Messaging System User Guide

Oracle FLEXCUBE Universal Banking

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Messaging System User Guide
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1. Preface

1.1 Introduction

This manual is designed to help acquaint you with the Common Core - Electronic Messaging Service module of Oracle FLEXCUBE.

The module supports various types of media. Besides standard media modes like Mail, Telex and SWIFT you can also use other media types supported by the Media Control System (MCS) installed at the node at which the database of your branch is installed. Oracle FLEXCUBE gives native support for media like Mail, Telex, and SWIFT using EMS as the MCS.

This user manual is a supplement to the Common Core - Electronic Messaging Service user manual and contains only specific functionalities and information related to Oracle FCUBS Messaging. Hence, this document should be read in conjunction with the Common Core - Electronic Messaging Service User Manual from the perspective of completeness in flow and understanding.

In addition to this User Manual, you can find answers to specific features and procedures, in the Online Help. It can be invoked by choosing Help Contents from the Help Menu of the software. You can further obtain information about to a particular field by placing the cursor on the relevant field and striking the <F1> key on the keyboard.

1.2 Audience

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

Role	Function
Back office data entry clerk	Input functions for contracts
Back office managers/officers	Authorization functions
Product Managers	Product definition and authorization
End of Day operators	Processing during End of Day/Beginning of Day
Financial Controller/Product Managers	Generation of reports

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	*Messaging System - An Overview* is a snapshot of the features that the module provides.
Chapter 3	*Maintaining Messaging Branch Preferences* specifies the messaging branch preferences.
Chapter 4	*Maintaining Media Types* discusses the procedure to maintain details of the media through which messages can be transmitted from and to your bank.
Chapter 5	*Maintaining Media Control Systems* discusses details pertaining to Media Control Systems.
Chapter 6	*Maintaining Addresses for a Customer* discusses the procedure for maintaining addresses for the customers.
Chapter 7	*Maintaining Advice Formats* explains the procedure for maintaining advice formats.
Chapter 8	*Processing Outgoing Messages* explains the procedure involved in generating an outgoing message.
Chapter 9	*Retrieving an Archived Message* deals with the process of retrieving archived messages.
Chapter 10	*Processing Incoming Messages* explains processing all incoming messages.
Chapter 11	*Defining Free Format Messages* explains process of defining free format messages.
Chapter 12	*MakingQuery* explains the query process.
Chapter 13	*Processing SWIFT Messages* explains about the SWIFT messages and the categories supported in Oracle FLEXCUBE.
Chapter 14	*Reports* provides a list of reports that can be generated in this module.
Chapter 15	*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

1.6 Related Documents

You may need to refer to any or all of the User Manuals while working on the Messaging module:

- Core Services
- Core Entities
- Procedures
- Settlements
- Interest
- Common Core - Messaging

2. Messaging System - An Overview

2.1 Introduction

The Messaging module of Oracle FLEXCUBE is designed to handle your outgoing and incoming messages. The module supports various types of media. Besides standard media modes like Mail, Telex and SWIFT you can also use other media types supported by the Media Control System (MCS) installed at the node at which the database of your branch is installed. Oracle FLEXCUBE gives native support for media like Mail, Telex, and SWIFT using EMS as the MCS.

While defining a product, you can indicate the messages that should be generated for the events that take place during the lifecycle of contracts involving the product. When the events for which a message should be generated occur, the message will be automatically generated and sent to the concerned party. The message will be transmitted to the customer's address through the media that you have specified, and in the format and language that you maintain for the customer – message combination.

While entering the details of a contract you can choose to generate or suppress the message. You also have the option to prioritize the urgency with which a SWIFT message should be generated.

This chapter contains the following sections:

- Section 2.2, "Features Provided for Processing Outgoing Messages"
- Section 2.3, "Features Provided for Processing of Incoming Messages"
- Section 2.4, "Archival and Retrieval of Information "
- Section 2.5, "Set- up Messaging Preferences"
- Section 2.6, "Message Notification Process"

2.2 Features Provided for Processing Outgoing Messages

In the case of outgoing messages, the module provides for the generation of messages using formats that you can define. By maintaining message formats you can ensure consistency across the branches of your bank. The module provides a host of features to enter or authorize testwords and to interface with media control systems to actually generate the message.

Several customer addresses for a given media

With Oracle FLEXCUBE's multi-branch set up, the customers of your bank can operate their accounts from several locations. Based on the convenience of your customers, you can send messages to locations of their choice.

Oracle FLEXCUBE provides for the setting up of several addresses for a given customer - media combination.

In addition, you can also associate a language with an address. All messages sent to the address will be expressed in the language that you indicate.

Free format messages

In the course of your daily banking operations you may want to generate messages that are not automatically generated by the system or you may have to communicate a message that is very specific to a customer.

In Oracle FLEXCUBE, you can personalize a message by defining a free format message and linking it to a customer - address combination. Whenever the message is to be generated it will bear the personalized format that you have defined.

MCS maintenance

The messages that are sent from and delivered to your bank are transmitted and received from sources that are external to Oracle FLEXCUBE. In Oracle FLEXCUBE, these external sources are called Media Control Systems (MCS).

In a distributed environment, the database of a branch is located in a node or server. The MCS of the messages are also installed in a node. Thus, while defining an MCS you need to also indicate the node in which it is installed.

2.3 Features Provided for Processing of Incoming Messages

In case of incoming messages, you can set up of various message queues and direct incoming messages to them. You can further grant selective access to the queues to personnel at your bank who are authorized to handle incoming messages.

2.4 Archival and Retrieval of Information

Archival is the process of storing old messages for future retrieval. While defining messaging preferences for your branch, you can specify the number of days for which an outgoing message should be kept in the Outgoing Message Browser. Messages will be automatically archived after the number of days specified for your branch.

You can retrieve the messages that have been archived at anytime and process them just as you would any other message.

2.5 Set- up Messaging Preferences

You can specify messaging preferences that will govern the workflow aspects of the messaging system module at your branch. You can indicate the following preferences:

- The number of days for which outgoing messages should be kept in the Browser for every branch
- Whether a testword is required for Telex messages
- The activities on a message that require authorization
- The PDE (Possible Duplication Emission) Archival period
- The text for duplication check
- The Hold Mail text to be displayed
- The Swift Key arrangement values
- Whether Authorization is required for the actions like Cancel, Hold, Change Node, Test Word. etc. on a Generated Message.

2.6 Message Notification Process

This chapter contains the following sections:

- Section 2.6.1, "Messaging Process"
- Section 2.6.2, "Outgoing EMS Process"
- Section 2.6.3, "Incoming EMS Process"

2.6.1 Messaging Process

The Electronic Messaging Process is for both incoming and outgoing messages in Oracle FLEXCUBE.

In Incoming EMS Process, a job is scheduled to poll the incoming folder on timely basis. Once a message is received in the folder, the job picks the message and sends it to an internal JMS queue. An MDB listening on the queue reads the message and identifies the media and processes the message.

In Outgoing EMS Process a job is scheduled to poll the outgoing messages that are generated but not handed off. Each messages polled is sent to an internal JMS queue. An MDB, acting upon the internal JMS queue picks the message from queue and sends the message to appropriate destination (Folder, or e-mail, or JMS queue).

2.6.2 Outgoing EMS Process

The Outgoing EMS Process is in two layers. The EMS process as part of jobs in FCJ scheduler, polls the outgoing message table of FLEXCUBE for generated and un-send messages. The job then sends minimal data about the message to be handed off, to an internal JMS queue. The EMS process as part of an MDB that listens on internal JMS queue builds final message and sends to their intended destinations.

The ‘EMS out’ job is available as factory shipped.

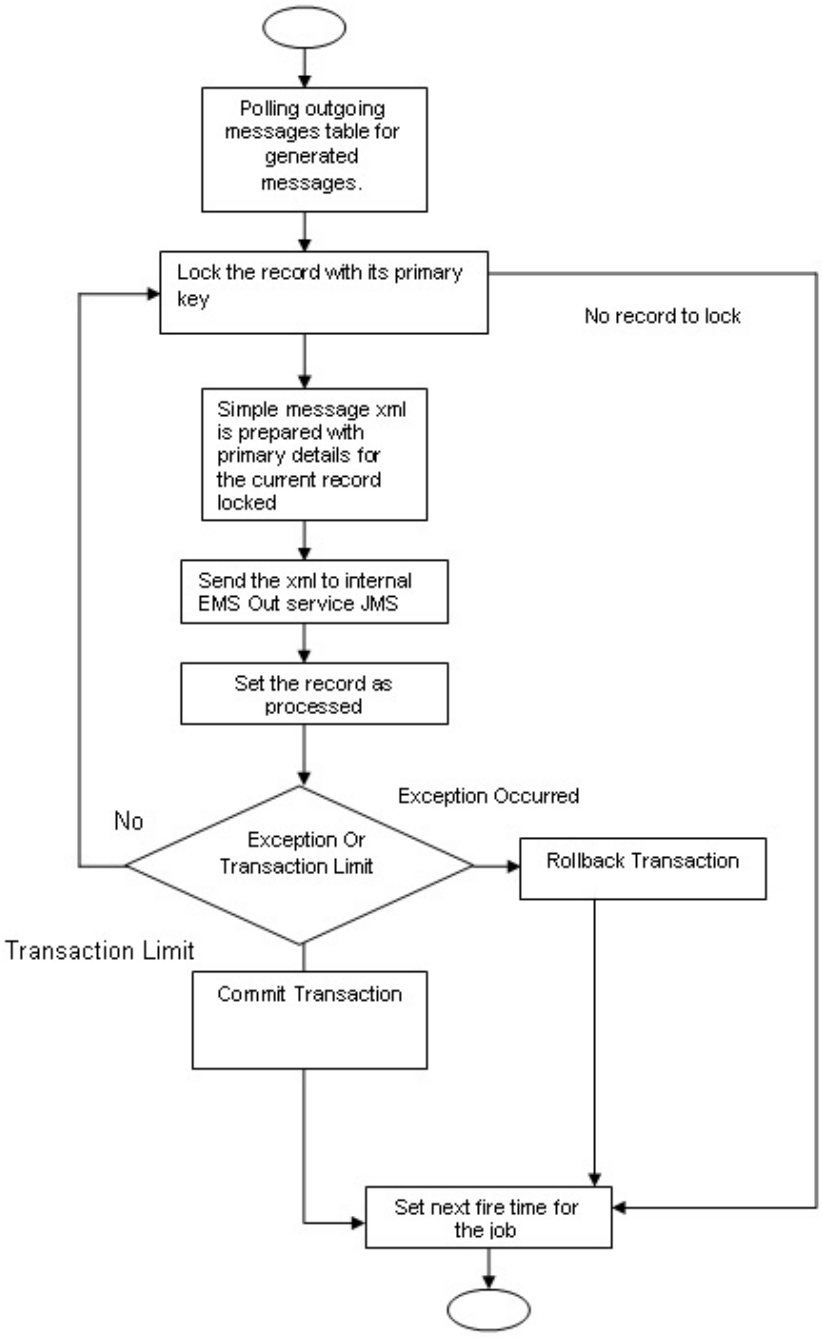
The Outgoing EMS Process as part of jobs scheduler is as follows:

- Once the job is triggered, it polls outgoing messages table for generated and unsent messages.
- Each message is then sent to an internal JMS queue.
- The job is then rescheduled to fire next time.

