshot shows the 'Limit Definition' form in the ZigBank system. The 'Limit Type' is set to 'Cooling Period'. The 'Limit Code' is 'LIMITSCOOL112' and the 'Limit Description' is 'LIMIT112'. The currency is 'GBP'. There are three time periods defined:

From Time	To Time	Cumulative Transaction Amount
0dd : 0hh : 0mm	1 9 0	£100,000.0
1dd : 9hh :	2 9 3	£100,000.0
2dd : 9hh : 3mm	dd hh mm	£0.00

Buttons at the bottom include 'Save', 'Cancel', and 'Back'. A sidebar on the right provides instructions on how to define limits.

Field Description

Field Name	Description
Limit Type	The type of limit. The limit type 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/month • Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.
Limit Code	The name of the limit with unique identifier.

Field Name	Description
Limit Description	Description of the limit.
Currency	The currency to be set for the limit.
From Time	The cooling period start time. It can be in days and/or hours and/or minutes For example a new payee will be 'active' after a cooling period of 0 days & 0 hours & 30 minutes
To Time	The cooling period end time. It can be in days and/or hours and/or minutes. For example a new payee will be 'active' after a cooling period of 0 days & 0 hours & 30 minutes.
Cumulative Transaction Amount	The collective transaction amount in selected currency for a defined cooling period.

To set up multiple amount and time limit slabs:

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

Note: You can click  to delete a record.

31.3 Limits Definition - Delete Limit

Using this option, System Administrator can delete a limit definition created earlier. Limit definition can be deleted only if it is not in use (available as a part of any limit package).

To delete a limit:

1. In the **Limits Definition** screen, enter the search parameters and click **Search**. The **Limits Definition** 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 Definition - Search

The screenshot displays the 'Limit Definition' search interface in the ZigBank system. At the top, there are search input fields for 'Limit Code' and 'Limit Description', and radio buttons for 'Limit Type' (Transaction, Cumulative, Cooling Period). Below these are 'Search' and 'Clear' buttons. A table lists the search results:

Limit Code	Limit Description	Limit Type
CLM1	Cumulative Monthly Count 500 Amount 500000	Cumulative
nehcumret14	nehcumret14	Cumulative
CLD1	Cumulative Limit Daily Count 200 Amount 200000	Cumulative
MustuCumDailyL01	Max Trans 3 Cum Trans Amt 40000	Cumulative
MustuCumMonthlyL01	Cum Trans Amt 150000 Max Trans 17	Cumulative
FUCORPCUM	FUCORP Cumulative Limit	Cumulative
LD_Cum_D_All_OBPM	LD_Cum_D_All_OBPM	Cumulative
LD_Cum_M_All_OBPM	LD_Cum_M_All_OBPM	Cumulative
CumuM	Cumulative Limit Monthly	Cumulative

Below the table is a pagination control showing 'Page 1 of 1 (1-9 of 9 items)' and a 'Cancel' button. On the right side, there is a 'Limit Definition' section with a 'Create' button and a descriptive text about transaction limits.

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

Limits Definition - View

Limit Definition

Limit Code	LD_Cum_M_Ail_OBPM
Limit Type	Cumulative
Limit Description	LD_Cum_M_Ail_OBPM
Frequency	Monthly
Currency	EUR
Cumulative Transaction Amount	€999,999.00 Per Month
Maximum Transactions	999999 Per Month

Delete Cancel Back

Limit Details

You may delete the definitions, by clicking on Delete button. Ensure this definition is not in user before you proceed. You can choose to go back to the previous screen or cancel the operations.

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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

Limit Code: MustuCumDailyL01
Limit Type: Cumulative
Limit Description: Max Trans 3 Cum Trans Amt 40000
Frequency: Daily
Currency: INR
Cumulative Transaction Amount: ₹40,000.00 Per Day
Maximum Transactions: 3 Per Day

Delete Cancel Back

Limit Deletion

Are you sure you want to delete this Limit?

Yes No

Limit Details

You may delete the definitions, by clicking on Delete button. Ensure this definition is not in user before you proceed. You can choose to go back to the previous screen or cancel the operations.

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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.

FAQs

1. Can I delete transaction and/ or cumulative/ cooling period limit definitions 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. Can I maintain multiple definitions for each limit type?

Yes, you can maintain multiple limit definitions under each limit type.

3. What is a significance of defining different slab limits in case of cooling period limit type?

Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee. Administrator can set up 2 or more time slabs to define the payee limits. E.g.

- 0 mins to 30 Mins – Amount limit – \$ 0
- 31Min to 60 Mins – Amount limit is \$ 5000.

Customer cannot transfer any amount till first 30 mins from the time payee is added. From 31 to 60 mins, customer can maximum transfer upto \$ 5000 subject to sufficient transaction and cumulative limits available.

[Home](#)

32. Limits Package Management

Limit package is a group of transaction limits. As part of the limit package management, defined limits (created through 'Limit Definition') can be mapped to each transaction or to a transaction group (Created using Transaction Group Maintenance). Each package is associated with a specific channel/Touch point or with a group of Touch points.

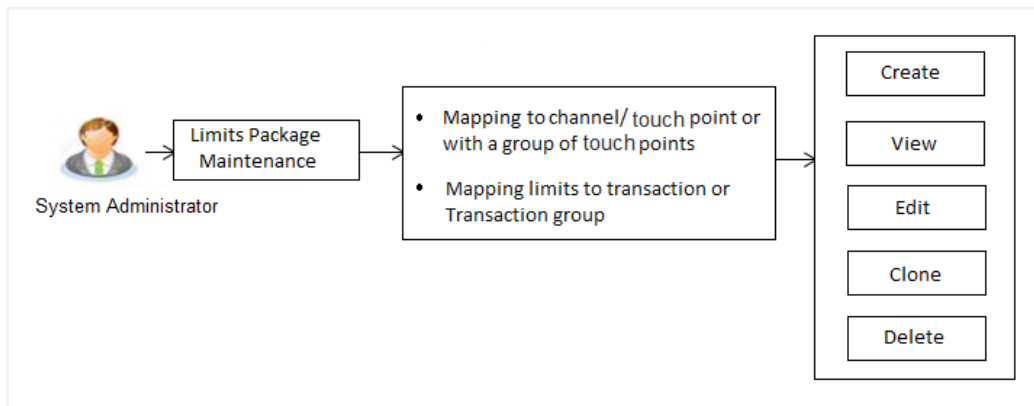
The limits packages once created can be mapped to

- User Segment – using System Rules maintenance
- Party – using Party Preferences (Cumulative User Limits and Cumulative Customer limits)
- User – using User Management

Prerequisites:

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Transaction aspects - limit parameter is enabled for required transactions,
- Transactions groups are maintained as required.
- Touch Point and touch point groups are maintained as required.
- Limit definitions are maintained.

Workflow



Features supported in application

Following functions can be performed by the bank administrator as part of the limit package maintenance

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

How to reach here:

Administration Dashboard > Limits > Limits Package Management

OR

Administration Dashboard > Toggle menu > Limits > Limits Package

32.1 Limit Package Management - View

Using this option, Administrator can search for specific limit package based on different search parameters like package code, user segments to for which the package is enabled, touch point/touch point groups to which a package can be mapped etc The search results displays a list or particular limit package/s 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:

1. 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.

Limit Package Management - Search

The screenshot displays the 'Limit Package Management' search interface. At the top, there are search filters for Package Code, Package Description, Role (with a 'Select Roles' dropdown), Touch Point/ Group (with radio buttons for Touch Point, Touch Point Group, and Global), Currency, and Updated On (with 'From Date' and 'To Date' date pickers). Below the filters are 'Search' and 'Clear' buttons. On the right side, there is a 'Limit Package' callout box with a 'Create' button and explanatory text. The main area contains a table of search results with columns: Package Code, Package Description, Touch Point, Currency, Updated On, and Roles. The table lists several packages, including 'LimitPackage6', 'LimitPackage1', 'LimitPackageNew9', 'LimitPackage8', 'LPTest003', 'test_Lp10', and 'STLPGroup' entries. At the bottom, there is a 'Page 1 of 41 (1-10 of 407 items)' indicator and a 'Cancel' button.

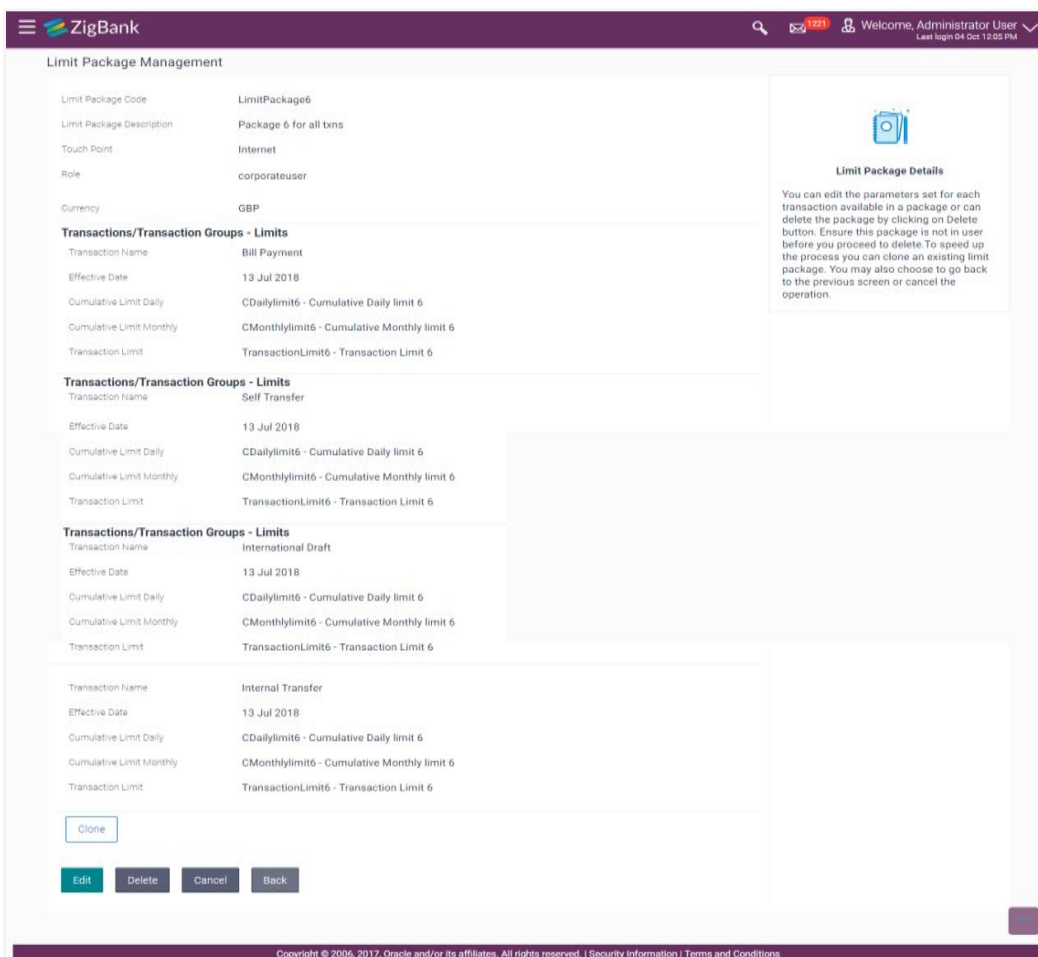
Package Code	Package Description	Touch Point	Currency	Updated On	Roles
LimitPackage6	Package 6 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LimitPackage1	Package 1 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LimitPackageNew9	LimitPackageNew9	APINTERNET	GBP	19 Jul 2018	corporateuser
LimitPackage8	Package 8 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LPTest003	LPTest003	001	GBP	18 Jul 2018	corporateuser
test_Lp10	test_Lp10	APINTERNET	GBP	24 Sep 2018	retailuser
STLPGroup26Sep141004	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141349	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141718	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141843	STLPGroup	001	GBP	26 Sep 2018	corporateuser

Field Description

Field Name	Description
Package Code	The unique code assigned to the limit package.
Package Description	Description of the limit package.
Role	The limit is applicable to specific party or role (s).
Touch Point / Group	Name of the touch point or group mapped to a limit package.
Currency	Currency in which the limit package is created.
Updated On	Date range in which limit package were updated.
Search Results	
Package Code	The unique code assigned to the limit package.
Package Description	Description of the limit package.
Touch Point	Name of the touch point mapped to a limit package.
Currency	Currency in which the limit package is created.
Updated On	Date on which limit package was updated.
Roles	The limit is applicable to specific party or role (s).

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

Limit Package Management - View



Field Description

Field Name	Description
Limit Package Code	The unique code assigned to the limit package.
Limit Package Description	Description of the limit package.
Touch Point/ Touch Point Group	Name of the touch point or group mapped to a limit package.
Roles	The party or role (s) to which limit is applicable.
Currency	Currency in which the limit package is created.
Transactions / Transaction Groups - Limits	

Field Name	Description
Transaction / Transaction Group Name	Name of the transaction group that is mapped to the limit package.
Effective Date	The date from which the limit package is effective for the transaction/transaction group.
Expiry Date	Expiry date of a specific limit linked to a transaction. This field will be displayed only if expiry date is maintained for each transaction.
Cumulative Limit Daily	The daily cumulative limit set for the specific transaction. It displays the limit name and description along with the cumulative transaction amount and transaction count.
Cumulative Limit Monthly	The cumulative limit set for the specific transaction on basis on month. 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 **Clone** to make another limit package with similar details.
OR
Click **Edit** to edit the limit package.
OR
Click **Delete** to delete the limit.
OR
Click **Cancel** to cancel the transaction and go back to Dashboard.
OR
Click **Back** to navigate to the previous screen.

32.2 Limit Package Management - Create

An administrator can create a new limit package using this maintenance. User has to define touch point or a touch point group and a currency in which a package is to be created. The touch points and groups defined are listed for selection. A package can also be enabled for mapping at multiple user segments.

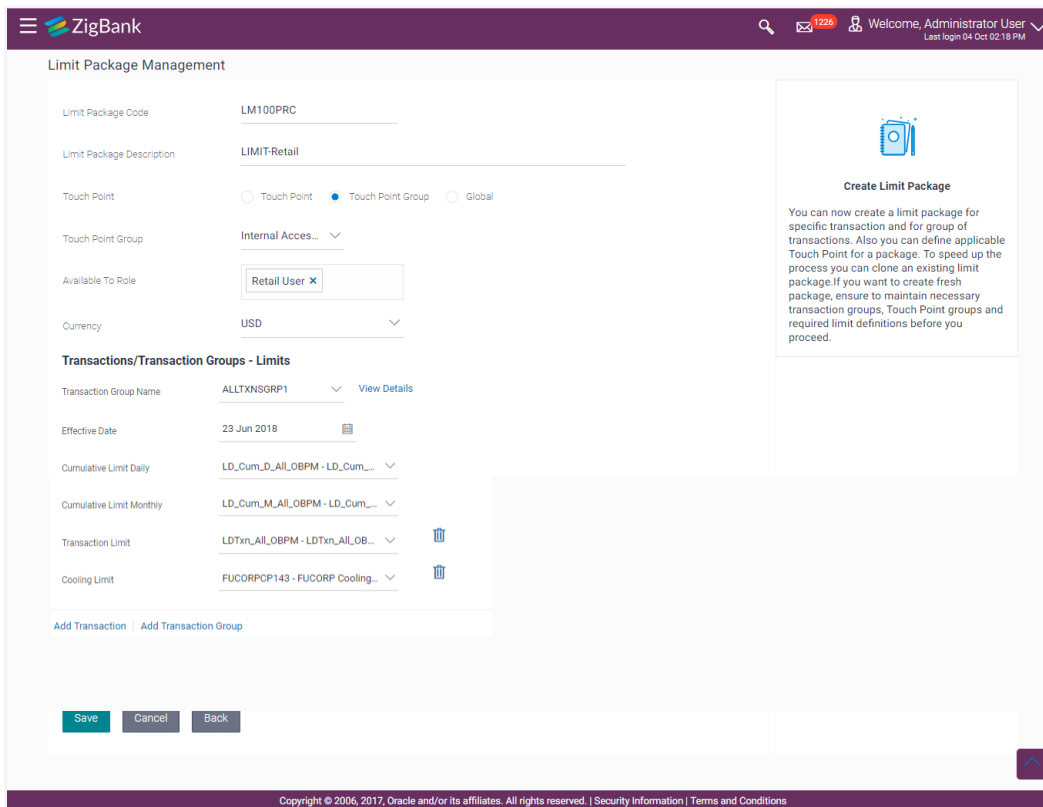
An administrator can add multiple transactions and transaction groups in a package and can assign limit definitions created for each transaction and for a group.

Further, these packages can be assigned at each touch point/group level while defining user segment parameters, party preferences and while creating business users.

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



Field Description

Field Name	Description
Limit Package Code	The unique code of the limit package.
Limit Package Description	Description of the limit package.
Touch Point	Touch point or a group of touch point for which a package is to be created. The options are: <ul style="list-style-type: none"> • Touch Point • Touch Point Group

Field Name	Description
Touch Point	Internal and external touch points defined using touch point maintenance is available for selection. This field is displayed and enabled if you select Touch Point option in the Touch Point field.
Touch Point Group	Internal and external touch points groups defined using touch point group maintenance are available for selection. This field is displayed and enabled if you select Touch Point Group option in the Touch Point field.
Available To Role	User segment/s for which a package is to be enabled for mapping.
Currency	The currency to be set for the limit package.
Transactions/ Transaction Group - Limits	
Transactions/ Transaction Group Name	The transaction or transaction group name, to assign the limits to it.
Effective Date	A date from which the limits should be applied for a selected transaction or transaction group.
Cumulative Limit Daily	Cumulative transaction limits which are applicable for each day. All the limit definitions maintained with cumulative – daily limit type and with the same currency as defined at package level are listed for selection.
Cumulative Limit Monthly	Cumulative transaction limits which are applicable for each month. All the limit definitions maintained with cumulative – monthly limit type and with the same currency as defined at package level are listed for selection.
Transaction Limit	Transaction minimum and maximum initiation limits. All the limit definitions maintained with transaction – limit type and with the same currency as defined at package level are listed for selection.
Cooling Limit	All the limit definitions maintained with cooling period – limit type and with the same currency as defined at package level are listed for selection.

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. In the **Touch Point** field, select the appropriate option.
 - c. If you select **Touch Point**;
 - ii. From the **Touch Point** list, select the appropriate option.
 - d. If you select **Touch Point Group**;
 - iii. From the **Touch Point Group** list, select the appropriate option.

5. From **Available To Role** list, select the appropriate role.
6. From **Currency** list, select the appropriate currency to be associated with the Limit Package. It enables the **Transactions / Transaction Group - Limits** section.
7. From the **Transaction / Transaction Group Name** from the list, select the appropriate option for the limit package in the **Transactions / Transaction Group - Limits** section.

Note: Click [View Details](#) link to view transaction group details.


View Details -Transaction Group Details

Field Description

Field Name	Description
Group Code	Search the transaction groups with group code.
Group Description	Search the transaction groups with group description.
No. of Transactions	Number of transactions associated with the transaction groups.

8. Select the **Effective Date** from the calendar for the limit package in the **Transactions / Transaction Group - Limits** section.
9. From the **Cumulative Limit Daily, Cumulative Limit Monthly, Transaction Limit and Cooling Limit** lists, select the appropriate limits.
10. Click **Add Transaction** and repeat the steps 4 to 6, if you want to assign limits for more transactions.
OR
Click **Add Transaction Group** and repeat the steps 4 to 6, if you want to assign limits for more transactions groups.
11. Click **Save** to save the limit package.
OR

- Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
12. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
13. 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.

32.3 Limit Package Management - Edit

Using this option, System Administrator can update or edit a limit package created for a specific channel/touch point. User is not allowed to edit the code, currency and touch point details, whereas can add or remove the transactions/transaction groups available as a part of package. And also can edit the limit definitions mapped against each type of limit.

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.

Limit Package Management - Search

Limit Package Management

Package Code: _____
 Package Description: _____
 Role: *Select Roles* ▾
 Touch Point/ Group: Touch Point Touch Point Group Global
 Currency: *Currency* ▾
 Updated On: *From Date* [] *To Date* []

Less Search Options ^

Package Code	Package Description	Touch Point	Currency	Updated On	Roles
LimitPackage6	Package 6 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LimitPackage1	Package 1 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LimitPackageNew9	LimitPackageNew9	APINTERNET	GBP	19 Jul 2018	corporateuser
LimitPackage8	Package 8 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LPTest003	LPTest003	001	GBP	18 Jul 2018	corporateuser
test_Lp10	test_Lp10	APINTERNET	GBP	24 Sep 2018	retailuser
STLPGroup26Sep141004	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141349	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141718	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141843	STLPGroup	001	GBP	26 Sep 2018	corporateuser

Page 1 of 41 (1-10 of 407 items) | < 1 2 3 4 5 ... 41 > ✕

Limit Package

You can now create a limit package for specific transaction and for group of transactions. Also you can define applicable Touch Point for a package. To speed up the process you can clone an existing limit package. If you want to create fresh package, ensure to maintain necessary transaction groups, Touch Point groups and required limit definitions before you proceed.

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

Limit Package Management - View

ZigBank | Welcome, Administrator User | Last login 04 Oct 12:05 PM

Limit Package Management

Limit Package Code	LimitPackage6
Limit Package Description	Package 6 for all txns
Touch Point	Internet
Role	corporateuser
Currency	GBP

Limit Package Details

You can edit the parameters set for each transaction available in a package or can delete the package by clicking on Delete button. Ensure this package is not in user before you proceed to delete. To speed up the process you can clone an existing limit package. You may also choose to go back to the previous screen or cancel the operation.

Transactions/Transaction Groups - Limits	
Transaction Name	Bill Payment
Effective Date	13 Jul 2018
Cumulative Limit Daily	CDailyLimit6 - Cumulative Daily limit 6
Cumulative Limit Monthly	CMonthlyLimit6 - Cumulative Monthly limit 6
Transaction Limit	TransactionLimit6 - Transaction Limit 6

Transactions/Transaction Groups - Limits	
Transaction Name	Self Transfer
Effective Date	13 Jul 2018
Cumulative Limit Daily	CDailyLimit6 - Cumulative Daily limit 6
Cumulative Limit Monthly	CMonthlyLimit6 - Cumulative Monthly limit 6
Transaction Limit	TransactionLimit6 - Transaction Limit 6

Transactions/Transaction Groups - Limits	
Transaction Name	International Draft
Effective Date	13 Jul 2018
Cumulative Limit Daily	CDailyLimit6 - Cumulative Daily limit 6
Cumulative Limit Monthly	CMonthlyLimit6 - Cumulative Monthly limit 6
Transaction Limit	TransactionLimit6 - Transaction Limit 6

Transactions/Transaction Groups - Limits	
Transaction Name	Internal Transfer
Effective Date	13 Jul 2018
Cumulative Limit Daily	CDailyLimit6 - Cumulative Daily limit 6
Cumulative Limit Monthly	CMonthlyLimit6 - Cumulative Monthly limit 6
Transaction Limit	TransactionLimit6 - Transaction Limit 6

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3. Click **Edit**. The **Limit Package Management - Edit** screen appears.

Limit Package Management - Edit

Field Description

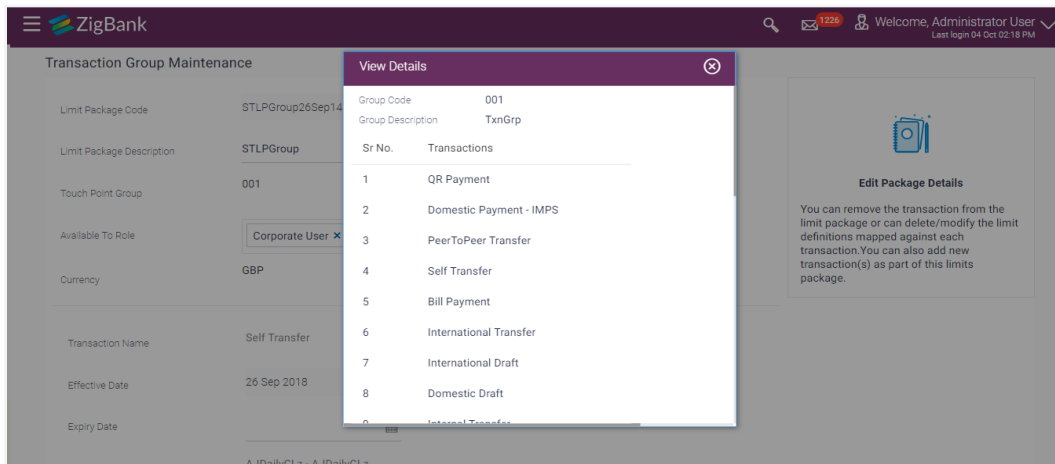
Field Name	Description
Limit Package Code	The unique code of the limit package. This information cannot be edited.
Limit Package Description	Description of the limit package. Details provided previously will be shown in an editable form.
Touch Point	Touch point or a group of touch point for which a package is created. Touch point name or a group package name will be shown in non-editable form.

Field Name	Description
Available To Role	User segment/s for which a package is enabled for mapping. Details provided previously will be shown in an editable form.
Currency	The currency which is set for the limit package. This information cannot be edited.
Transactions/ Transaction Group - Limits	
Transactions/ Transaction Group Name	The transaction or transaction group name, to assign the limits to it.
Effective Date	A date from which the limits should be applied for a selected transaction or transaction group.
Expiry Date	A date from which the limits will be deactivated.
Cumulative Limit Daily	Cumulative transaction limits which are applicable for each day. Already assigned package if any is shown in an editable form. All the limit definitions maintained with cumulative – daily limit type and with the same currency as defined at package level are listed for selection.
Cumulative Limit Monthly	Cumulative transaction limits which are applicable for each month. Already assigned limit definition if any is shown in an editable form. All the limit definitions maintained with cumulative – monthly limit type and with the same currency as defined at package level are listed for selection.
Transaction Limit	Transaction minimum and maximum initiation limits. Already assigned definition if any is shown in an editable form. All the limit definitions maintained with transaction – limit type and with the same currency as defined at package level are listed for selection.
Cooling Limit	Already assigned definition if any is shown in an editable form. All the limit definitions maintained with cooling period – limit type and with the same currency as defined at package level are listed for selection.

- Edit the required details, e.g. Touch point, Touch point group, roles, cumulative and/ or transaction, Transaction Group and/ or cooling limit.

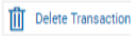
Note: Click [View Details](#) link to view transaction group details.

View Details -Transaction Group Details



Field Description

Field Name	Description
Group Code	Search the transaction groups with group code.
Group Description	Search the transaction groups with group description.
No. of Transactions	Number of transactions associated with the transaction groups.

- Click **Add Transaction**, if you want to add a new transaction.
OR
Click **Add Transaction Group**, if you want to add a new transaction group.
OR
Click  to delete an existing transaction/ transaction group.
- Click **Save** to save the changes made to the limit package.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
- The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
- The success message of transaction submission appears.
Click **OK** to complete the transaction.

32.4 Limit Package Management - Clone

To speed up the process of creating new limit package, System Administrator can clone an existing limit package. All the values available in an existing package are shown in an editable format, administrator is allowed to make changes in it and save the package with different name.

To clone 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.

Limit Package Management - Search

The screenshot displays the 'Limit Package Management' search interface. On the left, there are search filters for Package Code, Package Description, Role (with a 'Select Roles' dropdown), Touch Point/ Group (with radio buttons for Touch Point, Touch Point Group, and Global), Currency (with a dropdown), and Updated On (with 'From Date' and 'To Date' date pickers). Below these filters are 'Search' and 'Clear' buttons. The main area shows a table of search results with columns: Package Code, Package Description, Touch Point, Currency, Updated On, and Roles. The table lists several packages, including 'LimitPackage6', 'LimitPackage1', 'LimitPackageNew9', 'LimitPackage8', 'LPTest003', 'test_Lp10', and various 'STLPGroup' entries. At the bottom of the table, there is a pagination control showing 'Page 1 of 41 (1-10 of 407 items)'. A 'Cancel' button is located at the bottom left of the table area. On the right side, there is a 'Limit Package' sidebar with a camera icon, a title, a descriptive paragraph, and a 'Create' button. The top of the interface shows the ZigBank logo, a search icon, a notification icon with '1253', and a user profile section for 'Welcome, Administrator User' with a 'Last login 04 Oct 11:50 AM' timestamp.

Package Code	Package Description	Touch Point	Currency	Updated On	Roles
LimitPackage6	Package 6 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LimitPackage1	Package 1 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LimitPackageNew9	LimitPackageNew9	APINTERNET	GBP	19 Jul 2018	corporateuser
LimitPackage8	Package 8 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LPTest003	LPTest003	001	GBP	18 Jul 2018	corporateuser
test_Lp10	test_Lp10	APINTERNET	GBP	24 Sep 2018	retailuser
STLPGroup26Sep141004	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141349	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141718	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141843	STLPGroup	001	GBP	26 Sep 2018	corporateuser

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

Limit Package Management - View

Limit Package Management

Limit Package Code: LimitPackage6
 Limit Package Description: Package 6 for all bins
 Touch Point: Internet
 Role: corporateuser
 Currency: GBP

Limit Package Details

You can edit the parameters set for each transaction available in a package or can delete the package by clicking on Delete button. Ensure this package is not in use before you proceed to delete. To speed up the process you can clone an existing limit package. You may also choose to go back to the previous screen or cancel the operation.

Transactions/Transaction Groups - Limits

Transaction Name: Bill Payment
 Effective Date: 13 Jul 2018
 Cumulative Limit Daily: CDailyLimit6 - Cumulative Daily limit 6
 Cumulative Limit Monthly: CMonthlyLimit6 - Cumulative Monthly limit 6
 Transaction Limit: TransactionLimit6 - Transaction Limit 6

Transactions/Transaction Groups - Limits

Transaction Name: Self Transfer
 Effective Date: 13 Jul 2018
 Cumulative Limit Daily: CDailyLimit6 - Cumulative Daily limit 6
 Cumulative Limit Monthly: CMonthlyLimit6 - Cumulative Monthly limit 6
 Transaction Limit: TransactionLimit6 - Transaction Limit 6

Transactions/Transaction Groups - Limits

Transaction Name: International Draft
 Effective Date: 13 Jul 2018
 Cumulative Limit Daily: CDailyLimit6 - Cumulative Daily limit 6
 Cumulative Limit Monthly: CMonthlyLimit6 - Cumulative Monthly limit 6
 Transaction Limit: TransactionLimit6 - Transaction Limit 6

Transaction Name: Internal Transfer
 Effective Date: 13 Jul 2018
 Cumulative Limit Daily: CDailyLimit6 - Cumulative Daily limit 6
 Cumulative Limit Monthly: CMonthlyLimit6 - Cumulative Monthly limit 6
 Transaction Limit: TransactionLimit6 - Transaction Limit 6

Clone

Edit Delete Cancel Back

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3. Click **Clone**. The **Limits Package Management-Create** screen appears with existing limit package details.

Limits Package Management-Create

The screenshot shows the 'Limit Package Management - Create' interface. The top navigation bar includes the ZigBank logo, a search icon, a notification bell with '1226', and a user profile for 'Administrator User' with the last login on '04 Oct 02:18 PM'. The main form area is titled 'Limit Package Management' and contains the following fields and sections:

- Limit Package Code:** LM100PRC
- Limit Package Description:** LIMIT-Retail
- Touch Point:** Radio buttons for Touch Point, Touch Point Group (selected), and Global.
- Touch Point Group:** Internal Acces... (dropdown)
- Available To Role:** Retail User (dropdown)
- Currency:** USD (dropdown)
- Transactions/Transaction Groups - Limits:**
 - Transaction Group Name:** ALLTXNSGRP1 (dropdown) with a 'View Details' link.
 - Effective Date:** 23 Jun 2018 (calendar icon)
 - Cumulative Limit Daily:** LD_Cum_D_All_OBPM - LD_Cum... (dropdown)
 - Cumulative Limit Monthly:** LD_Cum_M_All_OBPM - LD_Cum... (dropdown)
 - Transaction Limit:** LDTxn_All_OBPM - LDTxn_All_OB... (dropdown) with a trash icon.
 - Cooling Limit:** FUCORPCP143 - FUCORP Cooling... (dropdown) with a trash icon.
- Buttons:** Add Transaction, Add Transaction Group, Save, Cancel, Back.

On the right side, there is a 'Create Limit Package' section with a blue icon and a text box explaining that users can create a limit package for specific transactions and define applicable Touch Points. It also notes that existing limit packages can be cloned and that necessary transaction groups and limit definitions should be defined before proceeding.

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4. Update limit package with required changes.
5. Click **Save** to save the limit package.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
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.

32.5 Limit Package Management - Delete

Using this option, System Administrator can delete a limit package created for a specific channel/ touch point. Deletion of limit package is allowed only if not in use (not mapped at any level)

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.

Limit Package Management - Search

The screenshot shows the 'Limit Package Management' search interface. It features a search form with the following fields and options:

- Package Code: Text input field
- Package Description: Text input field
- Role: Dropdown menu with 'Select Roles' selected
- Touch Point/ Group: Radio buttons for 'Touch Point', 'Touch Point Group', and 'Global'
- Currency: Dropdown menu with 'Currency' selected
- Updated On: Date range selection with 'From Date' and 'To Date' fields and calendar icons
- Less Search Options: Expandable search options
- Search and Clear buttons

Below the search form is a table of search results:

Package Code	Package Description	Touch Point	Currency	Updated On	Roles
LimitPackage6	Package 6 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LimitPackage1	Package 1 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LimitPackageNew9	LimitPackageNew9	APINTERNET	GBP	19 Jul 2018	corporateuser
LimitPackage8	Package 8 for all txns	APINTERNET	GBP	13 Jul 2018	corporateuser
LPTest003	LPTest003	001	GBP	18 Jul 2018	corporateuser
test_lp10	test_lp10	APINTERNET	GBP	24 Sep 2018	retailuser
STLPGroup26Sep141004	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141349	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141718	STLPGroup	001	GBP	26 Sep 2018	corporateuser
STLPGroup26Sep141843	STLPGroup	001	GBP	26 Sep 2018	corporateuser

Below the table is a pagination control showing 'Page 1 of 41 (1-10 of 407 items)' and a 'Cancel' button.

On the right side of the interface, there is a 'Limit Package' section with a 'Create' button and a descriptive text: 'You can now create a limit package for specific transaction and for group of transactions. Also you can define applicable Touch Point for a package. To speed up the process you can clone an existing limit package. If you want to create fresh package, ensure to maintain necessary transaction groups, Touch Point groups and required limit definitions before you proceed.'

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

Limit Package Management - View

The screenshot displays the 'Limit Package Management' page in the ZigBank system. The page header includes the ZigBank logo, a search icon, a notification icon with '1221', and a user profile for 'Welcome, Administrator User' with a last login of '04 Oct 12:05 PM'. The main content area is titled 'Limit Package Management' and shows details for 'LimitPackage6'. The details are organized into sections:

- Limit Package Code:** LimitPackage6
- Limit Package Description:** Package 6 for all txns
- Touch Point:** Internet
- Role:** corporateuser
- Currency:** GBP

There are three sections for 'Transactions/Transaction Groups - Limits':

- Transaction Name:** Bill Payment
 - Effective Date:** 13 Jul 2018
 - Cumulative Limit Daily:** CDailylimit6 - Cumulative Daily limit 6
 - Cumulative Limit Monthly:** CMonthlylimit6 - Cumulative Monthly limit 6
 - Transaction Limit:** TransactionLimit6 - Transaction Limit 6
- Transaction Name:** Self Transfer
 - Effective Date:** 13 Jul 2018
 - Cumulative Limit Daily:** CDailylimit6 - Cumulative Daily limit 6
 - Cumulative Limit Monthly:** CMonthlylimit6 - Cumulative Monthly limit 6
 - Transaction Limit:** TransactionLimit6 - Transaction Limit 6
- Transaction Name:** International Draft
 - Effective Date:** 13 Jul 2018
 - Cumulative Limit Daily:** CDailylimit6 - Cumulative Daily limit 6
 - Cumulative Limit Monthly:** CMonthlylimit6 - Cumulative Monthly limit 6
 - Transaction Limit:** TransactionLimit6 - Transaction Limit 6

Below these sections is a 'Clone' button and a row of action buttons: 'Edit', 'Delete', 'Cancel', and 'Back'. On the right side, there is a 'Limit Package Details' section with a warning icon and text: 'You can edit the parameters set for each transaction available in a package or can delete the package by clicking on Delete button. Ensure this package is not in user before you proceed to delete. To speed up the process you can clone an existing limit package. You may also choose to go back to the previous screen or cancel the operation.'

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

Delete Limit Package

The screenshot shows the same 'Limit Package Management' page as above, but with a 'Delete' button highlighted. A modal dialog box titled 'Limit Package Deletion' is displayed in the center. The dialog contains the text 'Are you sure you want to delete?' and two buttons: 'Confirm' and 'Cancel'. The background of the page is dimmed to indicate that the dialog is active.

4. Click **Confirm** to confirm the deletion.
OR
Click **Cancel** to cancel the deletion process.
5. The success message of limit package deletion appears.
Click **OK** to complete the transaction.

FAQs

4. 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.

5. 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).

6. 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.

7. 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

8. 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.

9. 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.

10. How can I define the touch point groups?

A separate menu option 'Touch Point Group Maintenance' is available using which you can maintain internal and external touch point groups.

11. How can I define the transaction groups?

A separate menu option 'Transaction Group Maintenance' is available using which you can maintain group of transactions.

12. Will the limits be applicable for newly added touch point or transactions in a respective groups?

Yes, limits will also be applicable for transaction or touch points added at a later stage in respective groups which are mapped as a part of limit package.

13. How the limit will be utilized, if you add a new transaction to the group for which customers have already initiated transactions during the day but before group formation?

Limits assigned at individual transaction level will be utilized for the transaction Initiated before the transaction group formation. These limits will not be considered for group limit utilization.

14. Can I delete a transaction group which is a part of any limit package?

No, a transaction group cannot be deleted if a group is already associated with the limit package.

15. How the limits will be applied if the limit definitions are mapped for a specific transaction and to a group in which the same transaction is available?

Limits mapped for a transaction and group will be checked. Only if the sufficient limits are available at both the level, then user will be allowed to perform the transaction.

Example:

User level daily transaction limit of Domestic Transfer internet banking channel = 100000

User level daily transaction limit of Domestic Transfer for mobile banking channel = 50000

User level daily consolidated touch points transaction limit for Domestic Transfer = 120000

Days	User action	Internet – Touch Point Limit	Mobile – Touch Point limit	Touch Point Group – User level limits
Day 1	For internet as an touch point, Domestic Transfer transaction limit assigned by the Bank is 100000.	100000		120000
Day 1	For Mobile as an touch point, Domestic Transfer transaction limit assigned by the Bank is 50000		50000	
Day 1	This means, user can perform maximum transaction worth 100000 from internet and maximum of 50000 from mobile daily. And touch point group limit maintained is 120000 for a day			

Days	User action	Internet – Touch Point Limit	Mobile – Touch Point limit	Touch Point Group – User level limits
	User level will override the limits defined at user segment/type level			
Day 1	<ol style="list-style-type: none"> 1. User preforms Domestic Transfer transaction worth 20000 from mobile touch point. 2. Now, user will be allowed Domestic transfer transaction of 100000 from internet and 30000 from mobile for that day 3. As per touch point group limits, user will be allowed to perform domestic transfer transaction of 100000 from either internet banking OR mobile banking. 	100000	30000	100000
Day 1	<ol style="list-style-type: none"> 1. User preforms Domestic transfer transaction of 50000 from internet \ on the same day. 2. Now, user will be allowed maximum of 50000 Domestic transfer transaction from internet banking and 30000 from mobile banking for that day. 3. Whereas, as per consolidated touch point limit, user will be allowed tpo perform Domestic Transfer transaction worth 50000 from either internet or from mobile. 	50000	30000	50000
Day 1	<ol style="list-style-type: none"> 1. Now user preforms Domestic transfer transaction of 20000 from mobile. 2. Then user will be allowed to perform the transaction of 50000 from internet and 10000 from mobile for that day. 3. As per consolidated touch point limit, user will be allowed Domestic Transfer transaction of 30000 from either internet or mobile. 4. Now, user will be allowed transaction of 30000 only from internet as consolidated channel limit is reduced to 30000. 	50000	10000	30000
Day 1	<ol style="list-style-type: none"> 1. After above transaction, if user utilizes 30000 from 	20000	10000	0.00

Days	User action	Internet – Touch Point Limit	Mobile – Touch Point limit	Touch Point Group – User level limits
	<p>internet then internet limit will be 20000</p> <p>2. Now, if user performs Domestic transfer transaction of any amount from mobile or internet then user will be displayed an error message. As touch point group limits are exhausted.</p>			

[Home](#)

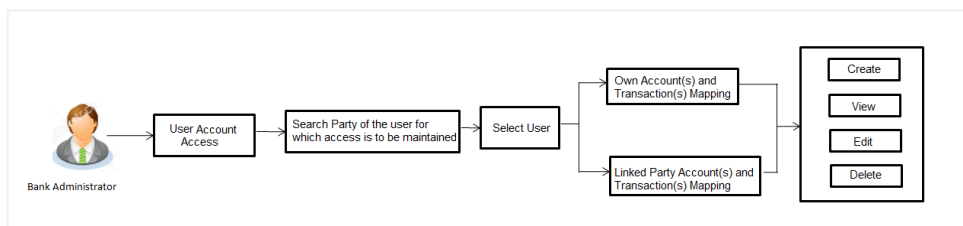
33. User Account Access

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

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:

Bank Administration Dashboard > Account Access > User Account Access

OR

Administration Dashboard > Toggle Menu > Account Access > User Account Access

33.1 User Account Access - Mapping (Create)

This option lets the administrator to provide account access to specific users of a party.

To provide the user with account and transaction access:

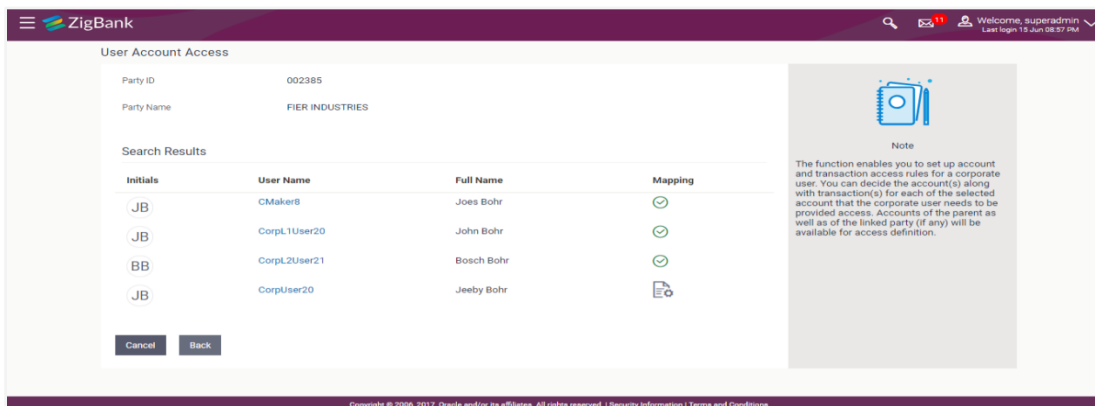
1. In the **Party ID** field, enter the party id of the user.
OR
In the **Party Name** field, enter the party name of the user.
2. Click **Search**.
For a searched party, there will be a list of users displayed with information like user ID, contact details of the user and an indicator whether there 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 **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the search parameters.

User Account Access – Search

The screenshot shows the 'User Account Access' search interface. At the top, there is a header with the ZigBank logo on the left and a search bar, a notification icon with '11', and a user profile for 'superadmin' with the text 'Welcome, superadmin' and 'Last login 15 Jun 08:57 PM'. Below the header, the main content area is titled 'User Account Access'. It contains two input fields: 'Party ID' and 'Party Name'. Below these fields are three buttons: 'Search' (green), 'Cancel' (grey), and 'Clear' (grey). To the right of the input fields is a 'Note' box with a blue icon of a notepad. The note text reads: 'The function enables you to set up account and transaction access rules for a corporate user. You can decide the account(s) along with transaction(s) for each of the selected account that the corporate user needs to be provided access. Accounts of the parent as well as of the linked party (if any) will be available for access definition.'

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User Account Access - Search Result



Field Description

Field Name	Description
Party ID	The party ID searched by the Bank Administrator.
Party Name	The name of the party.
Search Result	
Initials	Initials of the selected user.
User Name	User name of the selected user.
Full Name	Full name of the selected user.
Mapping	Displays the whether mapping of the accounts is done or not.
	<ul style="list-style-type: none"> - denotes that the account mapping is done - denotes that the account mapping is not done

- Click against the user record for which you want to view the details. The **User Account Access – Mapping Summary** screen appears.

OR

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

OR

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

User Account Access – Summary Page

User Account Access

Party ID: 002385
 Party Name: FIER INDUSTRIES
 User ID: CorpL2User21
 User Name: Bosch Bohr

Own Account Mapping Summary

Account Type	Total Number of Accounts	Number of Accounts Mapped
Current & Savings	3	3
Term Deposits	0	0
Loans	0	0

Linked Party Account Mapping Summary

Will Smith
 Account Access not maintained for the Linked Party

Cancel Back

Note
 The function enables you to set up account and transaction access rules for a corporate user. You can decide the account(s) along with transaction(s) for each of the selected account that the corporate user needs to be provided access. Accounts of the parent as well as of the linked party (if any) will be available for access definition.

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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 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.

- 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 **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
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 administrator 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 administrator 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

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User Account Access - Account Mapping (Linked Account Mapping) - Create

The screenshot displays the 'User Account Access' page in the ZigBank system. At the top, the ZigBank logo is on the left, and a user profile for 'superadmin' is on the right. The main content area is titled 'User Account Access' and contains the following information:

- Party ID:** 002047
- Parent Party ID:** 000814
- Parent Party Name:** Smith Inc.
- Linked Party ID:** 000875
- Linked Party Name:** Smith Inc.
- User ID:** advalt_natraj
- User Name:** Advait Dighe

Below this information is the 'Linked Party Account Mapping' section, which has three tabs: 'Current & Savings', 'Term Deposit', and 'Loans'. The 'Current & Savings' tab is active and shows two checked options: 'Apply Party Level Changes Automatically' and 'Map All Accounts'. A table below lists the mapped accounts:

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30204700028	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30204700019	GBP	Savings Account - Regular	ACTIVE

Below the table, it states 'No items to display.' and provides 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 form are three buttons: 'Next', 'Back', and 'Cancel'. A footer at the very bottom of the page reads: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

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
Welcome: superadmin
Last login: 18 Jun 07:48 PM

User Account Access

Party ID: 002047
 Party Name: Bechtel Corporation
 User ID: FORAMCHECKER1
 User Name: Rieva Upadhyay

Transaction Mapping

Current & Savings | **Term Deposit** | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30204700028	GBP	Savings Account - Regular	ACTIVE
<div style="background-color: #f0f0f0; padding: 5px;"> <input type="checkbox"/> Map All Transactions <ul style="list-style-type: none"> <input type="checkbox"/> CASA Inquiries <ul style="list-style-type: none"> <input type="checkbox"/> CASA Interest Certificate <input type="checkbox"/> Party CASA Interest Certificate <input type="checkbox"/> Inquire Sweep-in Instruction <input type="checkbox"/> Loans <ul style="list-style-type: none"> <input type="checkbox"/> Loan Settlement <input type="checkbox"/> Bank Guarantee <ul style="list-style-type: none"> <input type="checkbox"/> Initiate Outward Guarantee <input type="checkbox"/> Letter Of Credit <ul style="list-style-type: none"> <input type="checkbox"/> Initiate Letter of Credit <input type="checkbox"/> Payments <ul style="list-style-type: none"> <input type="checkbox"/> Domestic Payment <input type="checkbox"/> International Draft <input type="checkbox"/> Bill Payment <input type="checkbox"/> Domestic Draft <input type="checkbox"/> International Payout <input type="checkbox"/> External Transfer <input type="checkbox"/> QR Payment <input type="checkbox"/> Internal Transfer <input type="checkbox"/> PeerToPeer Transfer <input type="checkbox"/> Instruction Cancellation <input type="checkbox"/> Self Transfer <input type="checkbox"/> Reports <ul style="list-style-type: none"> <input type="checkbox"/> Request User Report <input type="checkbox"/> File Upload <ul style="list-style-type: none"> <input type="checkbox"/> File Upload - Record Cancellation <input type="checkbox"/> Internal Transfer - Upload <input type="checkbox"/> Domestic Payment - File Level Approval <input type="checkbox"/> Mixed Payment - Upload <input type="checkbox"/> Internal Transfer - Record Level Approval <input type="checkbox"/> Mixed Payment - Record Level Approval <input type="checkbox"/> International Payment - File Level Approval <input type="checkbox"/> Internal Transfer - File Level Approval <input type="checkbox"/> Domestic Payment - Upload <input type="checkbox"/> Mixed Payment - File Level Approval <input type="checkbox"/> International Payment - Record Level Approval <input type="checkbox"/> File Upload - File Cancellation <input type="checkbox"/> Domestic Transfer - Record Level Approval <input type="checkbox"/> International Payment - Upload <input type="checkbox"/> Credit Cards <ul style="list-style-type: none"> <input type="checkbox"/> Register CC AutoRepay <input type="checkbox"/> de-register CC AutoRePay <input type="checkbox"/> Update CC AutoRepay <input type="checkbox"/> All Inquiry Transactions <ul style="list-style-type: none"> <input type="checkbox"/> Payments Inquiries <input type="checkbox"/> CASA Inquiries <input type="checkbox"/> Sweep-In Instruction <ul style="list-style-type: none"> <input type="checkbox"/> Create Sweep-in Instruction <input type="checkbox"/> Delete Sweep-in Instruction <input type="checkbox"/> CASA <ul style="list-style-type: none"> <input type="checkbox"/> Replace Debit card <input type="checkbox"/> Request DC Limit Change <input type="checkbox"/> Reset Debit Card Pin <input type="checkbox"/> Stop/Unblock Cheque <input type="checkbox"/> Allow International Transaction on DC <input type="checkbox"/> Request Debit Card Pin <input type="checkbox"/> Validate Card Details <input type="checkbox"/> Block Debit Card <input type="checkbox"/> Cheque Book Request <input type="checkbox"/> E-Statement Subscription <input type="checkbox"/> Sweep-In Instruction <input type="checkbox"/> Demand Deposit Electronic Statement Download <input type="checkbox"/> List Demand Deposit Electronic Statement <input type="checkbox"/> Apply Debit Card <input type="checkbox"/> Request Demand Deposit Statement <input type="checkbox"/> Credit Card Financial <ul style="list-style-type: none"> <input type="checkbox"/> Credit Card Payment </div>			
AT30204700019	GBP	Savings Account - Regular	ACTIVE

No items to display.

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 Account)-Create

ZigBank
Welcome, superadmin
Last login: 18 Jun 07:48 PM

User Account Access

Parent Party ID: 000814
Parent Party Name: **Smith Inc.**

User ID: advait_natraj
User Name: Advait Dighe

Linked Party ID: 000875
Linked Party Name: **Smith Inc.**

Transaction Mapping for Linked Party Accounts

Current & Savings
Term Deposit
Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30204700028	GBP	Savings Account - Regular	ACTIVE

Map All Transactions

- CASA Inquiries
 - CASA Interest Certificate
 - Party CASA Interest Certificate
 - Inquire Sweep-in Instruction
- Loans
 - Loan Settlement
- Bank Guarantee
 - Initiate Outward Guarantee
- Letter Of Credit
 - Initiate Letter of Credit
- Payments
 - Domestic Payment
 - Domestic Draft
 - QR Payment
 - International Draft
 - International Payout
 - Internal Transfer
 - Instruction Cancellation
 - Self Transfer
 - Bill Payment
 - External Transfer
 - PeerToPeer Transfer
- Reports
 - Request User Report
- File Upload
 - File Upload - Record Cancellation
 - Mixed Payment - Upload
 - International Payment - File Level Approval
 - Mixed Payment - File Level Approval
 - Domestic Transfer - Record Level Approval
 - Internal Transfer - Upload
 - Internal Transfer - Record Level Approval
 - International Payment - Record Level Approval
 - Domestic Payment - File Level Approval
 - Mixed Payment - Record Level Approval
 - Domestic Payment - Upload
 - File Upload - File Cancellation
- Credit Cards
 - Register CC AutoRepay
 - de-register CC AutoRePay
 - Update CC AutoRepay
- All Inquiry Transactions
 - Payments Inquiries
 - CASA Inquiries
- Sweep-In Instruction
 - Create Sweep-in Instruction
 - Delete Sweep-in Instruction
- CASA
 - Replace Debit card
 - Stop/Unblock Cheque
 - Validate Card Details
 - E-Statement Subscription
 - List Demand Deposit Electronic Statement
 - Request DC Limit Change
 - Allow International Transaction on DC
 - Block Debit Card
 - Sweep-In Instruction
 - Apply Debit Card
 - Reset Debit Card Pin
 - Request Debit Card Pin
 - Cheque Book Request
 - Demand Deposit Electronic Statement Download
 - Request Demand Deposit Statement
- Credit Card Financial
 - Credit Card Payment

AT30204700019	GBP	Savings Account - Regular	ACTIVE
---------------	-----	---------------------------	--------

No items to display.


Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Save
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.
User ID	User ID of the selected user.
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 **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
15. The screen with success message appears. Click **OK** to complete the transaction.

33.2 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 **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the search parameters.
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 **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.

Account Access – Search

The screenshot displays the 'User Account Access' search interface in the ZigBank system. At the top, the ZigBank logo and navigation icons are visible. The main content area contains two input fields: 'Party ID' and 'Party Name'. Below these fields are three buttons: 'Search' (in green), 'Cancel', and 'Clear'. To the right of the input fields is a 'Note' box with a blue icon of a notepad and pencil. The note text reads: 'The function enables you to set up account and transaction access rules for a corporate user. You can decide the account(s) along with transaction(s) for each of the selected account that the corporate user needs to be provided access. Accounts of the parent as well as of the linked party (if any) will be available for access definition.' At the bottom of the page, there is a footer with copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

User Account Access - Search Result

The screenshot displays the 'User Account Access' search results page. At the top, the ZigBank logo and navigation icons are visible. The search criteria are: Party ID: 002385, Party Name: FIER INDUSTRIES. The search results table is as follows:

Initials	User Name	Full Name	Mapping
JB	CMaker8	Joes Bohr	✓
JB	Corpl1User20	John Bohr	✓
BB	Corpl2User21	Bosch Bohr	✓
JB	CorpUser20	Jeeby Bohr	📄

A note on the right side of the page states: "The function enables you to set up account and transaction access rules for a corporate user. You can decide the account(s) along with transaction(s) for each of the selected account that the corporate user needs to be provided access. Accounts of the parent as well as of the linked party (if any) will be available for access definition." At the bottom of the page, there is a copyright notice: "Copyright © 2006, 2017, Oracle and/or its affiliates. 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.
Search Result	
Initials	Initials of the selected user.
User Name	User name of the selected user.
Full Name	Full name of the selected user.
Mapping	Displays the whether mapping of the accounts is done or not.

- 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.
- The cookie message appears indicating the administrator that account mapping for other category tabs can be done by visiting the respective tabs.
- 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)

User Account Access

Party ID: 001734
 Party Name: Tony Corporation
 User ID: AutoTony
 User Name: ASHLEY CHARLES

Transaction Mapping

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30173400021	GBP	Savings Account - Regular	ACTIVE
AT30173400032	GBP	Savings Account - Regular	ACTIVE
AT30173400043	GBP	Savings Account - Regular	ACTIVE
AT30173400065	USD	Savings Account - Regular	ACTIVE
AT30173400076	USD	Savings Account - Regular	ACTIVE
AT30173400054	USD	Savings Account - Regular	ACTIVE

No items to display.

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 – View (Linked Party Account Mapping Summary)

User Account Access

Parent Party ID: 000814
 Parent Party Name: Smith Inc.
 User ID: advait_natraj
 User Name: Advait Dighe

Linked Party ID: 000875
 Linked Party Name: Smith Inc.

Linked Party Account Mapping

Current & Savings | Term Deposit | Loans

Apply Party Level Changes Automatically
 Map All Accounts

Account Number	Currency	Product Name	Account Status
AT30173400021	GBP	Savings Account - Regular	ACTIVE
AT30173400032	GBP	Savings Account - Regular	ACTIVE
AT30173400043	GBP	Savings Account - Regular	ACTIVE
AT30173400065	USD	Savings Account - Regular	ACTIVE
AT30173400076	USD	Savings Account - Regular	ACTIVE
AT30173400054	USD	Savings Account - Regular	ACTIVE

No items to display.

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

[Edit](#) [Next](#) [Delete](#) [Cancel](#) [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

User Account Access

Party ID: 001734
 Party Name: Tony Corporation
 User ID: AutoTony
 User Name: ASHLEY CHARLES

Transaction Mapping

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30173400021	GBP	Savings Account - Regular	ACTIVE
AT30173400032	GBP	Savings Account - Regular	ACTIVE
AT30173400043	GBP	Savings Account - Regular	ACTIVE
AT30173400065	USD	Savings Account - Regular	ACTIVE
AT30173400076	USD	Savings Account - Regular	ACTIVE
AT30173400054	USD	Savings Account - Regular	ACTIVE

No Items to display.

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

User Account Access

Parent Party ID: 000814
 Parent Party Name: Smith Inc.

Linked Party ID: 000875
 Linked Party Name: Smith Inc.

User ID: advait_natraj
 User Name: Advait Dighe

Transaction Mapping for Linked Party Accounts

Current & Savings | Term Deposit | Loans

Apply Party Level Changes Automatically
 Map All Accounts


Account Number	Currency	Product Name	Account Status
AT30173400021	GBP	Savings Account - Regular	ACTIVE
AT30173400032	GBP	Savings Account - Regular	ACTIVE
AT30173400043	GBP	Savings Account - Regular	ACTIVE
AT30173400065	USD	Savings Account - Regular	ACTIVE
AT30173400076	USD	Savings Account - Regular	ACTIVE
AT30173400054	USD	Savings Account - Regular	ACTIVE

No Items to display.

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

[Edit](#) [Next](#) [Delete](#) [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 **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.

33.3 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 **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the search parameters.
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 **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.
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 **Cancel** to cancel the transaction.

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

- 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, the ZigBank logo is on the left, and user information 'Welcome, superadmin' with a last login time of '18 Jun 07:40 PM' is on the right. Below the header, the page title is 'User Account Access'. A summary section shows: Party ID: 001734, Party Name: Tony Corporation, User ID: AutoTony, and User Name: ASHLEY CHARLES. The 'Account Mapping' section has three tabs: 'Current & Savings', 'Term Deposit', and 'Loans'. Under 'Current & Savings', there are two checkboxes: 'Apply Party Level Changes Automatically' and 'Map All Accounts', both of which are unchecked. Below this is a table with columns: Account Number, Currency, Product Name, and Account Status. The table contains six rows of data, all with 'ACTIVE' status. At the bottom of the table area, it says 'No items to display.' and a note: 'Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs'. At the very bottom, there are 'Next', 'Cancel', and 'Back' buttons.

Account Number	Currency	Product Name	Account Status
AT30173400043	GBP	Savings Account - Regular	ACTIVE
AT30173400021	GBP	Savings Account - Regular	ACTIVE
AT30173400032	GBP	Savings Account - Regular	ACTIVE
AT30173400065	USD	Savings Account - Regular	ACTIVE
AT30173400076	USD	Savings Account - Regular	ACTIVE
AT30173400054	USD	Savings Account - Regular	ACTIVE

User Account Access (Linked Party Account Mapping) – Edit

The screenshot shows the 'User Account Access' page for 'Linked Party Account Mapping'. The header and user information are the same as in the previous screenshot. The page title is 'User Account Access'. A summary section shows: Parent Party ID: 000814, Parent Party Name: Smith Inc., User ID: advait_natraj, and User Name: Advait Dighe. To the right, it shows: Linked Party ID: 000875, Linked Party Name: Smith Inc. The 'Linked Party Account Mapping' section has three tabs: 'Current & Savings', 'Term Deposit', and 'Loans'. Under 'Current & Savings', there are two checkboxes: 'Apply Party Level Changes Automatically' and 'Map All Accounts', both of which are unchecked. Below this is a table with columns: Account Number, Currency, Product Name, and Account Status. The table contains six rows of data, all with 'ACTIVE' status. At the bottom of the table area, it says 'No items to display.' and a note: 'Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs'. At the very bottom, there are 'Next', 'Cancel', and 'Back' buttons.

Account Number	Currency	Product Name	Account Status
AT30173400043	GBP	Savings Account - Regular	ACTIVE
AT30173400021	GBP	Savings Account - Regular	ACTIVE
AT30173400032	GBP	Savings Account - Regular	ACTIVE
AT30173400065	USD	Savings Account - Regular	ACTIVE
AT30173400076	USD	Savings Account - Regular	ACTIVE
AT30173400054	USD	Savings Account - Regular	ACTIVE

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 **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
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
Welcome, superadmin
Last login: 18 Jun 07:40 PM

User Account Access

Party ID: 001734
 Party Name: Tony Corporation
 User ID: AutoTony
 User Name: ASHLEY CHARLES

Transaction Mapping

Current & Savings
Term Deposit
Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30173400043	GBP	Savings Account - Regular	ACTIVE

Map All Transactions

- CASA Inquiries
 - CASA Interest Certificate
 - Party CASA Interest Certificate
 - Inquire Sweep-in Instruction
- Loans
 - Loan Settlement
- Bank Guarantee
 - Initiate Outward Guarantee
- Letter Of Credit
 - Initiate Letter of Credit
- Payments
 - Domestic Payment
 - International Draft
 - Bill Payment
 - Domestic Draft
 - International Payout
 - External Transfer
 - QR Payment
 - Internal Transfer
 - PeerToPeer Transfer
 - Instruction Cancellation
 - Self Transfer
- Reports
 - Request User Report
- File Upload
 - File Upload - Record Cancellation
 - Internal Transfer - Upload
 - Domestic Payment - File Level Approval
 - Mixed Payment - Upload
 - Internal Transfer - Record Level Approval
 - Mixed Payment - Record Level Approval
 - International Payment - File Level Approval
 - Internal Transfer - File Level Approval
 - Domestic Payment - Upload
 - Mixed Payment - File Level Approval
 - International Payment - Record Level Approval
 - File Upload - File Cancellation
 - Domestic Transfer - Record Level Approval
 - International Payment - Upload
- Credit Cards
 - Register CC AutoRepay
 - de-register CC AutoRePay
 - Update CC AutoRepay
- All Inquiry Transactions
 - Payments Inquiries
 - CASA Inquiries
- Sweep-in Instruction
 - Create Sweep-in Instruction
 - Delete Sweep-in Instruction
- CASA
 - Replace Debit card
 - Request DC Limit Change
 - Reset Debit Card Pin
 - Stop/Unblock Cheque
 - Allow International Transaction on DC
 - Request Debit Card Pin
 - Validate Card Details
 - Block Debit Card
 - Cheque Book Request
 - E-Statement Subscription
 - Sweep-in Instruction
 - Demand Deposit Electronic Statement Download
 - List Demand Deposit Electronic Statement
 - Apply Debit Card
 - Request Demand Deposit Statement
- Credit Card Financial
 - Credit Card Payment
- Electronic Bill Payment
 - Create Biller Registration
 - Create Bill Payment
 - Update Biller Registration
 - Delete Biller Registration
- Term Deposits
 - Amend RD

AT30173400021	GBP	Savings Account - Regular	ACTIVE
AT30173400032	GBP	Savings Account - Regular	ACTIVE
AT30173400065	USD	Savings Account - Regular	ACTIVE
AT30173400076	USD	Savings Account - Regular	ACTIVE
AT30173400054	USD	Savings Account - Regular	ACTIVE

No items to display.

