

# Oracle Banking Digital Experience

FCUBS Originations Current Account User Manual  
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**ORACLE®**

FCUBS Originations Current Account User Manual  
December 2019

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# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2 Documentation Accessibility

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

## 1.3 Access to Oracle Support

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

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

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

## 1.4 Structure

This manual is organized into the following categories:

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

*Introduction* provides brief information on the overall functionality covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction
- The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.
- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure.
- If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

## 1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 19.2.0.0.0, refer to the following documents:

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

## 2. Transaction Host Integration Matrix

### Legends

<b>NH</b>	No Host Interface Required.
✓	Pre integrated Host interface available.
×	Pre integrated Host interface not available.

<b>Sr No.</b>	<b>Transaction Name / Function Name</b>	<b>Third Party System</b>	<b>Oracle FLEXCUBE Core Banking 11.7.0.0.0</b>	<b>Oracle FLEXCUBE Universal Banking 14.3.0.0.0</b>
1	Current Account Application Submission	✓	×	✓

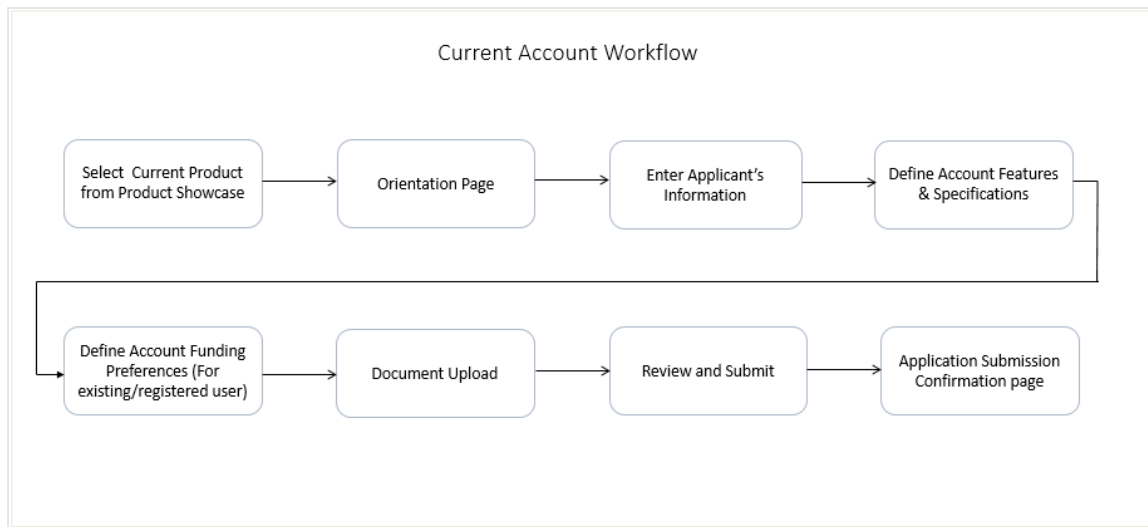
### 3. Current Account Application

A current account is a deposit account held at a financial institution that allows withdrawals and deposits. They are also called as demand accounts and can be accessed using checks, automated teller machines and electronic debits.

Current accounts can include business accounts, student accounts and joint accounts, along with many other types of accounts that offer similar features. The current account application has been created so as to enable customers to apply for a current account by providing minimal personal details. As an applicant, you are also provided with the option to customize your account by adding features such as a debit card, cheque book, etc.

The application tracker has been built so as to enable tracking of the application once it is submitted. The application tracker also enables the applicant to retrieve and complete an application that has been saved.

#### Current Account Application Workflow



Following are the steps involved in the account application submission:

- **Applicant Information:** The applicant information sections consist of details such as basic personal information, identity, contact, and employment information of the applicant.
- **Features & Specifications:** In this section, you can customize your account by defining your preferences related to features provided against the account including debit card, cheque book and account statement.
- **Account Funding:** This section is enabled for an existing customer, that is, for an applicant who has previously applied for and holds an account with the bank. As an existing customer, you will be provided with the option to fund the account you are applying for, through own account transfer, that is, you can select any of your existing current or savings accounts by which to fund the initial deposit of the new account.
- **Document Upload:** You might be required to provide documents supporting various proofs i.e. proof of identity, address proof, etc. that you have defined as part of the application. This feature enabled you to upload documents supporting these proofs. You can upload multiple documents against a document type.

- **Review and Submit:** This section displays the summary of the application. You can verify details submitted as part of the application and can modify information if required.
- **Confirmation:** This section displays a message confirming that the application has been submitted along with details such as reference number and status. It also displays additional steps that might be required to be taken by the applicant or the bank.

All the sections defined above, apart from Review and Submit and Confirmation, will be displayed in the order defined specifically for Current Account applications by the bank administrator in the workflow configuration screen.

---

**Note:** The process type used for integration with UBS is BPEL.

---

**How to reach here:**

*Dashboard > Current Accounts*

**To apply for a current account**

- Select Current Account on the product showcase screen. A screen containing all the offers available under the selected current account product is displayed.

### 3.1 Offer List

ATM/Branch English UBS 14.3 AT3 Branch

futura bank

Current Account Offers

**Current Accounts - Regular1** Apply

Currency: GBP

[Less](#)

Facilities

- ✓ Cheque Book Allowed
- ✓ ATM Access
- ✓ Overdraft Allowed

Minimum Initial Deposit: ₹0.00

Minimum Balance: ₹0.00

ATM Access: Allowed

**Multi currency savings account** Apply

Currency: GBP

[More](#)

**Current Account class for RTL** Apply

Currency: GBP

[More](#)

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- Click on the **Apply** option available on the desired offer card. The **Orientation** screen of the specific current account offer is displayed containing details informing the applicant about the steps involved in the application, details required for application and eligibility criteria.



## 3.2 Orientation Page


ATM/Branch English UBS 14.3 AT3 Branch

futura bank

Before We Go Ahead...


### Current Accounts - Regular1

Open your account today in just minutes with 3 easy steps




**Tell us about yourself**

We will ask you for basic information such as name, address, identity proof, etc.