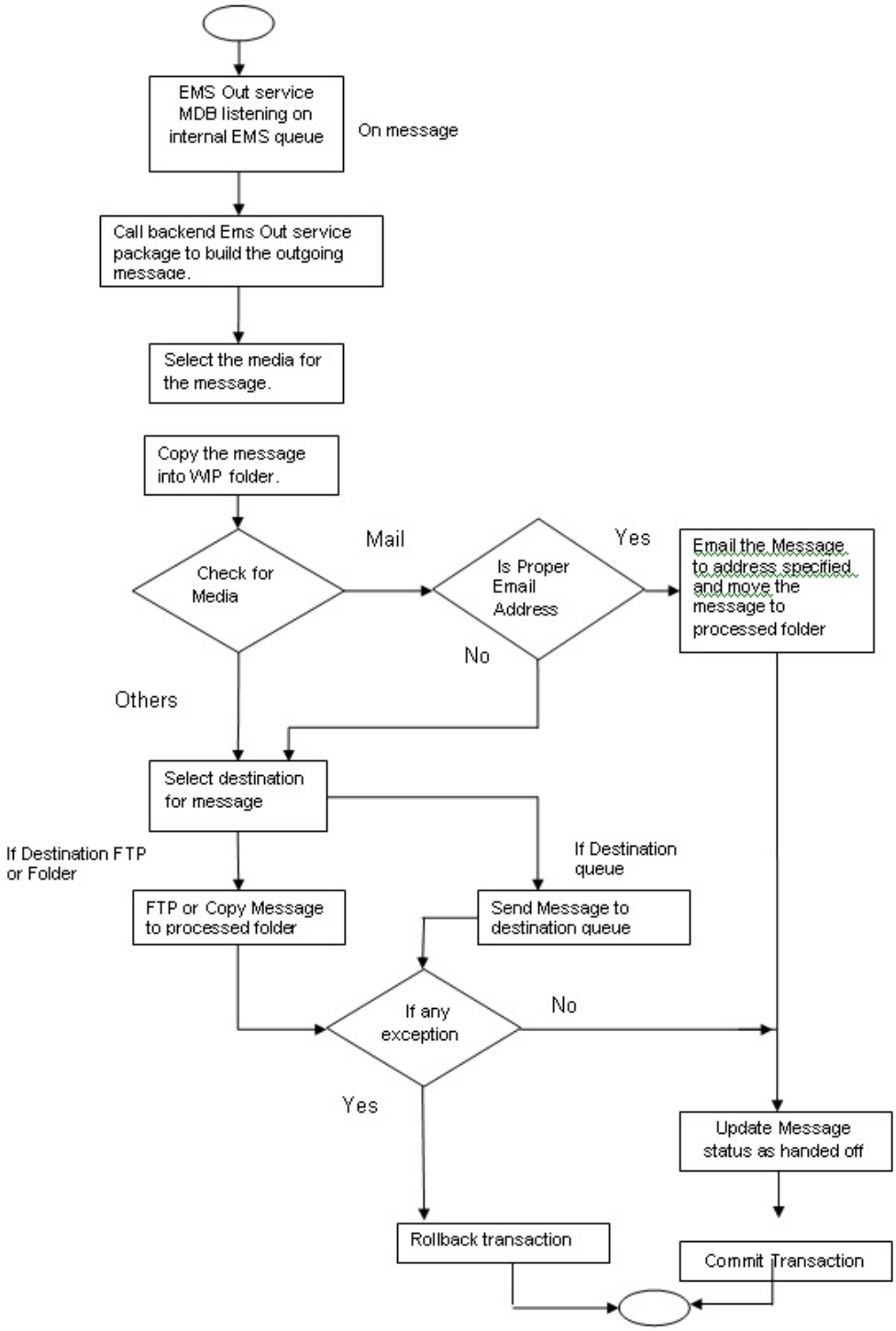
The Outgoing EMS Process in MDB is as follows:

- An MDB listens on the internal EMS outgoing queue and it builds the final message sent to intended destinations.
- In case of any exception while processing, message is sent to a deferred queue.

The following diagram illustrates outgoing EMS process in scheduler.



The following diagram illustrates outgoing EMS process in MDB.



2.6.3 Incoming EMS Process

The Incoming EMS Process is in two layers. The EMS process as part of jobs in FCJ scheduler, polls the pre configured folder for messages and sends the messages read, to EMS internal queue. The EMS process as part of an MDB listening on internal JMS queue, identifies the message from queue and calls the incoming messages service package to process the message.

The ‘EMS in’ job is available as factory shipped.

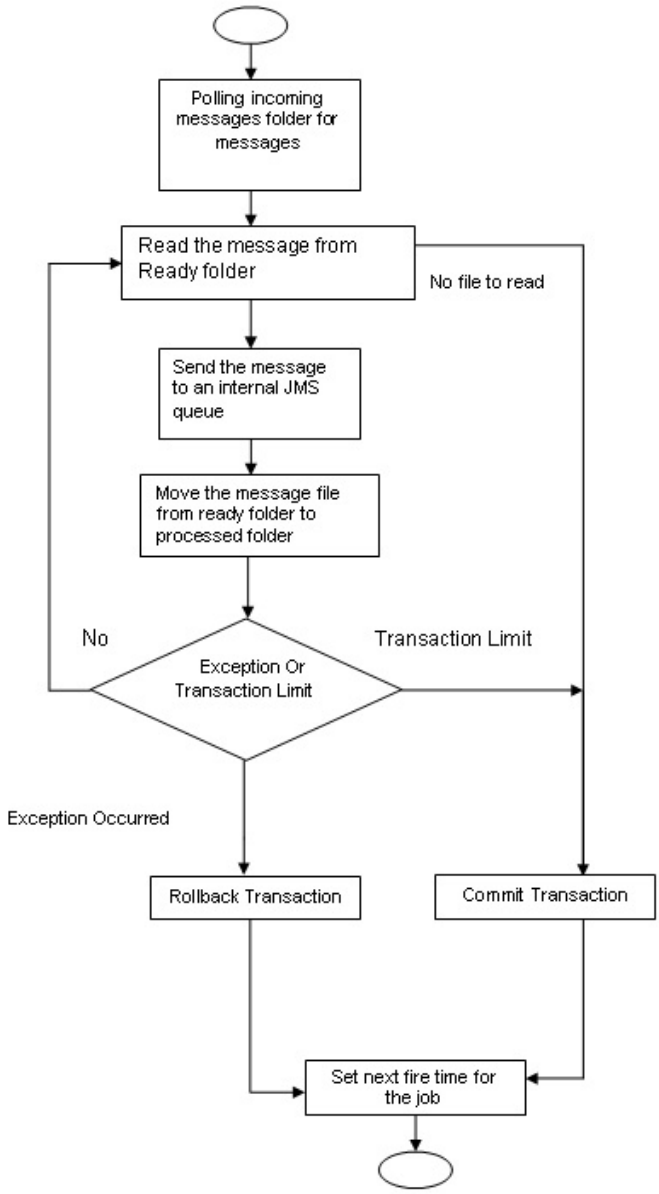
The Incoming EMS Process as part of jobs scheduler is as follows:

- Once the job is triggered, it polls for messages in a folder (Configured for incoming messages).
- Each message is then sent to an internal JMS queue.
- The job is then rescheduled to fire next time.

