Exception Queues User Guide

Oracle Banking Payments

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Exception Queues User Guide
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1. About this Manual

1.1 Introduction

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

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

1.2 Audience

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

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

1.3 Documentation Accessibility

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

1.4 Organization

This manual is organized into the following chapters.:

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

1.5 Glossary of Icons

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

Icons	**Function**
	Exit
	Add row
	Delete row
	Option List

2. Exception and Investigation Queues

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

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

–

S.No	Payments Queue	Queue Code
1	Repair Queue	TR
2	Business Override Queue	BO
3	Authorization Limit 1 Queue	AL
4	Authorization Limit 2 Queue	AL
5	Processing Cutoff Queue	PC
6	Sanction Check Queue	SC
7	Exchange Rate Queue	EE/ER
8	FX Unwind Queue	FC
9	EAC Queue	EA
10	ECA Queue	EC
11	Network Cutoff Queue	NC
12	Processing Exception Queue	PE
13	Inbound Message STP Queue	MC
14	External Pricing Queue	EP
15	Settlement Review Queue	SI
16	Warehouse Queue	FV
17	Accounting Queue	AC
18	Network Resolution Queue	NW
19	EU Payer Queue	EQ
20	R Processing Queue	RQ

21	Dispatch Queue	DQ
22	Dispatch Browser	DS
23	Template Queue	TQ
24	Outbound Charge Claim Queue	CO
25	Inbound Charge Claim Queue	CI
26	Standing Instruction Queue	ST
27	Standing Instruction Execution	SE
28	Inbound Cancellation Request Browser	CQ
29	Inbound Cancellation Request Queue	IR

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

– Network/Process cutoff queues are not applicable for Direct Debits

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2.1 Payment Queues

2.1.1 Repair Queue

Usage of Repair Queues

A payment is moved to Repair Queue if the exception is a repairable error, as listed below,

Outbound payments:

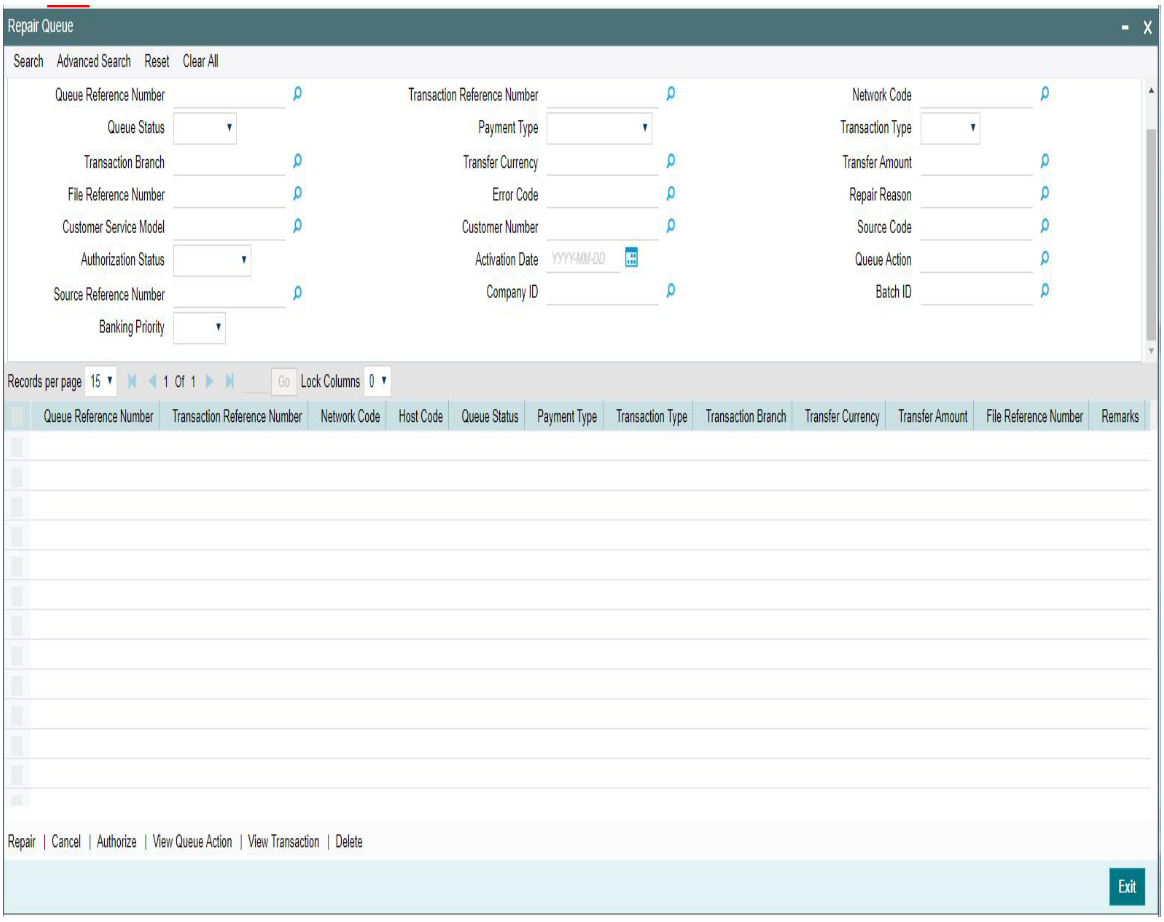
- Payment Chain Failure
- SWIFT related validations failure (F72, F59 length validations, F59 not present)
- IBAN not valid
- Counterparty bank code not available
- Counterparty bank code not valid
- Debit & Credit account are same
- Invalid Receiver BIC
- MIS Codes Invalid

Inbound Payments

- Account Status - Closed / Unauthorized
- Debit / Credit account Resolution failure
- Beneficiary name mismatch

- MIS Code Invalid

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



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

- Queue Reference Number
- Transaction Reference Number
- Network Code
- Queue Status
- Payment Type
- Transaction Type
- Transaction Branch
- Transfer Currency
- Transfer Amount
- File Reference Number
- Error Code
- Repair Reason
- Customer Service Model
- Customer Number
- Source Code
- Authorization Status

- Activation Date
- Queue Action
- Source Reference Number
- Company ID
- Batch ID
- Banking Priority

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

The queue records can be sorted out based on the Network cutoff time.Cutoff time is listed as part of the Queue records.This applicable for all the Payment Types.

Note

For cross-border transactions the cutoff time will be based on the BIC cutoff time applicable.

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

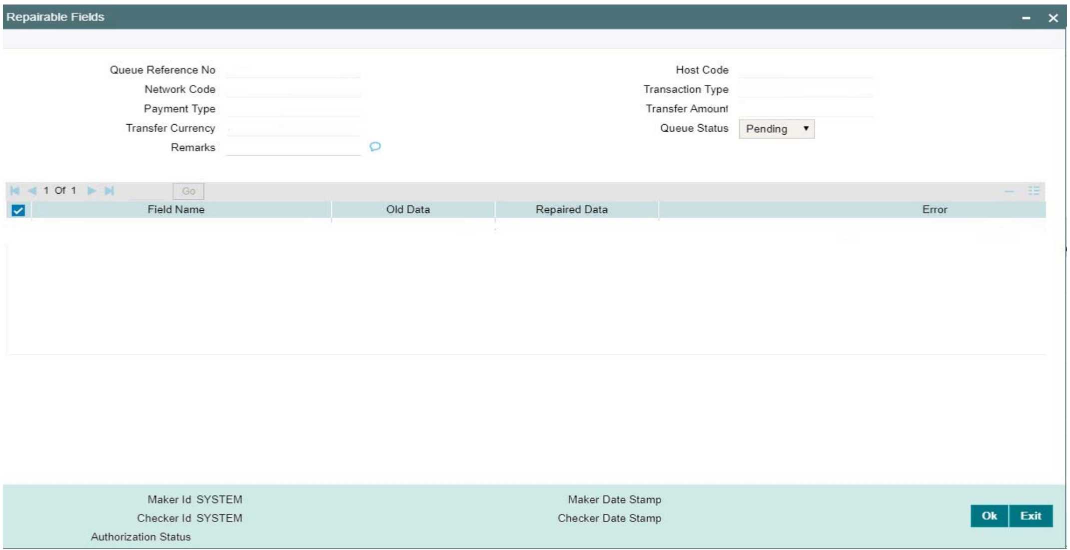
2.1.1.1 Repair Action

This action enables you to modify the payment details and submit for re-processing. On completion of repair action, transaction is re-processed, starting from initial validations.

Note

You are allowed to modify only those erroneous data due to which, the payment is moved to repair queue.

You can invoke “Repair Action” screen by clicking on the action button present at bottom of the ‘Repair Queue ‘screen ‘PQSREPQU’.



On selecting a record in the Repair Queue screen and on clicking Repair Action button, details pertaining to that Transaction reference are displayed.

Specify the following fields:

Remarks

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

Repaired Data

- Current inputted data is listed in the Old Data field. By default the same is listed on Repaired Data field as well. You can edit & correct the Repaired Data & repair the payment
- If repaired new data is not proper, payment lands in the repair queue again
- For a cross border payment, landed in repair queue when receiver BIC is unable to resolve from address details present, new learned record is created in DtoA (PMDDAMNT) screen on repair

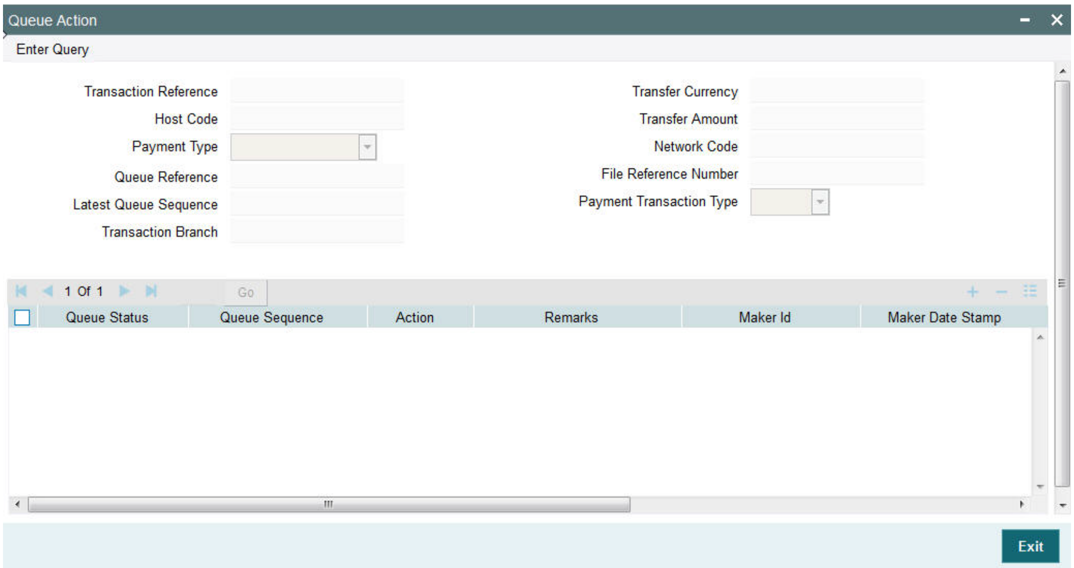
2.1.1.2 Cancel/Return/Suppress Action

For the details on, processes followed on cancelling a payment, refer to section 2.2

2.1.1.3 View Queue Action

Displays all queue activities performed for the selected transaction.

You can invoke “View Queue Action” screen by clicking on the action button present at bottom of the ‘Repair Queue‘screen ‘PQSREPQU’.



2.1.1.4 Other Actions Supported

On selecting a record in the Repair Queue screen and on clicking View Queue Action button, queue details pertaining to that Transaction reference are displayed.

Actions	Functions
Authorize	Repair and Cancel operation initiated by a maker can be authorized by another user.

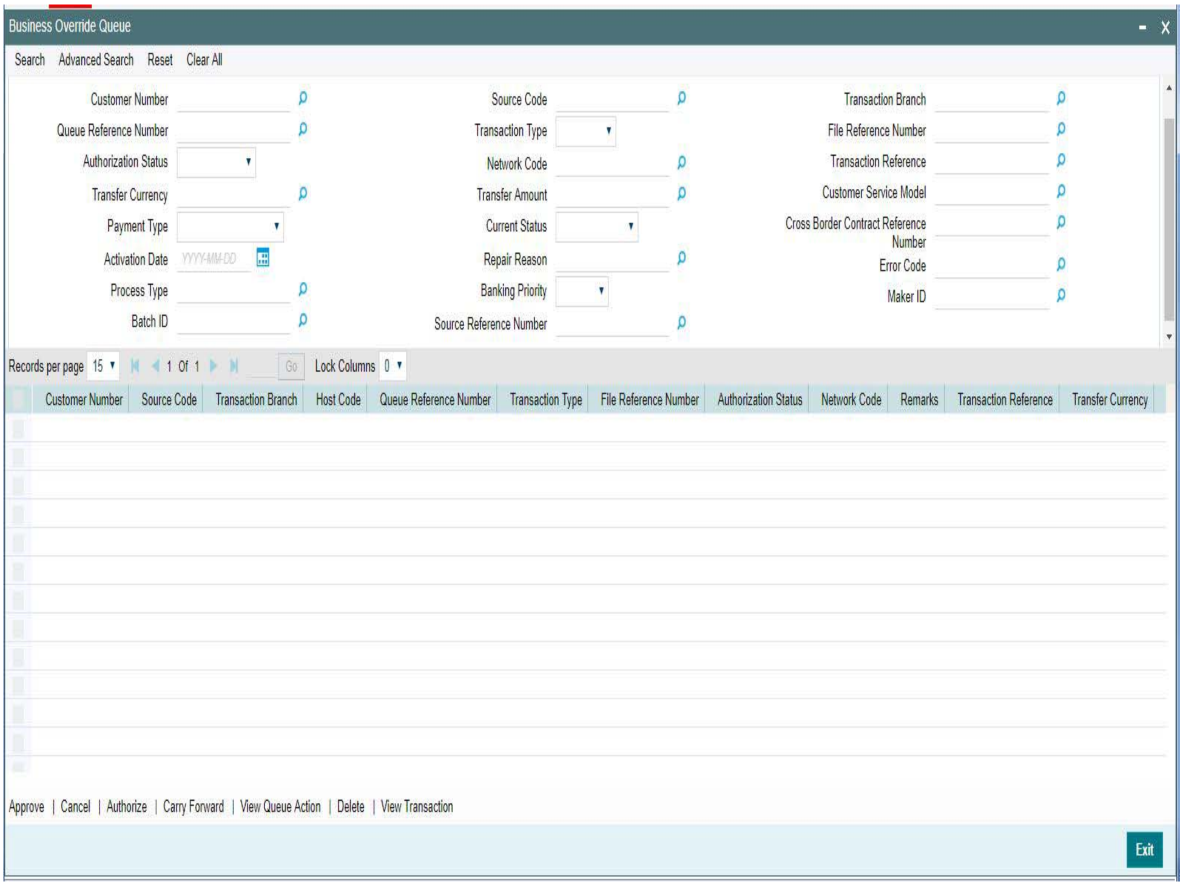
View Transaction	You can view both the inbound and outbound payment transactions that are available in Repair Queue in this screen. You can view the transaction details for the selected record.
Delete	Allows deletion of the Repair or Cancel action initiated by a maker, before authorization.

2.1.2 Business Override Queue

Payment transactions are logged in Business Override Queue if the exception encountered an overridable business exception as listed below:

- Duplicate Payment
- F23E is HOLD
- F72 Validation failure

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



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

- Customer Number
- Queue Reference No
- Authorization Status
- Transfer Currency
- Payment Type

- Activation Date
- Process Type
- Batch ID
- Source Code
- Transaction Type
- Network Code
- Transfer Amount
- Current Status
- Repair Reason
- Banking Priority
- Source Reference Number
- Transaction Branch
- File Reference Number
- Transaction Reference
- Cross Border Transaction Reference Number
- Error Code
- Maker ID

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

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

Actions	**Functions**
Approve	Approve a payment with overrides. The payment is released for further processing.
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
Authorize	Approve/Cancel operation initiated by a user can be authorized by another user.
Carry Forward	1. User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen. 2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Actions	Displays all queue activities performed for the selected transaction.
View Transaction	You can view the selected transaction details.

2.1.3 Authorization Limit 1 Queue

Highlights of Authorization Limit Queues

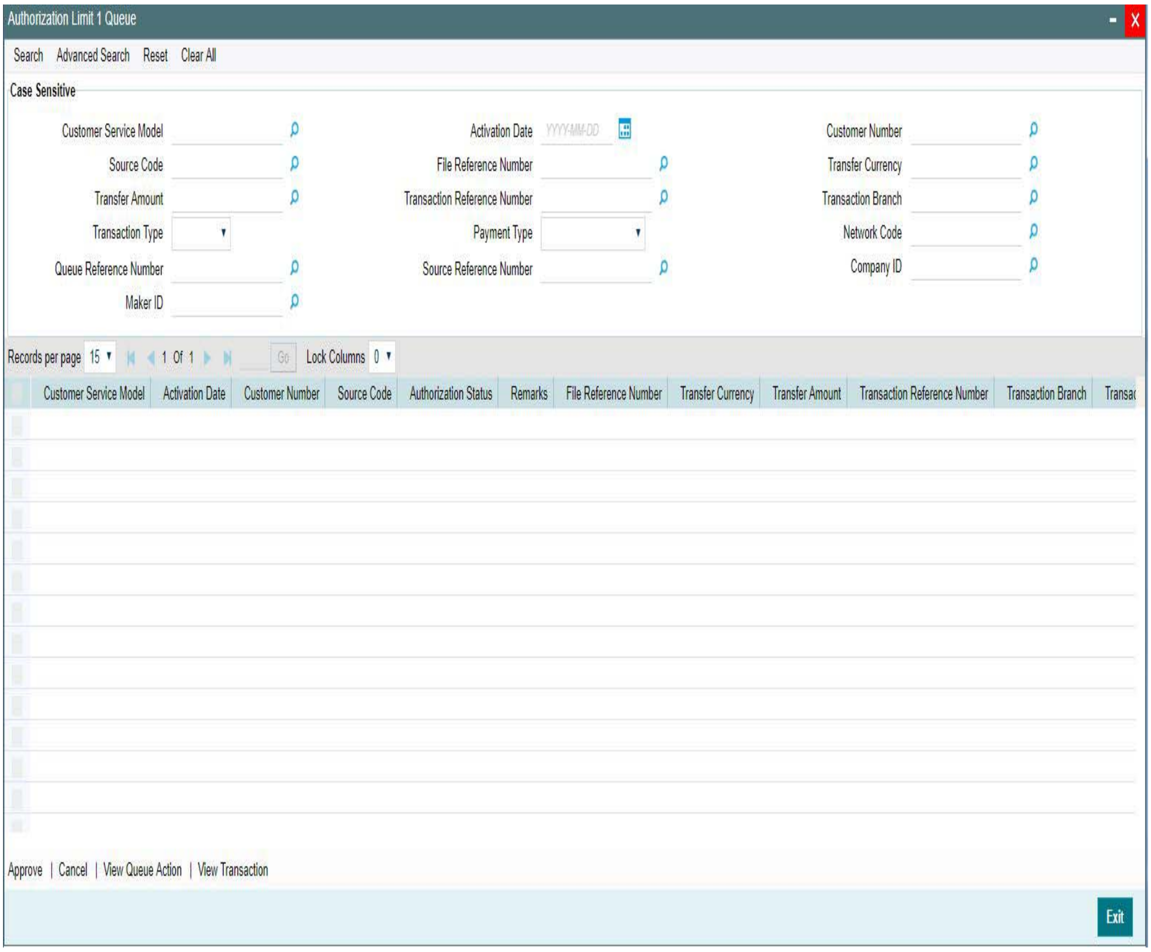
- Facility to define two levels of authorization for transaction limits.
- Authorization limit checks are applicable to Outgoing and Incoming Payments for payment types ACH, RTGS, Book Transfer and Cross Border.

Note

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

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

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



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

- Customer Service Model
- Source Code
- Transfer Amount

- Transaction Type
- Queue Reference No
- Maker ID
- Activation Date
- File Reference Number
- Transaction Reference Number
- Payment Type
- Source Reference Number
- Customer Number
- Transfer Currency
- Transaction Branch
- Network Code
- Company ID

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

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

Actions	Functions
Approve	This option will enable the further processing of the transaction even if the amount exceeds authorization limit level 1. On the click of Approve button, you will be re-directed to a screen to enter necessary remarks. The transaction is released for further processing after you enter the required remarks and click the **OK** button.
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
View Queue Action	Displays all queue activities performed for the selected transaction.
View Transaction	You can view the selected transaction details.

Note

Actions from Authorization Limit 1 queue are authorized automatically.