**Setup your account**

Specify features and preferences for your new account



**Review and Submit**

Once your application is complete, review your data entered and submit the application.

**What you'll need**

- Valid Identification Proof
- Your phone number and email address
- Your permanent residential and mailing address.

Your personal information is safe at Futura Bank. [Click to view our Privacy Policy.](#)



**Already A Customer Banking Online With Us?**

Signing in with your login credentials will help us prefill some of the data

**Login**

**New To Futura Bank?**

Login with social media

**Continue as guest** **Cancel**

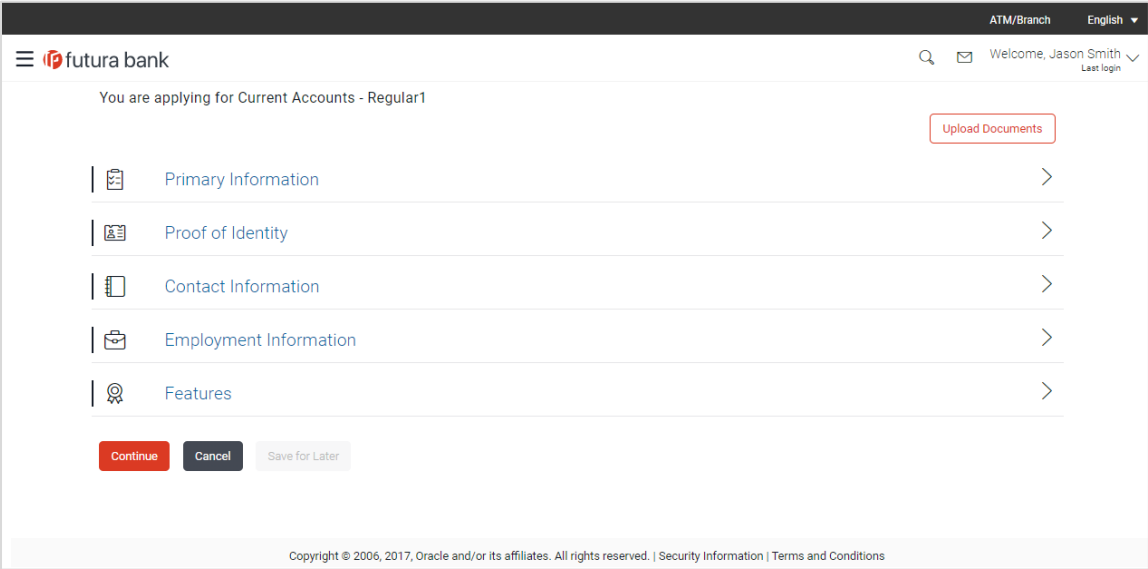
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**Ok**

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- Click **Continue as guest**, if you are a new/unregistered user. The section defined as the first in the workflow configuration screen will be displayed.  
OR  
Click **Login** if you are an existing/registered user. For more information on the application of an existing user, view the **Existing User** section.  
OR  
Click **Cancel** to abort the application process.

### 3.3 Applicant Profile Details



- The sections of the application form are displayed on this page. You can start entering information in each section starting with the first section that is displayed depending on the workflow configuration maintained by the bank administrator for current account applications.

## 3.4 Primary Information

Primary Information
∨

Your personal information is safe at Futura Bank. [Click to view our Privacy Policy.](#)

Salutation	Mr <span style="float: right;">∨</span>
First Name	Jason
Middle Name	
(optional)	
Last Name	Smith
(optional)	
Date of Birth	15 Dec 1985 <span style="float: right;">📅</span>
Gender	Male <span style="float: right;">∨</span>
Marital Status	Married <span style="float: right;">∨</span>
Dependents	1
Nationality🇺🇸	Australia <span style="float: right;">∨</span>

Continue

### Field Description


Field Name	Description
<b>Salutation</b>	Select the salutation/title of applicant. Examples of salutation are Mr., Mrs., Dr. etc.
<b>First Name</b>	Enter your first name.
<b>Middle Name</b>	Enter your middle name. This field is optional.
<b>Last Name</b>	Enter your last name.
<b>Date of Birth</b>	Specify your date of birth. The system validates your date of birth so as to identify whether you have attained age of majority.
<b>Gender</b>	Select your gender.

<b>Field Name</b>	<b>Description</b>
<b>Marital Status</b>	Select the applicable marital status from the list. The options are: Married Remarried Divorced Single Separated Spouse Expired
<b>Dependents</b>	Specify the number of people dependent on you.
<b>Nationality</b>	Select your country of nationality.
<b>Permanent Resident</b>	Specify whether you are a permanent resident in the country in which you are applying for the account.

- 
- Click **Continue**. The next section is displayed.

### 3.5 Proof of Identity

In this section specify details of your passport that can serve as proof of identity. The details include your passport number, the date of issue and expiration date.

 Proof of Identity
▼


---

Passport Number

xxxxx2345


Date of Issue

15 Dec 2009



Expiration Date

14 Dec 2026



Continue


#### Field Description

Field Name	Description
<b>Passport Number</b>	Enter your passport number.
<b>Date of Issue</b>	Enter the date on which your passport is issued. This date can be found printed on your passport.
<b>Expiration Date</b>	Enter the date on which your passport will expire. This date can be found printed on your passport.

- Click **Continue** to save the identification information. The next section is displayed.

## 3.6 Contact Information

In the contact information section enter the contact details encompassing your email address, phone numbers and permanent residential address as well as mailing address.

 Contact Information
∨

---

**Email**

EmailID

Please confirm your email ID

**Phone Number**

Phone Type  ∨

Phone Number  ∨

Add an additional phone number?

**Permanent Residence**

Country  ∨

Address Line 1

Address Line 2 (optional)

City

Zip Code

Accommodation Type  ∨

Is your mailing address the same as above?