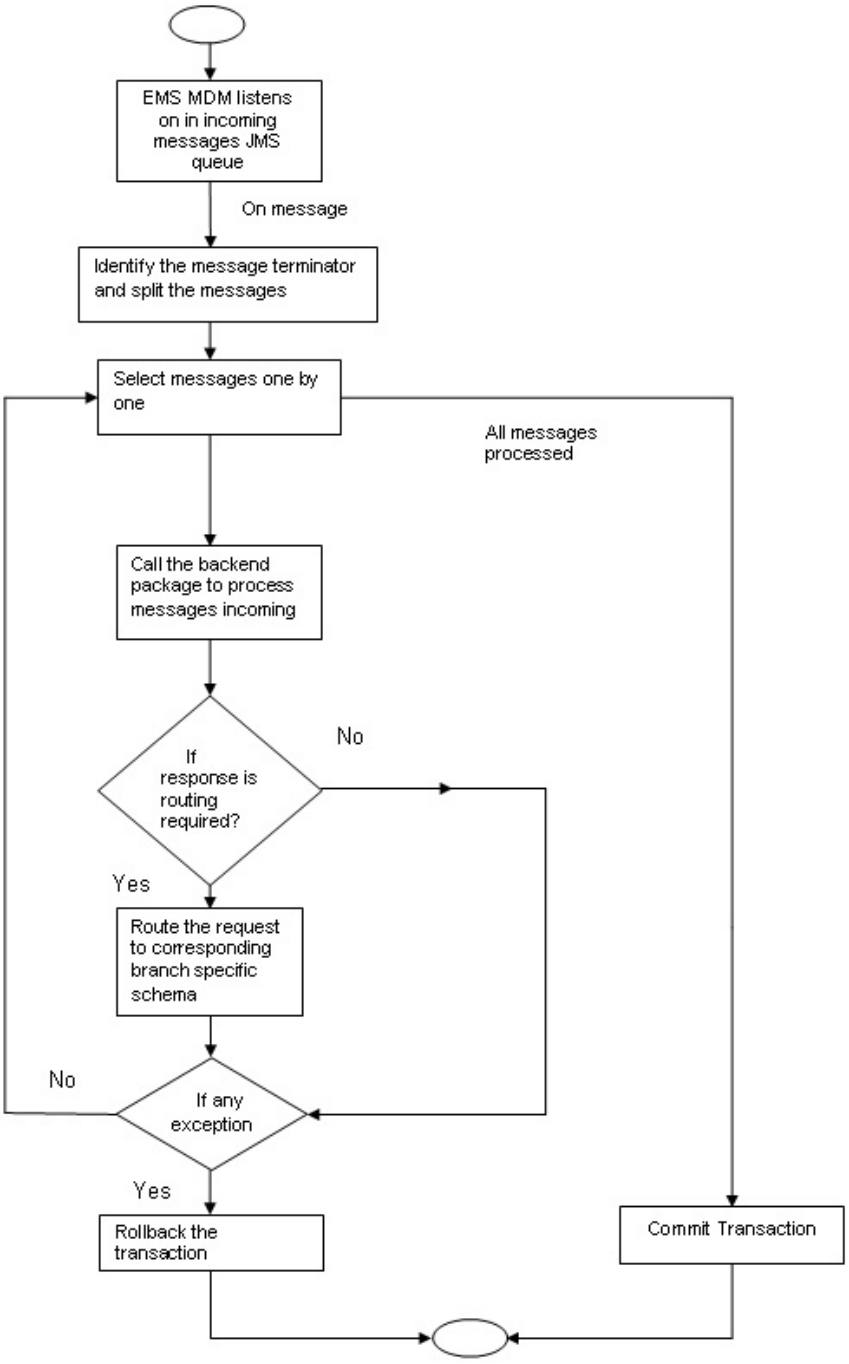
The Incoming EMS Process in MDB is as follows:

- An MDB that listens on the internal EMS incoming queue receives the message.
- The media details are identified and incoming message processing package is called to process the message.
- In case of any exception while processing, message is sent to a deferred queue.
- In case of messages directly arriving to JMS queue instead of a folder; the same MDB is configured to listen on specific queue.

The following diagram illustrates incoming EMS process in Job Scheduler..



The following diagram illustrates incoming EMS process in MDB.



3. Maintaining Messaging Branch Preferences

The messaging preferences that you indicate for your branch will govern the workflow aspects of the messaging system module. You can specify messaging preferences for your branch in the 'Messaging Branch Preferences' screen. In this screen you can indicate:

- The number of days for which outgoing messages should be kept in the browser
- Whether a test word is required for telex messages
- The activities on a message that require authorization
- The PDE Functional Validation / archive period
- The Text for hold mail and duplicate check

Note

You can specify preferences only for the branch from which you logged onto Oracle FL-EXCUBE.

This chapter contains the following sections:

- Section 3.1, "Messaging Branch Parameters Maintenance"
- Section 3.2, "Message Type Maintenance"
- Section 3.3, "Swift Tag Maintenance"
- Section 3.4, "Message Preview"
- Section 3.5, "PDE Validations on SWIFT Messages"

3.1 Messaging Branch Parameters Maintenance

This section contains the following topic:

- Section 3.1.1, "Invoking Messaging Branch Parameters Maintenance screen"

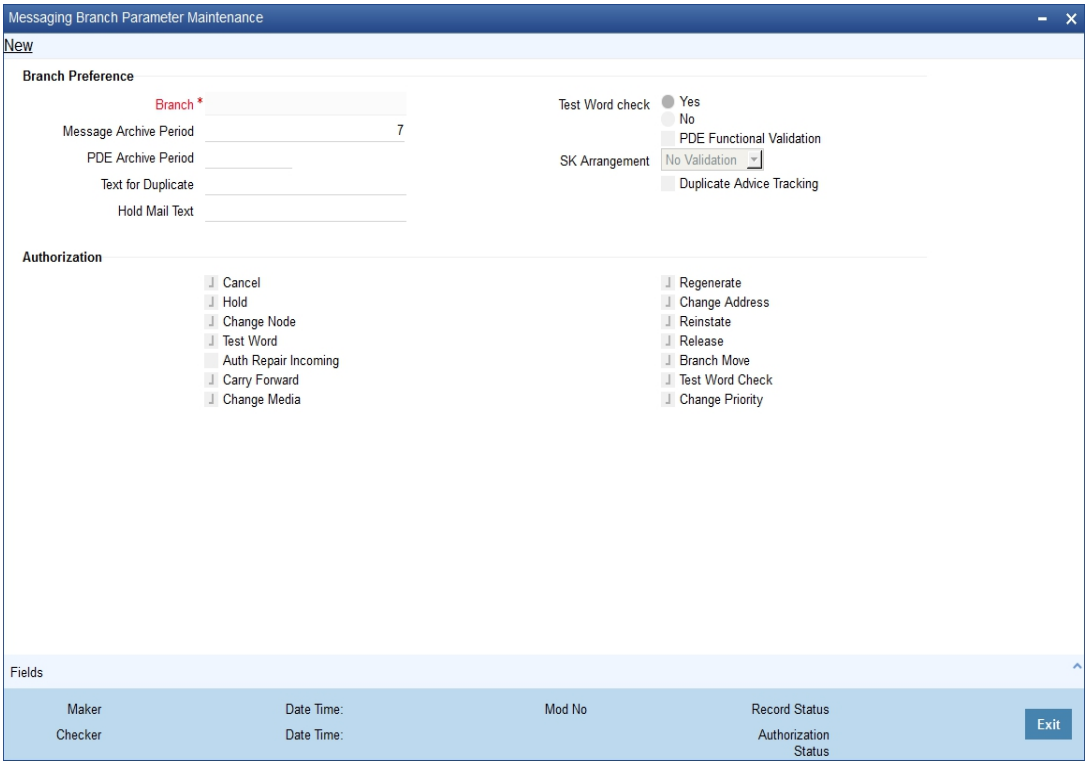
3.1.1 Invoking Messaging Branch Parameters Maintenance screen

To invoke the 'Messaging Branch Parameters Maintenance' screen, type 'MSDPREF' in the field at the top right corner of the Application tool bar and click the adjoining arrow button.

If you are maintaining preferences for a new branch of your bank, click the 'New' button on the Application toolbar. The 'Messaging Branch Parameters Maintenance' screen is displayed without any details.

If you are calling a branch preference record that has already been defined, double-click a record of your choice from the summary screen. In the 'Summary' screen, all the branch preference records that you have entered will be displayed in a tabular form.

The screen is shown below:



Branch Preference

In the 'Messaging Branch Parameters Maintenance' screen you can only maintain (create or modify) the preferences for the current logged in branch. However, you can view the preferences maintained for other branches.

Following are the details captured here:

Branch

Specify the branch for which you are maintaining the preferences.

Message Archive Period

Archival is the process of storing old messages for future retrieval. You can specify the number of days for which an outgoing message should be kept in the Outgoing Message Browser.

A message will be automatically archived after the number of days that you specify. You can un-archive the details of outgoing message that has been archived by invoking the 'Message History Retrieval' screen. After you un-archive an outgoing message you can process it just as you would any other outgoing message.

> **Note**
>
> It is recommended that you indicate a value of 'one' in this field. In this case, only those messages that have been triggered for generation today will be displayed in the Outgoing Message Browser.

PDE Archive Period

Specify the number of days for which messages should be kept in the queue for PDE Possible Duplicate Emission) identification. System does not consider messages for PDE identification post the PDE archive period maintained here.

Note

The PDE archive period should be less than or equal to message archival days.

Text for Duplicate

Every message is maintained in the Outgoing Browser, as an un-generated copy of the original. When the copy is generated, it will contain, along with the contents of the original message, any additional text that you have maintained in the Text for Duplicate field.

Hold Mail Text

All the mail advices generated for a customer for whom 'Add Hold Mail Text' is checked at the Customer Address Maintenance would have the hold mail text maintained in this field. This text will be displayed on top of the message.

Test Word Check

You can indicate whether a testword needs to be entered before a telex message is generated from and received at your branch. You can state your preference from the Yes/No option that is available.

PDE Functional Validation

Check this box to indicate that system should identify an outgoing message as PDE (Possible Duplicate Emission) using functional key or not.

The PDE validation is done either using the hash value of the SWIFT message or using the tag/field value of the message. If this option is checked, Oracle FLEXCUBE identifies duplicate messages by performing PDE functional validations also. Hash value based validation shall be done irrespective of this option being checked.

Indicating the activities that require authorization

You can perform several activities on a message that is to be generated from your branch and on those that have come in for your branch. For example, from the outgoing or incoming browser, you can change the address to which a message should be sent.

In the branch preferences screen, you can indicate the activities which when performed on an incoming or outgoing message, would require subsequent manual authorization for the message. Several activities have been listed in this screen. A message, on which an activity which has been selected in this screen is performed, would require subsequent manual authorization for the activity to take effect. A message, on which an activity not selected in this screen is performed, would be automatically authorized with the activity taking effect.