2.1.4 Authorization Limit 2 Queue

Highlights of Authorization Limit Queues

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

Note

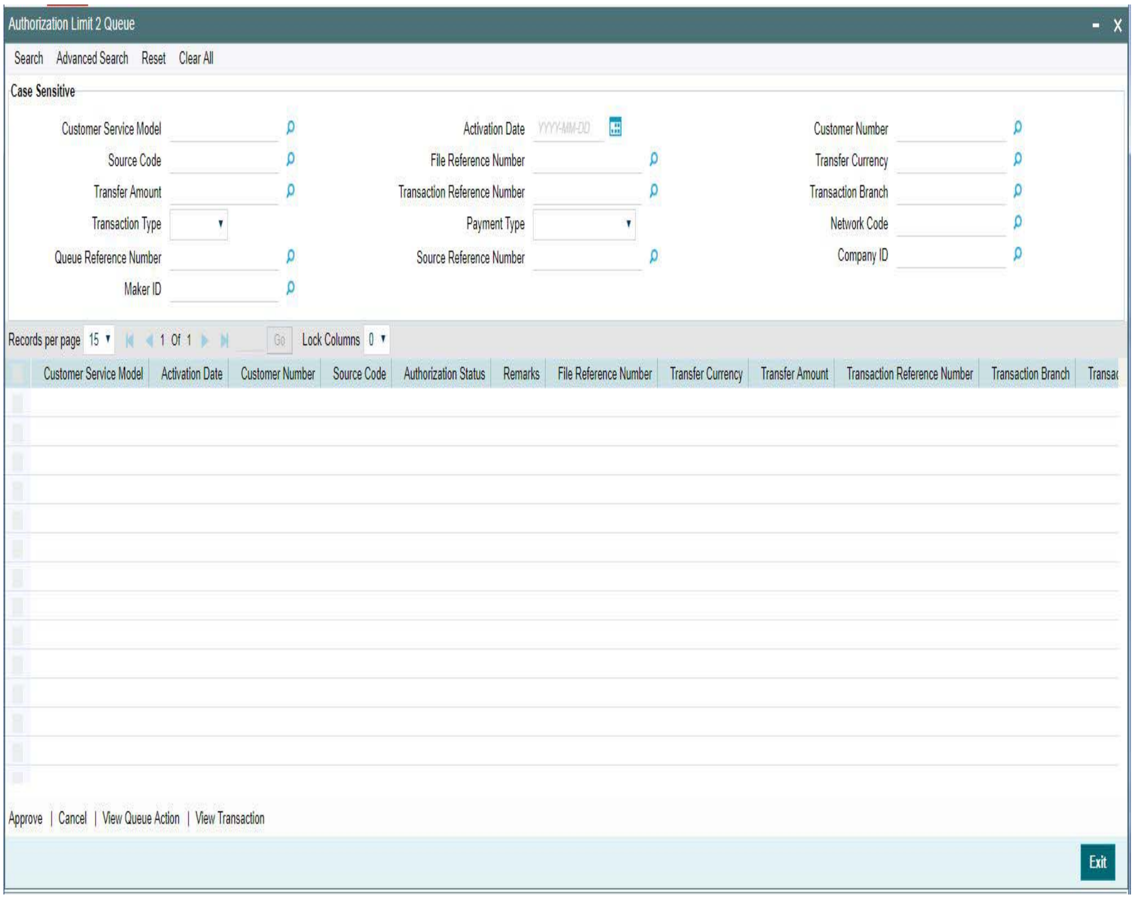
– Authorization Limits can be configured in Source Network Preferences screen.

– Authorization Limit Level 2 checks is performed after Authorization Limit Level 1 checks.

– Authorization Limit Level 2 checks are not applicable for Batch Booking Payments.

– A payment is moved to the Authorization Limit Level 2 Queue when Transfer Amount exceeds the authorization limit 2 configured in source network preferences.

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



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

- Customer Service Model
- Source Code
- Transfer Amount
- Transaction Type
- Queue Reference Number
- Maker ID
- Activation Date
- File Reference Number
- Transaction Reference Number
- Payment Type
- Source Reference Number

- Customer Number
- Transfer Currency
- Transaction Branch
- Network Code
- Company ID

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

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

Actions	Functions
Approve	This option will enable the further processing of the transaction even if the amount exceeds authorization limit level 2. On the click of Approve button, you will be re-directed to a screen to enter necessary remarks. The transaction is released from the queue for further processing after you enter the required remarks and click the **OK** button.
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
View Queue	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

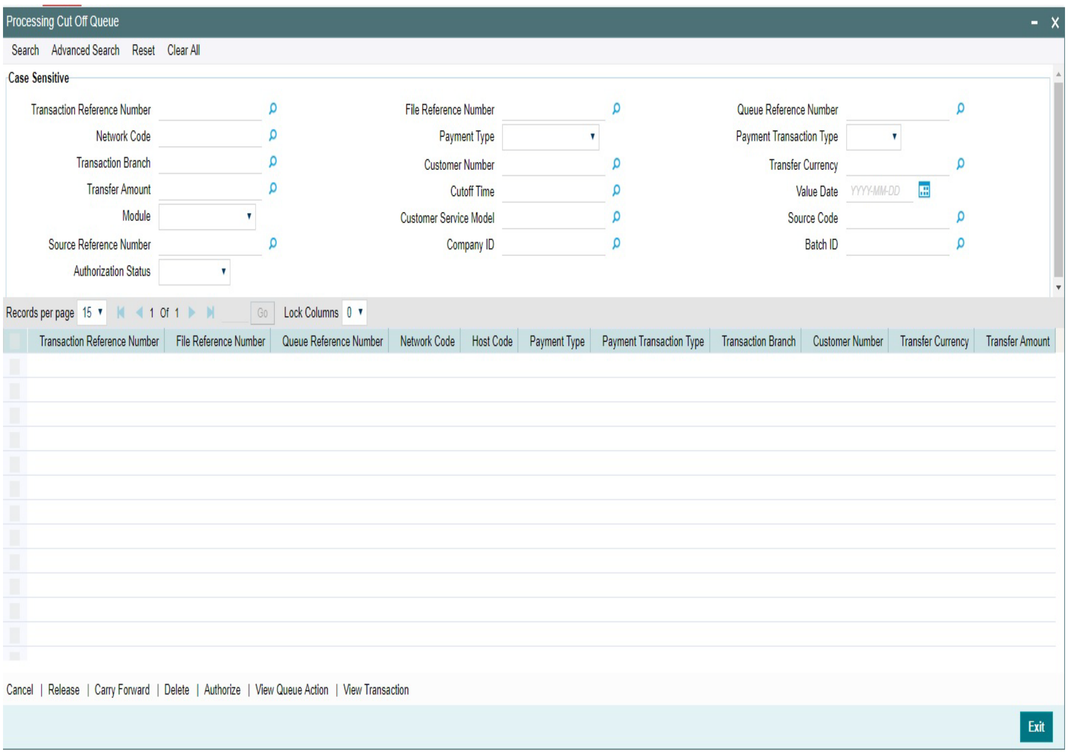
Note

Actions from Authorization Limit 2 queue are authorized automatically.

2.1.5 Processing Cutoff Queue

If a payment receipt date time is after the Processing Cutoff time maintained, then the payment transaction is moved to this queue. This validation is applicable only for current dated transactions.

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



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

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Type
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Transfer Currency
- Transfer Amount
- Cutoff Time
- Value Date
- Module
- Customer Service Model
- Source Code
- Source Reference Number
- Company ID
- Batch ID
- Authorization Status

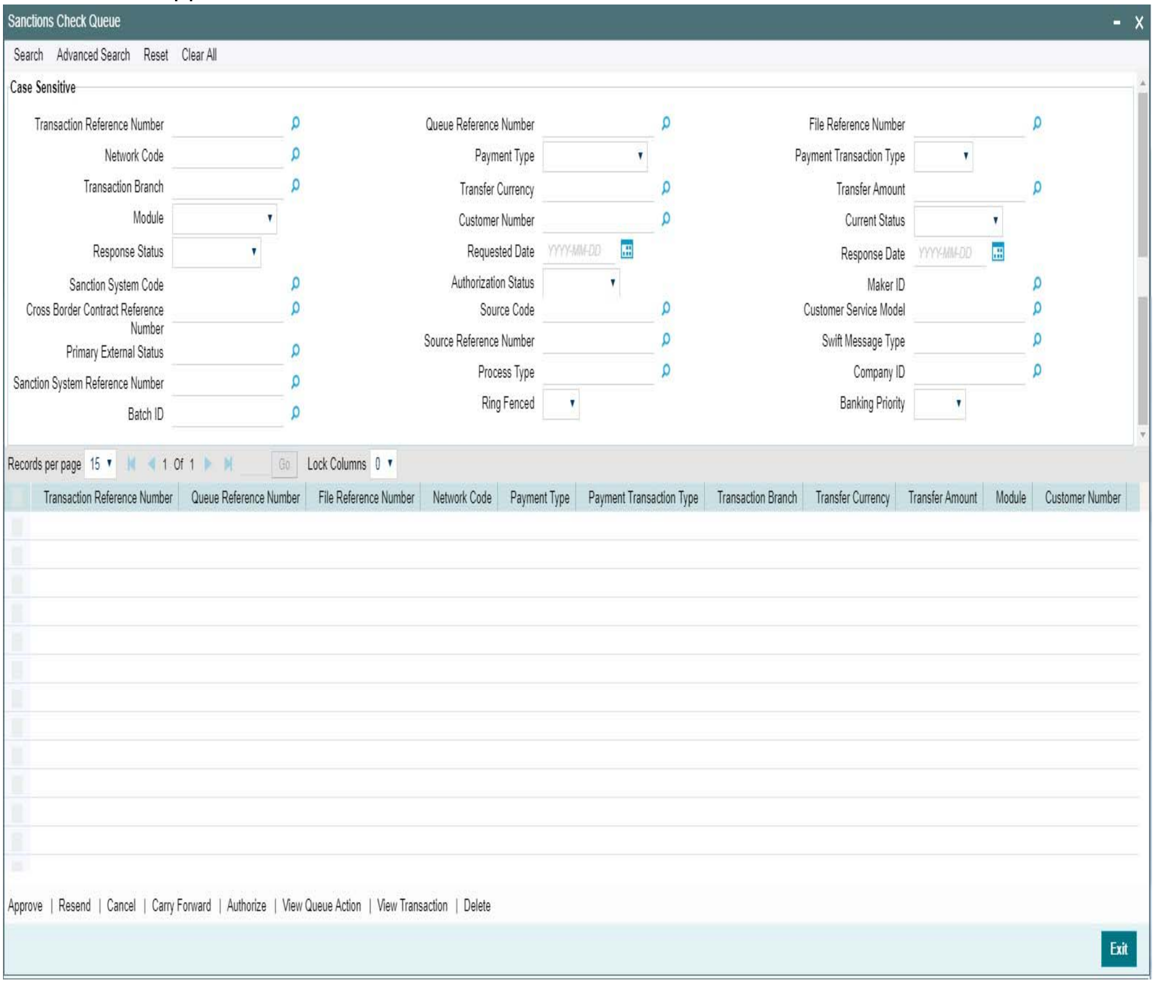
Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

The following actions are allowed in the Processing Cutoff Queue:

Actions	Functions
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
Release	Although transaction cut off is over, payment can be released for current day processing. Payment value date will remain as current date. Authorization is supported for this action. Payments released from Processing Cutoff queue does not undergo transaction cut-off time checks again. You can select multiple records and initiate 'Release' action.
Carry Forward	You can manually move the transaction for processing on next working day. Value date will be moved to next working day. Existing value date will be stored in 'Original Value Date' field. Authorization is supported for this action.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Authorize	Cancel/Release/Carry Forward operation initiated by a user can be authorized by another user.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

2.1.6 Sanctions Queue

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



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

- Transaction Reference Number
- Network Code
- Transaction Branch
- Module
- Response Status
- Sanction System Code
- Cross Border Transaction Reference Number
- Primary External Status
- Sanction System Reference Number
- Batch ID
- Queue Reference Number
- Payment Type
- Transfer Currency
- Customer Number
- Requested Date

- Authorization Status
- Source Code
- Source Reference Number
- Process Type
- Ring Fenced
- File Reference Number
- Payment Transaction Type
- Transfer Amount
- Current Status
- Response Date
- Maker ID
- Customer Service Model
- SWIFT Message Type
- Company ID
- Banking Priority

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

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

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

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

Note

If an outbound payment transaction stays in Sanction Queue overnight, as part of the EOD job, a ring fence block is executed, to hold the funds till Sanction response is received. An ECA amount block request is triggered to DDA system, while the payment still remains in Sanction Q. Force block flag is set on, on this request. When Sanction system responds, following action is taken, based on response:

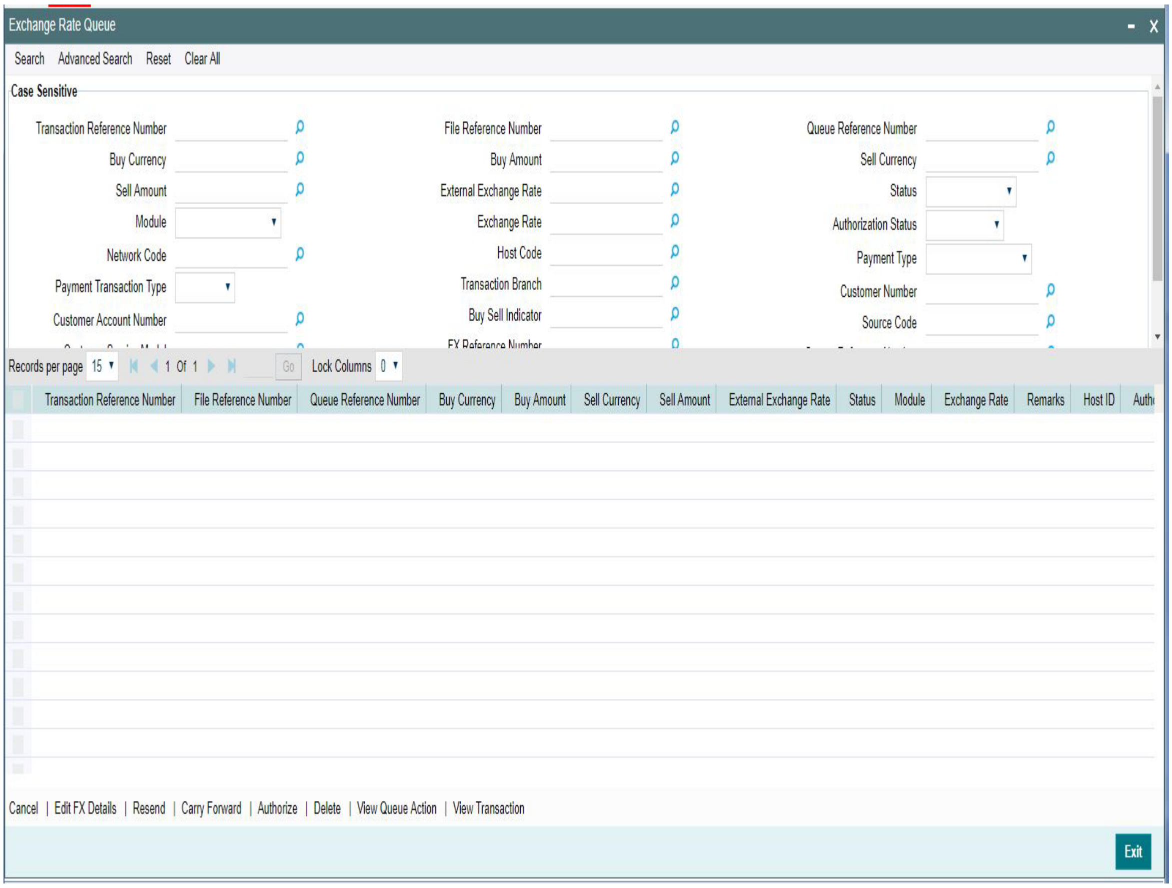
- Approve or Reject : The Ring fence block is released and transaction is processed further.
- Seize & Seizure accounting: The Ring fence block is released and transaction is marked as Seized, after posting seizure accounting.
- Interim Response : Ring fence is not released & waits for final response.

The following actions will be allowed for the Sanction Check Queue

Actions	Functions
Approve	User can approve the payments. Authorization is supported for this action.
Resend	This option will allow the submission of transaction for reprocessing. You can select multiple records and initiate ‘Resend’ action.Resend Action will not support authorization. Resend is allowed only when SC status is Timed Out
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
Carry Forward	Carry Forward action is supported, if a payment is approved by Sanction system, on a later day and the customer’s rollover preference is Retain in Queue. You can manually move the transaction for processing on next working day. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the Activation Date as current date and initiate the processing from initial validations
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details
Delete	Allows the user who initiated the action, to delete the action before authorization.

2.1.7 Exchange Rate Queue

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



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

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Buy Currency
- Buy Amount
- Sell Currency
- Sell Amount
- External Exchange Rate
- Status
- Module
- Exchange Rate
- Authorization Status
- Network Code
- Host Code
- Payment Type
- Payment Transaction Type
- Transaction Branch

- Customer Number
- Customer Account Number
- Buy Sell Indicator
- Source Code
- Customer Service Model
- FX Reference Number
- Source Reference Number
- Company ID
- Batch ID
- Account Currency
- Queue Code

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

Queue Code

This column indicates, if the transaction is part of the Internal Exchange Rate Queue/ External Exchange Rate Queue.

The queue code for the transactions landing on this queue is considered as Internal Exchange Rate Queue if External Exchange Rate Applicable flag is Off at Network Preference. Else, if this flag is set On, then the queue code is considered as External Exchange Rate Queue.

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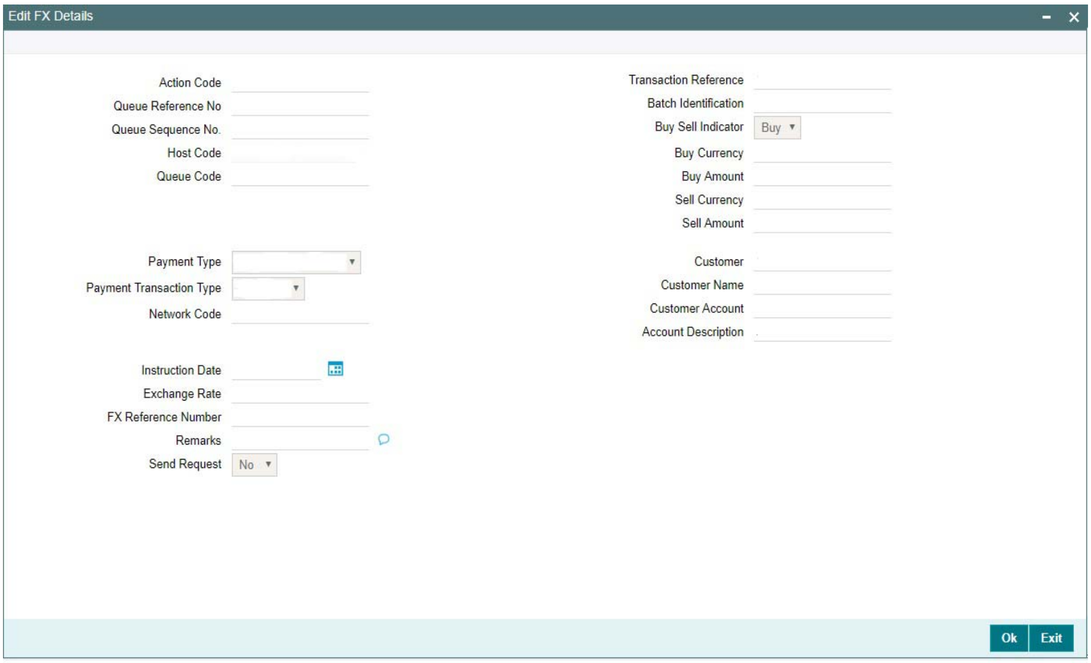


The following actions can be performed for transactions in Internal/External Exchange Rate Queue:

Actions	**Functions**

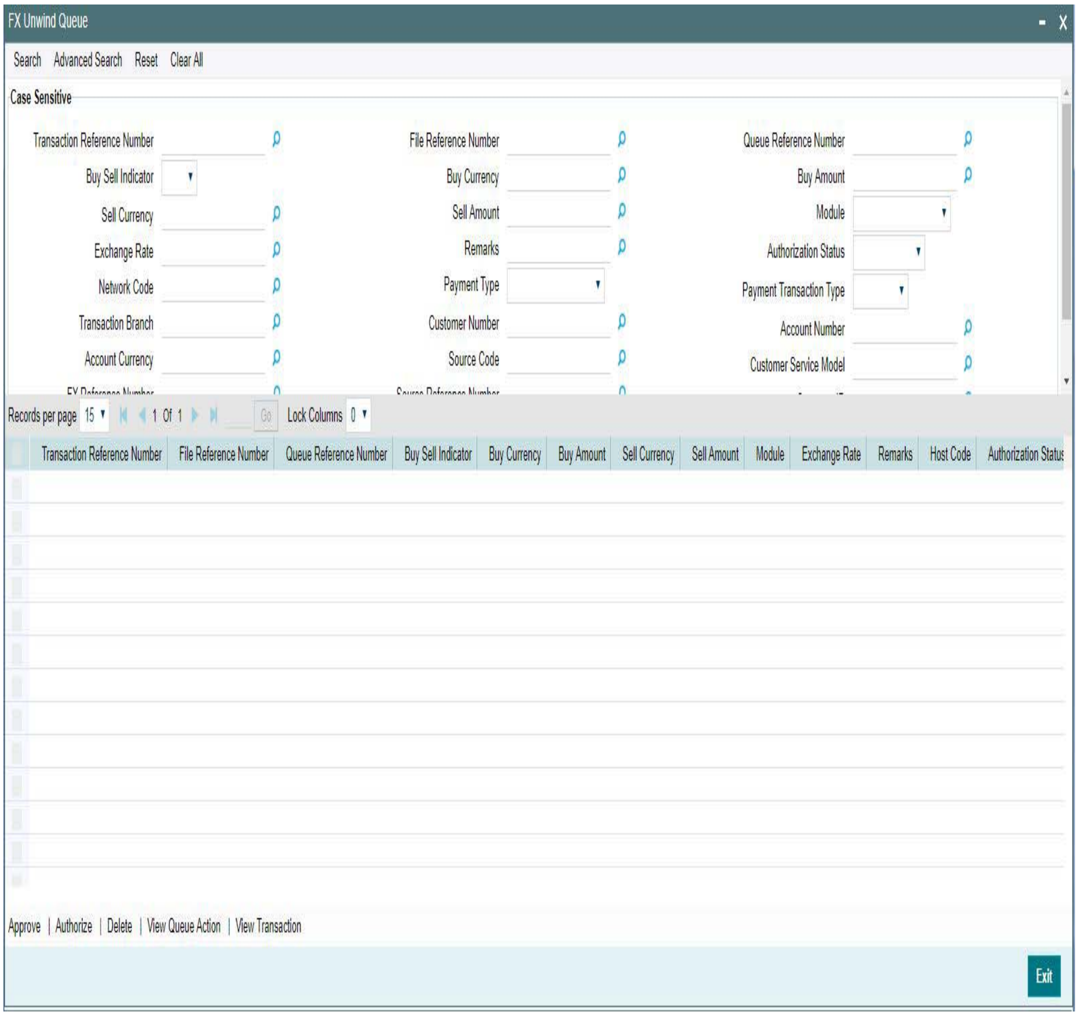
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
Edit FX Details	1. You can input Exchange Rate manually on this screen & proceed, if transaction is in Internal Exchange Rate Queue. 2. Exchange Rate, FX reference number & Send Request are allowed only for transactions in External Exchange Rate Queue, subject to : • Outbound transactions with Queue status Rejected • Inbound transactions with Queue status Retain in Queue 3. If Send Request is Yes, an additional request will be sent to the External Exchange Rate System. If No, the Exchange Rate input on this screen will be considered as final, and transaction will be proceeded further.
Resend	1. This action is allowed only for transactions with Queue Code as External Exchange Rate Queue, and Queue status is Timed Out or Pending. 2. This action re-sends a duplicate request to External Exchange Rate System 3. No edit of FX details are allowed for queue statuses – 'Pending/Time out' 4. You can select multiple records and initiate 'Resend' action. 5. Resend Action will not support authorization.
Carry Forward	1. User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen. 2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations. 3. This action is applicable only for Internal Exchange Rate.
Authorizer	Cancel/ Rate Input actions initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

2.1.8 FX Unwind Queue

On cancellation or rollover of a transaction which has completed external FX processing, a reversal request is handed off to FX system automatically.This is parameterized and is done only when, 'External FX Cancel' mode is maintained as 'Auto' in Payments Network Preferences screen (PMDNWPRF).