### Field Description

Field Name	Description
<b>Email</b>	
<b>Email</b>	Enter your email address.
<b>Please confirm your email ID</b>	Re-enter your email ID to confirm the same.
<b>Phone Number</b>	

Field Name	Description
<b>Phone Type</b>	<p>Select the phone number type that you want to define.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>Personal Mobile</li> <li>Personal Landline</li> <li>Work Landline</li> </ul>
<b>Phone Number</b>	<p>Enter your phone number corresponding to the selected phone type.</p>
<b>Add an additional phone number?</b>	<p>You can select Yes if you want to add an additional phone number. It is not mandatory to add an additional phone number.</p>
<b>Phone Type</b>	<p>Type of phone number that is being added.</p> <p>The options available will be all the phone types other than the one selected in the previous phone type field.</p> <p>This field is displayed if you select <b>Yes</b> in the <b>Add an additional phone number</b> field.</p>
<b>Phone Number</b>	<p>Enter the phone number corresponding to the selected phone type.</p>
<b>Permanent Residence</b>	
<b>Country</b>	<p>Enter the name of the country in which you reside on a permanent basis.</p>
<b>Address Line 1-2</b>	<p>Enter your Address details.</p>
<b>City</b>	<p>Enter the name of the city in which you reside on a permanent basis.</p>
<b>Zip Code</b>	<p>Enter your zip code.</p>
<b>Accommodation Type</b>	<p>The type of accommodation in which you reside on a permanent basis.</p> <p>The accommodation types are:</p> <ul style="list-style-type: none"> <li>Self Owned</li> <li>Company Provided</li> <li>Other</li> </ul>

Field Name	Description
<b>Is your mailing address the same as above?</b>	Specify whether your mailing address is same as that of your permanent address. If you select option <b>No</b> , you will be required to enter your mailing address.

#### **Mailing Address**

This following fields appear if you select the option **No** against the **Is your mailing address the same as above?** field.

<b>Country</b>	Select the country of your mailing address.
<b>Address Line 1-2</b>	Enter details of your mailing address.
<b>City</b>	Enter the name of the city of mailing address.
<b>Zip Code</b>	Enter the zip code of your mailing address.

- Click **Continue** to save the contact information.  
The next section is displayed.



## 3.7 Employment Information

In this section enter details of your current employment.

### Field Description

Field Name	Description
<b>Employment Type</b>	Select the type of your current primary employment. The types are: Full Time Permanent Full Time Temporary Part Time Self Employed Retired Pensioned Retired Non Pensioned Unemployed Other
<b>Company or Employer Name</b>	Select the name of the company or firm at which you are employed. This field is displayed if you have selected <b>Full Time Permanent</b> , <b>Full Time Temporary</b> , <b>Employed</b> , <b>Part Time</b> or <b>Self Employed</b> from the <b>Employment Type</b> list.

- Click **Continue** to save the employment information.  
The next section is displayed.

## 3.8 Features

This section enables you to enhance the features of the account you are applying for. You are able to specify options regarding debit card, cheque book and account statement.

The screenshot shows a 'Features' section with the following fields and values:

- Debit Card:** Yes (selected), No
- Name on Card:** Jason Smith
- Card Type:** gold card
- Cheque Book:** Yes (selected), No
- Number of Leaves:** Cheque Book with 20 Leaves
- Account Statement:** Yes (selected), No
- Statement Frequency:** Quarterly

A 'Continue' button is located at the bottom left of the form.

### Field Description

Field Name	Description
<b>Debit Card</b>	<p>This option enables you to specify whether you would like to avail of the debit card facility or not. This option will be enabled only if this feature is provided for the current account offer you are applying for.</p> <p>The options available for selection are <b>Yes</b> and <b>No</b>.</p>
<b>Name on Card</b>	<p>Enter your name as you would like it embossed on the card.</p> <p>This field is enabled only if you select the option <b>Yes</b> against the <b>Debit Card</b> field.</p>
<b>Card Type</b>	<p>Select the type of debit card you would prefer from the list of different debit card types on offer by the bank for the specific current account.</p> <p>This field is enabled only if you select the option <b>Yes</b> against the <b>Debit Card</b> field.</p>
<b>Cheque Book</b>	<p>This option enables you to specify whether you would like to apply for a cheque book or not. This option will be enabled only if this feature is provided for the current account offer you are applying for.</p> <p>The options are <b>Yes</b> and <b>No</b>.</p>

Field Name	Description
<b>Number of Leaves</b>	<p>Select the number of leaves you would like your cheque book to have.</p> <p>This field is enabled only if you select the option <b>Yes</b> against the <b>Cheque Book</b> field</p> <p>This options are:</p> <ul style="list-style-type: none"> <li>• Cheque book with 10 leaves.</li> <li>• Cheque book with 20 leaves.</li> <li>• Cheque book with 50 leaves.</li> <li>• Cheque book with 100 leaves.</li> </ul>
<b>Account Statement</b>	<p>This option enables you to specify whether you would like to receive regular account statements. This option will be enabled only if this feature is provided for the current account offer you are applying for.</p> <p>The options are <b>Yes</b> and <b>No</b>.</p>
<b>Statement Frequency</b>	<p>Select the frequency at which you would like to receive account statements.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Semi-Annual</li> <li>• Quarterly</li> <li>• Monthly</li> <li>• Annual</li> <li>• Fortnightly</li> <li>• Weekly</li> <li>• Daily</li> </ul>

---

- Click **Continue**.  
The next section is displayed.

### 3.9 Fund Your Account

This section is part of the application if you are an existing (registered) user. In this section, you are required to specify the options by which to fund your account. You can either select any existing savings or current account that you hold with the bank or can also opt to fund the account later.

#### Field Description



Field Name	Description
<b>Please select your method of payment</b>	Indicates the option to fund your account. The account funding options are: <ul style="list-style-type: none"> <li>I will transfer funds from another account with the bank</li> <li>I will fund my account later</li> </ul>
<b>Initial Deposit Amount</b>	The amount you wish to have deposited in your account. This field appears if you select the option, <b>I will transfer funds from another account with the bank.</b> You are not required to specify this amount if you select the option <b>I will fund my account later.</b>
<b>Account Number</b>	Select this option if you wish to transfer funds from your savings or current account held with the bank. This field appears if you select the option, <b>I will transfer funds from another account with the bank.</b>

- Click **Upload Documents** to upload the required documents.  
OR  
Click **Continue**. The review screen is displayed.