The activities that you can choose from are:

- Cancel
- Hold
- Change Node
- Testword
- Auth Repair Incoming
- Carry Forward
- Change Media
- Regenerate
- Regenerate
- Change Address
- Reinstate
- Release

- Carried Forward
- Branch Move
- Change Media
- Change Priority
- Testword Check
- Auth Repair Incoming

A message on which you perform an activity that requires authorization will be available for further processing only after it is authorized.

SK Arrangement

You can choose the action to be performed on the message based on the Swift Key arrangement with the receiver. The options available for choosing are:

- Validate – If you choose this option, the system validates if a SK arrangement exists between your bank and the receiver. If Yes, then the original SWIFT message is generated otherwise, the message will go to repair.
- Generate FFT- If you choose this option, the system validates if a SK arrangement exists between your bank and the receiver. If Yes, then the original SWIFT message is generated otherwise, MT 999 (Free Format Messages) will be generated instead of the SWIFT message.
- No Validation- If you choose this option, you are instructing the system not to Validate but send the original SWIFT message always.

Processing SWIFT Messages if SK arrangement is 'Validate' in the static messaging table:

- Oracle FLEXCUBE checks for the value in the branch's SK arrangement Field
- If the field value is 'No validate', Oracle FLEXCUBE will generate messages the normal way.
- If the SWIFT keys have been exchanged then the swift message will be generated
- If SWIFT keys have not been exchanged with the receiver and the value of SK arrangement for the branch is 'Validate' then the following messages will go to repair: MT420, MT754 and MT756. For all other messages, the original SWIFT message gets generated whether swift key exists or not.
- If SWIFT keys have not been exchanged with the receiver and the value of SK arrangement for the branch is 'Generate FFT' then the message MT999 would be generated instead of original SWIFT message.

Duplicate Advice Tracker

Check this box to track the duplicate advices. When an advice is duplicated or regenerated, the word 'Reprint' appears over the advice.Generation of MT999.

- Message header is changed from the original header to MT999
- That portion of the message after tag 21 will be prefixed with tag 79 followed by the original SWIFT message
- The message will be populated with the same contents as the original SWIFT message with the respective SWIFT tags

Saving the record

After you have made the mandatory entries, save the record. This record should be authorized before the End of Day process (EOD) is run.

Click 'Exit' or 'Cancel' button to return to the Application Browser.

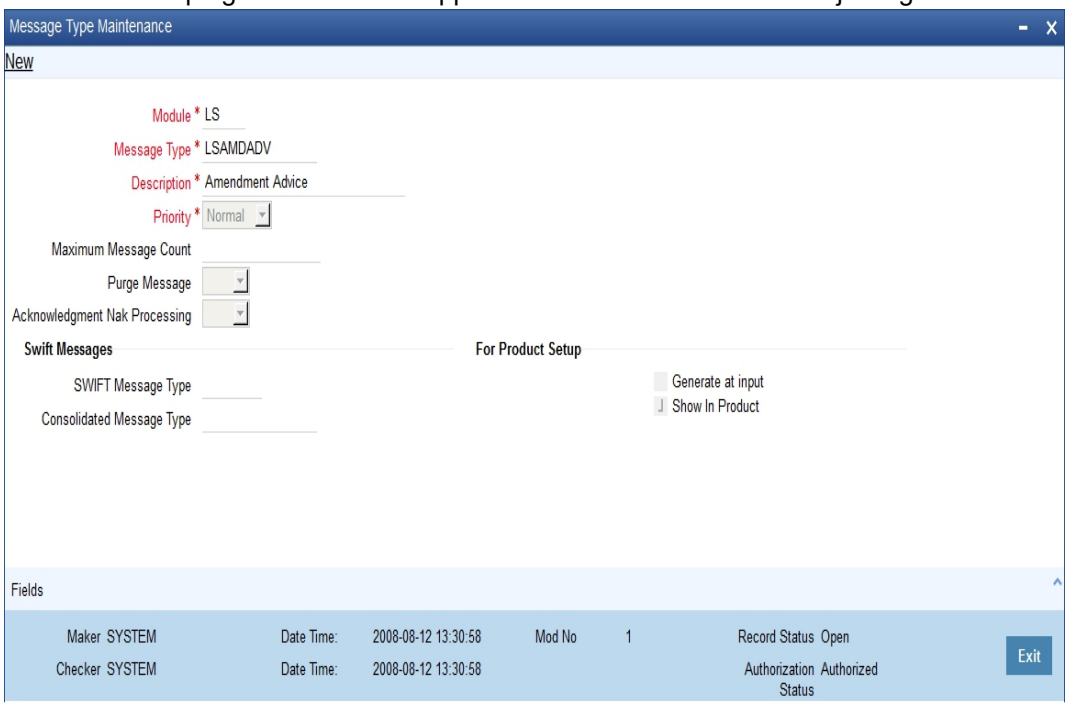
3.2 Message Type Maintenance

This section contains the following topic:

- Section 3.2.1, "Maintaining Message Types "

3.2.1 Maintaining Message Types

You can maintain message types in Oracle FLEXCUBE through the ‘Message Type Maintenance’ screen. To invoke ‘Message Type Maintenance’ screen, type ‘MSDMSTYM’ in the field at the top right corner of the Application tool bar and click the adjoining arrow button.



You will need to capture the following information in this screen:

Module

Specify the module for which you are maintaining message types. The adjoining option list displays all module codes available in Oracle FLEXCUBE. You can select the appropriate one.

Message Type

Specify the message type for which SWIFT codes can be maintained.

Description

Enter a brief description of the message type.

Priority

Specify the priority in which a message is to be sent is displayed. You have the option to change the priority. To change the priority specified for a message, click the button marked ‘Change Priority’. Thereafter, select an option from the option-list that is available for this field.

SWIFT Message Type

Indicate the SWIFT message type in which the free format message should expressed. For the example Message type 'CUST_TRANSFER' in IS module, user need to indicate the message type as MT103.

Generate at input

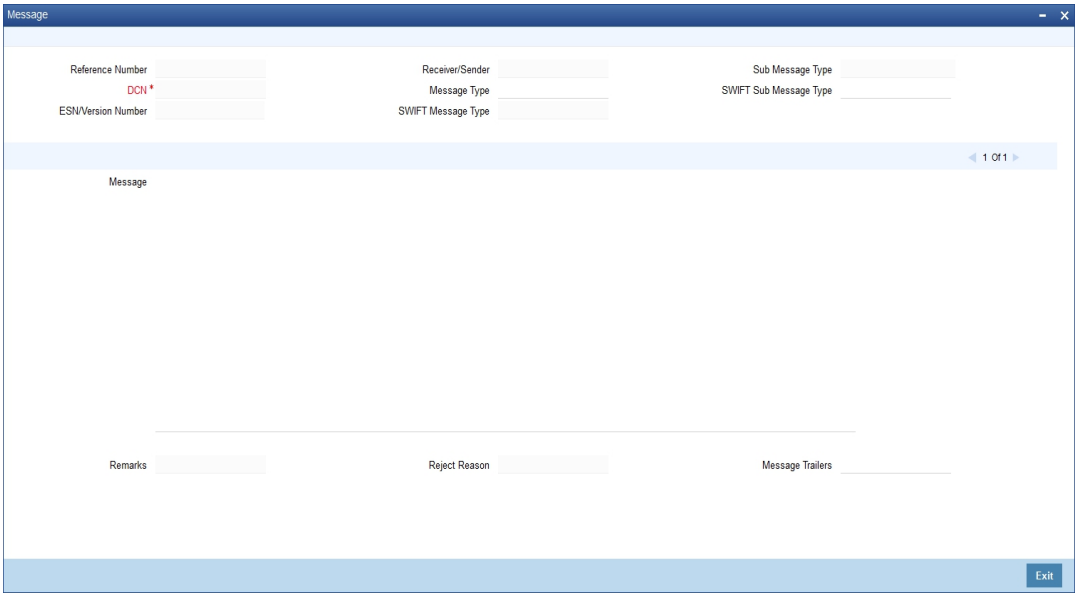
Check this box to indicate that this message is to be generated at the time of input of the contract, and not after authorization.

Show in product

Check this box to indicate that this message will be available in the product to be maintained against a particular event.

3.2.1.1 Viewing Message/Advice

Select a message/ advice and click 'View' button to view the complete message/advice. The system will display the following details in a new window..



You can view the following details:

- Reference number of the message/advice
- Document number generated for the message/advice
- Version number of the message/advice
- Receiver/sender of the message
- Type of the message
- Type of the SWIFT message
- Complete text of the message/advice
- Remarks, if any
- Reject reason, if any
- Message trailer

3.3 Swift Tag Maintenance

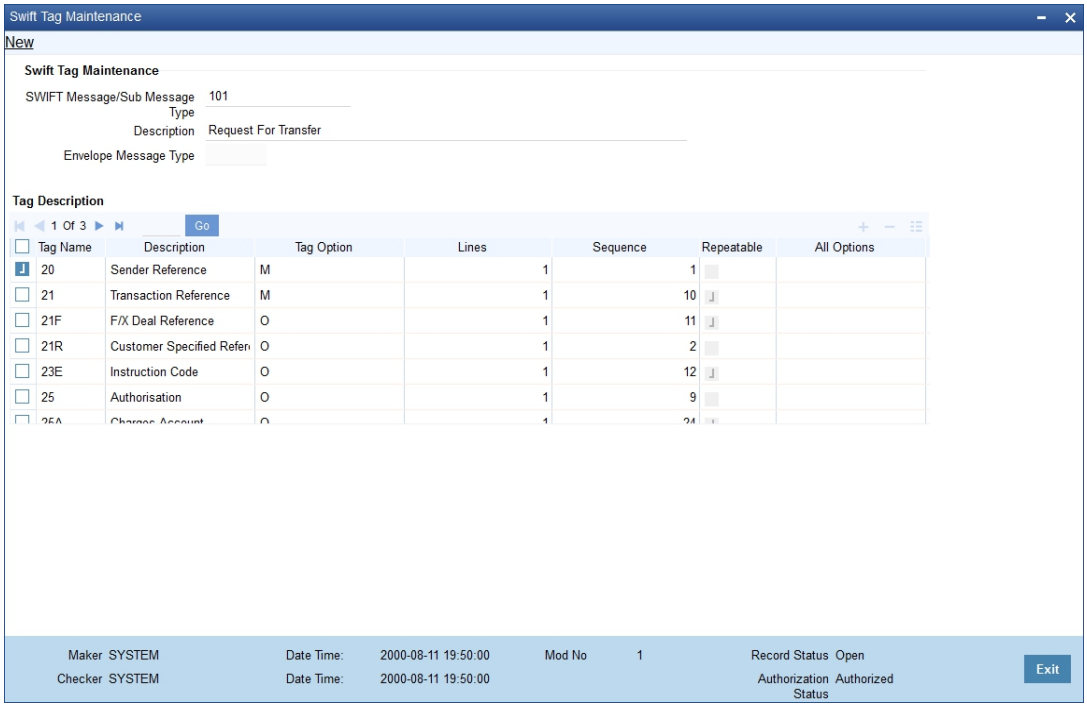
This section contains the following topic:

- Section 3.3.1, "Querying for SWIFT Message Tag Description"

3.3.1 Querying for SWIFT Message Tag Description

You can query for tag descriptions for SWIFT messages using the screen 'Swift Tag Maintenance' screen. You can invoke the screen by typing 'MSDMSGTM' in the field at the top right corner of the Application tool bar and click the adjoining arrow button.