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

ZigBank
Welcome, superadmin
Last login: 18 Jun 07:42 PM

User Account Access

Parent Party ID: 000814 Parent Party Name: Smith Inc.	>	Linked Party ID: 000875 Linked Party Name: Smith Inc.
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
AT30173400043	GBP	Savings Account - Regular	ACTIVE

Map All Transactions

- CASA Inquiries
 - CASA Interest Certificate
 - Loans
 - Loan Settlement
 - Bank Guarantee
 - Initiate Outward Guarantee
 - Letter Of Credit
 - Initiate Letter of Credit
 - Payments
 - Domestic Payment
 - Domestic Draft
 - QR Payment
 - Instruction Cancellation
 - Reports
 - Request User Report
 - File Upload
 - File Upload - Record Cancellation
 - Mixed Payment - Upload
 - International Payment - File Level Approval
 - Mixed Payment - File Level Approval
 - Domestic Transfer - Record Level Approval
 - Credit Cards
 - Register CC AutoRepay
 - All Inquiry Transactions
 - Payments Inquiries
 - Sweep-in Instruction
 - Create Sweep-in Instruction
 - CASA
 - Replace Debit card
 - Stop/Unblock Cheque
 - Validate Card Details
 - E-Statement Subscription
 - List Demand Deposit Electronic Statement
 - Credit Card Financial
 - Credit Card Payment
 - Electronic Bill Payment
 - Create Biller Registration
 - Update Biller Registration
 - Term Deposits
 - Amend RD

▶ AT30173400021	GBP	Savings Account - Regular	ACTIVE
▶ AT30173400032	GBP	Savings Account - Regular	ACTIVE
▶ AT30173400065	USD	Savings Account - Regular	ACTIVE
▶ AT30173400076	USD	Savings Account - Regular	ACTIVE
▶ AT30173400054	USD	Savings Account - Regular	ACTIVE

No items to display.

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

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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 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.

33.4 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 **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the search parameters.
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 **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.
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, 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.

[Home](#)

34. Party Account Access

System/Bank Administrator can set up account and transaction access rules at the corporate party level. The System/ Bank Administrator can provide access to accounts held by the party with the bank as available in the core banking application.

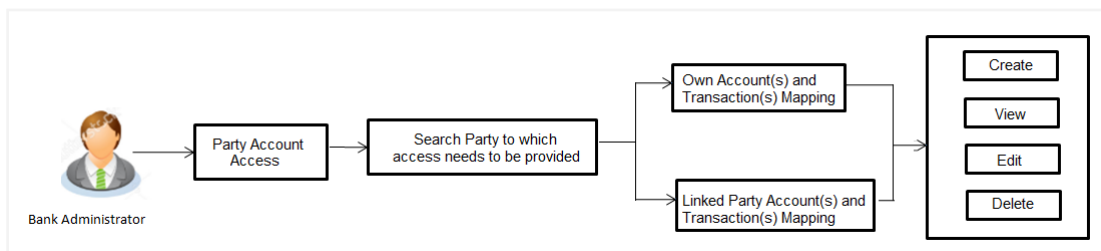
Upon navigating to the specific category tab viz. Demand Deposits, Term Deposits, Loans etc., the administrator can select a global check box of 'Map all accounts' to enable all the existing accounts under the selected category for channel banking. If specific accounts are required to be given access 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.
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.

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:

Bank Administration Dashboard > Account Access > Party Account Access

OR

Administration Dashboard > Toggle menu > Account Access > Party Account Access

34.1 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:

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 **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the search parameters.

Party Account Access - Search

Party Account Access

Party ID: _____

Party Name: oat

Search **Clear**

Party ID	Party Name
000162	OATS_AT4_CORP1
000241	OATS_CORP_AT2
000641	OATS_AT4_IND1
000642	OATS_AT4_BANK2
000761	OATS_BROKER_CUST
000681	OATS_AT4_CORP2

Cancel

Note

The function enables you to set up account and transaction access rules for a corporate customer. You can decide the account(s) along with transaction(s) for each of the selected account that needs to be provided access for the corporate customer. Accounts of the parent as well as of the linked party (if any) will be available for access definition.

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Party Account Access - Search Result

Party Account Access

Party ID: 002385
Party Name: FIER INDUSTRIES

Own Account Mapping Summary

Account Type	Total Number of Accounts	Number of Accounts Mapped
Current & Savings	3	3
Term Deposits	0	0
Loans	0	0

Linked Party Account Mapping Summary

Will Smith
No accounts mapped for the linked party

Map

Cancel Back

Note
The function enables you to set up account and transaction access rules for a corporate customer. You can decide the account(s) along with transaction(s) for each of the selected account that needs to be provided access for the corporate customer. Accounts of the parent as well as of the linked party (if any) will be available for access definition.

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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: <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.	

- If there is no mapping done for a party (own/ linked), there will be a message **No Accounts mapped for the party with Map**.
- 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' page for a user named Jack Johnson (Party ID: 002366). The 'Account Mapping' section is active, showing tabs for 'Current & Savings', 'Term Deposit', and 'Loans'. Under 'New Accounts', there are 'Auto' and 'Manual' options. Under 'Existing Accounts', a checkbox 'Map All Accounts' is checked. A table lists two existing accounts:

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30236600026	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30236600015	GBP	Savings Account - Regular	ACTIVE

Below the table, it states 'No items to display.' A message at the bottom indicates that account mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs. Navigation buttons 'Next', 'Back', and 'Cancel' are at the bottom left.

Party Account Access - Account Mapping (Linked Account Mapping) - Create

Party Account Access

Parent Party ID: 002047
Parent Party Name: Bechtel Corporation

Linked Party ID: 001734
Linked Party Name: Tony Corporation

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"/>	AT30173400043	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30173400021	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30173400032	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30173400054	USD	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30173400065	USD	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30173400076	USD	Savings Account - Regular	ACTIVE

No items to display.

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

- 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

Welcome, superadmin
Last login: 15 Jun 05:42 PM

Party Account Access

Party ID: 002366
Party Name: Jack Johnson

Transaction Mapping

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30236600026	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/> Map All Transactions			
<input checked="" type="checkbox"/> CASA Inquiries			
<input checked="" type="checkbox"/> CASA Interest Certificate	<input checked="" type="checkbox"/> Party CASA Interest Certificate	<input checked="" type="checkbox"/> Inquire Sweep-in Instruction	
<input checked="" type="checkbox"/> Loans			
<input checked="" type="checkbox"/> Loan Settlement			
<input checked="" type="checkbox"/> Bank Guarantee			
<input checked="" type="checkbox"/> Initiate Outward Guarantee			
<input checked="" type="checkbox"/> Letter Of Credit			
<input checked="" type="checkbox"/> Initiate Letter of Credit			
<input checked="" type="checkbox"/> Payments			
<input checked="" type="checkbox"/> Domestic Payment	<input checked="" type="checkbox"/> International Draft	<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"/> QR Payment	<input checked="" type="checkbox"/> Internal Transfer	<input checked="" type="checkbox"/> PeerToPeer Transfer	
<input checked="" type="checkbox"/> Instruction Cancellation	<input checked="" type="checkbox"/> Self Transfer		
<input checked="" type="checkbox"/> Reports			
<input checked="" type="checkbox"/> Request User Report			
<input checked="" type="checkbox"/> CASA			
<input checked="" type="checkbox"/> Replace Debit card	<input checked="" type="checkbox"/> Request DC Limit Change	<input checked="" type="checkbox"/> Reset Debit Card Pin	
<input checked="" type="checkbox"/> Stop/Unblock Cheque	<input checked="" type="checkbox"/> Allow International Transaction on DC	<input checked="" type="checkbox"/> Request Debit Card Pin	
<input checked="" type="checkbox"/> Validate Card Details	<input checked="" type="checkbox"/> Block Debit Card	<input checked="" type="checkbox"/> Cheque Book Request	
<input checked="" type="checkbox"/> E-Statement Subscription	<input checked="" type="checkbox"/> Sweep-in Instruction	<input checked="" type="checkbox"/> Demand Deposit Electronic Statement Download	
<input checked="" type="checkbox"/> List Demand Deposit Electronic Statement	<input checked="" type="checkbox"/> Apply Debit Card	<input checked="" type="checkbox"/> Request Demand Deposit Statement	
<input checked="" type="checkbox"/> Credit Card Financial			
<input checked="" type="checkbox"/> Credit Card Payment			
<input checked="" type="checkbox"/> PFM			
<input checked="" type="checkbox"/> Create Standing Instruction Goal Account	<input checked="" type="checkbox"/> List Goal Account	<input checked="" type="checkbox"/> Payin Goal Account	
<input checked="" type="checkbox"/> Update Goal Account	<input checked="" type="checkbox"/> Fetch Transactions Goal Account	<input checked="" type="checkbox"/> Read Goal Account	
<input checked="" type="checkbox"/> Cancel Standing Instruction Goal Account	<input checked="" type="checkbox"/> Redeem Goal Account	<input checked="" type="checkbox"/> Create Goal Account	
<input checked="" type="checkbox"/> Term Deposits - Financial			
<input checked="" type="checkbox"/> Create RD	<input checked="" type="checkbox"/> Redeem RD	<input checked="" type="checkbox"/> New Deposit	
<input checked="" type="checkbox"/> TD Top UP			
<input checked="" type="checkbox"/> Electronic Bill Payment			
<input checked="" type="checkbox"/> Create Biller Registration	<input checked="" type="checkbox"/> Create Bill Payment	<input checked="" type="checkbox"/> Delete Biller Registration	
<input checked="" type="checkbox"/> Update Biller Registration			
<input checked="" type="checkbox"/> Term Deposits			
<input checked="" type="checkbox"/> Amend RD			
AT30236600015	GBP	Savings Account - Regular	ACTIVE

No items to display.

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

Save
Cancel
Back

Party Account Access - Transaction- Account Mapping (Linked Account)- Create

Party Account Access

Parent Party ID: 002047
Parent Party Name: Bechtel Corporation

Linked Party ID: 001734
Linked Party Name: Tony Corporation

Transaction Mapping for Linked Party Accounts

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/> AT30173400043	GBP	Savings Account - Regular	ACTIVE

Map All Transactions


- CASA Inquiries
 - CASA Interest Certificate
 - Party CASA Interest Certificate
 - Inquire Sweep-in Instruction
- Loans
 - Loan Settlement
- Bank Guarantee
 - Initiate Outward Guarantee
- Letter Of Credit
 - Initiate Letter of Credit
- Payments
 - Domestic Payment
 - Domestic Draft
 - QR Payment
 - International Draft
 - International Payout
 - Internal Transfer
 - Self Transfer
 - Bill Payment
 - External Transfer
 - PeerToPeer Transfer
- Reports
 - Request User Report
- File Upload
 - File Upload - Record Cancellation
 - Mixed Payment - Upload
 - International Payment - File Level Approval
 - Mixed Payment - File Level Approval
 - Domestic Transfer - Record Level Approval
 - Internal Transfer - Upload
 - Internal Transfer - Record Level Approval
 - International Payment - File Level Approval
 - International Payment - Record Level Approval
 - International Payment - Upload
 - Domestic Payment - File Level Approval
 - Mixed Payment - Record Level Approval
 - Domestic Payment - Upload
 - File Upload - File Cancellation
- Credit Cards
 - Register CC AutoRepay
 - de-register CC AutoRepay
 - Update CC AutoRepay
- All Inquiry Transactions
 - Payments Inquiries
 - CASA Inquiries
- Sweep-in Instruction
 - Create Sweep-in Instruction
 - Delete Sweep-in Instruction
- CASA
 - Replace Debit card
 - Stop/Unblock Cheque
 - Validate Card Details
 - E-Statement Subscription
 - List Demand Deposit Electronic Statement
 - Request DC Limit Change
 - Allow International Transaction on DC
 - Block Debit Card
 - Sweep-In Instruction
 - Apply Debit Card
 - Reset Debit Card Pin
 - Request Debit Card Pin
 - Cheque Book Request
 - Demand Deposit Electronic Statement Download
 - Request Demand Deposit Statement

<input checked="" type="checkbox"/> AT30173400021	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/> AT30173400032	GBP	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/> AT30173400054	USD	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/> AT30173400065	USD	Savings Account - Regular	ACTIVE
<input checked="" type="checkbox"/> AT30173400076	USD	Savings Account - Regular	ACTIVE

No items to display.

Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs

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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 **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
 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.

34.2 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 **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the search parameters.
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 **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.

Party Account Access - Search

The screenshot shows the 'Party Account Access' search page. At the top, there is a search bar with 'Party ID' and 'Party Name' fields. The 'Party Name' field contains the text 'oat'. Below the search bar are 'Search' and 'Clear' buttons. A table of search results is displayed below, listing Party IDs and their corresponding Party Names. A 'Cancel' button is located at the bottom left of the results table. On the right side, there is a 'Note' section with an icon of a notepad and a pencil, containing text explaining the function's purpose.

Party ID	Party Name
000162	OATS_AT4_CORP1
000241	OATS_CORP_AT2
000641	OATS_AT4_IND1
000642	OATS_AT4_BANK2
000761	OATS_BROKER_CUST
000681	OATS_AT4_CORP2

Note
The function enables you to set up account and transaction access rules for a corporate customer. You can decide the account(s) along with transaction(s) for each of the selected account that needs to be provided access for the corporate customer. Accounts of the parent as well as of the linked party (if any) will be available for access definition.

Party Account Access - Search Results

The screenshot shows the 'Party Account Access' search results page. The search criteria are 'Party ID: 002385' and 'Party Name: FIER INDUSTRIES'. Below this, there is an 'Own Account Mapping Summary' table with columns for 'Account Type', 'Total Number of Accounts', and 'Number of Accounts Mapped'. A 'Note' section is present on the right side, identical to the one in the search page. 'Cancel' and 'Back' buttons are located at the bottom left of the mapping summary table.

Account Type	Total Number of Accounts	Number of Accounts Mapped
Current & Savings	3	3
Term Deposits	0	0
Loans	0	0

Note
The function enables you to set up account and transaction access rules for a corporate customer. You can decide the account(s) along with transaction(s) for each of the selected account that needs to be provided access for the corporate customer. Accounts of the parent as well as of the linked party (if any) will be available for access definition.

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.

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.

4. 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.
5. 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.
6. 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.
7. 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' interface for 'Own Account Mapping Summary'. At the top, the ZigBank logo is on the left, and search, notification, and user profile icons are on the right. The user is identified as 'superadmin' with a last login of '15 Jun 05:42 PM'. The main content area displays the following information:

- Party ID:** 002385
- Party Name:** FIER INDUSTRIES

The 'Account Mapping' section has three tabs: 'Current & Savings', 'Term Deposit', and 'Loans'. The 'Current & Savings' tab is active. Below the tabs, there are sections for 'New Accounts' and 'Existing Accounts'. The 'Existing Accounts' section includes a 'Map All Accounts' checkbox and a table of existing accounts:

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30238500022	GBP	Current Accounts - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30238500033	GBP	Current Accounts - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30238500011	GBP	Current Accounts - Regular	ACTIVE

Below the table, it states 'No items to display.' and provides a note: 'Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs'. At the bottom, there are buttons for 'Edit', 'Next', 'Delete', 'Cancel', and 'Back'. A copyright notice is visible at the very bottom of the page.

Party Account Access - View (Linked Party Account Mapping Summary)

The screenshot shows the 'Party Account Access' interface for 'Linked Party Account Mapping Summary'. The layout is similar to the previous screenshot, but with additional information for linked parties:

- Parent Party ID:** 002385
- Parent Party Name:** FIER INDUSTRIES
- Linked Party ID:** 002306
- Linked Party Name:** Will Smith

The 'Linked Party Account Mapping' section has the same tabs as the previous screenshot. The 'Existing Accounts' table is identical to the one in the previous screenshot:

	Account Number	Currency	Product Name	Account Status
<input checked="" type="checkbox"/>	AT30238500022	GBP	Current Accounts - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30238500033	GBP	Current Accounts - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30238500011	GBP	Current Accounts - Regular	ACTIVE

The rest of the interface, including the 'Map All Accounts' checkbox, the 'No items to display.' message, the explanatory note, and the bottom navigation buttons, is the same as in the previous screenshot.

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
Welcome, superadmin
Last login: 15 Jun 02:42 PM

Party Account Access

Party ID: 002385
Party Name: FIER INDUSTRIES

Transaction Mapping

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
▶ AT30238500022	GBP	Current Accounts - Regular	ACTIVE
<ul style="list-style-type: none"> ▶ Map All Transactions ▶ CASA Inquiries ▶ CASA Interest Certificate ▶ Loans ▶ Loan Settlement ▶ Bank Guarantee ▶ Initiate Outward Guarantee ▶ Letter Of Credit ▶ Initiate Letter of Credit ▶ Payments ▶ Domestic Payment ▶ Domestic Draft ▶ QR Payment ▶ Instruction Cancellation ▶ Reports ▶ Request User Report ▶ File Upload ▶ File Upload - Record Cancellation ▶ Mixed Payment - Upload ▶ International Payment - File Level Approval ▶ Mixed Payment - File Level Approval ▶ Domestic Transfer - Record Level Approval ▶ CASA ▶ Replace Debit card ▶ Stop/Unblock Cheque ▶ Validate Card Details ▶ E-Statement Subscription ▶ List Demand Deposit Electronic Statement ▶ Term Deposits - Financial ▶ Create RD ▶ TD Top UP ▶ Electronic Bill Payment ▶ Create Biller Registration ▶ Update Biller Registration ▶ Term Deposits ▶ Amend RD 			
▶ AT30238500033	GBP	Current Accounts - Regular	ACTIVE
▶ AT30238500011	GBP	Current Accounts - Regular	ACTIVE

No Items to display.

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

The screenshot displays the 'Party Account Access' page in the ZigBank system. At the top, the parent party is identified as 'FIER INDUSTRIES' (ID: 002385) and the linked party as 'Will Smith' (ID: 002306). The page is titled 'Transaction Mapping for Linked Party Accounts' and features tabs for 'Current & Savings', 'Term Deposit', and 'Loans'. A checkbox option 'Map All Transactions to All Accounts' is present. Below this, a table lists account numbers, currencies, product names, and statuses. The first account, AT30238500022, is selected and expanded to show a comprehensive list of transaction types with checkboxes for mapping, such as 'CASA Inquiries', 'Loans', 'Payments', and 'Reports'. At the bottom of the mapping area, there are 'Edit', 'Cancel', and 'Back' buttons. A footer note states: 'Transaction Mapping for each of the accounts can be viewed by visiting the respective Account Type tabs'.

Account Number	Currency	Product Name	Account Status
AT30238500022	GBP	Current Accounts - Regular	ACTIVE
AT30238500033	GBP	Current Accounts - Regular	ACTIVE
AT30238500011	GBP	Current Accounts - Regular	ACTIVE

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.

34.3 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 **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the search parameters.
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 **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.
5. In case the selected party is mapped as a parent party to another party, select on the account type in the linked party summary section.
6. Click on **Account type** link to view/edit the details
7. 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.
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 **Next** to next tab (CASA/Term Deposit/Loans)
OR
Click **Delete** to delete the Party Account Access setup.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
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.

Party Account Access (Own Account Mapping) - Edit

Party Account Access

Party ID: 002385
Party Name: FIER INDUSTRIES

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"/>	AT30238500022	GBP	Current Accounts - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30238500033	GBP	Current Accounts - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30238500011	GBP	Current Accounts - Regular	ACTIVE

No items to display.

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs ✕

Next Cancel Back

Party Account Access (Linked Party Account Mapping) – Edit

Party Account Access

Parent Party ID: 002385
Parent Party Name: FIER INDUSTRIES

Linked Party ID: 002306
Linked Party Name: Will Smith

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"/>	AT30238500022	GBP	Current Accounts - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30238500033	GBP	Current Accounts - Regular	ACTIVE
<input checked="" type="checkbox"/>	AT30238500011	GBP	Current Accounts - Regular	ACTIVE

No items to display.

Account Mapping for Current & Saving, Term Deposit and Loans can be viewed by visiting the respective Account Type tabs

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
Welcome, superadmin
Last login: 15 Jun 02:42 PM

Party Account Access

Party ID: 002385
Party Name: FIER INDUSTRIES

Transaction Mapping

Current & Savings | Term Deposit | Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30238500022	GBP	Current Accounts - Regular	ACTIVE

Map All Transactions

- CASA Inquiries
 - CASA Interest Certificate
 - Party CASA Interest Certificate
 - Inquire Sweep-in Instruction
- Loans
 - Loan Settlement
- Bank Guarantee
 - Initiate Outward Guarantee
- Letter Of Credit
 - Initiate Letter of Credit
- Payments
 - Domestic Payment
 - Domestic Draft
 - QR Payment
 - Instruction Cancellation
 - International Draft
 - International Payout
 - Internal Transfer
 - Self Transfer
 - Bill Payment
 - External Transfer
 - PeerToPeer Transfer
- Reports
 - Request User Report
- File Upload
 - File Upload - Record Cancellation
 - Mixed Payment - Upload
 - International Payment - File Level Approval
 - Mixed Payment - File Level Approval
 - Domestic Transfer - Record Level Approval
 - Internal Transfer - Upload
 - Internal Transfer - Record Level Approval
 - International Payment - Record Level Approval
 - Domestic Payment - File Level Approval
 - Mixed Payment - Record Level Approval
 - Domestic Payment - Upload
 - File Upload - File Cancellation
- Credit Cards
 - Register CC AutoRepay
 - de-register CC AutoRePay
 - Update CC AutoRepay
- All Inquiry Transactions
 - Payments Inquiries
 - CASA Inquiries
- Sweep-In Instruction
 - Create Sweep-in Instruction
 - Delete Sweep-in Instruction
- Electronic Bill Payment
 - Create Biller Registration
 - Create Bill Payment
 - Delete Biller Registration
 - Update Biller Registration
- Term Deposits
 - Amend RD

AT30238500033	GBP	Current Accounts - Regular	ACTIVE
AT30238500011	GBP	Current Accounts - Regular	ACTIVE

No items to display.

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

ZigBank
Welcome, superadmin
Last login 15 Jun 05:42 PM

Party Account Access

Parent Party ID: 002385
Parent Party Name: FIER INDUSTRIES

>

Linked Party ID: 002306
Linked Party Name: Will Smith

Transaction Mapping for Linked Party Accounts

Current & Savings

Term Deposit

Loans

Map All Transactions to All Accounts

Account Number	Currency	Product Name	Account Status
AT30238500022	GBP	Current Accounts - Regular	ACTIVE

Map All Transactions

- CASA Inquiries
 - CASA Interest Certificate
- Loans
 - Loan Settlement
- Bank Guarantee
 - Initiate Outward Guarantee
- Letter Of Credit
 - Initiate Letter of Credit
- Payments
 - Domestic Payment
 - Domestic Draft
 - QR Payment
 - Instruction Cancellation
- Reports
 - Request User Report
- File Upload
 - File Upload - Record Cancellation
 - Mixed Payment - Upload
 - International Payment - File Level Approval
 - Mixed Payment - File Level Approval
 - Domestic Transfer - Record Level Approval
- Credit Cards
 - Register CC AutoRepay
- All Inquiry Transactions
 - Payments Inquiries
- Sweep-In Instruction
 - Create Sweep-in Instruction
- Electronic Bill Payment
 - Create Biller Registration
 - Update Biller Registration
- Term Deposits
 - Amend RD

▶ AT30238500033 GBP Current Accounts - Regular ACTIVE

▶ AT30238500011 GBP Current Accounts - Regular ACTIVE

- Party CASA Interest Certificate
- International Draft
- International Payout
- Internal Transfer
- Self Transfer
- Internal Transfer - Upload
- Internal Transfer - Record Level Approval
- Internal Transfer - File Level Approval
- International Payment - Record Level Approval
- International Payment - Upload
- de-register CC AutoRePay
- CASA Inquiries
- Delete Sweep-in Instruction
- Create Bill Payment

- Inquire Sweep-in Instruction
- Bill Payment
- External Transfer
- PeerToPeer Transfer
- Domestic Payment - File Level Approval
- Mixed Payment - Record Level Approval
- Domestic Payment - Upload
- File Upload - File Cancellation
- Update CC AutoRepay
- Delete Biller Registration

No items to display.

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 **Cancel** to cancel the transaction.

OR

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

17. The screen with success message appears. Click **OK** to complete the transaction.

34.4 Party Account Access - Delete

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 **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the search parameters.
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 **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.
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, administrator 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.

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35. Transaction Group Maintenance

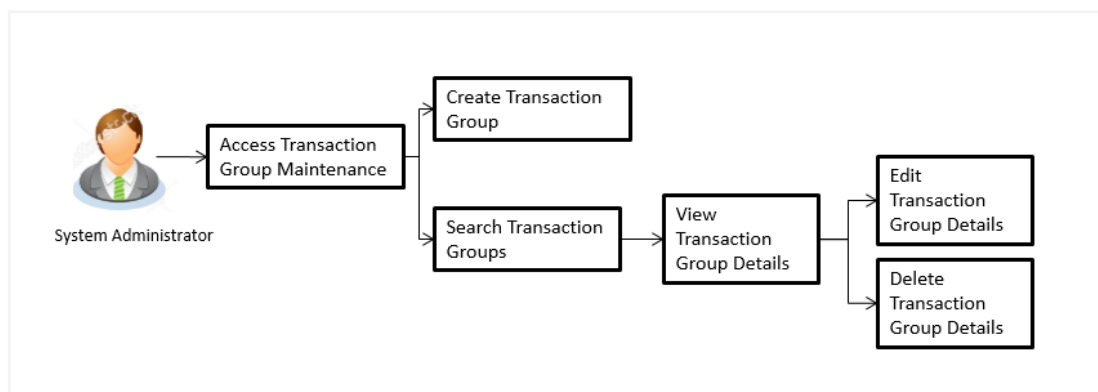
Transaction group maintenance enables the System Administrator to create and maintain group of transactions. Administrator can maintain a transaction group for the purpose of defining consolidated transaction limits. Once limits are assigned at transaction group, these limits acts as collective limit for selected transactions in a group.

For e.g., If the cumulative limit daily (for payment transaction group) is set to GBP 2000, then in a day, customer will be allowed to perform transactions up to GBP 2000 only, spanning across all selected transactions in a group.

Prerequisites:

- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.
- Transactions are available for grouping.

Workflow



Features supported in application

The administrator can perform the following actions:

- Create Transaction Group
- Search/ View Transaction Group
- Edit Transaction Group
- Delete Transaction Group

How to reach here:

Administration Dashboard > Limits > Transaction Group Maintenance

35.1 Transaction Group Maintenance - View

Using this option, System Administrator can search and view details of particular transaction group based on different search parameters like group code or group description. The search results displays a summary of matching transaction groups.

Further, System Administrator can view the details of transaction groups created for the purpose of maintaining limits.

To search and view transaction group:

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

Transaction Group Maintenance - Search

The screenshot shows the 'Transaction Group Maintenance' interface. At the top, there are search filters for 'Group Code' and 'Group Description' (containing the letter 'a'). Below the filters are 'Search' and 'Clear' buttons. A table lists the following transaction groups:

Group Code	Group Description	No of Transactions
ALLTXNSGRP1	All transaction group 1	23
MustuTG03	InternationalDraft /DomesticDraft	8
CorpTransactionGroup	CorpTransactionGroup	9
GroupCode1	AJGroupCode	8
AJGroupCode	AJGroupCodeDesc	8
FUCORPALLTXNGRP	All Txn Group FUCORP	25
MustuTG02	International Draft/Self Transfer/Bill Payment/Domestic Draft	4
FUCORPTXNGRP	FUCORP Transaction Group	25
PAYMENTS1	PAYMENTS1	2
PAYMENTS02	PAYMENTS02	2

On the right side, there is a 'Create and Maintain Transaction Groups' panel with a 'Create' button and explanatory text: 'Create a group and add multiple transactions to a group. Similarly you can create multiple groups. Access Limit Package Management for defining limits for a group of transactions.'

Field Description

Field Name	Description
Group Code	Search the transaction groups with group code.
Group Description	Search the transaction groups with group description.
Search Results	
Group Code	Group code defined for a Transaction Groups.
Group Description	Group description defined for a Transaction Groups.
No. of Transactions	Number of transactions associated with the transaction groups.

- Click the **Group Code** link of the record to view the transaction group details. The **Transaction Group Maintenance - View** screen appears.

Transaction Group Maintenance - View

The screenshot displays the 'Transaction Group Maintenance - View' interface. At the top, the ZigBank logo and user information (Welcome, superadmin) are visible. The main content area is divided into two sections:

- Transaction Group Maintenance:** A table showing the group code (ALLTXNSGRP1) and description (All transaction group 1). Below this is a list of transactions with columns for 'Sr No.' and 'Transactions'.
- Transaction Group Details:** A sidebar panel containing a document icon and a warning message: 'You may edit or delete this Transaction Group. Using edit option, you can add or remove the transactions. Group can be deleted if not associated with any limit package and the package is not mapped at various levels.'

At the bottom of the table, there are four buttons: 'Edit', 'Delete', 'Cancel', and 'Back'. A copyright notice is visible at the very bottom of the page.

Field Description

Field Name	Description
Group Code	Group code defined for a Transaction Groups.
Group Description	Group description defined for a Transaction Groups.
Transactions	Displays the transactions which are a part of transaction group.

- Click **Edit** to add or remove the transactions from the transaction group.
OR
Click **Delete** to delete the transaction group.
OR
Click **Cancel** to cancel the transaction and go back to Dashboard.
OR
Click **Back** to navigate to the previous screen.

35.2 Transaction Group Maintenance - Create

Using this option, System Administrator can create a new transaction group and can add multiple transactions to a group. Administrator can create multiple transaction groups. Also can add same transactions as a part of multiple groups.

To create a transaction group:

1. In the **Transaction Group Maintenance** screen, click **Create**. The **Transaction Group Maintenance - Create** screen appears.

Transaction Group Maintenance - Create

Field Description

Field Name	Description
Group Code	Unique group code defined for a Transaction Groups.
Group Description	Group description defined for a Transaction Groups.
Transactions	The list of transactions which are a part of transaction group.

2. In the **Group Code** field, enter the code for the transaction group.
3. In the **Group Description** field, enter the description for the transaction group.
4. Click **Select Transactions**, a transaction drop-down appears with the list of transactions grouped according to the type. Multiple transactions can be selected.

Note: All for transactions for which limit flag is enabled will be displayed according to the type.

5. Add required transactions to group.
6. Click **Save** to save the transaction group details.
OR

- Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
8. The success message of Transaction Group Maintenance saved successfully appears along with the transaction reference number.
Click **OK** to complete the transaction.

35.3 Transaction Group Maintenance - Edit

Using this option, System Administrator can update or edit a transaction group by adding / removing the transactions associated with the transaction group for purpose of limit maintenance.

To edit a transaction group:

1. In the **Transaction Group Maintenance** screen, click **Search**. The **Transaction Group Maintenance** screen with search results appears based on the searched criteria.
OR
Click **Cancel** to cancel the search process.
OR
Click **Clear** to reset the search parameters.

Transaction Group Maintenance - Search

The screenshot displays the 'Transaction Group Maintenance' search interface. At the top, there's a header with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 19 May 03:40 AM'. Below the header, the search area includes two input fields: 'Group Code' (empty) and 'Group Description' (containing 'all'). There are three buttons: 'Search' (green), 'Cancel' (grey), and 'Clear' (grey). Below the search area is a table with the following data:

Group Code	Group Description	No of Transactions
ALLTXNS1	All Transactions Group 1	24

On the right side of the screen, there is a panel titled 'Create and Maintain Transaction Groups' with a 'Create' button. The panel contains the text: 'You can create new Transaction Groups by clicking on create.'

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2. Click the **Group Code** link of the record to view the transaction group details. The **Transaction Group Maintenance - View** screen appears.

Transaction Group Maintenance - View

The screenshot displays the 'Transaction Group Maintenance - View' interface. At the top, the ZigBank logo and user information 'Welcome, superadmin' are visible. The main content area shows the following details:

Group Code	ALLTXNS1
Group Description	All Transactions Group 1

Sr No.	Transactions
1	International Payment - File Level Approval
2	File Upload - File Cancellation
3	QR Payment
4	File Upload - Record Cancellation
5	International Draft
6	Self Transfer
7	Internal Transfer - File Level Approval
8	Domestic SEPA Payment - CREDIT
9	Domestic UK Payment - FASTER
10	Create Forex Deal
11	Domestic Draft
12	PeerToPeer Transfer
13	Domestic Payment - NEFT
14	Bill Payment
15	Domestic Payment - File Level Approval
16	International Payout
17	Mixed Payment - File Level Approval
18	Domestic SEPA Payment - CARD
19	Domestic UK Payment - URGENT
20	Internal Transfer
21	Domestic Payment - IMPS
22	External Transfer
23	Domestic UK Payment - NON URGENT
24	Domestic Payment - RTGS

At the bottom of the table, there are four buttons: **Edit**, **Delete**, **Back**, and **Cancel**.

Transaction Group Details
 You may edit or delete this Transaction Group. Using edit option, you can add or remove the transactions. Group can be deleted if not associated with any limit package and the package is not mapped at various levels.

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3. Click **Edit** to add or remove the transactions from the transaction group. The **Transaction Group Maintenance - Edit** screen appears.

Transaction Group Maintenance - Edit


The screenshot displays the 'Transaction Group Maintenance - Edit' interface. The top navigation bar includes the ZigBank logo, search, mail, and user profile icons. The main content area is titled 'Transaction Group Maintenance' and contains the following details:

- Group Code:** ALLTXNS1
- Group Description:** All Transactions Group 1
- Transactions:** A grid of transaction types, each with a delete icon (X):
 - International Payment - File Level Approval
 - File Upload - File Cancellation
 - QR Payment
 - File Upload - Record Cancellation
 - International Draft
 - Self Transfer
 - Internal Transfer - File Level Approval
 - Domestic SEPA Payment - CREDIT
 - Domestic UK Payment - FASTER
 - Create Forex Deal
 - Domestic Draft
 - PeerToPeer Transfer
 - Domestic Payment - NEFT
 - Bill Payment
 - International Payout
 - Domestic SEPA Payment - CARD
 - Domestic UK Payment - URGENT
 - Internal Transfer
 - Domestic Payment - IMPS
 - External Transfer
 - Domestic UK Payment - NON URGENT
 - Domestic Payment - RTGS

At the bottom of the form are three buttons: **Save**, **Cancel**, and **Back**. To the right, a 'Transaction Group Details' box contains the following text:

You can add or remove the transactions from a group. Already utilized limits for a transactions you are removing from a group will not be reversed. Similarly for any new transaction group limits will be effective for the transactions initiated post group modification.

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4. Edit the required details, e.g. Group Description, Transactions.
5. Clicking transaction area, a transaction drop-down appears with the list of transactions grouped according to the type to add a new transaction.
OR
click  to delete an existing transaction from the group.
6. Click **Save** to save the transaction group details
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate back to previous screen.
8. The success message Transaction Group Maintenance saved successfully appears along with the Transaction reference number.
Click **OK** to complete the transaction.

35.4 Transaction Group Maintenance - Delete

Using this option, System Administrator can delete the transaction group.

Note: System Administrator cannot delete the transaction group, if the limits are associated with that group, and it is mapped to the user/ party which is in use.

To delete a transaction group:

1. In the **Transaction Group Maintenance** screen, click **Search**. The **Transaction Group Maintenance** screen with search results appears based on the searched criteria.
OR
Click **Cancel** to cancel the search process.
OR
Click **Clear** to reset the search parameters.

Transaction Group Maintenance - Search

The screenshot displays the 'Transaction Group Maintenance' interface. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 19 May 03:40 AM'. Below the navigation bar, the main content area is titled 'Transaction Group Maintenance'. It features two input fields: 'Group Code' (empty) and 'Group Description' (containing 'all'). Below these fields are three buttons: 'Search' (highlighted in green), 'Cancel', and 'Clear'. A table below the buttons shows the search results:

Group Code	Group Description	No of Transactions
ALLTXNS1	All Transactions Group 1	24

To the right of the table is a panel titled 'Create and Maintain Transaction Groups' with a 'Create' button. The panel contains the text: 'You can create new Transaction Groups by clicking on create.' At the bottom of the screen, there is a footer with copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

2. Click the **Group Code** link of the record to view the transaction group details. The **Transaction Group Maintenance - View** screen appears.

Transaction Group Maintenance – View

The screenshot displays the 'Transaction Group Maintenance' interface. At the top, the ZigBank logo is on the left, and user information 'Welcome, superadmin' and 'Last login 17 Jun 02:10 AM' is on the right. The main content area is titled 'Transaction Group Maintenance' and shows the following details:

- Group Code: ALLTXNSGRP1
- Group Description: All transaction group 1

Below this, a table lists transactions:

Sr No.	Transactions
1	File Upload - Record Cancellation
2	International Payment - File Level Approval
3	Internal Transfer - File Level Approval
4	File Upload - File Cancellation
5	Create Bill Payment
6	QR Payment
7	Create Forex Deal
8	Domestic Payment - IMPS
9	PeerToPeer Transfer
10	Self Transfer
11	Bill Payment
12	International Payout
13	International Draft
14	Domestic Draft
15	Internal Transfer
16	External Transfer
17	Domestic SEPA Payment - CARD
18	Domestic SEPA Payment - CREDIT
19	Domestic UK Payment - NON URGENT
20	Domestic UK Payment - URGENT
21	Domestic UK Payment - FASTER
22	Domestic Payment - NEFT
23	Domestic Payment - RTGS

At the bottom of the table are four buttons: Edit, Delete, Cancel, and Back. To the right of the table is a sidebar titled 'Transaction Group Details' with an icon of a calendar and a pencil. The sidebar text reads: 'You may edit or delete this Transaction Group. Using edit option, you can add or remove the transactions. Group can be deleted if not associated with any limit package and the package is not mapped at various levels.'

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

Delete Transaction Group

The screenshot displays the 'Transaction Group Maintenance' page in the ZigBank system. At the top, the user is logged in as 'superadmin' on '17 Jun 02:10 AM'. The main content area shows a table with the following data:

Sr No.	Transactions
1	File Upload - Record Cancellation
2	International Payment - File Level Approval
3	Internal Transfer - File L
4	File Upload - File Cance
5	Create Bill Payment
6	QR Payment
7	Create Forex Deal
8	Domestic Payment - IMPS
9	PeerToPeer Transfer
10	Self Transfer
11	Bill Payment
12	International Payout
13	International Draft
14	Domestic Draft
15	Internal Transfer
16	External Transfer
17	Domestic SEPA Payment - CARD
22	Domestic Payment - NEFT
23	Domestic Payment - RTGS

At the bottom of the table, there are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. A modal dialog titled 'Transaction Group Deletion' is overlaid on the table, containing the text: 'Are you sure you want to delete this Transaction Group?' and two buttons: 'Yes' and 'No'. The 'Transaction Group Details' sidebar on the right contains the text: 'You may edit or delete this Transaction Group. Using edit option, you can add or remove the transactions. Group can be deleted if not associated with any limit package and the package is not mapped at various levels.'

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

FAQs

1. Can I club one transaction as a part of multiple groups?

Yes, one transaction can be clubbed as part multiple groups.

2. Where can I use these transaction groups?

You can define a transaction limits using 'Limit Package Management' for these transaction groups.

3. Can I edit a transaction group which is a part of any limit package?

Yes, you can edit the transaction group details if a group is already associated with the limit package.

4. How the limit will be utilized, if you add a new transaction to the group for which customers have already initiated transactions during the day but before group formation?

Limits assigned at individual transaction level will be utilized for the transaction Initiated before the transaction group formation. These limits will not be considered for group limit utilization.

5. Can I delete a transaction group which is a part of any limit package?

No, if a transaction group cannot be deleted if a group is already associated with the limit package.

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36. Spend Category

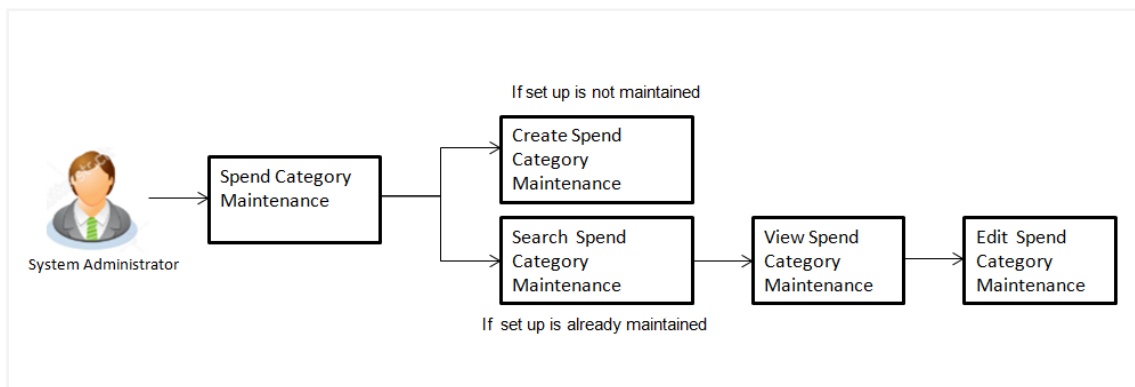
Using this option, the System Administrator can maintain the spend categories. Spend Category maintenance allows the System Administrator to create, modify or expire categories. For each of the Spend Category, System Administrator shall be able to map its corresponding sub categories under which the transactions will be tagged. This maintenance is done only for retail customers. Any time there can be a maximum of 7 categories available and each will have a unique category code. Spend categories cannot be deleted.

The each spend category can have up to four sub categories each.

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

Workflow



Features Supported In Application

The Spend Category maintenance allows the System 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 > Personal Finance > Spend Category

36.1 Spend Category - Search

Using Spend category search option, System Administrators search the existing spend category. The search result displays a particular spend categories 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 Maintenance' page. It features a search form with 'Category Code' and 'Category Name' input fields, 'Search' and 'Clear' buttons, and a 'Cancel' button at the bottom. A table displays search results with columns for 'Category Code' and 'Category Name'. The results are as follows:

Category Code	Category Name
001	Monthly expenses
002	Essentials
003	Travel
004	Events
C1	Mobile

Below the table is a pagination control showing 'Page 1 of 1 (1-5 of 5 items)' and a 'Cancel' button. To the right of the table is a 'Note' section with a calendar icon and text explaining that these are categories for mapping customer expenses, with a 'Create' button below it.

Field Description

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

Category Code	Unique ID maintained for the spend category.
----------------------	--

Category Name	Name of the spend category. Transactions are mapped to the category name to classify spending under each category.
----------------------	--

Search Results

Category Code	Category codes of the searched spend categories.
----------------------	--

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

Category Name	Name of the searched categories.
----------------------	----------------------------------

36.1.2 Spend Category - View

Using spend category view 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 Maintenance' interface. It features a table with the following data:

Category Code	001
Category Name	Monthly expenses
Sub Category Code	GAS
Sub Category Name	GAS

Below the table, there is a pagination control showing 'Page 1 of 1 (1 of 1 items)' and navigation arrows. At the bottom of the table area, there are three buttons: 'Edit', 'Cancel', and 'Back'. To the right of the table, there is a 'Note' box with the following text:

Note
A user can see the various subcategories maintained for the selected category. A maximum of four subcategories is allowed to be maintained. Each will have a unique code. Customers transactions will be mapped to these subcategories under the category. Selection and maintenance of categories are optional.

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Field Description

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

Category Code	Unique ID maintained for the spend category
----------------------	---

Category Name	Name of the category. Transactions are mapped to the category name to classify spending under each category.
----------------------	--

Sub Category Details

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

Sub Category Code	Unique ID maintained for the spend sub-category.
Sub Category Name	Name of the subcategory based on the category name. Transactions can be further classified under the sub categories available under a category. For e.g. Spend category name could be Household Expenses and under that, sub categories could be Grocery, Rent etc.

- Click **Edit** to if you want to edit the spend category.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

36.2 Spend Category - Create

Using spend category create option, the System Administrator can create new spend categories and sub categories.

To create a spend category:

- In the **Spend Category** screen, click **Create**. The **Spend Category - Create** screen appears.

Spend Category - Create

Field Description

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

Category Code	Unique ID maintained for the spend category.
----------------------	--

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


Category Name	Name of the category. Transactions are mapped to the category name to classify spending under each category.
----------------------	--

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. Transactions can be further classified under the sub categories available under a category. For e.g. Spend category name could be Household Expenses and under that, sub categories could be Grocery, Rent etc.
--------------------------	---

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.

36.3 Spend Category - Edit

Using spend category edit 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 spend category. The **Spend Category - View** screen appears.
3. Click **Edit** to edit the spend 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

Spend Category Maintenance

Category Code: 001

Category Name: Monthly expenses

Add Sub Categories (optional)

Subcategory Code	Subcategory Name
GAS	GAS
Electricity	Tata Power

Note

A user can see the various subcategories maintained for the selected category. A maximum of four subcategories is allowed to be maintained. Each will have a unique code. Customers transactions will be mapped to these subcategories under the category. Selection and maintenance of categories are optional.

Buttons: 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 System Administrator can create?**
A System Administrator can create maximum of seven categories.
2. **How many spend sub-categories can a System Administrator can create?**
A System 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. **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.

[Home](#)

37. Goal Category Maintenance

Goal Category maintenance allows the System Administrator to create, modify or expire goal categories. For each of the Goal Category, System Administrator can 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.

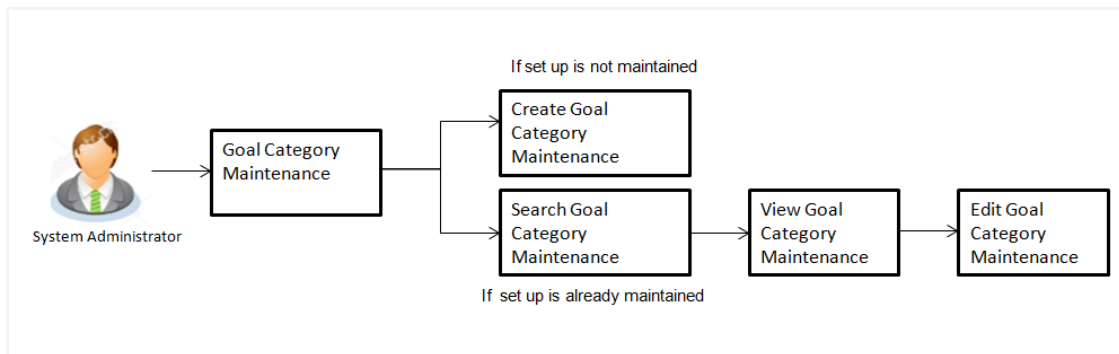
Administrator created categories needs to be linked with a product which will decide the other key parameters which will govern the Goal category. These parameters would be:

- 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 > Personal Finance > Goal Category

37.1 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
- Category 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 shows the 'Goal Category Maintenance' page in the ZigBank system. At the top, there are search fields for 'Category Code' and 'Category Name', along with 'Search' and 'Clear' buttons. Below these is a table listing existing categories. To the right, there is a 'Note' section with a 'Create' button.

Category Code	Category Name	Product Type	Product	Status
CAR	CAR	TD	TD topup	Active
Education	Education	TD	TD topup	Active
HOME001	Home	TD	goal product	Active
olympics	Olympics tour	TD	goal product	Active
Tour	Tour	TD	TD topup	Active
Travel	Travel	TD	TD topup	Active

Page 1 of 1 (1-6 of 6 items) | < 1 >

Note

These are the various categories amongst which customer's goals will be mapped. Each category will have a unique code for easier maintenance.

Each category will have a product mapped to it and the category will have the limits accordingly. Option to have an image linked to the goal is also available.

[Create](#)

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).

Field Name	Description
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.

37.1.2 Goal Category - View

Using Goal category view 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

The screenshot shows the 'Goal Category - View' interface in the ZigBank system. The header includes the ZigBank logo and user information: 'Welcome, superadmin' with a last login time of '28 May 05:52 PM'. The main content area is titled 'Goal Category' and contains a 'View' section with the following details:

- Category Code: CAR
- Category Name: CAR
- Expiry Date: 30 Jun 2019
- Category Image: A photograph of a blue car.

Below the 'View' section is the 'Product Mapping' section, which shows:

- Product: TD topup
- Product Details:
 - Initial Funding Limit: Min - 500 Max - 1000000000000
 - Currency: GBP
 - Top Up Allowed: OPTION_YES
 - Tenure: Min - 0 yrs Max - 7 Yrs
 - Interest Rate: [View Interest Rates](#)
 - Partial Withdrawal Allowed: OPTION_YES

At the bottom of the 'View' section, there are three buttons: 'Edit', 'Cancel', and 'Back'. The footer of the page contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. 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.
Expiry Date	
Category Image	Image assigned for goal category.
Product Mapping	
Product	Name of the product mapped to the category under which the goal shall be opened.
Product Details	
Initial Funding Limit	The initial amount that the user can invest for his goal.
Tenure	The period of the goal created should fall within this range.
Currency	The currency with which a goal can be created.
Interest Rate	Click the View Interest Rates 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 goal is allowed or not.
Partial Withdrawal Allowed	Whether partial withdrawal of the goal is allowed or not.

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.

37.2 Goal Category - Create

Using Goal category create 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


Goal Category

Create

Category Code: HOME001

Category Name: Home

Expiry Date: 14 Jun 2019

Category Image:  Remove

Product Mapping

Product: goal product

Product Details

Initial Funding Limit	Min - 500 Max - 10000000000000	Tenure	Min - 0 yrs Max - 7 Yrs
Currency	GBP	Interest Rate	View Interest Rates
Top Up Allowed	OPTION_YES	Partial Withdrawal Allowed	OPTION_YES

Save Cancel Back

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Field Description

Field Name	Description
Category Code	Unique id maintained for the category. Which will be used for internal search for bank administrator.
Category Name	Name of the category.
Expiry Date	Expiry date of the goal category. If the expiry date reaches, the user will not be able to view the category while creating a new goal.
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 of the product mapped.
Tenure	The period of the goal created should fall within this range.

Field Name	Description
Currency	The currency with which a goal can be created.
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 goal is allowed or not.
Partial Withdrawal Allowed	Whether partial withdrawal of the goal is 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 **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
8. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
9. The success message of goal category creation appears.
Click **OK** to complete the transaction.

37.3 Goal Category - Edit

Using Goal category edit option, System Administrator can modify the goal details at any time during the tenure of the goal. Administrator 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

4. Edit the required details.
5. Click **Save** to update the changes.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
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 update 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.

[Home](#)

38. 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.

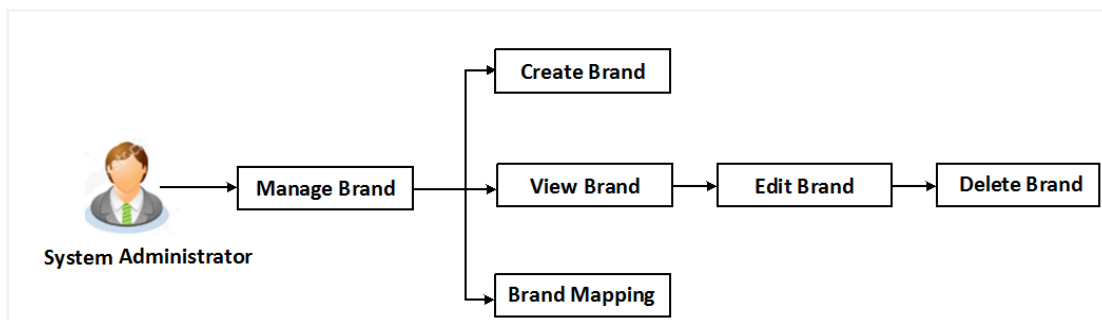
The administrator can define multiple themes with the above mentioned attributes and once defined, the administrator can activate one of the theme from the available list.

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.

Workflow



Features supported in application

- View Brand
- Create Brand
- Edit Brand
- Delete Brand

How to reach here:

Dashboard > User Experience > Manage Brand

38.1 Manage Brand – Summary

The screenshot displays the 'Manage Brand' interface in the ZigBank application. At the top, there is a navigation bar with the ZigBank logo, a search icon, an email icon, and a user profile for 'superadmin' with the last login time '16 Jun 10:44 PM'. Below the navigation bar, the page title 'Manage Brand' is shown. The main content area features a table with two tabs: 'Brand' (selected) and 'Mapping'. The table has four columns: 'Brand Name', 'Brand Description', 'Date Created', and 'Actions'. A single row is listed with the following data: 'New Brand 1', 'Branding for new bank', '15 Dec 2017', and a 'View' link. To the right of the table is a 'Brand' card with a code icon and a 'Create' button. The card text reads: 'Brand. Customise the application to match a theme for your corporate branding with just a few clicks! Click on create and get going.' 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 Name	Description
Brand Name	Displays the theme name as defined.
Brand Description	Displays the theme description as defined.
Date Created	Displays the date of theme creation
Actions	The available action buttons against the theme are displayed. The action button can be: <ul style="list-style-type: none"> • <u>View</u>: Click to view the created theme.

5. In the **Action** column, click **View** to view the already created theme.

OR

Click **Create** to create a new theme.

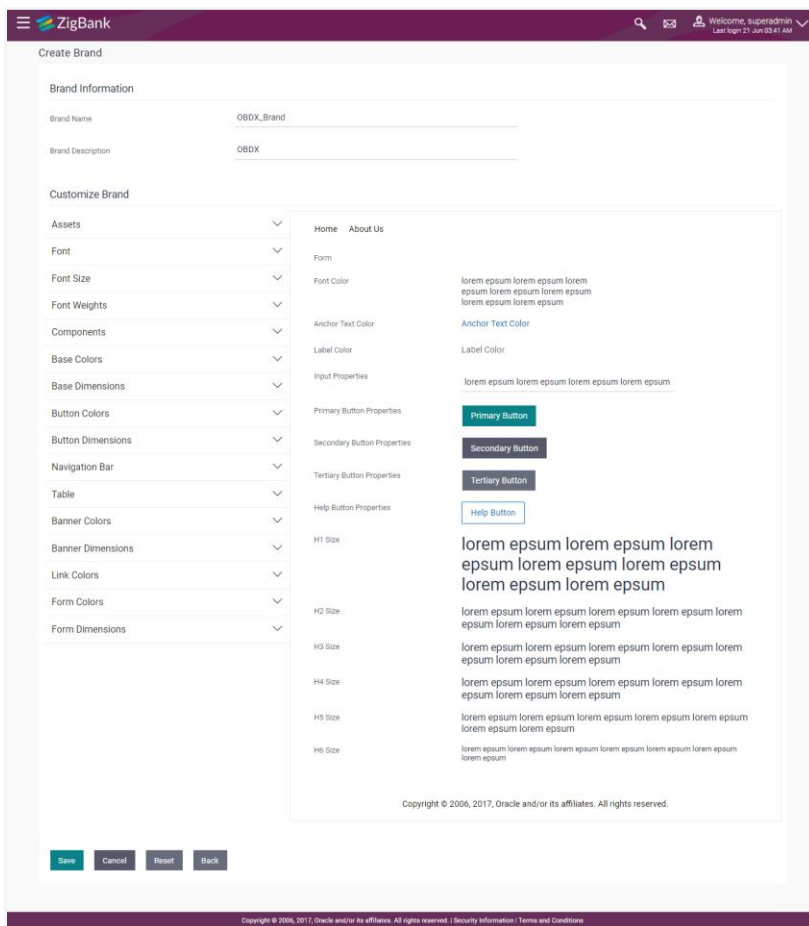
38.3 Manage Brand - Create

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



Field Description

Field Name	Description
Brand Name	Enter a name for the brand being created.
Brand Description	Enter a description for the brand being created.
Customize Brands	
Assets	Upload the desired file for assets such as icons, logo etc.

Field Name	Description
Font	Specify the font details of the application i.e. font URL and font name that is to be used in the brand.
Font Size	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.
Font Weights	Specify font weight definitions for the brand.
Components	Specify header and footer background and foreground color details.
Base Colors	<p data-bbox="683 619 1386 676">Specify colors of various components (clickable text in the application) for the brand.</p> <p data-bbox="683 707 878 732">The list includes:</p> <ul data-bbox="781 753 1187 1745" style="list-style-type: none"> <li data-bbox="781 753 997 779">• Primary Color <li data-bbox="781 800 1032 825">• Secondary Color <li data-bbox="781 846 1092 871">• Secondary Text Color <li data-bbox="781 892 1105 917">• Secondary Color Dark <li data-bbox="781 938 1008 963">• Success Color <li data-bbox="781 984 1073 1010">• Success Color Light <li data-bbox="781 1031 1008 1056">• Warning Color <li data-bbox="781 1077 1073 1102">• Warning Color Light <li data-bbox="781 1123 997 1148">• Danger Color <li data-bbox="781 1169 1062 1194">• Danger Color Light <li data-bbox="781 1215 1078 1241">• Border Default Color <li data-bbox="781 1262 1057 1287">• Primary Text Color <li data-bbox="781 1308 1092 1333">• Secondary Text Color <li data-bbox="781 1354 1057 1379">• Tertiary Text Color <li data-bbox="781 1400 1149 1425">• Primary Background Color <li data-bbox="781 1446 1149 1472">• Tertiary Background Color <li data-bbox="781 1493 1187 1518">• Secondary Background Color <li data-bbox="781 1539 1149 1564">• Background Disable Color <li data-bbox="781 1585 980 1610">• Scroll Track <li data-bbox="781 1631 997 1656">• Scroll Thumb <li data-bbox="781 1677 1122 1703">• Menu Background Color
Base Dimensions	Specify dimensions for the header, footer, docked menu and menu.

Field Name	Description
Button Colors	<p>Specify the color scheme of the buttons displayed in the application, for the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Help Background Color • Help Color • Help Border Color • Primary Background Color • Primary Border Color • Secondary Background Color • Secondary Foreground Color • Secondary Border Color • Tertiary Background Color • Tertiary Foreground Color • Tertiary Border Color
Button Dimensions	<p>Specify the dimensions (height, width, font size, icon size) of the buttons displayed in the application, for the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Height • Padding Top Bottom • Padding Left Right • Border Radius • Border Width • Font Size • Icon Size
Navigation Bar	<p>Specify the color scheme of the navigation bar, for the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Hover Text Color • Hover Border Color • Hover Background Color • Selected Text Color • Selected Border Color • Selected Background Color • Default Text Color • Default Border Color • Default Border Color

Field Name	Description
Table	<p>The color scheme (header background, header, and hover) for tables displayed in the application.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Header Background Color • Header Color • Row Hover Color
Banner Colors	<p>Specify the color scheme of banners displayed in the application.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Background Color • Primary Color • Secondary Color
Banner Dimensions	<p>Specify the dimensions (padding) of banners displayed in the application.</p>
Link Colors	<p>Specify the color scheme (base and hover) for links displayed in the application.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Base Color • Hover Color
Form Colors	<p>Specify the color scheme for input fields.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Input Background Color • Input Hover Color • Input Focus Color • Input Disable Color • Input Text Color • Input Text Hover Color • Input Text Focus Color • Input Text Disable Color • Input Border Color

Field Name	Description
Form Dimensions	<p>Specify form dimensions (line height, border width, border radius, border width, etc.).</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Form Line Height • Form Border Width • Form Input • Input Border Radius • Form Button Height • Form Button Border Radius • Form Button Border Width • Padding Top Bottom • Padding Left Right • Small Form Padding Top Bottom • Small Form Padding Left Right • Form Title Margin Top Bottom • Form Title Margin Left Right

The following section displays a preview of all the components comprising of the brand theme as defined under the **Customize Brand** section.

Navigation Bar	An example of how the navigation bar will be displayed, based on brand definition.
Section header	An example of how the heading of a section (applicable for screens that have multiple sections) will be displayed, based on brand definition.
Font Color	Text displaying the color of the font, as defined.
Anchor Text Color	The anchor text color (clickable text in the application) of the brand.
Label Color	The label color, as defined.
Input Properties	An example of how an input field will be displayed.
Primary Button Properties	An example of how a primary button will be displayed.
Secondary Button Properties	An example of how a secondary button will be displayed.
Tertiary Button Properties	An example of how a tertiary button will be displayed.
Help Button Properties	An example of how a help button will be displayed.
H1 - H6 Size	The font size of the various level of headings as defined for the brand.

6. In the **Brand Name** field, enter the name of the theme.
7. In the **Brand Description** field, enter the description for the theme.
8. Under the **Customized Brands** section:
 - e. In the **Asset** section, click **Choose File** to browse and upload the logo for brand.
 - f. In the **Font** section, enter the font URL and font name.
 - g. In the **Font Size** section, define the font size for various components in the application.
 - h. In the **Font Weights** section, select the regular, light and bold font weights from the list.
 - i. In the **Components** section, select the background and foreground colors of the header and footer.
 - j. In the **Base Colors** section, enter the color hex value or select color from the spectrum list for various brand items. The corresponding hex value to be displayed in the field.
 - k. In the **Base Dimensions** section, select the header, footer, docked menu height, menu width from the list.
 - l. In the **Button Colors** section, select the colors to be assigned to the various button types displayed in the application.
 - m. In the **Button Dimensions** section, select the height, width, font size and other properties of a button from the list.
 - n. In the **Navigation Bar** section, select the colors to be assigned to the various components that form part of the navigation bar.
 - o. In the **Table** section, select the colors to be assigned to the various components that form part of a tables.
 - p. In the **Banner Colors** section, select the colors to be assigned to the various components that form part of banners.
 - q. In the **Banner Dimensions** section, select the dimension for the banner padding from the list.
 - r. In the **Link Colors** section, select the base and hover colors for all links.
 - s. In the **Form Colors** section, select the colors to be assigned to input fields.
 - t. In the **Form Dimensions** sections, select the various properties of a form (line height, border width, border radius and few other properties) from the list.
9. Click **Save** to save the details.
OR
Click **Cancel** to cancel the transaction and to navigate to the Dashboard.
OR
Click **Reset** to clear the values entered in all sections under **Customize Brand**.
OR
Click **Back** to navigate to the previous screen.
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.
11. The success message appears along with the status of transaction. Click **OK** to return to the dashboard.