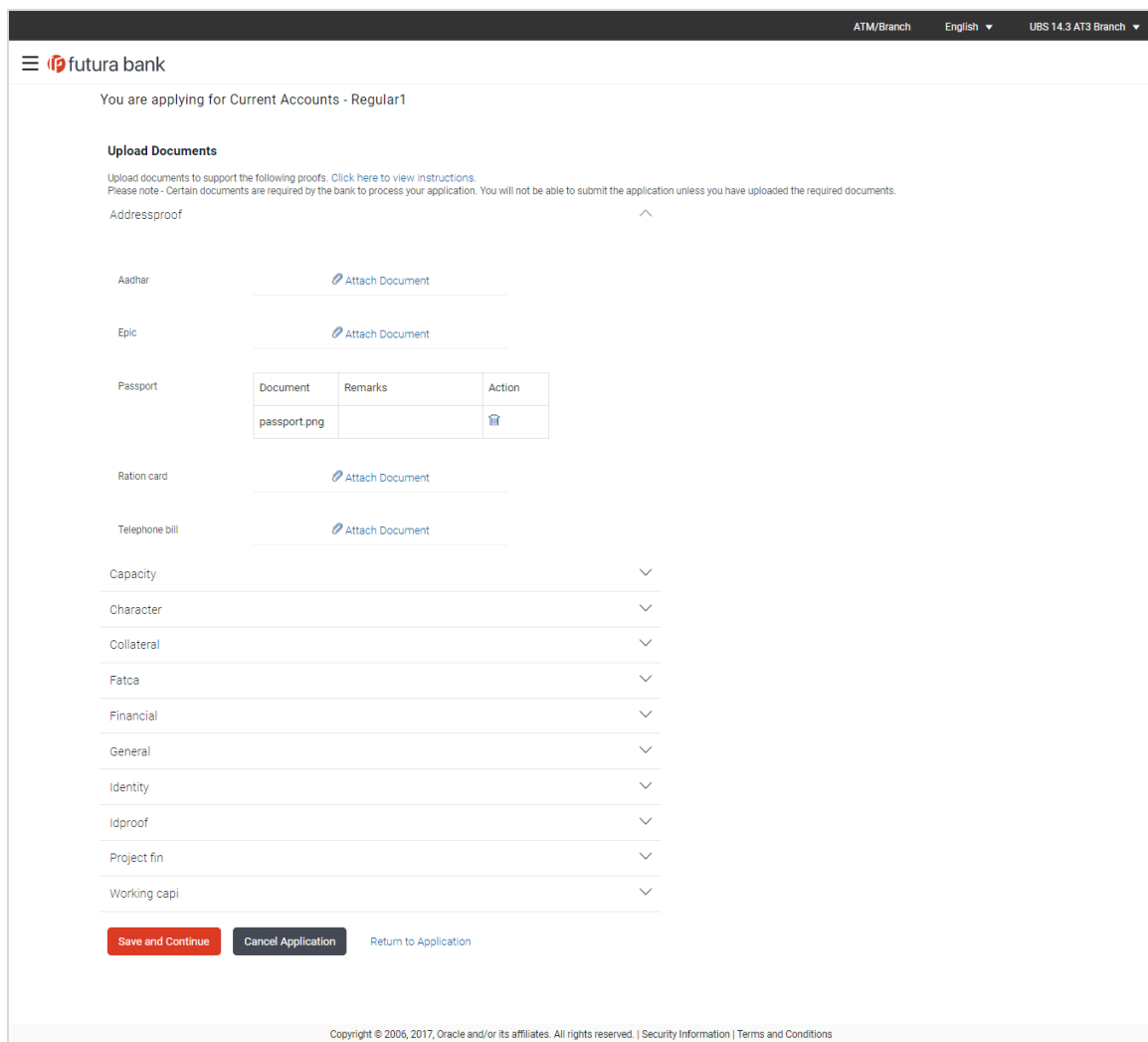
### 3.10 Document Upload

Through the Upload Documents screen you can upload documents serving as proof for various details entered in the application. You can navigate to this screen by clicking **Upload Documents**, located on the top right corner of the application.

#### To upload a document:

- Click the  icon beside the document type in which you want to upload a document.
- Click on  beside a document type in order to upload the supporting document.

#### Document Upload



ATM/Branch English UBS 14.3 AT3 Branch

futura bank

You are applying for Current Accounts - Regular1


**Upload Documents**

Upload documents to support the following proofs. [Click here to view instructions.](#)  
Please note - Certain documents are required by the bank to process your application. You will not be able to submit the application unless you have uploaded the required documents.

Addressproof ^

Aadhar [Attach Document](#)

Epic [Attach Document](#)

Document	Remarks	Action
passport.png		

Ration card [Attach Document](#)

Telephone bill [Attach Document](#)

Capacity v

Character v

Collateral v

Fatca v

Financial v

General v

Identity v

Idproof v

Project fin v

Working capi v

[Save and Continue](#) [Cancel Application](#) [Return to Application](#)

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Attach Document</b>	On selecting this link, the browse option is opened, by which you can select the required file to upload.
Once you upload the document, a summary of the documents is displayed with the following fields.	
<b>Document</b>	The name of the document.
<b>Remarks</b>	Any remarks about the document.
<b>Action</b>	An option to delete the uploaded document.

- Click **Save and Continue** to upload the attached documents and to continue with the application process.  
OR  
Click **Return to Application**.  
OR  
Click **Cancel Application**, if you wish to cancel the application.

## 3.11 Review and Submit

All the information that you have entered in the application is displayed on the Review and Submit screen. You can verify that all the information provided by you is correct and make any changes if required.