The screen is as shown below:



Specify the following fields:

Swift Tag Maintenance

Swift Message/Sub Message Type

Specify the swift message/sub message type. The adjoining list displays a list of message types maintained in the system. Choose the appropriate one.

Description

The system displays the message description.

Envelope Message Type

The system displays envelope message type based on the message/sub-message type selected.

Tag Description

Tag Name

The system displays the tag name.

Description

The system displays the description.

Tag Option

Displays whether the tag is optional (O) or mandatory (M).

Lines

The system displays the number of lines required for the tag.

Sequence

The system displays the tag sequence number.

Repeatable

Indicates whether the tag is repeatable or not.

All Options

Indicates all options.

Sequence Name

Specify the sequence number.

Note

Swift message tag descriptions are factory shipped. However, it can also be maintained using this screen.

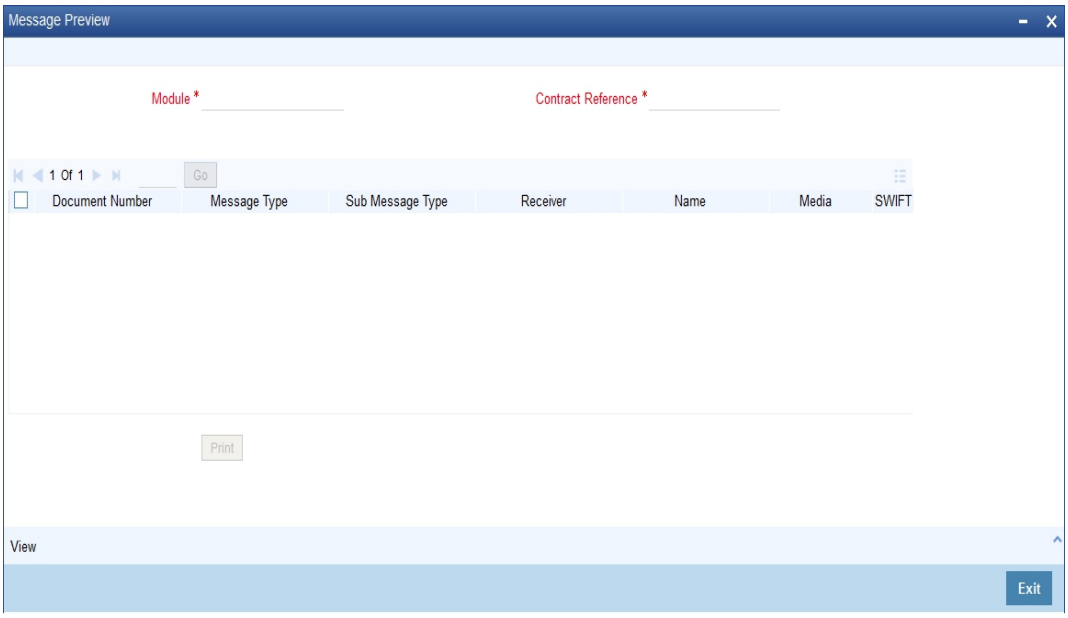
3.4 Message Preview

This section contains the following topics:

- Section 3.4.1, "Viewing SWIFT Message Tags"
- Section 3.4.2, "Print Button"
- Section 3.4.3, "Maintaining Message Type for Account Opening"

3.4.1 Viewing SWIFT Message Tags

You can view the SWIFT messages and tag descriptions using the 'Message Preview Browser' screen. You can invoke this screen by typing 'MSDMSPRV' in the field at the top right corner of the Application tool bar and click the adjoining arrow button.



You can search for the messages based on the following parameters:

Module

Specify the module. The adjoining list displays a list of module names maintained in the system. Choose the appropriate one. This is applicable only for the following modules:

- MS
- CL

Contract Reference

Specify the contract reference number. The adjoining list displays a list of reference numbers maintained in the system. Choose the appropriate one.

Once you have set the search parameters, click 'Execute Query' button. The system displays the messages that satisfy the search criteria.

When you click 'Search' button the records matching the specified search criteria are displayed. For each record fetched by the system based on your query criteria, the following details are displayed:

- Document Number
- Message Type
- Sub Message Type
- Receiver
- Name
- Media
- Sub Message Type
- SWIFT Sub Message Type
- Message Type

Note

Payment messages generated by External Payment system will not be shown in Message Preview Browser screen.

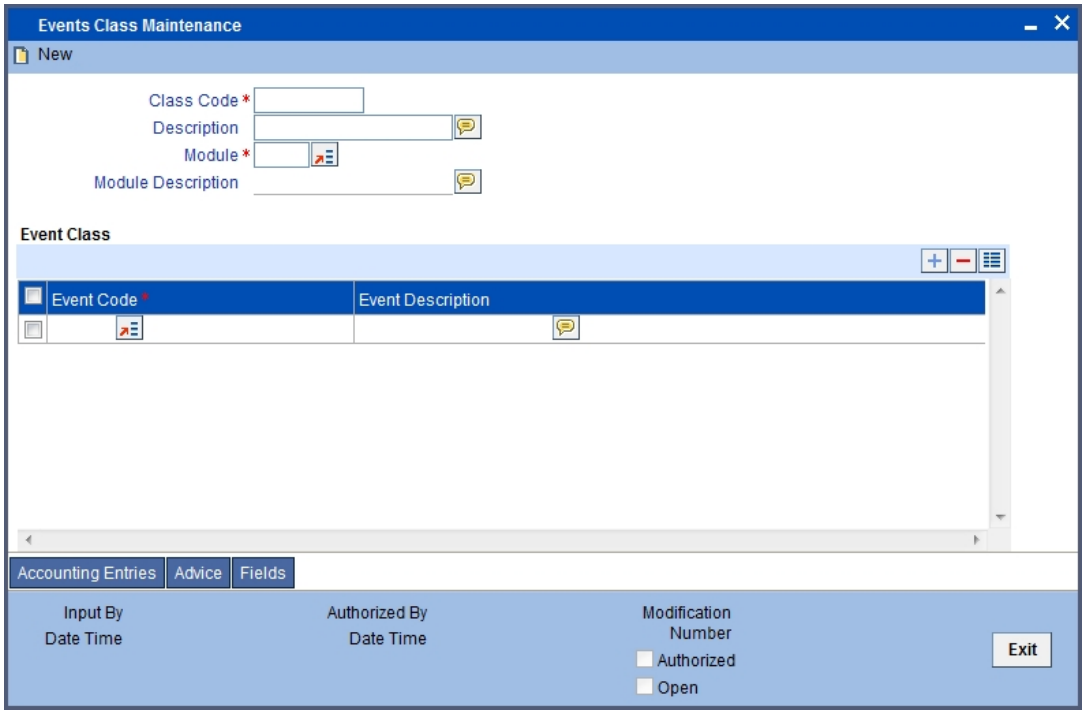
3.4.2 Print Button

From the 'Message Preview' screen, you can print a message/advice using the 'Print' button. Select the message/advice and click 'Print' button to print the message.

3.4.3 Maintaining Message Type for Account Opening

You can maintain a specific message type to be associated with account opening event class.

The Events Class Maintenance screen is as shown below:



Specify the following details.

Module

Specify the module as 'DE'.

Message Type

Specify as 'ACC_OPADV'.

For further details, refer the section 'Maintaining Message Types' in this User Manual.

You can specify a format for this message using the 'Advice Format Maintenance' screen. Then you can associate this message to the event class maintained for account opening.

Refer the chapter Maintaining Advice Formats in this User Manual for details about format maintenance.

3.5 PDE Validations on SWIFT Messages

This section contains the following topics:

- Section 3.5.1, "Processing PDE Messages"

3.5.1 Processing PDE Messages

The system detects the messages (Incoming/Outgoing) as PDE messages by performing the validations discussed in the above section. The Incoming and Outgoing PDE messages are processed by the system in the following manner:

3.5.1.1 Incoming PDE Messages

In the case of incoming messages, EMS picks up the incoming messages and inserts it into a data store. If the incoming message has a PDE trailer (message contains the text *'PDE:'}* then the system will mark the process status as 'Stopped due to PDE'. After due validations,

you can release the message from the incoming PDE message queue. Once these messages are accepted it will continue to get uploaded as a normal message. If the PDE trailer is NOT present in the incoming message, then the message upload will continue as normal.

In the case of incoming messages with a PDE trailer, the 'PDE Flag' check box in the 'Incoming Message Browser' screen will be checked.