On queue cancellation or rollover of a cross-currency transaction with External FX reference, the transaction is moved to a FX Unwind Queue before processing the action, when the 'External FX Cancel' mode is chosen as Manual in the Network Preferences screen.

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



Following scenarios are covered with FX Unwind Queue:

- Auto/Manual Rollover
- Cancellation from any queue.

Following are the status updates and process that happens in the FX Unwind Queue:

- The cancel/rollover processing continues in parallel irrespective of the fact that the transaction is logged in FX unwind queue.
- In rollover cases the transaction is moved to FV queue and on the value date the processing are done when the job is run for the current value dated transactions, even if the transaction is pending in the FX unwind queue.
- Releasing the transaction before value date from FX unwind queue, to be operationally handled.

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

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Buy Sell Indicator
- Buy Currency
- Buy Amount
- Sell Currency
- Sell Amount
- Module
- Exchange Rate
- Remarks
- Authorization Status
- Network Code
- Payment Type
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Account Number
- Account Currency
- Source Code
- Customer Service Model
- FX Reference Number
- Source Reference Number
- Company ID
- Batch ID
- Instruction Date

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

The following actions can be performed for transactions in FX Unwind Queue

Actions	Functions
Approve	1. Upon sending necessary requests for external systems manually for FX reversal, the user can invoke 'Release' action so that the transaction can be processed further. 2. Cancellation or rollover processing can be continued.However, no reversal FX request generation is applicable. 3. Authorization is supported for this action. 4. You can provide edit FX reference and FX rate while initiating Approve action for a transaction pending for rollover.

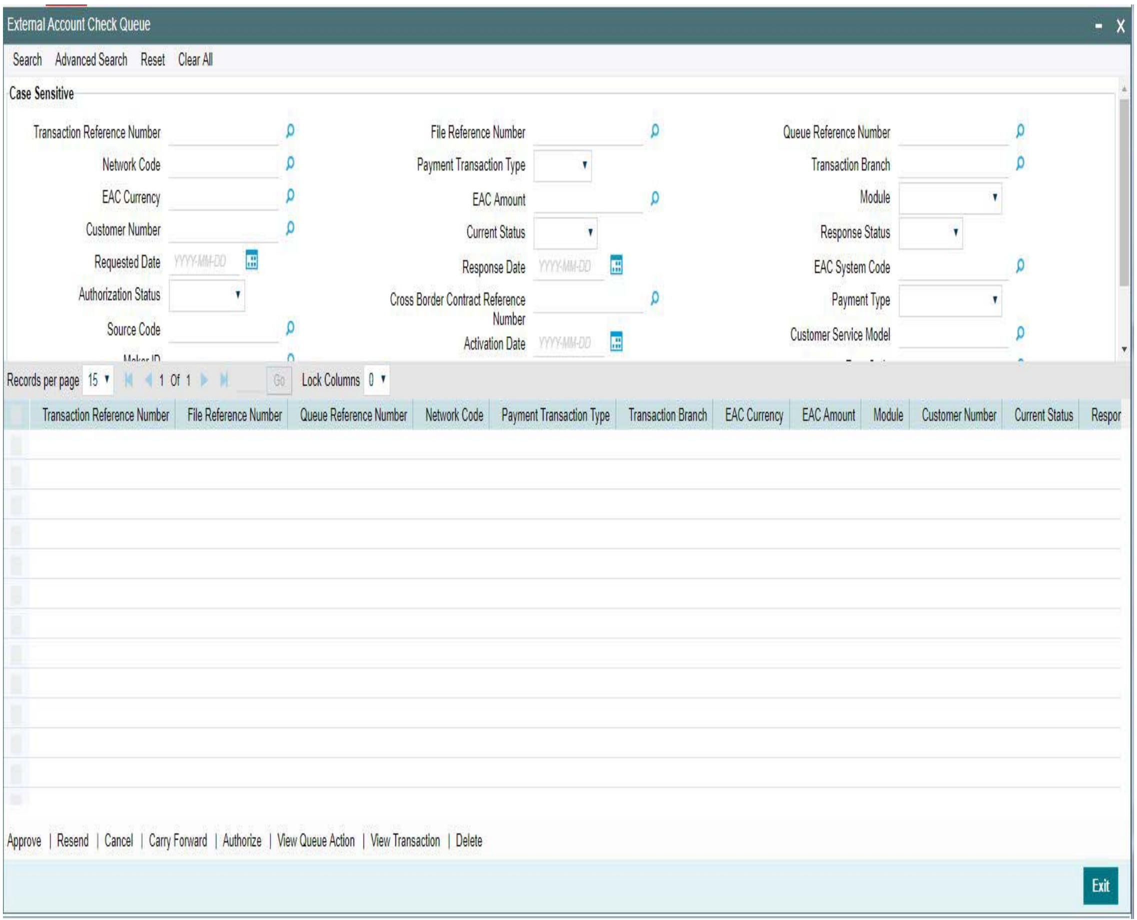
Authorize	Approve action requires authorization.
Delete	Allows the user who initiated the action, to delete the action before authorization for the Approve action.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

2.1.9 External Account Check Queue

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

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

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



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

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- EAC Currency
- EAC Amount
- Module
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- EAC System Code
- Authorization Status
- Cross Border Contract Reference Number
- Payment Type

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

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

The following actions can be performed for transactions in this queue

Actions	**Functions**
Approve	User can approve the payment. Transaction will be reprocessed.
Resend	1. This option allows the submission of transaction for EAC again if the request is inTimed Out- 'T' status. 2. You can select multiple records and initiate, 'Resend' action 3. Resend Action does not support authorizations
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
Carry Forward	1. User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen. 2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Delete	This action is applicable to batch transactions. You can de-link a few transactions from a batch and submit the batch for EAC again.

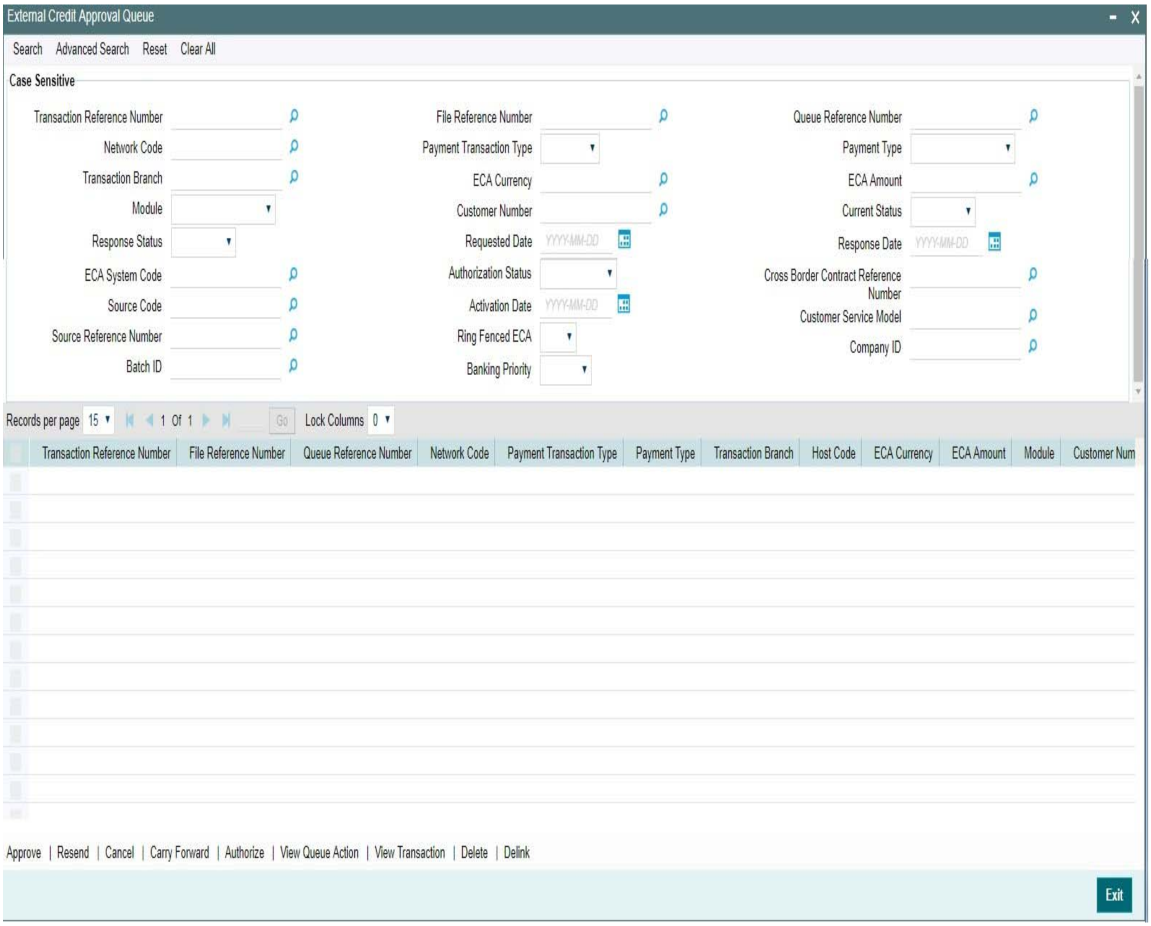
2.1.10 External Credit Approval Queue

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

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

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

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



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

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Payment Type
- Transaction Branch
- ECA Currency
- ECA Amount
- Module
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- ECA System Code
- Authorization Status
- Cross Border Contract Reference Number
- Payment Type
- Source Code
- Activation Date
- Customer Service Model
- Source Reference Number
- Ring Fenced ECA
- Company ID
- Batch ID
- Banking Priority

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

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

- Pending - Status 'P'
- Reject –status 'R'
- Response resulted in Interim –status "O'
- Response is timed out -status 'T'

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

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

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

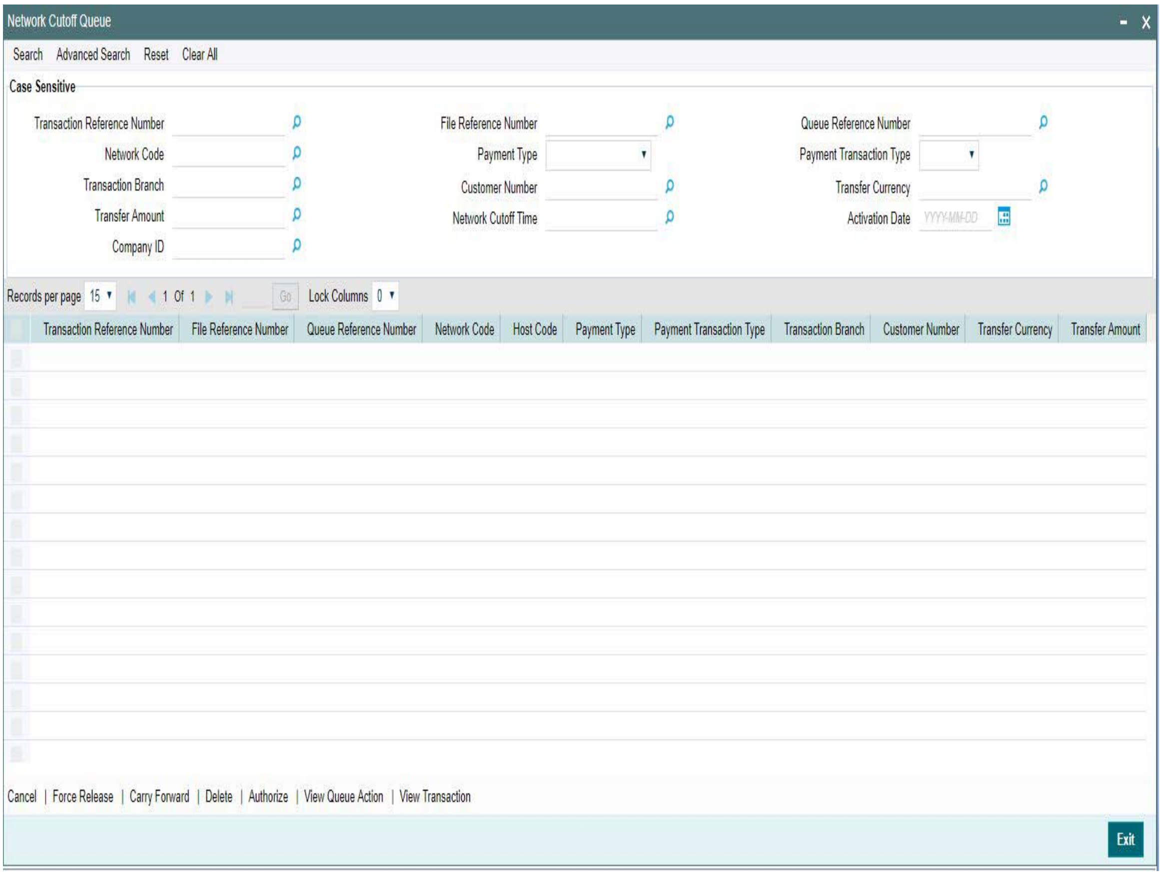
Actions	Functions
Approve	User can approve the payment. Transaction will be reprocessed.
Resend	1. This option will allow the submission of transaction for ECA again if the transaction is 'T' status. New reference number will be created. 2. You can select multiple records and initiate ‘Resend’ action 3. Resend Action does not support authorization.
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2. Manual cancel from ECA queue is allowed only when ECA request is in Rejected or Retain in Queue Status.
Carry Forward	1. User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen. 2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Delink	This action is applicable only to batch transactions. You can delink a few transactions from a batch and submit the batch for ECA again.

Note

- The Remarks received from DDA system on the ECA response is displayed under Remarks column in View Queue Action log, against ECA response
- When an ECA request is cancelled from EAC Queue. ECA reversal request is sent to DDA system
- On the above case, the Remarks received in the ECA response is sent on the ECA reversal request in the <REMARKS> tag.

2.1.11 Network Cutoff Queue

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



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

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Type
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Transfer Currency
- Transfer Amount
- Network Cutoff Time
- Activation Date
- Company ID

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

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

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

Actions	Functions
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
Force Release	1. Although transaction cut off is over, payment can be released for current day processing. 2.Payment value date will remain as current date. Payments released from Network Cutoff queue will not undergo network cut-off time checks again. 3.Authorization is not required for this action. You can select multiple records from the queue and perform this action. 4.Payments of different payment types can be selected together.
Carry Forward	1.User can manually move the transaction for processing on next working day. Value date will be moved to next working day. Existing value date will be stored in 'Original Value Date' field. 2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Authorize	Cancel/Force Release/Carry Forward operation initiated by a user can be authorized by another user.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

Note

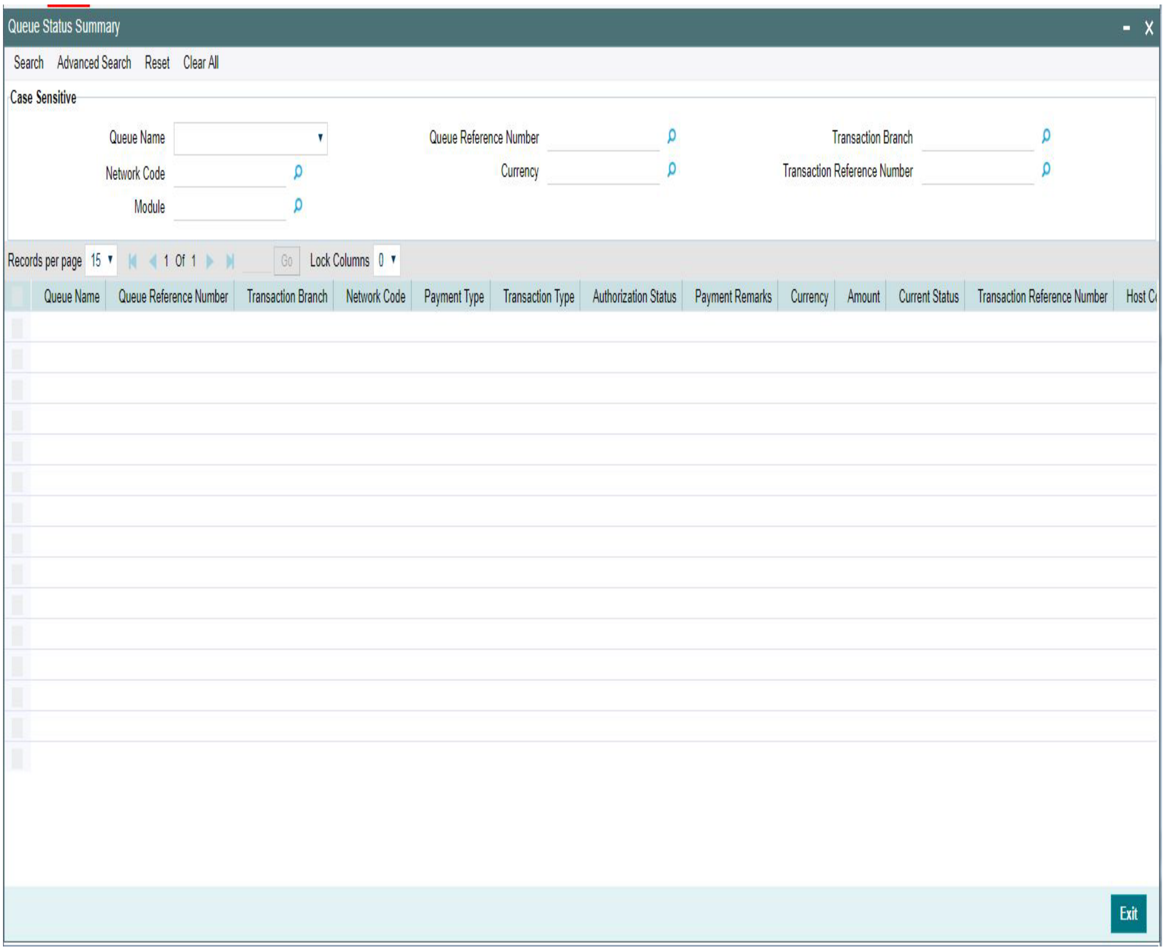
- When transaction is cancelled from NC Queue, ECA reversal request is sent to DDA system, if ECA amount block was already performed
- On cancellation, the remarks specified in the NC Queue is passed in the <REMARKS> tag in the ECA reversal request

2.1.12 Queue Status Summary

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

- Pending for manual action from Queue
- Any queue action is pending for authorization
- Pending Transactions from all the Queues and Payment Type

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



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

- Queue Name
- Network Code
- Module
- Queue Reference Number
- Currency
- Transaction Branch
- Transaction Reference Number

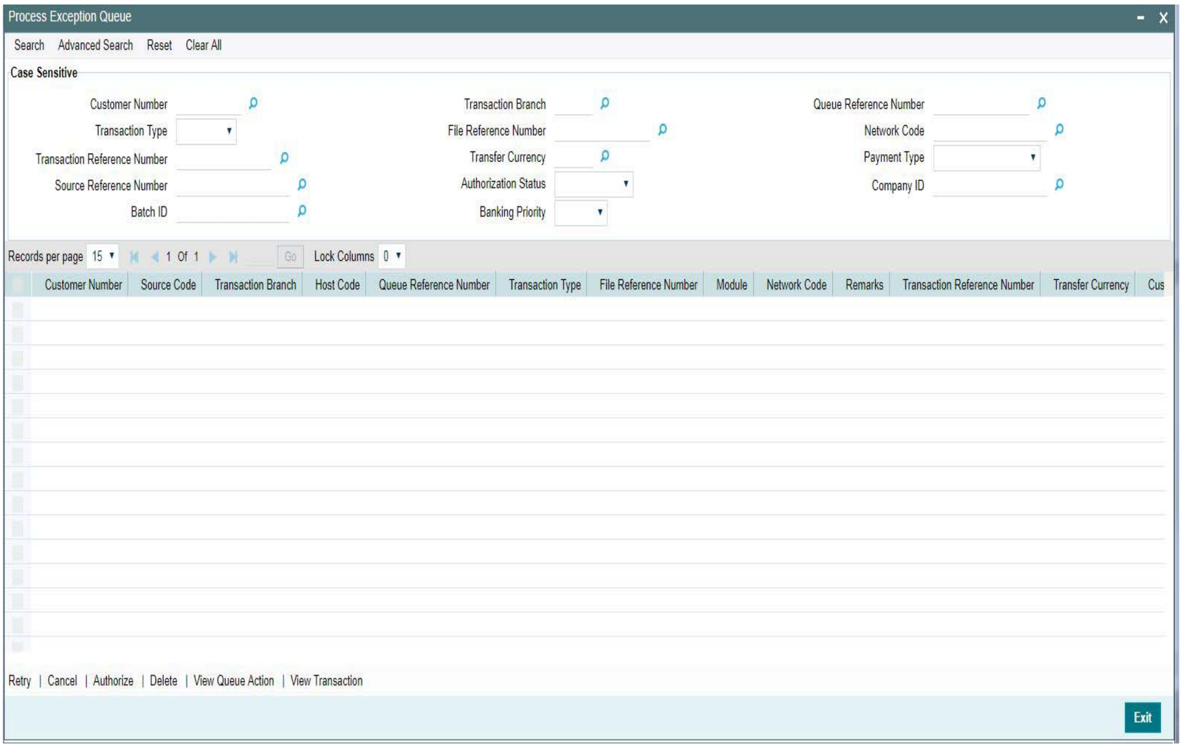
Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