### Primary Information

ATM/Branch English UBS 14.3.AT3 Branch

futura bank

You are applying for Current Accounts - Regular1

**Review**  
Please review your information before submitting your application.

**Primary Information**

Name	Mr Jason Smith
Date of Birth	15 Dec 1985
Gender	Male
Marital Status	Married
Number of Dependents	1
Nationality	Australia

### Proof of Identity

**Proof of Identity**

Type of Identification	Passport
ID Number	xxxxxx2345
Date of Issue	15 Dec 2009
Expiration Date	14 Dec 2026

### Contact Information

**Contact Information**

**Email**

Email	jasonsmith@gmail.com
-------	----------------------



**Phone Number**

Phone Number	Personal Mobile: 1-9876543210
--------------	-------------------------------

**Permanent Residence**

Accommodation Type	Self Owned
Address	xyz, sydney Australia 1111111

## Employment Information



 Employment Information


---

**Primary Employment**

Employment Type	Full Time permanent
Company or Employer Name	Oracle



## Features

 Features


---

Debit Card	Yes
Name on Card	Jason Smith
Card Type	GOLD
Cheque Book	Yes
Number of Leaves	20
Account Statement	Yes
Statement Frequency	Quarterly

## Fund Your Account

 Fund Your Account


---

Initial Deposit Amount	£1,000.00
Funding Through	Account Number: xxxxxxxxxxxx0014

## Documents

 Documents


---


**Addressproof**

Passport

passport.png

Submit
Cancel
Save for Later

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- Click  against any section heading to edit the details of that section.
- Once you have verified all the information, click **Submit**.  
The screen confirming application submission will be displayed which will contain the



application reference number and any additional steps that might need to be undertaken by you or the bank.

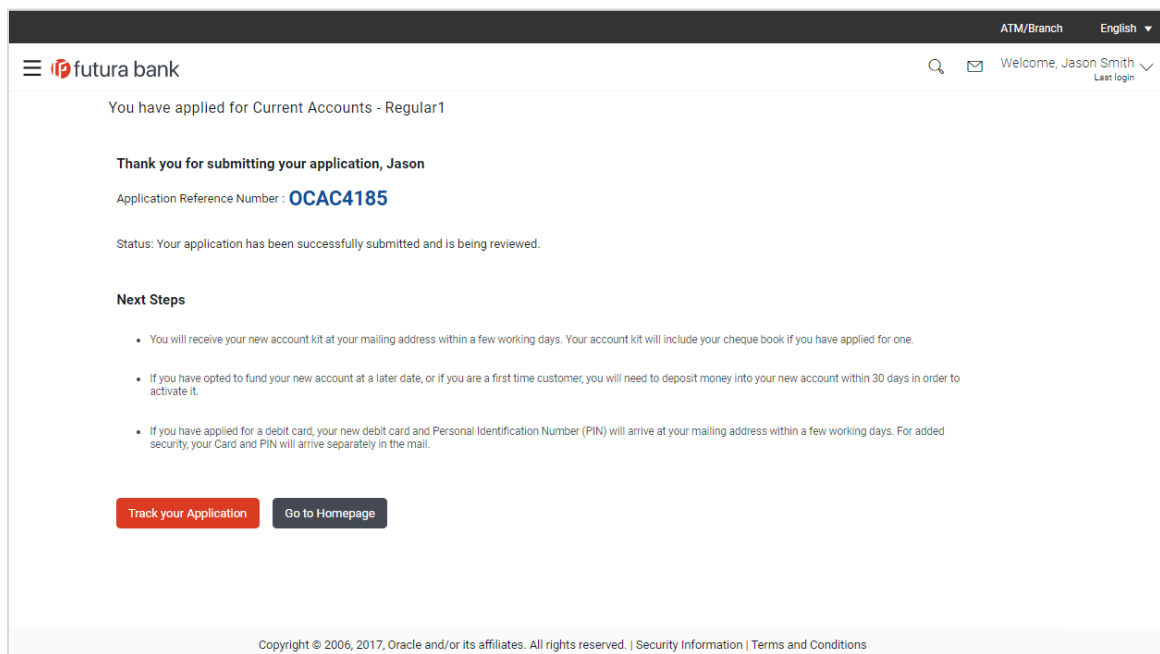
---

**Note:** The process type used for integration with UBS is BPEL.

---

### 3.12 Submitted Application - Confirmation

The confirmation page is displayed once you have submitted your application. This page displays the current status of your application along with details of any further steps that might be required to be taken. The application reference number, by which you can track the status of your application, is also displayed on this page. Additionally, the option to track the application is also provided on this page. If as per the configuration, registration is not mandatory, and if you have not already registered, the option to register will also be available on this screen.



- If the applicant who has filled in the application details is not a registered channel user and if registration is not mandatory, the option to register for channel access will be available on this page. Click **Register**.  
OR  
Click **Go to Homepage** to navigate to the application dashboard screen.  
OR  
Click **Track your Application** in order to be navigated to the application tracker.

## 3.13 Register User

### Register Applicant

The screenshot shows the Futura Bank registration interface. At the top, there is a navigation bar with 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header reads 'futura bank'. Below this, the user is informed they are applying for 'Current Accounts - Regular1'. The 'Registration' section explains that the user must register before submitting an application. The 'Define Login Credentials' section contains input fields for Email (emmasmith@gmail.com), Confirm Email (emmasmith@gmail.com), Password (masked with dots), and Confirm Password (masked with dots). A 'Verify' link is next to the Confirm Email field. The 'Additional Information' section has fields for Email (emmasmith@gmail.com) and Date of Birth (15 Dec 1985). The 'Terms and Conditions' section has a checked checkbox indicating agreement. At the bottom, there are buttons for 'Submit Application', 'Cancel Application', and a link for 'Return to Application'. A footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Define Login Credentials</b>	
<b>Email</b>	Enter the email ID with which you would like to register.
<b>Confirm Email</b>	To confirm the email ID, re-enter the email ID entered in the <b>Email</b> field.
<b>Verify</b>	Click on this link to verify the email ID entered. A unique security code will be sent to the email address defined and a pop up window will be opened in which you can verify the email ID by entering the security code in the specified field.
<b>Password</b>	Enter a password to be used for the purpose of registration. You will be required to enter this password when you login to the system in the future.