For more details on the PDE indication of an incoming message in the Incoming Message Browser, refer section 'Viewing the details of an Incoming Message' in 'Processing Incoming Messages' chapter of this User Manual.

3.5.1.2 Outgoing PDE Messages

In the case of outgoing messages you can decide to do any of the following if the system detects a message as a duplicate, based on the PDE validations:

- Auto release the message with the PDE trailer
- Release the message without the PDE trailer
- Reject the message

System displays an override when it finds a message to be a duplicate one. In this case the message is parked in the PDE queue and you can either opt to release the message without the PDE trailer or else release it with the PDE trailer. If you opt to release the message with the PDE trailer then the message is appended with PDE, else the message is released without PDE. You can also choose to reject the message. In this case the message status will be changed to 'E' (Exception) and this will not be picked up by EMS (Electronic Messaging System).

Due to message size restrictions in Oracle FLEXCUBE, sometimes a single message is physically split into multiple parts and each one is stored in a distinct record in the outgoing message data store. A message is marked as 'PDE' if ALL the split messages are found to be duplicates.

Note

All the messages in the PDE queue (Incoming and Outgoing) are completely processed by EMS prior to initiating EOD operations.

For more details on outgoing messages in PDE queue refer section 'Processing Outgoing Messages with PDE Trailer' in 'Processing Outgoing Messages' chapter of this User Manual.

4. Maintaining Additional Details

The Messaging System (MS) Module supports various types of media. Besides standard media modes like Mail, Telex and SWIFT you can also maintain, other media like CHIPS, Email or any other country or customer specific media.

This chapter contains the following sections:

- Section 4.1, "Message Location Maintenance"
- Section 4.2, "SWIFT Character Maintenance"
- Section 4.3, "Email Overrides"

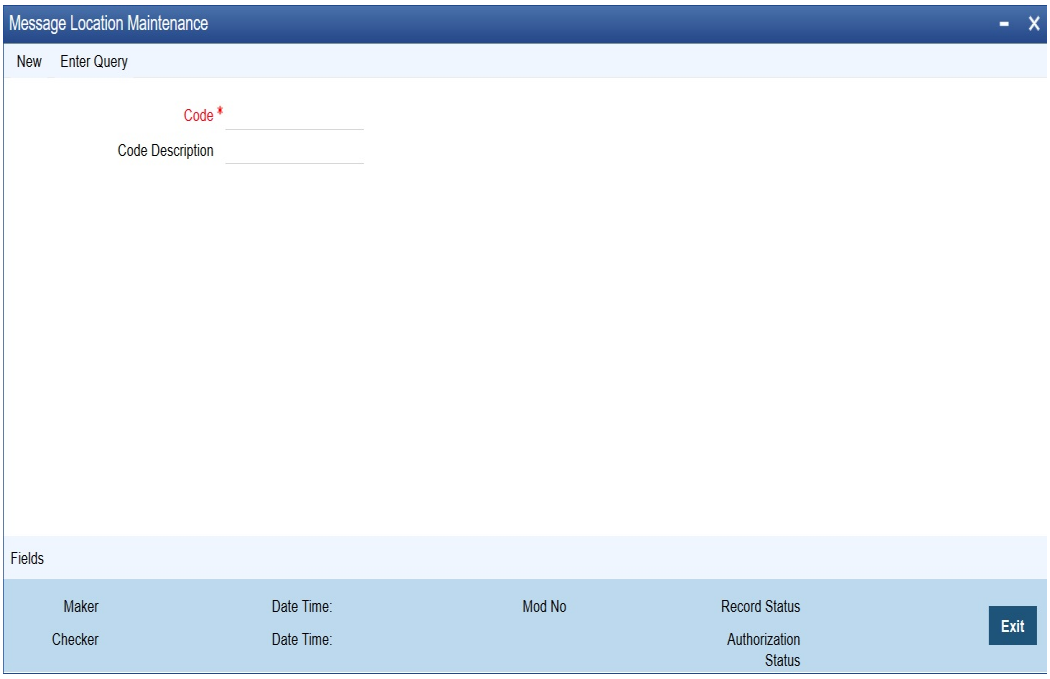
4.1 Message Location Maintenance

- Section 4.1.1, "Maintaining Message Locations"

4.1.1 Maintaining Message Locations

You can maintain the message locations using the 'Message Location Maintenance' screen. You can invoke this screen by typing 'MSDLOCMN' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The 'Message Location Maintenance' screen is shown below:



You can specify the following here:

Code

Specify the location code.

Code Description

Enter a description of the location code.

After entering the details, click the 'Save' button.

4.2 SWIFT Character Maintenance

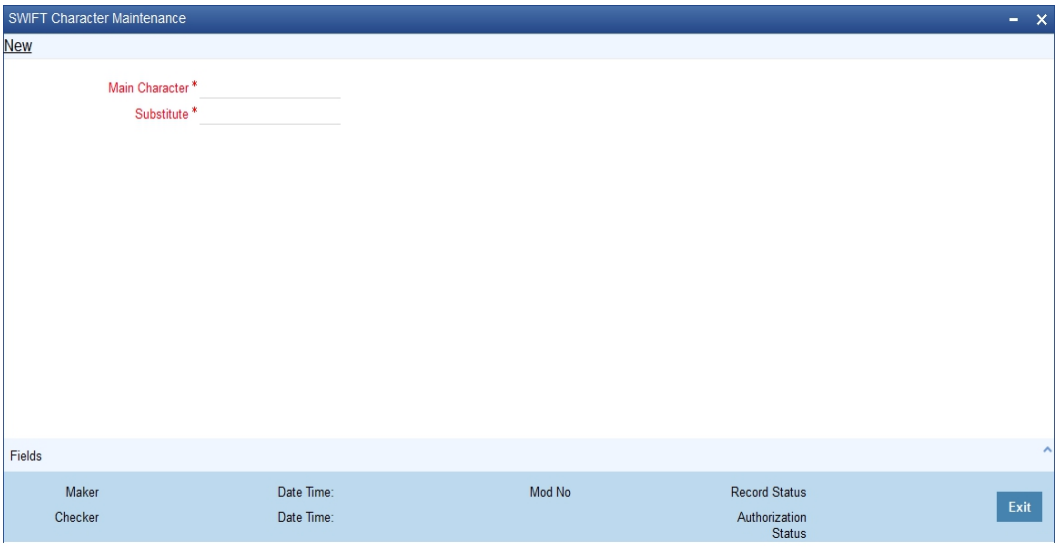
This section contains the following topic:

- Section 4.2.1, "Maintaining SWIFT Characters"

4.2.1 Maintaining SWIFT Characters

You can maintain the SWIFT characters using the 'SWIFT Character Maintenance' screen. You can invoke this screen by typing 'MSDSWFCR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The 'SWIFT Character Maintenance' screen is shown below:



You can specify the following here:

Main Character

Specify the main character.

Substitute

Specify the substitute for the main character.

After entering the details, click the 'Save' button.

Note

Characters which are not supported as per SWIFT standards will be replaced with Substitution characters if maintained in SWIFT Character Maintenance else will be replaced with SPACE. This validation will be done for Tags with X or Z character support.

Colon ':' cannot be maintained as Main or Substitution character. Restriction introduced for the same.

Percentage (%) should be maintained only for substitute character.

4.3 Email Overrides

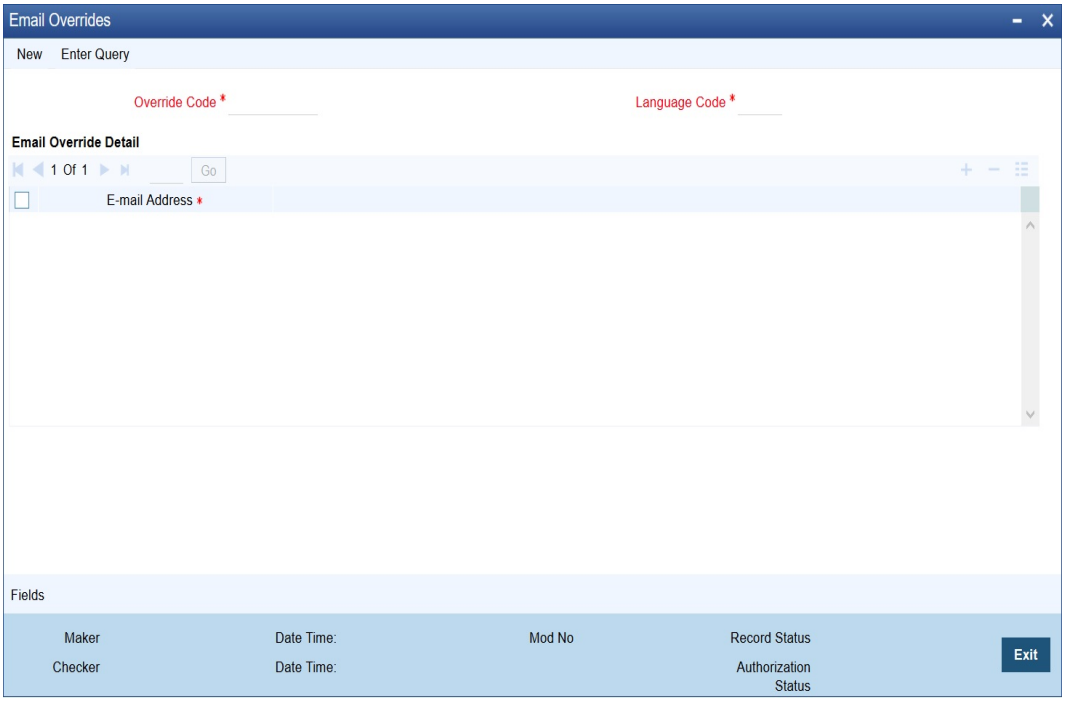
This section contains the following topic:

- Section 4.3.1, "Maintaining Email Overrides"

4.3.1 Maintaining Email Overrides

You can maintain the email overrides using the 'Email Overrides' screen. You can invoke this screen by typing 'MSDMLOVR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The 'Email Overrides' screen is shown below:



Click the Enter Query button to enter the following query criteria.