2.1.13 Process Exception Queue

In case of runtime errors or missing maintenances on outbound payments as below transactions are moved to Process Exception Queue:

- Account Status - Closed / Unauthorized
- Amount not within network limits
- Maintenance missing during processing (Acct template, Ccy pair etc)
- Customer account is blacklisted for network
- Non-existent customer account

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



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

- Customer Number
- Transaction Branch
- Queue Reference Number
- Transaction Type
- File Reference Number
- Network Code
- Transaction Reference Number
- Transfer Currency
- Payment Type
- Source Reference Number
- Authorization Status
- Company ID
- Batch ID

- Banking Priority

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

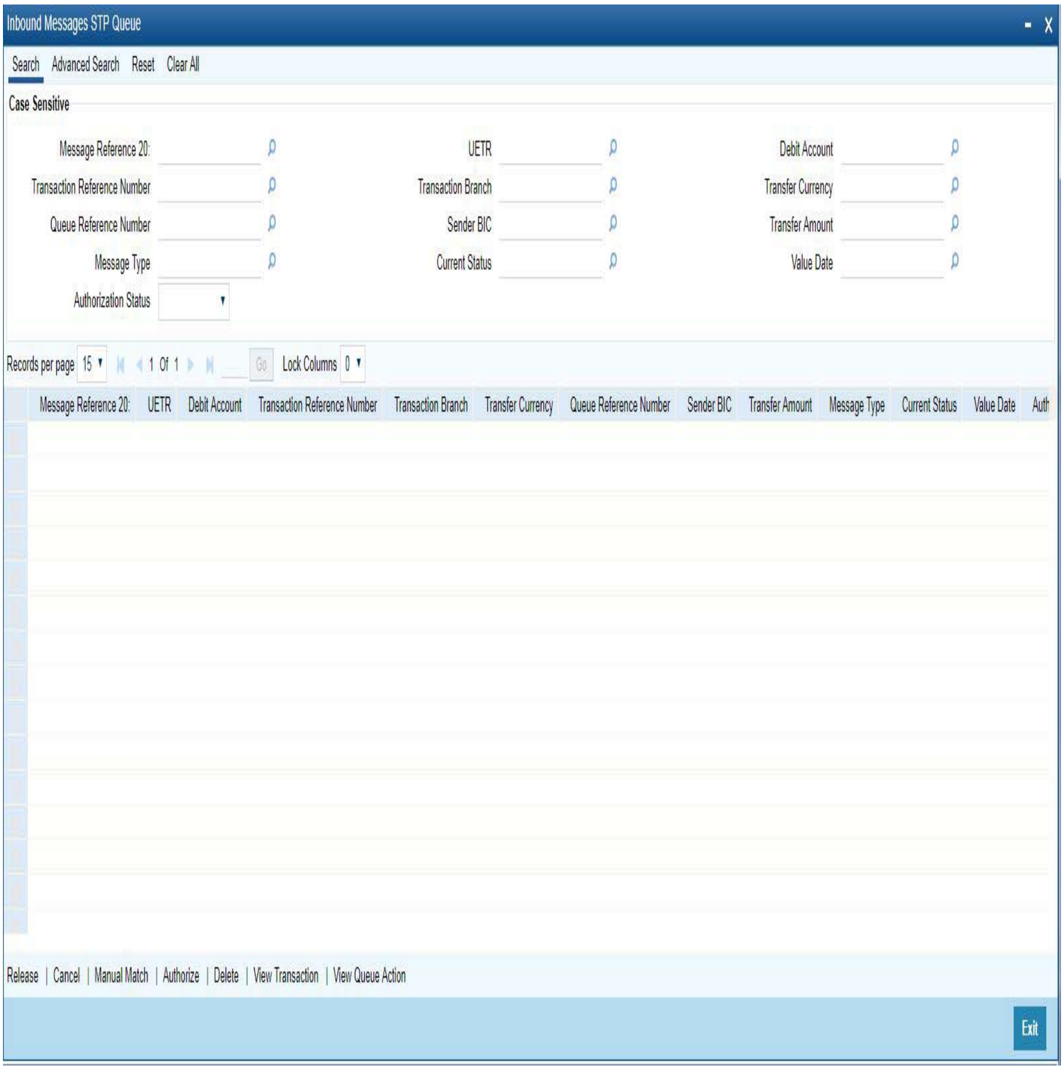
The following actions can be performed for transactions in this queue

Actions	Functions
Retry	Retry a record. The record is released for further processing.
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
Authorize	Cancel operation initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Action Queue	Allows the user to view the action.
View Transaction	Allows you to view the transaction of the record.

2.1.14 Inbound Messages STP Queue

Inbound MT 103 / MT 202 / Cov messages awaiting match is listed in this queue screen.

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



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

- Message Reference 20:
- Transaction Reference Number
- Queue Reference Number
- Message Type
- Authorization Status
- UETR
- Transaction Branch
- Sender BIC
- Current Status
- Debit Account
- Transfer Currency
- Transfer Amount
- Value Date

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

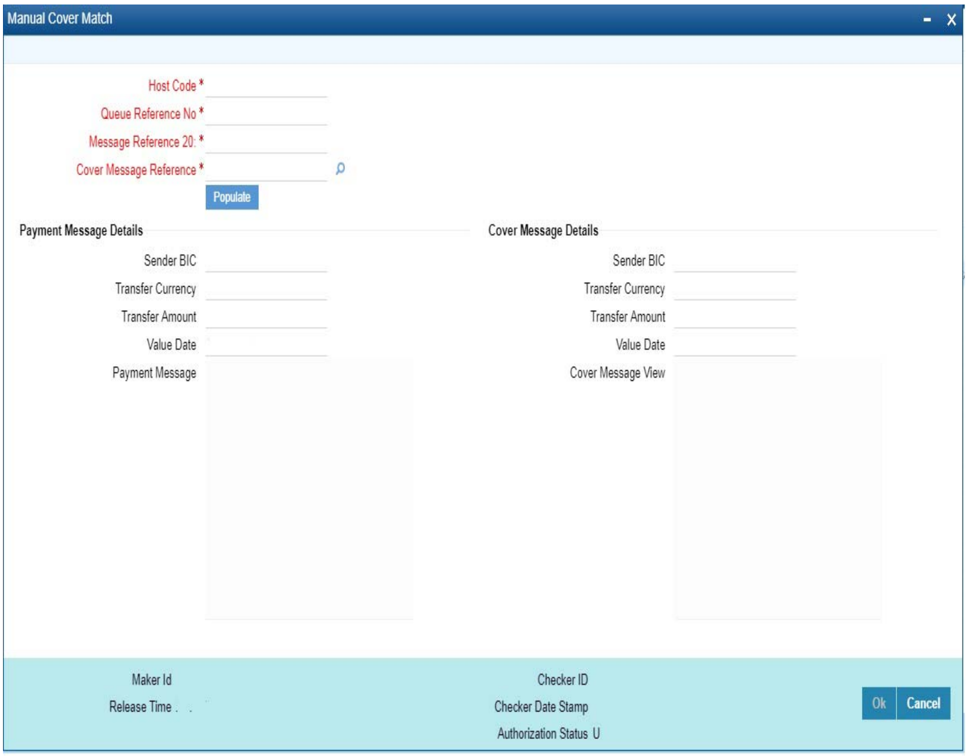
The following actions can be performed for transactions in this queue

Actions	**Functions**
Release	1. This action is applicable for both Non-STP and waiting for cover messages. 2. System skips the cover matching and release the message for further processing. 3. This action requires authorization and queue access / limit rights.
Suppress	1. You can invoke this action, if no further processing is required / allowed for a message in STP queue. 2. This action requires authorization and queue access / limit rights.
Manual Match	This action is applicable for only cover pending messages. Manual Match requires authorization and queue access / limit rights.
Authorize	Authorization is applicable for the Unauthorized Release, Suppress and Manual Match actions
Delete	Allows the user to delete the actions – Release, Suppress and Manual Match that are unauthorized.
View Transaction	You can view the selected transaction details.
View Action Queue	Displays all queue activities performed for a transaction.

2.1.14.1 Manual Match

You can invoke this screen, by clicking on ‘Manual Match’ action button in the ‘Inbound Messages STP Queue’ (PQSSTPQU)

This action is applicable for only cover pending messages. Manual Match requires authorization and queue access / limit rights.



User has to select the cover message MT 202COV / MT 910 which is pending for match. While processing manual match system, tries to match the currency of the payment and cover message only.

Note

- Any difference in amount due to intermediary charges etc. has to be manually handled.
- Both payment message and cover message will be marked as manually matched. Payment value date will be derived based on the preference maintained in PMDCMPRF.

2.1.14.2 Auto Cover Match Processing

Auto cover matching of the messages MT 103 and MT 202 are supported.

Based on the rule condition mentioned in the Cover Queue Rule maintenance (PMDQURLE), an incoming payment message (MT103/MT 202) is routed to a STP queue. All payment messages in this queue await Cover matching. Incoming Cover messages are also routed to this queue based on the Cover queue rule condition.

- Sanction scanning of MT 202 COV and MT 910 inbound messages are done upfront.
- On successful completion of sanctions screening, the messages are matched with MT 103/ MT 202 messages pending in STP queue for cover match.
- Auto matching considers the following fields value matching between the original payment message & cover message:
  – Reference Number
  – Field 20 of payment message with Field 21 of cover message
  – Currency & Amount match

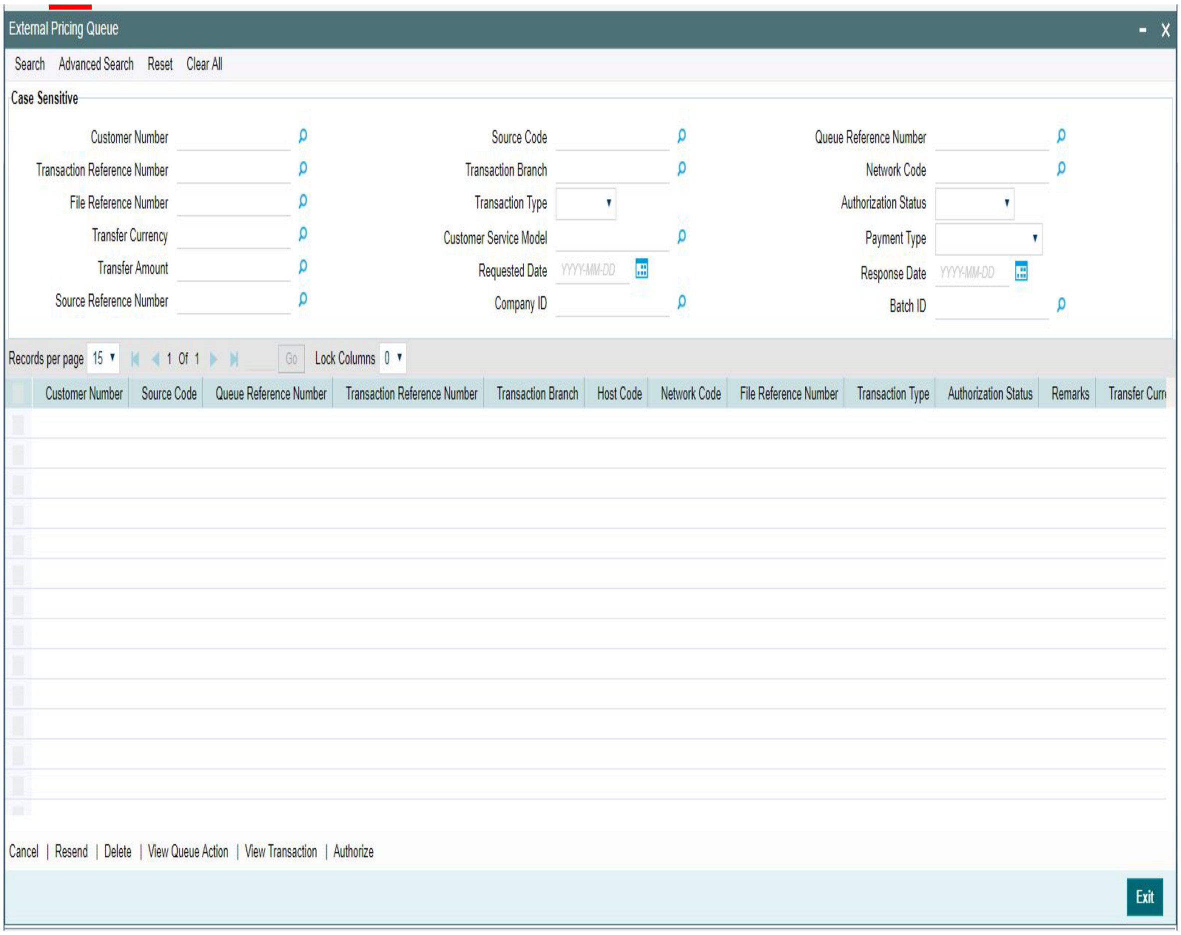
- If the auto cover match is successful both payment message and cover message are marked as ‘Matched’, and payment message is released from STP queue for further processing.
- Further the payment is sent for Network resolution and will be forwarded to the resultant payment processor.

2.1.15 External Pricing Queue

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

- Response Timeout
- Unable to handle the response

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



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

- Customer Number
- Source Code
- Queue Reference Number
- Transaction Reference Number
- Transaction Branch
- Network Code
- File Reference Number

- Transaction Type
- Authorization Status
- Remarks
- Transfer Currency
- Customer Service Model
- Payment Type
- Transfer Amount
- Requested Date
- Response Date
- Source Reference Number
- Company ID
- Batch ID

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

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

Actions	Functions
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
Resend	1.This option allows you to resend a transaction present in the queue. 2.You can select multiple record and initiate 'Resend' action
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.

2.1.16 Settlement Review Queue

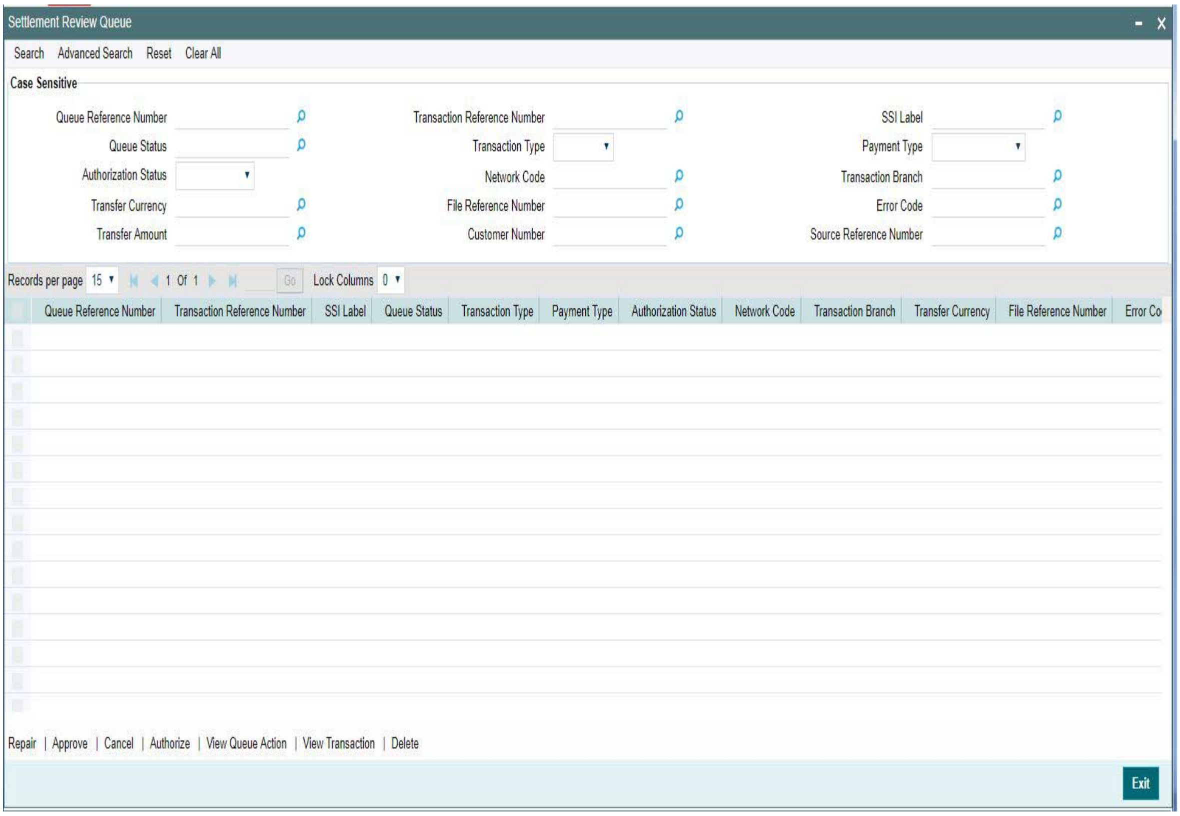
When the source preference is 'Default and Verify', all payment transactions lands in this queue.

If the customer of the payment has a default SSI, the same is picked by default and is moved here, for verification.

If the customer of the payment doesn't have a default SSI setup, transaction moves here, expecting user to manually review and fill.

If the SSI label specified in the transaction is invalid, then the transaction lands on this queue.

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



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

- Queue Reference Number
- Transaction Reference Number
- SSI Label
- Queue Status
- Transaction Type
- Payment Type
- Authorization Status
- Network Code
- Transaction Branch
- Transfer Currency
- File Reference Number
- Error Code
- Transfer Amount
- Customer Number
- Source Reference Number

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

The following actions can be performed for transactions in this queue

Actions	Functions
Repair	SSI label update is allowed for all Payment types. The list of values will fetch the SSI labels applicable for the customer network and transfer currency
Approve	You can view the settlement details as populated in the transaction and approve the same. This does not require authorization by another user. The SSI details screen is opened in view mode on initiating Approve action. Click OK button and complete the action.
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
Authorize	Cancel/ Approve initiated by a user can be authorized by another user
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Delete	Allows the user who initiated the action, to delete the action before authorization.

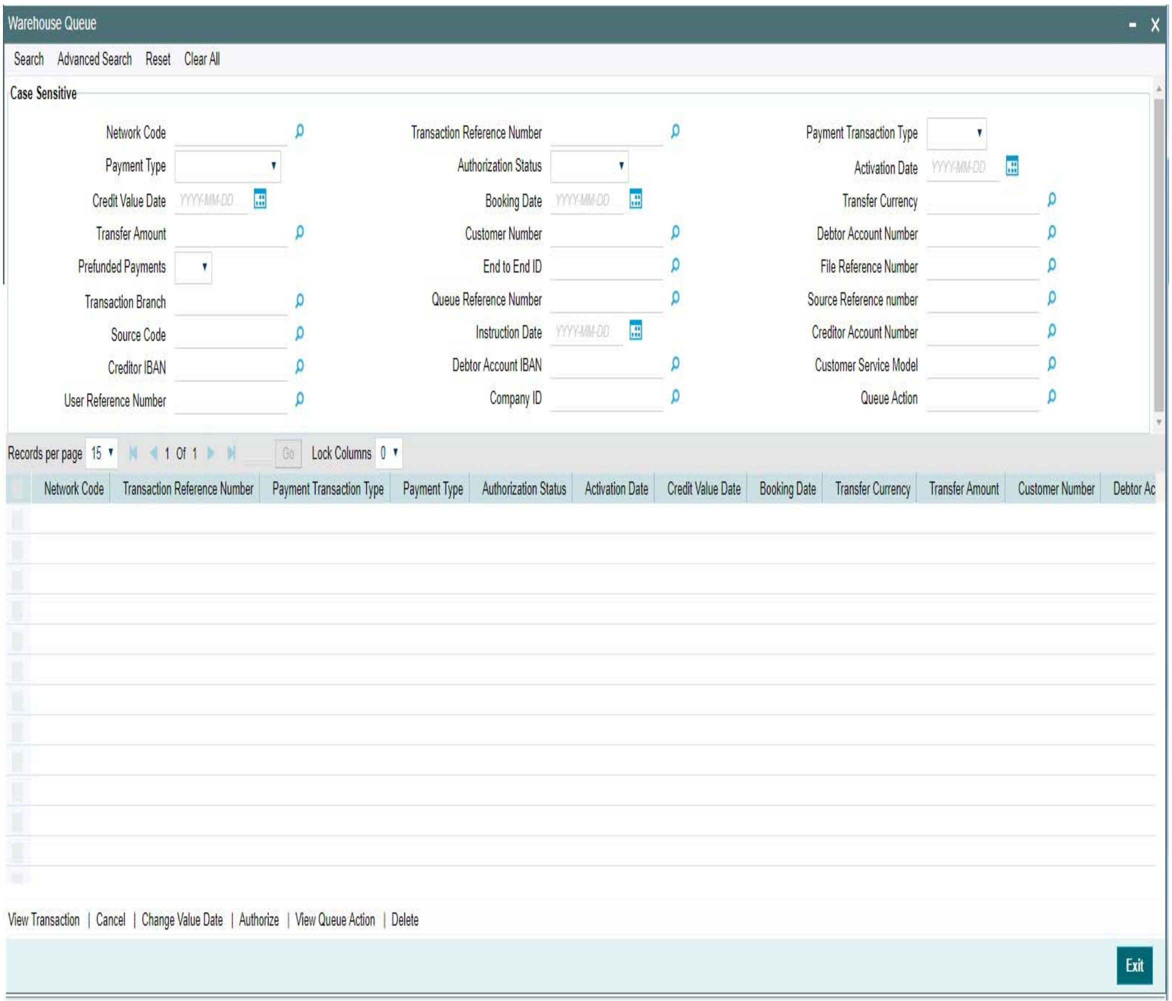
2.1.17 Warehouse Queue

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

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

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

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



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

- Network Code
- Transaction Reference Number
- Payment Transaction Type
- Payment Type
- Authorization Status
- Activation Date
- Credit Value Date
- Booking Date
- Transfer Currency
- Transfer Amount
- Customer Number
- Debtor Account Number
- Prefunded Payments
- End To End Id
- File Reference Number
- Transaction Branch Queue Reference Number

- Source Reference Number
- Source Code
- Instruction Date
- Creditor Account Number
- Creditor IBAN
- Debtor Account IBAN
- Customer Service Model
- User Reference Number
- Company ID
- Queue Action