Field Name	Description
<b>Confirm Password</b>	To confirm the password re-enter the password entered in the <b>Password</b> field.
<b>Additional Information</b>	
<b>Email</b>	The email ID entered in the Contact Information section of the application is displayed by default.
<b>Date of Birth</b>	The date of birth entered in the Primary Information section of the application is displayed by default.
<b>Terms and Conditions</b>	
<b>I have read, fully understood and agreed with the terms and conditions</b>	Select this checkbox to acknowledge agreement to the terms and conditions of registration for online banking access.
<b>Terms and Conditions Link</b>	Click this link to view the terms and conditions.

**To register:**

- In the **Email** field, enter the email address.
- To confirm enter the email ID in the **Confirm Email** field.
- Click the **Verify** link to verify the entered email address.
  - a. In the **Verification Code** field, enter the verification code sent on the defined email ID.
  - b. Click **Resend Code**, if the code is not received.
  - c. Click **Submit**. The successful email verification message is displayed.

---

Note: Prospect user will only be able to apply for an account through origination when a valid email is provided and the same is verified via OTP.

---

- In the **Password** field, enter the password required for log-in.
- To confirm enter the password in the **Confirm Password** field.
- Click the **Terms and Conditions** link to view the terms and conditions.
- Select the **Terms and Conditions** check box to acknowledge agreement to the terms and conditions.
- Click **Register/Submit Application** to register. The button to register will be termed **Register** if registration is non mandatory and the user has navigated to the registration screen from the confirm screen. If registration is mandatory, this screen will be displayed once the user has filled out the application form and is proceeding to submit it, hence the button will be **Submit Application**.

OR  
 Click **Cancel Application** to cancel the application.  
 OR  
 Click **Return to Application**.

## Register and Submission Confirmation

The screenshot shows the Futura Bank website interface. At the top right, there are links for 'ATM/Branch' and 'English'. The main header includes the Futura Bank logo and a user greeting: 'Welcome, Jason Smith' with a 'Last login' link. The main content area displays a confirmation message: 'You have applied for Current Accounts - Regular1'. Below this, it says 'Thank you for submitting your application, Jason' and provides the 'Application Reference Number: OCAC4185'. The status is 'Your application has been successfully submitted and is being reviewed.' Under the 'Next Steps' section, there are three bullet points: 1. 'You will receive your new account kit at your mailing address within a few working days. Your account kit will include your cheque book if you have applied for one.' 2. 'If you have opted to fund your new account at a later date, or if you are a first time customer, you will need to deposit money into your new account within 30 days in order to activate it.' 3. 'If you have applied for a debit card, your new debit card and Personal Identification Number (PIN) will arrive at your mailing address within a few working days. For added security, your Card and PIN will arrive separately in the mail.' At the bottom of the main content area, there are two buttons: 'Track your Application' (in red) and 'Go to Homepage' (in dark grey). The footer contains copyright information: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

- Click **Track your Application** to navigate to application tracker to view the applications status.  
 OR  
 Click **Go to Homepage** to navigate to the product showcase.

### 3.14 Cancel an Application

The option to cancel the application is provided throughout the application and you can opt to cancel the application at any step.

#### To cancel the application:

- Click **Cancel**. The cancel application screen is displayed. You will be able to select a reason for which you are cancelling the application.
- Click **Cancel and Exit**. The application is cancelled.

ATM/Branch English UBS 14.3 AT3 Branch

futura bank

You are applying for Current Accounts - Regular1

**Cancel Application**

What is the reason for cancelling ?

Having difficulty in completing the application form

Not enough time I will complete it later

Need more product details

Made a mistake in product selection

Others

Please Specify

Your information will not be saved, and you will have to start a new application later.

Cancel and Exit Return to Application

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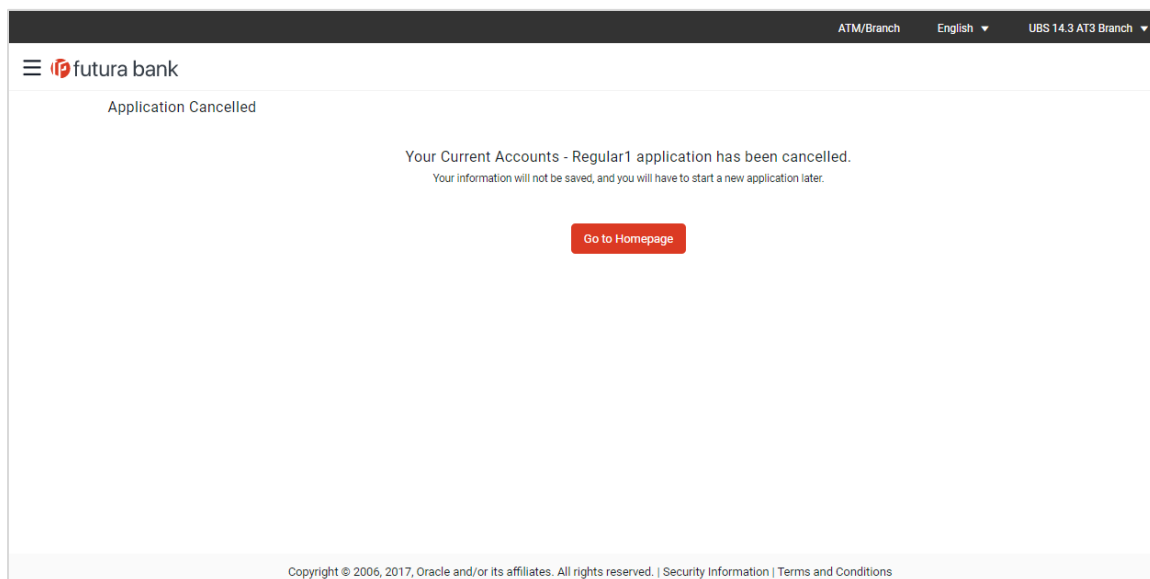
#### Field Description

Field Name	Description
<b>What is the reason for cancelling?</b>	<p>Indicate the reason for which you are cancelling the application. This is an optional step.</p> <p>The cancellation reason could be:</p> <ul style="list-style-type: none"> <li>• Having difficulty in completing the application form</li> <li>• Not enough time I will complete it later</li> <li>• Need more product details</li> <li>• Made a mistake in product selection</li> <li>• Others</li> </ul>

Field Name	Description
<b>Please Specify</b>	<p>This field is displayed if you have selected the option <b>Others</b> as <b>Reason for Cancelling</b>.</p> <p>Enter the reason for which you are cancelling the application in this field.</p>

- Select the appropriate reason for which you are cancelling the application.
- Click **Cancel and Exit** to cancel and exit the application. A message confirming that the application has been cancelled is displayed.  
OR  
Click **Return to Application** to return to the application.