38.4 Manage Brand - Edit

If the defined theme does not suit the requirement, then System Administrator can edit the defined theme using the Update option.

To edit the brand:

1. In the **Action** column, click **View** against the brand which you want to edit. The **Manage Brand – View** screen appears.
2. Click **Edit** to edit the brand. The **Update Brand** screen appears.
OR
Click **Delete** to delete the brand.
OR
Click **Back** to navigate to the previous screen.

Manage Brand - Edit

Update Brand

Brand Information

Brand Name

Brand Description

Customize Brand

Assets ▼

Font ▼

Font Size ▼

Font Weights ▼

Components ▼

Base Colors ▲

- Primary Color
- Secondary Color
- Secondary Text Color
- Secondary Color Dark
- Success Color
- Success Color Light
- Warning Color
- Warning Color Light
- Danger Color
- Danger Color Light
- Border Default Color
- Primary Text Color
- Secondary Text Color
- Tertiary Text Color
- Primary Background Color
- Tertiary Background Color
- Secondary Background Color
- Background Disable Color
- Scroll Track
- Scroll Thumb
- Menu Background Color

Home About Us

Form

Font Color lorem ipsum lorem ipsum lorem ipsum lorem ipsum lorem ipsum
lorem ipsum lorem ipsum

Anchor Text Color Anchor Text Color

Label Color Label Color

Input Properties lorem ipsum lorem ipsum lorem ipsum lorem ipsum

Primary Button Properties Primary Button

Secondary Button Properties Secondary Button

Tertiary Button Properties Tertiary Button

Help Button Properties Help Button

H1 Size lorem ipsum lorem ipsum lorem ipsum
lorem ipsum lorem ipsum
lorem ipsum lorem ipsum

H2 Size lorem ipsum lorem ipsum lorem ipsum lorem ipsum
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H3 Size lorem ipsum lorem ipsum lorem ipsum lorem ipsum
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H4 Size lorem ipsum lorem ipsum lorem ipsum lorem ipsum
lorem ipsum lorem ipsum

H5 Size lorem ipsum lorem ipsum lorem ipsum lorem ipsum
lorem ipsum lorem ipsum

H6 Size lorem ipsum lorem ipsum lorem ipsum lorem ipsum
lorem ipsum

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Base Dimensions ▼

Button Colors ▼

Button Dimensions ▼

Navigation Bar ▼

Table ▼

Banner Colors ▼

Banner Dimensions ▼

Link Colors ▼

Form Colors ▼

Form Dimensions ▼

Update
Cancel
Reset
Back

Field Description

Field Name	Description
Brand Name	Displays the theme name.
Brand Description	Displays the theme description.
Customize Brands	
Assets	This section displays the uploaded brand logo. Click Download to view the brand logo.

Field Name	Description
Font	Displays the font details of the application i.e. font URL and font family.
Font Size	Displays the font size details of the various fonts used in the application in 'rem' (length unit). 1px = 1rem.
Font Weights	Displays the font weight definitions.
Components	The header and footer background and foreground color details.
Base Color	<p>The base color (clickable text in the application) of the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Primary Color • Secondary Color • Secondary Text Color • Secondary Color Dark • Success Color • Success Color Light • Warning Color • Warning Color Light • Danger Color • Danger Color Light • Border Default Color • Primary Text Color • Secondary Text Color • Tertiary Text Color • Primary Background Color • Tertiary Background Color • Secondary Background Color • Background Disable Color • Scroll Track • Scroll Thumb • Menu Background Color
Base Dimensions	The header, footer and menu height and width.

Field Name	Description
Button Colors	<p>The color scheme of the buttons defined for the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Help Background Color • Help Color • Help Border Color • Primary Background Color • Primary Border Color • Secondary Background Color • Secondary Foreground Color • Secondary Border Color • Tertiary Background Color • Tertiary Foreground Color • Tertiary Border Color
Button Dimensions	<p>The dimensions (height, width, font size, icon size) of the buttons of the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Height • Padding Top Bottom • Padding Left Right • Border Radius • Border Width • Font Size • Icon Size
Navigation Bar	<p>The color scheme (selected, default, and hover) of the navigation bar of the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Hover Text Color • Hover Border Color • Hover Background Color • Selected Text Color • Selected Border Color • Selected Background Color • Default Text Color • Default Border Color • Default Border Color

Field Name	Description
Table	<p>The color scheme (header background, header, and hover) of the table of the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Header Background Color • Header Color • Row Hover Color
Banner Colors	<p>The color scheme (header background, header, and hover) of the banner of the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Background Color • Primary Color • Secondary Color
Banner Dimensions	<p>The dimensions (padding) of the banner of the brand.</p>
Link Colors	<p>The color scheme (base and hover) of the link of the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Base Color • Hover Color
Form Colors	<p>The form color (background, hover, disable, focus, etc.) of the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Input Background Color • Input Hover Color • Input Focus Color • Input Disable Color • Input Text Color • Input Text Hover Color • Input Text Focus Color • Input Text Disable Color • Input Border Color

Field Name	Description
Form Dimensions	<p>The form dimensions (line height, border width, border radius, border width, etc.) of the brand.</p> <p>The list includes:</p> <ul style="list-style-type: none"> • Form Line Height • Form Border Width • Form Input • Input Border Radius • Form Button Height • Form Button Border Radius • Form Button Border Width • Padding Top Bottom • Padding Left Right • Small Form Padding Top Bottom • Small Form Padding Left Right • Form Title Margin Top Bottom • Form Title Margin Left Right

The following section displays a preview of all the components comprising of the brand theme. The appearance of each component will change as you edit it under the **Customized Brand** sections.

Navigation Bar	An example of how the navigation bar will be displayed, based on brand definition.
Section header	An example of how the heading of a section (applicable for screens that have multiple sections) will be displayed, based on brand definition.
Font Color	Text displaying the color of the font, as defined for the brand.
Anchor Text Color	The anchor text color (clickable text in the application) of the brand.
Label Color	An example of the label color, as defined for the brand.
Input Properties	An example of how an input field will be displayed, based on the brand definition.
Primary Button Properties	An example of how a secondary button will be displayed.
Secondary Button Properties	An example of how a tertiary button will be displayed.
Tertiary Button Properties	An example of how a help button will be displayed.
Help Button Properties	The font size of the various levels of headings as defined for the brand.

Field Name	Description
H1 - H6 Size	The anchor text color (clickable text in the application) of the brand.

3. In the Brand Name field, edit the name of the brand, if required.
4. In the **Brand Description** field, edit the description of the theme, if required.
5. Under the **Customized Brands** sections, expand any sub section and make changes to any component as required.
6. Click **Update** to save the changes.
OR
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
OR
Click **Reset** to clear the entered values in the screen.
OR
Click **Back** to navigate to previous screen.
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 status of transaction. Click **Ok** to return to the dashboard.

38.5 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.
2. Click **Edit** to edit the theme. The **Manage Brand - Edit** screen appears.
OR
Click **Delete** to delete the brand.
OR
Click **Back** to navigate to the previous screen.

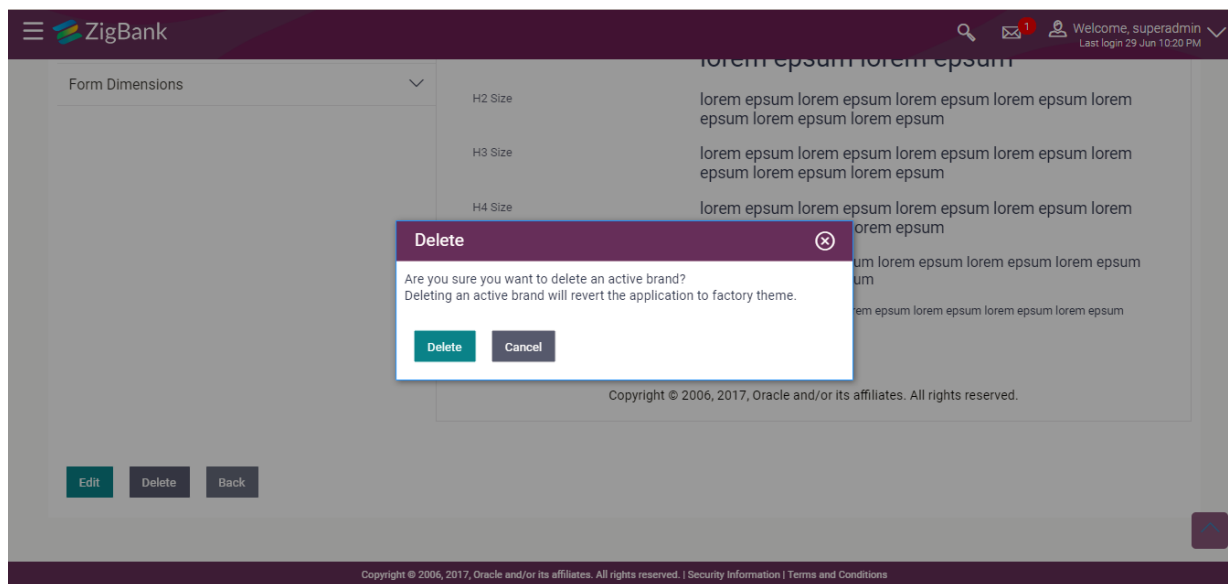
38.6 Manage Brand - Delete

The System Administrator can delete a 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**. A message appears asking the user to confirm brand deletion.

Delete Brand



Click Delete to confirm deletion of the brand.

OR

Click Cancel to cancel deletion and to return to the **Manage Brand – View** screen.

4. The success message appears along with the status of the transaction.

Click **Ok** to return to the dashboard.

38.7 Brand Mapping

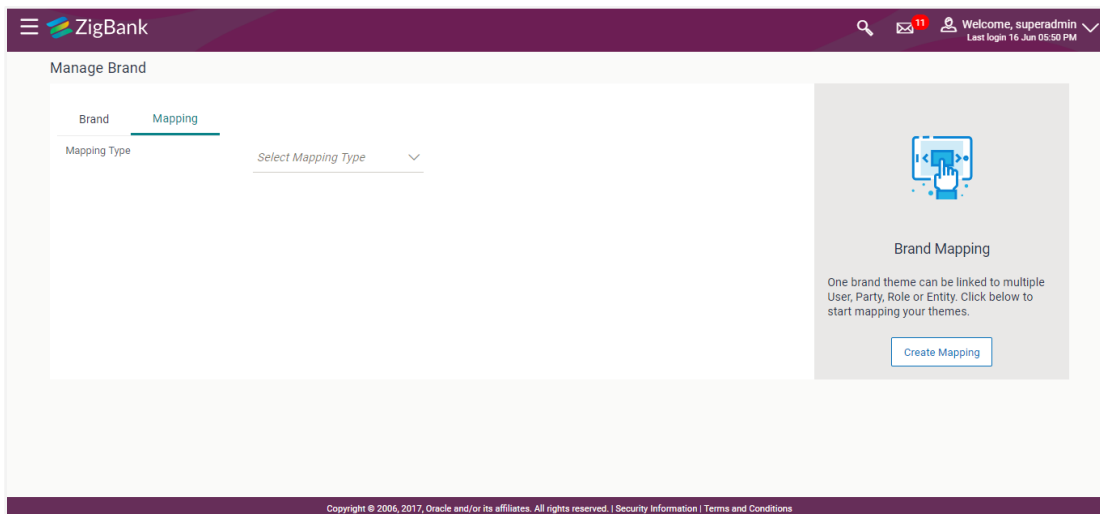
Using this option System Administrator can map the existing brands to the user, party, role or entity.

38.7.1 Brand Mapping Summary

To view the brand mapping summary:

1. In the **Manage Brand** screen, click the **Brand Mapping** tab. The **Manage Brand - Brand Mapping** screen appears.

Brand Mapping

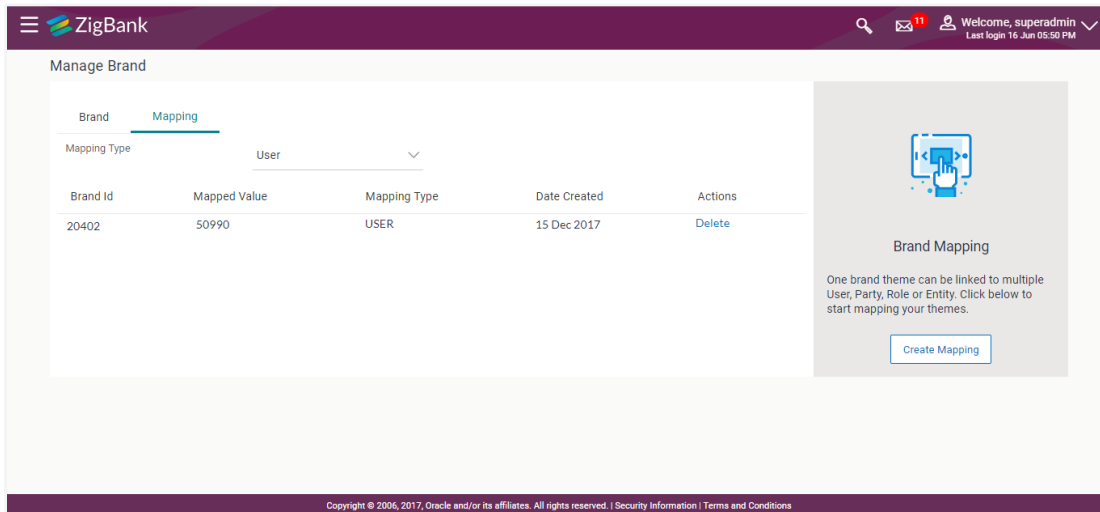


Field Description

Field Name	Description
Mapping Type	<p>Select a mapping type.</p> <p>The options are:</p> <ul style="list-style-type: none"> • User • Party • Role • Entity

- From the **Mapping Type** list, select the option for which you want to view the mapping. The **Manage Brand – Brand Mapping Summary** screen appears.

Manage Brand – Brand Mapping Summary



Field Description

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

Brand Mapping Summary

Brand Id	The identification number of the mapped theme.
Mapped Value	<p>The value which is mapped to the brand.</p> <p>The mapped value depends on the selected mapping type. For example, If the mapping type is 'user' the mapping value will be 'user ID',</p> <p>If the mapping type is 'party' the mapping value will be 'party ID',</p> <p>If the mapping type is 'role' the mapping value will be user role, such as 'Corporate' 'Retail' and 'Administrator',</p> <p>If the mapping type is 'entity' the mapping value will be 'entities'.</p>
Mapping Type	The level at which the brand is mapped.
Date Created	The date on which the brand mapping was performed.
Actions	<p>The available actions that can be performed against the brand mapping are displayed.</p> <p>The options can be:</p> <ul style="list-style-type: none"> • Delete <p>3. Click Delete against a record to delete the brand mapping.</p> <p>OR</p> <p>Click Create Mapping to create a brand mapping.</p>

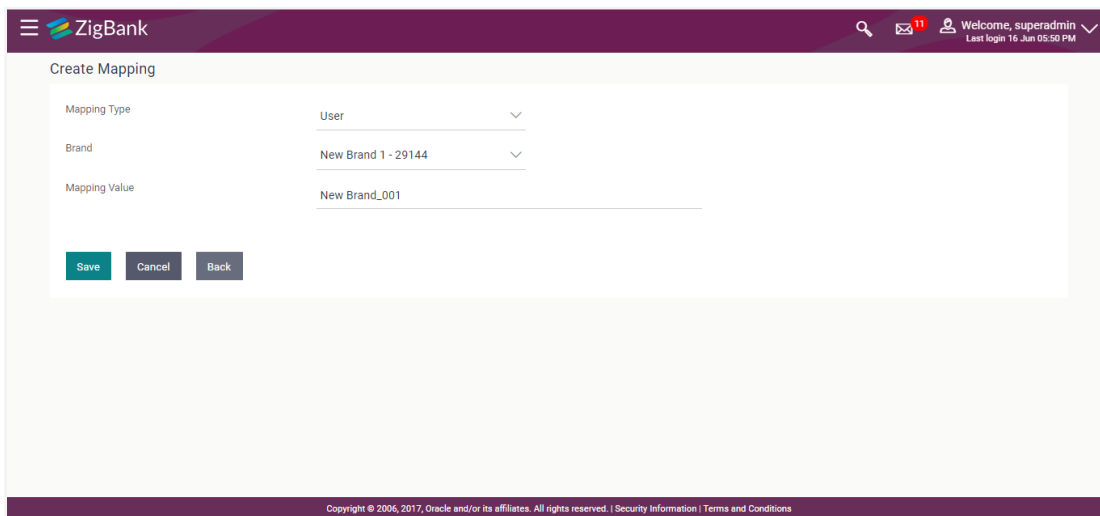
38.7.2 Create Mapping

Using this option System Administrator can create a brand mapping.

To create the brand mapping:

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

Manage Brand- Create



Field Description

Field Name	Description
Mapping Type	Select the level at which the brand is to be mapped. The options are: <ul style="list-style-type: none"> • User • Party • Role • Entity
Brand	Select a brand to be mapped at the level selected under Mapping Type.
Mapping Value	Enter a mapping value.

2. From the **Mapping Type** list, select the level at which the brand is to be mapped.
3. From the **Brand** list, select a brand.

4. In the **Mapping Value** field, enter a mapping value.
5. Click **Save**.
 - OR
 - Click **Cancel** to cancel the transaction.
 - OR
 - Click **Back** to return to the previous screen.
6. The success message along with the status of transaction appears. Click **Ok** to return to the dashboard.

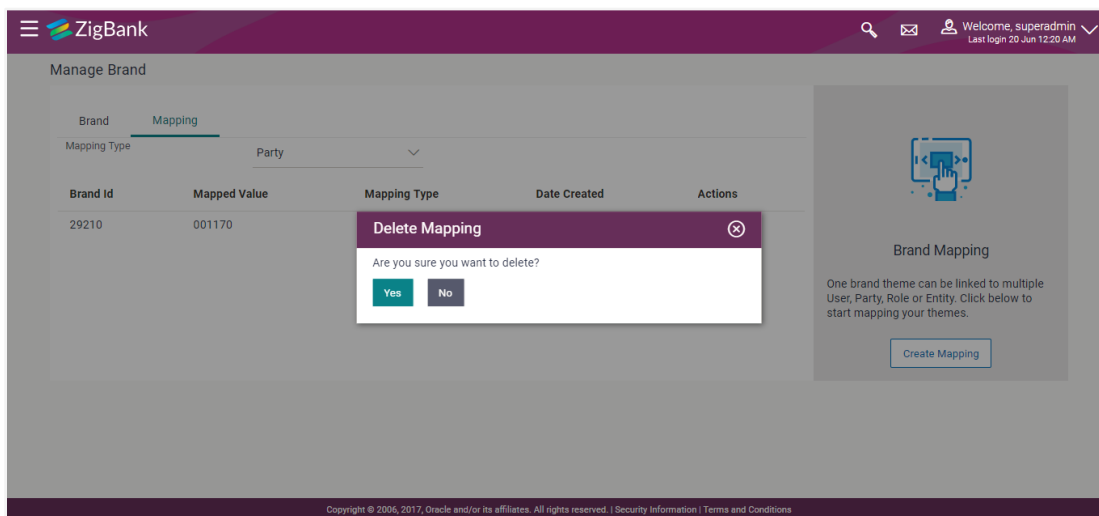
38.7.3 Delete Mapping

Using this option System Administrator can delete a brand mapping.

To delete a brand mapping:

1. In the **Mapping** tab, select the appropriate option from the **Mapping Type** list. The **Brand Mapping Summary** screen appears.
2. Click **Delete** against a mapping record that you want to delete.
 - A message appears asking the user to confirm deletion of the brand mapping.

Manage Brand - Delete



Click **Yes** to confirm deletion.

OR

Click **No** to cancel deletion and to return to the **Manage Brand – Mapping** screen.

3. The success message appears along with the status of the transaction.
4. Click **Ok** to return to the dashboard.

[Home](#)

39. Dashboard Builder

Dashboard Builder provides an ability to the Bank to build custom dashboards without writing a code.

Dashboard Builder is an administrative maintenance that allows the System Administrator to create and configure dashboard templates for Retail and Corporate users.

System Administrator can configure new dashboards by dragging and dropping the desired widget at desired location in template. And also can add and edit rows and columns while configuring new dashboard to add more widgets. Facility is also provided to search, view, edit and delete the configured dashboards.

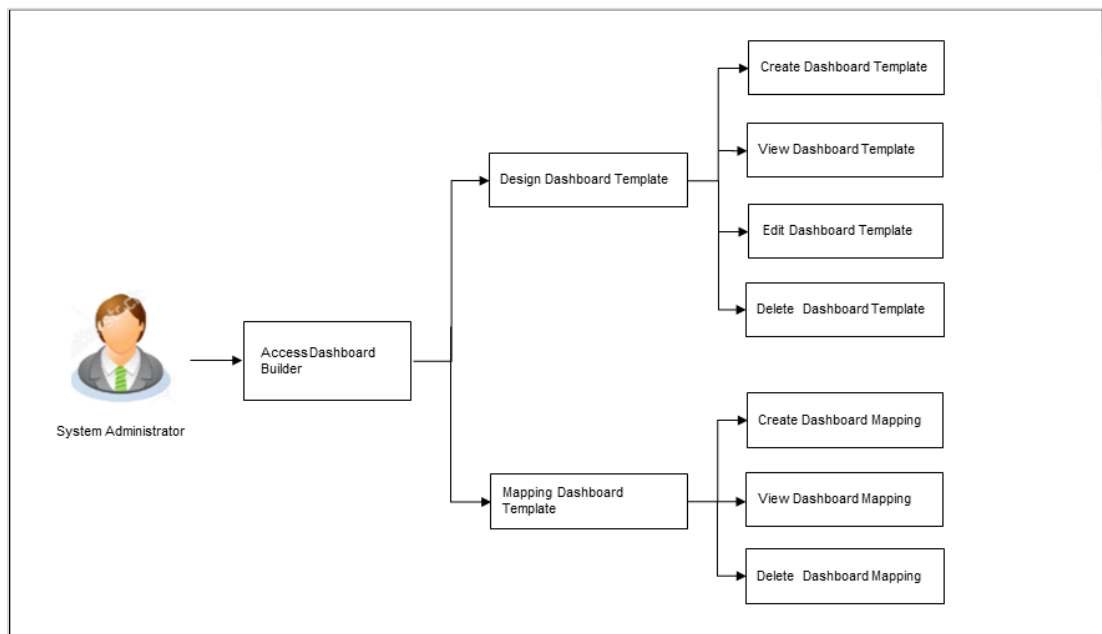
These dashboards are responsive and can adapt to any type device that Bank wants to enable it to the customers' i.e. desktop, mobile and tablet. System allows the user to design new template and preview on different types of devices before enabling it.

The administrator can define multiple dashboards with the various attributes/widgets. Further these templates can be mapped to the roles, party or even to a specific user.

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
- Widgets are available for mapping

Workflow



Features supported in application

Design

- Design New Dashboard
- View Dashboards
- Edit Dashboard
- Delete Dashboard

Mapping

- View Dashboard Mapping
- Create Dashboard Mapping
- Delete Dashboard Mapping

How to reach here:

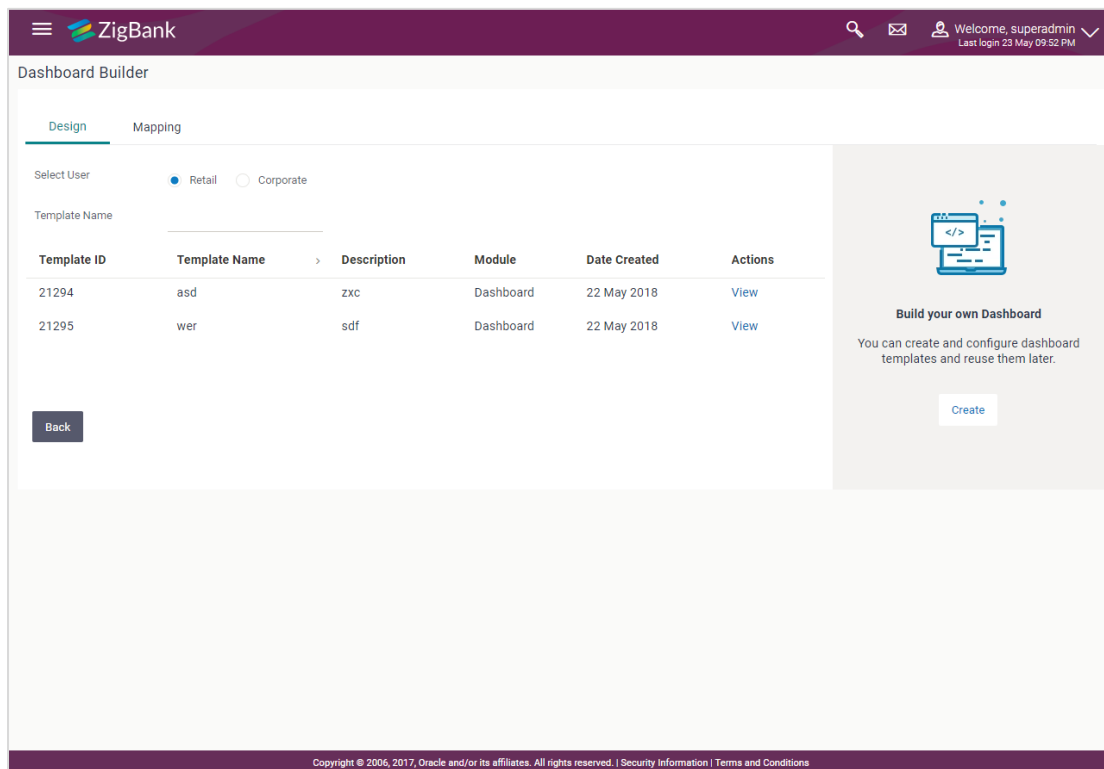
Dashboard > User Experience > Dashboard Builder

OR

Dashboard > Toggle Menu > Dashboard Builder

Design Dashboard - Summary

Dashboard Builder- Design summary page displays the list of already designed templates, with template id, template name, description, module for which the dashboard is created and date of creation. The user also can view the dashboard template details by clicking the **View** link in the Action column against the template.



The screenshot shows the ZigBank Dashboard Builder interface. The header includes the ZigBank logo, a search icon, an email icon, and a user profile section with the text "Welcome, Superadmin" and "Last login 23 May 09:52 PM". The main content area is titled "Dashboard Builder" and has two tabs: "Design" (active) and "Mapping".

Under the "Design" tab, there is a "Select User" section with radio buttons for "Retail" (selected) and "Corporate". Below this is a "Template Name" input field. The main part of the page is a table with the following columns: "Template ID", "Template Name", "Description", "Module", "Date Created", and "Actions".

Template ID	Template Name	Description	Module	Date Created	Actions
21294	asd	zxc	Dashboard	22 May 2018	View
21295	wer	sdf	Dashboard	22 May 2018	View

Below the table is a "Back" button. To the right of the table is a sidebar with a code icon and the text "Build your own Dashboard" and "You can create and configure dashboard templates and reuse them later." with a "Create" button.

At the bottom of the page, there is a footer with the text: "Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions"

Field Description

Field Name	Description
Select User	The System Administrator user can select the type of user to view the desired dashboard template.
Template Name	Name of the template that the System Administrator user can enter to view the specific template.
Template ID	Displays the unique identification number of the dashboard template.
Template Name	Displays the template name of the dashboard template.
Description	Displays the description as defined for a template.
Module	Displays the module name of the dashboard template as defined.
Date Created	Displays the date of dashboard template creation.
Actions	The available action buttons against the dashboard template are displayed. The action button can be: <ul style="list-style-type: none"> • View: Click to view the created dashboard template.

1. In the **Action** column, click **View** to view the already created dashboard template.

39.1 Design – View Dashboard Details

Using this option System Administrator can view the details of already created dashboard template. The system administrator can view the template in desktop, tablet and for mobile mode by clicking the icons.

To search and view a dashboard template:

1. In the **Dashboard Builder – Summary** screen, select the appropriate type of user in the **Select User** field. All the dashboard templates of the selected user type appears on the screen.
OR
In the **Template Name** field, enter the name of the template that you want to search. The searched dashboard template appears on the screen.
2. In the **Action** column, click **View** against the template, which you want to view. The **Dashboard Builder - View** screen appears.
OR
Click **Back** to navigate to the previous screen.

Design – View Dashboard Details

The screenshot shows the 'Dashboard Builder' interface for ZigBank. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with a red '1', and a user profile icon for 'superadmin' with the text 'Welcome, superadmin' and 'Last login 22 Jun 02:48 AM'. Below the navigation bar, the text 'Dashboard Builder' is displayed. The main content area shows a preview of a dashboard template on a laptop screen. The dashboard template includes several widgets: 'My Advisors' with contact information, 'My Net Worth' with a donut chart showing 'I Have ₹6,494,565.18' and 'I Owe ₹6,451,068.18', 'Recent Activity' with a table of transactions, 'My Spends' with a donut chart showing '£430,187.37 Total Spends' and '100% Uncategorized', 'My Accounts' with a table of account balances, 'My Bills' with a table of bills to pay, and 'Upcoming Payments' with a table of upcoming payments. Below the laptop screen, there is an 'Edit' button and a row of buttons: 'Delete', 'Cancel', and 'Back'. At the bottom of the interface, there is a footer with copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

3. Click **Edit** to edit the template. The **Dashboard Builder - Edit** screen appears.
 - OR
 - Click **Delete** to delete the dashboard template.
 - OR
 - Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
 - OR
 - Click **Back** to navigate to the previous screen.
 - OR
 - Click the **Desktop/ Tab/ Mobile** icon to view the template in desktop, tab or mobile mode.

39.2 Dashboard Builder – Design - Create

System Administrator can create new custom dashboard template for Retail and Corporate user using this option. Administrator has to select the user segment and module for which the dashboard is to be designed. A default dashboard defined for the selected combination is displayed. User can change the placing and even can drag and drop new widgets available from the list of widgets.

Administrator can change the grid size and can also remove the existing widgets by right clicking the specific widget.

To create a new dashboard template:

1. In the **Dashboard Builder** screen, click **Create**. The **Dashboard Builder** screen appears in create mode.

Dashboard Builder – Design - Create

The screenshot displays the 'Dashboard Builder - Design - Create' interface. At the top, the ZigBank logo is on the left, and user information 'Welcome, superadmin' with a last login time of '24 May 04:59 AM' is on the right. Below the header, the 'Select User' section has two radio buttons: 'Retail' (unselected) and 'Corporate' (selected). The 'Select Module' section features a grid of nine dashboard template thumbnails, each with a label below it: 'Corporate Admin Maker', 'Corporate Admin Checker', 'Corporate Viewer', 'Checker', 'Corporate Maker', 'Loans', 'Term Deposits', 'Demand Deposits', and 'Account Snapshot'. At the bottom left of the main content area, there are 'Cancel' and 'Back' buttons. A copyright notice is visible at the very bottom of the page.

Field Description

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

Select User	The System Administrator user can select the type of user to create the dashboard template.
--------------------	---

Select Module	The list modules of the selected user type.
----------------------	---

2. In the **Select User** field, select the appropriate user.
3. In the **Select Module** field, select the appropriate module. The **Dashboard Builder** screen of the selected module appears.
For example, here Corporate Maker module is selected. The Dashboard Builder - Design template for Corporate Maker module appears.
OR
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.

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

Dashboard Builder – Design - Create

☰ ZigBank
Welcome, superadmin
Last login 24 May 10:01 PM

Accounts Financial

User Type: corporate
 Module: Corporate Maker
 Template Name: CorpMakerDashboard
 Description: Corporate Maker Dashboard

Current & Savings
3 Total Accounts
\$289,765.97
USD (1 Accounts)

Term Deposits
You do not have any Term Deposit

Loans and Finances
You do not have any Loans

Party Name	Account Number	Account Type	Net Balance
Steven George Gerrard	ISLAMIC_SAVIN xxxxxxxxxxxx0081	Saving Account	\$289,765.97
Steven George Gerrard	Savings Account - Regular xxxxxxxxxxxx0092	Saving Account	£50,160.35
Steven George Gerrard	Savings Account - Regular xxxxxxxxxxxx0106	Saving Account	£49,977.00

Page 1 of 1 Download

Activity Log Financial 🔍

Accounts (0)	Payments (0)	Bulk File (0)	Bulk Record (0)
Processed	Processed	Processed	Processed
In Progress 0	In Progress 0	In Progress 0	In Progress 0
Rejected	Rejected	Rejected	Rejected

Date	Description	Account Number	Amount	Reference No
No data to display.				

Page 1 (0 of 0 items) 1

Work Snapshot for today

Transactions Not Initiated
Your daily transaction summary will be updated here

No New Notifications
Check this section for new notifications

Payments Not Initiated Recently
Check this section once you make a payment

Quick Links

Bulk File Upload

Identifier: Select File Identifi...

Upload: Choose file...

Submit

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- [Forex Calculator](#)
- [Loan Calculator](#)
- [Loan Eligibility Calculator](#)
- [Deposit Calculator](#)
- [Activity Log](#)
- [Account Financial Summary](#)
- [Account Quick Links](#)
- [Bulk File Upload](#)
- [Credit Line Usage](#)
- [Financial Position](#)
- [Pending for Approvals](#)
- [Limits](#)
- [My Approved List](#)
- [Notification](#)
- [Bills Receivable](#)
- [New Messages](#)
- [Pending for Action Viewer](#)
- [Pending for Action](#)
- [Last 5 Payments](#)
- [Reports](#)
- [Trade Instruments](#)
- [Work Box Maker](#)
- [Work Snapshot](#)
- [Dashboard Quick Links](#)
- [Offers](#)
- [Account Summary](#)
- [Balance Summary](#)
- [Loan Accounts Overview](#)
- [Loan Portfolio](#)
- [Loan Summary](#)
- [Upcoming Payments](#)
- [TD Accounts Overview](#)
- [TD Summary](#)

① To add columns, right click > select columns

Add Row

Save
Cancel
Back
➕

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4. Drag and drop widgets from the widget list.
5. Right click and then click **Custom Grid** to add custom columns and add new widgets to the new columns or click **Remove Me** to delete the existing widget.
6. Click **Add Row** to add new rows and add new widgets to the new rows.
7. Click **Save** to save the template.
OR
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
OR
Click **Back** to navigate to previous screen.
8. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click the **Desktop/ Tab/ Mobile** icon to review the template in desktop, tab or mobile mode.
OR
Click **Edit** to make the changes if any for the selected device type.
OR
Click **Cancel** to cancel the transaction.
A warning message of canceling the operation appears. Click **Yes** to confirm.
OR
Click **Back** to navigate to previous screen.
9. The success message appears along with the status of transaction.
Click **Ok** to complete the transaction.

Note: Click the [Watch Tutorial Video](#) link to view the tutorial video on how to configure the dashboard.

39.3 Dashboard Builder - Edit

The system administrator can edit the configured dashboard using the Edit option. The administrator can edit the dashboard widgets for desktop, tab or mobile mode by clicking the specific icons.

To edit the configured dashboard:

1. In the **Dashboard Builder - Summary** screen, click the **View** link, against the dashboard, which you want to edit. The **Dashboard Builder - View** screen appears.
2. Click **Edit** to edit the dashboard template. The **Dashboard Builder** screen appears in edit mode.
OR
Click the **Desktop/ Tab/ Mobile** icon to edit the template in desktop, tab or mobile mode.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Delete** to delete the dashboard template.

Dashboard Builder - Edit

☰ **ZigBank**
🔍 ✉️ 👤 Welcome, superadmin
Last login 24 May 11:58 PM

Dashboard Builder

User Type	retail
Module	Dashboard
Template Name	wer
Description	sdf

My Net Worth
on 24 May 2018

I Have ₹6,451,068.18

- Current & Savings ₹6,451,068.18
- Term Deposit ₹20,660.00
- Recurring Deposit ₹22,837.00

Recent Activity

Savings	xxxxxxxxxxxxxx0...
02 Jan 2014	Payments and C... £100.00 Cr
02 Jan 2014	MISCELLANEOUS £45.00 Dr
02 Jan 2014	MISCELLANEOUS £211.00 Dr

[View More](#)

My Spends
Last 30 days

Total Spends £430,187.37

100% Uncategorized

[View All](#)

[Watch Tutorial Video](#)

- My Accounts
- Recent Activity
- Dashboard Quick Links
- My Networth
- Offers
- Demand Deposit List
- Service Request
- Inactive Account Cards
- Upcoming Payments
- Budget
- Goals
- My Spends

My Accounts

- Current & Savings £10,764,896.94 >
- Term Deposits £8,000.00 >
- Recurring Deposits £0.00 >
- Loans and Finances £0.00 >
- Credit Card
You do not have any credit cards!

My Bills
4 bills to pay

- W NewPay waterH2 £800.00 Due On 11 May 2018 Overdue Pay
- W PayPhone home water11 £500.00 Due On 12 May 2018 Overdue Pay
- E PayIndia elecH11 Pay

[Quick Recharge](#) [Quick Bill Pay](#)
[View All Bills](#)

Upcoming Payments

30 Jan 2014	John	£200.00
30 Jan 2014	Own Account	£100.00
30 Jan 2014	Own Account	£100.00

[View All](#) [Set Repeat Transfers](#)

Payments

Transfer Money

Pay Bills

Favorites

Manage payees

Request Money

View Repeil Transfers

Service Request

Open (24) Recent >

OTHERS Reference Number 422	30 Apr 2018
OTHERS Reference Number 421	30 Apr 2018

[Raise New](#) [Track Request](#)

Notifications

No New Notifications
 Check this section for new notifications

My Advisors

Please contact zig bank for getting your advisors details.
Call 1800-000-000

Feel of the Day

Get 50% off on your purchase

[Shop Now](#)

CHRISTMAS

Get 50% off on your purchase

[Shop Now](#)

🔍 To add columns, right click > select columns

[Add Row](#)

Save Cancel Back

[View All Bills](#)

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3. Drag and drop widgets from the widget list if required.

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4. Right click and then click **Custom Grid** to add custom columns and add new widgets to the new columns if required.
OR
Right click and then click **Remove Me** to remove the widgets, if required.
5. Click **Add Row** to add new rows and add new widgets to the new rows.
6. Click **Save** to save the changes.
OR
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
OR
Click **Back** to navigate to previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click the **Desktop/ Tab/ Mobile** icon to review the template in desktop, tab or mobile mode.
OR
Click **Edit** to make the changes if any for the selected device type.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
8. The success message appears along with the status of transaction.
Click **Ok** to complete the transaction.

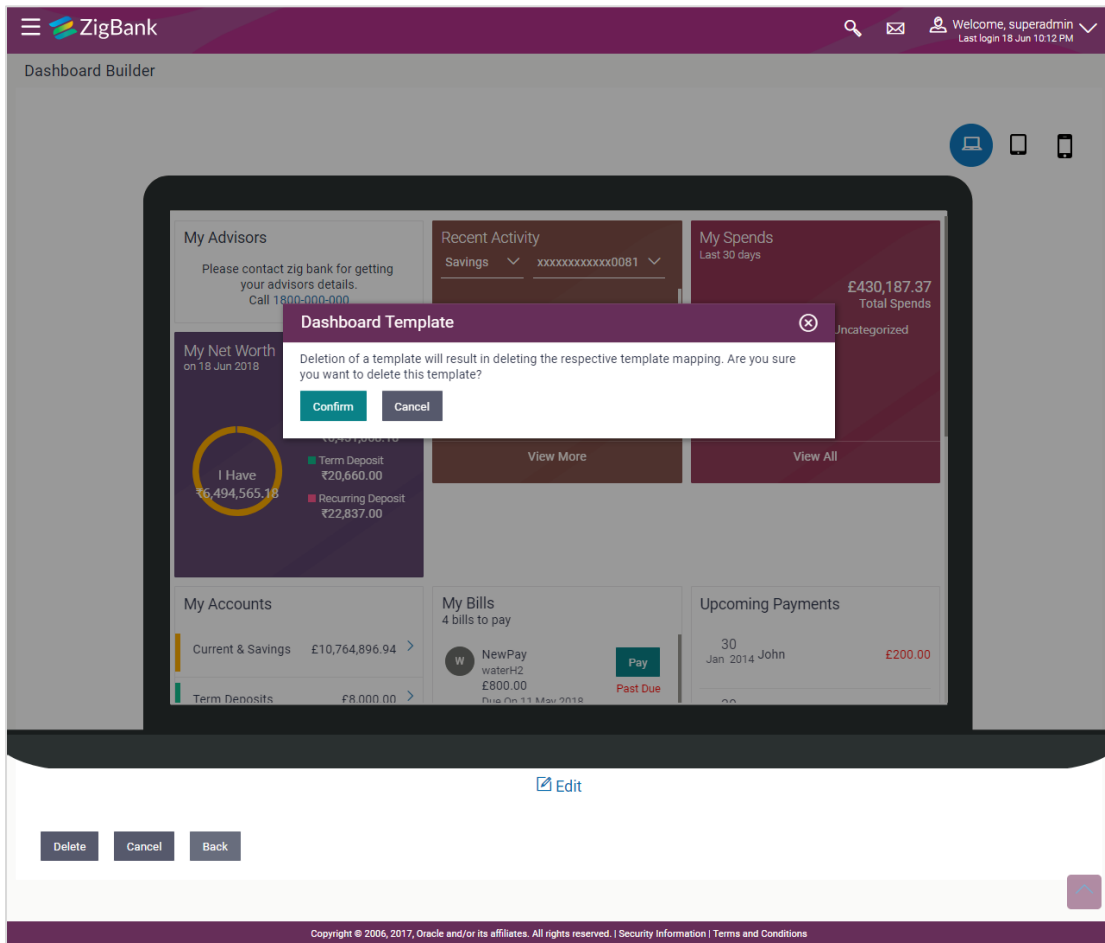
39.4 Dashboard Builder - Delete

The System Administrator can delete the created template maintained in the application. Deleting specific template will also result in deleting the template mapping.

To delete the configured dashboard:

1. In the **Dashboard Builder - Summary** screen, click the **View** link, against the dashboard that you want to delete. The **Dashboard Builder - View** screen appears.
2. Click **Delete**. The application prompts the administrator with a warning message 'Deletion of template will result in deleting the respective template mapping', with an option of Confirm / Cancel.

Dashboard Builder - Delete



3. Click **Confirm** to proceed with the deletion request. It will navigate to confirmation page with a success message along with the status and reference number.
OR
Click **Cancel** if you do not wish to proceed with deletion.
4. Click **OK** to complete the transaction.

39.5 Dashboard Mapping - Summary

Using this option System Administrator can map the templates, which are already designed to the user, party, or role. The system administrator can create mapping, view mapping and also can delete the mapping whenever required. To view the Dashboard mapping summary:

1. In the **Dashboard Builder** screen, click the **Mapping** tab. The **Dashboard Builder - Mapping** summary screen appears.

Dashboard Mapping Summary

The screenshot displays the 'Dashboard Builder' interface. At the top, there is a navigation bar with the 'ZigBank' logo and user information: 'Welcome, superadmin' and 'Last login 06 Jun 10:59 PM'. Below the navigation bar, the 'Dashboard Builder' section is active, with the 'Mapping' tab selected. The main content area features a table with the following data:

Template ID	Mapped Value	Mapping Type	Date Created	Actions
26036	HighNetWorth	ROLE	06 Jun 2018	Delete

To the right of the table, there is a sidebar with a 'Create Mapping' button and the following text: 'Mapping your templates. One dashboard template can be linked to multiple User, Party, Role or Entity. Click below to start mapping your templates.'

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Field Description

Field Name Description

Mapping Type Select the mapping type to map it with the dashboard template. The options are:

- User
- Party
- Role

Template ID The identification number of the mapped template.

Field Name	Description
Mapped Value	<p>The value that is mapped to the template.</p> <p>In case if the dashboard is mapped to the user, user ID to whom the dashboard is mapped will be shown as mapped value.</p> <p>In case if the dashboard is mapped to the party, party ID to whom the dashboard is mapped will be shown as mapped value.</p> <p>In case if the dashboard is mapped to the Role, role name to whom the dashboard is mapped will be shown as mapped value.</p>
Mapping Type	The selected mapping type will be shown
Date Created	The date on which template mapping is created.
Actions	Link to delete the mapping.

- From the **Mapping Type** list, select the appropriate option for which you want to view the mapping. The **Dashboard Builder - Mapping Summary** screen appears.

39.5.2 Create Mapping

Using this option System Administrator can map existing dashboard templates either to a role, party or to the specific users.

To map dashboard templates:

- In the **Dashboard Builder – Mapping** tab, click **Create Mapping**. The **Dashboard Builder - Create Mapping** screen appears.

Create Mapping

The screenshot shows the 'Create Mapping' form in the ZigBank dashboard. The form is located in a white box with a light purple header. The header contains the ZigBank logo, a search icon, a mail icon, and a user profile icon with the text 'Welcome, superadmin' and 'Last login 25 May 03:12 AM'. The form itself has three dropdown menus: 'Template' with the value '22429 Corpviewer1', 'Mapping Type' with the value 'Role', and 'Select Role' with the value 'Viewer'. Below the dropdowns are three buttons: 'Save' (green), 'Cancel' (grey), and 'Back' (grey). The background of the dashboard is a light purple color.

Field Description

Field Name	Description
Template	The dashboard template that is to be mapped.
Mapping Type	Select the mapping type to map it with role, party or to the specific users. The options are: <ul style="list-style-type: none"> • User • Party • Role
Party ID	Party Id to search a party that is to be mapped to the dashboard template. This field appears if you select Party option from the Mapping Type list.
Party Name	Party name to search a party that is to be mapped to the dashboard template. This field appears if you select Party option from the Mapping Type list.
User ID	User ID that is to be mapped to the dashboard template. This field appears if you select User option from the Mapping Type list.
Select Role	Select the role that is to be mapped to the dashboard template. This field appears if you select Role option from the Mapping Type list.

2. From the **Template** list, select the appropriate dashboard template to be mapped.
3. From the **Mapping Type** list, select the appropriate option to be mapped.
 - u. If you select **User** option, enter the user ID.
 - v. If you select **Party** option, enter the party Id in the **Party ID** field, and click **Search**. The Mapping Value appears. Click link under the **Party ID** column to view the party details.
OR
In the **Party Name** field enter the party name and click **Search**. The Mapping Value appears. Click link under the **Party ID** column to view the party details.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to clear the entered value.
 - w. If you select **Role** option, select the role from the **Select Role** list.
4. Click **Save**.
The success message along with the status of transaction appears.

39.5.3 Delete Mapping

Using this option System Administrator can delete the templates mapped to a role, user or party.

To delete the mapped users:

1. In the **Dashboard Builder** screen, click the **Mapping** tab. The **Dashboard Builder - Mapping** summary screen appears.
2. In the **Action** column, click **Delete** against the template that you want to delete. The application will prompt the administrator with a deletion message with an option of Confirm / Cancel.

Delete Mapping

The screenshot shows the ZigBank Dashboard Builder interface. The top navigation bar includes the ZigBank logo, a search icon, an envelope icon, and a user profile for 'superadmin' with the text 'Welcome, superadmin' and 'Last login 18 Jun 10:12 PM'. The main content area is titled 'Dashboard Builder' and has two tabs: 'Design' and 'Mapping'. The 'Mapping' tab is active, showing a table with the following data:

Template ID	Mapped Value	Mapping Type	Date Created	Actions
28777	SDCHYC1	User	14 Jun 2018	Delete
27826	sretail	User	13 Jun 2018	Delete
28392	SDU14F11T1	User	13 Jun 2018	Delete
27826	SDRETCY1			

A modal dialog box titled 'Delete Mapping' is displayed in the foreground, containing the text 'Are you sure you want to Delete?' and two buttons: 'Confirm' and 'Cancel'. On the right side of the screen, there is a section titled 'Mapping your templates' with a sub-heading 'Mapping your templates' and a 'Create Mapping' button. Below this, there is a note: 'One dashboard template can be linked to multiple User, Party, Role or Entity. Click below to start mapping your templates.'

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3. Click **Confirm** to delete the mapping. It will navigate to confirmation page with a success message and the status.
OR
Click **Cancel** if you do not wish to delete the mapping.
4. Click **OK** to complete the transaction.

FAQs

1. Can I design new widgets using Dashboard Builder functionality?

No, designing of a new widget is not allowed using this functionality. Administrator can use the existing widgets and can design the required dashboard.

2. Can I design different dashboards for different device types (desktop, mobile and tablet) using one template?

Yes, you can design different dashboards for different types of devices using one template. An edit option is available while previewing the dashboard on each type of device, which will help the user to make the necessary changes for specific device type.

3. Can I delete the templates which are already mapped to a role/party/user?

Yes, you can delete the templates which are already mapped to a role/party/user. A warning message informing the mapping deletion is shown to the administrator while deleting a template. A default dashboard (factory shipped) will be shown to the respective users on deletion of customized dashboard.

4. Can I map a template to multiple roles/parties or users?

Yes, you can map the same template to multiple roles, parties or users. Separate entries are required for such mapping.

5. Can I design the dashboard for administrator types of users (Bank/system administrator and corporate administrator)?

No, as of now you cannot design the administrative dashboards using Dashboard Builder maintenance.

6. When the newly mapped dashboard will be visible to the end customer?

Newly mapped dashboard will be available to the end user with an immediate effect.

7. Can an end user (Retail/Corporate users) design their own dashboards or set their preferences to see required widgets?

No, as of now no access have been provided to the retail or corporate users to design their own dashboard or to set their widget display preferences on their dashboards.

40. Request Processing

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.

For the requests built using Service Request Form builder feature, once the Administrator approves/rejects a Service Request, he can change the status of the request and can also enter the comments while updating the status.

Below are the Service Requests that are available out of the box in the system:

- Credit Card Supplementary
- Credit Card PIN Request
- Replace Credit Card
- Update Card Limits
- Update Credit Card Auto Payment
- Register Credit Card Auto Payment
- Deregister Credit Card Auto Payment
- Activate Credit Card
- Hotlist Debit Card
- Cancel Debit Card
- Debit Card PIN Request
- Apply Debit Card
- Replace Debit Card
- Block Debit Card (temporary block)
- Unblock Debit Card (remove temporary block)
- Upgrade Debit Card

Apart from the above mentioned Service Requests, Bank can define new Service Requests definitions using Service Request-Form builder.

Pre-Requisites

- Transaction access is provided to Bank Administrator.

Features Supported In Application

The module supports following features:

- Service Request raised by customers
- Service Request Details (For Service Requests available out of the box)Approve Service Requests
- Approve / Reject Service Requests (For Service Requests available out of the box)
- Service Request Details (created using Service Request Form Builder)
- Approve / Reject Service Requests (For Service Requests available out of the box)

How to reach here:

Administrator Dashboard > Toggle Menu > Request Processing

OR

Bank Administrator Dashboard > Service Requests > Request Processing

40.1 Request Processing - Summary

To view service requests:

1. Select the **Request Processing** option on the dashboard or menu.
2. The initial (summary) page of the Request Processing is displayed.

Request Processing - Summary

ZigBank
Welcome, admin admin
Last login: 25 May 09:32 PM

Request Processing

Products *Products* ▼

Severity *Severity* ▼

Request Name *Request Name*

Request Category *Request Category* ▼

Status *Pending* ▼

Request Type *All* ▼

Search
Reset
Cancel

[More Search Options](#)

Approve
Reject

<input type="checkbox"/>	Date	Request Name	Requested By	User Name	Party ID	Reference No	Status
<input type="checkbox"/>	25 May 2018	AddOn Card	Ashok R Jain	MikeCBohr	***236	333	Pending
<input type="checkbox"/>	25 May 2018	Credit Card PIN Request	Ashok R Jain	MikeCBohr	***236	332	Pending
<input type="checkbox"/>	25 May 2018	Credit Card PIN Request	Ashok R Jain	MikeCBohr	***236	320	Pending
<input type="checkbox"/>	25 May 2018	Update Credit Card Auto Payment	Ashok R Jain	MikeCBohr	***236	319	Pending
<input type="checkbox"/>	25 May 2018	Change Debit Card	Ashok R Jain	alanwhite140	***252	307	Pending
<input type="checkbox"/>	25 May 2018	Update Card Limits	Ashok R Jain	MikeCBohr	***236	306	Pending
<input type="checkbox"/>	25 May 2018	Update Card Limits	Ashok R Jain	MikeCBohr	***236	305	Pending
<input type="checkbox"/>	25 May 2018	Update Card Limits	Ashok R Jain	MikeCBohr	***236	304	Pending
<input type="checkbox"/>	25 May 2018	Update Card Limits	Ashok R Jain	MikeCBohr	***236	303	Pending
<input type="checkbox"/>	25 May 2018	Unblocked Debit Card	Ashok R Jain	alanwhite140	***252	301	Pending

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Back

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Field Description

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

Search Criteria	
------------------------	--

Product	The administrator can search for service requests based on type of product.
----------------	---

Request Category	The administrator can search for service requests based on service request category.
-------------------------	--

Category list gets populated on the basis of the product name selected.

Severity	The administrator can search for service requests based on severity of the service request.
-----------------	---

Status	The administrator can search for service requests based on status.
---------------	--

Field Name	Description
	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.
Request Name	The administrator can search for service requests on the basis of name of the service request.
Request Type	The administrator can select the type of service request to be displayed in the search result records.
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.
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.
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 Name	The name of the service request.
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:

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.

Service Request - Search Result

The screenshot displays the ZigBank Request Processing interface. At the top, there is a header with the ZigBank logo, a search icon, an envelope icon, and a user profile for 'admin admin' with the last login time '25 May 09:32 PM'. Below the header, the 'Request Processing' section contains several search filters: Products (Products), Request Category (Request Category), Severity (Severity), Status (Pending), Request Name (Update Card Limits), Request Type (All), Reference No (Reference No), Date Range (25 Apr 2018 to 25 May 2018), First Name (First Name), Last Name (Last Name), User Name (User Name), and Party ID (Party ID). Below the filters are 'Search', 'Reset', and 'Cancel' buttons, along with a 'Less Search Options' link. The results section has 'Approve' and 'Reject' buttons. A table shows four pending requests for 'Update Card Limits' on 25 May 2018, all requested by 'Ashok R Jain' and processed by 'MikeCBohr'. The table columns are Date, Request Name, Requested By, User Name, Party ID, Reference No, and Status. Below the table is a pagination control showing 'Page 1 of 1 (1-4 of 4 items)' and a 'Back' button. At the bottom, there is a copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

	Date	Request Name	Requested By	User Name	Party ID	Reference No	Status
<input type="checkbox"/>	25 May 2018	Update Card Limits	Ashok R Jain	MikeCBohr	***236	306	Pending
<input type="checkbox"/>	25 May 2018	Update Card Limits	Ashok R Jain	MikeCBohr	***236	305	Pending
<input type="checkbox"/>	25 May 2018	Update Card Limits	Ashok R Jain	MikeCBohr	***236	304	Pending
<input type="checkbox"/>	25 May 2018	Update Card Limits	Ashok R Jain	MikeCBohr	***236	303	Pending

3. Click on a specific service request record to view the details of that service request.
OR
Select the check box of one or multiple service requests to approve or reject service requests.

40.2 Service Request Details (For Service Requests available out of the box)

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 time line graph depicting the stages of the service request.

Below are the Service Requests that are available out of the box in the system:

- Credit Card Supplementary
- Credit Card PIN Request
- Replace Credit Card
- Update Card Limits
- Update Credit Card Auto Payment
- Register Credit Card Auto Payment
- Deregister Credit Card Auto Payment
- Activate Credit Card
- Hotlist Debit Card
- Cancel Debit Card
- Debit Card PIN Request
- Apply Debit Card
- Replace Debit Card
- Block Debit Card (temporary block)
- Unblock Debit Card (remove temporary block)
- Upgrade Debit Card

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 **Service Request Details** screen.

Service Request Details

Service Request Details

Request Details

Reference No	306
Date Requested	25 May 2018
Request Type	Update Card Limits
Credit Card Id	624700****0110
Credit Card Limit Type	Credit

User Details

Username	Ashok R Jain
User ID	MikeCBohr
Party ID	***236

Transaction Journey

1 ADMIN_PE → 2 COMPLETE

Approve Reject Back

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Field Description

Field Name	Description
Request Details	
Reference No	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	
User Name	The user name of the business user who initiated the service request.
User ID	The user id of the business user who initiated the service request.
Party ID	The party ID of the user who initiated the service request.

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

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.

- Click **Approve** to Approve the Service Request.
OR
Click **Reject** to Reject the Service Request.
- Click **Back** to navigate back to the **Request Processing - Summary** screen.

40.2.1 Approve or Reject Service Requests (For Service Requests available out of the box)

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:

- Select the check boxes of the service requests that you wish to take action on.
The pop up on which to specify remarks for Approval/Rejection is displayed.
- Enter **Remarks** and click **Approve/Reject**.
The service requests get approved / rejected.

Multiple Service Request Approve or Reject

The screenshot displays the ZigBank Request Processing interface. At the top, there is a navigation bar with the ZigBank logo, search, mail, and user profile icons. Below the navigation bar, there are filter dropdowns for Products, Severity, Request Name, Request Category, Status, and Request Type. A table of service requests is shown with columns for Date, Request Name, Reference No, and Status. An 'Approve' modal dialog is open, prompting the user to provide a comment for the selected transactions.

Date	Request Name	Reference No	Status
25 May 2018	Update Card Limits	306	Pending
25 May 2018	Update Card Limits	305	Pending
25 May 2018	Update Card Limits	304	Pending
25 May 2018	Update Card Limits	303	Pending

The 'Approve' modal dialog contains the following text:

Selected Transactions (4)
Please provide a comment. Max length 100.
Remarks: Approve the requests

Buttons: Cancel, Approve

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 interface for a Service Request. The page is titled "Service Request Details" and shows the following information:

- Request Details:**
 - Reference No: 306
 - Date Requested: 25 May 2018
 - Request Type: Update Card Limits
 - Credit Card Id: 624700****0110
 - Credit Card Limit Type: Credit
- User Details:**
 - Username: Ashok R Jain
 - User ID: MikeCBohr
 - Party ID: ***236
- Transaction Journey:** A progress bar shows two steps: "1 ADMIN_PE" and "2 COMPLETE".

An "Approve" modal is open in the center of the screen. It contains the following text and elements:

- Title: Approve
- Text: Please provide a comment. Max length 100.
- Label: Remarks
- Text: Approve the request
- Input field: A text input field for entering remarks.
- Buttons: "Cancel" and "Approve".

At the bottom of the page, there are three buttons: "Approve", "Reject", and "Back". The footer contains the text: "Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions".

Individual Service Request Rejection

The screenshot displays the 'Service Request Details' page in the ZigBank system. A modal dialog titled 'Reject' is open, asking for a comment. The dialog text reads: 'Please provide a comment. Max length 100. Remarks: Reject the card limit update request'. Below the text are 'Cancel' and 'Reject' buttons. The background page shows the following details:

Request Details	
Reference No	306
Date Requested	25 May 2018
Request Type	Update Card Limits
Credit Card Id	624700****0110
Credit Card Limit Type	Credit

User Details	
Username	Ashok R Jain
User ID	MikeCBohr
Party ID	***236

At the bottom, a 'Transaction Journey' progress bar shows two steps: '1 ADMIN_PE' and '2 COMPLETE'. Below the progress bar are buttons for 'Approve', 'Reject', and 'Back'. The footer contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

40.3 Service Request Details (Requests created using Service Request-Form Builder)

This page appears for the service requests created using 'Service Request Form Builder' screen.

The Bank Administrator selects a service request record from the summary page. This screen comprises of three sections which display the request attributes, the details of the service request and the user details.

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 Processing** details screen.

Request Processing - Details

Request Processing

Request Attribute

Reference Number	382
Status	Pending
Date Requested	17 Jun 2018
Product	Debit Card
Request Category	Debit Card Issuance and Replacement
Request Name	Debit Card Request Form
Request Type	Request
Severity	Medium

Request Details

Name	Nehal
Gender	Female
Identity Proof	Pan Card, Electricity Bill
Country	US
Upload Image	Chrysanthemum.png
Address proof	Address proof 1, Address Proof 3
Gender Pred EI	Female
Select Salutation	Mr
Date of Birth	07 Jun 2018
Country of Residence	United States, Idaho

User Details

Username	William Carol Smith
User ID	nehret14
Party ID	***981

Note

This screen allows you to view and process the service requests that have been raised by the Retail users.

You need to Approve or Reject the request first and then you can update the status of the same. There is an option to provide comments while updating the request status so that the reason or any other important information can be captured and referred on a later date.

Buttons: Approve, Reject, Cancel, Back

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Field Description

Field Name	Description
Request Attribute	
Reference No	The reference number generated at the time the service request was raised.
Status	The status of the service request.
Date Requested	The date on which the service request was raised.
Product	The type of product for which the service request was raised.
Request Category	The service request category for which the service request was raised. Category is based on the type of product name selected.
Request Name	The name of the service request.

Field Name	Description
Request Type	The type of service request initiated.
Severity	The severity of the service request.
Request Details	
This section displays the details of the service request. The fields vary depending on the type of service request.	
User Details	
User name	The user name of the business user who initiated the service request.
User ID	The user ID of the business user who initiated the service request.
Party ID	The party ID of the user who initiated the service request.

4. Click **Approve** to Approve the Service Request.
OR
Click **Reject** to Reject the Service Request.
5. Click **Back** to navigate back to the **Request Processing - Summary** screen.

40.3.1 Approve or Reject Service Requests (created using Service Request Form Builder)

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 a service request:

1. Select the service request on which you wish to take action from the **Service Request Summary** page
2. Click **Approve** or **Reject**. Button.
The pop up on which to specify remarks for Approval/Rejection is displayed.

Service Request Approval

ZigBank | Welcome, Administrator User | Last login 18 Jun 11:46 AM

Request Processing

Request Attribute

Reference Number	382
Status	Pending
Date Requested	17 Jun 2018
Product	Debit Card
Request Category	Debit Card Issuance
Request Name	Debit Card Request
Request Type	Request
Severity	Medium

Request Details

Name	Nehal
Gender	Female
Identity Proof	Pan Card,Electricity
Country	US
Upload Image	Chrysanthemum.png
Address proof	Address proof 1,Address Proof 3
Gender Pred El	Female
Select Salutation	Mr
Date of Birth	07 Jun 2018
Country of Residence	United States,Idaho

User Details

Username	William Carol Smith
User ID	nehret14
Party ID	***981

Approve (Modal)

Enter Remarks

Remarks:

Approve **Cancel**

Note

This screen allows you to view and process the service requests that have been raised by the Retail users.

You need to Approve or Reject the request first and then you can update the status of the same. There is an option to provide comments while updating the request status so that the reason or any other important information can be captured and referred on a later date.