Override Code

Specify a valid override code. The adjoining option list displays all valid override codes maintained in the system. You can select the appropriate one.

Language Code

Specify a valid language code. The adjoining option list displays all valid override codes maintained in the system. You can select the appropriate one.

E-mail Address

Specify a valid email address.

5. Maintaining Addresses for Customer

The messages and advices that are sent to the customers of your bank can be transmitted to various addresses through the media types that you maintain in the 'Media Maintenance' screen. In this 'Address Maintenance' screen, some of the details that can be maintained are:

- the media through which messages to a customer should be transmitted
- the address(es) of a customer for each media type
- the answer-back code for a telex advice
- a 'Test Word' for the customer
- the messages that should be sent to an address
- the language in which messages should be sent to a customer address
- specifying the Delivery By as 'FILEFACT' while maintaining the Customer Address Information for MT 102 Type of messages.

A customer of your bank can have several addresses for a given media. To distinguish between one address and another for the same media, you can capture an address for every 'Location'.

Note

The addresses that you maintain for a customer in this screen are in addition to the ones maintained in the Customer Information File (CIF) of the Core module.

This chapter contains the following sections:

- Section 5.1, "Account Address Maintenance"
- Section 5.2, "Customer Address"

5.1 Account Address Maintenance

This section contains the following topics:

- Section 5.1.1, "Maintaining Account Address Details"
- Section 5.1.2, "Saving Record"

5.1.1 Maintaining Account Address Details

You can invoke the 'Account Address Maintenance' screen by typing 'MSDCACAD' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The ‘Account Address Maintenance’ screen is shown below:

Account Address Maintenance

New

Customer Details

Branch Code * FZ1
Account No * FZ1000006022
Location * GB
Country GB
Answerback
Media * MAIL
Language ENG
Test Keyword
Delivery By
Send by Email

Add Hold Mail Text
Name FAISAL
Address Code FAISALMAK
Address * ADD1
add2
add3
add4
Default Address

Message Address

1 Of 1 Go

Module *	Message Type *	No of Copies	Format	Primary Address
AL	ANY MSG TYPE			

Fields

Maker 2017-01-09 17:22 Date Time: Mod No Record Status
Checker 2017-01-09 17:22 Date Time: Authorization Status

Exit

If you are querying for a customer address record that has already been defined, select the ‘Summary’ option under ‘Account Address’. In the View screen, all the customer address records that have been maintained so far will be displayed in a tabular form. Double-click a record to open it.

If you are maintaining a new address for an account select ‘New’ from the Actions Menu, or click new icon on the toolbar. The screen is displayed without any details.

If you are modifying some of the details of the existing record, select the ‘Unlock’ option from the Actions Menu and proceed.

Customer Account Number

It is the relevant customer account number in the current branch against which you are maintaining an address, based on a selected media and location. The branch code gets defaulted alongside.

A single customer can have any number of accounts. You can choose to link a specific location with an account number. Maintaining multiple locations for the customer facilitates the sending of interest and account statements to more than one address of the customer.

If an address is maintained at the Customer Account Definition level, all statements pertaining to the particular account will be sent only to the address specified at the account level, irrespective of the message and location maintenance for the Customer.

To view the joint holder's details of an account and the mode of operation maintained at the account level, place the cursor in the Customer Account Number field and press Ctrl+J. The system displays the 'Joint Holder' screen.

For more information on the 'Joint Holder' screen refer to the section 'Joint Holder Maintenance' in the CASA User Manual.

Media

Select the media code for which you want to set-up addresses. Choose a code from the option-list of valid media codes maintained in the 'Media Maintenance' screen.

A customer of your bank can have several addresses for a particular media. The media supported include:

- Mail
- E-Mail
- Telex
- SWIFT
- FAX
- FILEACT (this is an interface to the TIPA network)
- ISO

Each media type is identified by a 15 character Media Code.

Location

As discussed earlier, a customer of your bank can have several addresses for the same media. To differentiate between one address of a customer account and another for a given media, it is mandatory for you to select a unique location for each address. The location that you specify for an address is used as a unique identifier for the customer account address.

The values made available against the option list here are maintained through the 'Account Address Location Maintenance' screen.

Refer to the section 'Location Maintenance' in the chapter titled 'Maintaining Customer Accounts' in the Core Entities (CE) User Manual for relevant information.

Language

In this screen you can specify the language in which the messages sent to the address should be expressed. You can choose a language code from the factory shipped option list available for this field.

The language code that you specify is taken to be the default language in which all messages sent to the address will be expressed.

Note

To send a message to a customer in a particular language you should have also maintained a message format for the language in the 'Advice File Maintenance' screen.

Country

Here, you select the relevant country code where your customer resides. All countries maintained through the 'Country Name Maintenance' screen are made available here.

Test Keyword

Specify the test word allotted to a customer. This field is applicable only if the message is transmitted through Telex (ie. media is TELEX).

Answerback

Specify the answerback code for the customer. This field is applicable only if a message is transmitted through ‘Telex'. It cannot be more than 20 characters in length. It is a free format text.

Deliver By

Select how statements sent to the customer by mail should be delivered from the adjoining option list.

All the values maintained through the ‘Message Location Maintenance’ screen will be displayed in the option list.

Add Hold Mail Text

If this option is checked, then all the mail advice generated for this customer and location would have the hold mail text displayed on top of the message. As a consequence, these mail advices would not be dispatched to the customer unless required. Check this box to indicate you want the hold mail text to be displayed on top of the message.

To recall, you maintain a hold mail text through the 'Messaging Branch Parameter Maintenance' screen.

Note

This field is applicable only if the media is ‘MAIL’.

Send by E-Mail

If your customer has an e-mail address, you can opt to capture it by clicking on the box adjacent to the ‘Send by E-Mail’ option. Enter the e-mail address for the selected customer account, media and location combination in the first line of the Address field. You can capture addresses such as fax, mail, etc, for different media and location combinations.

Sanction Check Status

The system displays the status of the sanction check request.

Name

Here, you specify the name of the customer for whom you are maintaining the address details. This address maintenance is for a particular customer account based on a unique media and location combination.

Address Code

Select the address code from the adjoining address code value list.

Address

Enter the detailed address to which messages and advices generated should be sent to, for a particular customer account under the selected media and location combination. The format of the address depends on the media through which the message is transmitted.

If the address is for the media type ‘Mail’, you can enter the customers address in the four rows under this field. Each line that you enter can contain a maximum of 35 characters.

If the media of transmission is Telex, the address should be expressed numerically.

If you are defining a SWIFT address, the address should be of eight or eleven characters alphanumeric.

Default Address

If you check against this option, the address specified against the chosen 'Location' and 'Media' combination becomes the default or the primary address of the customer.

Messages and advices generated against the selected customer account are always sent to the primary or the default address of the corresponding customer.

You can maintain multiple addresses at a customer account level through this screen.

Module

A message type is always associated with a module. In some cases, a message may be associated with more than one module. An example could be a payment message that is generated by the trade, treasury and remittances departments of the bank. Once you select the module, the 'Message Type' gets defaulted alongside.

> **Note**
>
> You can use the wildcard 'All' indicating that all messages for the customer belonging to any module should be sent to the address being defined.

In order to generate MT292 on reversal of a contract, you need to maintain the module as 'IS' and the message type as 'REVSWIFT'.

For example, Ms. Keturah Smith has five accounts with Kuber's bank. Three of the accounts were opened at Kuber's bank, London, and two at Kuber's bank Surrey.

Ms. Smith had requested that an account statement be sent to her every month by mail with the following instructions:

- the account statements for the accounts at London should be sent by mail to her residential address at London
- the statements for the accounts at Surrey should be sent to her office address.

In this screen you should indicate:

- **Module + Message Type** -- Accounting (AC) + Account Statement
- **Module** -- All
- **Copies** – 1

You should also maintain a new customer address record for Ms. Smith's Surrey address and a unique location for that address.

Copies

You can indicate the number of copies of the message that should be sent to this location each time it is generated. The number you specify here, will be the default number of copies of the message that will be generated each time a message is sent to this location through the media you have specified.

If you indicate that more than one copy should be sent to a location, the first message will be the original and the others will be marked as 'copy'.

> **Note**
>
> For payment messages, Oracle FLEXCUBE will default 'one' indicating that only one payment message will be generated. You will not have an option to change it.

Format

You can specify the format in which a message should be sent to a customer's address. To recall, you have defined the default format for a message type in through the 'Advice Format Maintenance' screen.

If you leave this field blank the default format specified for a message type in the Advice format screen will be used. However, if you want to personalize a message to make it specific to a customer, you can indicate the code of the format that should be used for the advice - customer combination.

For example, you have maintained a standard format for the account statements that are sent from your bank in the 'Advice Format Maintenance' screen.

However, for Mr. Andrew Scott, a non-resident customer you want to personalize the account statement rather than send him the standard one defined in the advice format screen.

To make this possible you can indicate the code of a format that you defined specific to Mr. Scott. Whenever an account statement is sent to Mr. Scott from your bank, it will be in the format that you have defined in this screen. The special format should first be defined in the advice format screen before it can be associated with Mr. Scott's address.

Primary Address

When defining addresses for a message type, user can define the primary address.

To add additional modules to the list, you can click on the add icon. To delete a row, click on the delete icon.

5.1.2 Saving Record

After you have made the mandatory entries, save the record. A customer address record that you have created should be authorized by a user, bearing a different Login Id, before the End of Day (EOD) process can begin. Click 'Exit' or 'Cancel' to return to the Application Browser.