### Application Cancelled



- Click **Go to Homepage** to navigate back to the product showcase page.

### 3.15 Save for Later

The following scenarios are applicable for save for later.

- If the applicant is a registered user and he/she is already logged in then the applicant will be displayed a confirmation page indicating submission saved successfully.
- If the applicant is a new user i.e. who is not registered for channel access, then he/she will be required to register while saving the application. The following steps are involved in the process of saving an application in this scenario.

All saved applications will be available in the application tracker under the In Draft tab. You can select any application to resume the application submission process.

#### To save an application:

- Click **Save for Later**. The **Save and Complete Later** screen appears.

#### Save and Complete Later

The screenshot shows the 'Save and Complete Later' screen in the futura bank application. The page title is 'You Are Applying for Current Accounts - Regular1'. The main heading is 'Save and Complete Later'. Below the heading, there is a message: 'Do you need more time? Save your application now and come back later to complete your application. If you cancel your application, your information will not be saved and you will have to start a new application. Please fill out the following details in order to save your application.'

The form is divided into two sections: 'Define Login Credentials' and 'Additional Information'.

**Define Login Credentials:**

- Email: emmasmith@gmail.com
- Confirm Email: emmasmith@gmail.com (with a 'Verify' link)
- Password: [masked]
- Confirm Password: [masked]

**Additional Information:**

- Email: emmasmith@gmail.com
- Date of Birth: 13 Dec 1981

**Terms and Conditions:**

I have read, fully understood and agreed with the terms and conditions.  
[Terms and Conditions](#)

At the bottom of the form, there are three buttons: 'Save Application' (red), 'Cancel Application' (grey), and 'Return to Application' (blue).

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#### Field Description

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

<b>Define Login Credentials</b>	
---------------------------------	--

<b>Field Name</b>	<b>Description</b>
<b>Email</b>	Enter the email ID with which you would like to register. If you have opted to save the application after having entered information in the Contact Information section, this field will be prefilled with the value entered in the Email ID field in that section.
<b>Confirm Email</b>	To confirm the email ID, re-enter the email ID entered in the <b>Email</b> field.
<b>Verify</b>	Click on this link to verify the email ID entered. A unique security code will be sent to the email address defined and a pop up window will be opened in which you can verify the email ID by entering the security code in the specified field.
<b>Password</b>	Enter a password to be used for the purpose of registration. You will be required to enter this password when you login to the system in the future.
<b>Confirm Password</b>	To confirm the password re-enter the password entered in the <b>Password</b> field.
<b>Additional Information</b>	
<b>Email</b>	Enter your email address. If you have opted to save the application after having entered information in the Contact Information section, this field will be prefilled with the value entered in the Email ID field in that section.
<b>Date of Birth</b>	Enter your date of birth. If you have opted to save the application after having entered information in the Primary Information section, this field will be prefilled with the date as entered in the Date of Birth field in that section.
<b>Terms and Conditions</b>	
<b>I have read, fully understood and agreed with the terms and conditions</b>	Select this checkbox to acknowledge agreement to the terms and conditions of registration for online banking access.
<b>Terms and Conditions Link</b>	Click this link to view the terms and conditions.

The following steps are applicable for cases wherein the applicant is not a registered user:

- In the **Email** field, enter the email address.



- To confirm enter the email ID in the **Confirm Email** field.
- Click the **Verify** link to verify the entered email address.
  - a. In the **Verification Code** field, enter the verification code sent on the defined email ID.
  - b. Click **Resend Code**, if the code is not received.
  - c. Click **Submit**. The successful email verification message is displayed.

---

**Note:** Prospect user will only be able to apply for an account through origination when a valid email is provided and the same is verified via OTP.

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- In the **Password** field, enter the password required for log-in.
- To confirm enter the password in the **Confirm Password** field.
- In the **Email** field, enter your email address.
- In the **Date of Birth** field, enter your date of birth.
- Click the **Terms and Conditions** link to view the terms and conditions.
- Select the **Terms and Conditions** check box to acknowledge agreement to the terms and conditions.
- Click **Save Application**.  
OR  
Click **Cancel Application** to cancel the application.  
OR  
Click **Return to Application** to navigate to the application form.

## Saved Application

The screenshot displays the Futura Bank website interface. At the top right, there are navigation options: "ATM/Branch", "English" (with a dropdown arrow), and "UBS 14.3 AT3 Branch" (with a dropdown arrow). The Futura Bank logo is visible on the left. The main content area shows a confirmation message: "You Are Applying For Current Accounts - Regular1". Below this, it states "Your Current Accounts - Regular1 application has been saved!". The submission ID is listed as "SUB0BDXXX61". A note indicates that the application can be accessed within 30 days. A section titled "Where can I find my saved application?" provides instructions on how to retrieve the application. At the bottom of the message area, there is a red button labeled "Track your Application" and a blue link labeled "Go to Homepage". The footer contains copyright information: "Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions".

- Click **Track your Application** to navigate to the application tracker to view the application status.  
OR  
Click **Go to Homepage** to navigate to the product showcase.