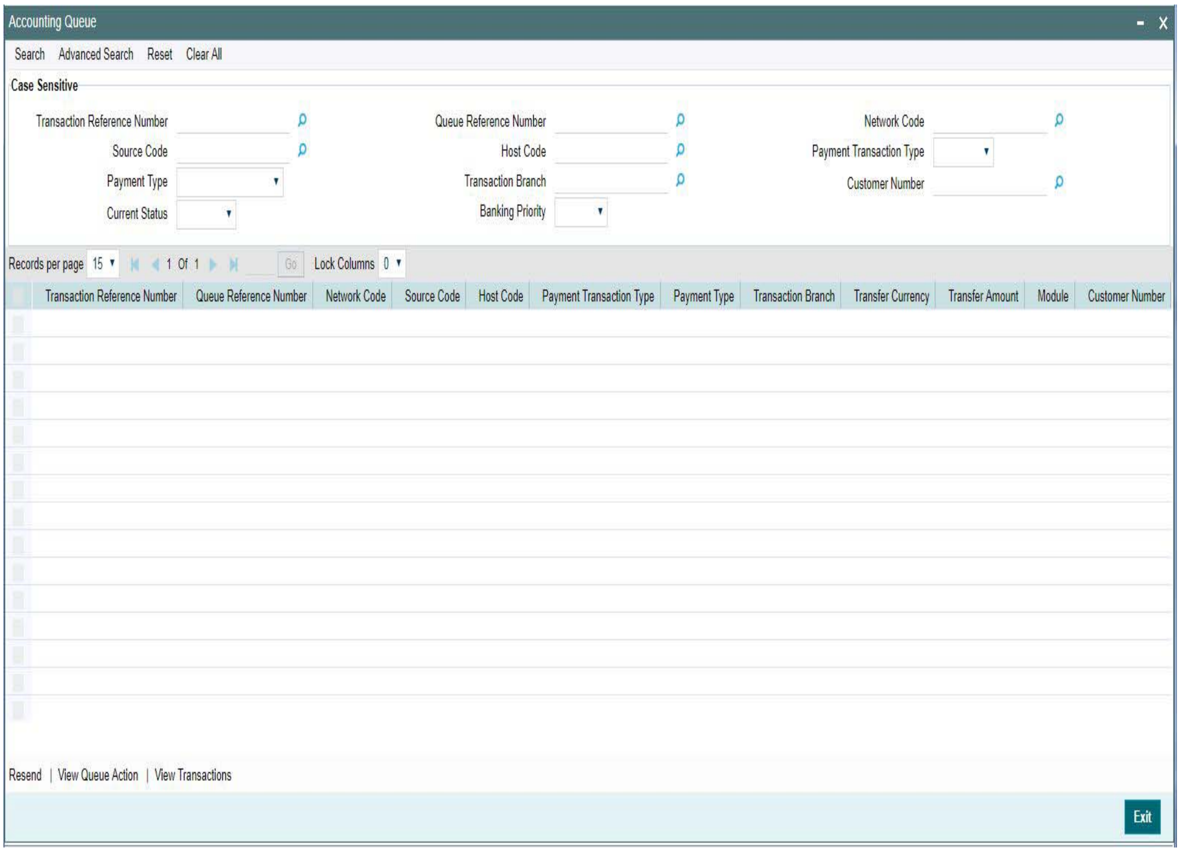
Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue

Actions	**Functions**
View Transaction	You can select a particular transaction in this queue and click this action button. The screen display the transaction details in the View screen of the applicable payment type.
Cancel	For the details on, processes followed on cancelling a payment, refer to section 2.2
Change Value Date	You can click this action button for the selected payment. The system enables you to move the transaction Activation date (and also the Value date) further ahead in the future or move back the date through to the current day (if required).
Authorize	Click this button to authorize action for selected transactions. Cancel and Value Date Change actions require authorization by another user unless the maker has auto-authorization rights.
View Queue Action	You can select a transaction and click this action button to show the actions taken by system or users and the associated audit trail.
Delete	You can delete the action taken on a particular transaction before authorization by clicking this button.

2.1.18 Accounting Queue

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



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

- Transaction Reference Number
- Queue Reference Number
- Network Code
- Source Code
- Host Code
- Payment Transaction Type
- Payment Type
- Transaction Branch
- Customer Number
- Current Status
- Banking Priority

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

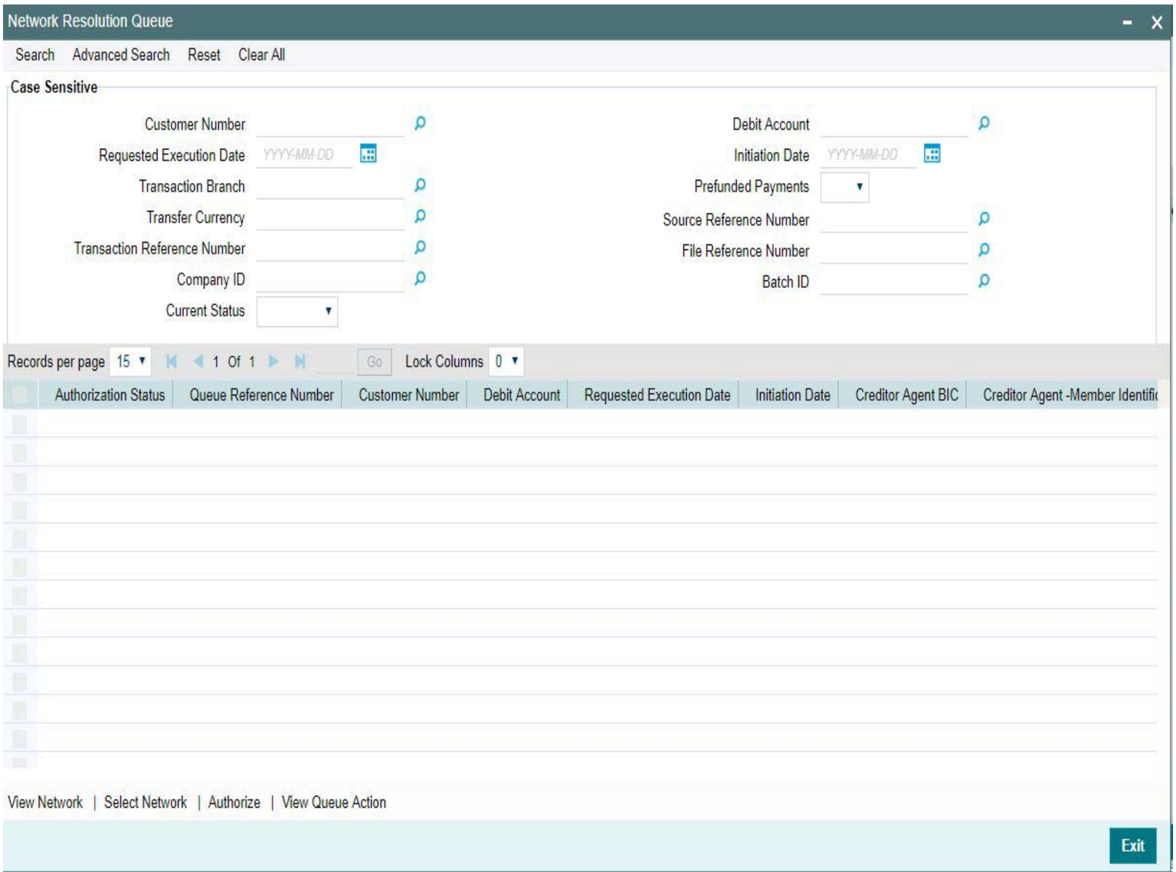
The following actions can be performed for transactions in this queue

Actions	Functions
Resend	1. This option will allow the submission of transaction for Accounting again if the transaction is in Rejected status. New reference number will be created. 2. You can select multiple records and initiate, ‘Resend’ action 3. Resend Action does not support authorizations
View Transactions	You can select a particular transaction in this queue and then click this action button to view the transaction.
View Queue Action	You can select a transaction and click this action button to show the actions taken by system or users and the associated audit trail.

2.1.19 Network Resolution Queue

Payment transactions initiated from Single Payment / C2B / SWIFT pass through / MT101 undergoes network resolution based on the network rule maintained. Payments failed to derive network, lands in network resolution queue.

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



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

- Customer Number
- Debit Account
- Requested Execution Date
- Initiation Date
- Transaction Branch
- Prefunded Payments
- Transfer Currency
- Source Reference Number
- Transaction Reference Number
- File Reference Number
- Company ID
- Batch ID
- Current Status

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

The following actions can be performed for transactions in this queue

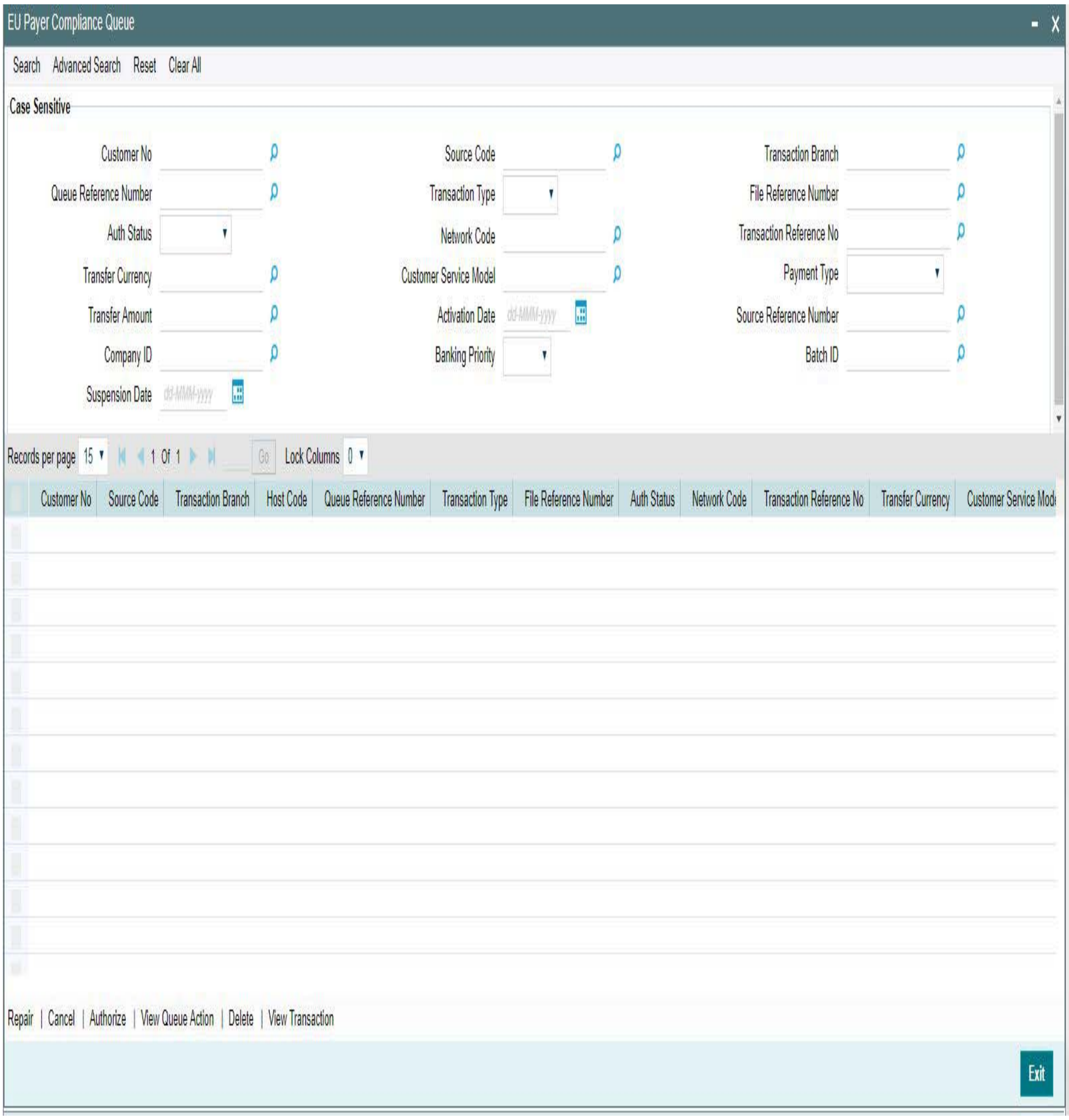
Actions	Functions
View Network	You can select a particular network in this queue and then click this action button to view the network.
Select Network	You can select a particular network in this queue and click this action button.
Authorize	You can select a particular network in this queue and then click this action button to authorize the network.
View Queue Action	You can select a network and click this action button to show the actions taken by system or users and the associated audit trail.

2.1.20 EU Payer Compliance Queue

Exceptions arising out of the EU Payer Compliance checks, can be handled as part of the EU Payer Compliance Queue.

Payment moves to EU Payer Compliance Queue, if the Payment does not have the required information and is suspended based on the STP Action maintained at EU Payer Rule. User can repair the missing Payment Attributes and authorize it from the Queue so that the Payment can get into the STP flow again.

You can invoke ‘EU Payer Compliance Queue’ screen by typing ‘PQSEUPQU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



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

- Customer Number
- Source Code
- Transaction Branch
- Queue Reference Number
- Transaction Type
- File Reference Number
- Authorization Status
- Network Code
- Transaction Reference Number
- Transfer Currency
- Customer Service Model
- Payment Type
- Transfer Amount

- Activation Date
- Source Reference Number
- Company ID
- Banking Priority
- Batch ID
- Suspension Date

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

The EU Payer Compliance Queue is standard Operations Queue, similar to any other Operations Queue like a Repair Queue or a Business Override Queue.

The Queue Screen itself is a Summary Screen, available with the options of both Search & Actions. Any payment pending on the EU Payer Compliance Queue will be displayed on the Dashboards.

In addition, the EU Payer Compliance Queue also shows the aging of the Payment based on the Deadline days, for receipt of information from the Payer PSP (Payee PSP, in the case of Collections). When a payment is suspended and moves to the EU Payer Compliance Queue. Suspension date is derived based on the Suspended Payments retention days maintained at EU Payer preferences. Beyond which payment is considered as aged.

Following are the actions supported from the EU Payer Compliance Queue:

Repair

You can edit the payment attributes only, for any of the missing/ incomplete information. EU Payer relevant attributes are Name, Account No. and Address of either Payer or Payee.

On Repair, Rule check is repeated for Missing/incomplete information and if it is Compliance failure then the respective STP action is applied.

Repair is not allowed if user doesn't modify any of the missing information.

If repair is done on the transaction for which payment attributes are not mandatory, then it is treated as an approval and the transaction is processed further.

If any of the field details are changed on Repair, the transaction is marked as 'Repaired' and the sanction XML has the Repaired field as 'Y'.

Cancel

This action allows the user to cancel the selected record. On cancel, Payment status is marked as cancelled.

Authorize

All the actions performed in this queue screen requires authorization. Repair and Cancel operation initiated by a maker can be authorized by another user.

View Queue Action

You can view all the queue activities performed for the selected transaction.

Delete

Allows deletion of the Repair or Cancel action initiated by a maker, before authorization.

View Transaction

You can view the details of the payment transaction selected.

2.1.21 R Processing Queue

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

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

- File Name
- File Reference Number
- Message Date
- Original Transaction Reference
- End to End ID
- Message Type
- Reason Code
- Payment Type
- Network Code
- Authorization Status
- Message Status

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

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

Actions	Functions
Match Transaction	This action allows the user to manually match an R-message which is in unmatched status.You can select one of the existing transaction (ACH or direct debit transaction) depending on payment type.
Suppress Action	This action allows the user to suppress an unmatched R-message. This can be done when the original match is not found.
Generate camt.029	This action will be applicable for unmatched camt.056 messages received for a payment transaction (SCT). If no original transaction is found, the receiving bank can send back the camt.029 message.
Authorize	You can select a particular record from the queue and then click this action button to authorize the record.
Delete	You can select a particular record from the queue and then click this action button to delete the record.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.

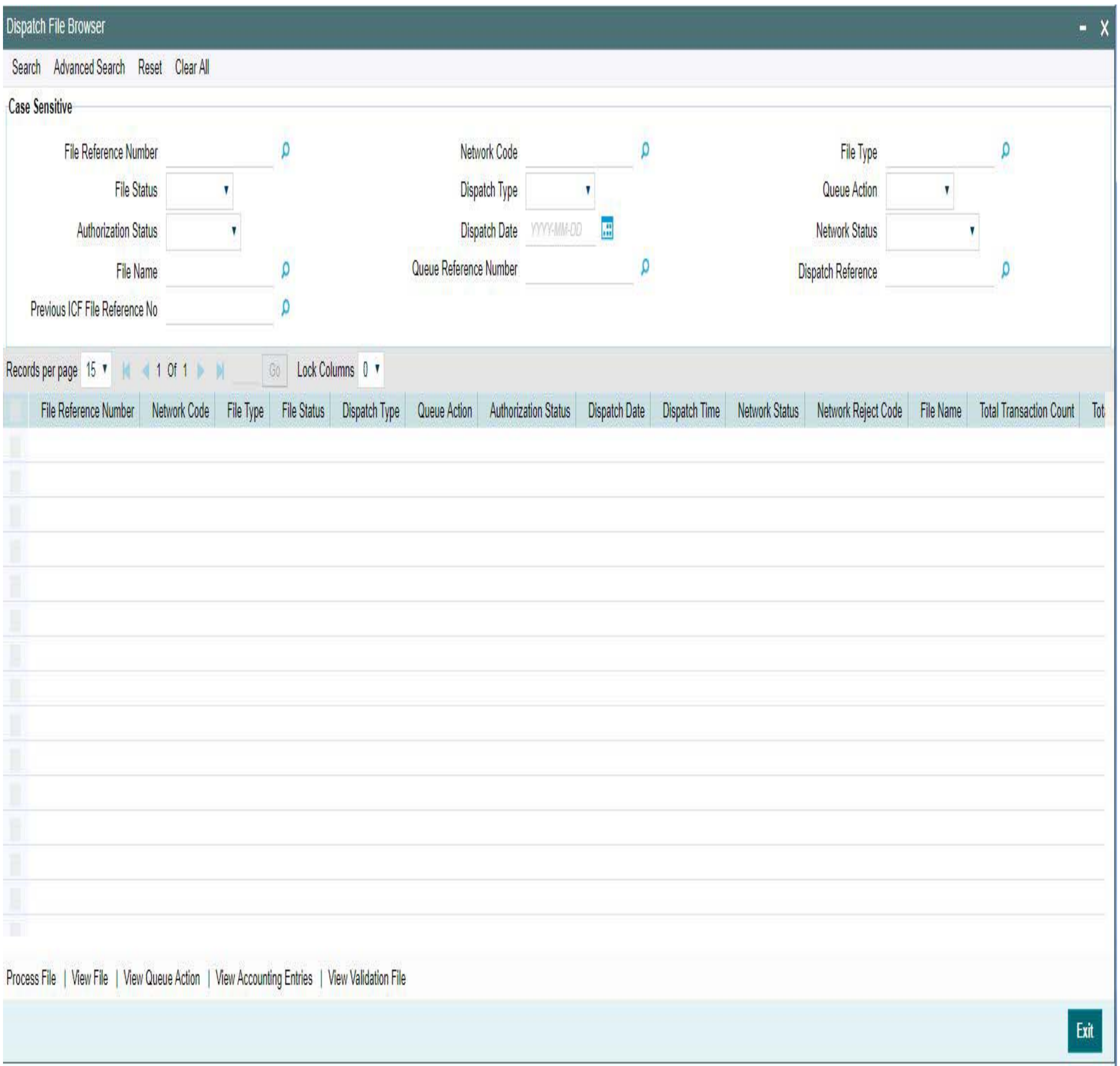
Note

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

2.1.22 Dispatch File Browser

Dispatch File browser lists all the dispatch records based on the dispatch reference.A single dispatch reference can have multiple files attached to it.This screen lists the records for both SCT and SDD.

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



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

- File Reference Number
- Network Code
- File Type
- File Status
- Dispatch Type
- Queue Action
- Authorization Status
- Dispatch Date
- Network Status
- File Name

- Queue Reference Number
- Dispatch Reference
- Previous ICF File Reference Number

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

This queue screen is applicable for both ACH and DD transactions.

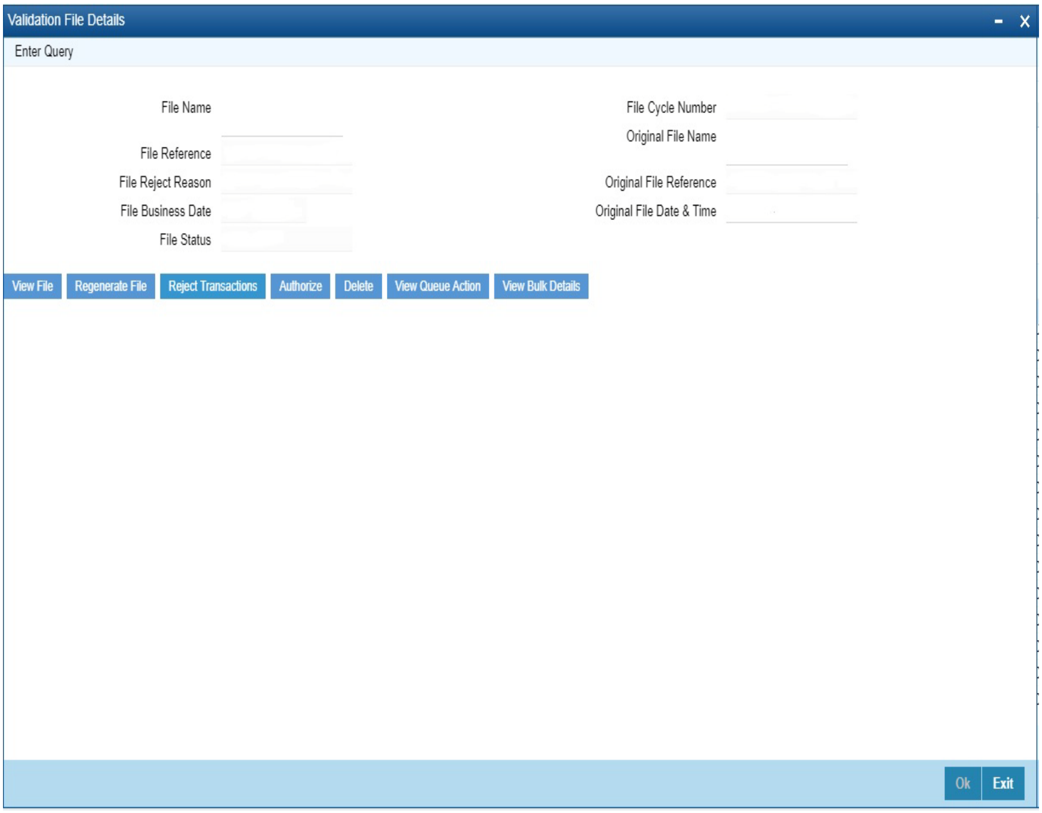
The following actions can be performed for transactions in this queue.