Approve **Reject** **Cancel** **Back**

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3. Enter Remarks and click **Approve/Reject**.
The success message along with the reference number, service request number and status appears.
4. Click **Ok** to complete the transaction and navigate the dashboard.
5. Navigate to the **Request Processing** transaction and search the service request that you have approved.
The **Request Processing** details screen appears.

Request Processing - Details

ZigBank
Welcome, Administrator User
Last login 18 Jun 11:46 AM

Request Processing

Request Attribute

Reference Number	382
Status	Completed
Date Requested	17 Jun 2018
Product	Debit Card
Request Category	Debit Card Issuance and Replacement
Request Name	Debit Card Request Form
Request Type	Request
Severity	Medium


Request Details

Name	Nehal
Gender	Female
Identity Proof	Pan Card,Electricity Bill
Country	US
Upload image	Chrysanthemum.png
Address proof	Address proof 1,Address Proof 3
Gender Pred EI	Female
Select Salutation	Mr
Date of Birth	07 Jun 2018
Country of Residence	United States,Idaho

User Details

Username	Administrator User
User ID	superadmin
Party ID	***981

Closure Comments from Bank



Note

This screen allows you to view and process the service requests that have been raised by the Retail users.

You need to Approve or Reject the request first and then you can update the status of the same. There is an option to provide comments while updating the request status so that the reason or any other important information can be captured and referred on a later date.

Change Status
Cancel
Back

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6. Click **Change Status** to change the status of the service request. A pop up to specify remarks appears.
OR
Click **Cancel** to cancel the transaction and navigate to the dashboard.
OR
Click **Back** to navigate to previous screen.

Request Processing - Change Status

The screenshot displays the ZigBank Request Processing interface. A modal dialog titled "Change Status" is open, allowing the user to update the status of a request. The modal contains a "Status" dropdown menu currently set to "Completed" and a "Remarks" text input field. Below these fields are "Submit" and "Cancel" buttons. The background interface shows the following details:

- Request Attribute:** Reference Number: 382, Status: Completed, Date Requested: 17 Jun 2018, Product: Debit Card, Request Category: Debit Card Issuance, Request Name: Debit Card Request, Request Type: Request, Severity: Medium.
- Request Details:** Name: Nehal, Gender: Female, Identity Proof: Pan Card,Electricity, Country: US, Upload image: Chrysanthemum.png, Address proof: Address proof 1,Address Proof 3, Gender Pred El: Female, Select Salutation: Mr, Date of Birth: 07 Jun 2018, Country of Residence: United States,Idaho.
- User Details:** Username: Administrator User, User ID: superadmin, Party ID: ***981.

At the bottom of the page, there are "Change Status", "Cancel", and "Back" buttons. A footer contains the copyright notice: "Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions".

Field Description

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

Change Status

Status	The status of the service request.
---------------	------------------------------------

Remarks	Remarks for changing the status of the service request.
----------------	---

- From the **Status** list, select the status of the service request.
- In the **Remarks** field, enter the remarks if any.
- Click **Submit**.
The success message along with the reference number, service request number and status appears.

[Home](#)

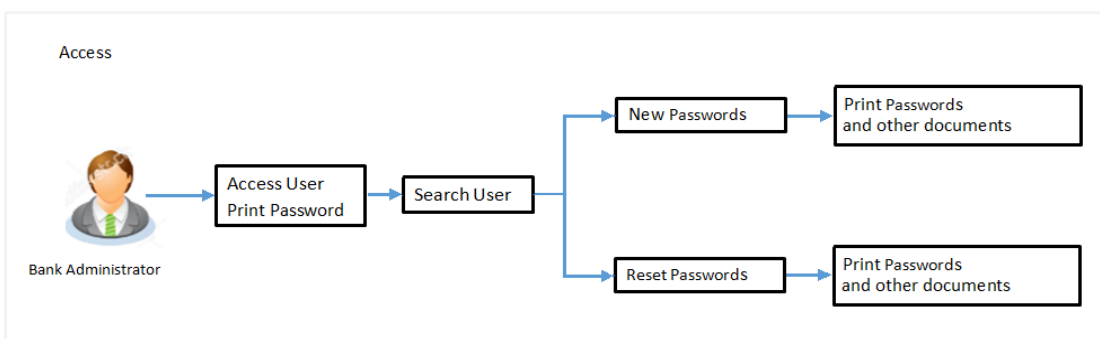
41. Print Password

When a new user opens an account in the bank and registers for channel banking, the bank sends the printed password along with some other documents like Welcome letter, Terms & Conditions document and applicable promotional offers to the registered user via courier or post. This screen allows the Bank Administrator to print the password along with these documents for new users as well as for existing users who have requested for reset password.

Pre-Requisites

- Application roles and child roles are maintained
- Transaction access is provided to Bank Administrator.

Workflow



Features Supported In Application

The Print Password allows the Bank Administrator to

- Print Password and other welcome documents for new and existing users

How to reach here:

Administration Dashboard > Toggle Menu > Print Password

Print Password

41.1 Print Password - Search

Using this option, Bank Administrators can search the users to send the printed password.

All the users (new & existing) for which the password has been generated for first time or got reset will be available on this screen. Once the password gets successfully printed for a user, that record will get removed from the list.

To search user:

1. From the **User Type** list, select the appropriate type of user.
OR
Click **Cancel** to cancel the transaction.
2. In the **Party ID** field, enter the party id of the user.
3. From the **Password Type** list, select the appropriate option.
4. Enter the other search criteria if required.

Print Password - Search

The screenshot shows the 'Print Password' search interface in the ZigBank system. The top navigation bar includes the ZigBank logo, a search icon, an email icon, and a user profile for 'superadmin' with the text 'Welcome, superadmin' and 'Last login 14 Jun 02:26 AM'. The main content area is titled 'Print Password' and contains several search filters: 'User Type' (set to 'RetailUser'), 'User Name', 'Password Generation From', 'Password Generation To', and 'Password Type' (with buttons for 'New', 'Reset', and 'All'). Below these filters are 'More Search Options' and 'Search'/'Clear' buttons. A table displays a list of users with columns for 'Full Name', 'User Name', and 'Print Status'. The table contains 10 rows of user data. At the bottom of the table, there is a pagination control showing 'Page 1 of 3 (1-10 of 29 items)' and 'Print'/'Cancel' buttons. On the right side, a 'Note' box with a document icon states: 'Users created by user management system will appear on this page under the new category and their passwords can be printed from the print option provided. The user whose password has to be printed can be searched by options provided. Passwords created are bifurcated into two categories as "new" for new users of the bank and "reset" for existing users who has requested for the password reset. Once password for a user gets printed, the corresponding record gets deleted.'

	Full Name	User Name	Print Status
<input type="checkbox"/>	Steven N	lkfcr182	
<input type="checkbox"/>	William Smith	vedret	
<input type="checkbox"/>	Sagar Patange	Hiro101	
<input type="checkbox"/>	Steven Gerrard	shalret	
<input type="checkbox"/>	MAHESH SINGH	Petersonik	
<input type="checkbox"/>	Marinho Gerrard	dret 82	
<input type="checkbox"/>	Steven Gerrard	vinitaretail	
<input type="checkbox"/>	David Marinho	DavidM	
<input type="checkbox"/>	Richard Stanford	richard	
<input type="checkbox"/>	Ashok Jain	nehret14	

Field Description

Field Name	Description
User Type	Type of user, which is to be searched. The user types are: <ul style="list-style-type: none"> • Corporate • Retail • Administrator
User Name	To search the user with the user name. Partial search is allowed.
Party ID	Allows to search based on Party id.
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 ID	Allows to search based on email id of the user.
Mobile Number	Allows to search based on mobile number of the user.

Field Name	Description
Password Generation From	Allows to search based on password generation date.
Password Generation To	Allows to search based on password generation date.
Password Type	<p>Allows to search based on password type.</p> <p>The options are:</p> <ul style="list-style-type: none"> • New- Password created for new users of the bank. • Reset- Password created for the existing users of the bank who are requested for the password reset. • All- Password created for new users as well as existing users of the bank.

Search Results

Full Name	First name and last name of the user.
User Name	User Name of the user.
Print Status	<p>Print status of the password. If the password printing gets failed due to some reason for a user, system will show the status as 'error in printing' for that record. If the record gets successfully printed that record will get removed from the list.</p> <p>For the records which are not printed yet, this status remains blank.</p>

5. Click **Search**.
 The search results appear on the **Print Password** screen based on the search parameters.
 OR
 Click **Clear** if you want to reset the search parameters.
 OR
 Click **Print** if you want to print the password letter, welcome letter, terms and conditions documents.
 OR
 Click **Cancel** if you want to cancel the transaction.

41.2 Print Password - Print

This feature allows the Bank Administrator to print the password letter, welcome letter, terms and conditions document etc.

To print the password letter for the user:

1. In the **Print Password - Search Results** section, select the user record for which you want to print the password letter.
2. Click **Print**. The 'Select Documents' pop up window appears.

Print Password

Select Documents

Promotional Offer Welcome Letter Terms and Conditions

Ok **Cancel**

	Full Name	User Name	Print Status
<input type="checkbox"/>	N1001 N100L	lkfcr182	
<input checked="" type="checkbox"/>	William Smith	vedret	
<input type="checkbox"/>	Steven Gerrard	shalret	
<input type="checkbox"/>	MAHESH SINGH	Petersonk	
<input type="checkbox"/>	fname iname	testUserID	
<input type="checkbox"/>	Steven Gerrard	vinitaretail	
<input type="checkbox"/>	David Marinho	DavidM	
<input type="checkbox"/>	Richard Stanford	richard	

Page 1 of 3 (1-10 of 29 items) K < 1 2 3 > X

Print **Cancel**

Note

Users created by user management system will appear on this page under the new category and their passwords can be printed from the print option provided. The user whose password has to be printed can be searched by options provided. Passwords created are bifurcated into two categories as "new" for new users of the bank and "reset" for existing users who has requested for the password reset. Once password for a user gets printed, the corresponding record gets deleted.

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Field Description

Field Name	Description
Select Documents	
Terms & Conditions	Document containing terms and conditions of the bank.
Welcome Letter	Welcome letter for the user for opening the account.
Promotional Offer	Promotional offers of the bank.

3. Select the documents, which you desire to print.
4. Click **Print** to print the documents.
OR
Click **Cancel** to cancel the printing.

Note: For printing the password, the implementation team will need to write a utility. For more information on implementation of 'Print Password', refer **Oracle Banking API Security Guide**.

FAQs

1. **Can the password be only printed by the same Administrator user who has created the user/reset the password or it can be done by any other Administrator user as well?**

All the reset/new passwords can be printed by all the admin users who have access to Print Password Screen.

2. **Can the Bank maintain separate documents for each type of user role?**

No, documents cannot be maintained as per the user role. Same documents will be available for all type of users (Retail/Corporate/Administrator).

[Home](#)

42. Transaction Blackout

A blackout period is duration of time when access to something usually available is prohibited.

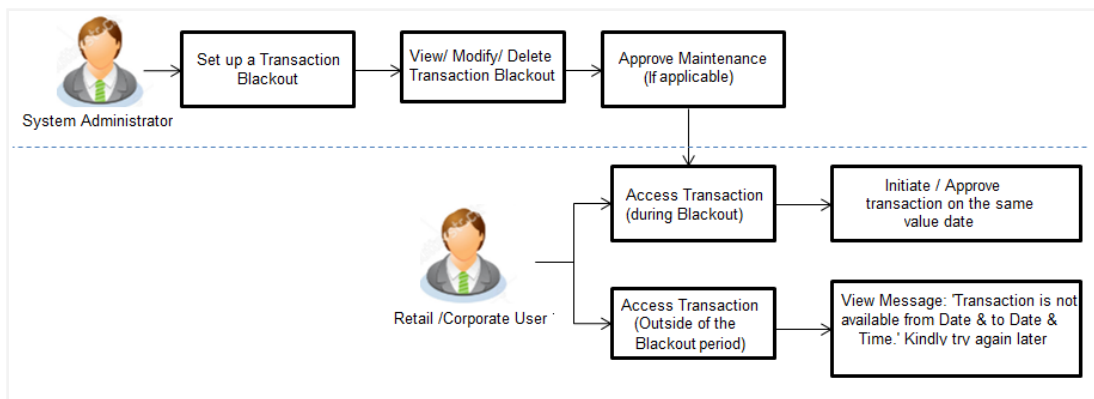
When a System Administrator maintains a transaction blackout, for a period, transaction/s are not accessible to users of the bank's retail and corporate or even to the administrator users for a preset time period.

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 > Controls & Monitoring> Transaction Blackout

42.1 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 **Clear** to reset the details.
OR
Click **Cancel** to cancel the transaction.

Transaction Blackout- Search

The screenshot shows the ZigBank Transaction Blackout Search interface. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, Administrator User' and 'Last login 18 Jun 09:31 AM'. Below the navigation bar, the main content area is titled 'Transaction Blackout'. It features a search form with the following fields and controls:

- Date:** A text input field with a calendar icon and the placeholder text 'Select date'.
- Transaction Type:** A dropdown menu currently set to 'Inquiries'.
- User Type:** A dropdown menu currently set to 'Retail User'.
- Transaction:** A dropdown menu currently set to 'Account Details'.

Below the search form, there are three buttons: 'Search' (in green), 'Clear', and 'Cancel' (in grey). Below the buttons, a table displays the search results:

Transaction	Start Date	End Date	Blackout Type	Status
Account Details	19 Jun 2018	28 Jun 2018	Full	Scheduled

Below the table, there is a 'Cancel' button. On the right side of the interface, there is a 'Transaction Blackout' section with a calendar icon and a 'Create' button. The text in this section reads: 'Make transactions inaccessible to customers for periods when maintenance is planned by setting up transaction blackout. Search for an existing blackout to view and edit or delete the maintenance. Click on the Create option provided to the setup a new transaction blackout maintenance.'

At the bottom of the page, there is a footer with the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Date	Date of the transaction blackout.
User Type	The type of user for whom the transaction is blacked out. The user types could be: <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User Prospect

Field Name	Description
Transaction Type	Transaction type to be blacked out. The options are: <ul style="list-style-type: none"> • Maintenances • Administration • Inquiries • Non-Financial • Financial
Transaction	The specific transaction, for which a blackout is maintained. Transactions list displayed here gets populated basis on the transaction type selected in the previous field.
Search Result	
Transaction	The specific transaction, for which a blackout is maintained
Start Date	Start date for the blackout.
End Date	End date for the blackout.
Blackout Type	Type of black out. <ul style="list-style-type: none"> • Full: 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	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.

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

Transaction Blackout

Transaction

User Type

Account Details

Administrator

Corporate User

Prospect

Retail User

Blackout Type

Full Daily

Start On

19 Jun 2018 06:00

End On

28 Jun 2018 19:00

Status

Scheduled

[Edit](#) [Delete](#) [Cancel](#) [Back](#)

Transaction Blackout

Make transactions inaccessible to customers for periods when maintenance is planned by setting up transaction blackout. Click on Edit button to update the existing blackout. In case you want to delete the blackout, click on Delete button

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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: 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.

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'.

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

Time Range	Blackout start and end time. This field will be displayed if the Blackout type is selected as ' Daily '.
-------------------	--

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

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 **Cancel** to close the blackout creation process.
OR
Click **Back** to navigate to previous screen.

42.2 Transaction Blackout - Create

System 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**:
 - 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.

Transaction Blackout- Create

The screenshot shows the 'Transaction Blackout' creation form in the ZigBank system. The form is set against a purple header with the ZigBank logo and user information. The form fields are as follows:

- Transaction Type:** Inquiries (dropdown)
- Transaction:** Account Details (dropdown)
- User Type:**
 - Administrator
 - Corporate User
 - Prospect
 - Retail User
- Blackout Type:** Full (selected), Daily
- Start On:** 19 Jun 2018, 06:00 (calendar and clock icons)
- End On:** 28 Jun 2018, 19:00 (calendar and clock icons)

At the bottom of the form are three buttons: Save, Cancel, and Back. To the right of the form is a grey sidebar with a calendar icon and the text: "Transaction Blackout. Make transactions inaccessible to customers for periods when maintenance is planned by setting up transaction blackout."

Field Description

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

Transaction Type	Transaction type to be blacked out. The options are:
-------------------------	---

- Maintenances
- Administration
- Inquiries
- Non-Financial
- Financial

Transaction	The specific transaction, for which a blackout is to be 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

Field Name	Description
Blackout Type	Type of black out. <ul style="list-style-type: none"> • Full: 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	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 '.

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

7. Click **Save** to create the transaction blackout. User will be directed to the Transaction Blackout-Create - review page post necessary validations.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to previous screen.
8. The **Review** screen appears. Verify the details, and click **Confirm..**
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to previous screen.
9. The success message appears along with the transaction reference number. Click **Ok** to complete the transaction.

42.3 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 **Clear** 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

The screenshot displays the 'Transaction Blackout' edit form in the ZigBank system. The form is organized into two main columns: 'Transaction' and 'Account Details'. In the 'Transaction' column, the 'User Type' is set to 'Corporate User' and 'Retail User', 'Blackout Type' is 'Full', 'Start On' is '19 Jun 2018' at '06:00', and 'End On' is '28 Jun 2018' at '19:00'. The 'Account Details' column has checkboxes for 'Administrator', 'Corporate User', 'Prospect', and 'Retail User'. At the bottom of the form are 'Save', 'Cancel', and 'Back' buttons. A right-hand sidebar features a calendar icon and the text: 'Transaction Blackout. Make transactions inaccessible to customers for periods when maintenance is planned by setting up transaction blackout.' The top navigation bar includes the ZigBank logo, search, mail, and user profile icons, and the text 'Welcome, Administrator User' with 'Last login 18 Jun 09:31 AM'.

Field Description

Field Name	Description
Transaction	The specific transaction, for which a blackout is to be modified.
User Type	The type of user for whom the transaction is blacked out. The user types could be: <ul style="list-style-type: none"> • Corporate User • Administrator • Retail User • Prospect
Blackout Type	Type of black out. <ul style="list-style-type: none"> • Full: 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	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 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 **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
10. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
11. The success message appears along with the transaction reference number. Click **OK** to complete the transaction.

42.4 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.

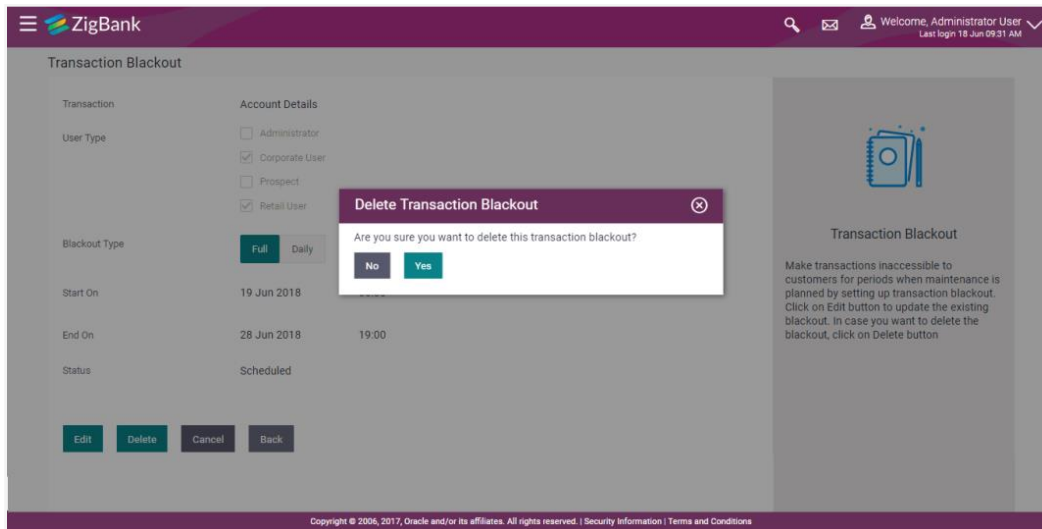
To delete maintenance:

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 **Clear** 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 **Cancel** to close the blackout creation process.
OR
Click **Back** to navigate to previous screen.
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.
OR
Click **Back** to navigate to previous screen.
9. The success message appears along with the transaction reference number. Click **Ok** to complete the transaction.

FAQs

1. Can I edit an Ongoing Transaction Blackout?

Only the End time and End Date of the ongoing blackout can be edited, that too only if it is greater than the current system date and time.

2. Can I edit scheduled Transaction Blackout?

Yes. System Administrator 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?

Administrator can send a notification to the users using the mailers feature available.

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.

[Home](#)

43. 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.

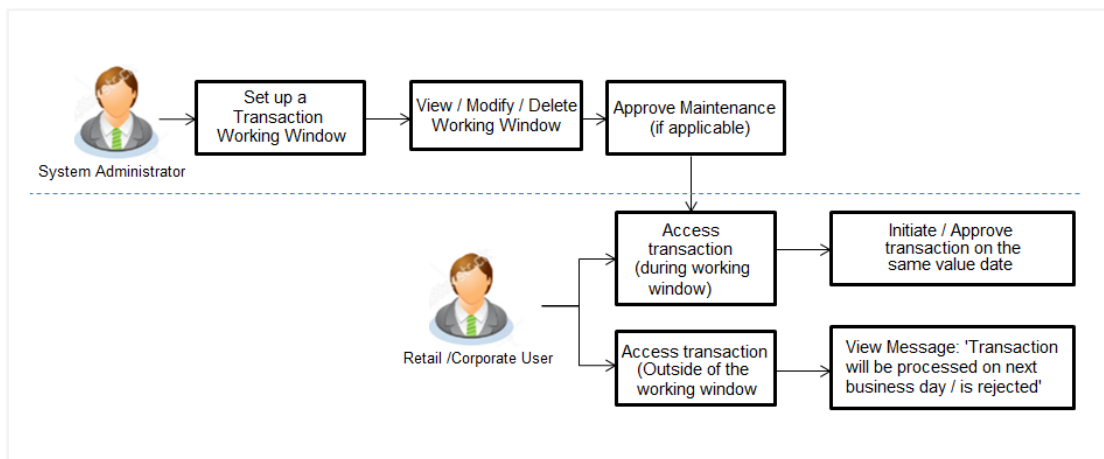
A working window is maintained, by the System Administrator for each transaction for which the value date is applicable for processing. In order to enable such transactions on channel, it is mandatory to define the working window for all the days of a week as day 0 maintenance. By doing this maintenance, 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 Transaction Working Window and an Exception for a particular date for all seven days
- Search and View Transaction working windows and Exceptions already maintained
- Delete or Edit transaction working windows / Exceptions maintained.

How to reach here:

Administration Dashboard > Controls and Monitoring > Working Window

43.1 Transaction Working Window - Search

This function allows the System Administrator to search the working windows which are 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

The screenshot displays the 'Transaction Working Window' search interface. It features a header with the ZigBank logo and user information. The main content area is divided into two tabs: 'Normal Window' (selected) and 'Exception Window'. Below the tabs are search filters for 'Effective Date' (with a calendar icon), 'Transaction' (set to 'Redeem TD'), and 'User Type' (set to 'Select'). There are 'Search', 'Cancel', and 'Clear' buttons. Below the filters is a 'Future Transaction Window' section showing a table of transactions for '11 Jun 2018'. The table has columns for 'Day Of Week', 'Window Type', 'From Time', and 'To Time'. Below the table is an 'Other Details' section with 'Treatment Outside Normal Window' and 'Process on Next Value Date' fields, and 'Edit', 'Delete', and 'Cancel' buttons. A 'Create' button is also visible on the right side of the interface.

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	Closed All Day	00:00	00:00
Sunday	Closed All Day	00:00	00:00

Field Description

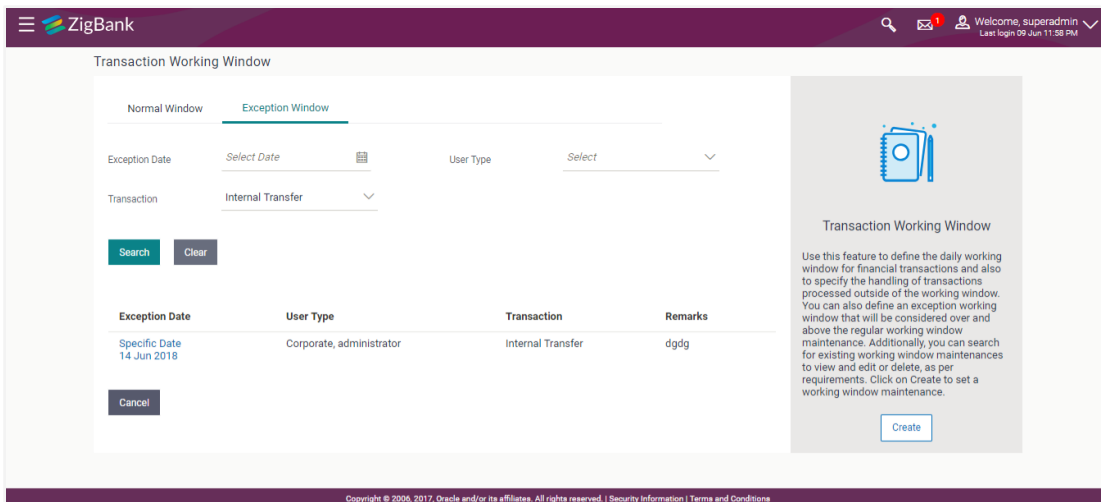
Field Name	Description
Normal Window	
Effective Date	Effective date of working window.
Transaction	The specific financial transaction, for which a working window is maintained.
User Type	The type of user for whom the transaction working window is being maintained. The user types could be: <ul style="list-style-type: none"> • Corporate User • Retail User
Search Result	
Day of Week	Day of week for which the transaction working window is applicable.
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.

If you select **Exception Window** tab,

Search Exception Window



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: <ul style="list-style-type: none"> • Specific Date: Transaction allowed for a specific date. • Date Range: Transaction allowed during a specified period.
User Type	Type of user, whether the transaction exception is applicable for a retail or corporate user.
Transaction	The specific financial transaction, for which a working window is maintained.
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.

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

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.

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

The screenshot shows the 'Transaction Working Window' interface. It includes a header with the ZigBank logo and user information. The main content area is divided into two tabs: 'Normal Window' and 'Exception Window'. The 'Exception Window' tab is active, displaying a form with the following fields: 'Exception Date' (14 Jun 2018 (Thursday)), 'User Type' (checkboxes for administrator, Corporate, Retail), 'Transaction' (Internal Transfer), and 'Remarks' (dgdg). Below the form is a table for 'Exceptions' with columns for 'Window Type', 'From Time', and 'To Time'. The table contains one row for 'Open All Day' with 'From Time' 00:00 and 'To Time' 23:59. At the bottom of the form are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. A sidebar on the right contains a calendar icon and a description of the feature: 'Transaction Working Window. Use this feature to define the daily working window for financial transactions and also to specify the handling of transactions processed outside of the working window. You can also define an exception working window that will be considered over and above the regular working window maintenance. Additionally, you can search for existing working window maintenances to view and edit or delete, as per requirements.'

Field Description

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

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.

User Type	Type of user, whether the transaction exception is applicable for a retail or corporate user.
------------------	---

Field Name	Description
Transaction	The specific financial transaction, for which a working window is maintained.
Remarks	Reason for exception.
Exceptions	
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.

43.2 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 interface. At the top, there's a navigation bar with the ZigBank logo and user information: 'Welcome, Jack Johnson' and 'Last login 09 Jun 04:39 PM'. The main content area is divided into two tabs: 'Normal Window' (active) and 'Exception Window'. Under 'Normal Window', there are several form fields: 'Effective Date' (01/07/2018), 'User Type' (radio buttons for administrator, Corporate, and Retail), and 'Transaction' (a dropdown menu showing 'Deposit Top-Up'). Below these is a table for 'Day of Week' with columns for 'Window Type', 'From Time', and 'To Time'. The table lists days from Monday to Sunday with their respective window types and times. At the bottom, there's an 'Other Details' section with radio buttons for 'Process on Next Value Date' (selected) and 'Reject Transaction'. 'Save', 'Cancel', and 'Back' buttons are at the bottom left. A help sidebar on the right contains an icon and text explaining the feature's purpose.

Day Of Week	Window Type	From Time	To Time
Monday	Limited Time	09:00	09:00
Tuesday	Limited Time	05:00	07:00
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	Closed All Day	00:00	00:00
Sunday	Closed All Day	00:00	00:00

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.
Day of Week	Day of week for which the transaction working window is applicable.
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

Field Name	Description
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 is displayed. 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 is displayed 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 form contains the following fields and values:

- Exception Date:** Specific Date (selected), Date Range (unselected). Value: 01/07/2018.
- User Type:** administrator (unselected), Corporate (checked), Retail (checked).
- Transaction:** Redeem TD.
- Remarks:** Eid.

Buttons: Next (highlighted), Cancel, Back.

Transaction Working Window
Use this feature to define the daily working window for financial transactions and also to specify the handling of transactions processed outside of the working window. You can also define an exception working window that will be considered over and above the regular working window maintenance. Additionally, you can search for existing working window maintenances to view and edit or delete, as per requirements.

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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
User Type	Type of user, whether the transaction exception is applicable for a retail or corporate user.
Transaction	The specific financial transaction, for which an exceptional working window is maintained.
Remarks	Reason for exception for e.g. a national holiday.
Exceptions	Type of working window for the transaction. Window types: <ul style="list-style-type: none"> • Limited Time • Open all Day • Close all Day

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

Window Type	Type of working window for the exception.
--------------------	---

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.

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 is displayed. 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 is displayed along with the transaction reference number. Click **OK** to complete the transaction.

43.3 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 shows the 'Transaction Working Window' configuration page in the ZigBank system. The page is divided into two tabs: 'Normal Window' (selected) and 'Exception Window'. The 'Normal Window' tab contains the following fields and options:

- Effective Date:** 11/06/2018
- User Type:** administrator, Corporate, Retail
- Transaction:** Deposit Top-Up
- Day Of Week:** A table with columns for Day Of Week, Window Type, From Time, and To Time.

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	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

At the bottom of the form are buttons for 'Save', 'Cancel', and 'Back'. A help sidebar on the right provides instructions on how to use the feature to define working windows and handle exceptions.

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

Field Name	Description
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 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 from and to time, to define the transaction working window.

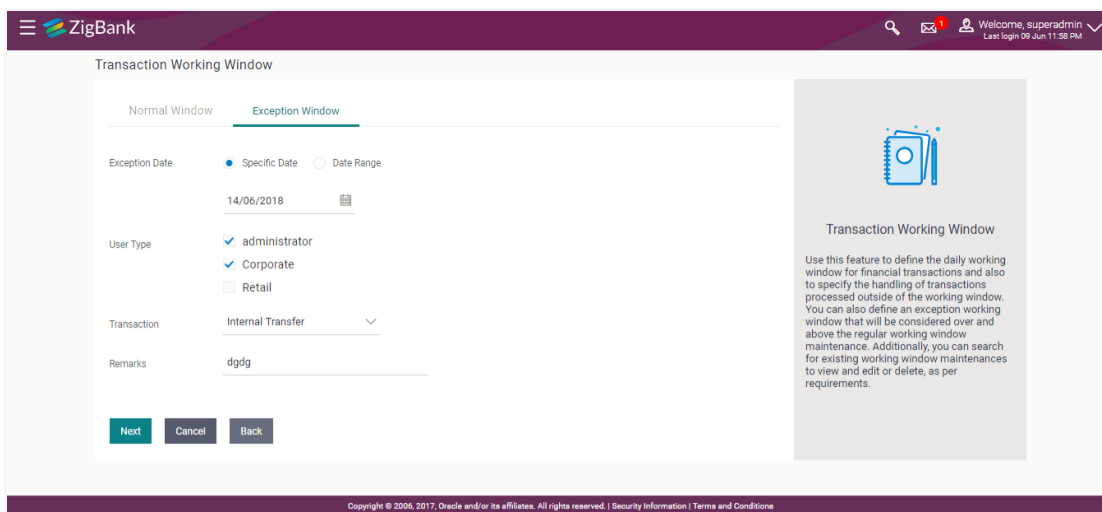
- f. View the preferred processing, when transaction is initiated or approved outside of the working window.
Either Process on Next Value Date or Reject Transaction Modify if required.
3. Click **Save** to create the transaction working window.
OR
Click **Cancel** to close the exception creation process.
OR
Click **Back** to navigate to the previous screen.
4. The **Review** screen is displayed. 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 is displayed along with the transaction reference number. Click **OK** to complete the transaction.

To modify exception window:

6. Select the working window.
7. 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	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
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.
Remarks	Reason for exception for e.g. a national holiday.
Exceptions	

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

Window Type	Type of working window for the exception.
--------------------	---

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.

Time Range	Business hours of the transaction.
-------------------	------------------------------------

This field is enabled, if you select **Limited Time**, option from the **Window Type** list.

-
8. Update the required details.
 9. 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.
 10. The **Review** screen is displayed. 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 is displayed along with the transaction reference number. Click **OK** to complete the transaction.

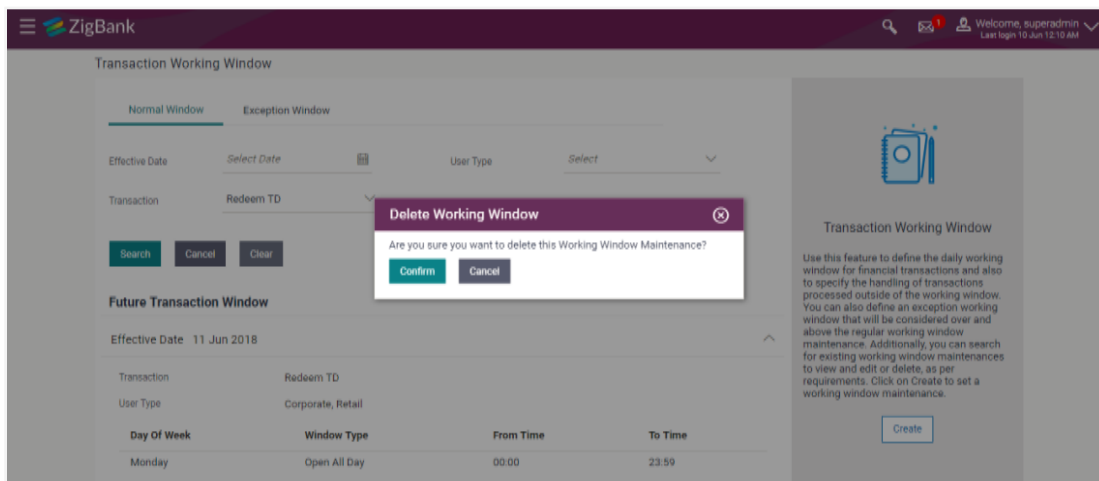
43.4 Transaction Working Window - Delete

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.

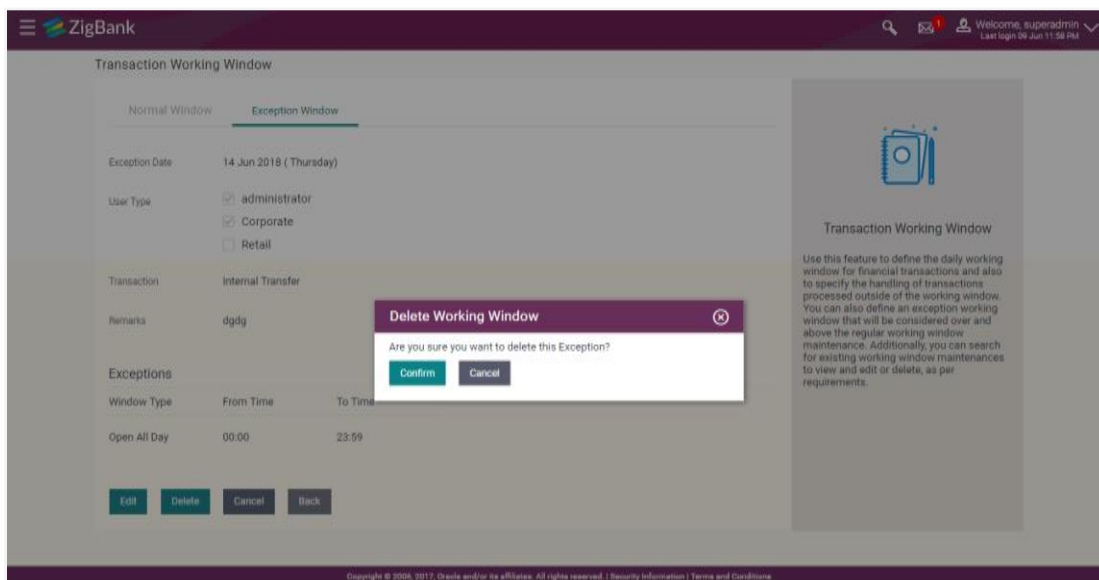
Delete Normal Window



To delete exception window:

3. Select the working window.
4. 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?

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.

[Home](#)

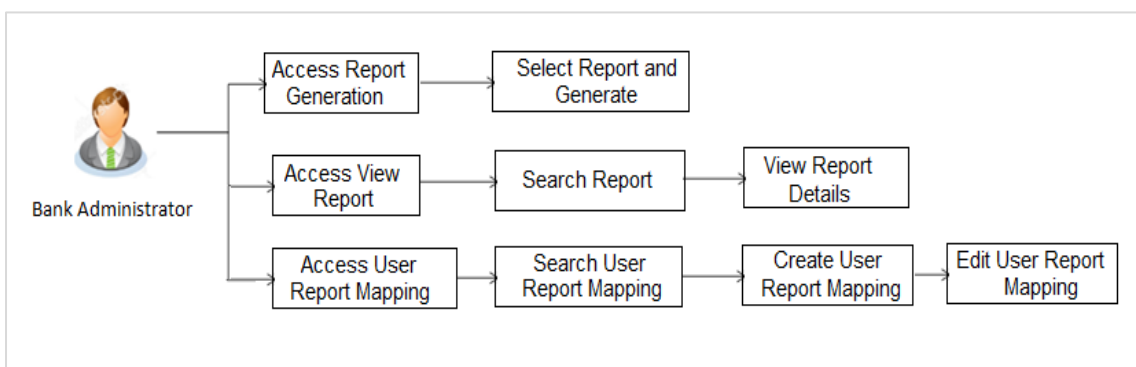
44. Reports

Using this option, Administrators can generate various adhoc and schedule 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

Reports module allows Bank Administrator to

- Generate and schedule Customer and Administrative Reports
- View/ Download generated Reports.
- View User Report Mapping
- Create User Report Mapping
- Edit User Report Mapping
- View Scheduled Report

45. Report Generation

Bank Administrator logs into the system and navigates to Report Generation screen. On accessing 'Report Generation menu, Bank Administrator has to select an option if an adhoc report is to be generated or report needs to be scheduled.

Reports are categorized as:

- Adhoc Reports: When a report needs to be generated immediately on a need basis
- Schedule Reports: When report generation needs to be scheduled at fixed intervals e.g. daily, weekly, monthly etc.

After selecting the report generation category, user 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.

Note: 2 factor authentication is enabled, the reports get generated only after successful authentication.

The list of reports are:

- Bill Payment Pay Later Report
- Biller Reconciliation Report
- Biller Registration Report
- Date wise User Creation Report
- EPI Payment reconciliation Report
- FATCA & CRS Declaration Report
- File Identifier 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
- Wallet Transaction Activity Report
- Wallets KYC Report
- Wallets Creation for a Date Range Report

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

Report Generation

Reports

Adhoc Schedule

Report Name *Select Report Type*

Generate Report Cancel Clear

Tips

With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

45.1 Adhoc Reports

Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

Adhoc Reports

Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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

Note: 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.

45.2 Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

Schedule Reports

Reports

Adhoc **Schedule**

Report Name: Date wise User creation Report

Report Format: PDF

Select Frequency: WEEKLY

Start Generating: 06/13/18 00:00

Stop Generating: 12/13/18 00:00

Party ID: 001164

User Type: CorporateUser

Schedule Report Cancel Clear

[View Scheduled Reports](#)

Tips

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none">• Once• Daily• Weekly• Monthly
Start Generating	Start date of the date range from which you want to generate the report.
Stop Generating	End date of the date range up-to which you want to generate the report.
View Scheduled Reports	Link to view all the reports that are scheduled by the logged in user and other Bank administrator users.

Note: 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.

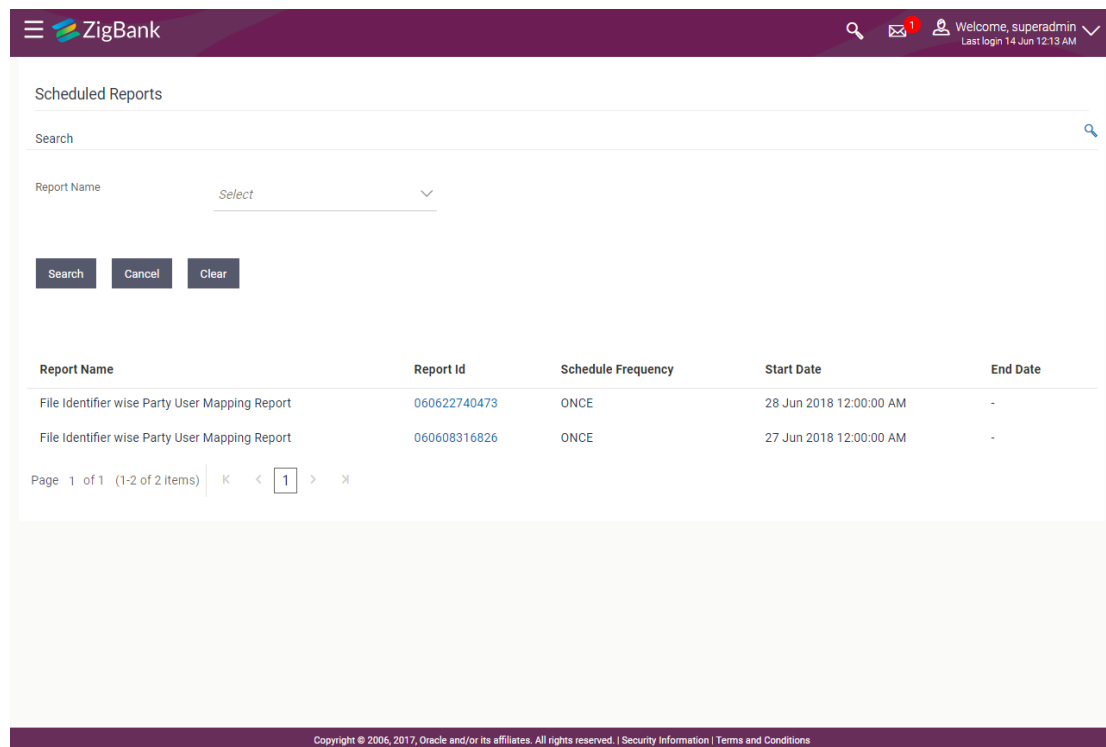
45.2.1 View Scheduled Reports

Using this option, Bank Administrator can view all the reports and its details that are scheduled by logged in user or any other Bank Administrator user with the future date.

To view the scheduled reports:

1. Click the **Schedule** tab. The scheduled report generation screen appears.
2. Click the **View Scheduled Reports** link.
The **Scheduled Reports** screen appears.

Scheduled Reports



Scheduled Reports

Search

Report Name *Select*

Search Cancel Clear

Report Name	Report Id	Schedule Frequency	Start Date	End Date
File Identifier wise Party User Mapping Report	060622740473	ONCE	28 Jun 2018 12:00:00 AM	-
File Identifier wise Party User Mapping Report	060608316826	ONCE	27 Jun 2018 12:00:00 AM	-

Page 1 of 1 (1-2 of 2 Items) < 1 >

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Field Description

Field Name	Description
Search	
Report Name	Select the report that is to be searched.
Search Results	
Report Name	Name of the scheduled reports.
Report ID	IDs of the reports that are scheduled.

Field Name	Description
Schedule Frequency	The frequency on which the report is scheduled.
Start Date	Date from which the report will be generated as per the frequency defined.
End Date	Date till which the report will be generated as per the frequency defined.

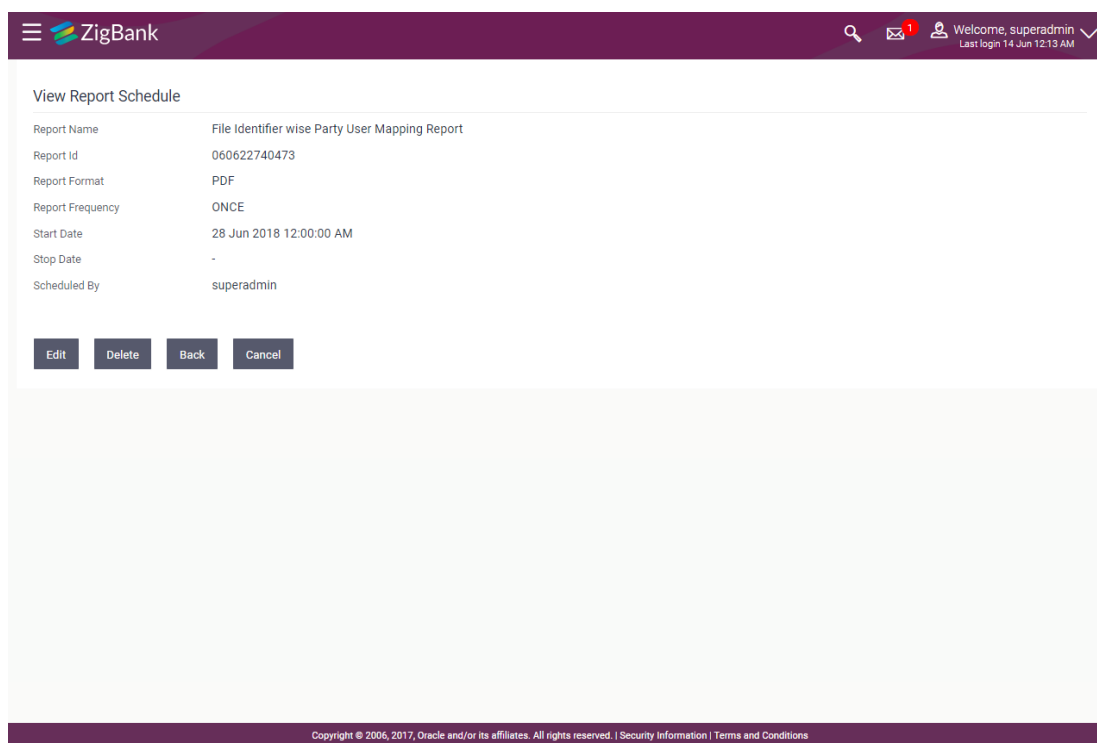
3. Click on desired **Report ID** to view the details of the scheduled report. The **View Reports Schedule** screen appears.

OR

Click on the  icon against the Report ID, to select the **Report from the** list, which you want to view. The searched report appears in the search result section.

Click the **Report ID** to view the details of the scheduled report.

View Reports Schedule



The screenshot shows the 'View Report Schedule' screen in the ZigBank application. The header includes the ZigBank logo, a search icon, a notification icon with a red '1', and a user profile section for 'superadmin' with the last login time '14 Jun 12:13 AM'. The main content area displays the following report details:

Report Name	File Identifier wise Party User Mapping Report
Report Id	060622740473
Report Format	PDF
Report Frequency	ONCE
Start Date	28 Jun 2018 12:00:00 AM
Stop Date	-
Scheduled By	superadmin

Below the table, there are four buttons: Edit, Delete, Back, and Cancel.

At the bottom of the screen, there is a footer with the text: Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Field Description

Field Name	Description
Report Name	Name of the scheduled report.

Field Name	Description
Report ID	ID of the scheduled report.
Report Format	Select the format in which the report is to be generated.
Report Frequency	The frequency at which the reports are scheduled to run.
Start Date	Date from which the report will be generated as per the frequency defined.
Stop Date	Date till which the report will be generated as per the frequency defined.
Scheduled By	User ID of the user who has scheduled the report generation.

45.2.2 Edit Schedule Reports

Using this option, Bank Administrator can edit the parameters defined for scheduled reports. These changes are applied to generate the reports of next scheduled cycle.

To edit the schedule reports:

1. Click the **Schedule** tab. The scheduled report generation screen appears.
2. Click the **View Scheduled Reports** link.
The **Scheduled Reports** screen appears.
3. Click on desired **Report ID** to edit the details of the scheduled report. The **View Report Schedule** screen appears.
4. Click **Edit** to modify the report schedule. The **Edit Report Schedule** screen appears.
OR
Click **Delete** to delete the report schedule.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.

Edit Reports Schedule

Scheduled Reports

Report Name	Date wise User creation Report
Report Id	280677044105
Report Format	PDF
Report Frequency	MONTHLY
Start Generating	30 Jun 2018 12:00:00 AM
Stop Generating	11/30/18
Scheduled By	superadmin

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Field Description

Field Name	Description
Report Name	Name of the scheduled reports. Name of the report will be displayed in non-editable form.
Report ID	ID of the reports that are scheduled. This is a non-editable field.
Report Format	The report format of the scheduled report.
Report Frequency	The frequency of the scheduled report. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	The start date of the scheduled report. This field can be edited only if the date and time is in future.
Stop Generating	The date till which the report is to be generated.
Scheduled By	User ID of the user who scheduled the report generation.

5. Modify the details, if required. You can modify the Report Format, Report Frequency, Start generation date and time (if future date) and Stop Generating date and time.
6. Click **Save** to save the changes. The **Confirm Edit Report Schedule** screen appears.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the transaction.
7. Click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
8. The success message along with the reference number and status appears.
Click **Ok** to close the screen and navigate to the dashboard.

45.2.3 Delete Schedule Reports

The Bank Administrator can delete the scheduled reports which are no longer required.

To delete account and transaction access for the user:

1. In the **Reports** screen, click the **Schedule** tab. The scheduled report generation screen appears.
2. Click the **View Scheduled Reports** link.
The **Schedule Reports** screen appears.
3. Click on desired **Report ID** to delete the scheduled report. The **View Report Schedule** screen appears.
4. Click **Delete**.
The application will prompt the administrator with a deletion message.

Delete Reports Schedule

The screenshot shows the ZigBank user interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with a red '1', and a user profile icon for 'superadmin' with the text 'Welcome, superadmin' and 'Last login 14 Jun 12:13 AM'. Below the navigation bar, the page title is 'View Report Schedule'. The main content area displays the following details for a report:

Report Name	File Identifier wise Party User Mapping Report
Report Id	060622740473
Report Format	PDF
Report Frequency	ONCE
Start Date	28 Jun 2018 12:00:00 AM
Stop Date	-
Scheduled By	superadmin

Below the details, there are four buttons: 'Edit', 'Delete', 'Back', and 'Cancel'. A modal dialog box titled 'Delete Scheduled Report Request' is open, containing the text: 'Are you sure you want to delete the schedule of the Report Id - 060622740473 ?' and a 'Confirm' button.

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5. Click **Confirm** to proceed with the deletion request. It will navigate to confirmation page with a success message and the status.
6. Click **Ok** to close the screen and navigate to the dashboard.

[Home](#)

45.3 Biller Registration Report

Biller Registration report provides the details of customers registered to a biller for online bill payment. Administrator has to select the biller id of which the report is to be generated.

Further, the administrator user can choose the report format as CSV or pdf. The generation of both Adhoc and Scheduled reports are supported. This report is available only with the internal reporting system.

How to reach here:

Administration Dashboard > Toggle menu > Report > Report Generation

45.3.1 Biller Registration - Adhoc Report

Biller Registration Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Biller Registration adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Biller Registration - Adhoc Report

The screenshot displays the 'Biller Registration - Adhoc Report' generation interface. At the top, the ZigBank logo and user information 'Welcome, superadmin' are visible. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. The form includes the following fields:

- Report Name:** Biller Registration Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Biller Id:** BILLER01
- Biller Name:** Vodafone
- Duration:** 01 Jun 2018 to 28 Jun 2018 (calendar icons)

At the bottom of the form are three buttons: 'Generate Report' (highlighted in green), 'Cancel', and 'Clear'. To the right of the form is a 'Tips' section with a lightbulb icon and the text: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> • PDF • CSV
Biller Id	Specify the unique code assigned to a specific biller.
Biller Name	Specify the name of the biller.
Duration	Select the date range for which the report is to be generated. User has to enter From and To dates.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Biller Id** field, enter the id of the biller for whom the report to be generated.
5. In the **Biller Name** field, enter the name of the biller.
6. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Generate Report** to generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from *Administration Dashboard > Toggle Menu > Reports > My Reports*.

For reference, a specimen of the report generated is given below:



EBPP Admin - Registration Report

Biller ID : 1
Date From:2018-06-04

Biller Name : Test
Date To:2018-06-14

Customer ID	Customer Name	Phone No and Email	Biller Nick Name	Registration Date	Registration Status
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	vodafone3	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	eleh3	24 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	waterh2	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	homewater2	24 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	office3	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	movies1	25 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	vany1	25 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	dthome2	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	dthome3	22 May 2018	APPROVED
001868	Gary John Oldman	Phone: Email: shailendra.kadam@oracle.com	TellBillr	22 May 2018	APPROVED
001868	Gary John Oldman	Phone:	WaterBill	22 May 2018	APPROVED

1 Report generated by

Field Description

Field Name	Description
Report Parameters	
Biller ID	The unique ID of the biller.
Biller Name	The name of the biller.
Date From	The date from which the report is generated.
Date To	Date till which the report is generated. .
Customer Id	The unique id of the customer/Party.

Field Name	Description
Customer Name	The name of the customer/party.
Customer Phone No and Email	The phone number and Email address of the customer.
Biller Nickname	The nick name of the biller.
Registration Date	The date on which customer is registered to the biller.
Registration Status	The status of registration.

45.3.2 Biller Registration - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Biller Registration schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Billers Registration - Schedule Report

Reports

Adhoc **Schedule**

Report Name: Billers Registration Report

Report Format: PDF

Select Frequency: DAILY

Start Generating: 06/29/18 00:00

Stop Generating: 08/31/18 00:00

Biller Id: BILLER01

Biller Name: Vodafone

[View Scheduled Reports](#)

[Schedule Report](#) [Cancel](#) [Clear](#)

Tips

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> • PDF • CSV
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per frequency defined.
Stop Generating	Date till which the report is to be generated as per frequency defined.
Biller Id	The unique code assigned to a specific biller.

Field Name	Description
Billers Name	The name of the biller.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Biller Id** field, enter the id of the biller for whom the report to be generated.
7. In the **Biller Name** field, enter the name of the biller.
8. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
9. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports**.

[Home](#)

45.4 Biller Reconciliation report

Biller Reconciliation report provides information on reconciliation of bill payment transactions made to a biller for a selected period. Administrator has to select the biller id of which the report is to be generated.

The administrator user can choose the report format as CSV or pdf. The generation of both Adhoc and Scheduled reports are supported. This report is available only with the internal reporting system.

How to reach here:

Administration Dashboard > Toggle menu > Report > Report Generation

45.4.1 Biller Reconciliation - Adhoc Report

Biller Reconciliation Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Biller Reconciliation adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Biller Reconciliation - Adhoc Report

The screenshot displays the 'Biller Reconciliation - Adhoc Report' generation interface. At the top, the ZigBank logo and user information 'Welcome, superadmin' are visible. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. The form includes the following fields:

- Report Name:** Biller Reconciliation Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Biller Id:** BILLER01
- Biller Name:** Vodafone
- Duration:** 29 Jun 2018 (calendar icon) to 29 Jun 2018 (calendar icon)

At the bottom of the form are three buttons: 'Generate Report' (green), 'Cancel' (grey), and 'Clear' (grey). To the right of the form is a 'Tips' section with a lightbulb icon and the following text: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated..
Report Format	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> • PDF • CSV
Biller Id	The unique code assigned to a specific biller.
Biller Name	The name of the biller.
Duration	Select the date range for which the report is to be generated. User has to enter From and To dates.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
5. In the **Biller Name** field, enter the name of the biller.
6. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Generate Report** to generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

Note: You can also download the requested report from *Administration Dashboard > Toggle Menu > Reports > My Reports*.

For reference, a specimen of the report generated is given below:



EBPP Admin - Biller Reconciliation Report

Biller Name : abc
Date To: 29 Jun 2018

Biller ID : 343443
Date From: 01 May 2018

Date	Transaction Id	Amount	Customer Name-Account Number	Customer ID	Phone No and Email	Status	Error
26 May 2018	152	1000INR	Marc Ronald Jacobs	001146	Phone: Email: shailendra.kadam@example.com		
26 May 2018	153	100INR	Marc Ronald Jacobs	001146	Phone: Email: shailendra.kadam@example.com		

Field Description

Field Name	Description
Report Parameters	
Biller ID	The unique ID of the biller.
Biller Name	The name of the biller.
Date From	Date from which the report is generated.
Date To	Date till which the report is generated.
Date	Transaction date and time.
Transaction ID	The transaction Id of the transaction.
Amount	The amount of the transaction in local currency.
Customer Name & Account Number	The name of the customer and an account number
Customer Id	The unique id of the customer/party.
Customer Phone No and Email	The phone number and Email address of the customer.

Field Name	Description
Status	The status of the transaction.

45.4.2 Biller Reconciliation - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Biller Reconciliation schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Biller Reconciliation - Schedule Report

The screenshot shows the ZigBank interface for scheduling reports. The 'Reports' section has two tabs: 'Adhoc' and 'Schedule'. The 'Schedule' tab is active, displaying a form for scheduling a 'Biller Reconciliation Report'. The form includes the following fields and options:

- Report Name:** Biller Reconciliation Report (dropdown)
- Report Format:** PDF (dropdown)
- Select Frequency:** DAILY (dropdown)
- Start Generating:** 06/29/18 00:00 (calendar icon)
- Stop Generating:** 07/28/18 00:00 (calendar icon)
- Biller Id:** BILLER01
- Biller Name:** Vodafone

At the bottom of the form are three buttons: 'Schedule Report' (highlighted in green), 'Cancel', and 'Clear'. Below the form is a link for 'View Scheduled Reports'. On the right side, there is a 'Tips' section with a lightbulb icon and text explaining that reports can be scheduled for internal or customer-related use, and that users can view or download reports from the 'My Reports' section.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> • PDF • CSV

Field Name	Description
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is generated.
Stop Generating	Date till which the report is generated.
Biller Id	The unique code assigned to a specific biller.
Biller Name	The name of the biller.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
7. In the **Biller Name** field, enter the name of the biller.
8. From the **Duration - From Date** and **Duration - To Date** list, select the appropriate duration.
9. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
10. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
11. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports**.

[Home](#)

45.5 Bill Payment Pay Later

Bill Payment Pay Later report provides the details of "Pay Later" transactions set up for a biller for a given period. The user has to select the biller id of which the report is to be generated.

The administrator user can choose the report format as CSV or pdf. The generation of both Adhoc and Scheduled reports are supported. This report is available only with the internal reporting system.

How to reach here:

Administration Dashboard > Toggle menu > Report > Report Generation

45.5.1 Bill Payment Pay Later - Adhoc Report

Bill Payment Pay Later Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Bill Payment Pay Later adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Bill Payment Pay Later - Adhoc Report

The screenshot shows the ZigBank Reports generation interface. The top navigation bar includes the ZigBank logo, a search icon, a notification icon with a red '1', and a user profile icon for 'superadmin' with the text 'Welcome, superadmin' and 'Last login 30 Jun 02:20 AM'. Below the navigation bar, the 'Reports' section is active, with 'Adhoc' and 'Schedule' tabs. The 'Adhoc' tab is selected, showing a form with the following fields:

- Report Name: Bill Payment Pay Later Report (dropdown menu)
- Report Format: PDF (dropdown menu)
- Biller Id: BILLER01
- Biller Name: Vodafone
- Duration: 30 Jun 2018 (calendar icon) to 30 Jun 2018 (calendar icon)

At the bottom of the form are three buttons: 'Generate Report' (green), 'Cancel' (grey), and 'Clear' (grey). To the right of the form is a 'Tips' section with a lightbulb icon and the following text:

Tips

With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

At the bottom of the page, there is a footer with the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'

Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> • PDF • CSV
Biller Id	The unique code assigned to a specific biller.
Biller Name	The name of the biller.
Duration	Select the date range for which the report is to be generated. User has to enter From and To dates.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
5. In the **Biller Name** field, enter the name of the biller.
6. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Generate Report** to generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears.
Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
9. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

Note: You can also download the requested report from *Administration Dashboard > Toggle Menu > Reports > My Reports*.

For reference, a specimen of the report generated is given below:



EBPP Admin - Bill Payments Pay-Later Report

Bill ID : 343443

Bill Name : abc
Date From: 12 Jun 2018

Date To: 23 Aug 2018

Customer ID	Customer Name	Customer PhoneNo & Email	Billor Nickname	Pay Later Set-Up Date	Pay Later Date	Status	Deletion Date
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	mydthn1	12 Jun 2018	30 Jun 2018	COMPLETED	NA
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	dthome2	12 Jun 2018	28 Jun 2018	COMPLETED	NA

1 Report generated by

Field Description

Field Name	Description
Report Parameters	
Billor ID	The unique ID of the billor.
Billor Name	The name of the billor.
Date From	Date from which the report is generated.
Date To	Date till which the report is generated.
Customer ID	The unique id of the customer/party.

Field Name	Description
Customer Name	The name of the customer/party.
Customer Phone No and Email	The phone number and Email address of the customer.
Biller Nickname	The nick name of the biller.
Pay Later Setup Date	This is a date on which the request for bill payment is initiated.
Pay Later Date	The future date on which the funds are to be transferred to the billers.
Deletion Date	The date on which the future bill payment cancellation request was initiated

45.5.2 Bill Payment Pay Later - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Bill Payment Pay Later schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Bill Payment Pay Later - Schedule Report

The screenshot shows the ZigBank interface for scheduling reports. The 'Reports' section has two tabs: 'Adhoc' and 'Schedule'. The 'Schedule' tab is active, displaying a form with the following fields:

- Report Name:** Bill Payment Pay Later Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Select Frequency:** DAILY (dropdown menu)
- Start Generating:** 06/29/18 00:00 (calendar icon)
- Stop Generating:** 07/29/18 00:00 (calendar icon)
- Biller Id:** BILLER01
- Biller Name:** Vodafone

At the bottom of the form are three buttons: 'Schedule Report' (highlighted in green), 'Cancel', and 'Clear'. Below the buttons is a link: 'View Scheduled Reports'.

On the right side of the form, there is a 'Tips' section with a lightbulb icon. The tip text reads: "With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page."

The top navigation bar includes the ZigBank logo, a search icon, a notification icon with a red '1', and a user profile dropdown showing 'Welcome, superadmin' and 'Last login 30 Jun 02:20 AM'.