### 3.16 Existing User

An application form being initiated by an existing user (registered user) will differ from that of one being initiated by a new/unregistered user. If you are applying for a current account product as an existing user, once you login to the banking system after having entered your login credentials, the application form will be displayed with all your personal details pre-populated in the respective fields and sections. You will, hence, be required to only specify details pertaining to the current account. The sections that will be pre-populated with your information are Primary Information, Proof of Identity, Contact Information and Employment Information.

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## 4. Application Tracker

The Application Tracker enables you to view the progress of submitted applications and also to retrieve and complete applications that have been saved. Through the application tracker you can perform the following actions:

- **View submitted application:** The application tracker enables you to view details of submitted application which includes viewing status history, application summary and uploaded documents as well as performing any pending tasks required for the processing of the application.
- **View application in draft:** While filling out an application form, if you opt to save the application instead of submitting it, the application is saved in the application tracker as an 'In Draft application'. You can select any of the applications available under this tab in order to complete and submit that application.

### To track an application:

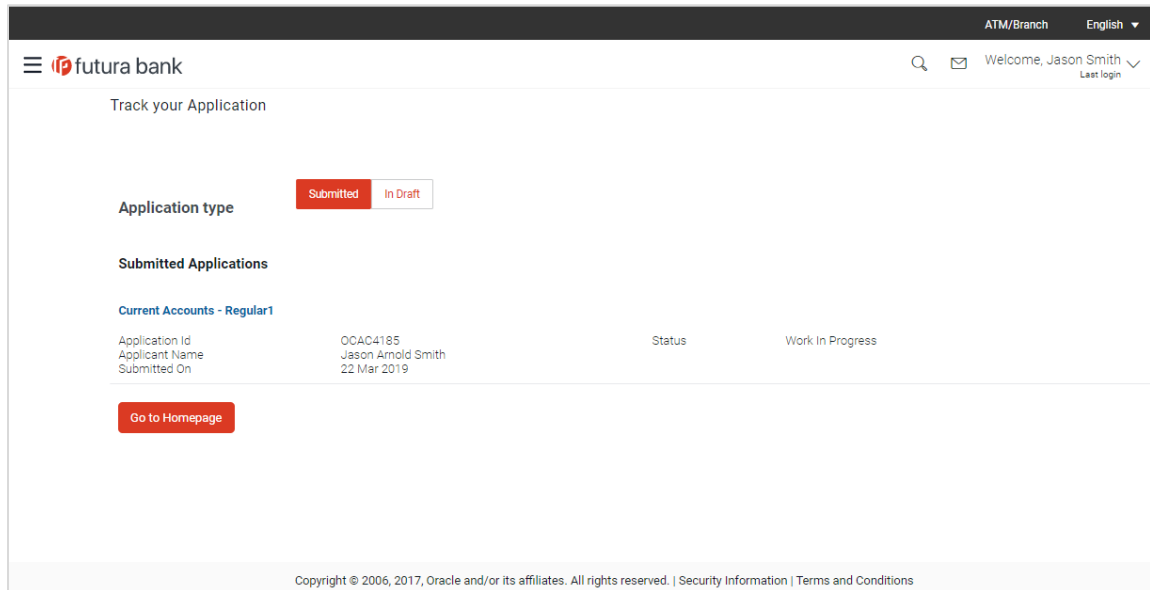
- Click **Track Application** on the dashboard. The **Login** screen is displayed.
- Enter the registered username and password, click **Login**.
- The **Application Tracker** screen is displayed. By default the submitted application view is displayed.

An application can also be tracked after logging in, by accessing the following path:

*Toggle menu > New Account > Track your application*

## 4.1 Submitted Application – Current Account

The following details are displayed on a current account application card under the Submitted tab of the application tracker page. On clicking on a specific card, the details page of that card appears. However, once an application has been completely processed, the card will no longer be clickable.



### Field Description

Field Name	Description
<b>Current Account Offer Name</b>	The name of the offer for which the application has been made.
<b>Application Id</b>	The application reference number as generated by the bank at the time the application was submitted.
<b>Applicant Name</b>	The name of the applicant will be displayed here.
<b>Submitted On</b>	The date on which the application was submitted.
<b>Status</b>	The current status of the application.
<b>Account Number</b>	The account number, once generated, is displayed here. This account number is only displayed once the application is successfully processed to completion.

- Select the application card.
- The **Application Details** screen is displayed with options to view additional details of the application and pending tasks, if any.

## 4.2 Current Account Application Tracker Details

Click any section heading to view details or to take required action on the application.

### Field Description

Field Name	Description
<b>Current account Offer Name</b>	The name of the offer for which the application has been made.
<b>Application Id</b>	The application reference number as generated by the bank at the time the application was submitted.
<b>Applicant Name</b>	The name of the applicant be displayed here.
<b>Submitted On</b>	The date on which the application was submitted.
<b>Status</b>	The current status of the application.

- Click on **Documents** to view documents that have been uploaded in the application form.

## 4.3 Documents

This section displays the documents that are uploaded in the application form.

The screenshot shows the 'Track your Application' page for 'Current Accounts - Regular1'. It displays application details and a list of uploaded documents.

Application Id	OCAC4185	Status	Work In Progress
Applicant Name	Jason Arnold Smith		
Submitted On	22 Mar 2019		

**Documents**

Addressproof
Passport
3   PM_****Q3

[Return to Tracker](#)

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### Field Description

#### Field Name

#### Description

#### Document Category

All the categories under which documents have been uploaded are listed on the screen below which the document type and link of each uploaded document are displayed.

#### Document Type

The document type against which the documents have been uploaded are listed below each document category to which they belong.

#### Document

The names of the uploaded documents as well as the links by which you can view and download each document are displayed.

## **FAQ**

**1. I am an existing customer of the bank but do not have channel access, how can I proceed?**

You can register yourself as a channel user through the 'Register' option available on the portal page and provide the required details.

**2. Can I proceed with the application if I am not an existing channel user?**

Yes. You can continue filling in the application details as a guest user and need not necessarily login.

**3. Why do you require the expiry date of my identity proof?**

We ask for the expiry date of your identity proof to ensure that you are providing us with a valid proof of identity, one that is currently not expired.

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