Actions	Functions
Process File	1.Select a record and click on Process File to process the file. Process File is allowed only when the File Status is either – Pending/Posted. 2. System checks the Network cutoff and change the settlement date accordingly on clicking Process File
View File	You can view the dispatch file generated using this option.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.
View Accounting	The file level accounting can be viewed from the Accounting Entries screen opened on invoking this action.
View Validation File	This action will open Validation File Details screen (PMDVL-DVW) which provides the CVF/DVF file details received for the dispatch file.

2.1.22.1 View Validation File

This action will open Validation File Details screen, which provides the CVF/DVF file details received for the dispatch file. The File level network rejects are displayed in this screen.

You can invoke this screen by clicking the ‘View Validation File’ action button in the Dispatch File Browser screen (PMSDSPBR)



For the selected record, you can view the following details, that are displayed:

- File Name
- File Reference
- File Reject Reason
- File Business Date
- File Status
- File Cycle Number
- Original File Name
- Original File Reference
- Original File Date & Time

Following actions can be performed from this screen:

Actions	Functions
View File	User can view the entire XML CVF/DVF file received.

Regenerate File	1.This is applicable if the Network status is rejected or partially accepted 2.For a partially accepted file only transactions which are rejected only will be re-generated. 3. A new file reference is generated for the new file which will be populated as re-generated file reference, for the original file record 4.The original file record will be marked as re-generated and no further actions is possible on this record. 5.The re-generated file will create a new record and the CVF/DVF file received against the new file will be linked to this record. 6. System throws an Override message on re-generating the file.Once the user accepts the override, action is saved. 7. Regeneration action requires, authorization and Queue access rights.
Reject Transactions	1.This initiates the Network reject of the transactions which are rejected. These transactions can be part of a fully rejected or partially accepted file/bulk. 2.Existing auto reject of transactions for a partially accepted file will be removed. Transaction rejection has to be manually triggered. 3. System throws an Override message on rejecting the transaction.Once the user accepts the override, action is saved. 4. Reject Transactions action requires, authorization and Queue access rights.
Authorize	You can select a particular record from the queue and then click this action button to authorize the record.
Delete	You can select a particular record from the queue and then click this action button to delete the record.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.
View Bulk Details	You can view the bulks received in the Network Validation File in this screen on clicking, View Bulk Details.

Accounting Entries for a fully Rejected file

- For a file, if the reject transactions/re-generation is for the entire file, DCLG reversal of the original entries will be passed.
- If the file is re-generated, re-posting of the entries with the new settlement date will be done.

Note

Existing upfront reversal of DCLG entries on receipt of a Network reject of a full file is not applicable.

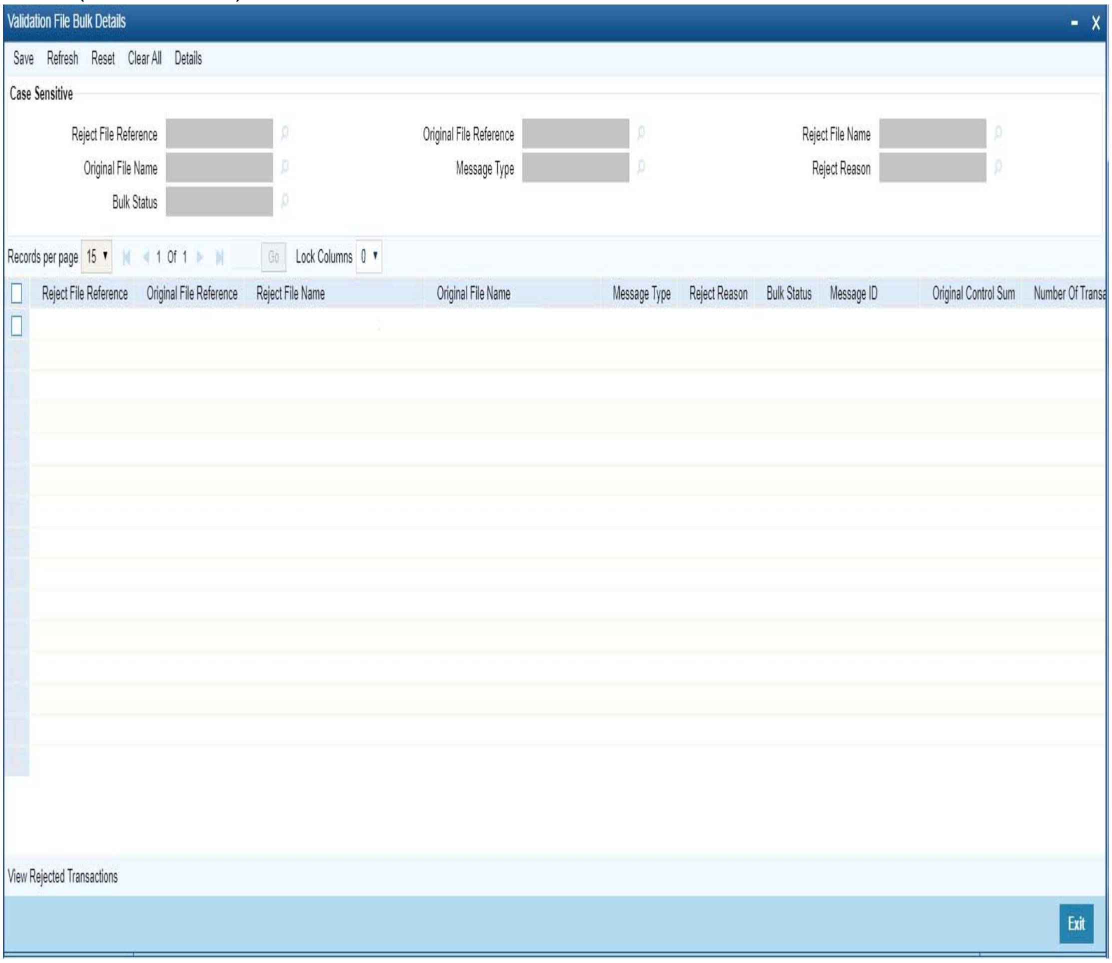
Accounting Entries for a partially Accepted file

- For a file, if the reject transactions/re-generation is for the partially accepted file, DCLG reversal of the original entries will be passed for the transactions which are rejected/ regenerated.
- If the file is re-generated, re-posting of the entries with the new settlement date will be done.

2.1.22.2 View Bulk Details

You can view the bulk level network rejects in this screen. The bulks rejects that are part of the Network Reject file can be viewed here.

You can invoke this screen by clicking ‘View Bulk Details’ in Validation File Details screen, which is an action button (View Validation File) in the Dispatch File Browser screen (PMSDSPBR).



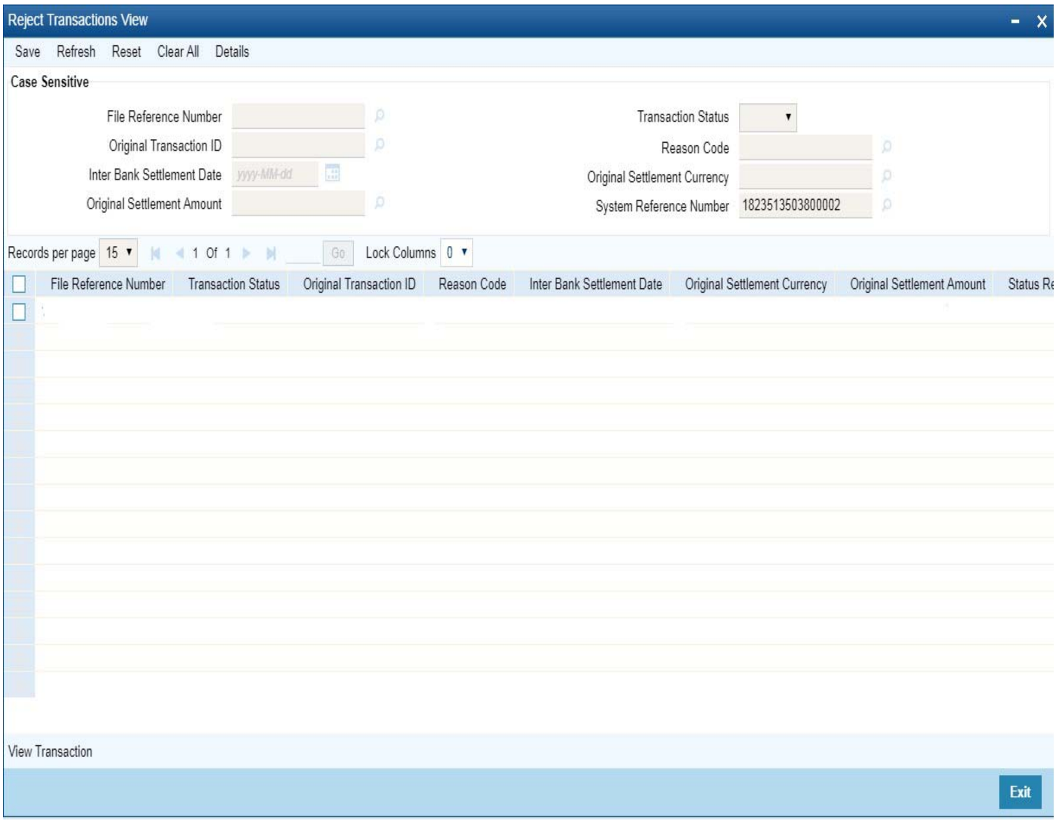
You can vie the following details in this screen:

- Reject File Reference
- Original File Name
- Bulk Status
- Original File Reference
- Message Type
- Reject File Name
- Reject Reason

You can perform the following action from this screen:

View Rejected Transaction

You can view the network rejects at the individual transaction level here.You can invoke this screen by clicking 'View Rejected Transactions' from the 'Validation File Bulk Details' screen.



Further more you can view the rejected transaction and its complete details by clicking 'View Transaction' action button, which launches the actual transaction screen.

2.1.23 Template Queue

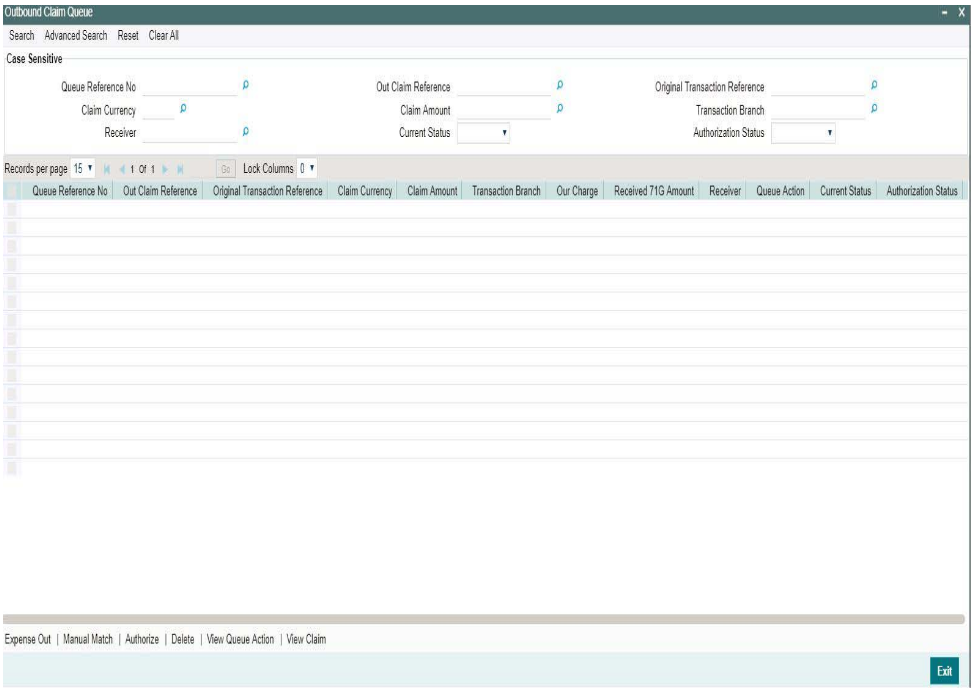
You can generate new template for payment types - Cross Border/ RTGS, Book Transfer, ACH payment types using the 'Transaction Input Detailed Template' screen.

User can input all the details required for the transaction and save it as a Template by specifying a unique 'Template ID'. System does the format validation for the details input. Cross field validations are not done on saving the Template

Refer to Cross Border, Domestic High value payments (RTGS), Book Transfer, Domestic Low Value Payments user manuals for more details.

2.1.24 Outbound Charge Claim Queue

All the outbound charge claim message sent is logged in Outbound Charge Claim Queue. To invoke this screen type 'PQSCOCLQ' in the field at the top right corner of the Application Tool bar and clicking the adjoining arrow button.



You can search using one or more of the following parameters

- Queue reference Number
- Out Claim Reference
- Original Transaction Reference
- Claim Currency
- Claim Amount
- Transaction Branch
- Our Charge
- Received 71G Amount
- Receiver
- Queue Action
- Current Status
- Authorization Status

On click of ‘Search’ button, system displays the records that match the search criteria specified.

Following actions can be performed in the Queue screen

2.1.24.1 Expense Out

You can invoke the Notify Message screen by clicking on ‘Notify Message ‘action button available at the left bottom in the ‘Notify Message Details ‘screen (PMSNOTFY)

Select the record and invoke this action, to close the outstanding claim by reversing the Receivable GL outstanding to an expense GL.

The expense GL maintained in Default Claim preferences PXD191PF is used as the debit GL.As the entries are posted, claim is marked as Liquidated

2.1.24.2 Manual Match

Select a record and click the 'Manual Match' button to launch the Manual Match detailed screen, The outstanding claim can be matched with any of the inbound Bank transfer transaction or with inbound MT 910 received.

Enter the settlement amount in Manual Match screen on selecting MT 202/MT 910 for matching, where the settlement amount should be less than or equal to Min (Claim amount, matched message amount).

- If the settlement amount is same as the claim amount the claim will be marked as liquidated. No entries are posted
- If the settlement amount is less than the claim amount, tolerance will be checked. If the difference is within the tolerance then the accounting for expensing out the difference will be passed.
- If the difference is above the tolerance the claim will remain as outstanding. No accounting is posted

---

Note

Charge Claim Manual Match (PXDCLMMM) screen can be invoked by clicking the action button 'Manual Match'. This will open as standalone screen on clicking the action button

- On selecting a specific record and on clicking 'Manual Match' button, all the details pertaining to Outbound Claim details, Match Transaction details are displayed

---

2.1.24.3 Authorize

Following actions requires authorization

- Expense Out
- Manual Match

2.1.24.4 Delete

Select a claim for the initiated actions like - 'Expense Out', 'Manual Match' and click on 'Delete' button to delete the actions before authorizing the same

2.1.24.5 View Queue Action

View the queue actions for the selected claim with the maker/checker details.

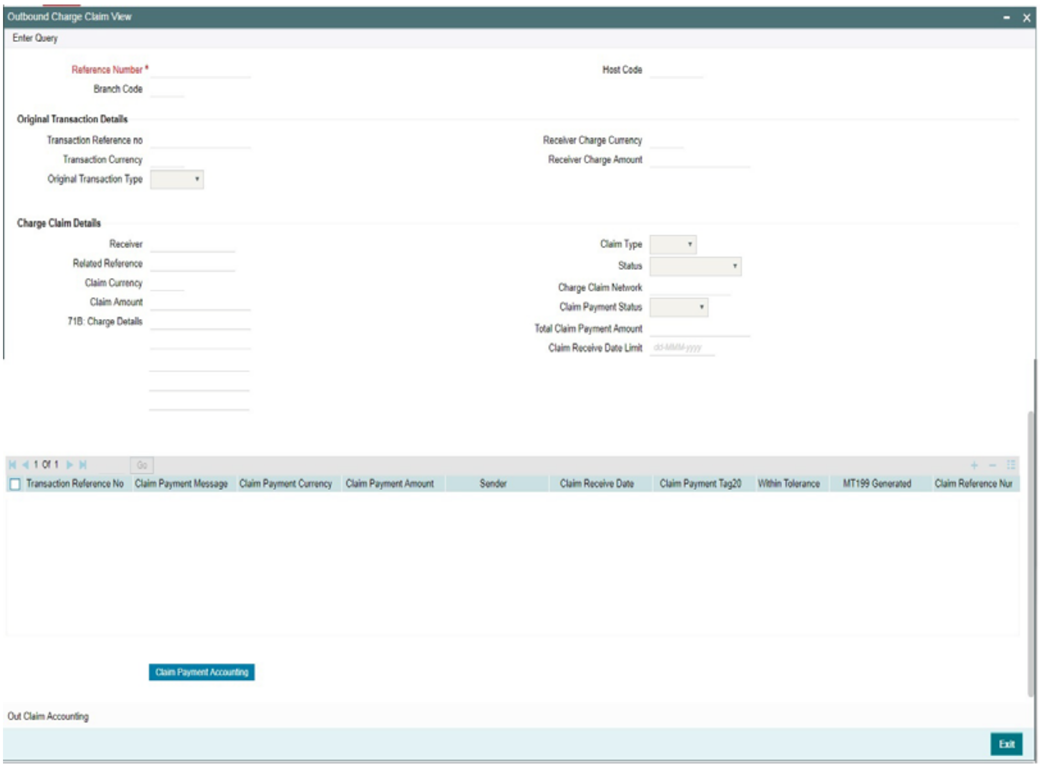
Note

Queue rights and transaction limit rights will be verified for every action initiated

---

2.1.24.6 View Claim

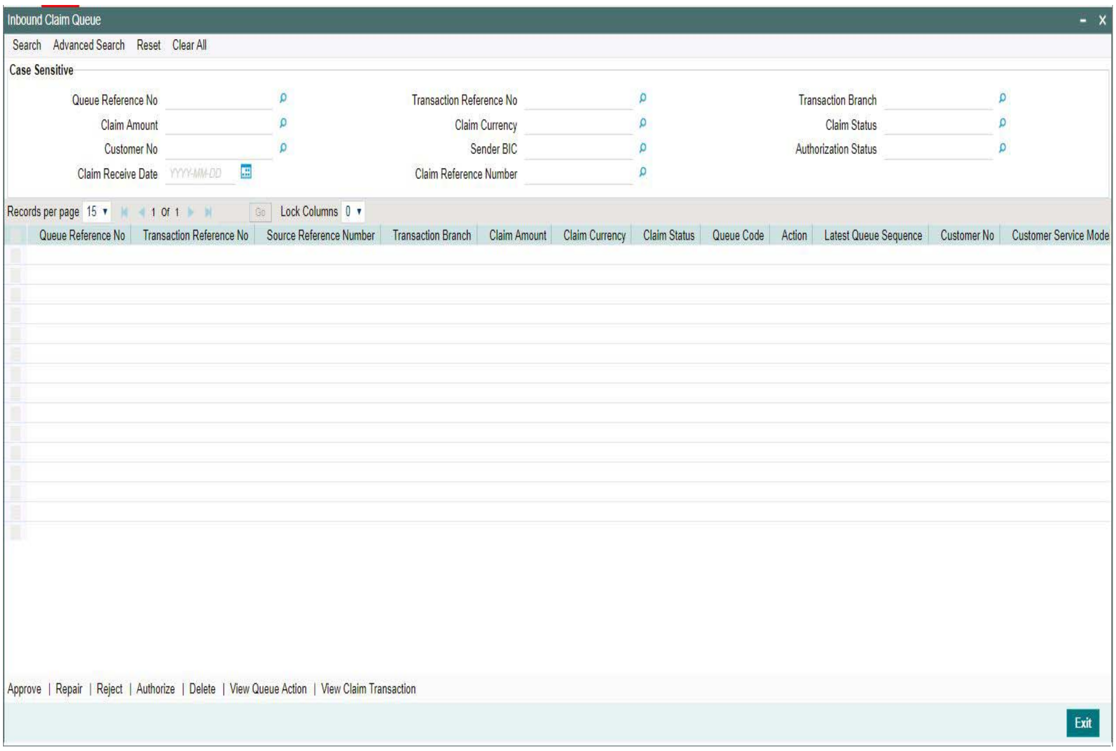
Outbound Claim message details are displayed in this screen 'PXDCLMVW' Click on 'View Claim' to open this screen. All the payments received against the claim is listed here.



2.1.25 Inbound Charge Claim Queue

Any repair type validation failure is encountered while processing inbound claims, the claim is move to Inbound Charge Claim Queue. Refer Exception Queues User Manual for further details

To invoke this screen type 'PQSCLMQU' in the field at the top right corner of the ApplicationTool bar and clicking the adjoining arrow button.



You can search using one or more of the following parameters

- Queue reference Number
- Claim Amount
- Customer No
- Claim Receive Date
- Transaction Reference No
- Claim Currency
- Sender BIC
- Claim Reference Number
- Transaction Branch
- Claim Status
- Authorization Status

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in the Queue screen

Approve

Select the record to Approve the outstanding claim settlement. On approving, customer account or Payable GL will be debited and Nostro will be credited.

Repair

Select a record and click the 'Repair' button to modify the Claim Currency, Claim Amount, Debit Account & Settlement Date from the repair screen Repairing the existing details requires authorization.

Reject

Select the record to reject the claim. Records selected will be marked as rejected. This requires authorization

Authorize

Following actions requires authorization

- Approve
- Repair
- Reject

Delete

Select a claim for the initiated actions like - 'Approve', 'Repair', 'Reject' and click on 'Delete' button to delete the actions before authorizing the same

View Queue Action

View the queue actions for the selected claim with the maker/checker details.