At the bottom of the page, there is a footer: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Report Name	Select the type of report to be generated..
Report Format	Select the format in which the report is to be generated.. <ul style="list-style-type: none"> • The options with Internal Reporting Application are: <ul style="list-style-type: none"> • PDF • CSV
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated .
Stop Generating	Date till which the report is to be generated,
Biller Id	The unique code assigned to a specific biller.
Biller Name	The name of the biller.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
7. In the **Biller Name** field, enter the name of the biller.
8. From the **Duration - From Date** and **Duration - To Date** list, select the appropriate duration.
9. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
10. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

11. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.**

[Home](#)

45.6 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
- Frequency
- Date Range

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Report > Report Generation

45.6.1 Date Wise User Creation - Adhoc Report

Date Wise User Creation Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the date wise user creation adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Date Wise User Creation - Adhoc Reports

The screenshot shows the 'Reports' section of the ZigBank interface. It features two tabs: 'Adhoc' (selected) and 'Schedule'. The form includes the following fields:

- Report Name:** Date wise User creation Report
- Report Format:** PDF
- Party ID:** 001164
- User Type:** CorporateUser
- Duration:** 13 Jan 2018 to 13 Jun 2018

Buttons for 'Generate Report', 'Cancel', and 'Clear' are located at the bottom of the form. A 'Tips' box on the right states: "With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option."

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Field Description


Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Party ID	The party ID of the users of whom the report is to be generated.

Field Name	Description
User Type	The user type for whom report is to be generated. The options are: <ul style="list-style-type: none"> • Corporate User • Retail User • Administrator
Duration	Specify the date range for which the report is to be generated. Date from which the report is to be generated. . Date till which the report is to be generated

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Party ID** field, enter the party ID.
5. From the **User Type** list, select the appropriate user.
6. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Reports > My Reports**.

For reference, a specimen of the report generated is given below:

Date wise User Creation					
Party Id : 001164 Party Name : Exxon Mobil					
Date From:01 Oct 2017 Date To:18 Oct 2017					
User Type : corporateuser					
					
User Type - Corporate User					
Name	Roles	User Name	Email Id	Mobile No	Creation Date and Time
Mr Rahul Kamble	CorporateAdminMaker CorporateAdminChecker	rkcadmin	rahul.x.kamble@oracle.com	7788664433	07 Oct 2017 14:03:01
Mr Rahul Kamble	CorporateAdminMaker CorporateAdminChecker	rkcadmin1	rahul.x.kamble@oracle.com	1122334466	07 Oct 2017 14:07:00
Mr RK Auto	Maker Checker	corpauto1	rahul.x.kamble@oracle.com	9890231214	12 Oct 2017 09:13:05
Mr BU Auto	Maker Checker	BUAuto	rahul.x.kamble@oracle.com	9890121415	12 Oct 2017 10:27:05
User Type - Retail User					
Name	Roles	User Name	Email Id	Mobile No	Creation Date and Time
User Type - Bank Administrator					
Name	Roles	User Name	Email Id	Mobile No	Creation Date and Time

Field Description

Field Name	Description
Report Parameters	
Party ID	The ID of party for whom the report is generated.
Party Name	The name of the party for whom the report is generated.
Date From	Date from which the report is generated.
Date To	Date till which the report is generated.
User Type	The user type for whom report is generated and is selected at the time of report generation.
Name	Name of the user.
Roles	Child roles assigned to each user.
User Name	User ID assigned to the user.

Field Name	Description
Email ID	Email ID of the user.
Mobile No	Mobile number of the user.
Creation Date and Time	Date on which the user is created.

45.6.2 Date Wise User Creation - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

An administrator can schedule – Date wise user creation report.

To generate the Date Wise User Creation schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Date Wise User Creation - Schedule Report

The screenshot shows the 'Reports' section of the ZigBank interface. The 'Schedule' tab is active. The form includes the following fields:

- Report Name:** Date wise User creation Report
- Report Format:** PDF
- Select Frequency:** WEEKLY
- Start Generating:** 06/13/18 00:00
- Stop Generating:** 12/13/18 00:00
- Party ID:** 001164
- User Type:** CorporateUser

Buttons at the bottom include 'Schedule Report', 'Cancel', and 'Clear'. A 'View Scheduled Reports' link is also present. A 'Tips' box on the right provides instructions on scheduling reports.

Tips
 With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> • PDF • CSV
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined.
Stop Generating	Date till which the report is to be generated as per the frequency defined.
Party ID	The ID of party of whom the report is to be generated.
User Type	The user type for whom report is generated and is selected at the time of report generation.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Party ID** field, enter the party id.
7. From the **User Type** list, select the appropriate user.
8. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports**.

[Home](#)

45.7 EPI Payment Reconciliation

EPI Payment Reconciliation report provides the status of all reconciled transactions, in a given duration. The user has to select the merchant code for which the report is to be generated,

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Report > Report Generation

45.7.1 EPI Payment Reconciliation - Adhoc Report

EPI Payment Reconciliation Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the EPI Payment Reconciliation adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

EPI Payment Reconciliation Report - Adhoc Report

The screenshot shows the 'Reports' section of the ZigBank application. The 'Adhoc' tab is selected. The form contains the following fields:

- Report Name:** EPI Payment reconciliation Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Merchant Code:** 2333 (dropdown menu)
- Duration:** 01 Jun 2018 to 30 Jun 2018 (date range selector)

At the bottom of the form are three buttons: 'Generate Report' (green), 'Cancel' (grey), and 'Clear' (grey). To the right of the form is a 'Tips' box with a calendar icon and the following text:

Tips

With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Merchant Code	The unique code assigned to a specific merchant by the Bank.
Duration	Specify the date range for which the report is to be generated. User has to enter From and To Date. .

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Merchant Code** field, enter the merchant's code for whom the report to be generated.
5. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
6. Click **Generate Report** to generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
7. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
8. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. The report will be generated in the format specified at the time of scheduling or generating an adhoc report

Note: You can also download the requested report from *Administration Dashboard > Toggle Menu > Reports > My Reports*

For reference, a specimen of the report generated is given below:

Merchant - Transaction Reconciliation							
Merchant Description: Myntra Merchant Code: Myntra Date From: 01 Jan 2014 Date To: 01 Feb 2014							
							
Date Time	Transaction Id	Description	Customer Name-Account Number	Merchant Account Number	Transaction Type	Amount,CCY	Status
02 Jan 2014 00:00:00	47HWGXNEP3	RCodePayment	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£56.00	Completed
02 Jan 2014 00:00:00	4SGIF1L0C1	est1	Marc Ronald Jacobs AT30011460034	AT30011600020	QR Transfer	£50.00	Completed
02 Jan 2014 00:00:00	6IWUR4V1NN	esting123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£45.99	Completed
02 Jan 2014 00:00:00	CVKX58VV83	est	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£125.45	Completed
02 Jan 2014 00:00:00	FFBPVQJX7W	est123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£56.00	Completed
02 Jan 2014 00:00:00	G8ECFT86P6	esting123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£45.99	Completed
02 Jan 2014 00:00:00	GJ96C3QJSC	est	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£125.45	Completed
02 Jan 2014 00:00:00	H1PNSKRS7M	est	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£1.00	Completed
02 Jan 2014 00:00:00	ZGR95L2C9M	est123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£56.00	Completed

1 Report generated by Shailendra Kadam | 18 Sep 2017, 06:36

Field Description

Field Name	Description
Report Parameters	
Merchant Description	The description of the merchant.
Merchant Code	The unique code assigned to a specific merchant by the bank.

Field Name	Description
Date From	The start date of period for which the report is generated.
Date To	The end date of the date for which the report is generated.
Date Time	Transaction date and time.
Transaction ID	The transaction Id of the transaction.
Description	The description of the transaction.
Customer Name-Account Number	The name and account number of the customer.
Merchant Account Number	The merchant's account number.
Transaction Type	The transaction type. The options are: <ul style="list-style-type: none"> • Sale • Commission
Amount, CCY	The amount of the transaction in local currency.
Status	The status of the transaction.

45.7.2 EPI Payment Reconciliation – Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the EPI Payment Reconciliation scheduled report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

EPI Payment Reconciliation - Schedule Report

ZigBank
Welcome, ritwick auth
Last login 13 Jun 03:46 PM

Reports

Adhoc Schedule

Report Name: EPI Payment reconciliation Report


Report Format: PDF

Select Frequency: WEEKLY

Start Generating: 06/13/18 00:00 Stop Generating: 10/31/18 00:00

Merchant Code: 2333

[View Scheduled Reports](#)



Tips

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly

Field Name	Description
Start Generating	Date from which the report is to be generated as per the frequency defined.
Stop Generating	Date till which the report is to be generated as per the frequency defined.
Merchant Code	The unique code assigned to a specific merchant by the Bank.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Merchant Code** field, enter the merchant's code for whom the report to be generated.
7. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Reports** > **My Reports** > **Scheduled Reports**.

[Home](#)

45.8 FATCA & CRS Declaration Report

The FATCA & CRS Declaration report contains details related to the information submitted by the users in the forms along with information pertaining to the date and time at which each form was submitted. The administrator can generate separate reports for the FATCA & CRS Self-Certification form for Individuals and the FATCA & CRS Self-Certification form for Entities.

The generation of both Adhoc and Scheduled FATCA & CRS Declaration reports are supported. These reports can be generated in CSV format.

How to reach here:

Administration Dashboard > Toggle menu > Report > Report Generation

45.8.1 FATCA & CRS Declaration - Adhoc Report

Adhoc reports are generated on demand or on request.

To generate the FATCA & CRS Declaration Adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The respective report generation screen appears.

FATCA & CRS Declaration - Adhoc Report

The screenshot shows the 'Reports' section of the ZigBank interface. The 'Adhoc' tab is selected. The form includes the following fields:

- Report Name:** FATCA & CRS Declaration Report (dropdown menu)
- Report Format:** CSV (dropdown menu)
- Generate By:** Radio buttons for Party ID (unselected) and Form Type (selected)
- Form Type:** FATCA & CRS - Individual (dropdown menu)
- Duration:** 01 Jun 2018 (calendar icon) to 30 Jun 2018 (calendar icon)

At the bottom of the form are three buttons: 'Generate Report' (green), 'Cancel' (grey), and 'Clear' (grey).

On the right side, there is a 'Tips' section with an icon of a notepad and pencil. The tip text reads: "With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option."

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the report is to be generated. The FATCA & CRS Declaration report can be generated in format CSV only.
Generate By	Specify whether the report is to be generated on the basis of party ID or form type as Individual or Entity. The options are: <ul style="list-style-type: none"> • Party ID • Form Type
Enter Party ID	Specify the party ID of the user for whom report is to be generated. This field appears if you have selected Party ID in the Generate By field.
Form Type	Select whether you want to generate the report for the FATCA & CRS forms of entities or individuals. The options are: <ul style="list-style-type: none"> • FATCA & CRS - Entity • FATCA & CRS - Individual This field appears if you have selected Form Type in the Generate By field.
Duration	Specify the period for which the report is to be generated. <ul style="list-style-type: none"> • From – The date from which you want to generate the report. • To – The date until which you want to generate the report.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Generate By** field, select the option of choice.
 - d. If you have selected the option **Party ID**, enter the party ID of the user for whom the report is to be generated in the **Enter Party ID** field.
 - e. If you have selected the option **Form Type**, select the required form type from the **Form Type** list.
From the **Duration - From** and **Duration - To** list, select the desired duration.
5. Click **Generate Report** to generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
6. The success message along with the reference number, status and **Report Request ID** appears. Click **Ok** to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the **My**

Reports screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

Note: You can also download the requested report from *Administration Dashboard > Toggle Menu > Reports > My Reports*.

For reference, a specimen of the report generated for FATCA & CRS form for Individuals is displayed below:

FATCA & CRS Declaration Report																													
Form Type	INDIVIDUAL	Duration	01-06-2016 - 05-06-2018																										
FATCA Submissi	Mode of Submissi	Party Id	Party Name	Form Submitte	User Name	Address	Address	Address	City	State	Country	Zip Code	Mailing	Mailing	Mailing	Mailing	Mailing	Mailing	Nationalit	Country of	City/Place	Identificat	Identificat	Father's	Spouse's	Occupatio	Gro		
				d by User	Type	Line 1	Line 2						Address	Address	Address	Address	Address	Address	y	Birth	of Birth	ion Type	ion Number	Name	Name	n	Ann		
				ID									Line 1	Line 2	City	State	Country	Zip Code									Inc		
42877.27218	Branch	***662	OFFSET LOANS CA	FCRTEST	OFFSET LOA	Permanent	Algrove Pla	ABC Layout	London		United King	United King	KO 32 193	Algrove Pla	ABC Layout	London		United King	United King	KO 32 193	Australian	Australia	Melbourne	Passport	AU129284	John Brady	Argentina	Business	1
43133.93274	Branch	***123	Tom Brady	TOM123	Tom Brady	Permanent	A12 - Borda	Brecon Sea	Brecon	Wales	United King	RI 12 990	A12 - Borda	Brecon Sea	Brecon	Wales	United King	RI 12 990	British	Great Britis	Cardiff	Driving Lic	WA1245	John Brady		Service	1		
43109.5008	Online	***123	Chris Hemswo	CHR779	Chris Hems	Work Addri	Algrove Place	22A	London		United King	United King	KO 32 193	Algrove Place	22A	London		United King	United King	KO 32 193	Australian	Australia	Melbourne	Passport	AU129284399		Business	5	
43143.40625	Online	***9123	Mark Wahlberg	MM333	Mark Wahl	Current Ret	ABC Layout		London		United King	United King	AB 01 220	ABC Layout		London		United King	United King	AB 01 220	Italian	United Stati	California	Driving Lic	KC4564		Others		

Field Description

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

FATCA & CRS Declaration report for Individuals

The following four fields comprise of the criteria on the basis of which the report has been generated.

Party ID The party ID of the user who has submitted the form.
This field is displayed only if at the time of report generation, the administrator chose to generate the report by specifying a party ID.

Form Type The type of FATCA & CRS form for which the report is being generated.

The form types are:

- Entity
- Individual

Duration The period for which the report is generated. This field is displayed only if at the time of report generation, the administrator chose to generate the report on the basis of form type.

The following fields comprise of the main body of the report.

FATCA Submission Date & Time The date at time at which the form was submitted by the user.

Mode of Submission The mode through which the form was submitted e.g. online, branch.

Party ID The party ID of the user who submitted the form.

Field Name	Description
Party Name	The party name of the user who submitted the form.
Form Submitted by User ID	The user ID of the user who has filled and submitted the FATCA and CRS form.
User Name	The name of the user who has filled and submitted the FATCA and CRS form.
Address Line 1-2	The address details of the user, as entered in the form.
City	The name of the city, as entered in the form.
State	The state, as entered in the form.
Country	The country, as entered in the form.
Zip Code	The zip code of the user, as entered in the form.
Mailing Address Line 1-2	The mailing address of the user, as entered in the form.
Mailing Address City	The city of the user's mailing address, as entered in the form.
Mailing Address State	The state of the user's mailing address, as entered in the form.
Mailing Address Country	The country of the mailing address of the user.
Mailing Address Zip Code	The zip code of the mailing address of the user.
Nationality	The nationality of the user, as entered in the form.
Country of Birth	The country of birth of the user, as entered in the form.
City/ Place of Birth	The city of birth of the user, as entered in the form.
Identification Type	The identification document that serves as proof of identity.
Identification Number	The identification number corresponding to the identification type.
Father's Name	The name of the user's father, as entered in the form.
Spouse's Name	The name of the user's spouse, as entered in the form.

Field Name	Description
Occupation	The employment type of the user, as entered in the form. The occupation type could be any of the following: <ul style="list-style-type: none"> • Service • Business • Others
Gross Annual Income	The gross annual income that the user enters, as entered in the form.
Politically Exposed Person(PEP) Status	The political status of the user.
Was the Entity established in a country other than <country name>?	The value in this field will identify whether the entity was established in the country in which the bank accounts are held. This field is applicable to sole proprietors only.
Are you a tax resident of any country other than <country name>?	Whether the user is a tax resident of any country other than the country in which the bank accounts are held.
Country of Tax Residence	The name of the country in which the user is a tax resident. A value will be displayed against this field only if the value against the field ' Are you a tax resident of any country other than <country name>? ' is Yes .
TIN Available	Whether the user's taxpayer identification number of the country in which he is a tax resident, is available or not. A value will be displayed against this field only if the value against the field ' Are you a tax resident of any country other than <country name>? ' is Yes .
Tax Identification Type	The tax identification type of the user. A value will be displayed against this field only if the value against the field ' Are you a tax resident of any country other than <country name>? ' is Yes and if the value displayed against ' TIN Available ' is Yes .
TIN / TIN Equivalent	The user's taxpayer identification number or equivalent. A value will be displayed against this field only if the value against the field ' Are you a tax resident of any country other than <country name>? ' is Yes and if the value displayed against ' TIN Available ' is Yes .
Reason for Non Availability	The reason for which the user's taxpayer identification number is not available. The user's taxpayer identification number or equivalent. A value will be displayed against this field only if the value against the field ' Are you a tax resident of any country other than <country name>? ' is Yes and if the value displayed against ' TIN Available ' is No .

Field Name	Description
Are you a citizen of United States of America	Whether the user has a citizenship of the United States of America.
Do you meet the Substantial Presence Test?	Whether the user meets the Substantial Presence Test criteria.
Do you have a green card?	Whether the user holds a United States green card.

For reference, a specimen of the report generated for FATCA & CRS forms for Entities is displayed below:

FATCA & CRS Declaration Report																													
Form Type	ENTITY	Duration	Party ID	Party Name	Form Submitted by User ID	User Name	Capacity	Address Line 1	Address Line 2	City	State	Country	Zip Code	Mailing Address Line 1	Mailing Address Line 2	Mailing City	Mailing State	Mailing Country	Mailing Zip Code	Country of Incorporation or Organization	Is the entity a tax resident of any country other than Domestic Country?	Country of Tax Residence 1	TIN Available?	TIN Type	TIN/TIN Equivalent	Reason for Non Availability	Country of Tax Residence 2	TIN Available?	
FATCA Submission Date & Time	Mode of Submission																												
42877.27569	Branch	***662	OFFSET	LC	FCRTEST	FCRTEST	AUS	Algrove Pl	ABC Layo	London	United Ki	United Ki	KD 32 193	Algrove Pl	ABC Layo	London	United Ki	United Ki	KD 32 193	United St	No		No						No
43133.93264	Online	***123	ABC Inc	TOM123	TOM123		AUS	A12 - Bore	Brecon B	Brecon	Wales	United Ki	RJ 12 990	A12 - Bore	Brecon B	Brecon	Wales	United Ki	RJ 12 990	Great Bri	No		No						No
43109.50069	Branch	***124	Pizza Higi	CHR779	CHR779		AUS	Algrove Place	22A	London	United Ki	United Ki	KD 32 193	Algrove Place	22A	London	United Ki	United Ki	KD 32 193	Australia	No		No						No
43143.40625	Branch	***9903	Taco Tue	MM333	MM333	SOW		ABC Layout		London	United Ki	United Ki	AB 01 220	ABC Layout		London	United Ki	United Ki	AB 01 220	United St	Yes	United St	Yes	SSN	771-09-1293		India	No	

Field Description

Field Name	Description
FATCA & CRS Declaration report for Entity	
	The following four fields comprise of the criteria on the basis of which the report has been generated.
Party ID	The party ID of the user who has submitted the form. This field is displayed only if at the time of report generation, the administrator chose to generate the report by specifying a party ID.
Form Type	The type of FATCA & CRS form for which the report is being generated. The form types are: <ul style="list-style-type: none"> Entity Individual

Field Name	Description
Duration	The period for which the report is generated. This field is displayed only if at the time of report generation, the administrator chose to generate the report on the basis of form type.
The following fields comprise of the main body of the report.	
FATCA Submission Date & Time	The date at time at which the form was submitted by the user.
Mode of Submission	The mode through which the form was submitted e.g. online, branch.
Party ID	The party ID of the organization on behalf of which the form was submitted.
Party Name	The party name of the organization on behalf of which the form was submitted.
Form Submitted by User ID	The user id of the user who has filled and submitted the FATCA and CRS form on the behalf of the organization.
User Name	The name of the user who has filled and submitted the FATCA and CRS form on behalf of the organization.
Capacity	The capacity in which the user has submitted the form on behalf of the organization. The values that can be displayed under this column are TRU for trustee, AUS for Authorized Signatory or SOW for Single Ownership.
Address Line 1-2	The address details of the organization.
City	The name of the city organization.
State	The state of the organization.
Country	The country of the organization.
Zip Code	The zip code of the organization.
Mailing Address Line 1-2	The mailing address of the organization.
Mailing Address City	The city of the mailing address of the organization.
Mailing Address State	The state of the of the organization's mailing address.
Mailing Address Country	The country of the mailing address of the organization.
Mailing Address Zip Code	The zip code of the mailing address of the organization.

Field Name	Description
Country of Incorporation or Organization	The country in which the organization was incorporated.
Is the Entity a tax resident of any country other than <country name>?	Whether the entity is a tax resident of country other than country in which the entity's accounts are held within the bank.
Country of Tax Residence	The name of the country in which the organization is a tax resident. A value will be displayed against this field only if the value against the field ' Is the Entity a tax resident of any country other than <country name>? ' is Yes .
TIN Available	Whether the organization's taxpayer identification number of the country of which it is a tax resident, is available or not. A value will be displayed against this field only if the value against the field ' Is the Entity a tax resident of any country other than <country name>? ' is Yes .
Tax Identification Type	The tax identification type of the organization. A value will be displayed against this field only if the value against the field ' Is the Entity a tax resident of any country other than <country name>? ' is Yes and if the value displayed against ' TIN Available ' is Yes .
TIN / TIN Equivalent	The taxpayer identification number or equivalent. A value will be displayed against this field only if the value against the field ' Is the Entity a tax resident of any country other than <country name>? ' is Yes and if the value displayed against ' TIN Available ' is Yes .
Reason for Non Availability	The reason for which the entity's taxpayer identification number is not available. A value will be displayed against this field only if the value against the field ' Is the Entity a tax resident of any country other than <country name>? ' is Yes and if the value displayed against ' TIN Available ' is No .
Entity incorporated in the United States of America?	Whether the entity was incorporated in the United States of America or not.
Entity has any ultimate beneficial owners who are tax residents of countries other than <country name>?	Whether any of the beneficial owners including the controlling persons of the entity/ organization is a tax resident of any country other than the country in which the entity's accounts are held within the bank.
Entity Category	The category to which the entity belongs. The categories are: Financial Institution and Non- Financial Institution.

Field Name	Description
An Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution	Whether the entity is an investment entity located in a Non-Participating Jurisdiction and managed by another Financial Institution. The value against this field will be Yes or No if the entity is a Financial Institution and an Investment Entity. If the entity is a non-financial institution or a financial institution that is a Depository Institution, Custodial Institution or Specified Insurance Company the value will be NA.
Other Investment Entity	Whether the entity is a type of investment entity that is different from that of an investment entity located in a Non-Participating Jurisdiction and managed by another Financial Institution. The value against this field will be Yes or No if the entity is a Financial Institution and an Investment Entity. If the entity is a non-financial institution or a financial institution that is a Depository Institution, Custodial Institution or Specified Insurance Company the value will be NA.
Depository Institution, Custodial Institution or Specified Insurance Company	Whether the entity is a depository institution, custodial institution or an insurance company. The value against this field will be Yes or No if the entity is a Financial Institution. If the entity is a non-financial institution, the value will be NA.
GIIN Available	Whether the entity's Global Intermediary Identification Number, is available or not. The value against this field will be Yes or No if the entity is a Financial Institution. If the entity is a non-financial institution, the value will be NA.
GIIN	The entity's Global Intermediary Identification Number. The value against this field will be defined if the entity is a Financial Institution and if the value against GIIN Available is Yes. If the entity is a non-financial institution, the value will be NA.
Reason for Non Availability	The reason for which the entity's GIIN is not available. The value against this field will be defined if the entity is a Financial Institution and if the value against GIIN Available is No. If the entity is a non-financial institution, the value will be NA.
Active NFE - A corporation, the stock of which is regularly traded on an established securities market	Whether the entity is an active NFE and the entity's stock is regularly traded on an established securities market. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.

Field Name	Description
Name of the established securities market on which the corporation is regularly traded	The name of securities market on which the entity trades regularly. The value against this field will be defined if the entity is an Active Non-Financial Institution and is a corporation, the stock of which is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE – whose the stock of which is regularly traded on an established securities market.
Active NFE - Entity is related to a corporation whose stock is regularly traded on an established securities market	Whether the entity is an active non-financial entity and is related to a corporation whose stock is regularly traded on an established securities market. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
Name of the related corporation whose stock is traded	The name of securities market on which the entity's stock is traded regularly. The value against this field will be defined if the entity is an Active Non-Financial Institution and is related to a corporation whose stock is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE and is related to a corporation whose stock is regularly traded on an established securities market.
Nature of relation	<p>The relation that the entity has with the company whose stock is traded. The value against this field will be defined if the entity is an Active Non-Financial Institution and is related to a corporation whose stock is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE and is related to a corporation whose stock is regularly traded on an established securities market.</p> <p>The value displayed can be any one of the following:</p> <ul style="list-style-type: none"> • Subsidiary of the listed company • Controlled by a listed company • Common control as a listed company
Name of the established securities market on which the stock of the related corporation is regularly traded	The name of security market in which the stock of the related corporation is traded regularly. The value against this field will be defined if the entity is an Active Non-Financial Institution and is related to a corporation whose stock is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE and is related to a corporation whose stock is regularly traded on an established securities market.

Field Name	Description
Active NFE - A Governmental Entity or Central Bank	Whether the entity is an active non-financial Governmental Entity or Central Bank. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
Active NFE - An International Organization	Whether the entity is an active non-financial international organization. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
Active NFE - Other - e.g. a start-up NFE or a non-profit NFE	Whether the entity is any other type of active non-financial organization e.g. a start-up NFE or a non-profit NFE. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
Sub-Category of Active NFE	The sub-category of the active non- financial entity. The value against this field will be defined if the entity is an Active Non-Financial Institution and is either a government entity or central bank, an international organization or any other type of active NFE. If the entity is a financial institution, the value will be NA.
Passive Non-Financial Entity (NFE)	Specify Whether the entity is a passive non-financial entity. The value against this field will be Yes or No if the entity is a Non-Financial Institution. If the entity is a financial institution, the value will be NA.

45.8.2 FATCA & CRS Declaration - Schedule Reports

The reports that are generated in a specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the FATCA & CRS Declaration schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select **FATCA & CRS Declaration Report** as the report to be generated.
The respective report generation screen appears.

FATCA & CRS Declaration - Schedule Report

The screenshot shows the 'Reports' section of the ZigBank interface. The 'Schedule' tab is active. The form includes the following fields and options:

- Report Name:** FATCA & CRS Declaration Report (dropdown)
- Report Format:** CSV (dropdown)
- Select Frequency:** MONTHLY (dropdown)
- Start Generating:** 06/13/18 00:00 (calendar icon)
- Stop Generating:** 10/13/18 00:00 (calendar icon)
- Generate By:** Party ID, Form Type
- Form Type:** FATCA & CRS - Individual (dropdown)
- Duration:** 01 Jun 2018 (calendar icon) to 30 Jun 2018 (calendar icon)

Buttons at the bottom: **Schedule Report** (green), **Cancel** (grey), **Clear** (grey). A link for [View Scheduled Reports](#) is also present.

Tips: With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the report is to be generated. The FATCA & CRS Declaration report can be generated in format CSV only.

Field Name	Description
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per frequency defined.
Stop Generating	Date till which the report is to be generated as per frequency defined.
Generate By	Specify whether the report is to be generated on the basis of party ID or form type as Individual or Entity. The options are: <ul style="list-style-type: none"> • Party ID • Form Type
Enter Party ID	Specify the party ID of the user for whom report is to be generated. This field appears if you have selected Party ID in the Generate By field.
Form Type	Select whether you want to generate the report for the FATCA & CRS forms of entities or individuals. The options are: <ul style="list-style-type: none"> • FATCA & CRS - Entity • FATCA & CRS - Individual This field appears if you have selected Form Type in the Generate By field.
Duration	Specify the period for which the report is to be generated. <ul style="list-style-type: none"> • From – The date from which you want to generate the report. • To – The date until which you want to generate the report.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Generate By** field, select the option of choice.

- f. If you have selected the option **Party ID**, enter the party ID of the user for whom the report is to be generated in the **Enter Party ID** field.
 - g. If you have selected the option **Form Type**, select the required form type from the **Form Type** list.
From the **Duration - From** and **Duration - To** list, select the desired duration.
7. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
 8. The success message along with the reference number, status and **Report Request ID** appears. Click **Ok** to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
 9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from [Administration Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports](#).

[Home](#)

45.9 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. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Report > Report Generation

45.9.1 File Identifier wise Party User Mapping - Adhoc Report

File Identifier wise Party User Mapping Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the File Identifier wise Party User Mapping adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

File Identifier wise Party User Mapping - Adhoc Report

The screenshot shows the ZigBank Reports generation interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, an envelope icon, and a user profile section with the text "Welcome, fitwick auth" and "Last login 13 Jun 03:46 PM". Below the navigation bar, the "Reports" section is active, with "Adhoc" selected over "Schedule". The form contains the following fields:

- Report Name:** File Identifier wise Party User Ma... (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Party ID:** 001164 (text input)

At the bottom of the form, there are three buttons: "Generate Report" (green), "Cancel" (grey), and "Clear" (grey). To the right of the form, there is a "Tips" section with an icon of a notepad and a pencil. The tip text reads: "With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option."

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Party ID	The ID of party of whom the report is to be generated.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Frequency** list, select the appropriate option to generate a frequency based report.
5. In the **Party ID** field, enter the party id.
6. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
7. The success message along with the reference number, status and **Report Request Id** appears.
Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
8. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > *Report* > *My Reports* > *Scheduled Reports*.

For reference, a specimen of the report generated is given below:

File Identifier wise Party User Mapping

Party Id: 001164 | Party Name: Exxon Mobil



File Identifier Code:	MDMCDomABR	Transaction Type : Domestic Funds Transfer	Approval Type: RECORD LEVEL
Sr No	User Name		User Id
1	Corp Auth1		coprpauth1
2	Corp Init1		corpinit1
3	Auto Auth		rkautocorp
4	Corp User1		rkcorpuser1
5	Rahul Kamble		rkcorpadmin

File Identifier Code:	MDMCINTABR	Transaction Type : Internal Funds Transfer	Approval Type: RECORD LEVEL
Sr No	User Name		User Id
1	Corp Init1		corpinit1
2	Auto Auth		rkautocorp
3	Corp User1		rkcorpuser1

File Identifier Code:	MixePayee	Transaction Type : Mixed Payee	Approval Type: RECORD LEVEL
Sr No	User Name		User Id
1	Corp User1		rkcorpuser1

File Identifier Code:	SDMCInternationalABF	Transaction Type : International Funds Transfer	Approval Type: FILE LEVEL
Sr No	User Name		User Id
1	Corp Init1		corpinit1
2	Corp User1		rkcorpuser1
3	Auto Auth		rkautocorp

File Identifier Code:	SDMCMIXABFile	Transaction Type : Mixed Payments	Approval Type: FILE LEVEL
Sr No	User Name		User Id
1	Corp User1		rkcorpuser1

1 Report generated by Suyog Initiator | 12 Oct 2017, 11:29

Field Description

Field Name	Description
Report Parameters	
Party ID	The party ID of whom the report is generated.
Party Name	The name of the party of whom the report is generated.
File Identifier Code	The file identifier code mapped to the users.
Transaction Type	The transaction type associated with the file identifier code.
Approval Type	Approval type for the file - either Record or File.
Sr No	Serial number of the records.
User Name	Name of the user to whom the file identifiers are mapped.
User ID	ID of the user.

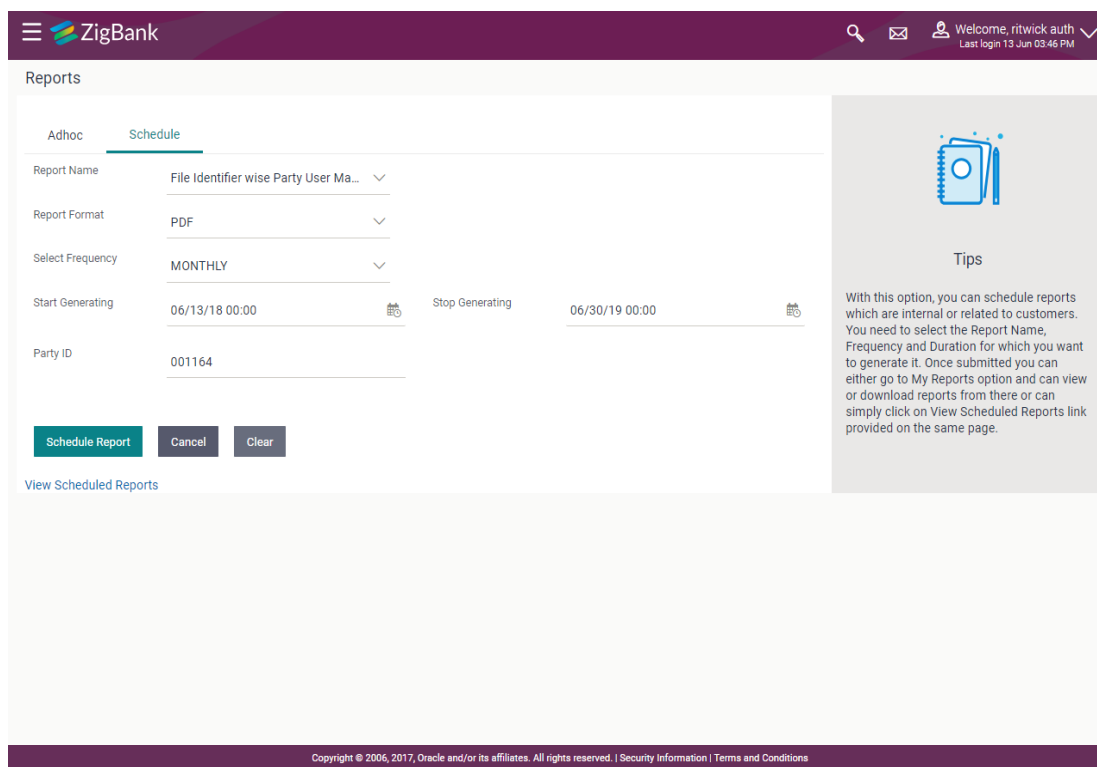
45.9.2 File Identifier wise Party User Mapping - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the File Identifier wise Party User Mapping scheduled report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

File Identifier wise Party User Mapping



Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

Field Name	Description
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined
Stop Generating	Date till which the report is to be generated as per the frequency defined.
Party ID	Party ID of whom the report is to be generated.
View Scheduled Reports	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- In the **Party ID** field, enter the party ID.
- From the **Duration - From** and **Duration - To** list, select the appropriate duration.
- Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports

screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Report** > **My Reports** > **Scheduled Reports**.

[Home](#)

45.10 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.

The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

45.10.1 Party User wise File Identifiers Mapping - Adhoc Report

Party User wise File Identifiers Mapping Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Party User wise File Identifiers Mapping adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Party User wise File Identifiers Mapping - Adhoc Reports

The screenshot shows the 'Reports' section of the ZigBank application. At the top, there is a navigation bar with the ZigBank logo, search, mail, and user profile icons. The user profile shows 'Welcome, ritwick auth' and 'Last login 13 Jun 03:46 PM'. Below the navigation bar, the 'Reports' section is active, with 'Adhoc' and 'Schedule' tabs. The 'Adhoc' tab is selected, and the form contains the following fields:

- Report Name:** Party User wise File Identifiers M... (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Party ID:** 001164 (text input)

At the bottom of the form, there are three buttons: 'Generate Report' (green), 'Cancel' (grey), and 'Clear' (grey). To the right of the form, there is a 'Tips' section with an icon of a notepad and a pencil. The tip text reads: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Party ID	Party ID for which the report is to be generated.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Party ID** field, enter the party id.
5. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
6. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
7. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report.. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Report > My Reports > Scheduled Reports.**

For reference, a specimen of the report generated is given below:

Party User wise File Identifiers Mapping

Party Id : 001164 | Party Name : Exxon Mobil



User Name : Corp User1		User Id : rkcorpuser1					
File Identifier Code	Description	File Type	Transaction Type	Accounting Type	Approval Type	File Template	Format Type
MDMCDomABR	MDMC Domestic Adhoc Bene Record Level	DELIMITED	Domestic Funds Transfer	MDMC	RECORD level	DomesticFTDMC	CSV
MDMCINTABR	MDMC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	MDMC	RECORD level	InternalFTMDMC	CSV
MixePayee	Mixed Payee Upload	DELIMITED	Mixed Payee	SDSC	RECORD level	MixedPayee	CSV
SDMCINTABF	SDMC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDMC	FILE level	InternalFTSDMC	CSV
SDMCInternationalABF	SDMC International Adhoc Bene File Level	DELIMITED	International Funds Transfer	SDMC	FILE level	InternationalFTSDMC	CSV
SDMCMIXABFile	SDMC Mix Adhoc Bene File Level	DELIMITED	Mixed Payments	SDMC	FILE level	InternalDomSDMC	CSV
SDSCINABFileLevel	SDSC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDSC	FILE level	InternalFT	CSV
SDSCInternalAR	SDSC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	SDSC	RECORD level	InternalFT	CSV

User Name : Auto Auth		User Id : rkautocorp					
File Identifier Code	Description	File Type	Transaction Type	Accounting Type	Approval Type	File Template	Format Type
MDMCDomABR	MDMC Domestic Adhoc Bene Record Level	DELIMITED	Domestic Funds Transfer	MDMC	RECORD level	DomesticFTDMC	CSV
MDMCINTABR	MDMC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	MDMC	RECORD level	InternalFTMDMC	CSV
SDMCINTABF	SDMC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDMC	FILE level	InternalFTSDMC	CSV
SDMCInternationalABF	SDMC International Adhoc Bene File Level	DELIMITED	International Funds Transfer	SDMC	FILE level	InternationalFTSDMC	CSV
SDSCINABFileLevel	SDSC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDSC	FILE level	InternalFT	CSV
SDSCInternalAR	SDSC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	SDSC	RECORD level	InternalFT	CSV
SDSCMixFile	SDSCMixFile	DELIMITED	Mixed Payments	SDSC	FILE level	InternalIntDomSDSC	CSV

User Name : Rahul Kamble		User Id : rkcorpadmin					
--------------------------	--	-----------------------	--	--	--	--	--

1 Report generated by Suyog Initiator | 27 Oct 2017, 07:43

Field Description

Field Name	Description
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Report Parameters

Field Name	Description
Party ID	The party ID for which the report is generated.
Party Name	The name of the party for which the report is generated.
User Name	Name of the users to whom the file identifiers are mapped.
User ID	ID of the user
File Identifier Code	The file identifier code mapped to the users.
Description	Description of the file identifier mapped to the user.
File Type	File type of the file identifier mapped to the user.
Transaction Type	Transaction type of the file identifier mapped to the user
Accounting Type	The accounting type of the file identifier mapped to the user.
Approval Type	Approval type of the file identifier mapped to the user
File Template	File template of the file identifier mapped to the user.
Format Type	Format type of the file identifier mapped to the user.

45.10.2 Party User wise File Identifiers Mapping - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Party User wise File Identifiers Mapping schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party User wise File Identifiers Mapping – Schedule Report

The screenshot shows the 'Reports' section of the ZigBank interface. The 'Schedule' tab is active, displaying a form for scheduling a report. The report name is 'Party User wise File Identifiers M...', the format is 'PDF', and the frequency is 'WEEKLY'. The start generating date is '06/13/18 00:00' and the stop generating date is '06/13/19 00:00'. The party ID is '001164'. There are three buttons: 'Schedule Report' (highlighted in green), 'Cancel', and 'Clear'. Below the form is a link 'View Scheduled Reports'. On the right, a 'Tips' box contains the following text: 'With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.'

Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined
Stop Generating	Date till which the report is to be generated as per the frequency defined
Party ID	The party ID for which the report is to be generated.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating list**, select the appropriate duration.
6. In the **Party ID** field, enter the party id.
7. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
9. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from [Administration Dashboard](#) > *Toggle Menu* > **Report** > **My Reports** > **Scheduled Reports**.

[Home](#)

45.11 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. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

45.11.1 Party wise Approval Rule - Adhoc Report

Party wise Approval Rule Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Party wise Approval Rule adhoc report

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party wise Approval Rule - Adhoc Reports

The screenshot shows the ZigBank Reports generation interface. The header includes the ZigBank logo, search, mail, and user profile icons, along with the text "Welcome, ritwick auth" and "Last login 13 Jun 03:46 PM". The main content area is titled "Reports" and has two tabs: "Adhoc" (selected) and "Schedule". Below the tabs, there are three input fields: "Report Name" with a dropdown menu showing "Party wise Approval Rules Report", "Report Format" with a dropdown menu showing "PDF", and "Party ID" with the text "001164". At the bottom of the form are three buttons: "Generate Report" (green), "Cancel" (grey), and "Clear" (grey). To the right of the form is a "Tips" section with a blue icon of a notepad and a pencil. The tip text reads: "With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option." The footer of the page contains the copyright notice: "Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions".

Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Party ID	The party ID of whom the report is to be generated.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Party Id** field, enter the party id.
5. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
6. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Generate another Report** to generate another report.
7. In the **My Reports** screen, click on desired **Report ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Report** > **My Reports** > **Scheduled Reports**.

For reference, a specimen of the report generated is given below:

Party wise Approval Rules

Party Id: 001164 | Party Name: Exxon Mobil



Sr No	Rule Type	Rule Code	Rule Description	Initiator Type	Transactions	Accounts	Approval Required	Workflow
1		rkcadmin	rkcadmin	User			Yes	rkcadmin1
2	Financial	AutoApprovalRule	AutoApprovalRule	User		ALL	No	
3	Maintenance	rkcadmin1	rkcadmin1	User			No	
4	Maintenance	abc	abc	User			Yes	SingleLevelAppWF
5	Financial	AutoauthUser	AutoauthUser	User		ALL	No	
6	Maintenance	MaintanceAutoAuthRul	MaintanceAutoAuthRule	User			No	

1 Report generated by Mustafa Gari | 27 Oct 2017, 05:39

Field Description

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

Report Parameters

Party ID	Party ID of whom the report is generated.
Party Name	Party name of whom the report is generated.
Sr No	Serial number of the records.

Field Name	Description
Rule Type	Transaction rule type. The transaction rule type could be: <ul style="list-style-type: none"> • Financial • Non Financial • Maintenance
Rule Code	Approval rule code.
Rule Description	Description given to an approval rule.
Initiator Type	Type of the initiator if specific user or group to whom the approval rule is applicable.
Transactions	Type of transactions for which the approval rule is applicable.
Accounts	Type of accounts for which the approval rule is applicable.
Approval Required	Whether approval is required for the condition set. Yes or No.
Workflow	Workflow mapped for approving the transaction.

45.11.2 Party wise Approval Rule - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Party wise Approval Rule schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party wise Approval Rule - Schedule Report

The screenshot displays the 'Schedule Report' configuration page. At the top, the ZigBank logo and user information 'Welcome, ritwick auth' are visible. The page is divided into 'Adhoc' and 'Schedule' tabs, with 'Schedule' being the active one. The configuration includes:

- Report Name:** Party wise Approval Rules Report
- Report Format:** PDF
- Select Frequency:** WEEKLY
- Start Generating:** 06/13/18 00:00
- Stop Generating:** 08/13/18 00:00
- Party ID:** 001164

 Action buttons include 'Schedule Report' (highlighted in green), 'Cancel', and 'Clear'. A 'View Scheduled Reports' link is located below the form. A 'Tips' section on the right explains that users can schedule reports for internal or customer-related data and provides instructions on how to view or download them. The footer contains the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined.
Stop Generating	Date till which the report is to be generated as per the frequency defined.
Party ID	Party ID of whom the report is to be generated.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Party ID** field, enter the party id.
7. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from [Administration Dashboard](#) > *Toggle Menu* > **Report** > **My Reports** > **Scheduled Reports**.

[Home](#)

45.12 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.

The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

45.12.1 Party wise File Identifiers Mapping - Adhoc Report

Party wise File Identifiers Mapping Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Party wise File Identifiers Mapping adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party wise File Identifiers Mapping - Adhoc Report

The screenshot shows the ZigBank Reports generation interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, an envelope icon, and a user profile icon with the text "Welcome, ritwick auth" and "Last login 13 Jun 03:46 PM". Below the navigation bar, the page title "Reports" is displayed. The main content area is divided into two tabs: "Adhoc" (selected) and "Schedule". Under the "Adhoc" tab, there are three input fields: "Report Name" with a dropdown menu showing "Party wise File Identifiers Mappin...", "Report Format" with a dropdown menu showing "PDF", and "Party ID" with a text input field containing "001164". Below these fields are three buttons: "Generate Report" (highlighted in green), "Cancel", and "Clear". To the right of the form is a "Tips" section with an icon of a notepad and a pencil. The tip text reads: "With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option." At the bottom of the page, there is a footer with the text "Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions".

Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Party ID	Party ID of whom the report is to be generated.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Party ID** field, enter the party id.
5. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
6. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
7. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Report > My Reports > Scheduled Reports.**

For reference, a specimen of the report generated is given below:

Party wise File Identifiers Mapping

Party Id : 001164 | Party Name : Exxon Mobil



Sr No	File Identifier Code	Description	File Type	Transaction Type	Accounting Type	Approval Type	File Template	Format Type
1	MDMCDomABR	MDMC Domestic Adhoc Bene Record Level	DELIMITED	Domestic Funds Transfer	MDMC	RECORD LEVEL	DomesticFTDMC	CSV
2	MDMCINTABR	MDMC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	MDMC	RECORD LEVEL	InternalFTMDMC	CSV
3	MixePayee	Mixed Payee Upload	DELIMITED	Mixed Payee	SDSC	RECORD LEVEL	MixedPayee	CSV
4	SDMCINTABF	SDMC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDMC	FILE LEVEL	InternalFTSDMC	CSV
5	SDMCInternationalABF	SDMC International Adhoc Bene File Level	DELIMITED	International Funds Transfer	SDMC	FILE LEVEL	InternationalFTSDMC	CSV
6	SDMCMIXABFile	SDMC Mix Adhoc Bene File Level	DELIMITED	Mixed Payments	SDMC	FILE LEVEL	InternalDomSDMC	CSV
7	SDSCINABFile Level	SDSC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDSC	FILE LEVEL	InternalFT	CSV
8	SDSCInternalAR	SDSC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	SDSC	RECORD LEVEL	InternalFT	CSV
9	SDSCMixFile	SDSCMixFile	DELIMITED	Mixed Payments	SDSC	FILE LEVEL	InternalIntlDomSDSC	CSV

Field Description

Field Name	Description
Report Parameters	
Party ID	Party ID of whom the report is generated.
Party Name	Party name of whom the report is generated.
Sr No	Serial number of the records.
File Identifier Code	The file identifier codes mapped to the specific party.
Description	Description of file identifiers mapped to the party.
File Type	File type of file identifiers mapped to the party.
Transaction Type	Transaction type of file identifiers mapped to the party.
Accounting Type	The accounting type of file identifiers mapped to the party.
Approval Type	Approval type of file identifiers mapped to the party.
File Template	File template of file identifiers mapped to the party.
Format Type	Format type of file identifiers mapped to the party..

45.12.2 Party wise File Identifiers Mapping - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Party wise File Identifiers Mapping schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party wise File Identifiers Mapping - Schedule Report

The screenshot shows the 'Schedule Report' interface in the ZigBank system. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, ritwick auth' and 'Last login 13 Jun 03:46 PM'. Below the navigation bar, the 'Reports' section is active, with 'Schedule' selected. The form contains the following fields:

- Report Name:** Party wise File Identifiers Mappin...
- Report Format:** PDF
- Select Frequency:** WEEKLY
- Start Generating:** 06/13/18 00:00
- Stop Generating:** 09/13/18 00:00
- Party ID:** 001164

At the bottom of the form, there are three buttons: 'Schedule Report' (highlighted in green), 'Cancel', and 'Clear'. Below the form is a link for 'View Scheduled Reports'. On the right side, there is a 'Tips' box with an icon of a calendar and a pencil. The text in the tips box reads: 'With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.'

At the bottom of the page, there is a footer with the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'

Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined.
Stop Generating	Date till which the report is to be generated as per the frequency defined,
Party ID	Party ID of which the report is to be generated.
View Scheduled Reports	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating list**, select the appropriate duration.
- In the **Party ID** field, enter the party id.
- Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Report** > **My Reports** > **Scheduled Reports**.

[Home](#)

45.13 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. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

45.13.1 Party wise Payee Maintenance - Adhoc Report

Party wise Payee Maintenance Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Party wise Payee Maintenance adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party wise Payee Maintenance - Adhoc Reports

The screenshot shows the ZigBank Reports generation interface. At the top, there is a navigation bar with the ZigBank logo, search, mail, and user profile icons. The user is logged in as 'ritwick auth' with the last login on 13 Jun 03:46 PM. Below the navigation bar, the 'Reports' section is active, with 'Adhoc' and 'Schedule' tabs. The 'Adhoc' tab is selected, and the form contains the following fields:

- Report Name:** Party wise Payee Maintenance R... (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Party ID:** 001164 (text input)

At the bottom of the form, there are three buttons: 'Generate Report' (green), 'Cancel' (grey), and 'Clear' (grey). To the right of the form, there is a 'Tips' section with an icon of a calendar and a pencil. The tip text reads: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

At the bottom of the page, there is a footer with the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'

Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Party ID	Party ID of which the report is to be generated.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Party Id** field, enter the party id.
5. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
6. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Generate another Report** to generate another report.
7. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Report** > **My Reports** > **Scheduled Reports**.

For reference, a specimen of the report generated is given below:

Party wise Payee Maintenance
 Party Id : 000941 | Party Name : EMI Music Publishing Ltd



Account Payees

Payee-Biller Name	Account Type	Account Details	NickName	Created By	Access Type
aa	INTERNAL	AT30009610072	aa	corpchecker124	Private
bank dom payee	DOMESTIC	AT3065456789 NWBKGB99	bank dom payee	corpchecker124	Private
dom bank payee	DOMESTIC	AT387698789 NWBKGB99	dom bank payee	corpchecker124	Public
international bank payee	INTERNATIONAL	AT3897878798 NWBKGB99	international bank payee	corpchecker124	Private

Demand Draft Payee

Payee-Biller Name	Draft Type	Draft Favouing	Created By	Access Type
DomesticPayee	DOMESTIC	Payee1	corpchecker124	Private
InternationalDraftPayee	INTERNATIONAL	Payee2	corpchecker124	Public

1 Report generated by Suyog Approver | 06 Oct 2017, 10:12

Field Description

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

Report Parameters

Party ID Party ID of whom the report is generated.

Party Name Party name of the party for whom the report is to be generated.

Report Parameters

Below field appears for **Account** type payee

Payee Name Name of the payee.

Field Name	Description
Account Type	Type of account associated with the payee.
Account Details	The details of the account i.e. the account number of the payee's account.
Nickname	Account nickname of the payee to identify the account for fund transfer.
Created By	ID of the corporate user who created a payee.
Access Type	The access type of the payee. The options are: <ul style="list-style-type: none"> • Public • Private
Report Parameters	
Below field appears for Demand Draft type payee	
Payee Name	Name of the payee.
Draft Type	Type of draft associated with the Payee. The type can be: <ul style="list-style-type: none"> • Domestic • International
Draft Favouring	Draft favouring details.
Created By	ID of the corporate user who created a payee.
Access Type	The access type for payee. The options are: <ul style="list-style-type: none"> • Public • Private

45.13.2 Party wise Payee Maintenance - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Party wise Payee Maintenance schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party wise Payee Maintenance - Schedule Report

The screenshot shows the 'Schedule Report' interface in the ZigBank system. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, ritwick auth' and 'Last login 13 Jun 03:46 PM'. Below the navigation bar, the 'Reports' section is active, with 'Schedule' selected. The form contains the following fields:

- Report Name: Party wise Payee Maintenance R... (dropdown)
- Report Format: PDF (dropdown)
- Select Frequency: DAILY (dropdown)
- Start Generating: 06/13/18 00:00 (calendar icon)
- Stop Generating: 06/30/18 00:00 (calendar icon)
- Party ID: 001164

At the bottom of the form, there are three buttons: 'Schedule Report' (green), 'Cancel' (grey), and 'Clear' (grey). Below the form is a link 'View Scheduled Reports'. On the right side, there is a 'Tips' box with a calendar icon and the following text:

Tips

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

At the bottom of the page, there is a footer: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'

Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined.
Stop Generating	Date till which the report is to be generated as per the frequency defined.
Party ID	Party ID of which the report is to be generated.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Party Id** field, enter the party id.
7. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from [Administration Dashboard](#) > *Toggle Menu* > **Report > My Reports > Scheduled Reports**.

[Home](#)

45.14 Party wise Pending Approval 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. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

45.14.1 Party wise Pending Approvals list - Adhoc Report

Party wise Pending Approvals list Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the date wise user creation adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party wise Pending Approvals List - Adhoc Report

The screenshot shows the ZigBank Reports generation interface. The top navigation bar includes the ZigBank logo, a search icon, an email icon, and a user profile icon with the text "Welcome, ritwick auth" and "Last login 13 Jun 03:46 PM". Below the navigation bar, the "Reports" section is active, with tabs for "Adhoc" and "Schedule". The "Adhoc" tab is selected. The form contains the following fields:

- Report Name:** Party wise pending Approvals list... (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Party ID:** 001164 (text input)

At the bottom of the form, there are three buttons: "Generate Report" (highlighted in green), "Cancel", and "Clear". To the right of the form, there is a "Tips" section with an icon of a calendar and a pencil, and the following text:

Tips

With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

At the bottom of the page, there is a footer with the text: "Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions"

Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Party ID	Party ID of which the report is to be generated.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Party ID** field, enter the party id.
5. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
6. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
7. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report.. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Report** > **My Reports** > **Scheduled Reports**.

For reference, a specimen of the report generated is given below:

Party wise Pending Approvals List
 Party Id: 000941 | Party Name : EMI Music Publishing Ltd



ACCOUNT FINANCIAL-						
Transaction Date	Description	Account Details	Amount	Initiated By	Reference Number	Status

ACCOUNT NON FINANCIAL-						
Transaction Date	Description	Account Details	Amount	Initiated By	Reference Number	Status

PAYMENTS-							
Transaction Date	Description	From Account	Amount	Payee Account Details	Initiated By	Reference Number	Status

BULK FILE-							
Transaction Date	Description	Transaction Type	File Name	File Amount	Initiated By	Reference Number	Status

BULK RECORD-							
Transaction Date	Description	Debit Account Number	Amount	Payee Account Details	Initiated By	Reference Number	Status

PAYEE AND BILLER-						
Transaction Date	Payee-Biller Name	Payee type	Category	Initiated By	Reference Number	Status

1 Report generated by Admin Auto | 28 Sep 2017, 13:53

Field Description

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

Report Parameters- Account Financial and Non-Financial

Party ID	Party ID of which the report is generated.
----------	--

Field Name	Description
Party Name	Name of the party of whom the report is generated,
Accounts Financial/ Accounts Non Financial	
Transaction Date	Date of transaction initiation.
Description	Description of the transaction.
Account Details	Accounts details of transaction.
Amount	Amount for transaction.
Initiated By	Name of the user who has initiated the transaction.
Reference Number	Reference number of transaction.
Status	Status of the transaction.
Report Parameters- Payments	
Transaction Date	Date of the transaction initiation.
Description	Description of the transaction.
From Account	The account from which the funds are to be debited
Amount	Transactions amount.
Payee Account Details	Name and account details of the payee.
Initiated By	Name of the user who has initiated the transaction.
Reference Number	Reference number of transaction.
Status	Status of the transaction.
Report Parameters- Bulk File	
Transaction Date	Date of the transaction initiation.
Description	Description of the transaction.
Transaction Type	Transaction Type.
File Name	File name of the bulk file uploaded by the user.
File Amount	File amount.
Initiated By	Name of the user who has initiated the transaction.

Field Name	Description
Reference Number	Reference number of transaction.
Status	Status of the transaction.
Report Parameters- Bulk Record	
Transaction Date	Date of the transaction initiation.
Description	Description of the transaction.
Debit Account Number	The account from which the funds are to be debited.
Amount	The amount of the transaction.
Payee Account Details	Name and account details of the payee.
Initiated By	Name of the user who has initiated the transaction.
Reference Number	Reference number of transaction.
Status	Status of the transaction.
Report Parameters- Payee and Biller	
Transaction Date	Date of the transaction initiation.
Payee-Biller Name	Payee/ biller name.
Payee Type	Payee Type.
Category	Payee Category.
Initiated By	Name of the user who has initiated the transaction.
Reference Number	Reference number of transaction.
Status	Status of the transaction.

45.14.2 Party wise Pending Approvals List – Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Party wise Pending Approvals List scheduled report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party wise Pending Approvals List - Schedule Report

The screenshot displays the 'Schedule Report' configuration page in the ZigBank system. The interface includes a navigation bar with the ZigBank logo and user information. The main content area is divided into 'Adhoc' and 'Schedule' tabs, with 'Schedule' selected. The form contains the following fields and values:

- Report Name: Party wise pending Approvals list...
- Report Format: PDF
- Select Frequency: WEEKLY
- Start Generating: 06/13/18 00:00
- Stop Generating: 06/13/18 00:00
- Party ID: 001164

Buttons for 'Schedule Report', 'Cancel', and 'Clear' are located at the bottom of the form. A 'View Scheduled Reports' link is also present. A 'Tips' section on the right provides guidance on scheduling reports, stating that users should select the Report Name, Frequency, and Duration, and that reports can be viewed or downloaded from the 'My Reports' section.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined.
Stop Generating	Date till which the report is to be generated as per the frequency defined.
Party ID	Party ID of which the report is to be generated.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Party ID** field, enter the party id.
7. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
9. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from [Administration Dashboard](#) > *Toggle Menu* > **Report** > **My Reports** > **Scheduled Reports**.

[Home](#)

45.15 Party wise User Group 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. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

45.15.1 Party wise User Groups - Adhoc Report

Party wise User Groups Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Party wise User Groups adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party wise User Groups - Adhoc Reports

The screenshot shows the ZigBank Reports generation interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, an email icon, and a user profile icon with the text "Welcome, ritwick auth" and "Last login 13 Jun 03:46 PM". Below the navigation bar, the "Reports" section is active. There are two tabs: "Adhoc" (selected) and "Schedule". The "Adhoc" tab contains a form with the following fields:

- Report Name:** Party wise User Groups Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Party ID:** 001164 (text input)

At the bottom of the form, there are three buttons: "Generate Report" (highlighted in green), "Cancel", and "Clear". To the right of the form, there is a "Tips" section with an icon of a notepad and a pencil. The text in the tips section reads: "With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option."

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated..
Report Format	Select the format in which the 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
Party ID	Party ID of which the report is to be generated.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Party ID** field, enter the party id.
5. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
6. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
7. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Report > My Reports > Scheduled Reports**.

For reference, a specimen of the report generated is given below:

Party wise User Group		
Party Id : 001164 Party Name : Exxon Mobil		
		
Group Code: rkcorpuser1 Group Description: Number of Users: 1		
Sr No	User Name	User Id
1	Corp User1	rkcorpuser1
Group Code: rkcorpadmin1 Group Description: Number of Users: 1		
Sr No	User Name	User Id
1	Rahul Kamble	rkcorpadmin1
Group Code: rkcorpadmin Group Description: Number of Users: 1		
Sr No	User Name	User Id
1	Rahul Kamble	rkcorpadmin
Group Code: rkautocorp Group Description: Number of Users: 1		
Sr No	User Name	User Id
1	Auto Auth	rkautocorp
Group Code: corpinit1 Group Description: Number of Users: 1		
Sr No	User Name	User Id
1	Corp Init1	corpinit1

1 Report generated by Mustafa Gari | 27 Oct 2017, 07:00

Field Description

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

Report Parameters

Party ID	Party ID for which the report is generated.
Party Name	Party name for which the report is generated.
Group Code	The group code of the user groups available under a party.
Group Description	The group description of the user groups available under a party. .
Number of Users	Count of the users available in a group
Sr No	Serial number of the records.

Field Name	Description
User Name	Name of the users available in a user group.
User ID	User ID of the users available in a group.

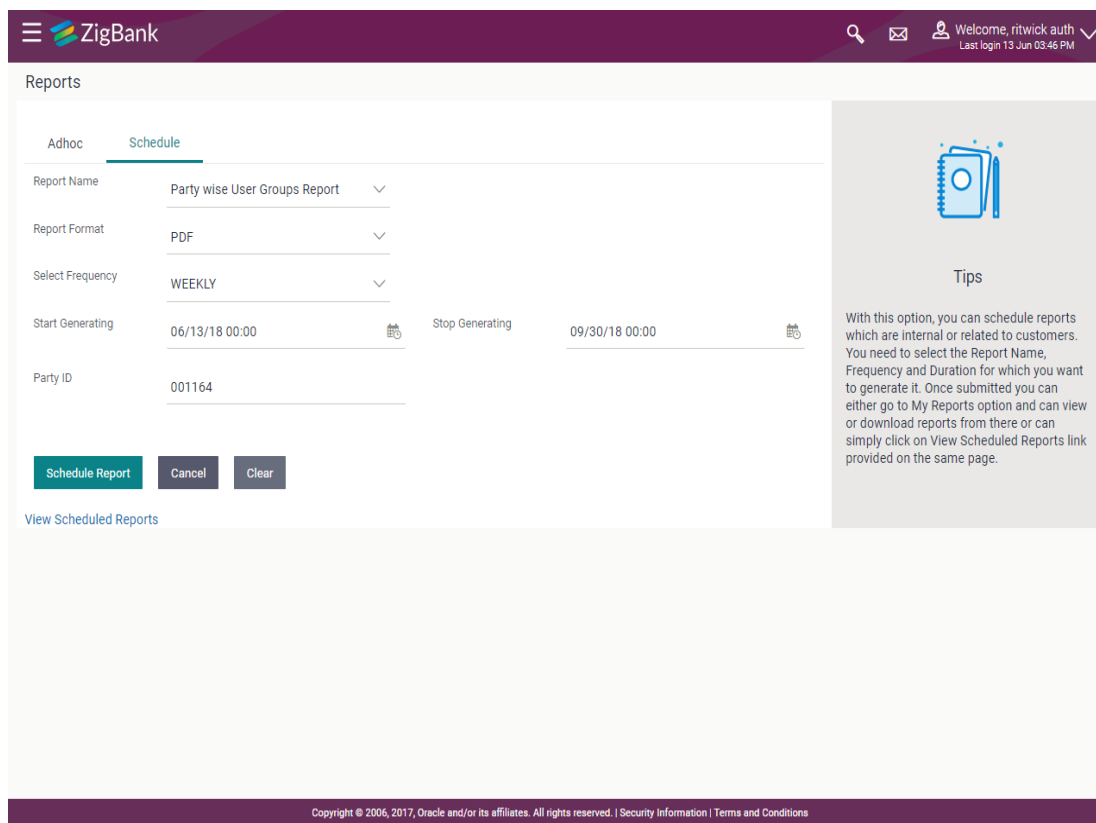
45.15.2 Party wise User Groups - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Party wise User Groups schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Party wise User Groups - Schedule Report



Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

Field Name	Description
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined.
Stop Generating	Date till which the report is to be generated as per the frequency defined,
Party ID	Party ID of which the report is to be generated.
View Scheduled Reports	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- In the **Party ID** field, enter the party id.
- Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

9. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Report > My Reports > Scheduled Reports**.