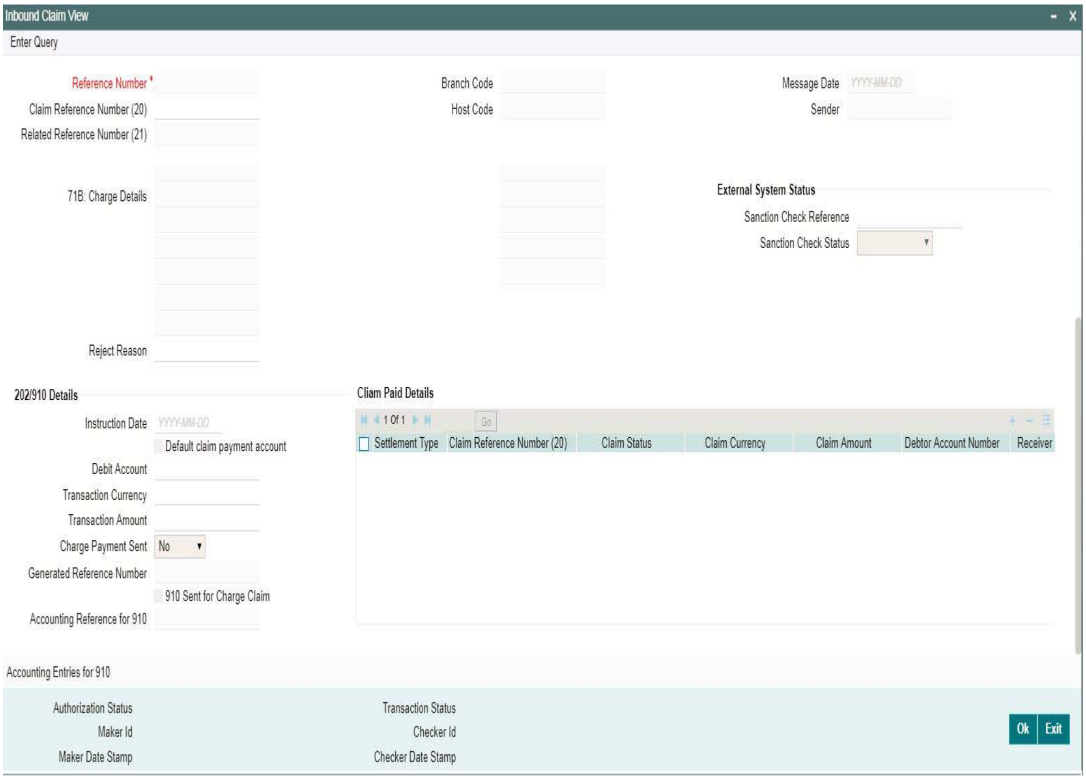
Note

Queue rights and transaction limit rights will be verified for every action initiated

---

View Claim Transaction

Claim message details and the liked transaction details is displayed in this screen 'PXDCHGCM' Click on View Claim Transaction to open this screen.All the payments made against the claim is listed here.



2.1.26 Standing Instruction Queue

You can create new Standing Instructions template, modify and authorize through Standing InstructionTemplate screen. System executes the SI automatically, based on the template/ instruction maintained. These are common for Cross Border/RTGS, ACH and Book Transfer Payments.

Refer to Cross Border, Domestic High value payments (RTGS), Book Transfer, Domestic Low Value Payments user manuals for more details.

2.1.27 Standing Instruction Execution

Standing Instruction Execution screen is applicable only for the standing instruction frequency 'Adhoc'.

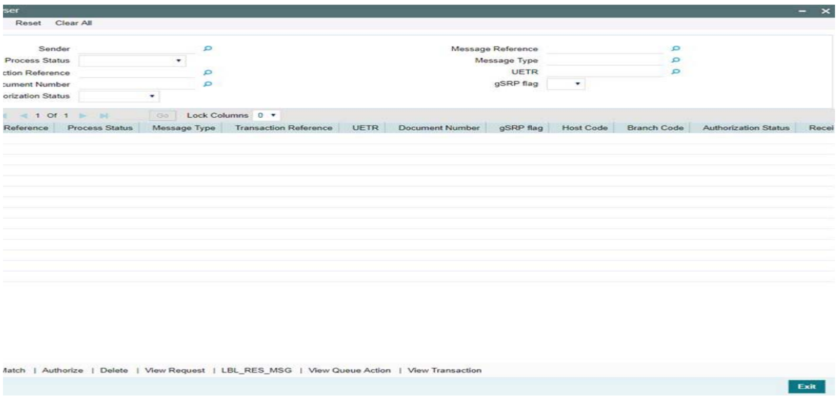
You can invoke the 'Standing Instruction Execution' screen by typing 'PMDSIECT' in the field at the top right corner of the Application toolbar and clicking on the adjoining arrow button.

For more details on Standing Instruction execution screen details and respective summary screens, refer to Payments Core User Guide.

2.1.28 Inbound Cancellation Request Browser

Inbound cancellation request messages (Received for both gSRP and non-gSRP) are available in this browser.

To invoke this screen, type 'PXSICLBR' in the field at the top right corner of the Application Tool bar and click the adjoining arrow button.



You can search using one or more of the following parameters

- Sender
- Process Status
- Transaction Reference
- Document number
- Authorization Status
- Message Reference
- Message Type
- UETR
- gSRP flag

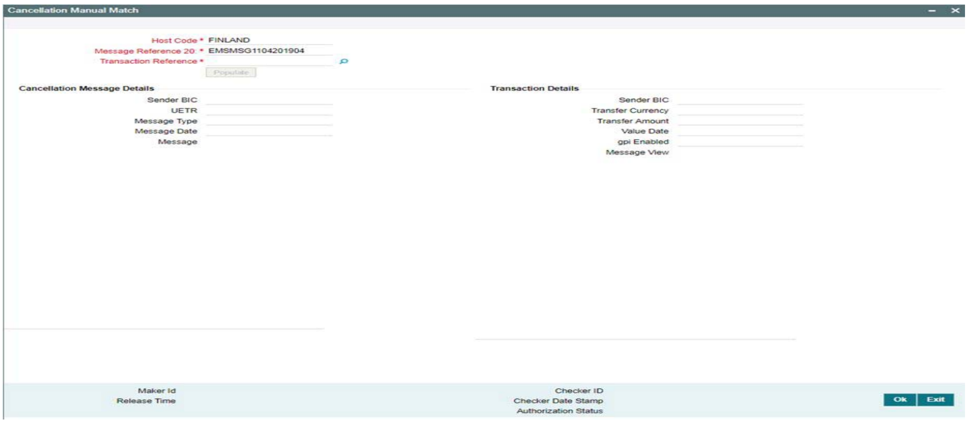
On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in this browser.

2.1.28.1 Manual Match

You can invoke the Manual Match screen PXDCANMM by a selecting a record and clicking on 'Manual Match 'action button available at the left bottom in this browser.

Manual Match action from PXSICLBR screen is allowed only if the Process status of the selected record is 'Unmatched'. Manual Match requires authorization and queue access / limit rights.



You can specify the following fields in this screen.

Host Code
The system displays the Host Code of the selected branch of the logged in user.

Message Reference 20
System defaults the value of Field 20 received in cancellation request message.

Transaction Reference
You can select a Transaction Reference from the list of Inbound transaction references which are not matched with the Inbound cancellation requests.

Cancellation Message Details

Sender BIC
The system displays the Sender BIC of the cancellation request message.

UETR
The system displays the UETR value from 121 tag received in the message.

Message Type
System displays the SWIFT message type received (192/292)

Message Date
The system displays the date on which the inbound cancellation message is received.

Message
The system displays the cancellation message received

Transaction Details
On clicking the Populate button in PXDCANMM screen, system defaults the following fields under this section from the inbound transaction reference selected in the LOV.

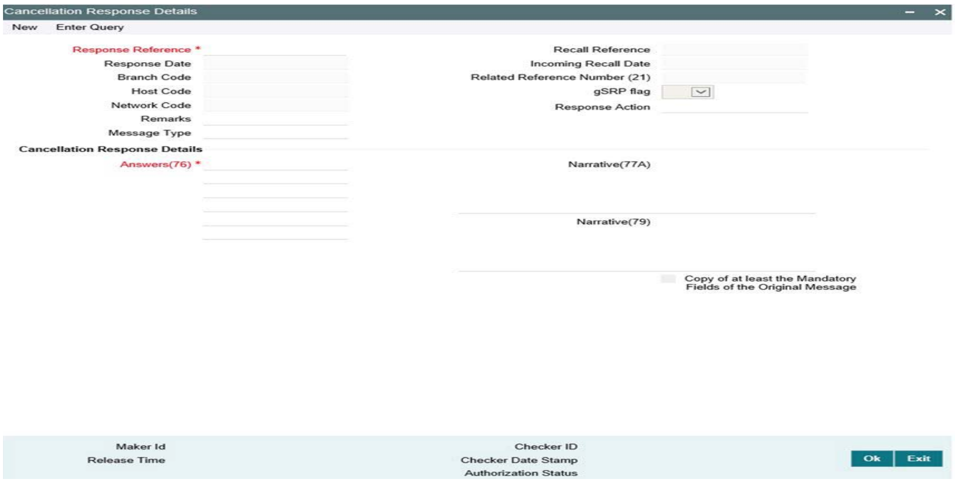
- Sender BIC
- Transfer Currency
- Transfer Amount
- Value Date
- gpi Enabled
- Message

On Authorization of manual match action, a cancellation request is logged against the matched transaction. You can view the cancellation request in the 'Exception' tab of the matched inbound transaction. In queue action log of the matched inbound transaction, a record is logged with action as 'MATCH'.

2.1.28.2 Interim/Reject

You can invoke the Cancellation Response Details screen PQDCANRP by a selecting a record and clicking on 'Interim' or 'Reject' action button available at the left bottom in this browser.

Interim/Reject action from PXSICLBR screen is allowed only if the Process status of the selected record is 'Unmatched' or 'Matched'. Reject action is not allowed if the Last Response Action is 'Rejected'. Interim/Reject action requires authorization and queue access / limit rights.



You can specify the following fields in this screen.

Response Reference
System displays an auto generated reference number in this field

Response Date
System defaults the current branch date in this field.

Branch Code
The system defaults the Branch code of the matched transaction

Host Code
The system defaults the Host code of the matched transaction

Network Code
The system defaults the Network code of the matched transaction

Recall Reference
The system displays the Field 20 of the incoming MT n92/gSRP request message

Incoming Recall Date
The system displays the Date on which the incoming MT n92/gSRP request message received

Related Reference
The system displays the transaction reference of the matched inbound transaction

Response Action
The system displays the action selected from the PXSCIBLR screen (Interim/Reject)

gSRP flag
The system displays 'Yes' in this field if the request is a gSRP request. Else system displays 'No' in this field

Answers (76)
You can input response details in the field by selecting the reason codes from the LOV. You can input 6 lines of 35 characters. Line 1 LOV displays various reason codes and reason statuses based on the action selected and the gpi Enabled flag of the matched transaction.

Action	gpi Enabled flag	Response Statuses/Recon Codes
Interim	Yes	Will display gSRP Response code for Interim status within '/' followed by gSRP Reason codes for the Interim status. E.g. /PDCR/RQDA
Interim	No	Will display all response/reason codes applicable for n96 message
Reject	Yes	Will display gSRP Response code for Reject status within '/' followed by gSRP Reason codes for the Reject status. E.g. /RJCT/LGCL
Reject	No	Will display all response/reason codes applicable for n96 message

Narrative (77A)
You can input the narrative details up to 20 lines with 35 characters each

Narrative (79)
You can input the narrative details up to 35 lines with 35 characters each

Copy of at least the Mandatory Fields of the Original Message
You can check the Copy of at least the Mandatory Fields of the Original Message check box if the fields of the original request message needs to be populated.

- On Authorization of the Interim/Reject action, a gSRP response message is generated if the request is a gSRP request message. Else a non-gSRP response message is generated.

- On save and authorization of the 'Reject' action, system validates whether the response is processed within the days allowed if the transaction is gpi-transaction. If the response date is beyond the 'Recall Response days' maintained in gpi Host preferences (PXDGPIPF), system shows an information message 'Final gSRP response is being provided to the Tracker after x calendar days from the receipt of gSRP request'.

- In the field Answers (76), line 1 is mandatory for gpi payments. Other lines in Answers (76), 'Copy of at least the Mandatory Fields of the Original Message' checkbox, field Narrative 77A and field Narrative 79 are not allowed for gpi payments.

- In View queue action log, queue action is logged for the user action taken against the message reference. Last Response action in PXSICLBR is updated with the user action taken. If the Process status is 'Matched', Recall Response is logged in the Exception tab of the matched inbound transaction.

2.1.28.3 Authorize

You can perform the Authorize action only if the authorization status is 'Unauthorized'. On Authorize action, the authorization status of the record is marked as 'Authorized'.

2.1.28.4 Delete

You can perform the Delete action only if the authorization status is 'Unauthorized'. On Authorize action, the system reverts the Process status of the record to previous status.

2.1.28.5 View Request Action

You can view the inbound cancellation request message by performing View Request Action.

2.1.28.6 View Response Action

You can view the response messages sent out by performing View Response Action. The latest response message sent out is displayed first in the screen.

2.1.28.7 View Queue Action

You can view the action logs for the cancellation message received against the reference.

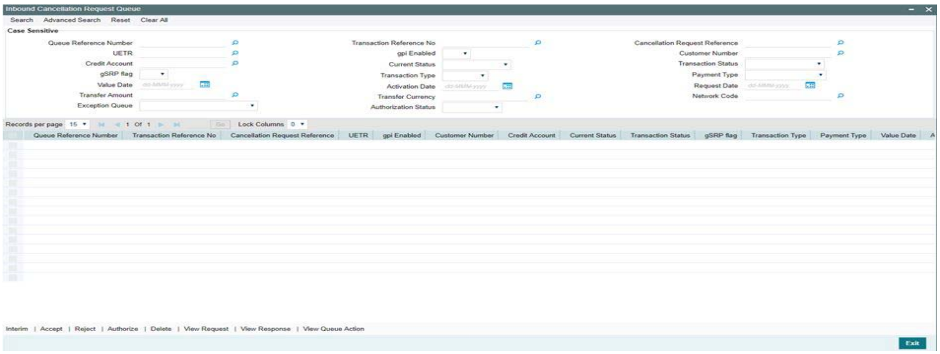
2.1.28.8 View Transaction

On clicking the View queue action button, system launches PXDIVIEW screen if the matched transaction is an inbound transaction.

2.1.29 Inbound Cancellation Request Queue

Inbound cross border transactions for which cancellation request messages are received are available in this queue screen.

To invoke this screen, type 'PQSICLRQ' in the field at the top right corner of the Application Tool bar and click the adjoining arrow button.



You can search using one or more of the following parameters

- Queue Reference Number
- UETR
- Credit Account
- gSRP flag
- Value Date
- Transfer Amount
- Exception Queue
- Transaction Reference No
- gpi Enabled
- Current Status
- Transaction Type
- Activation Date
- Transfer Currency
- Authorization Status
- Cancellation request Reference
- Customer Number
- Transaction Status
- Payment Type
- Request Date
- Network Code

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in this browser.

2.1.29.1 Interim/Accept/Reject

You can invoke the Cancellation Response Details screen PQDCANRP by a selecting a record and clicking on 'Interim/Accept/Reject' or action button available at the left bottom in this browser.

Interim/Accept/Reject action requires authorization and queue access / limit rights. Accept action is not allowed when the transaction status is Cancelled / Seized / Reversed and the transaction type is incoming.

Field and the validations is same as Cancellation Response Details screen which is launched from inbound cancellation browser. For more details refer section 2.1.28.2.

2.1.29.2 Authorize

You can perform the Authorize action only if the authorization status is 'Unauthorized'. On Authorize action, the authorization status of the record is marked as 'Authorized'.

2.1.29.3 Delete

You can perform the Delete action only if the authorization status is 'Unauthorized'. On Authorize action, the system reverts the Process status of the record to previous status.

2.1.29.4 View Request Action

You can view the inbound cancellation request message by performing View Request Action.

2.1.29.5 View Response Action

You can view the response messages sent out by performing View Response Action. The latest response message sent out is displayed first in the screen.

2.1.29.6 View Queue Action

You can view the action logs for the cancellation message received against the reference.

2.2 Cancellation from Exception Queues

You can invoke "Cancel Action" screen-by clicking on the Cancel button present in every Exception Queue.

On cancelling a payment transaction from any Exception Queue, if it has not undergone Sanction scanning yet, the transaction is sanctioned before cancellation. If the Sanction response is Approve or Reject, transaction is cancelled. Else, if it is Seize, transaction is seized.

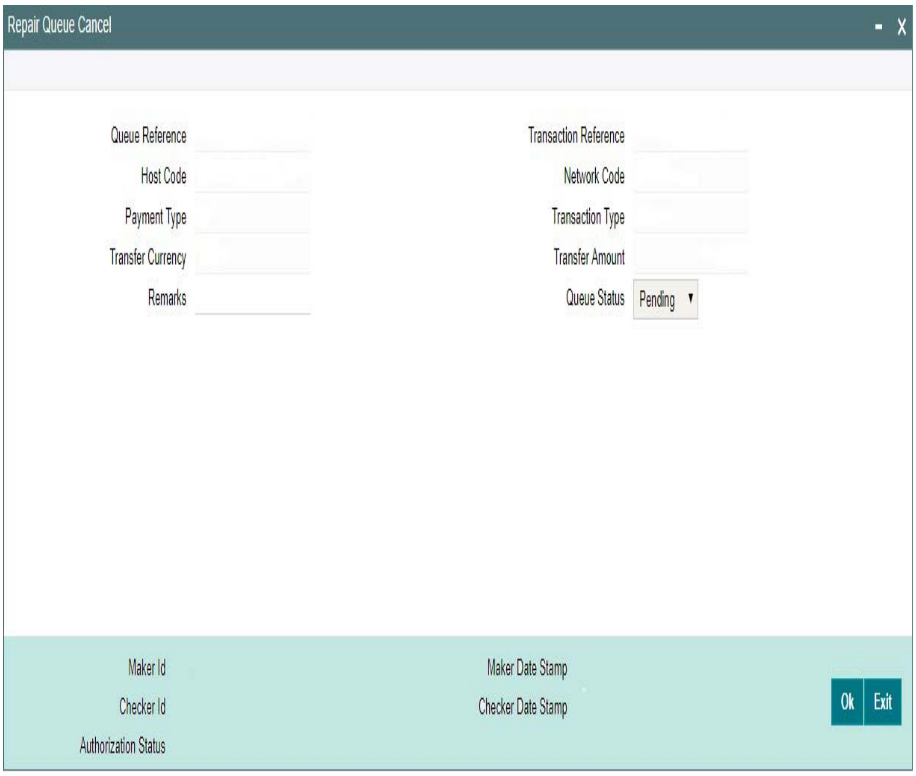
If the transaction stayed in an Exception Queue over days and cancelled on a later day, Sanctioning will be done considering SC retry days – even if was sanction scanned earlier.

Remarks to be filled in mandatorily in the cancellation screen.

Additionally, the following changes are executed on a payment, on cancellation, based on its payment direction

2.2.1 Cancelling Outbound payment

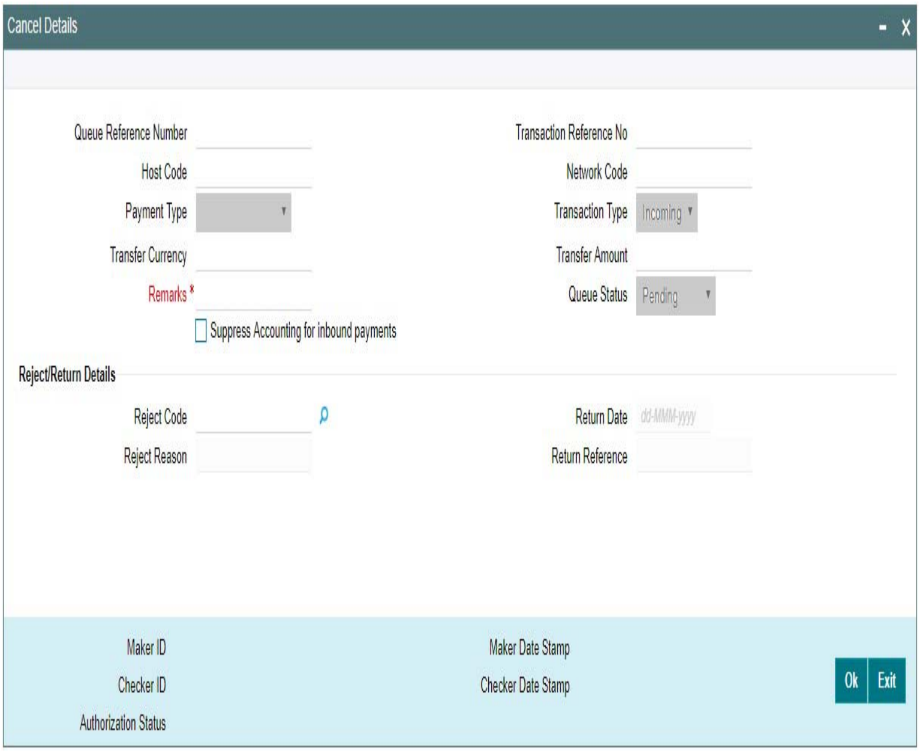
- If the transaction has crossed ECA stage, on cancellation, the amount is released, by triggering a release block request to DDA system.
- If the payment is a cross currency transfer (transfer currency & debit account currency are different) and External FX rate was fetched, the FX utilization is undone, by triggering a FX unwind request.
- If the transaction is cancelled from Sanction Queue on a later day, the Ring Fence block made on booking day EOD is undone, by triggering a ECA undo request to DDA system.



2.2.2 Cancelling Inbound payment

- Cross border / SWIFT based RTGS : Option is available to post the credit to Return GL or to suppress the entries. Reject / Return details are not applicable.
- SEPA ACH: pacs.004 message is sent back to the sender of pacs.008 automatically, to return the funds of the cancelled payment.Reject / Return details are mandatory.
- SEPA DD: pacs.004 or pacs.002 message (considering the network settlement date & time) is sent back to the sender of pacs.008 automatically, to return the funds of the cancelled payment. Reject / Return details are mandatory.
- India RTGS: pacs.004 is sent back to the sender of pacs.008 automatically, to return the funds of the cancelled payment. Reject / Return details are mandatory.

You can invoke “Cancel Action” screen-by clicking on the Cancel button present at bottom of the ‘Repair Queue ‘screen ‘PQSREPQU’.



Note

- Suppress and Cancel actions are not allowed for Inbound ACH and Direct Debits. Only Return action is allowed
- Return action is not allowed for Cross Border and RTGS transactions
- Remarks is mandatory to be given.

2.3 Acting from an Exception Queue on a later day

When payment transaction moves to an Exception Queue and an action is taken a later day, than the booking day, an override “Activation date is in the past, the dates are re-derived. Do you want to proceed?” would be sought.

On acceptance, activation date of the payment is force reset to current date. And, by this its instruction date is re derived and entire exception handling process is re-executed from beginning.

Processing cutoff is not validated when a payment is processed from a queue on a later day.

When an outbound payment is approved from Sanction or ECA Q on a later day, then Customer Rollover Preference is applied. Refer Payments Core manual on this.

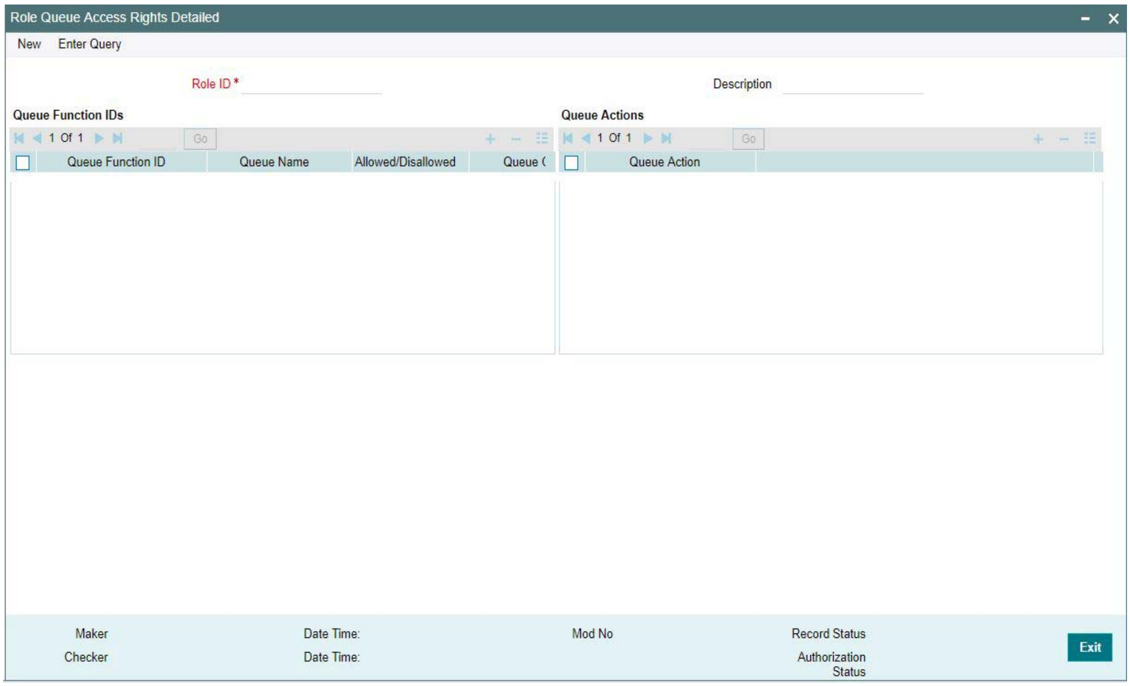
Alternatively you can disagree on this override and in turn cancel the payment, if it need not be executed on a later day.

2.4 Exception Queue Access Rights

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

2.4.1 Role Queue Access Rights

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



You can specify the following details

Role ID

Select the Role Identification from the LOV.

Description

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

Queue Function IDs

Queue Function ID

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

Allowed/Disallowed

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

Queue Name

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

Queue Code

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

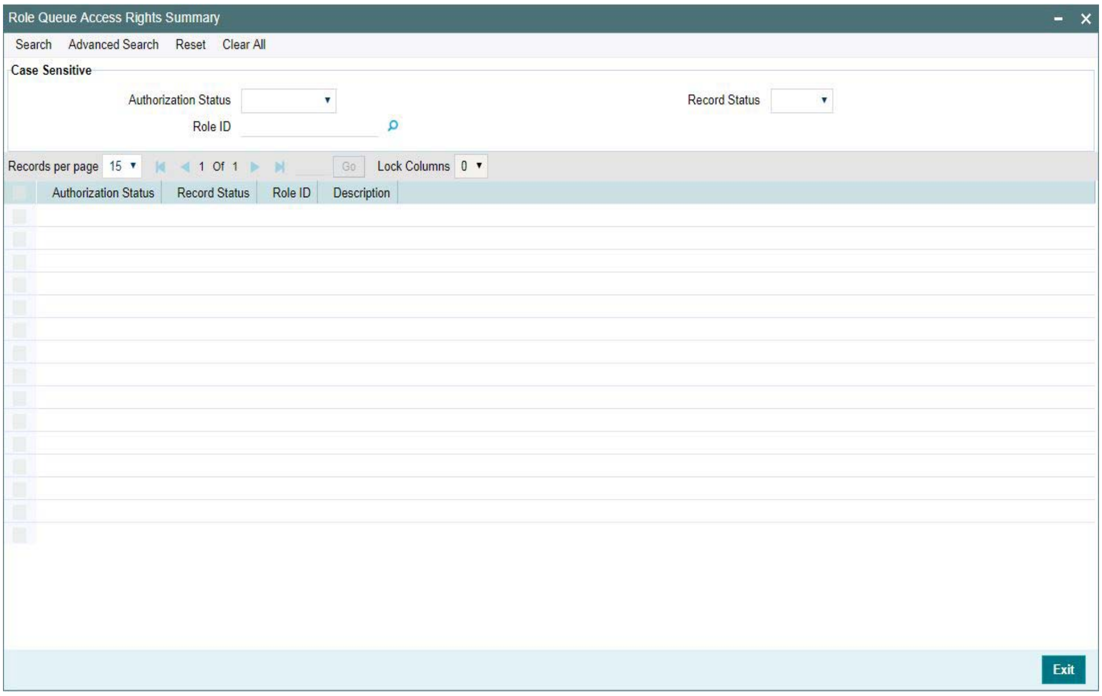
Queue Actions

Queue Action

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

2.4.1.1 Role Queue Access Rights Summary

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



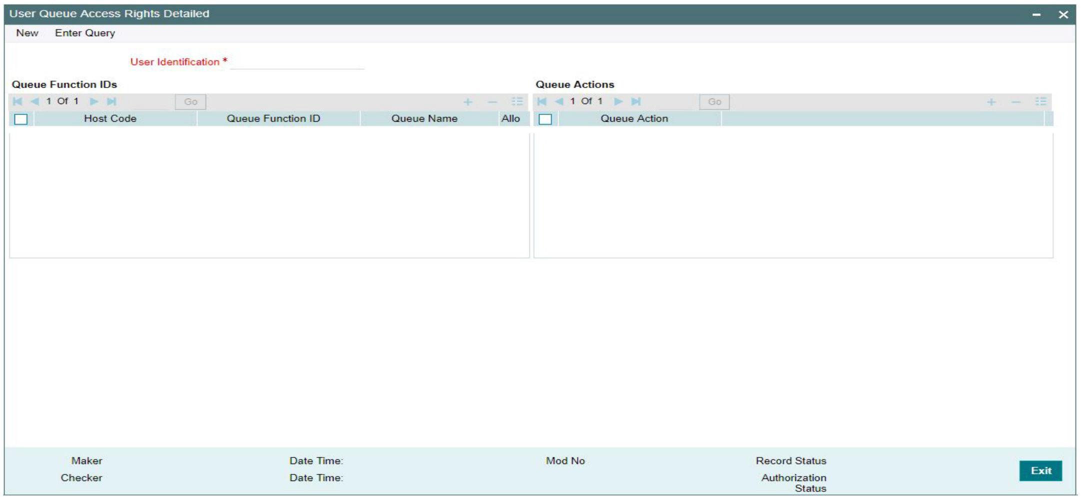
You can search using one or more of the following parameters:

- Authorization Status
- Record Status
- Role Id

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

2.4.2 User Queue Access Rights Screen

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



You can specify the following details

User Identification

Select the user Identification from the LOV.

Queue Function IDs

Host Code

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

Queue Function ID

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

Allowed/Disallowed

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

Queue Name

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

Queue Code

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

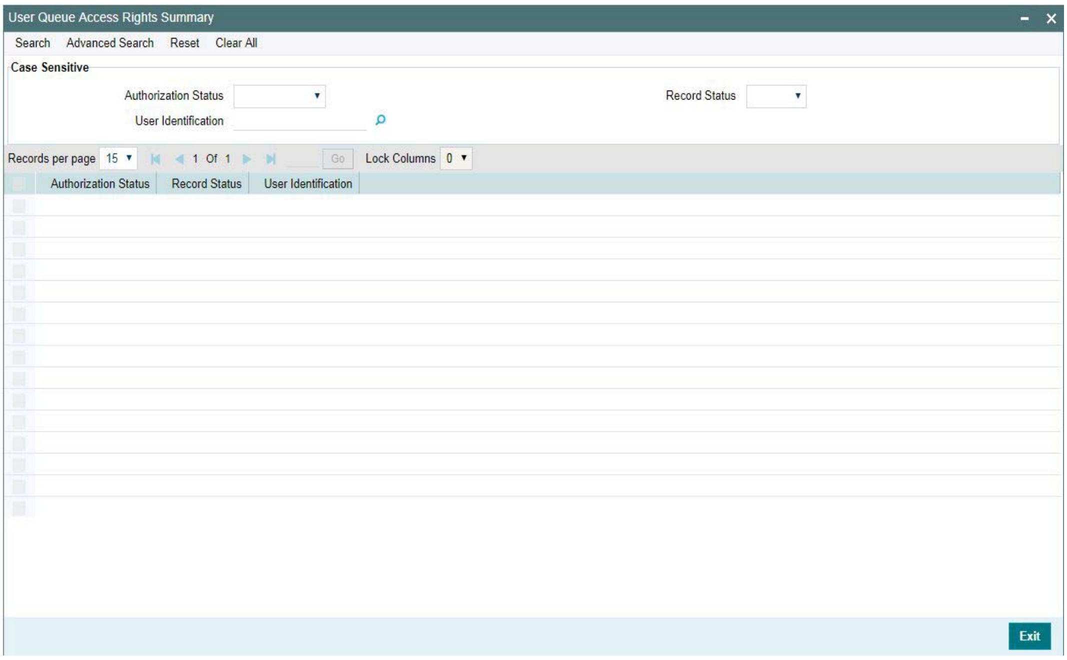
Queue Actions

Queue Action

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

2.4.2.1 User Queue Access Rights Summary

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



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

- Authorization Status
- Record Status
- User Identification

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

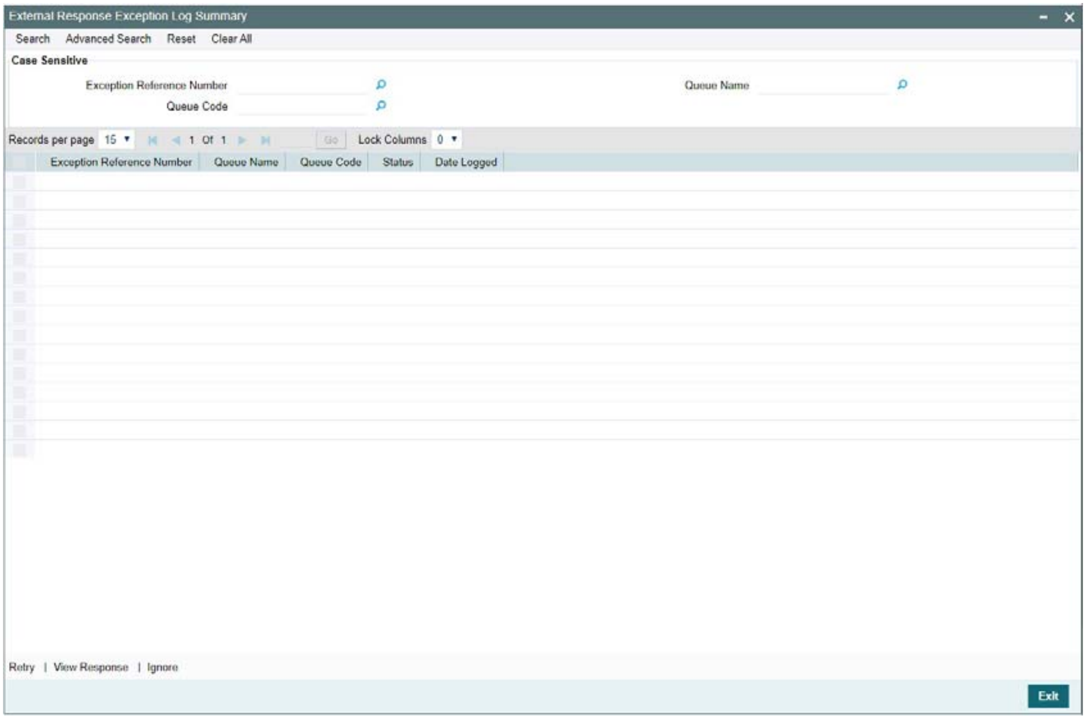
Note

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

2.5 External Response Exception Log Summary

External System response failed during processing, due to technical errors is logged in this screen. Responses from SC, ECA, External Exchange Rate & Accounting queue are logged on this.

You can invoke “External Response Exception Log Summary” screen by typing ‘PMSEXPLG’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button..



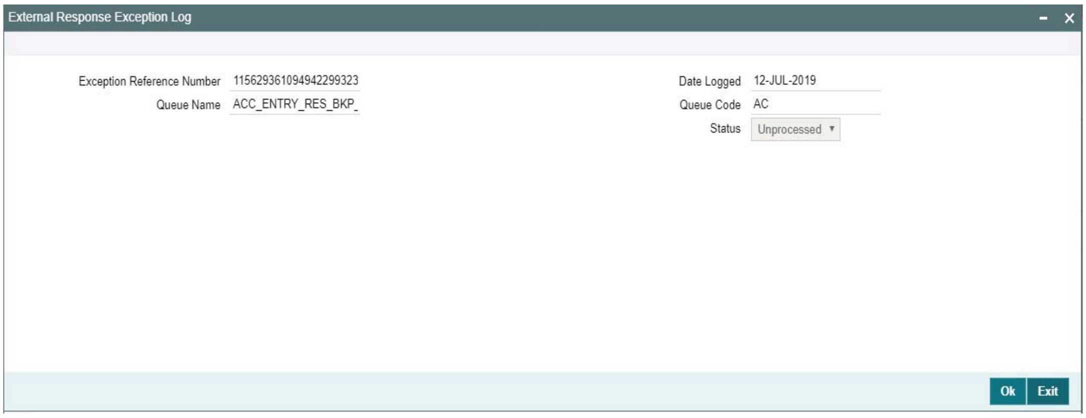
You can search using one or more of the following parameters:

- External Reference Number
- Queue Code
- Queue Name

2.5.1 Retry Screen

Click the ‘Retry’ button in the External Response Exception Log Summary screen to invoke this sub screen.

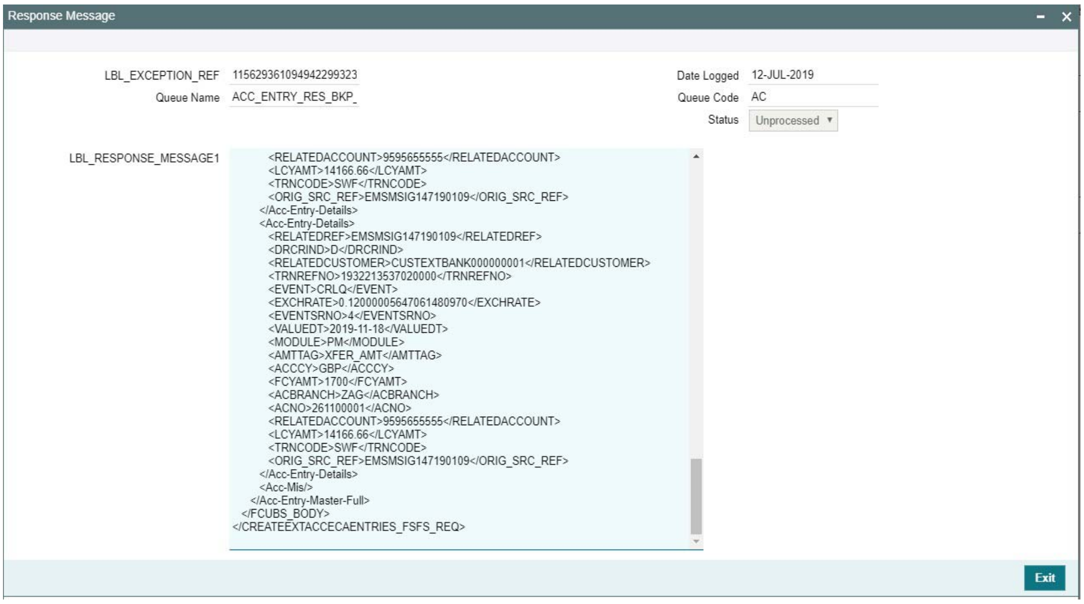
When a response from external system is failed in processing due to any technical reasons, the transaction is not be processed further, remains in the same queue. And, the response is displayed on this screen. You can retry, which re-processes the same response received from the external system. On successful re-processing, transaction proceeds further and the response is removed from this screen.



2.5.2 View Response Screen

Click the ‘View Response’ button in the External Response Exception Log Summary screen to invoke this sub screen.

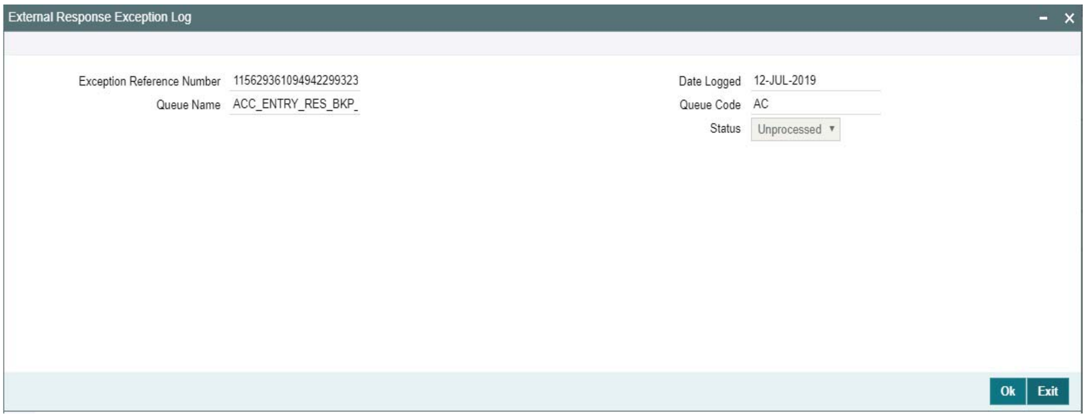
The external system response which has failed during process, due to technical reasons are shown here.



2.5.3 Ignore Screen

Click the ‘Ignore’ button in the External Response Exception Log Summary screen to invoke this sub screen.

Ignore option on this screen is to ignore the response. So the response is removed from this screen.Thus the payment could be manually acted from the corresponding exception



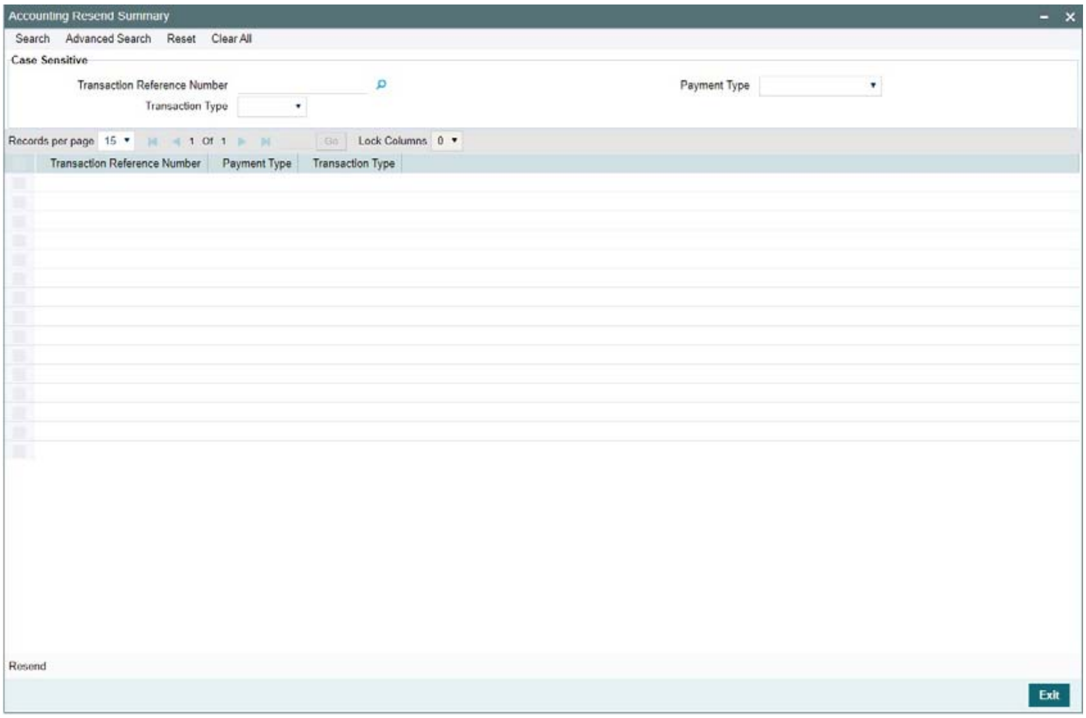
Note

This is supported for Sanction, ECA & Accounting queues.

2.6 Accounting Resend Summary

Any accounting entries that are failed in posting to accounting handoff queue, to the DDA system, are logged on this screen.

You can invoke “Accounting Resend Summary” screen by typing ‘PMSACRES’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button..



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

- Transaction Reference Number
- Payment Type
- Transaction Type

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

Note

Resend action in this screen can re send the same entries from the screen. Once successfully posted, the transaction is removed from this screen.

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3. Function ID Glossary