[Home](#)

45.16 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. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Reports > Report Generation

45.16.1 Party wise Workflows - Adhoc Report

Party wise Workflows Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Party wise Workflows adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Party wise Workflows - Adhoc Reports

The screenshot displays the 'Reports' section of the ZigBank application. The 'Adhoc' tab is selected. The form contains the following fields and controls:

- Report Name:** Party wise Workflows Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Party ID:** 001164 (text input)
- Buttons:** Generate Report (green), Cancel (grey), Clear (grey)

An error notification is present in the top right corner: **ERROR** accessibility_issues_found_see_the_console_for_details. Below the error is a 'Tips' section with an icon of a notepad and the following text:

Tips

With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Party ID	Party ID of which the report is to be generated.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Party ID** field, enter the party id.
5. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
6. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
7. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Report > My Reports > Scheduled Reports**.

For reference, a specimen of the report generated is given below:

Party wise Workflows	
Party Id : 001164 Party Name : Exxon Mobil	
	
Workflow Code: rkcorpadmin1	Workflow Description: rkcorpadmin1
Approval Levels	User Group/User Name
1	rkcorpadmin1
Workflow Code: SingleLevelAppWF	Workflow Description: Single Level approval WF
Approval Levels	User Group/User Name
1	rkcorpuser1
<hr/>	
1 Report generated by Mustufa Gari 27 Oct 2017, 09:39	

Field Description

Field Name	Description
Report Parameters	
Party ID	Party ID of which the report is generated.
Party Name	Party name of which the report is generated.
Workflow Code	Code of the approval workflows maintained under specified party.
Workflow Description	Description approval workflow maintained under a party.

Field Name	Description
Approval levels	Number of approval levels in each workflow.
User Group/Name	User name /group name of the user maintained in a workflow at level.

45.16.2 Party wise Workflows - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Party wise Workflows schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Party wise Workflows - Schedule Report

The screenshot shows the 'Reports' section of the ZigBank application. The 'Schedule' tab is active. The form includes the following fields:

- Report Name:** Party wise Workflows Report
- Report Format:** PDF
- Select Frequency:** DAILY
- Start Generating:** 06/13/18 00:00
- Stop Generating:** 06/30/18 00:00
- Party ID:** 001164

Buttons at the bottom include 'Schedule Report', 'Cancel', and 'Clear'. A 'View Scheduled Reports' link is also present. A 'Tips' sidebar on the right provides instructions on scheduling reports.

Tips
 With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated.
Stop Generating	Date till which the report is to be generated.
Party ID	Party ID of which the report is to be generated.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating list**, select the appropriate duration.
6. In the **Party ID** field, enter the party id.
7. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports

screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

9. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Report > My Reports > Scheduled Reports**.

[Home](#)

45.17 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.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Report > Report Generation

45.17.1 Wallets Creation for a Date Range - Adhoc Report

Wallets Creation for a Date Range Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Wallets Creation for a Date Range adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Wallets Creation for a Date Range - Adhoc Reports

The screenshot displays the 'Reports' section of the ZigBank application. At the top, there is a navigation bar with the ZigBank logo, search, mail, and user profile icons. The user is identified as 'superadmin' with a last login time of '13 Jun 09:44 PM'. Below the navigation bar, the 'Reports' section is active, showing two tabs: 'Adhoc' (selected) and 'Schedule'. The 'Adhoc' tab contains a form with the following fields:

- Report Name:** A dropdown menu showing 'Wallets creation for a Date Range...'.
- Report Format:** A dropdown menu showing 'PDF'.
- Duration:** Two date pickers showing '01 Feb 2018' and '20 Jun 2018'.

At the bottom of the form, there are three buttons: 'Generate Report' (in green), 'Cancel', and 'Clear'. To the right of the form, there is a 'Tips' box with an icon of a calendar and a pencil. The text in the tips box reads: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Duration	Specify the Date range for which the report is to be generated. User has to enter From and To dates.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
5. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.
6. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Report > My Reports > Scheduled Reports**.

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.

45.17.2 Wallets Creation for a Date Range - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Wallets Creation for a Date Range scheduled report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Wallets Creation for a Date Range

The screenshot shows the ZigBank Reports interface. The top navigation bar includes the ZigBank logo, a search icon, an email icon, and a user profile icon with the text "Welcome, superadmin" and "Last login 13 Jun 09:44 PM". Below the navigation bar, the "Reports" section is active, with tabs for "Adhoc" and "Schedule". The "Schedule" tab is selected, showing a form for scheduling a report. The form includes the following fields:

- Report Name:** Wallets creation for a Date Range... (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Select Frequency:** MONTHLY (dropdown menu)
- Start Generating:** 06/13/18 00:00 (calendar icon)
- Stop Generating:** 06/13/18 00:00 (calendar icon)

At the bottom of the form, there are three buttons: "Schedule Report" (highlighted in green), "Cancel", and "Clear". Below the form, there is a link for "View Scheduled Reports". To the right of the form, there is a "Tips" section with a calendar icon and the following text:

Tips

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined.
Stop Generating	Date till which the report is to be generated as per the frequency defined.
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Clear** to reset the search parameters.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.

7. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
8. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report.. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Report > My Reports > Scheduled Reports**.

[Home](#)

45.18 Wallet 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 is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Report > Report Generation

45.18.1 Wallets KYC - Adhoc Report

Wallets KYC Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Wallets KYC adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Wallets KYC - Adhoc Reports

The screenshot shows the ZigBank Reports generation interface. The top navigation bar includes the ZigBank logo, search, mail, and user profile icons. The user is logged in as 'ritwick auth' with a last login time of '13 Jun 04:30 PM'. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. The 'Adhoc' tab contains a form with the following fields:

- Report Name:** Wallets KYC Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Email Id:** john.smith@example.com
- Mobile Number:** 4155550100
- Duration:** 13 Jan 2018 to 13 Jun 2018 (calendar icons)
- KYC Status:** COMPLETED (dropdown menu)

At the bottom of the form are three buttons: 'Generate Report' (green), 'Cancel' (grey), and 'Clear' (grey). To the right of the form is a 'Tips' section with an icon of a notepad and a pencil. The tip text reads: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

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Field Description


Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Email ID	Email ID of the wallet user of whom report is to be generated.
Mobile Number	Mobile number of the wallet user of whom report is to be generated.
Duration	Specify the date range for which the report is to be generated. User has to enter From and To dates.
KYC Status	KYC status of the wallet user. The options are: <ul style="list-style-type: none"> • Pending • Complete

3. From the **Report Format** list, select the format in which the report is to be generated.
4. 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.
5. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
6. From the **KYC Status** list, select the appropriate option.
7. Click **Generate Report** to view and generate the report.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.

9. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

Note: You can also download the requested report from **Administration Dashboard > Toggle Menu > Report > My Reports > Scheduled Reports.**

For reference, a specimen of the report generated is given below:

Wallet KYC					
Email Id :rahul.x.kamble@oracle.com Mobile No :7890008797					
Date From:01 Feb 2017 Date To:27 Oct 2017 KYC Status :Completed					
Sr No	Name	Email Id	Mobile No	Opened Date	KYC Status
1 Report generated by Mustafa Gari 27 Oct 2017, 10:12					

Field Description

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

Report Parameters

Email ID	Email id of the wallet user.
Mobile No	Mobile number of the wallet user.
Date From	Date from which the report is generated.
Date To	Date till which the report is generated.

Field Name	Description
KYC Status	Current KYC status.
Sr No	Serial number of the records.
Name	First name and last name of the wallet user.
Email Id	Email ID of the wallet user.
Mobile No	Mobile number of the wallet user.
Opened Date	Wallet open date with the time stamp.
KYC Status	Current KYC status.

45.18.2 Wallets KYC - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Wallets KYC scheduled report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.
The receptive report generation screen appears.

Wallets KYC - Schedule Report

ZigBank
Welcome, ritwick auth
Last login 13 Jun 04:30 PM

Reports

Adhoc
Schedule

Report Name: Wallets KYC Report

Report Format: PDF

Select Frequency: MONTHLY

Start Generating: 06/13/18 00:00

Stop Generating: 12/31/18 00:00

Email Id: john.smith@example.com

Mobile Number: 4155550100

Duration: 13 Jan 2018 - 13 Jun 2018

KYC Status: COMPLETED

Schedule Report
Cancel
Clear

[View Scheduled Reports](#)

Tips

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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

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Field Name	Description
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined.
Stop Generating	Date till which the report is to be generated as per the frequency defined.
Email ID	Email ID of the wallet user for whom report is to be generated.
Mobile Number	Mobile number of the wallet user for whom report is to be generated.
Duration	Specify the date range for which the report is to be generated. User has to enter From and To dates.
KYC Status	KYC status of the wallet user. The options are: <ul style="list-style-type: none"> • Pending • Complete
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. 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.
7. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
8. From the **KYC Status** list, select the appropriate option.
9. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.

10. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

11. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Report > My Reports > Scheduled Reports**.

[Home](#)

45.19 Wallets Transaction Activity - Adhoc 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.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

How to reach here:

Administration Dashboard > Toggle menu > Report > Report Generation

45.19.1 Wallets Transaction Activity - Adhoc Report

Wallets Transaction Activity Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To generate the Wallets Transaction Activity adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Wallets Transaction Activity - Adhoc Report

The screenshot shows the 'Reports' section of the ZigBank interface. The 'Adhoc' tab is selected. The form contains the following fields and values:

- Report Name:** Wallet Transaction Activity Report
- Report Format:** PDF
- Email Id:** john.smith@example.com
- Mobile Number:** 4155550100
- Duration:** 01 Jan 2018 to 13 Jun 2018
- Transaction Type:** CREDIT

Buttons at the bottom of the form are 'Generate Report', 'Cancel', and 'Clear'. A 'Tips' sidebar on the right states: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Email ID	Email ID of the wallet user for whom report is to be generated.
Mobile Number	Mobile number of the wallet user for whom report is to be generated.
Duration	Specify the date range for which the report is to be generated. User has to enter From and To dates..
Transaction Type	The transactions providing transaction type. The options are: <ul style="list-style-type: none"> • Debit • Credit

- From the **Report Format** list, select the format in which the report is to be generated.
- 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 **Duration - From** and **Duration - To** 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 **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Generate another report** to generate another report.

Field Name	Description
Mobile No	Mobile number of the user.
Date	Date of the transaction.
Description	Description of the transaction.
Reference Number	Reference number for each transaction.
Amount	Amount of the transaction.

45.19.2 Wallets Transaction Activity - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To generate the Wallets Transaction Activity scheduled report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

Wallets Transaction Activity - Schedule Report

The screenshot shows the ZigBank interface for scheduling reports. The 'Reports' section has two tabs: 'Adhoc' and 'Schedule'. The 'Schedule' tab is active, displaying a form with the following fields:

- Report Name:** Wallet Transaction Activity Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Select Frequency:** MONTHLY (dropdown menu)
- Start Generating:** 06/13/18 00:00 (calendar icon)
- Stop Generating:** 12/13/18 00:00 (calendar icon)
- Email Id:** john.smith@example.com
- Mobile Number:** 4155550100

At the bottom of the form are three buttons: 'Schedule Report' (highlighted in green), 'Cancel', and 'Clear'. Below the form is a link for 'View Scheduled Reports'.

On the right side of the page, there is a 'Tips' section with an icon of a calendar and a notepad. The text reads: "With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page."

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Field Description

Field Name	Description
Report Name	Select the type of report to be generated.
Report Format	Select the format in which the 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
Select Frequency	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> • Once • Daily • Weekly • Monthly
Start Generating	Date from which the report is to be generated as per the frequency defined,
Stop Generating	Date till which the report is to be generated as per the frequency defined
Email ID	Email ID of the wallet user of whom report is to be generated.
Mobile Number	Mobile number of the wallet user of whom report is to be generated.
Transaction Type	The transactions providing transaction type. The options are: <ul style="list-style-type: none"> • Debit • Credit
View Scheduled Reports	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.

6. 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.
7. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
8. From the **Transaction Type** list, select the appropriate option.
9. Click **Schedule Report** to view and generate the report.
OR
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Clear** to reset the search parameters.
10. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.
OR
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.
OR
Click **Schedule another Report** to generate another report.
11. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administration Dashboard** > *Toggle Menu* > **Report** > **My Reports** > **Scheduled Reports**.

[Home](#)

46. My Reports

On accessing 'My Reports' menu, last 10 reports which generated by the system 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.

The reports generated on adhoc basis will appear under 'Adhoc' tab, whereas the scheduled reports generated as per set frequency will appear under 'Scheduled' tab.

How to reach here:

Administration Dashboard > Toggle menu > Reports > My Reports

46.1 My Reports - Adhoc

Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

To view and download the generated adhoc reports:

My Reports - Adhoc

The screenshot shows the 'My Reports' page in the ZigBank system. The page has a dark purple header with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login: 14 Jun 01:16 AM'. Below the header, there are tabs for 'Adhoc' and 'Scheduled', with 'Adhoc' selected. A search bar is present with a magnifying glass icon. Below the search bar, there are input fields for 'Report Id', 'Report Name' (with a dropdown menu), and 'Generation Date' (with 'From Date' and 'To Date' sub-fields). A 'Search' button is located below these fields. The main content area displays a table of reports:


Report Name	Report Sub Id	Generation Date and Time	Status
API Consumption Report	130619513560001	13 Jun 2018 07:06:22 AM	ERROR
API Consumption Report	130621249221001	13 Jun 2018 06:44:28 AM	ERROR
Bill Payment Pay Later Report	130651779144001	13 Jun 2018 04:26:32 AM	PROCESSED
Bill Registration Report	120614418189001	12 Jun 2018 11:25:59 AM	PROCESSED
Bill Payment Pay Later Report	120678631209001	12 Jun 2018 11:20:05 AM	PROCESSED
API Consumption Report	120643864729001	12 Jun 2018 11:14:23 AM	ERROR
API Consumption Report	120623856298001	12 Jun 2018 11:12:02 AM	ERROR
API Consumption Report	120616120508001	12 Jun 2018 10:12:32 AM	ERROR
FATCA & CRS Declaration Report	120647132884001	12 Jun 2018 10:09:53 AM	ERROR
Date wise User creation Report	120687183994001	12 Jun 2018 07:10:22 AM	ERROR

Below the table, there is a pagination control showing 'Page 1 of 6 (1-10 of 53 Items)' and a set of navigation buttons (1, 2, 3, 4, 5, 6, >). A 'Cancel' button is located at the bottom left of the report list area. On the right side of the page, there is a 'Note' box with a calendar icon and the text: 'You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.'

At the bottom of the page, there is a footer with the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'

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 search the reports generated from specific date. • To date – To search the reports generated till specific date
Report List	
Report Name	Report Name to search specific report. All the reports with the names are listed.
Report Sub Id	Report sub ID with the hyperlink to see the report details. .
Generation Date and Time	Report generation time and date.
Status	Status of generated reported. The status can be: <ul style="list-style-type: none"> • Processed • Pending • Error


1. Click search icon  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 Sub Id** hyperlink to view the detailed report. (Refer specimen provided for each report)

46.2 My Reports - Scheduled

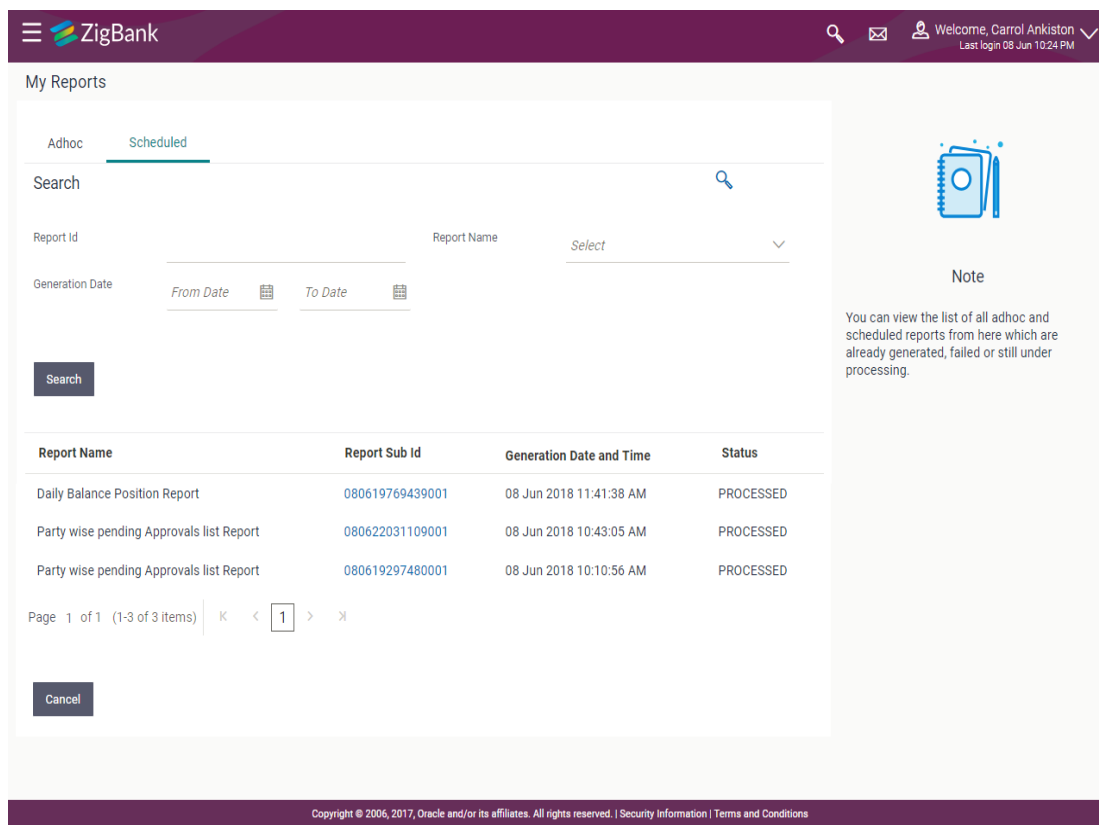
The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

To view and download the generated scheduled reports:

1. Click the **Scheduled** tab. The list of scheduled reports appear.
OR

Click  search icon to search the reports with given search criteria. The search results matching to the search criteria are shown on the same screen.

My Reports - Scheduled



The screenshot shows the ZigBank interface for 'My Reports - Scheduled'. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, Carrol Ankiston' and 'Last login 08 Jun 10:24 PM'. Below the navigation bar, the 'My Reports' section is active, with the 'Scheduled' tab selected. A search filter is applied to 'Scheduled'. The search criteria include 'Report Id', 'Report Name' (with a dropdown menu set to 'Select'), and 'Generation Date' (with 'From Date' and 'To Date' fields). A 'Search' button is visible. Below the search criteria, a table displays the following data:

Report Name	Report Sub Id	Generation Date and Time	Status
Daily Balance Position Report	080619769439001	08 Jun 2018 11:41:38 AM	PROCESSED
Party wise pending Approvals list Report	080622031109001	08 Jun 2018 10:43:05 AM	PROCESSED
Party wise pending Approvals list Report	080619297480001	08 Jun 2018 10:10:56 AM	PROCESSED

Below the table, there is a pagination control showing 'Page 1 of 1 (1-3 of 3 items)' and navigation arrows. A 'Cancel' button is located at the bottom left of the search filter area. On the right side, a 'Note' icon is present with the text: 'You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.'

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.

Field Name	Description
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.
Report List	
Report Name	Report Name to search specific report. All the reports with the names will be listed.
Report Sub Id	Links of view the specific report.
Generation Date and Time	Report generation time and date.
Status	Status of generated reported. The status can be: <ul style="list-style-type: none"> Processed Pending Error

2. Click on **Report Sub ID** hyperlink to view the detailed report. (Refer specimen provided for each report)

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. **Can I 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.

[Home](#)

47. User Report Mapping

The user report mapping maintenance allows the Bank Administrators to map the report or set of reports to a specific corporate user. The corporate users can generate and view the reports of which they have an access to.

Bank Administrator searches a corporate user based on the party ID and view the reports mapped to him, he can also un-map the reports from specific corporate user so that access of the specific report/ s can be removed to that corporate user.

The Bank Administrator can also map the accounts of primary and linked parties for which the reports can be generated by a corporate user, so that corporate user can generate the report only for the accounts mapped to him.

How to reach here:

Administration Dashboard > Toggle menu > Reports > User Report Mapping

User Report Mapping

The screenshot displays the 'User Report Mapping' page. On the left, there is a search form with two input fields: 'Party ID' and 'Party Name'. Below these fields are three buttons: 'Search' (in green), 'Cancel', and 'Clear'. On the right side, there is a 'Note' box with a blue icon of a calendar and a pencil, containing the text: 'You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.' The top of the page features a dark purple header with the 'ZigBank' logo, a search icon, an email icon, and a user profile dropdown showing 'Welcome, superadmin' and 'Last login 16 Jun 04:44 AM'. At the bottom, a small copyright notice reads: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Party ID	Party ID of the user.
Party Name	Party name corresponding to the party ID.

47.1 User Report Mapping - Search

Using this option Bank Administrator can search and view the reports mapped to the user.

To search and view the reports mapping:

1. In the **Party ID** field, enter the party id of the user.
OR
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The **User Report Mapping** screen with search results appears.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** the operation and navigate back to 'Dashboard'.

User Report Mapping - Search Result

The screenshot shows the 'User Report Mapping' interface. At the top, there's a header with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login: 19 Jun 2016 AM'. Below the header, there are two input fields: 'Party ID' (containing '0023') and 'Party Name'. There are 'Search' and 'Clear' buttons. Below the input fields is a table with two columns: 'Party ID' and 'Party Name'. The table contains the following data:

Party ID	Party Name
002306	Karen Dsouza
002309	hh hh
002312	AADD
002321	002321
002323	nehal d current
002324	jjjj kkkk kkkj
002325	002325
002341	ded ede de
002369	de ded ede
002371	de ded ede
002372	de ded ede
002373	KARTHISFVERW
002379	fr frfr frf

There is also a 'Cancel' button at the bottom left of the table. On the right side, there is a 'Note' box with a calendar icon and the text: 'You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.'

Field Description



Field Name	Description
Party ID	Party ID of the user.
Party Name	Party name corresponding to the party ID.


3. Click on the Party Id link to view the details. The **User Report Mapping - View** screen appears.

User Report Mapping - View

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Field Description

Field Name	Description
Party ID	Party Id of the corporate user.
Party Name	Party name of the corporate user.
Users List	
Initials	The initials of the user.
User Details	The details of the user like user name or user id.
Mapping	Displays whether the file identifier is mapped to the user. <ul style="list-style-type: none"> •  - denotes that the report is mapped to the user •  - denotes that the report is not mapped to the user.

- Click  against the user record for which you want to view the details. The **User Report Mapping – Mapping Summary** screen appears.
OR
Click **Back** to navigate to the previous screen.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

User Report Mapping – Mapping Summary

The screenshot shows the 'User Report Mapping' interface. At the top, there is a header with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 16 Jun 04:44 AM'. Below the header, the user details are displayed:

- Party Id: 001121
- Party Name: Steven George Gerrard
- User Name: Steven Gerrard
- User Id: StevenG@mail.com

The 'Mapping Summary' section contains a table with the following data:

<input checked="" type="checkbox"/>	Report Id	Description	Formats
<input checked="" type="checkbox"/>	U3	Daily Balance Position Report	PDF,XLSX
<input checked="" type="checkbox"/>	U2	Party wise Payee Maintenance Report	PDF,XLSX
<input checked="" type="checkbox"/>	U1	Party wise pending Approvals list Report	PDF,XLSX
<input checked="" type="checkbox"/>	U4	Transaction Summary Report	PDF,XLSX

At the bottom of the table, there are three buttons: 'Edit', 'Cancel', and 'Back'. The footer of the page contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description


Field Name	Description
Party ID	Party Id of the corporate user.
Party Name	Party name of the corporate user.
User Name	Name of the corporate user.
User ID	User Id of the corporate user.
Mapping Summary	
Report ID	Unique id assigned to the mapped report.
Description	Description of the report.
Formats	Formats in which a report can be generated.

- Click **Edit** to modify the user report mapping.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.

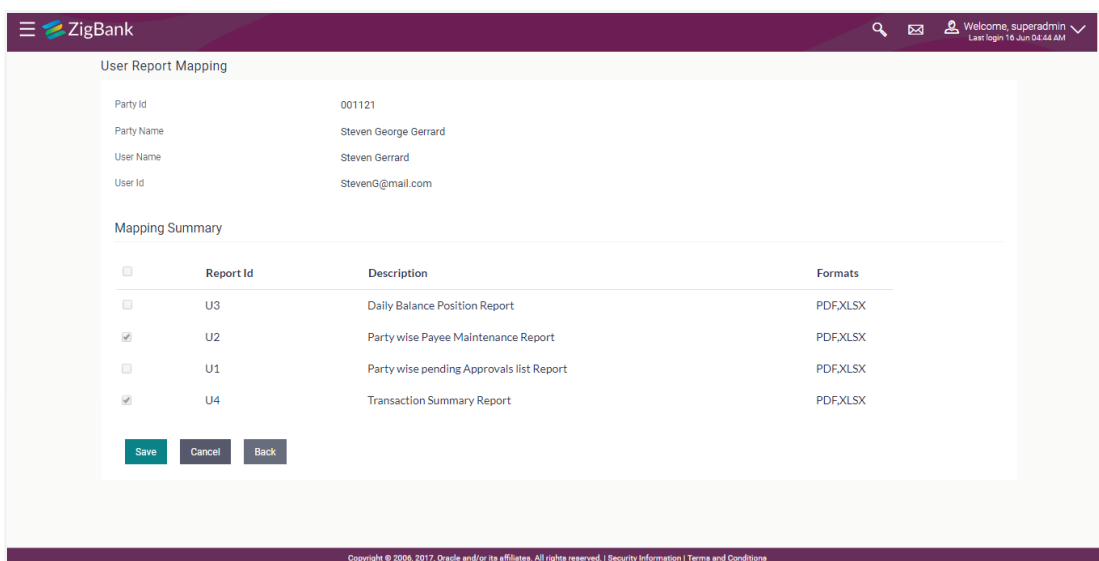
47.2 User Report Mapping - Create

Using this option Bank Administrator can map the reports to a specific corporate user.

To map the reports to a user:

1. In the **Party ID** field, enter the party id of the user.
OR
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The **User Report Mapping** screen with search results appears.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** the operation and navigate back to 'Dashboard'.
3. Click  of user record, for which you want to map the report/ s. The **User Report Mapping** screen to create the report mapping appears.

User Report Mapping - Create



The screenshot shows the 'User Report Mapping' screen. At the top, there's a header with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login: 16 Jun 2016 04:45 AM'. The main content area is titled 'User Report Mapping' and contains a form with the following fields:

- Party Id: 001121
- Party Name: Steven George Gerrard
- User Name: Steven Gerrard
- User Id: StevenG@gmail.com

Below the form is a 'Mapping Summary' section with a table:

<input type="checkbox"/>	Report Id	Description	Formats
<input type="checkbox"/>	U3	Daily Balance Position Report	PDF,XLSX
<input checked="" type="checkbox"/>	U2	Party wise Payee Maintenance Report	PDF,XLSX
<input type="checkbox"/>	U1	Party wise pending Approvals list Report	PDF,XLSX
<input checked="" type="checkbox"/>	U4	Transaction Summary Report	PDF,XLSX

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Back'. The footer of the page contains the copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Party ID	Party ID of the user.
Party Name	Party name of the corporate user.
User Name	Name of the corporate user.
User Id	User Id of the corporate user.

Mapping Summary


Field Name	Description
Report ID	Unique id assigned to a report.
Description	Description of the report.
Formats	The format in which the report is to be generated. The format could be PDF, XLSX.

4. In the **Mapping Summary** section, select the report id of the report which you want to map to the user.
5. Click **Save** to save the mapping.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.
6. The **User Report Mapping - Review** screen appears. Verify the details and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to navigate to the previous screen.
7. The success message appears along with the transaction reference number and status of the transaction.
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

47.3 User Report Mapping - Edit

Using this option Bank Administrator can edit the mapping or un-map the reports from specific corporate user.

To edit a User Report Mapping:

1. In the **Party ID** field, enter the party id of the user.
OR
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The **User Report Mapping** screen with search results appears.
OR
Click **Clear** to clear the search parameters.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
3. Click  against the file identifier record for which you want to view the details. The **User Report Mapping - View** screen appears.
4. Click **Edit**. The **User Report Mapping - Edit** screen appears.

User Report Mapping - Edit

Party Id 001121
 Party Name Steven George Gerrard
 User Name Steven Gerrard
 User Id StevenG@mail.com

Mapping Summary

<input checked="" type="checkbox"/>	Report Id	Description	Formats
<input checked="" type="checkbox"/>	U3	Daily Balance Position Report	PDF,XLSX
<input checked="" type="checkbox"/>	U2	Party wise Payee Maintenance Report	PDF,XLSX
<input checked="" type="checkbox"/>	U1	Party wise pending Approvals list Report	PDF,XLSX
<input checked="" type="checkbox"/>	U4	Transaction Summary Report	PDF,XLSX

Save Cancel Back

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5. View the details of report mapping already saved. Select or de-select the report id record to map / un-map a report to a user.
6. Click **Save** to save the modified details.
 OR
 Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
 OR
 Click **Back** to navigate to previous screen.
7. The **User Report Mapping - Review** screen appears. Verify the details, and click **Confirm**.
 OR
 Click **Cancel** the operation and navigate back to 'Dashboard'.
 OR
 Click **Back** to navigate to previous screen.
8. The success message appears along with the transaction reference number and status of the transaction.
 Click **OK** to complete the transaction and navigate back to 'Dashboard'.

[Home](#)

48. User Group Management

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

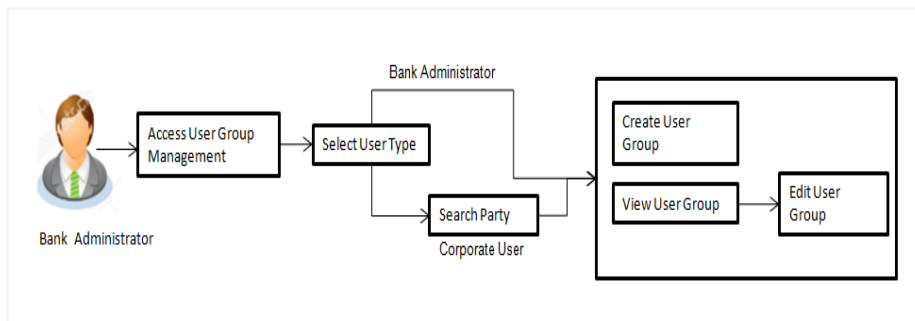
Using User Group Management option Bank administrator can maintain the user groups of Bank administrator and of corporate users of same party ID. User groups maintained by administrators for Bank administrator users and corporate users are used while creating approval workflows and approval rules.

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:

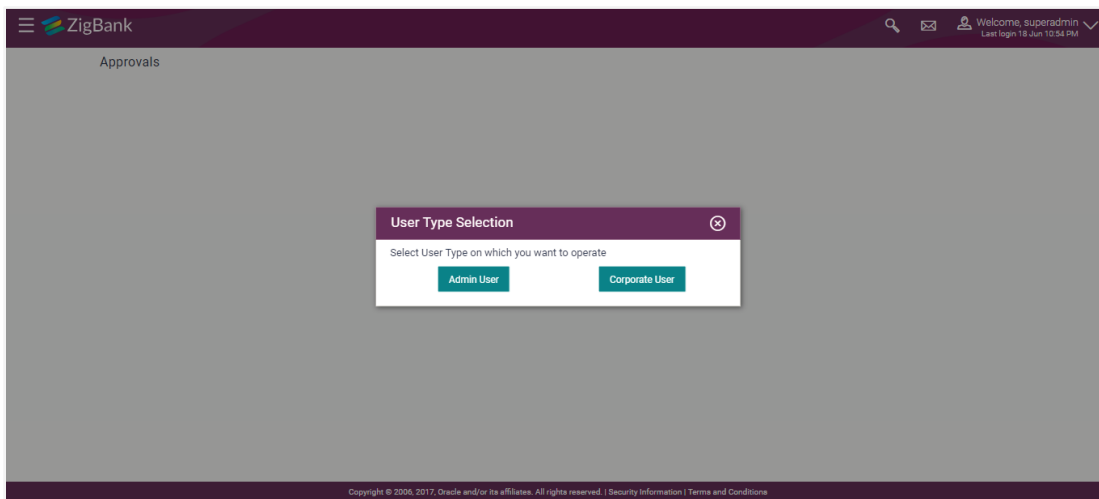
Administration Dashboard > Toggle menu > Others > User Group Management

48.1 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 **Search** to search the matching records.
OR
Click **Cancel** to abort the user group maintenance process.
OR
Click **Clear** to reset the entered details.

48.2 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' interface. At the top, there's a header with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 18 Jun 10:54 PM'. The main content area is titled 'Admin User Groups' and contains a 'Create' form. The form has two input fields: 'Group Code' with the value 'Amithadminmaker' and 'Group Description' with the value 'usergrpmaker'. Below these is a table for 'Users Added' with columns 'User Name' and 'User ID'. One user is listed: 'superadmin' with 'superadmin' as the ID. There is a trash icon next to this entry. Below the table is a 'User to Add' dropdown menu showing 'Harry LLoyd (srkadmin)' with a downward arrow. To the right of the dropdown is a green 'Add' button. At the bottom of the form are three buttons: 'Save' (green), 'Cancel' (grey), and 'Back' (grey). A footer at the bottom of the page reads 'Copyright © 2006, 2017, Oracle and/or its affiliates. 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.
Search Results - 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 **Cancel** to close the maintenance creation process.
OR
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
8. The success message of user group creation appears along with the transaction reference number.
Click **OK** to complete the transaction.

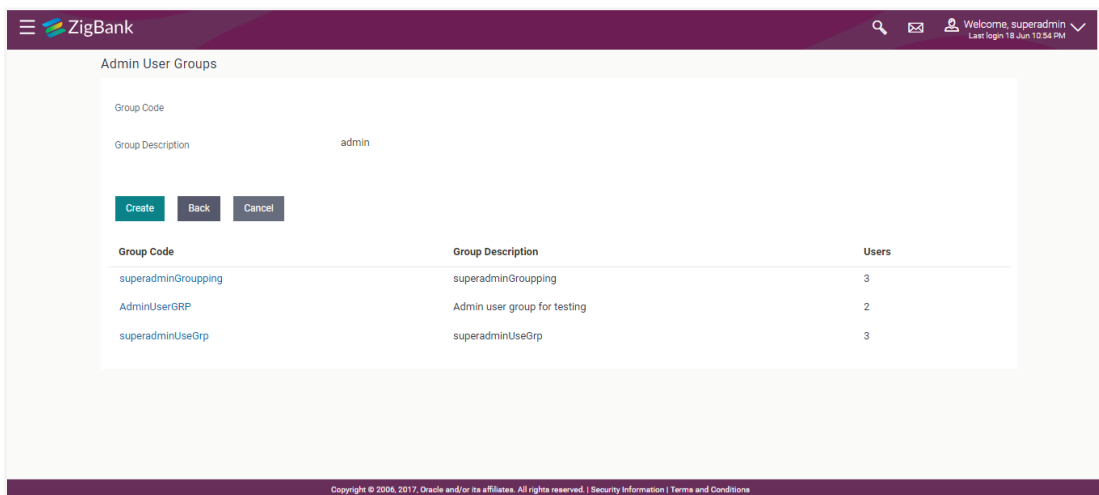
Note: You can click  to delete a record.

48.3 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



The screenshot shows the 'Admin User Groups' search summary interface. At the top, there is a search bar with 'ZigBank' logo and user information: 'Welcome, superadmin' and 'Last login 18 Jun 10:54 PM'. Below the search bar, the 'Admin User Groups' section contains a search form with the following fields:

- Group Code: (empty)
- Group Description: admin

Below the search form are three buttons: 'Create' (green), 'Back' (grey), and 'Cancel' (grey). Below the buttons is a table showing the search results:

Group Code	Group Description	Users
superadminGrouping	superadminGrouping	3
AdminUserGRP	Admin user group for testing	2
superadminUseGrp	superadminUseGrp	3

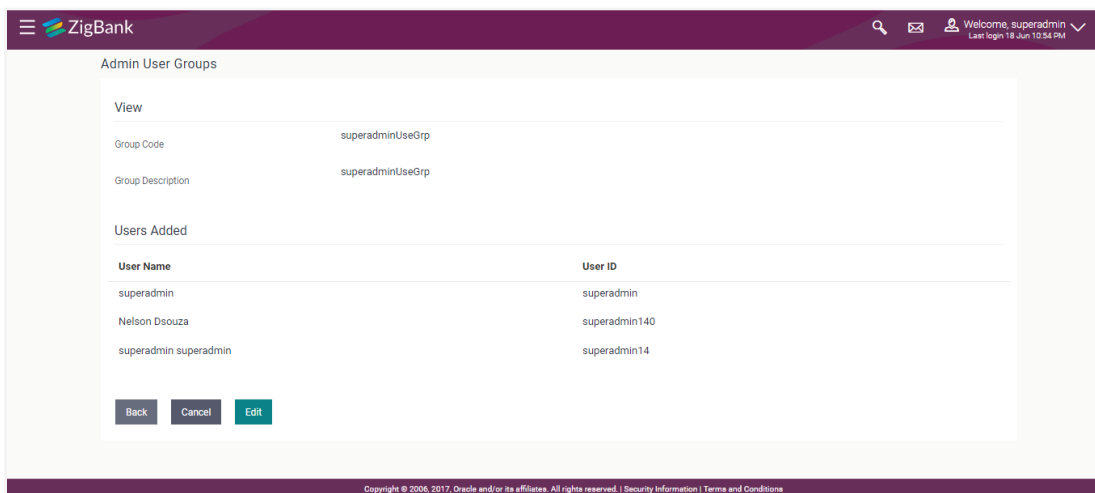
At the bottom of the screen, there is a copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

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.
Group Description	User Group code description is displayed.

Field Name	Description
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 **Back** to navigate to previous screen.
OR
Click **Cancel** to abort the user group maintenance process.
OR
Click **Edit** to edit the user group. User is directed to the **User Group-Edit** screen with values in editable form.

48.4 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 shows the 'Admin User Groups - Edit' interface. It includes the following elements:

- Header:** ZigBank logo and user information: 'Welcome, superadmin', 'Last login: 18 Jun 10:54 PM'.
- Form Fields:**
 - Group Code: superadminUseGrp
 - Group Description: superadminUseGrp
- Users Added Table:**

User Name	User ID	
superadmin	superadmin	
Nelson Dsouza	superadmin140	
superadmin superadmin	superadmin14	
- User to Add:** Wayne Rooney (WayneR) with an 'Add' button.
- Footer:** Save, Cancel, Back buttons.

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).

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-Create - Review** screen post necessary validations appear.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'
OR
Click **Back** to cancel the operation to navigate to previous screen.
7. Verify the details, and click **Confirm**. The **User Group-Edit – Confirmation** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to cancel the operation to navigate to previous screen.
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.

48.5 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

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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

Party ID	Party Name
000162	OATS_AT4_CORP1
000241	OATS_CORP_AT2
000181	CORPTEST
000079	BAT_ATM_CORP_CUST1
000681	OATS_AT4_CORP2
000981	Raytheon Incorporation
003817	Infosys Corporation
001216	Sun Incorporation
003472	Sinopec Corp
003573	IBM Corporation
003758	IBM Corporation
001193	CORP D1 LTD
001601	IBM Corporation
001192	CORP D LTD
003766	Bakers corporation
004114	Bakers corporation
005474	Lakers corporation
006635	BABA Corp

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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.

- After providing party ID or name of party, click **Search**.
Click on **Party ID Hyperlink** to view details of the selected user group.
OR
Click **Clear** to clear the input search parameters.
OR
Click **Cancel** to abort the user group maintenance process.

48.6 User Groups - Corporate User – Create

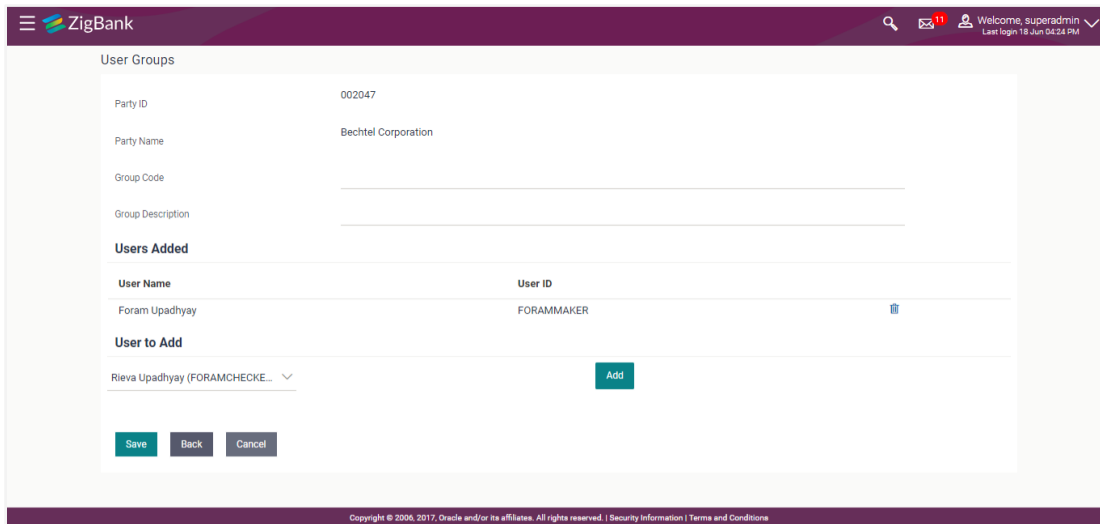
Bank Administrator can create a new User Group for a specific Party ID by using this option. Only the users of party ID can be clubbed together in a User Group.

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
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 **Cancel** to close the maintenance creation process.
OR
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.
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.

48.7 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.

- Click on **Party ID Hyperlink** to view details of the selected Approval Workflow.

Corporate User – Group Summary

The screenshot shows the 'User Groups' page in the ZigBank system. At the top, the Party ID is 002047 and the Party Name is Bechtel Corporation. Below this, there are three buttons: 'Create' (green), 'Back' (grey), and 'Cancel' (grey). A table lists the user groups under this party:

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

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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.
Search Result	
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)

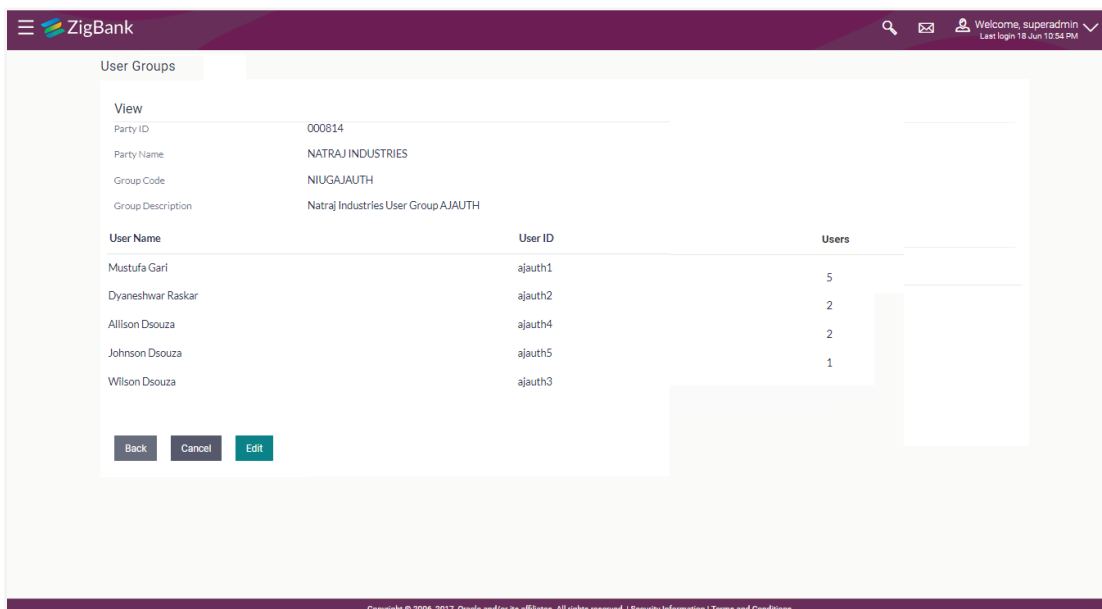
- Click **Create** to create new user group.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to abort the user group maintenance process.
OR
Click on **Group Code Hyperlink** to view details of the selected User Group.

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



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.

5. Click **Back** to navigate to previous screen.
OR
Click **Cancel** to abort the user group maintenance process.
OR
Click **Edit** to edit the user group. User is directed to the **User Group-Edit** screen with values in editable form.

48.8 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 displays the 'User Groups - Edit' interface in the ZigBank system. The top navigation bar includes the ZigBank logo, search, and user profile (superadmin) with a last login time of 18 Jun 10:54 PM. The main content area is titled 'User Groups' and contains an 'Edit' form. The form fields are as follows:

- Party ID: 000814
- Party Name: NATRAJ INDUSTRIES
- Group Code: NIUGAJAAUTH
- Group Description: Natraj Industries User Group AJAAUTH


Below the form is a table of users associated with the group:

User Name	User ID	
Mustufa Gari	ajauth1	
Dyaneshwar Raskar	ajauth2	
Allison Dsouza	ajauth4	
Johnson Dsouza	ajauth5	
Wilson Dsouza	ajauth3	

At the bottom, the 'User to Add' section shows a dropdown menu with 'Wayne Rooney (WayneR)' selected and an 'Add' button. Below this are 'Save', 'Cancel', and 'Back' buttons. The footer contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. 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.
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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to cancel the operation to navigate to previous screen.
7. Verify the details, and click **Confirm**. The **User Group-Edit – Confirmation** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to cancel the operation to navigate to previous screen.
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. Where can these Administrator User Groups be used?

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 users of primary party can be the part of user group.

[Home](#)

49. Audit Log

Audit log is set of records that provide information about operations performed in the application and details of the user who has performed it along with date and time when it was performed.

Audit logs are useful both for maintaining security and for auditing any disputed transaction. 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 Corporate or 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 >Controls and Monitoring> Audit Log
OR

Administration Dashboard > Toggle menu > Others > Audit Log

49.1 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

Audit Log Maintenance

Date and Time* Activity

Party ID User ID

Action Initiated Approved Enquired Edited Created Deleted

Status Successful Failed

User Type Reference Number

Less search options ^

Date / Time	User ID / Name	Party ID / Name	User Type	Event	Action	Reference Number	Status
11 Jun 2018 05:52:27 PM	anonymous			Create Submission	Created		Success
11 Jun 2018 05:52:28 PM	anonymous			Create Applicant	Created		Success
11 Jun 2018 05:52:52 PM	anonymous			Update Personal Information	Edited		Success
11 Jun 2018 05:56:08 PM	superadmin superadmin		Administrator	Create Mappers	Created		Success
11 Jun 2018 05:58:43 PM	superadmin superadmin		Administrator	Create Party Preference	Created		Failed
11 Jun 2018 05:59:09 PM	superadmin superadmin		Administrator	Update Working Window	Edited	1106EAC4E555	Success
11 Jun 2018 06:00:33 PM	superadmin superadmin		Administrator	Create Mappers	Created		Success
11 Jun 2018 06:01:13 PM	superadmin superadmin		Administrator	Create Mappers	Created		Success
11 Jun 2018 06:07:05 PM	superadmin superadmin		Administrator	Create Mappers	Created		Success
11 Jun 2018 06:08:55 PM	superadmin superadmin		Administrator	Create Mappers	Created		Success

Page of 24 (1-10 of 239 items) < 2 3 4 5 ... 24 >

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Field Description

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

Date and Time	The date and time from which audit log is to be generated. The options are:
----------------------	--

- Today
- Yesterday
- Last 3 days
- Date Range

From	Start date and time of the request processing. This field appears if you select Date Range option from the Date and Time list.
-------------	---

Field Name	Description
To	End date and time of the request processing. This field appears if you select Date Range option from the Date and Time list.
Activity	Select specific transaction or maintenance from the list.
Party ID	Party ID of the logged in user for which audit details are logged.
Search Party Name	Click on the Search Party Name link, the pop up window appears. User can search the Party ID by entering keywords of party name. Click Search to search the party ID. The search result appears based on party name, select appropriate party. OR Click Clear to reset the search parameters.
User ID	User ID for which the audit details are logged.
Action	Type of action. The options are: <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
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. Multiple user types can be selected. Following are user types. <ul style="list-style-type: none"> • Retail User • Corporate User • Administrator

Field Name	Description
Reference Number	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 and Name of the user who performed the transaction or carried out the maintenance. Click on the hyperlink available on the User ID to view the Request/response details of the transaction/maintenance in json format.
Party ID/ Name	Party ID and Party name for which the maintenance or transaction was carried out.
User Type	User type of the user who performed an activity i.e. maintenance/transaction.
Event	Name of 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.
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. 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.

[Home](#)

50. Alerts Subscription

Using this option System/Bank Administrator can subscribe alerts for a user for selected events. 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, through push notification or in their on-screen mailbox.

Note that this functionality is for non-mandatory alerts.

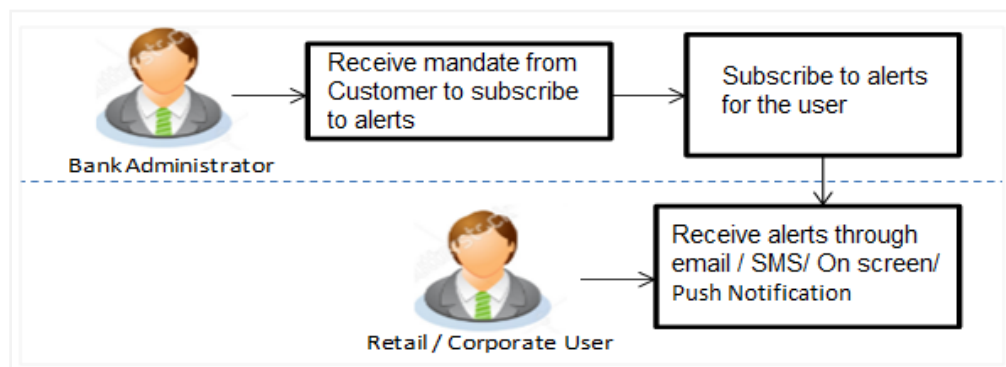
The subscribed alert types are:

- 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

50.1 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 **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the search parameters.

Alerts Subscription - Search

The screenshot displays the 'Alerts Subscription - Search' page. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, Superadmin' and 'Last login 17 Jun 03:41 AM'. The main content area is divided into two sections. On the left, there are search filters: 'User Type' (set to 'RetailUser'), 'User Name' (set to 'a'), and several empty fields for 'First Name', 'Last Name', 'Email', 'Mobile Number', and 'Party ID'. Below these fields is a 'Search Party Name' button. A 'Less Search Options' link is also present. At the bottom of the filter section are 'Search' and 'Clear' buttons. On the right side, there is a large grey box with a calendar icon and the heading 'Alert Subscription - Search'. Below the heading, there is a paragraph of text: 'As Bank Administrator you can subscribe alerts for users or update existing ones. Start by searching for the customer by keying in any of the parameters (user name, party id, email etc). Select the customer you want and proceed to do the alert subscription'. Below the search filters is a 'Search Results' section containing a table with three columns: 'Full Name', 'Party ID / Name', and 'User Name'. The table lists six entries. At the bottom of the table, there is a pagination control showing 'Page 1 of 1 (1-6 of 6 items)' and a 'Cancel' button. A footer at the very bottom contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Alerts Subscription

User Type: RetailUser

User Name: a

First Name:

Last Name:

Email:

Mobile Number:

Party ID:

Search Party Name

Less Search Options ^

Search Clear

Search Results

Full Name	Party ID / Name	User Name
Ronaldo Cristiano	001147	RonaldoC
Santos Neymar	001147	NeymarS
Anderson wood	001164	anderson
Zlatan Ibrahimovic	001147	ZlatanB
Richarlison Andrade	001147	RicharlisonA
p j	001147	userpoonam

Page 1 of 1 (1-6 of 6 items) | < 1 > X

Cancel

Alert Subscription - Search


As Bank Administrator you can subscribe alerts for users or update existing ones. Start by searching for the customer by keying in any of the parameters (user name, party id, email etc). Select the customer you want and proceed to do the alert subscription


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Field Description

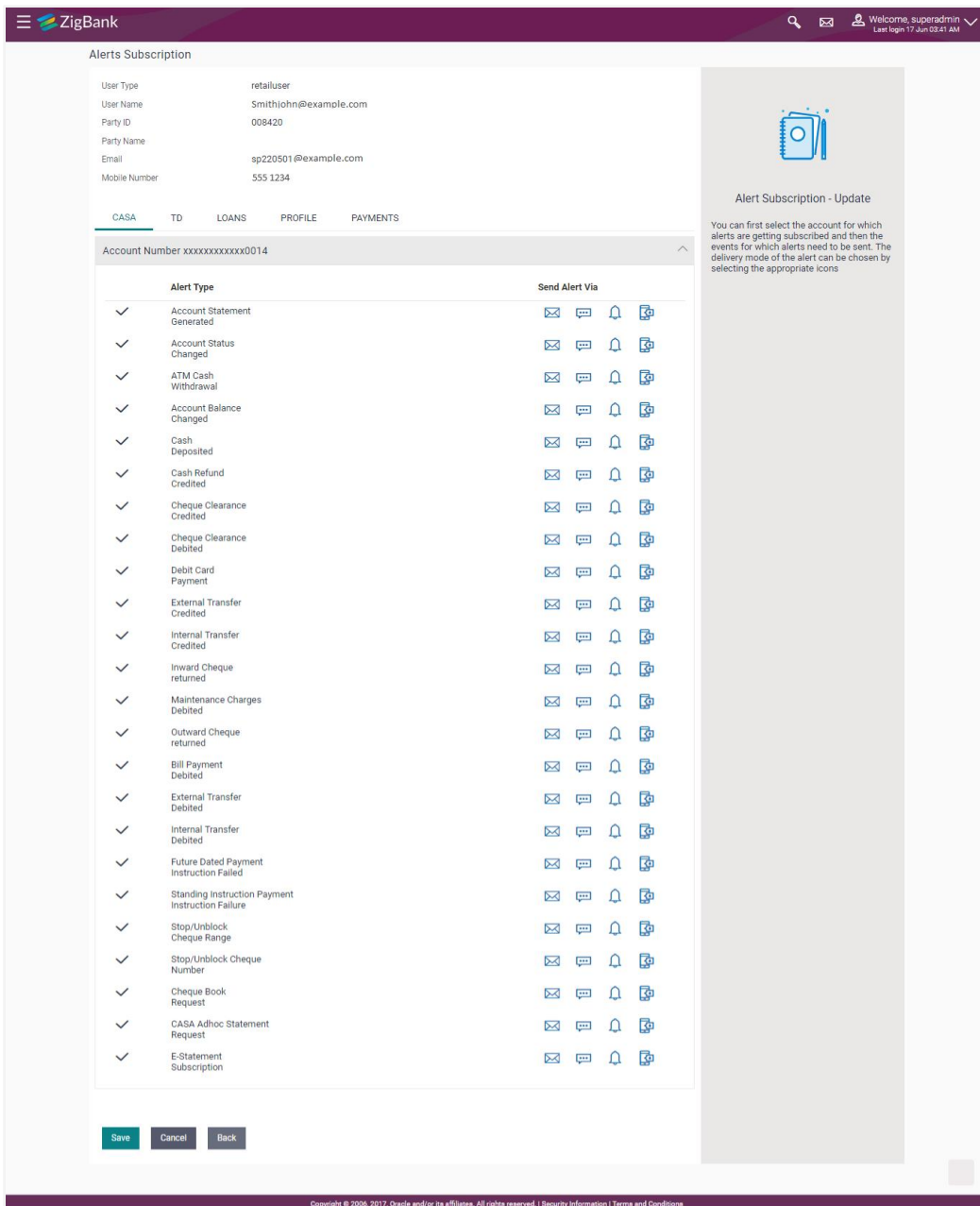
Field Name	Description
User Type	The user type. The options are: <ul style="list-style-type: none"> • Corporate User • Retail User
User Name	User name maintained in the core banking application for retail users and maintained for corporate users.
First Name	User's first name.
Last Name	User's last name.
Email	User's registered email address. Note: For a retail user, the email Id will be fetched from the Party ID maintained in the Core Banking Application. 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 Core Banking Application. 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.

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 (Current and Savings Accounts) / TD (Term Deposits) / 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



The screenshot displays the 'Alerts Subscription' interface in the ZigBank system. The user is logged in as 'superadmin'. The interface shows the following details:

- User Information:**
 - User Type: retailuser
 - User Name: Smithjohn@example.com
 - Party ID: 008420
 - Party Name:
 - Email: sp220501@example.com
 - Mobile Number: 555 1234
- Account Selection:**
 - Account Number: xxxxxxxxxxxx0014
- Alert Subscription Table:**

Alert Type	Send Alert Via
<input checked="" type="checkbox"/> Account Statement Generated	<input type="checkbox"/> <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 type="checkbox"/>
<input checked="" type="checkbox"/> ATM Cash Withdrawal	<input type="checkbox"/> <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 type="checkbox"/>
<input checked="" type="checkbox"/> Cash Deposited	<input type="checkbox"/> <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 type="checkbox"/>
<input checked="" type="checkbox"/> Cheque Clearance Credited	<input type="checkbox"/> <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 type="checkbox"/>
<input checked="" type="checkbox"/> Debit Card Payment	<input type="checkbox"/> <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 type="checkbox"/>
<input checked="" type="checkbox"/> Internal Transfer Credited	<input type="checkbox"/> <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 type="checkbox"/>
<input checked="" type="checkbox"/> Maintenance Charges Debited	<input type="checkbox"/> <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 type="checkbox"/>
<input checked="" type="checkbox"/> Bill Payment Debited	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> External Transfer Debited	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Internal Transfer Debited	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Future Dated Payment Instruction Failed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Standing Instruction Payment Instruction Failure	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Stop/Unblock Cheque Range	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Stop/Unblock Cheque Number	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> Cheque Book Request	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> CASA Adhoc Statement Request	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input checked="" type="checkbox"/> E-Statement Subscription	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
- Buttons:** Save, Cancel, Back


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.

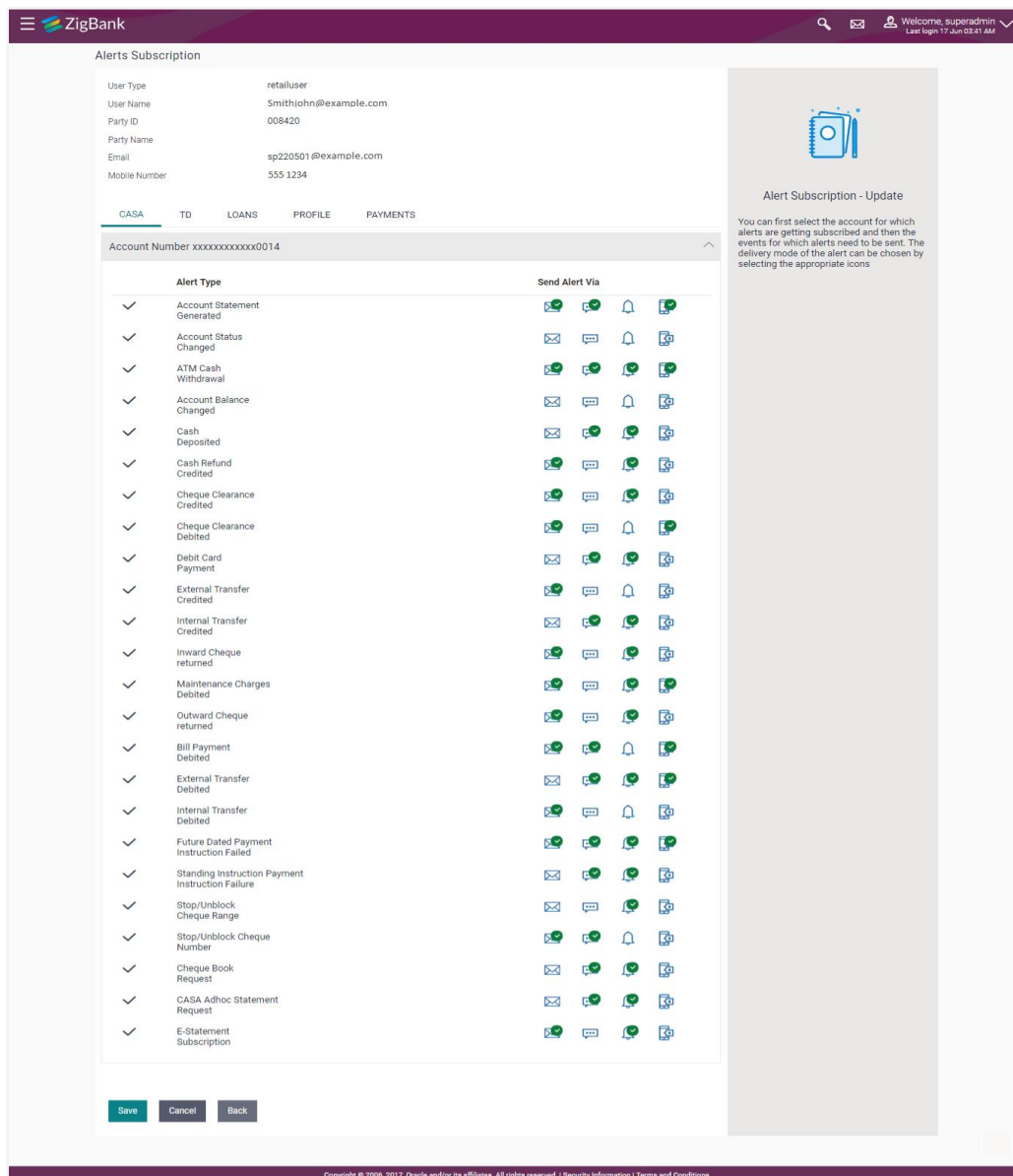
50.2 Subscribe/ Unsubscribe Alerts

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



The screenshot displays the 'Alerts Subscription' page in the ZigBank system. At the top, the user 'retailuser' is identified with details: User Name (Smithjohn@example.com), Party ID (008420), Party Name, Email (sp220501@example.com), and Mobile Number (555 1234). Below this, a navigation bar includes 'CASA', 'TD', 'LOANS', 'PROFILE', and 'PAYMENTS'. The main section is titled 'Alerts Subscription' and shows 'Account Number xxxxxxxxxxxx0014'. A table lists various alert types, each with a checkbox and a 'Send Alert Via' column containing icons for email, SMS, and push notifications. At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. A sidebar on the right contains an 'Alert Subscription - Update' section with a calendar icon and explanatory text.

Alert Type	Send Alert Via
<input checked="" type="checkbox"/> Account Statement Generated	
<input checked="" type="checkbox"/> Account Status Changed	
<input checked="" type="checkbox"/> ATM Cash Withdrawal	
<input checked="" type="checkbox"/> Account Balance Changed	
<input checked="" type="checkbox"/> Cash Deposited	
<input checked="" type="checkbox"/> Cash Refund Credited	
<input checked="" type="checkbox"/> Cheque Clearance Credited	
<input checked="" type="checkbox"/> Cheque Clearance Debited	
<input checked="" type="checkbox"/> Debit Card Payment	
<input checked="" type="checkbox"/> External Transfer Credited	
<input checked="" type="checkbox"/> Internal Transfer Credited	
<input checked="" type="checkbox"/> Inward Cheque returned	
<input checked="" type="checkbox"/> Maintenance Charges Debited	
<input checked="" type="checkbox"/> Outward Cheque returned	
<input checked="" type="checkbox"/> Bill Payment Debited	
<input checked="" type="checkbox"/> External Transfer Debited	
<input checked="" type="checkbox"/> Internal Transfer Debited	
<input checked="" type="checkbox"/> Future Dated Payment Instruction Failed	
<input checked="" type="checkbox"/> Standing Instruction Payment Instruction Failure	
<input checked="" type="checkbox"/> Stop/Unblock Cheque Range	
<input checked="" type="checkbox"/> Stop/Unblock Cheque Number	
<input checked="" type="checkbox"/> Cheque Book Request	
<input checked="" type="checkbox"/> CASA Adhoc Statement Request	
<input checked="" type="checkbox"/> E-Statement Subscription	

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 Core Banking Application 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 Core Banking Application. For a corporate user the email ID will be fetched from Users maintained in User Management.</p> <hr/>
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 Core Banking Application. For a corporate user the mobile number, will be fetched from Users maintained in User Management.</p> <hr/>
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> <ol style="list-style-type: none"> 1) For a retail user, the email Id will be fetched from the Party ID maintained in the Core Banking Application. 2) For a corporate the email ID will be fetched from Users maintained in User Management. <hr/>
Mobile Number	Registered mobile number of the user.

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 Alert Via	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
- Push Notification: notifications are sent as a banner or pop-up message on the user's mobile number


Note: The selected mode has  icon against it.


Profile


3. Click against the particular account number to update the details.

h. Click  to send alert as an email.
OR

Click  to send alert as a mail to On screen mailbox.
OR

Click  to send alert as SMS on the user's mobile number.
OR

Click  to send alert via push notifications. Push notification is as a banner or pop-up message on the user's mobile number.

4. The selected mode 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 **Cancel** to cancel the transaction.
OR
Click **Back** to go back to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
7. The success message along with the transaction reference number appears. Click **OK** to 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 for the retail/corporate user.

2. **What if a Retail or Corporate customer wants to opt-out of alerts?**

The Bank Administrator can unsubscribe the alerts for a Retail or Corporate customer. Please note that the customer will continue to receive the mandatory alerts irrespective of his choice on the subscribed alerts.

[Home](#)

51. Approvals

Each of the users are assigned a particular task to perform as per their position in the hierarchy of the bank/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.

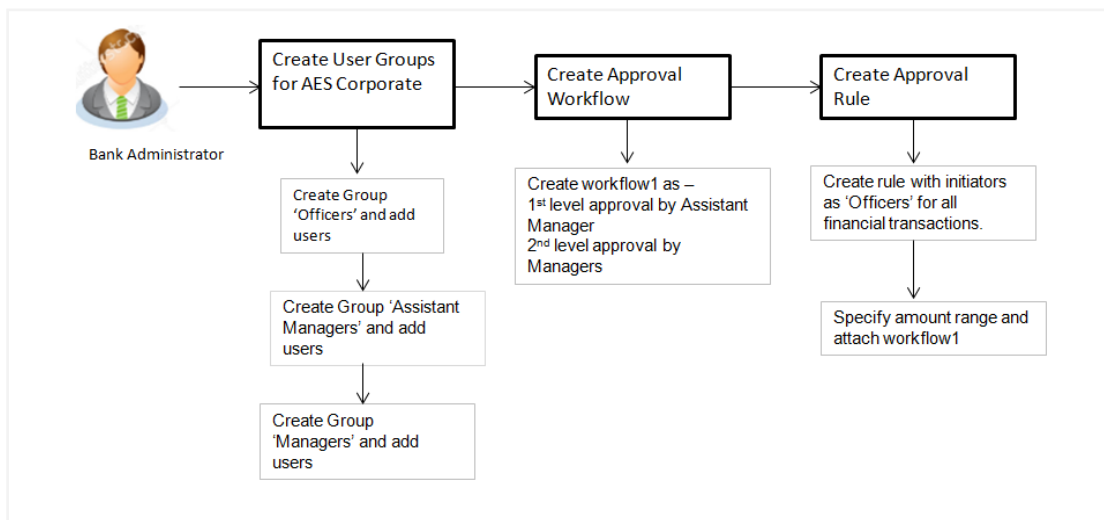
Features supported in application

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.



51.1 Workflow Management

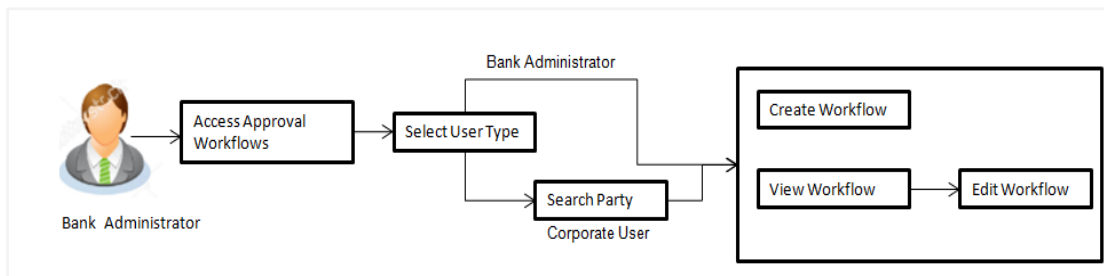
Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level.

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

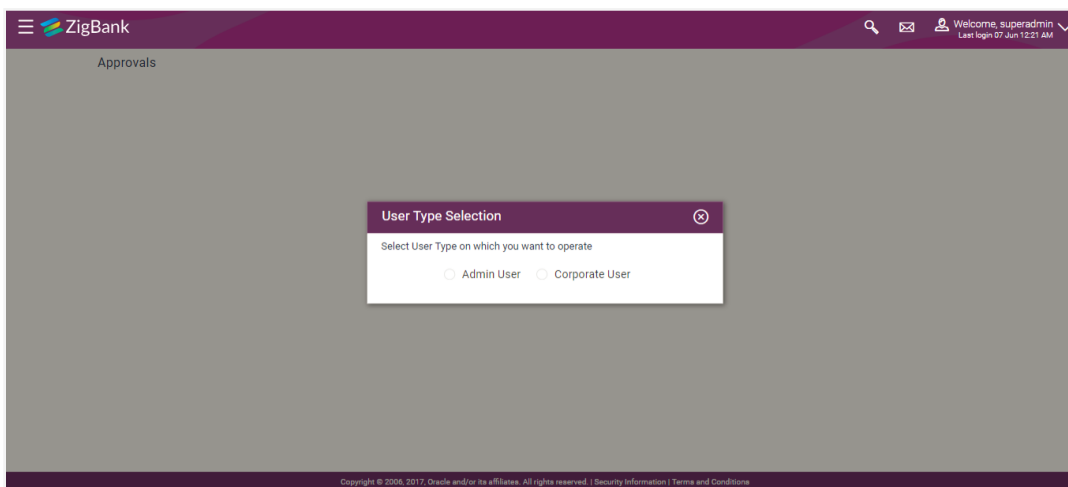
How to reach here:

Dashboard > Toggle Menu > Approvals > Workflow Management

51.1.1 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.

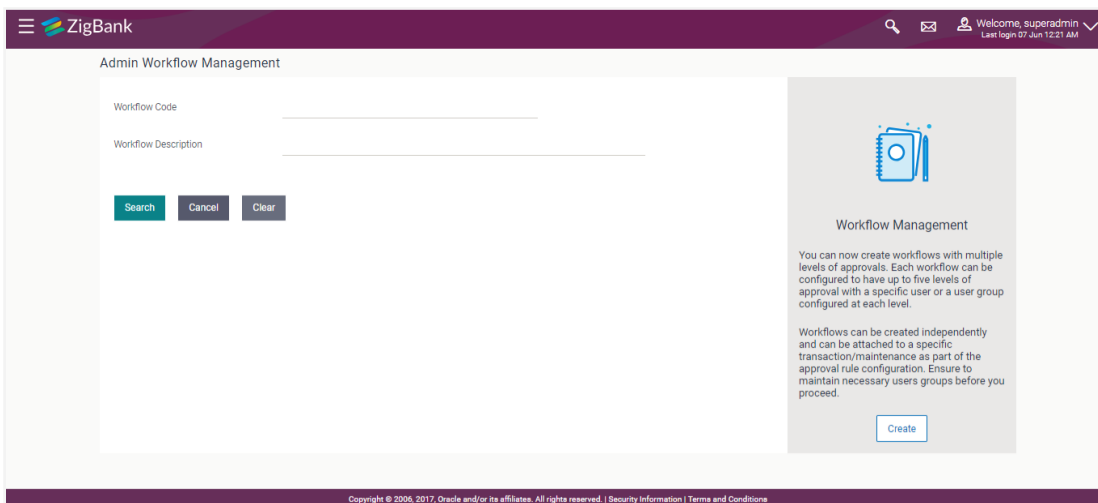
Approval Workflow – Select User Type



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.

51.1.2 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.

51.1.3 Admin Workflow Management – Search

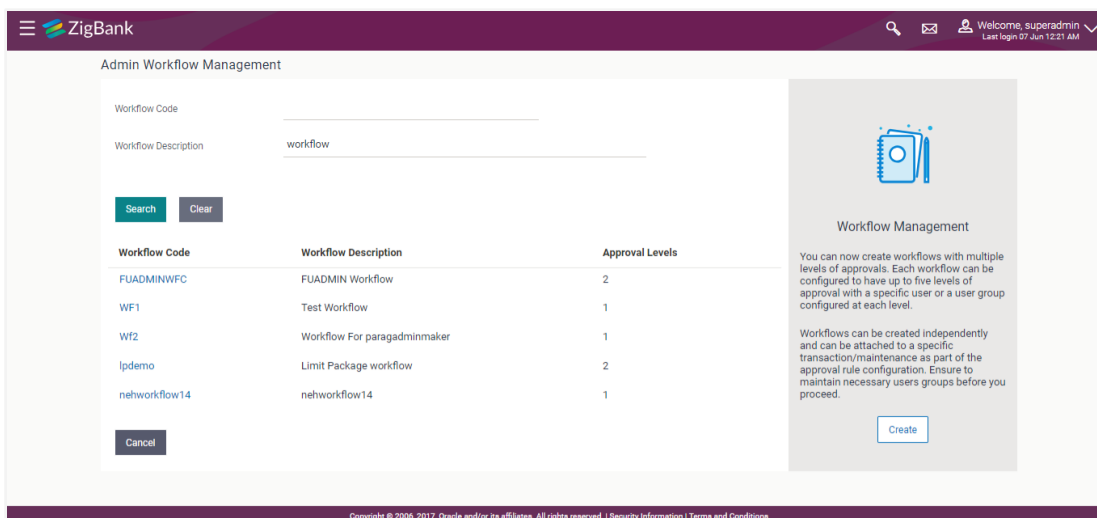
Bank Administrator user can search the workflows maintained for administrator users.

Workflows maintained (if any) for admin users are displayed on the screen after searching with valid input. User can view the details of existing workflow by clicking on the search results 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

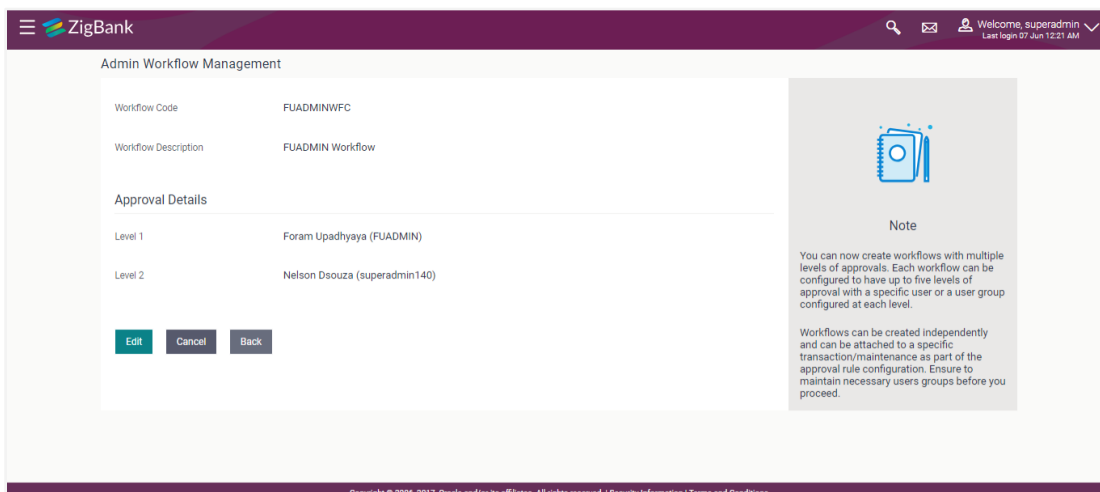
Field Name	Description
Workflow Code	The approval workflow code to search the approval workflows.
Workflow Description	The approval workflow description to search the approval workflows.
Search Results	
Workflow Code	Unique code of the already maintained approval workflow.
Workflow Description	Description 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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
 OR
 Click **Create** to create new Approval Workflow for admin users.

51.1.4 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. There can be up to five levels of approval levels.
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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to the previous screen.

51.1.5 Admin Workflow Management – Create

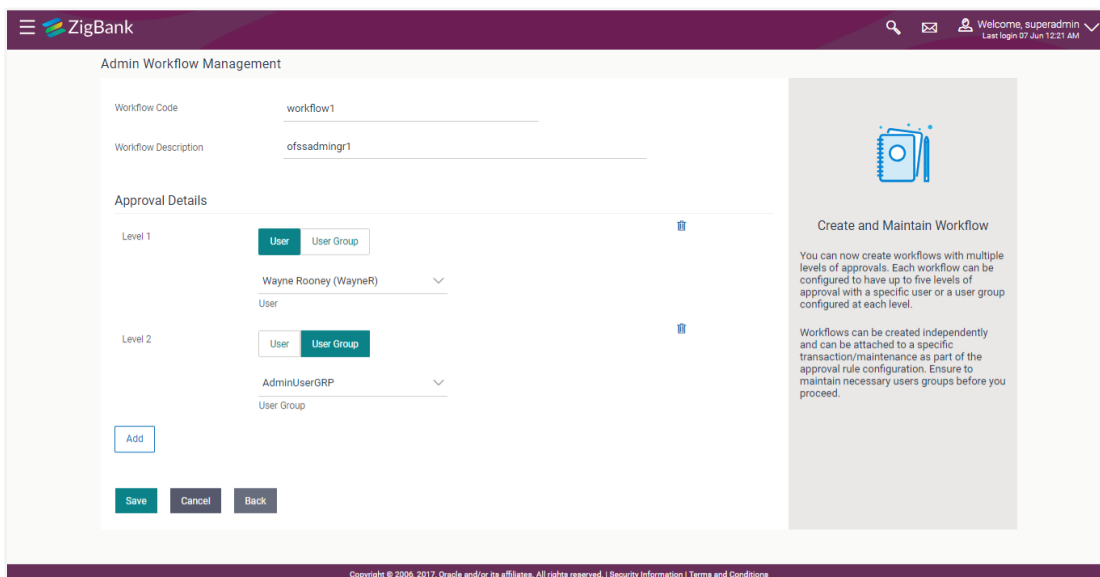
Bank Administrator can create approval workflows for the Admin users. By default, user can specify minimum one and maximum five levels of approvals as a part of workflow.

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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
9. The **Admin Workflow Management - Create - Review** screen appears post necessary validations. Verify the details, and click **Confirm..**
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
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'.

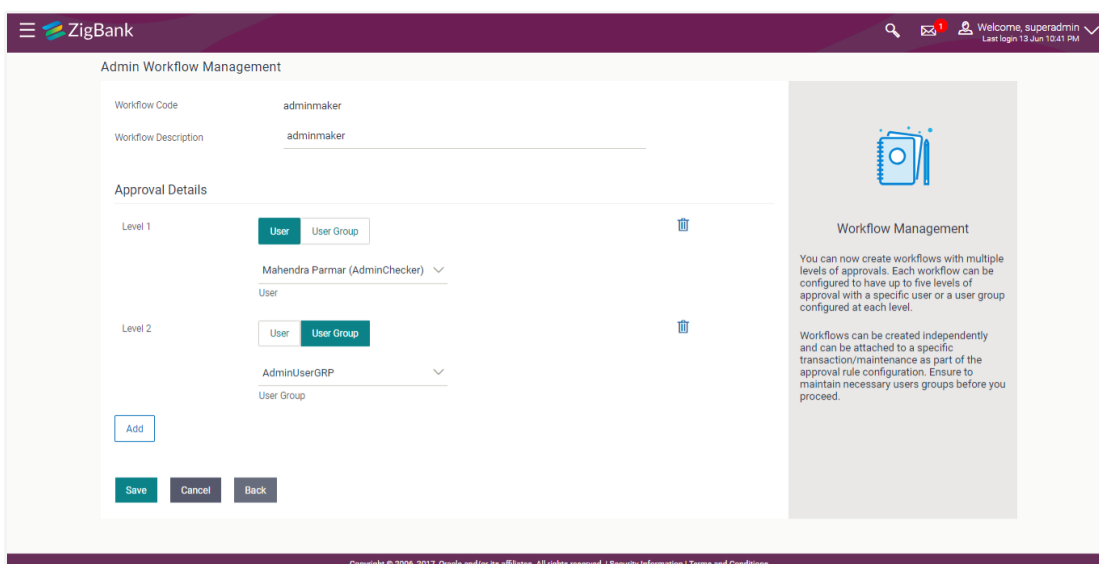
51.1.6 Admin Workflow Management - Edit

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.
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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to cancel the operation and to go back to previous screen.
6. The **Admin Workflow Management – Edit - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to cancel the operation and to go back to previous screen.
7. 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'.

51.1.7 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.

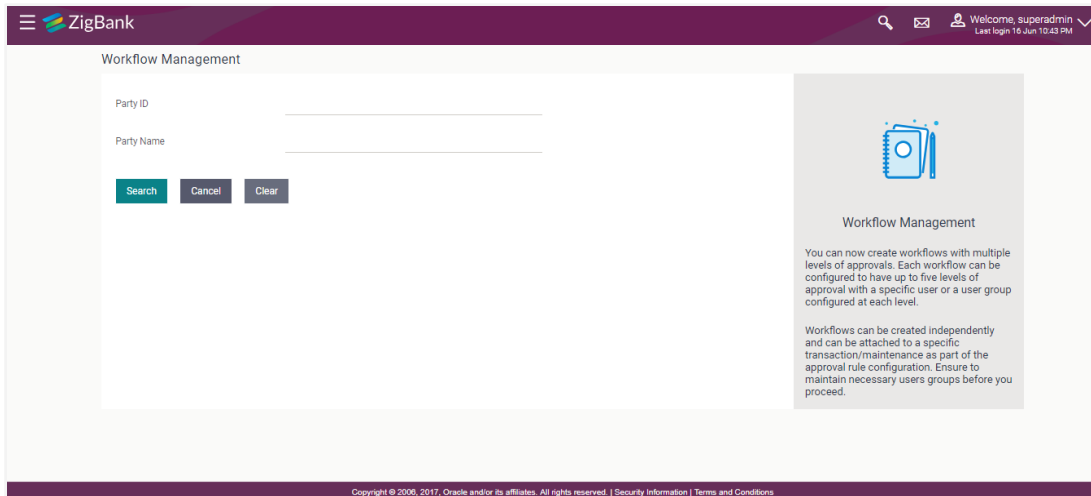
User can enter the party ID (if known) or the party name with a minimum of five characters.

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

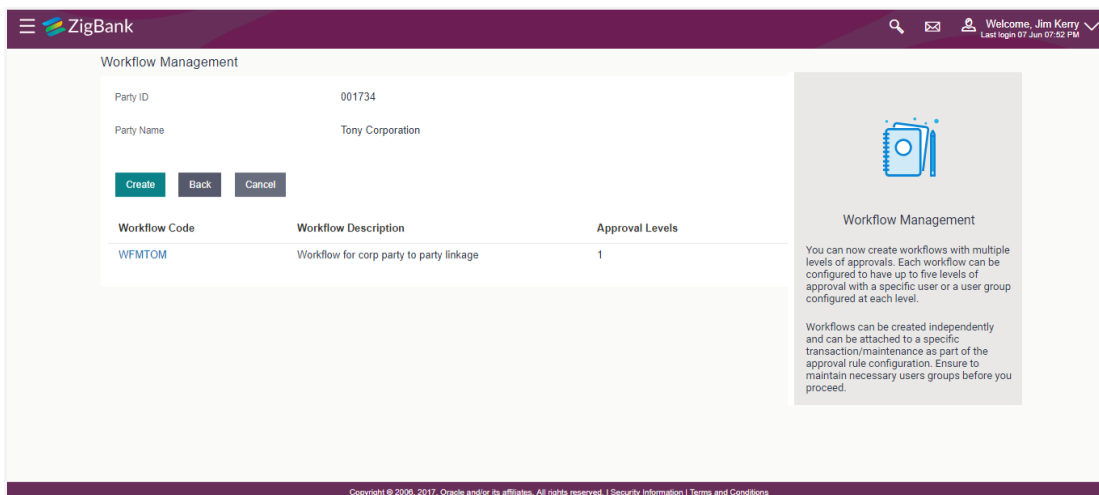
Field Name	Description
Party ID	Party IDs as per search input.
Party Name	Party names of the party ID.

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.

51.1.8 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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.

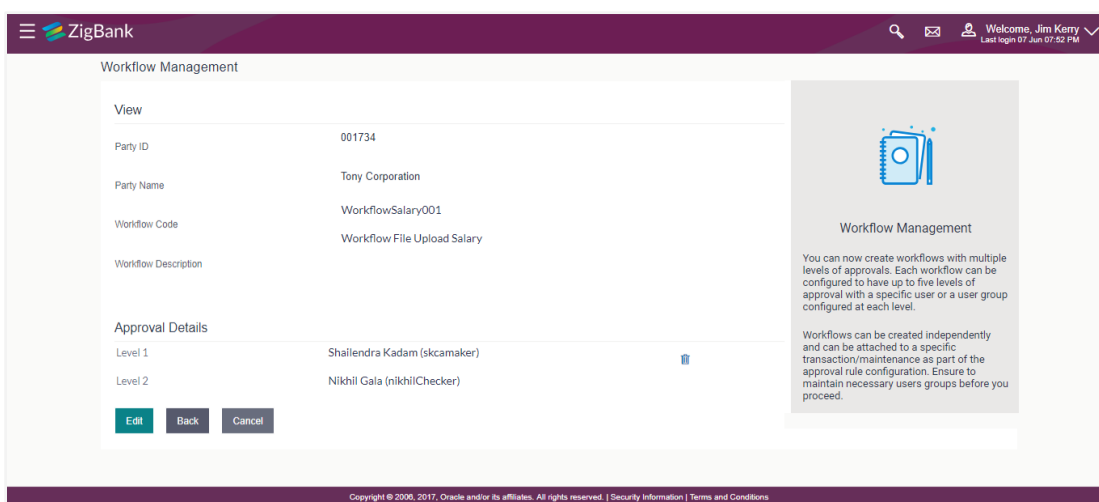
51.1.9 Workflow Management – View

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.

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

51.1.10 Workflow Management – Create

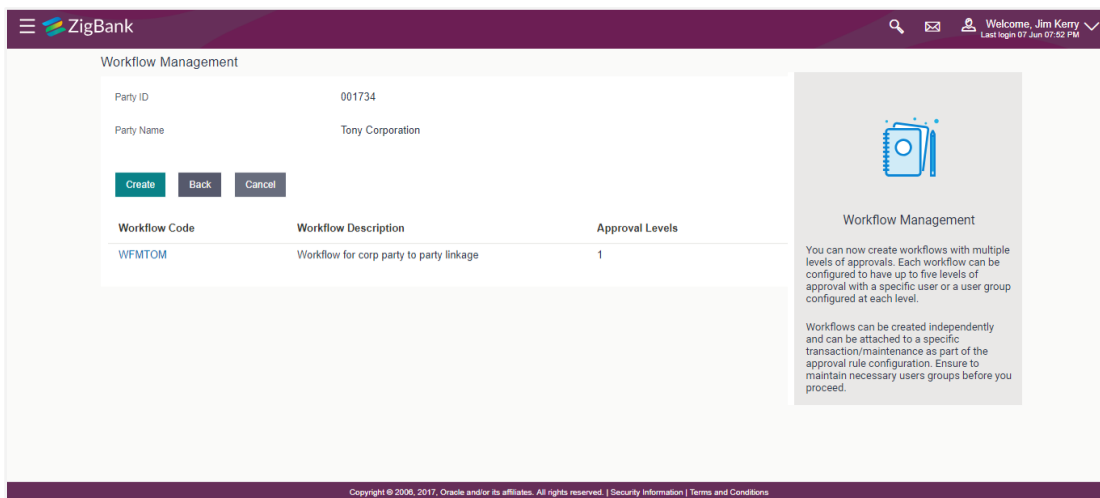
Bank Administrator can create approval workflows for corporate users. By default, user can specify minimum one and maximum five levels of approvals as a part of workflow.

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 **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

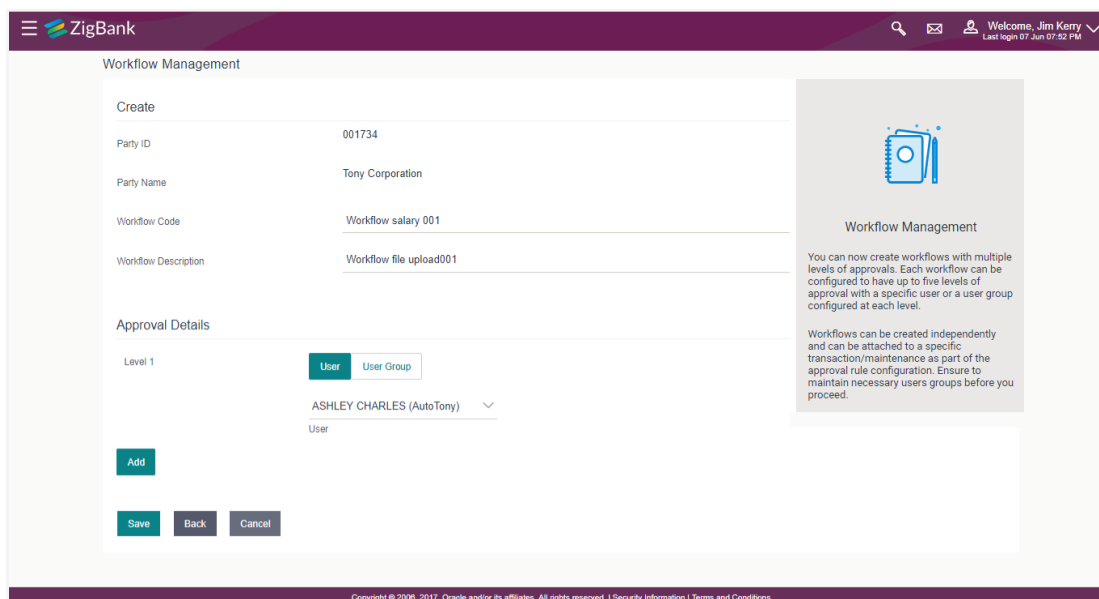


Field Description

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.

- 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.

Field Name	Description
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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
11. The **Workflow Management - Create - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
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'.

51.1.11 Workflow Management - Edit

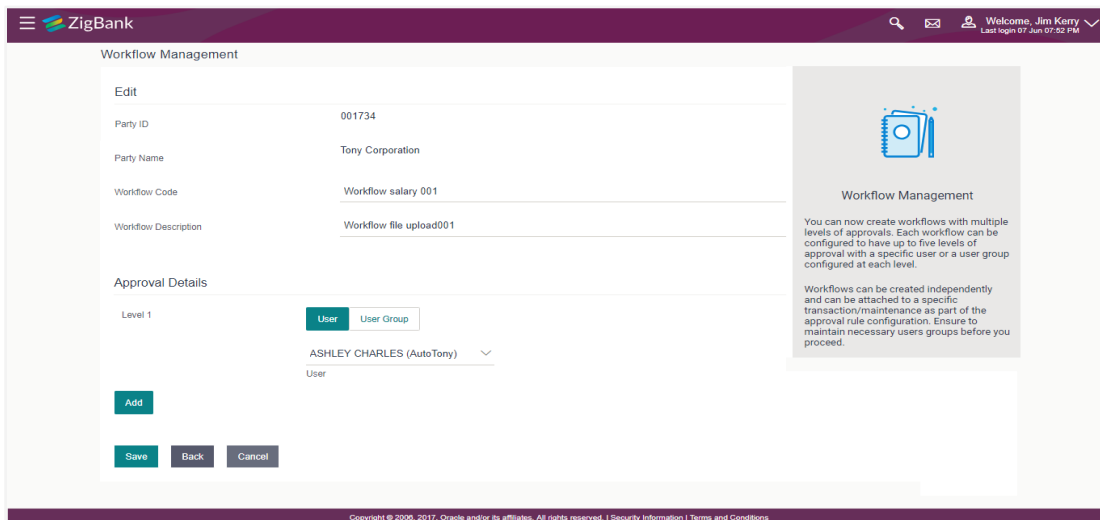
This function enables the Bank Administrator to update the description of the workflow and also to remove existing and add the new approval levels. Edited workflows are applicable for new transactions initiated post workflow update, whereas the previously initiated and transactions pending approval follows 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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
 OR
 Click **Back** to go back to the previous screen.


Workflow Management - Edit



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.

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.

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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to cancel the operation and go back to previous screen.
7. The **Workflow Management - Edit- Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to cancel the operation and go back to previous screen.
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 from workflow management screen?

No, list of the users associated with a group cannot be viewed using workflow management screen. However you can view the same from User Group Management screen.

51.2 Approval Rules

This function enables the Bank Administrator to set up conditions for approval as per the bank/corporate requirements. Rule can be set up for financial transactions, non-financial transactions and 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.

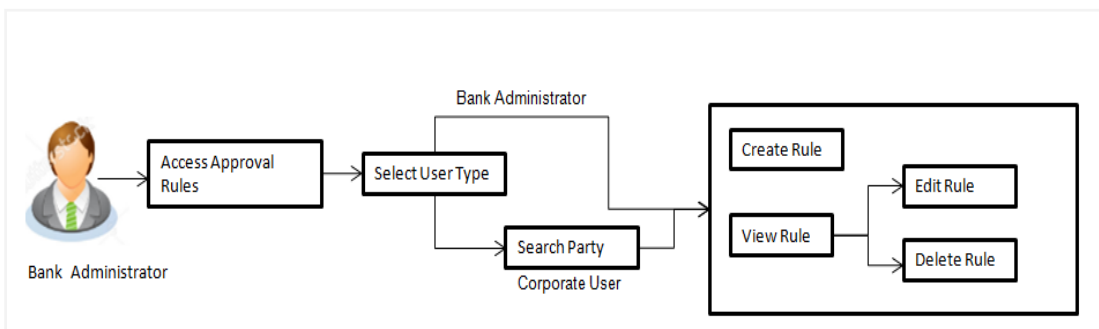
Prerequisites:

- Transaction access is provided to Bank Administrator
- Party preference is maintained for setting up rules for corporates
- Corporate and Administrator users are maintained
- Workflow configuration is maintained if approval required is to be set as 'Yes'
- 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



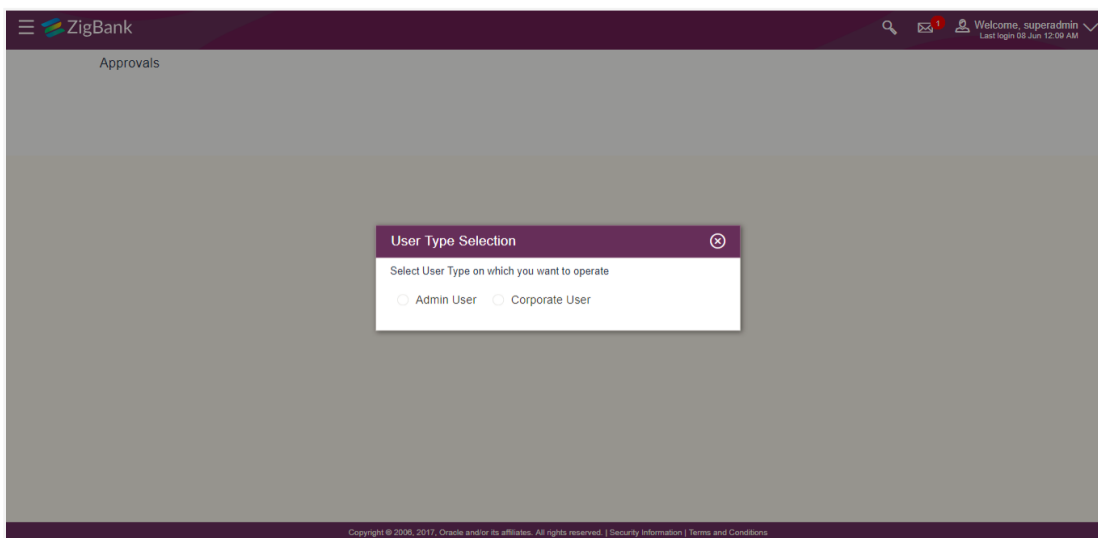
How to reach here:

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

51.3 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 which the rules are to be maintained.

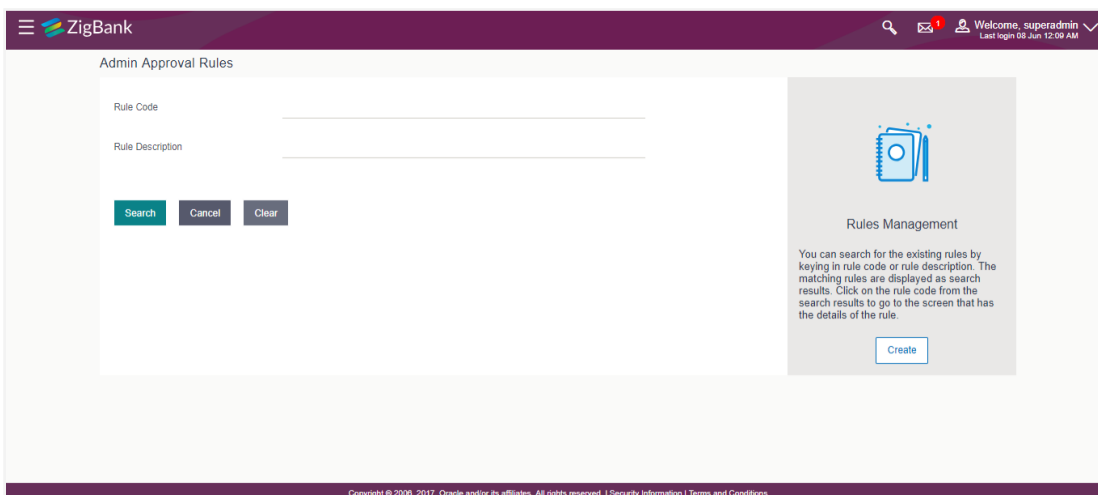
Approval Rules – Select User Type



1. Click **Admin User** to access the Approval Rules of Bank Administrator users. The **Admin Approval Rules** screen appears.
2. Click **Corporate User** to access the Approval Rules of Corporate users. The **Approval Rules** screen appears.

51.4 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
 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.

51.4.1 Admin Approval Rules – Search

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

To search the approval rules for admin users:

1. 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

The screenshot displays the 'Admin Approval Rules' search interface. At the top, there are search filters for 'Rule Code' and 'Rule Description' (containing the text 'admin'). Below the filters are 'Search' and 'Clear' buttons. The main area shows a table of search results with columns for Rule Code, Rule Description, and Transactions. A sidebar on the right titled 'Rules Management' contains a 'Create' button and explanatory text about searching for rules.

Rule Code	Rule Description	Transactions
R3	Rule For Paragadminmaker	Create Party Preference
AdminChecker	AdminChecker	Create Party Preference
NELSONAUTHADMIN	NELSONAUTHADMIN	All Admin Maintenances
Adminapproval	ritwick admin rule	All Admin Maintenances
SDADMINRL0	SDADMIN Rule Level 0	All Admin Maintenances
autoauthadmin	autoauthadmin	All Admin Maintenances
SABARL1	superadmin basic rule 1	Create Approval Rules
SAALLTXNSRL1	superadmin all transaction rule 1	All Admin Maintenances
skadmin_rule	skadmin_rule	All Admin Maintenances
R2	Rule For Paragadminchecker	All Admin Maintenances
FUADMINRC	Rule for FUADMIN	All Admin Maintenances
srkadmin1stLevel	srkadmin1stLevelApproval	All Admin Maintenances

Field Description

Field Name	Description
Search Results	
Rule Code	Code of the already maintained approval rule.
Rule Description	Description 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 **Create** to create new Approval Rules for admin users.
 OR
 Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
 OR
 Click **Back** to go back to previous screen.

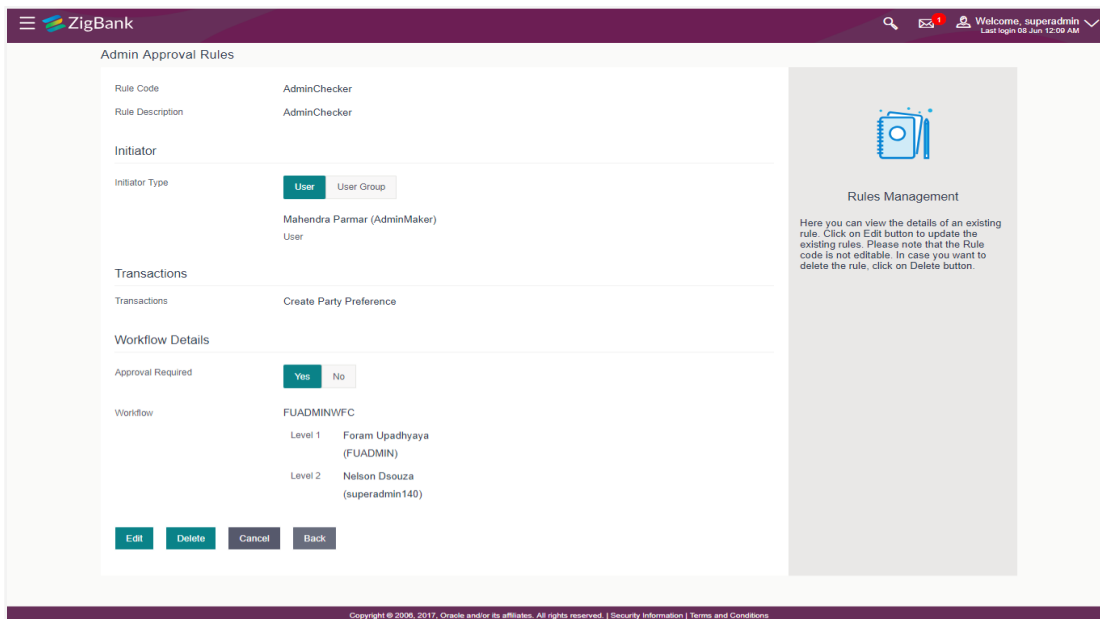
51.4.2 Admin Approval Rules – View

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 user wants to view the details. The **Admin Approval Rules - View** screen appears.

Admin Approval Rules - View



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.
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.

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

51.4.3 Admin Approval Rules – Create

Approval rules can be setup based on the following parameters.

- Transactions
- Initiator
- Specific User
- User Group

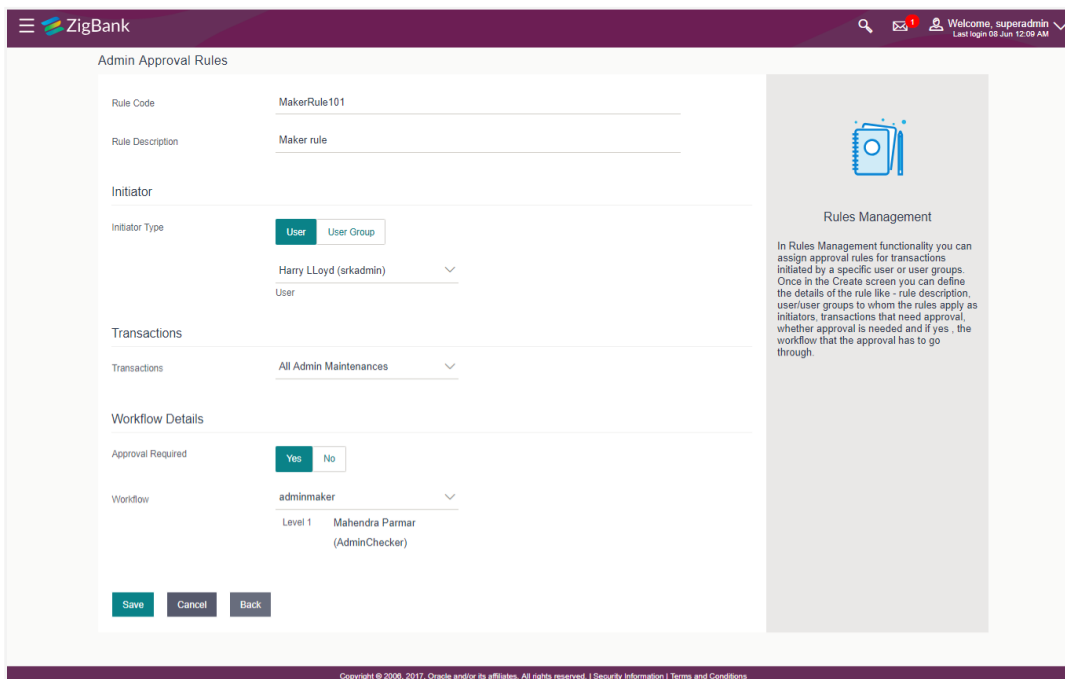
Bank Administrator can create multiple approval rules for Administrator users. In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the complex rule amongst all the applicable rules is applied for approval.

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 the transaction) 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 administrator users.

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



Field Description

Field Name	Description
Rule Code	To specify approval rule code.

Field Name	Description
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 administrator user segment will be listed for selection. If initiator is selected as User Group, then all the user groups belongs to the administrator user segment 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 administrator type of user segment 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 **Workflow Details** section, select whether approval is required for the mapped transactions.
 - a. If you select **Yes** option, select the appropriate **Workflow**.
7. Click **Save** to save the approval rule.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
8. The **Approval Rule - Create Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to the 'Dashboard'.
OR
Click **Back** to go back to previous screen.

- 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'.

51.4.4 Admin Approval Rules - Edit

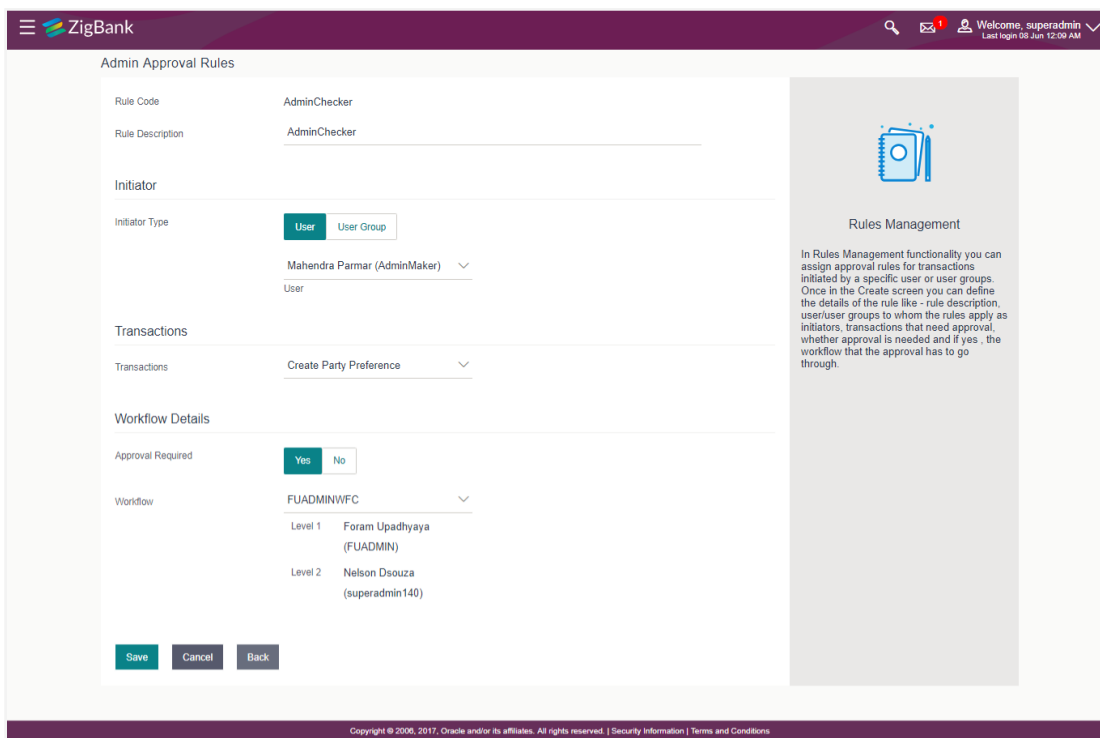
Bank Administrator can edit the approval rules. An Administrator is allowed to change the description of the rule and is also allowed to change the parameters associated with the specific approval rule.

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



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 administrator type of user segment will be listed for selection. If initiator is selected as User Group, then all the user groups belonging to the administrator type of user segment will be listed for selection.
Workflow Details	
Approval Required	Whether approval is required will be displayed in editable form.
Workflow Details	Details of the approval workflow along with the defined approval levels for a condition will be displayed in editable form. This field appears if you select Yes in the Approval Required field.

3. Edit the required details.
4. Click **Save** to save the approval rule.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to cancel the operation and to go back to previous screen.
5. The **Admin Approval Rule - Edit Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to cancel the operation and to go back to previous screen.
6. 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'.

51.5 Approval Rules - Corporate User - Approval Rule

51.5.1 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.

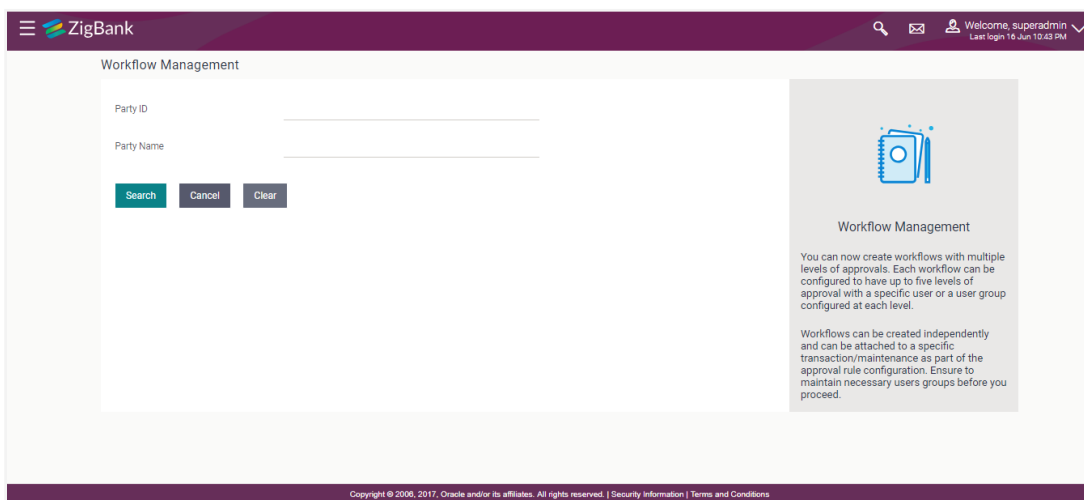
User can enter the party ID (if known) or the party name with a minimum of 5 characters.

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 **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.

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

Approval Rule – Summary

The screenshot displays the 'Rules Management' interface in the ZigBank system. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, superadmin' and 'Last login 19 Jun 08:18 AM'. The main content area is titled 'Rules Management' and features a search form with 'Party ID' set to '0017'. Below the search form is a table with the following data:

Party ID	Party Name
001701	mehal joshi
001712	001712
001713	mehal joshi
001777	Shruti Vassani
001783	HenryMBohr

Buttons for 'Search', 'Clear', and 'Cancel' are visible. A sidebar on the right contains a 'Rules Management' icon and a text box explaining that Rules Management refers to parameters for financial, non-financial, maintenance, and admin transactions, and that users can search, view, edit, and update these rules.

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

51.5.2 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
 - This 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
 - This 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
 - This option is used to setup approval rules for the transaction which are at the party level and not for a specific account
 - E.g. Payee Maintenance, Biller Maintenance etc.
 - Administration
 - Option is used to setup approval rules for the maintenances which corporate administrator can initiate. These are mainly configurations related transactions for that corporate

- E.g. Account-Transaction mapping, Approval related maintenances etc.
- Initiator
 - Specific User
 - User Group
- Accounts
- Transactions
- Currency
- 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 the transaction) 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

Rules Management

Party ID: 001734
 Party Name: Tony Corporation
 Rule Type: **Financial** | Non Financial | Maintenance | Administration
 Rule Code: Corpadmin112
 Rule Description: Corprule112

Initiator
 Initiator Type: **User** | User Group
 ASHLEY CHARLES (AutoTony) | User

Transactions
 Transactions: All Financial Transactions

Accounts
 Accounts: All

Currency
 Currency: GBP

Amount Range
 From Amount: £10.00
 To Amount: £100,000.00

Workflow Details
 Approval Required: **Yes** | No
 Workflow: WFMTOM
 Level 1
 ASHLEY CHARLES AutoTony

Save **Cancel** **Back**

Rules Management
 You create new rules that apply to specific transactions when initiated by a select user or user group need to be approved by the specified user or user groups.

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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.
Currency	Currency type in which the financial approval rule for a corporate is defined. This field appears if you select 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. From the **Currency** list, select the appropriate account currency, if you have selected **Financial** option in the **Rule Type** field.
11. In the **Amount Range** section, enter the appropriate amount if you have selected **Financial** and **Non Financial** option in the **Rule Type** field.
12. In the **Workflow Details** section, select whether approval is required for the mapped transactions.
13. If you select **Yes** option, select the appropriate **Workflow**.
14. Click **Create** to save the approval rule.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
15. The **Approval Rule - Create - Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to the 'Dashboard'.
OR
Click **Back** to go back to previous screen.
16. 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'.

51.5.3 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 > Corporate User > Search Party > View Rule summary

Approval Rule – Summary

Rules Management

Party ID: 0017

Party Name: _____

Search Clear

Party ID	Party Name
001701	mehal joshi
001712	001712
001713	mehal joshi
001777	Shruti Vassani
001783	HenryMBohr

Cancel

Rules Management

Rules Management refers to parameters that drive the enterprise the approvals for financial, non-financial, maintenance and admin transactions. You can search and view all the approval rules maintained for a party. You can edit the rules and update them.

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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 **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to go back to previous screen.
OR
Click **Create** to create new Approval Rule for corporate users.

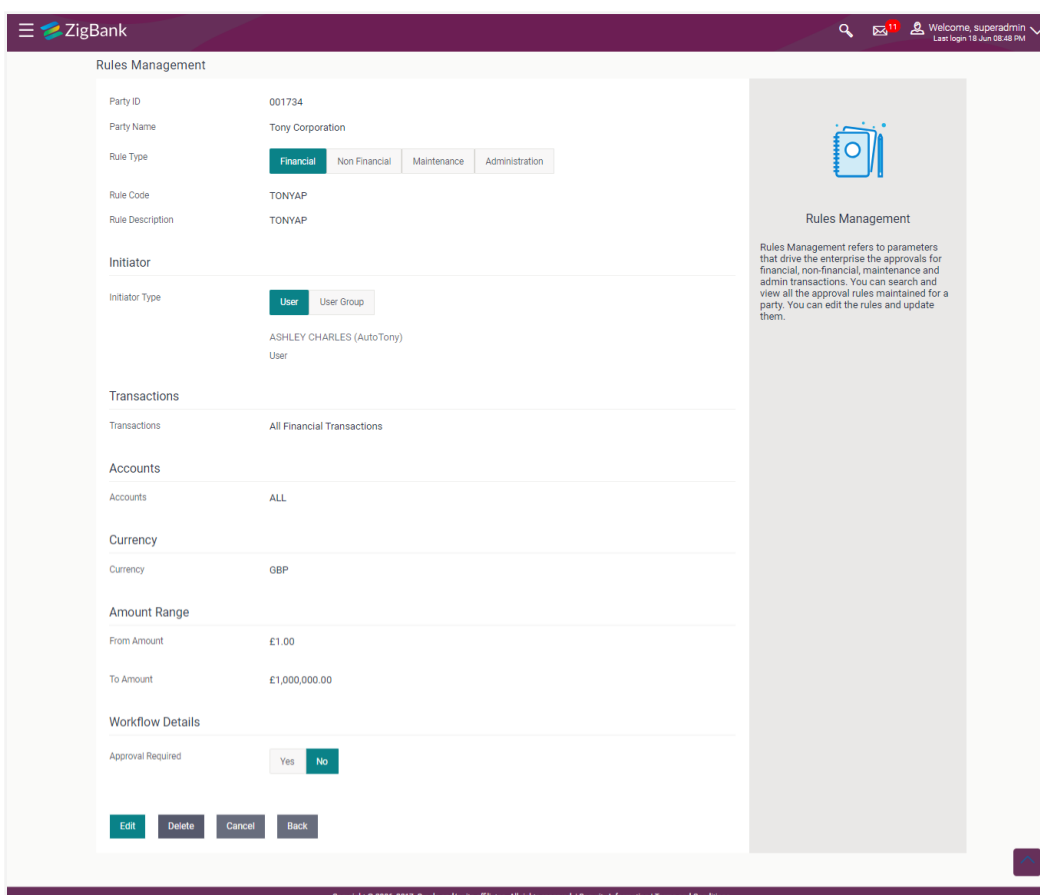
51.5.4 Approval Rules - View

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.

Field Name	Description
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.
Currency	Currency type in which the financial approval rule for a corporate is defined. This field appears if you select 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 **Delete** to delete the approval rule.

OR

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

OR

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

The application will prompt the administrator with a deletion message, Click **Yes** to confirm.

User is directed to **Admin Approval Rule – Delete** confirmation page.

51.5.5 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

 Welcome, superadmin
Last login: 19 Jun 08:48 PM

Rules Management

Party ID	001734
Party Name	Tony Corporation
Rule Type	<input checked="" type="radio"/> Financial <input type="radio"/> Non Financial <input type="radio"/> Maintenance <input type="radio"/> Administration
Rule Code	TONYAP
Rule Description	TONYAP

Initiator

Initiator Type	<input checked="" type="radio"/> User <input type="radio"/> User Group
	ASHLEY CHARLES (AutoTony) <input type="text"/>
	User

Transactions

Transactions	All Financial Transactions <input type="text"/>
--------------	---

Accounts

Accounts	All <input type="text"/>
----------	--------------------------

Currency

Currency	GBP <input type="text"/>
----------	--------------------------

Amount Range

From Amount	£1.00 <input type="text"/>
To Amount	£1,000,000.00 <input type="text"/>

Workflow Details

Approval Required	<input type="radio"/> Yes <input checked="" type="radio"/> No
-------------------	---

Rules Management

Rules Management refers to parameters that drive the enterprise the approvals for financial, non-financial, maintenance and admin transactions. You can search and view all the approval rules maintained for a party. You can edit the rules and update them.

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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.
Rule Type	Transaction rule type for which the approval rule is set up will be displayed. The transaction rule types are: <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	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.
Transactions	Type of transactions to set the approval rules will be displayed in editable form. Type of transactions depends on the selection of rule type.
Accounts	Type of accounts will be displayed in editable form. This field appears if you select Financial and Non Financial in the Rule Type field.
Currency	Currency type in which the financial approval rule for a corporate is defined. This field appears if you select Financial in the Rule Type field.

Field Name	Description
From Amount/ To Amount	Transactions allowed for the user between the defined amounts ranges will be displayed in editable form. This field appears if you select Financial in the Rule Type field.
Workflow Details	
Approval Required	Whether approval is required will be displayed in editable form.
Workflow Details	Details of the approval workflow along with the defined approval levels for a condition will be displayed in editable form. This field appears if you select Yes in the Approval Required field.

5. Edit the required details.
6. Click **Save** to save the approval rule.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to cancel the operation and to go back to previous screen.
7. The **Approval Rule - Edit Review** screen appears post necessary validations. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
OR
Click **Back** to cancel the operation and to go back to previous screen.
8. 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 for approval will follow a rule which was applied at the time of transaction initiation.

4. What happens if the transaction is initiated in the currency in which approval rule is not maintained?

If the rule is not maintained in specific currency, then the approval rule set in the local currency for the transaction and amount combination will be applied.

5. What happens if the approval rule in local currency is not maintained in above scenario?

If the approval rule is not set for both transaction currency and local currency, then transaction cannot be initiated.

[Home](#)

52. 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.

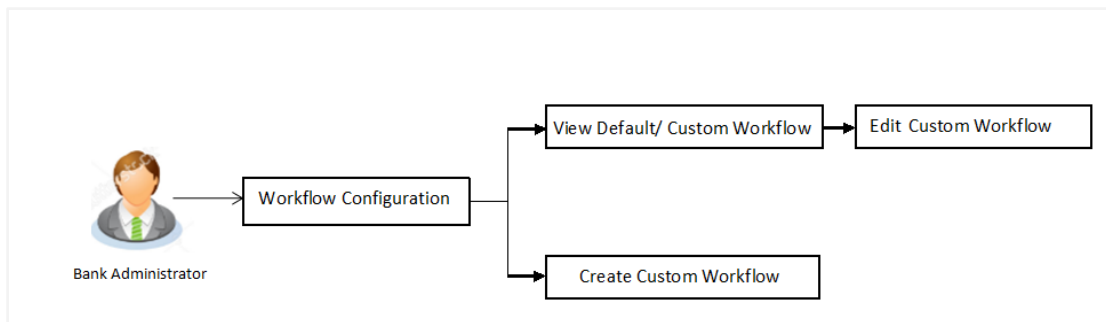
There will be a default workflow defined in the product as part of Day0 definition for each of the product along with identified set of steps.

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

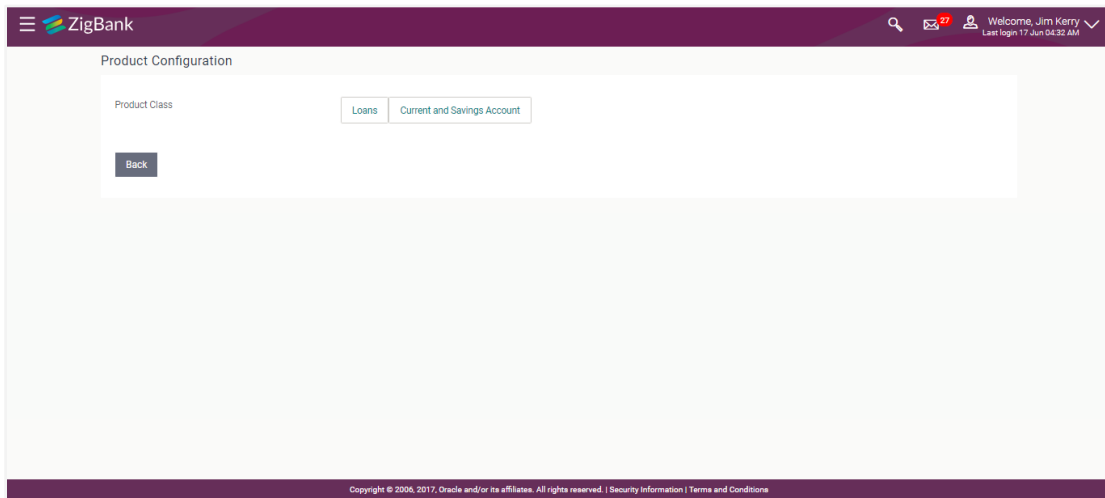
Workflow configuration allows Bank Administrator to:

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

How to reach here:

Bank Administrator Dashboard > Origination Admin > Workflow

Product Configuration

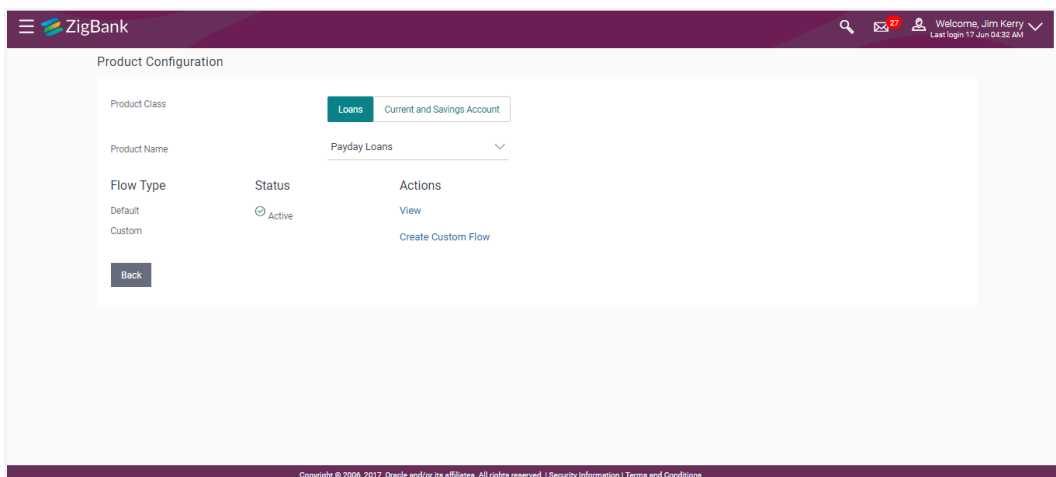


Field Description

Field Name	Description
Product Class	Select the product class for which the workflow needs to be viewed or custom workflow is to be defined.

1. In the **Product Class** field, click the desired product. The Product Configuration screen with option to select the product appears.
OR
Click **Back** to navigate back to the previous screen.

Product Configuration



Field Description

Field Name	Description
Product Class	The selected product class for which the workflow needs to be viewed or custom workflow is to be defined.
Product Name	<p>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.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Loans <ul style="list-style-type: none"> ▪ Auto Loans (UBS) ▪ Payday Loans ▪ Auto Loans (FLL) ▪ Unsecured Personal Loans • CASA <ul style="list-style-type: none"> ▪ Current Account ▪ Savings Account
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
Status	Indicates the status against the flow type i.e. whether the default or the custom flow is active / inactive. At any point in time, either the default or the custom flow type for a product can remain in active state.
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.

-
2. In the **Actions** column, click **View** to view the default/ custom workflow definition for the selected product.
OR
Click **Create Custom Flow** to create a new workflow (Link is enabled only if no workflow is created for selected product).
OR
Click **Back** to navigate to the previous screen.

52.1 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

The screenshot shows the 'Product Configuration - View' screen. At the top, there is a header with the ZigBank logo and user information: 'Welcome, Jim Kerry' and 'Last login: 17 Jun 04:32 AM'. Below the header, the screen is divided into two main sections: 'View' and 'Product Flow'.

View Section:

Product Class	LOANS
Product	Payday Loans
Flow Type	Default

Product Flow Section:

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

At the bottom of the screen, there are 'Back' and 'Cancel' buttons. A footer at the very bottom contains the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. 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.

Field Name	Description
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
Product Flow (Default)	<p>Default workflow defined for the selected product with the following steps is displayed:</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

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

52.2 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

Field Description

Field Name	Description
Product Class	The selected product class for which the custom workflow is to be defined.
Product Name	<p>Select the product name for which the workflow needs to be configured. The list will be populated based on the Day 0 configurations done in the application.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Loans <ul style="list-style-type: none"> ▪ Auto Loans (UBS) ▪ Payday Loans ▪ Auto Loans (FLL) ▪ Unsecured Personal Loans • CASA <ul style="list-style-type: none"> ▪ Current Account ▪ Savings Account
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
Status	Indicates the status against the flow type i.e. whether the default or the custom flow is active / inactive. At any point in time, either the default or the custom flow for a product can remain in active state.

Field Name	Description
Actions	<p>The available action buttons against each of the Flow Type is displayed. 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.

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

The screenshot displays the 'Product Configuration - Create Custom Flow' interface. At the top, the ZigBank logo and user information are visible. The main content area is titled 'Product Configuration' and is divided into two sections: 'Create' and 'Product Flow'.
 In the 'Create' section, the following details are shown:
 - Product Class: LOANS
 - Product: Payday Loans
 - Flow Type: Custom
 The 'Product Flow' section is titled 'Product Flow' and includes the instruction 'Drag and drop blocks to customize your flow'. A 'Show Default Flow' button is present. Below this instruction is a vertical list of screen blocks, each with a three-line menu icon on the left:
 - Orientation Screen
 - Primary Information
 - Contact Information
 - Identification Information
 - Employment Information
 - Income Information
 - Account Information
 - Requirement Screen
 - Review Screen
 - Confirmation Screen
 At the bottom of the form, there are three buttons: 'Save' (green), 'Cancel' (grey), and 'Back' (grey). The footer of the application shows the copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. 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	<p>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 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 **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
OR
Click **Back** to navigate to previous screen.
OR
Click **Show Default Flow** to view the default workflow for the product.
 7. The **Product Configuration - Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the transaction.

OR

Click **Edit** to make the changes if any.

- The success message appears along with the transaction reference number and status of transaction.

Click **OK** to complete the transaction.

52.3 Product Configuration - View Custom Workflow

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

To view the custom workflow:

- From the **Product** list, select the appropriate product.
- 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 header with the ZigBank logo and user information: 'Welcome, Jim Kerry' and 'Last Sign In: 17 Jun 2022 AM'. Below the header, the page title is 'Product Configuration'. Underneath, there is a 'Custom View' section with the following details:

Product Class	LOANS
Product	Auto Loans (UBS)
Flow Type	Custom

Below this, there is a 'Product Flow' section. It contains a 'Custom Flow' list of steps, each in a button-like box:

- Orientation Screen
- Primary Information
- Identification Information
- Contact Information
- Employment Information
- Requirement Screen
- Vehicle Information
- Income Information
- Expenses
- Assets
- Liabilities
- Offers
- Review Screen
- Confirmation Screen

To the right of this list is a 'Show Default Flow' button. At the bottom left, there are three buttons: 'Edit', 'Cancel', and 'Back'. At the bottom right, there is a small red square icon. The footer contains the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. 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	<p>Displays the custom workflow defined for the selected product with the following steps is displayed:</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>

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

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

Product Configuration - Edit

The screenshot displays the 'Product Configuration - Edit' screen in the ZigBank system. The top navigation bar includes the ZigBank logo, a search icon, a notification icon with '2' unread items, and a user profile for 'Jim Kerry' with the text 'Welcome, Jim Kerry' and 'Last login 17 Jun 04:32 AM'. The main content area is titled 'Product Configuration' and is divided into two sections: 'Edit' and 'Product Flow'.

Edit Section:

Product Class	LOANS
Product	Auto Loans (UBS)
Flow Type	Custom

Product Flow Section:

Drag and drop blocks to customize your flow

Buttons: [Show Default Flow](#)

Available flow blocks (from top to bottom):

- Orientation Screen
- Primary Information
- Identification Information
- Contact Information
- Employment Information
- Requirement Screen
- Vehicle Information
- Income Information
- Expenses
- Assets
- Liabilities
- Offers
- Review Screen
- Confirmation Screen

At the bottom of the flow configuration area, there are three buttons: [Save](#) (green), [Cancel](#) (grey), and [Back](#) (grey).

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
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)	<p>Displays the default 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>This will be displayed if Show Default Flow button has been clicked.</p>

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
------------------------------	--

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.

-
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 **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
OR
Click **Back** to navigate to previous screen.
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 **Cancel** to cancel the transaction.
OR
Click **Edit** to make the changes if any.
 8. The success message appears along with the transaction reference number and status of transaction.
Click **OK** to complete the transaction.

[Home](#)

53. SMS Banking

Using this option, the system administrator can maintain the following templates

- **SMS Banking:** The template for an event and locale combination can be created by defining the input keyword, data attributes, whether PIN required and response message.
- **Missed Call Banking:** The template for an event and locale combination can be created by defining the contact number on which the customer would need to give a missed call and response message.

How to reach here:

Administration Dashboard > Templates > SMS and Missed Call Banking > SMS

SMS Banking - Search

The screenshot shows the ZigBank administration interface for SMS Banking. The header includes the ZigBank logo, a search icon, an email icon, and a user profile for 'superadmin' with the last login time '19 Jun 03:39 AM'. The main content area is titled 'SMS Banking' and has two tabs: 'SMS' (selected) and 'Missed Call'. Below the tabs are two dropdown menus: 'Event Name' and 'Locale'. At the bottom of the form are 'Search' and 'Cancel' buttons. A sidebar on the right contains a calendar icon and the following text:

SMS and Missed Call Banking

The function allows the administrator to define the template for SMS as well as Missed Call Banking. In case of SMS Banking, for each event and locale combination, input syntax (keyword and data attributes) as well as response message can be defined.

For Missed Call Banking, for each event and locale combination, contact number along with response message can be defined.

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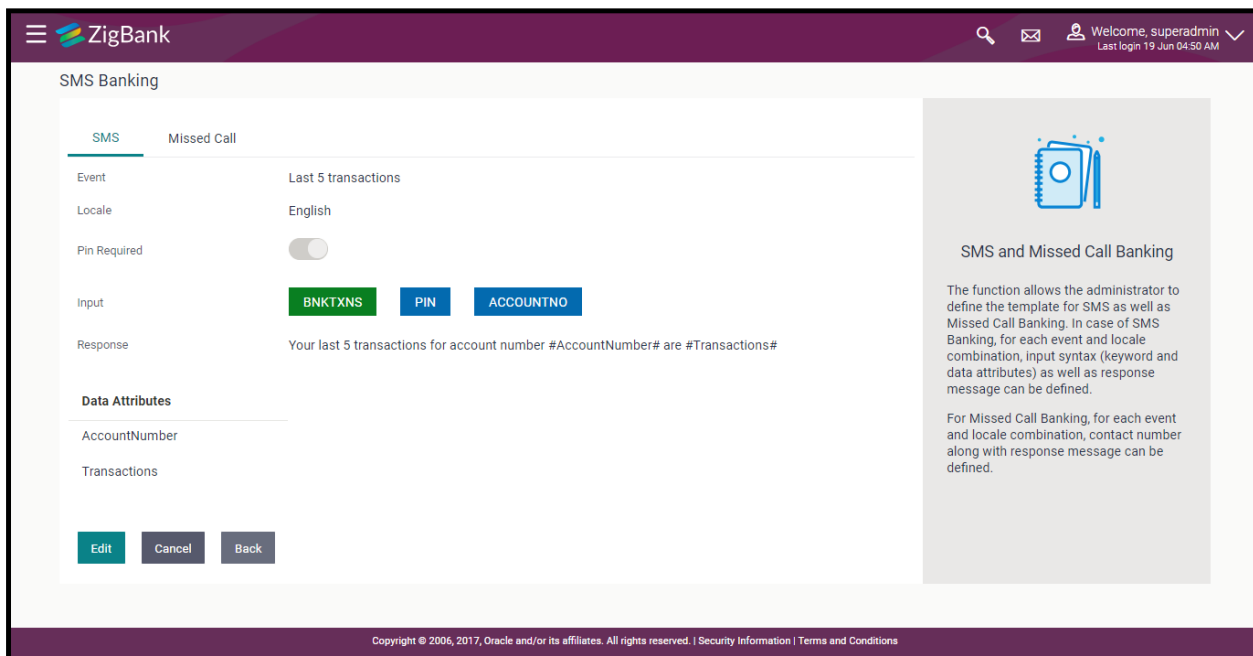
To search SMS template:

1. From the **Event Name** list, select the appropriate event.
2. From the **Locale** list, select the language.
3. Click **Search**. The View screen appears, depending on the search criteria.

OR

Click **Cancel** to cancel the transaction

SMS Banking - View



Field Description

Field Name	Description
Event Name	Select the event name.
Locale	Select the locale of the template. Currently only 'English' is supported
Event Name	Displays the event name as selected on the search page for which the template details are to be viewed.
Locale	Displays the language in which the SMS template is defined i.e. input syntax as well as the response message
Pin Required	Indicates whether PIN is required while requesting information from the bank.
Input	<p>Displays the input syntax containing the keyword, data attribute(s) and PIN (if required) for the selected event and locale combination</p> <p>The format in which the user needs to send the text message with the required attribute(s) to receive appropriate information.</p> <p>For example: If the account holder wishes to receive account balance information from the bank and the template is defined as MBAL <PIN> <AccountNumber> then user will need to send SMS as MBAL 5678 AT30012100012.</p>

Field Name	Description
Response	Displays the response message along with the data attributes as defined for the event and locale combination. It is the response message that the account holder would be receiving on sending a SMS for a specific inquiry or transaction
Data Attributes	Displays the data attributes used as part of response message for the respective event.

4. Click **Edit** to if you want to edit the SMS template.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

SMS Banking - Edit

Using this option, System Administrator can modify the SMS Banking template defined for an event and locale combination.

To edit or update a SMS template:

1. Select the Event and Locale and click **Search**. You will be navigated to the SMS Banking Template in View mode.
2. Click **Edit** to modify the details. The **SMS Banking- Edit** screen appears.
OR
Click **Cancel** to cancel the transaction.
OR
Click **Back** to navigate to the previous screen.

SMS Banking - Edit

The screenshot displays the 'SMS Banking - Edit' interface. It features a header with the ZigBank logo and user information. The main content area is titled 'SMS Banking' and has two tabs: 'SMS' (selected) and 'Missed Call'. The event details are as follows:

- Event:** Stop Cheque Book Request
- Locale:** English
- Pin Required:**
- Input:** BNKSTCHRQ PIN ACCOUNTNO CHEQUENO
- Response:** Request to stop cheque for number #ChequeNumber# has been received

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

3. As part of edit, you can modify the keyword defined for the event, include new data attributes in the input syntax or remove existing data attributes, modify the response message and also include new data attributes as part of response message.
4. Click **Save** to update the changes.
OR
Click **Back** to navigate to previous screen.
OR
Click **Cancel** to cancel the transaction.
5. 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 Edit screen.
OR
Click **Back** to go to previous screen.
OR
Click **Cancel** to cancel the transaction.
6. The success message about modification appears.
Click **OK** to complete the transaction.

How to reach here:

Administration Dashboard > Templates > SMS and Missed Call Banking > Missed Call

Missed Call Banking - Search

The screenshot shows the ZigBank Administration Dashboard. The top navigation bar includes the ZigBank logo, a search icon, an email icon, and a user profile icon with the text 'Welcome, superadmin' and 'Last login 19 Jun 04:50 AM'. The main content area is titled 'Missed Call' and features a tabbed interface with 'SMS' and 'Missed Call' tabs. Under the 'Missed Call' tab, there are two dropdown menus: 'Event Name' with the placeholder text 'Event Name' and 'Locale' with the placeholder text 'Locale'. Below these dropdowns are two buttons: 'Search' (in a teal box) and 'Cancel' (in a grey box). To the right of the search form is a grey sidebar containing an icon of a calendar and a pencil, the title 'SMS and Missed Call Banking', and a descriptive paragraph: 'The function allows the administrator to define the template for SMS as well as Missed Call Banking. In case of SMS Banking, for each event and locale combination, input syntax (keyword and data attributes) as well as response message can be defined. For Missed Call Banking, for each event and locale combination, contact number along with response message can be defined.'

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Missed Call Banking - Search**To search Missed Call Banking template:**

1. From the **Event Name** list, select the appropriate event.
2. From the **Locale** list, select the language.
3. Click **Search**. The View screen appears, depending on the search criteria.

OR

Click **Cancel** to cancel the transaction

Missed Call Banking - View

The screenshot displays the 'Missed Call' configuration interface in the ZigBank system. The main content area is divided into two sections: a form on the left and a sidebar on the right. The form includes fields for 'Event' (Last 5 transactions), 'Locale' (English), 'Contact Number' (9869288402), and 'Response' (Your last 5 transactions for account number #AccountNumber# are #Transactions#). Below these are 'Data Attributes' for 'AccountNumber' and 'Transactions'. At the bottom of the form are 'Edit', 'Cancel', and 'Back' buttons. The sidebar on the right features an icon of a calendar and a pen, with the title 'SMS and Missed Call Banking'. The text in the sidebar explains that the function allows administrators to define templates for SMS and Missed Call Banking, detailing the input syntax and response message definition. The top navigation bar shows the ZigBank logo, search, mail, and user profile icons, along with the text 'Welcome, superadmin' and 'Last login 19 Jun 04:50 AM'. At the bottom, there is a copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Field Description

Field Name	Description
Event Name	Select the event name from the list.
Locale	Select the locale of the template. Currently only 'English' is supported.
Event Name	Displays the event name as selected on the search page for which the template details are to be viewed
Locale	Displays the locale as selected on the search page for which the template details are to be viewed It is the language in which the information is communicated to the account holder on request.
Contact Number	Displays the contact number defined for the selected event and locale combination on which the user needs to give a missed call to get the required information.
Response	Displays the response message as defined for the event and locale combination with the required data attributes. It is the response message that the account holder would be receiving when he gives a missed call on a specific contact number
Data Attributes	Data attributes that are used as part of response message for the respective event.

- Click **Edit** to if you want to edit the missed call template.
OR

Click **Cancel** to cancel the transaction.
 OR
 Click **Back** to navigate to the previous screen.

Missed Call Banking - Edit

Using this option, System Administrator can modify the Missed Call Banking template defined for an event and locale combination.

To edit or update a missed call template:

1. Select the Event and Locale from the list and click **Search**. You will be navigated to the **Missed Call Banking** template in View mode.
2. Click **Edit** to modify the details. The **Missed Call Banking- Edit** screen appears.
 OR
 Click **Cancel** to cancel the transaction.
 OR
 Click **Back** to navigate to the previous screen.

Missed Call Banking - Edit

The screenshot displays the 'Missed Call Banking - Edit' screen in the ZigBank application. The header includes the ZigBank logo and user information: 'Welcome, superadmin' with a last login time of '23 May 03:07 AM'. The main content area is titled 'Missed Call' and contains the following details:

- Event:** Last 5 transactions
- Locale:** English
- Contact Number:** 9869288402
- Response:** Your last 5 transactions for account number #AccountNumber# are #Transactions#
- Data Attributes:** (Empty field)
- Transactions:** (Empty list with a trash icon)
- Add Attribute Mask:** (Link)

At the bottom of the form, there are three buttons: **Save** (green), **Cancel** (grey), and **Back** (grey). A copyright notice is visible at the very bottom: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

3. As part of edit, you can modify the contact number as well as the response message
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 Edit screen.

OR

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

OR

Click **Cancel** to cancel the transaction.

7. The success message about modification appears.
Click **OK** to complete the transaction.

FAQs

1. How do I register for SMS Banking?

You can send a SMS with the required keywords and data attributes defined by the bank to a specified contact number. You need to send the SMS from your registered mobile number with the bank. Alternatively you can login to Internet Banking and register for SMS Banking

2. Is it mandatory to have PIN in each of the request for SMS Banking?

It will depend on the template defined for event and locale combination. If PIN is required, then user needs to define the PIN as part of registration process and subsequently send that as part of the request.

3. Do I need to specify an account number as part of the request while sending SMS?

If you do not specify the account number, system will return response for the primary account number if defined.

4. For which account does system return the response in case of Missed Call Banking?

System will always return the response for the primary account number (if defined) on receipt of request through missed call banking

5. Am unable to receive information and getting an error, how do I find the correct keyword?

You might be getting an error due to keyword and/or account number not being valid or the required data attributes not present. You can find the keywords by sending a help message and system will return the set of business functions supported through SMS Banking along with keywords for each of the transactions.

6. Should the user be on-boarded on channel platform for him/her to access SMS Banking?

Yes, the user needs to be on-boarded on Oracle banking API solution with SMS Banking as an access point enabled to access SMS Banking.

54. User Helpdesk

This feature will allow Bank admin to create business user's session and perform the transaction requested by business user if he has forgotten his internet banking password or is unable to perform a transaction using his internet banking.

To authenticate the user, system will send an OTP to the customer and the same OTP needs to be communicated to the administrator user so that he can enter it on the screen to create user's session.

How to reach here:

Bank Administration Dashboard > Others > User Helpdesk

User Helpdesk - Search

To search user helpdesk:

1. From the **User Type** list, select the user.
2. In the **User Name** field, enter the name of the user.
OR
In the **Party ID** field, enter the party ID.
3. Click **Search**.

User Helpdesk - Search

ZigBank Welcome, Jim Kerry
Last login 14 Jun 04:59 PM

User Helpdesk

User Type: RetailUser
User Name: A
Party ID:

Search **Clear**

Full Name	User Name	Party ID	User Segment
Richard Stanford	richard	001825	retailuser
James Smith	jamesmith	001210	retailuser
Ashok Jain	alanwhite140	001252	retailuser
David Stevens	davidst	001868	retailuser
Robert Goddard	williams	001980	retailuser
William Smith	williamcs	001981	retailuser
Ashok Jain	ubs14retail18	001232	retailuser
Steven Gerrard	vinitaretail	001980	retailuser
Gary Oldman	GaryOldman	001188	retailuser
Ashok Jain	NickABohr	001233	retailuser

Page 1 of 6 (1-10 of 51 items) | K < 1 2 3 4 5 6 > X

Cancel

Help Desk

This function allows you to perform transaction on behalf of Retail or Corporate User. You can simply search the user by his user User ID or Party ID. Select the user from the list, and enter the OTP communicated by User to authenticate the User. Post successful authentication, you can perform any transaction on the user's session.


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Field Description

Field Name	Description
User Type	The user type for which the help desk session has to be created.
User Name	User name (User ID) of the user for which help desk session has to be created.
Party ID	Party ID of the user for which the help desk session has to be created.
Search Result	
Full Name	Displays the full name of the user.
User Name	Displays the user name (user ID) of the user.
Party ID	Displays the party ID of the user.
User Segment	Displays the type of the user (Retail/Corporate).

4. Click on the **User Name**. Session of the selected user gets displayed.

User Helpdesk - Detail

The header displays the user name on behalf of whom the session is in progress. You can click  icon to close the active session. Once the active session is successfully closed, the Administrator will be navigated to the Dashboard.

The screenshot displays the ZigBank user helpdesk interface. At the top, it shows the user is logged on behalf of Steven Gerrard (sidharm). The interface includes a navigation menu, search, and notification icons. A banner at the top indicates a requirement to submit FATCA & CRS related information.

My Net Worth (on 25 May 2018):

- I Have: £4,746,931.74
- I Owe: £0.00
- Current & Savings: £1,206,892.91
- Term Deposit: £3,540,038.83
- Recurring Deposit: £0.00

Recent Activity (Savings):

Date	Description	Amount
02 Jan 2014	AT3000112162056 NEW DEP...	£500.00 Dr
02 Jan 2014	asdf	£10.00 Dr
02 Jan 2014	asdf	£111.00 Dr

My Spends (Last 30 days):

- Total Spends: £2,703,183.12
- Uncategorized: 100%

My Accounts:

- Current & Savings: £772,323,979.76
- Term Deposits: £3,542,260.67
- Recurring Deposits: £0.00
- Loans and Finances: £193,757.85
- Credit Card: You do not have any credit cards!

My Bills (3 bills to pay):

Company	Amount	Due Date	Status
Edison Electric Company Home Electricity	£2,218.00	Due On 25 Mar 2018	Overdue
Airtel MyMobile Airtel	£1,354.67	Due On 25 Feb 2018	Overdue
Unify Internet Services Office Internet	£1,175.50	Due On 24 Mar 2018	Overdue

Upcoming Payments:

Date	Payee	Amount
30 Jan 2014	shalaka	£100.00
30 Jan 2014	shalaka	£100.00
30 Jan 2014	shalaka	£100.00

Payments (Transfer Money, Pay Bills, Favorites, Manage payees & Billers, Request Money, View Repeat Transfers)

Service Request (Open (3), Recently Closed (0)):

Reference Number	Date
BLOCKED_DEBIT_CARD Reference Number 724	12 May 2018
HOTLIST_CARD Reference Number 722	12 May 2018
UPDATE_CARD_LIMIT Reference Number 719	12 May 2018

Notifications (3):

Date/Time	Message
29 Mar 12:00 AM	fweffwfw24g
23 Mar 12:00 AM	M12345
28 Feb 12:00 AM	ddsds

My Advisors: Please contact zig bank for getting your advisors details. Call 1800-000-000

Deal of the Day: Get 50% off on your purchase. Shop Now

CHRISTMAS: Get 50% off on your purchase. Shop Now

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FAQs

1. Can the Bank administrator create the helpdesk session for a new user (who has channel banking facility but has never logged in)?

No, for new users helpdesk session cannot be created, new users must login himself for the first time.

2. Can the administrator set the 2FA mode anything else other than OTP for 'Create Helpdesk session' event in the Authentication screen?

System does not restrict the administrator from selecting a mode while setting up 2FA for 'Create Helpdesk session', however Administrator must set OTP as the 2FA mode for creating user helpdesk session.

[Home](#)

55. 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.

As a Day 0 maintenance, Bank has to define whether the OBAPI mailbox should point to the UBS-interaction module or to the internal mailbox. In case if the mailbox is pointed to the UBS-Interaction module, the mail initiated by customers will be sent to the UBS bank user for his action and will not be sent to the OBAPI administrator.

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. There is an option to restore the deleted mails to respective folder.
- **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 > Toggle Menu >Mailbox > Mails
OR

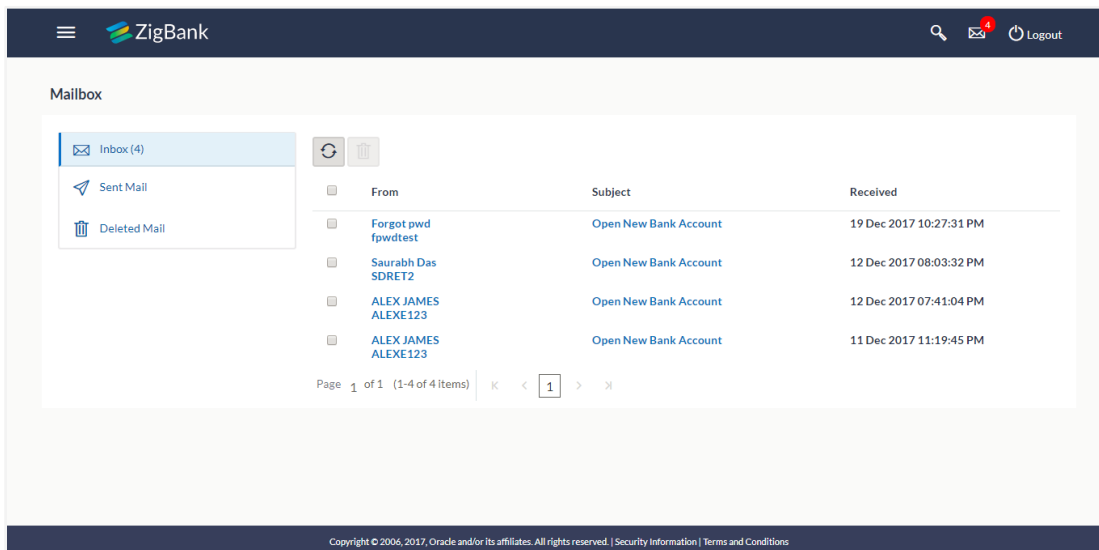
Dashboard > Click 

55.1 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





Field Description

Field Name Description

Inbox	Folder that lists the messages sent to Bank Administrator. Number of unread mails if any will be displayed.
Sent Mail	Folder that lists the messages sent by Bank Administrator.
Deleted Mail	Folder that lists the messages deleted by Bank Administrator from Inbox and Sent Mail.
From	The name and the User ID of the sender of the message.
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  to refresh the mailbox.
OR

For multiple mail deletion, select the check box (s) against the mail, and  to delete the message.

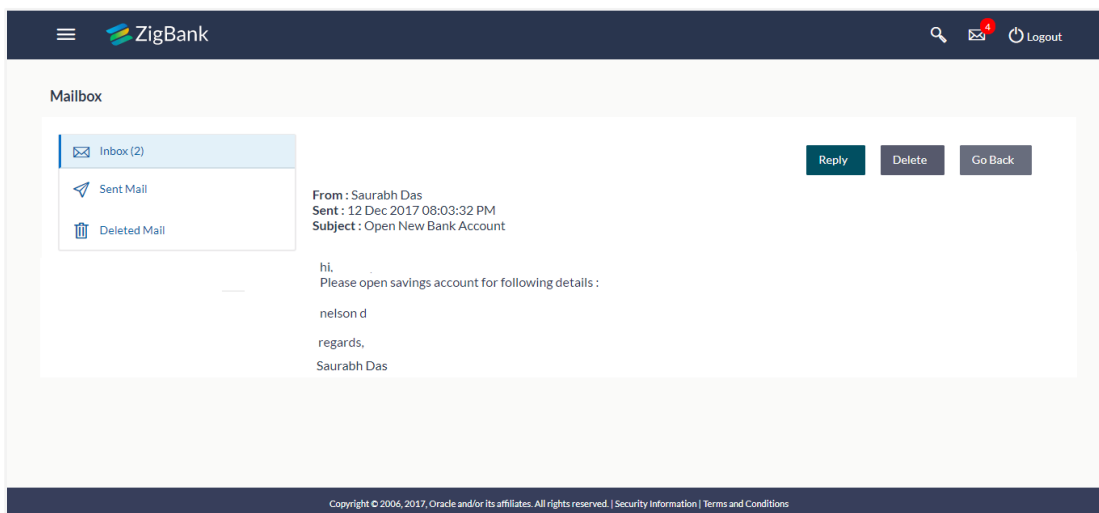
55.1.2 Mailbox - Inbox

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.

Field Name	Description
Subject	Subject of the received message.
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 received • Sender of the message, that is the bank admin or the user <p>Note: A mail chain is formed when a user sends a mail to bank administrator and he replies back.</p>

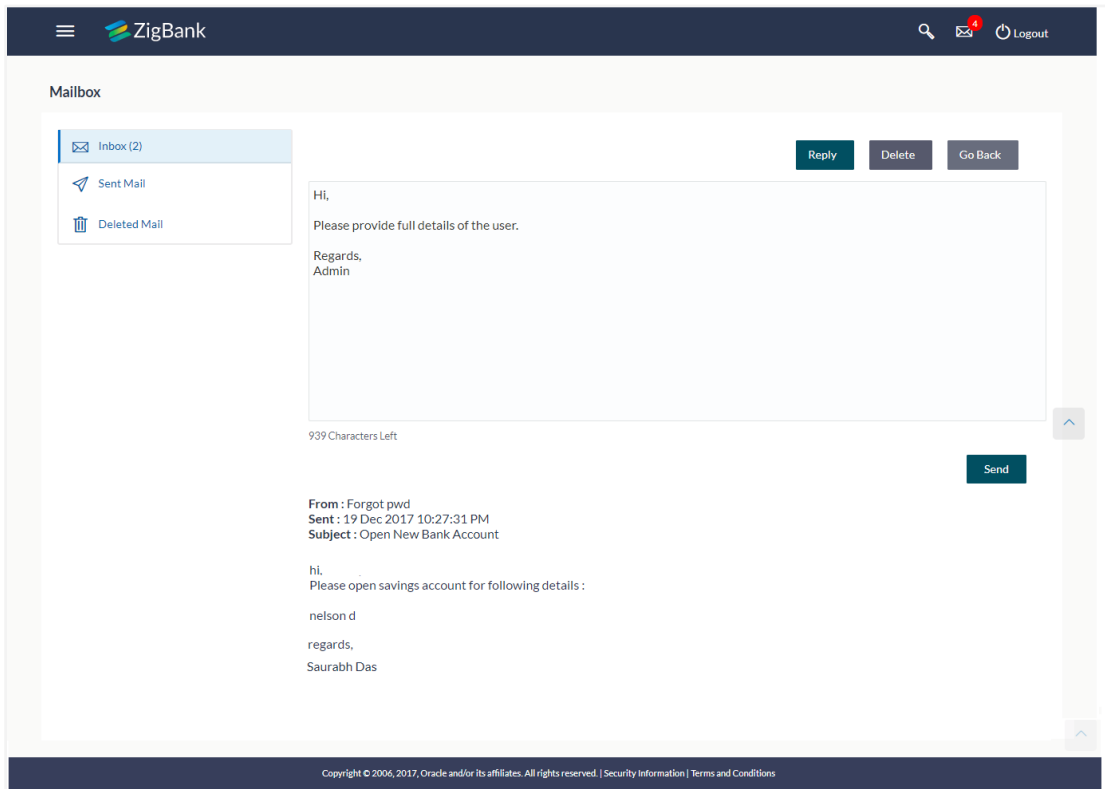
Message - Reply

This section displays the reply section.

Message The message to be sent.

- 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 the required message whose details you want to view. The mail details appears, click **Reply** if you want to reply the received message.
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.

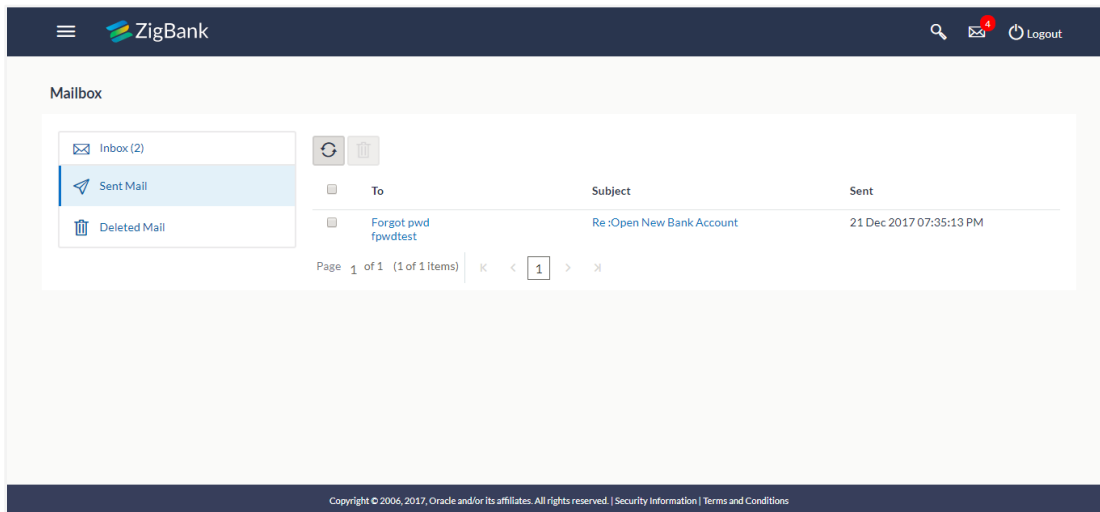
55.1.3 Mailbox - Sent Mail

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.

3. Click the required sent message that you want to view.

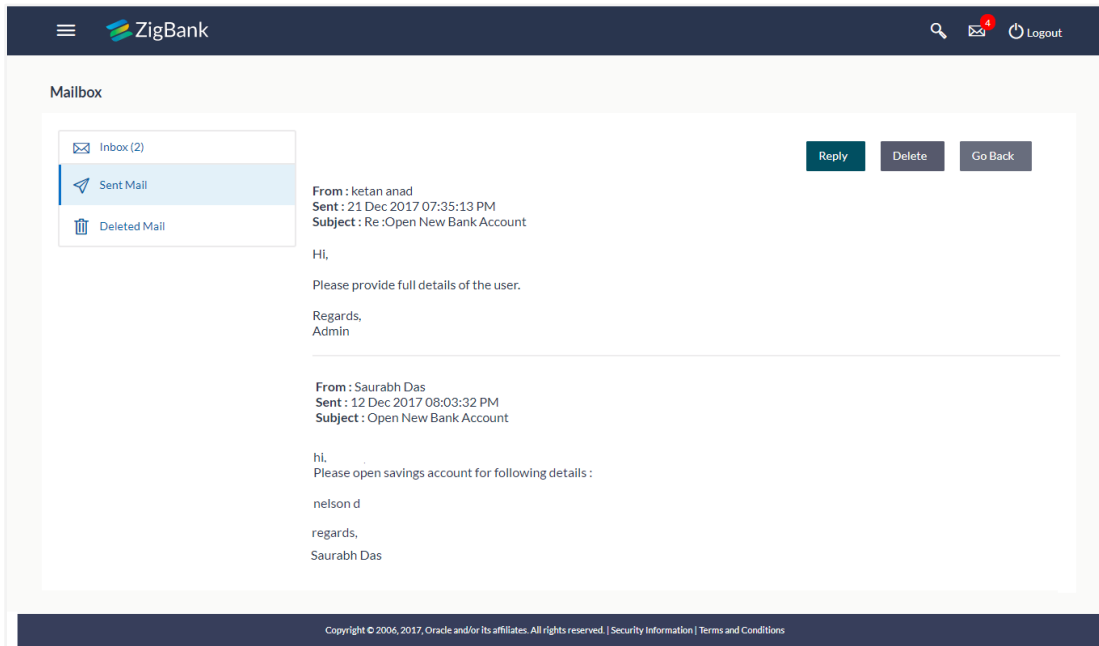
OR

Click  to refresh the mailbox.

OR

Select message and click  to delete the message.

Message – 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.

Message Chain The message record contains:

- 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

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 to the bank.

- 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.

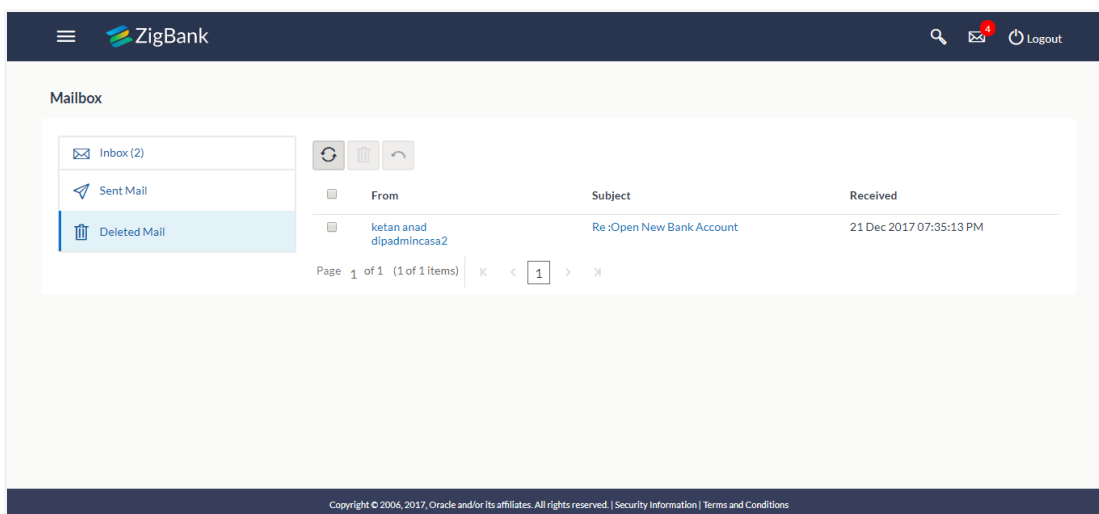
55.1.4 Mailbox - Deleted Mail

This option displays all the messages that are deleted by the user from Inbox and Sent Mail Folders.

To view the deleted messages

- 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.

- Click to refresh the mailbox.
OR

To delete the mails, select the check box (s) against the mail, and click to delete the

message permanently.

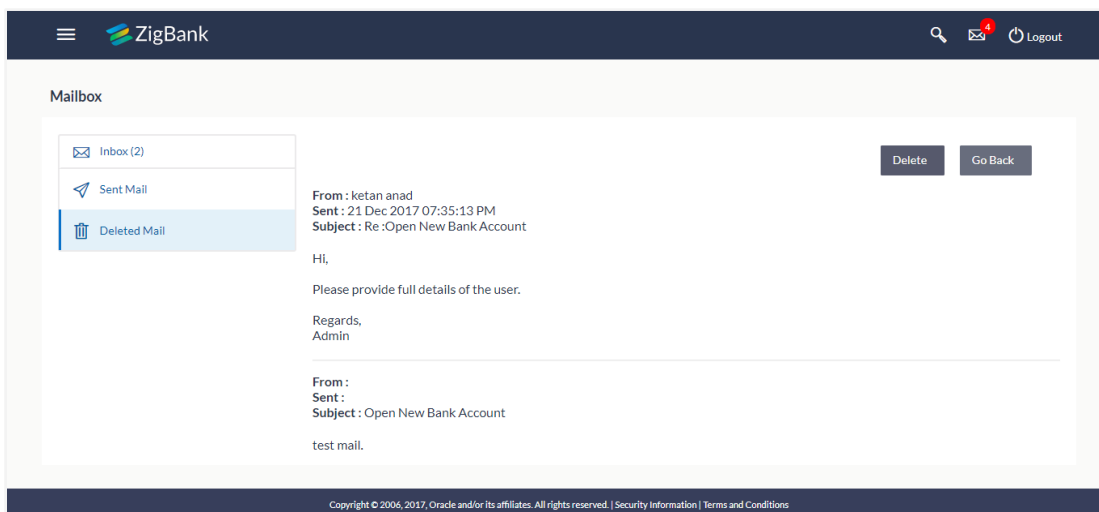
OR

To move the mails back to inbox/ sent mail folder, select the check box(s) against the mail,

and click 

4. Click individual deleted message to view the details.

Message – 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.

5. The message screen with detailed message record appears; Click **Delete** to delete the message permanently.
OR
Click **Go Back** to navigate to the previous page.

55.2 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:

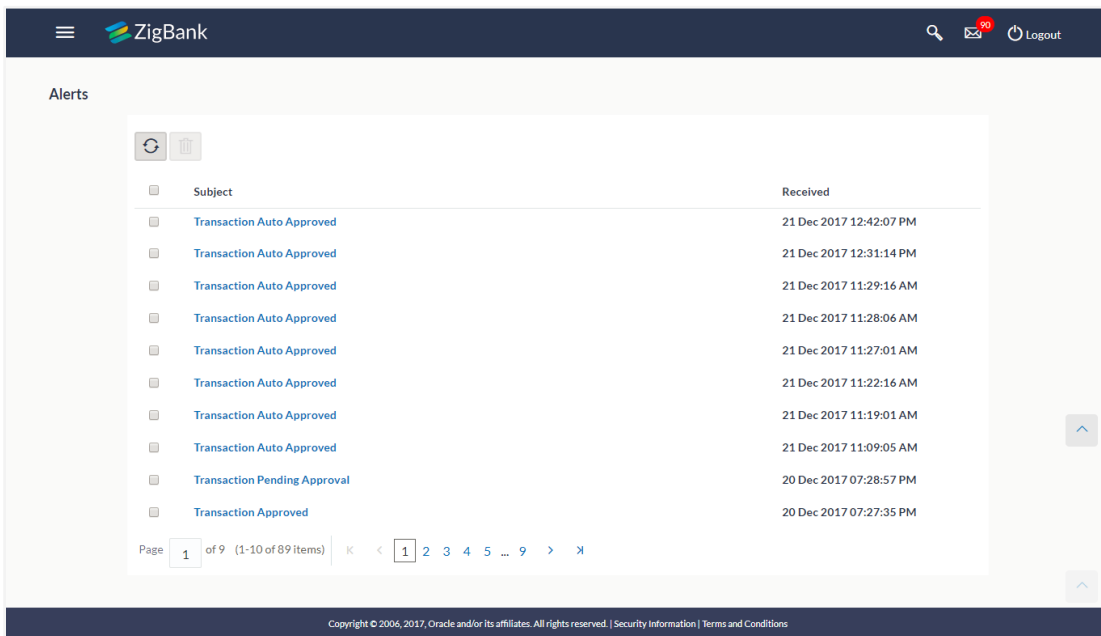
Dashboard > Toggle Menu >Mailbox > Alerts
OR

Dashboard > Click  > Alerts > View All

To view the alerts:



1. Click the **Alerts** tab. The alert section displays list all alerts.


Alerts



Field Description

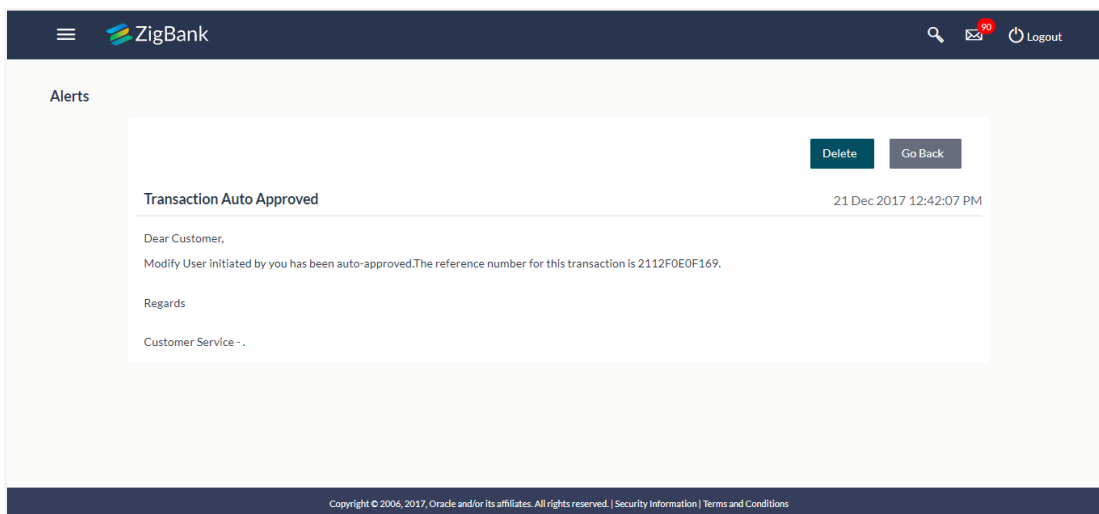
Field Name	Description
Subject	Subject of the alert.
Received	Date and time on which the alert was received.

2. 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



The screenshot shows the ZigBank Alerts interface. At the top, there is a navigation bar with the ZigBank logo, a search icon, a notification icon with a red '99' badge, and a Logout button. Below the navigation bar, the page title is 'Alerts'. The main content area displays a single alert card. The card has a title 'Transaction Auto Approved' and a timestamp '21 Dec 2017 12:42:07 PM'. The body of the alert reads: 'Dear Customer, Modify User initiated by you has been auto-approved. The reference number for this transaction is 2112F0E0F169. Regards Customer Service -'. At the top right of the alert card, there are two buttons: 'Delete' and 'Go Back'. At the bottom of the page, there is a footer with the text: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

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.

55.3 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.

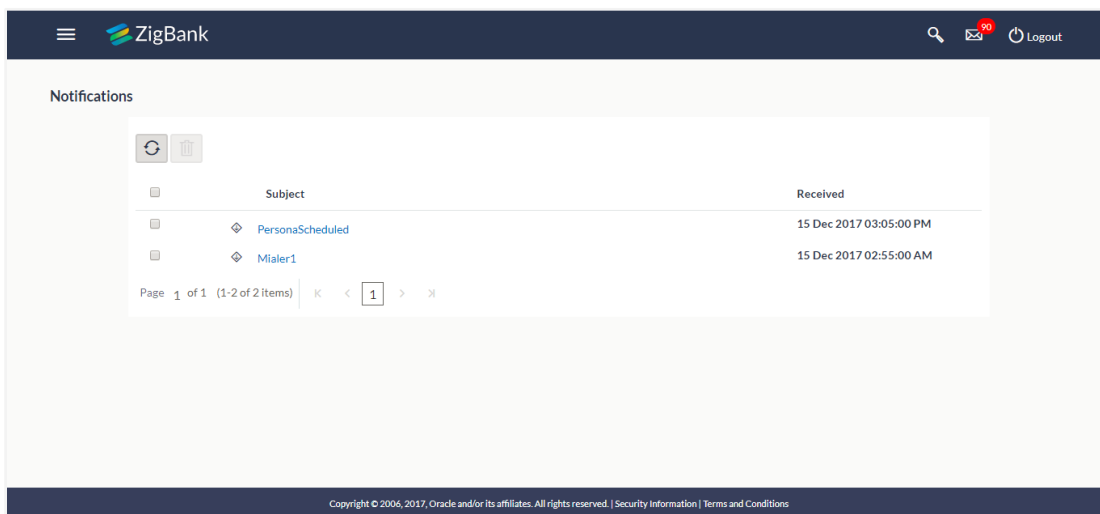
How to reach here:

Dashboard > Toggle Menu > Mailbox > Notifications
OR



Dashboard > Click  > Notifications > View All

To view the notifications:

1. Click the **Notifications** tab. The notifications section displays list all the notifications.

Notifications



Notifications


Subject	Received
 PersonsScheduled	15 Dec 2017 03:05:00 PM
 Mialer1	15 Dec 2017 02:55:00 AM

Page 1 of 1 (1-2 of 2 items) < 1 >


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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  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 shows the ZigBank mailbox interface. At the top, there is a dark blue header with the ZigBank logo, a search icon, a notification icon with a red '90' badge, and a 'Logout' button. Below the header, the page is titled 'Notifications'. A notification card is displayed with the subject 'PersonaScheduled' and the received time '15 Dec 2017 03:05:00 PM'. The message body reads: '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 - John Smith, Sample Bank'. There are 'Go Back' and 'Delete' buttons at the top right of the notification content. At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. 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.

- 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. Administrator 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 restore 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 and can restore the mail back in respective folders. Mails will get permanently deleted from user's view if further deleted from 'Deleted Mail folder'.

[Home](#)

56. 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

OR

User Name icon (top right corner of the screen) > My Profile

My Profile

The screenshot displays the 'My Profile' section of the ZigBank application. At the top, there is a navigation bar with the ZigBank logo and user information: 'Welcome, Administrator User' and 'Last login 19 Jun 11:08 AM'. Below the navigation bar, the page title is 'My Profile'. The main content area shows the user's profile details for 'Administrator User'. The details are organized into a table-like structure with the following fields: Address, Email (displayed as OBP**** example.com), Date of Birth, and Phone Number. There is a 'Download Profile' link in the top right corner of the profile card. At the bottom left of the profile card, there is an 'Ok' button. 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
User Name	First name and last name of the logged in user.
Address	Address of the user.
Email	Email id of the user, in masked format.

Field Name	Description
Phone Number	The mobile number of the user, in masked format.
Date of Birth	Date of birth of the user.

1. Click **OK** to navigate to the previous screen.
OR
Click  [Download profile](#) to download the user details.

FAQs

1. Can the bank administrator user edit his profile information?

No, the bank administrator user cannot edit his profile information; he/she can only view the profile details.

[Home](#)

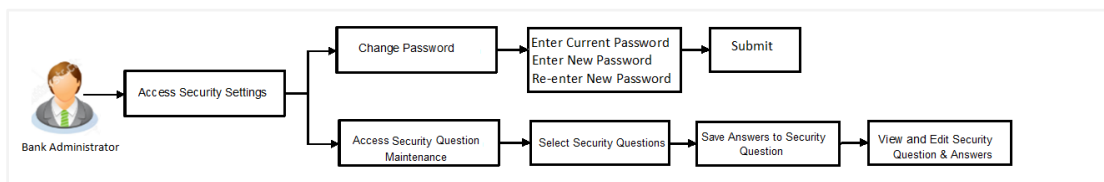
57. Security Settings

Security settings includes changing of password and setting of security questions for the user.

Pre-requisites

- User must have a valid Login credentials
- Transaction access is provided to Bank Administrator
- Approval rule set up for system administrator to perform the actions

Workflow



Features supported in application

The Security Settings maintenance allow the Bank Administrator to:

- Changing of old password to new Password
- Set Security Questions
- View Security Questions
- Edit Security Questions

How to reach here:

Administrator Dashboard > Toggle Menu > Security Settings

57.1 Set Security Questions

Security Questions are the second layer of authentication mode set by the Bank to complete various transactions.

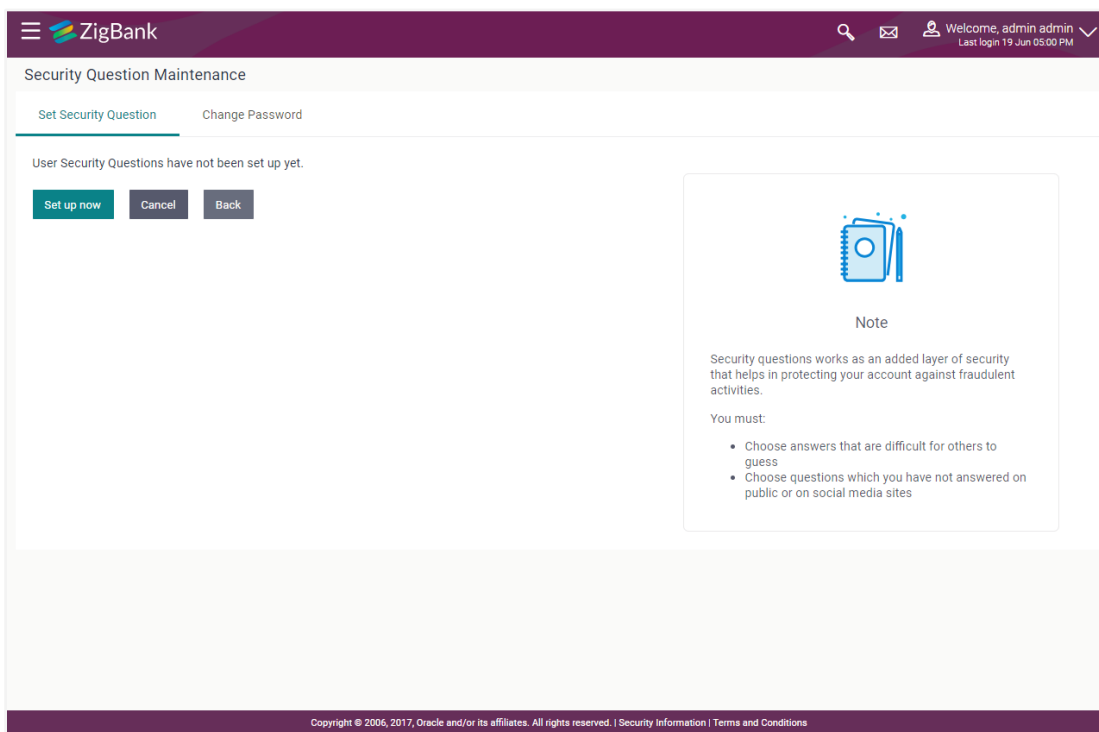
This feature allows the administrator user to set up the answers of the security questions, which will then be used as another layer of security (Over and above the Login credentials).

User will be asked to answer these security questions to complete the transactions for which bank would have set Security Question as the second factor authentication.

How to reach here:

Administrator Dashboard > Toggle Menu > Security Settings > Set Security Question

Set Security Questions



To set up security questions:

Note: Since security questions have not been set-up by the user, message will be displayed "Security Questions are not set up yet".

1. Click **Set up now** to set-up security questions. The **User Security Question** screen appears.
OR
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.
OR
Click **Back** to go back to the previous screen.

User Security Question

ZigBank | Welcome, admin admin | Last login 19 Jun 05:00 PM

Security Question Maintenance

Question 1
what's your fav color? ▾

Answer 1
Pink

Question 2
what's your mother birth place? ▾

Answer 2
Pune

Question 3
what's your pet name? ▾

Answer 3
Tommy

Question 4
what's your birth place? ▾

Answer 4
Mumbai

Question 5
what's your fav place? ▾

Answer 5
Mumbai

Note

Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.

You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

Save **Cancel** **Back**

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Field Description

Field Name	Description
User Security Questions	
Security Question	Questions available for selection to add to the set.
Answer	The answers corresponding to the security question.

- From the **Security Questions** list, select the appropriate security question to be added in set.
- In the **Answers** field, enter the answers corresponding to the security question.
- Click **Save** to save the changes made.
OR
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.
- Click **Back** to go back to the previous screen.
- The **User Security Question – Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.

OR

Click **Back** to make the changes if any.

The **User Security Question – Edit** screen with values in editable form screen appears

6. The success message appears status of transaction.

Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

57.1.1 View Security Questions

On accessing 'Manage Security Questions' option, system displays the existing security questions already maintained if any.

To view the existing t security questions maintenance:

1. Navigate to **Set Security Questions** screen, **Set Security Question- View** screen appears.

User security questions - View

Field Description

Field Name	Description
User Security Questions- View	
User ID	User ID of the logged in user.
Security Questions	The list of security question, which is the existing set, for the user

2. Click **Edit** to make the changes if any. The **User Security Question – Edit** screen with values in editable form appears.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
 OR
 Click **Back** to go back to previous screen.

57.1.2 User Security Question - Edit

Bank Administrator can modify existing maintenance for security questions. Administrator is allowed to add security questions but cannot delete the existing questions.

To edit the security questions set:

1. Click **View** to view the security questions already set. The **User security questions – View** screen appears.
2. Click **Edit**. The **User security questions - Edit** screen with values in editable form screen appears.

User security questions - Edit

The screenshot shows the 'Security Question Maintenance' interface. It contains the following data:

Question	Answer
Question 1 what's your birth place?	Mumbai
Question 2 what's your mother birth place?	Pune
Question 3 what's your fav color?	Grey
Question 4 what's your fav place?	Mumbai
Question 5 what's your pet name?	Tommy

Note:
 Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.
 You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

Buttons: Save, Cancel, Back

Field Description

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

User Security Questions- Edit

Questions	The list of security question, which is the existing set, for the user.
------------------	---

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

Answer	The answers corresponding to the security question.
---------------	---

3. From the **Security Questions** list, view the existing questions. Modify if required.
4. In the **Answers** field, enter the answers corresponding to the security question.
5. 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 the previous screen.
6. The **User Security Question– Review** screen appears. Verify the details, and click **Confirm**.
OR
Click **Back** to make the changes if any.
OR
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.
7. The **User Security Question– 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'.

57.2 Change Password

This feature allows the Administrator to change their password.

How to reach here:

Administrator Dashboard > Toggle Menu > Security Settings > Change Password




Change Password

Field Description

Field Name	Description
Old Password	Old password for channel access.
New Password	New password for channel access.
Re-enter Password	Re-enter the new password to confirm.

To reset the password:

To reset the password:

1. In the **Current Password** field, enter the password.
OR
Click  icon to enter the password using the virtual keyboard.
2. In the **New Password** field, enter the password.
OR
Click  icon to enter the new password using the virtual keyboard.
(See Password Condition section on the application screen to view the policy of setting a new password.)
3. In the **Re-enter Password** field, re-enter the password.
OR
Click  icon to re-enter the password using the virtual keyboard.

4. Click **Submit**.
OR
Click **Cancel** to cancel the transaction.
5. The success message of changing the password appears. Click **Login** on confirmation screen to log in to the application.

Note: Password Conditions gets highlighted in green if the user's password is meeting the Password Policy criteria and similarly in Red if the password is not as per the Password Policy maintained.

FAQs

1. **Can I modify the security questions already set by me?**
Yes, Answer to security Questions can be modified.

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58. Session Summary

The option used by the user to check the log of transactions and login details for the previous five logins. The System Administrator can view the entire session summary of the previous five logins, login and logoff date and time for each session, channel in which transactions are carried out in each session along with the IP address of the channel.

How to reach here:

Administrator Dashboard > Toggle Menu > Session Summary

Session Summary

Start Date & Time	End Date & Time	Channel	IP Address
▶ 19 Jun 2018 05:45:30 AM	19 Jun 2018 05:45:30 AM	Desktop Browser	10.180.57.48
▶ 19 Jun 2018 05:44:32 AM	19 Jun 2018 05:44:32 AM	Desktop Browser	10.180.59.10
▶ 19 Jun 2018 05:39:30 AM	19 Jun 2018 05:39:30 AM	Desktop Browser	10.180.173.23
▶ 19 Jun 2018 05:38:53 AM	19 Jun 2018 05:38:53 AM	Desktop Browser	10.180.58.149
▶ 19 Jun 2018 05:37:37 AM	19 Jun 2018 05:37:37 AM	Desktop Browser	10.180.57.80

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Ok

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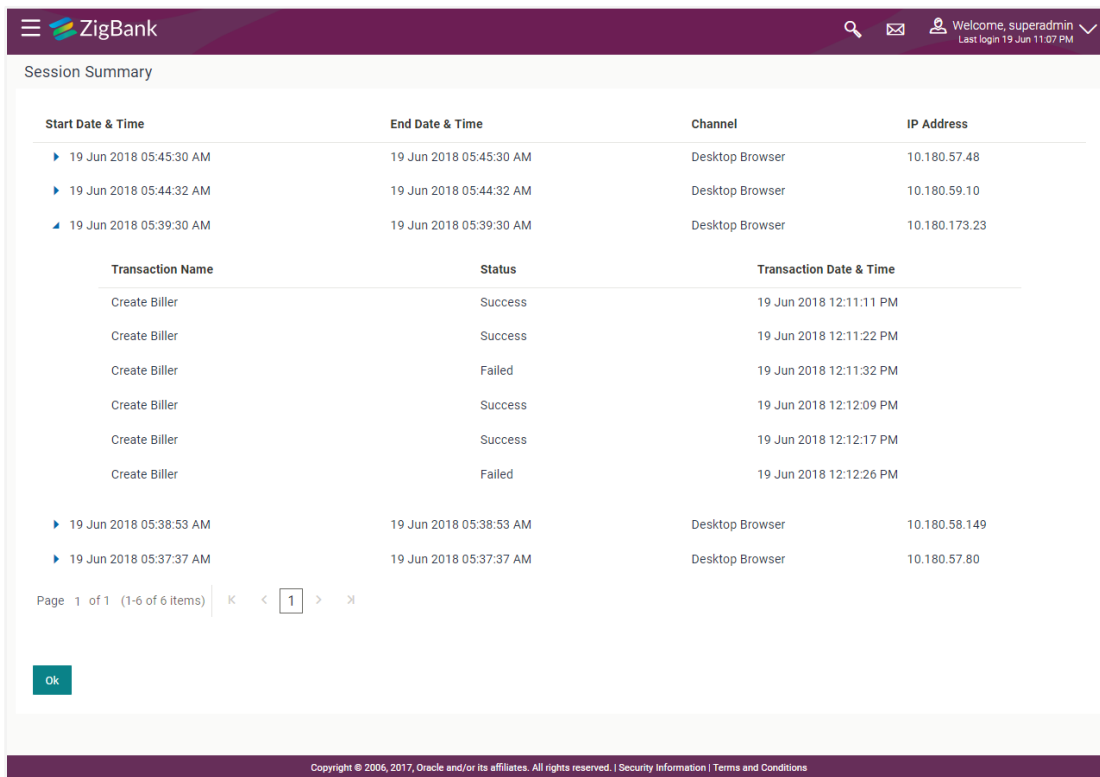
Field Description

Field Name	Description
Start Date & Time	The start date and time of the session.
End Date & Time	The end date and time of the session.
Channel	The channel of access for the session (Desktop Browser).
IP Address	IP address of the channel.

[Home](#)

1. Click  against a specific record to view the details of that session. The session details appear.
OR
Click **OK** to navigate to the Dashboard screen.

Session Summary - Details



Session Summary

Start Date & Time	End Date & Time	Channel	IP Address
▶ 19 Jun 2018 05:45:30 AM	19 Jun 2018 05:45:30 AM	Desktop Browser	10.180.57.48
▶ 19 Jun 2018 05:44:32 AM	19 Jun 2018 05:44:32 AM	Desktop Browser	10.180.59.10
▲ 19 Jun 2018 05:39:30 AM	19 Jun 2018 05:39:30 AM	Desktop Browser	10.180.173.23

Transaction Name	Status	Transaction Date & Time
Create Biller	Success	19 Jun 2018 12:11:11 PM
Create Biller	Success	19 Jun 2018 12:11:22 PM
Create Biller	Failed	19 Jun 2018 12:11:32 PM
Create Biller	Success	19 Jun 2018 12:12:09 PM
Create Biller	Success	19 Jun 2018 12:12:17 PM
Create Biller	Failed	19 Jun 2018 12:12:26 PM

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Ok

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Field Description

Field Name	Description
Start Date & Time	The start date and time of the session.
End Date & Time	The end date and time of the session.
Channel	The channel of access for the session (Desktop Browser).
IP Address	IP address of the channel.
Session Summary - Details	
Transaction Name	Name of the transaction, performed in the session.
Status	Status of the transaction.

Field Name	Description
Transaction Date & Time	The date and time of the transaction.

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