5.2 Customer Address

This section contains the following topics:

- Section 5.2.1, "Maintaining Address at Customer (CIF) Level"
- Section 5.2.2, "Change Log Button"
- Section 5.2.3, "Viewing Customer Address"

5.2.1 Maintaining Address at Customer (CIF) Level

You also have the provision to maintain customer addresses at the customer (CIF) level. You can invoke the 'Customer Address Maintenance' screen by typing 'MSDCUSAD' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screen is shown below:

Customer Address Maintenance

New Enter Query

Customer Address

Customer No *
Location *
Country
Answerback
Add Hold Mail Text

Media *
Language
Test Keyword
Delivery By
Send by Email

Name
Address Code
Address 1 *
Address 2
Address 3
Address 4

Sanction Check Status Not Required Fetch

50F Party Details

Line 1

Fields | Change Log

Maker Date Time: Mod No Record Status
Checker Date Time: Authorization Status
Exit

Note

You can query or modify the customer details whose accounts are permitted to you for the query/modification in the 'Group Code Restriction' screen.

If you are maintaining a new address for a customer select 'New' from the Actions Menu, or click new icon on the toolbar. The screen is displayed without any details.

If you are calling a customer address record that has already been defined, double-click on a record from the summary screen. In the 'Summary' screen, all the customer address records that you have entered are displayed in a tabular form.

Note

Oracle FLEXCUBE generates a notification message when a new customer address is created and authorized. This notification message can be sent to any external system if required.

Customer No

Specify the customer (CIF) number, assigned to a customer in the 'Customer Information Maintenance' screen, before you capture the different addresses of the customer. The name of the customer whose address you are maintaining is automatically displayed when you indicate the customer's identifier.

Media

The types of media for which you can capture addresses include Mail, E-Mail, Telex, SWIFT, FAX and FILEACT interface to TIPA network. The Media details maintained in 'Media Maintenance' screen will appear in the list of values.

Location

As discussed earlier, a customer of your bank can have several addresses for the same media. To differentiate between one address of a customer and another for a given media, it is mandatory for you to specify a unique location for each address. The location that you specify for an address is used as a unique identifier for the customer address.

A single customer can have any number of accounts. You can choose to link a specific location with an Account Number. Maintaining multiple locations for the customer facilitates the sending of interest and account statements to more than one address of the customer.

If an address is maintained at the Customer Account Definition level, all statements pertaining to the particular account will be sent only to the address specified at the account level, irrespective of the message and location maintenance for the Customer.

You can choose from the available list and indicate the Account Number, which should be linked with the respective address.

Note

You are allowed to link a customer address with an account only for a specific branch, which means that the branch should be a valid branch code in the system. If you use the wildcard ‘All’ indicating that the customer address and account linkage is valid in all the branches of your bank, you will not be able to exercise this option.

This supports account statement generation in ISO 20022 format for the purpose of cash management.

Language

In this field, you can specify the language in which the messages sent to the address should be expressed. You can choose a language code from the option list available against this field.

The language code that you specify is taken to be the default language in which all messages sent to the address are expressed.

Note

Remember that to send a message to a customer in a particular language you should have also maintained a message format for the chosen language through the ‘Advice Format Maintenance’ screen.

Country

Here, you select the relevant country code where your customer resides. All countries maintained through the ‘Country Name Maintenance’ screen are made available here.

Answerback

Specify the answerback code for the customer. This field is applicable only if a message is transmitted through ‘Telex'. It cannot be more than 20 characters in length. It is a free format text.

Test Keyword

Enter the test word allotted to a customer. This field is applicable only if the message is transmitted through Telex (i.e. media is TELEX).

Deliver By

Select how statements sent to the customer by mail should be delivered from the adjoining option list.

All the values maintained through the 'Message Location Maintenance' screen will be displayed in the option list.

Send by E-mail

If your customer has an e-mail address, you can opt to capture it by clicking on the box adjacent to the 'Send by E-Mail' option. Enter the e-mail address for the customer, media and location combination in the first Address field. You can capture addresses such as fax, mail, etc., for the combination in the remaining address fields.

Sanction Check Status

The system displays the status of the sanction check request.

Name

Specify the name of the customer here.

Address Code

Select the address code from the adjoining address code value list.

Address

Enter the detailed address to which messages and advices generated should be sent to, for a particular customer account under the selected media and location combination. The format of the address depends on the media through which the message is transmitted.

If the address is for the media type mail, you can enter the customers address in the four rows under this field. Each line that you enter can contain a maximum of 35 characters.

If the media of transmission is Telex, the address should be expressed numerically.

If you are defining a SWIFT address, the address should be of eight or eleven characters alphanumeric.

Note

The valid address (e-mail or Telex or SWIFT) must be entered in the first line of the Address field only for it to be used.

Add Hold Mail Text

If this option is checked, then all the mail advice generated for this customer and location would have the hold mail text displayed on top of the message. As a consequence, these mail advices would not be dispatched to the customer unless required. Check this box to indicate you want the hold mail text to be displayed on top of the message indicating the branch.

50F Party Details

Specify the party details related to the ordering customer as a 5-line input here. Line 1 indicates the party identifier and lines 2 to 5 indicate the name and address details of the party.

You can use either of the following line formats with option F:

- Line 1 (Party Identifier) /34x (Account)
- Lines 2-5 (Name & Address) 1!n/33x (Number)(Details)

Or

- Line 1 (Party Identifier) 4!a/2!a/27x4!a/30x (Code)(Country Code)(Identifier)
- Lines 2-5 (Name & Address) 1!n/33x (Number)(Details)

The details specified here are used for a stricter validation of the details related to the ordering customer. The validations are carried out according to the rules indicated below:

- Validations for line1, party identifier (applicable for the second format listed above):
  - Line 1 has to comply with (Code)(Country Code)(Identifier) format where the country code should be a valid ISO country code
  - The first 4 characters specified should be a valid party identifier code supported by SWIFT
- Validations for lines 2 to 5, name and address details of the party:
  - The first line must start with number 1
  - Line numbers must appear in numerical order
  - Line number 2 cannot be used without line number 3 and vice versa
  - Line number 4 cannot be used without line number 5 and vice versa
  - Line number 4 should have the format YYYYMMDD and this date must not be greater than the date on which the message was sent to SWIFT
  - Line numbers 3, 5, 6 and 7 should be followed by a valid ISO country code
  - Line numbers 3, 4, 5, 6, 7 and 8 should not repeat. Line numbers 1 and 2 can repeat.
  - Line 8 is used as additional information. When the account identifier format is used, then in the case of Line 8 being used, either line 6 or line 7 should be used. When the party code identifier format is used, then Line 8 can be the continuation of line 1, line 6 or line 7. Line 6 or 7 need not be mandatorily be used

During contract input, the ordering customer record is searched in the customer addresses maintained and if found the corresponding 50F details are defaulted to the contract. If not found, the address details default from customer maintenance.

These validations are carried out for the following outgoing message types and appropriate error messages are displayed incase of any mismatches.

- MT101
- MT102
- MT102+
- MT103
- MT103+
- MT210
- MT910

5.2.1.1 Specifying Message Address

For a customer address - message type combination, you can indicate the branch (es) from which the message can be sent to the address. With Oracle FLEXCUBE, you can offer your customers the facility to effect a transaction from any of the branches of your bank. Hence, you can indicate the branches from where a message should be generated. You can select a branch code from the option list that is available.

Note

You can use the wildcard ‘All’ indicating that the message can be sent to the address in the defined format from all the branches of your bank. For example, if you indicate ‘All’ in

the branch field for the message type ‘payment message’ it would mean that the address is applicable whenever a payment message is generated from any of the branches of your bank.

Message Type

A message type is always associated with a module. You should indicate the messages to be sent to the address you have defined for the customer, by picking up the message types for the respective module.

Note

You can use the wildcard ‘All’ indicating that all messages for the customer should be sent to the address being defined.

For example, Ms. Keturah Smith has five accounts with Kuber’s bank. Three of the accounts were opened at Kuber’s bank, London, and two at Kuber’s bank Surrey.

Ms. Smith had requested that an account statement be sent to her every month by mail with the following instructions:

- the account statements for the accounts at London should be sent by mail to her residential address at London, and
- the statements for the accounts at Surrey should be sent to her office address.

In this screen you should indicate:

- **Module + Message Type** -- Accounting (AC) + Account Statement
- **Branch** -- London
- **Module** -- All
- **Copies** – 1

You should also maintain a new customer address record for Ms. Smith’s office address and a unique location for that address. .Under that maintenance, a similar record to the one indicated above (Module – AC, Message Type – Account Statement) needs to be saved for the Surrey Branch.

Copies

You can indicate the number of copies of the message that should be sent to this location each time it is generated. The number you specify here, will be the default number of copies of the message that will be generated each time a message is sent to this location through the media you have specified.

If you indicate that more than one copy should be sent to a location, the first message will be the original and the others will be marked as ‘copy’.

Note

For payment messages, Oracle FLEXCUBE will default ‘one’ indicating that only one payment message will be generated. You will not have an option to change it.

Format

You can specify the format in which a message should be sent to a customer’s address. The default format for a message type needs to be defined through the ‘Advice Format Maintenance’ screen.

You can choose to use the default format defined for the message type or you can indicate another format for the message. If you leave this field blank the default format specified for a message type in the Advice Format screen will be used. However, if you want to personalize a message to make it specific to a customer, you can indicate the code of the format that should be used for the advice - customer combination.

For example, you have maintained a standard format for the account statements that are sent from your bank in the Advice Format screen.

However, for Mr. Andrew Scott, a non-resident customer you want to personalize the account statement rather than send him the standard one defined in the Advice Format screen.

To make this possible you can indicate the code of a format that you defined specific to Mr. Scott. Whenever an account statement is sent to Mr. Scott from your bank, it will be in the format that you have defined in this screen.

Note

The special format should first be defined in the advice format screen before it can be associated with Mr. Scott's address.

When defining addresses for a message type, user can define the primary address.

Confirmation Message

Check this box to automatically match the MM and FX confirmation messages. The confirmation messages are matched based on the confirmation rule maintained.

Auto matching of confirmation messages is enabled only if the 'Confirmation Message' is checked for the combination of customer, branch, message type, module, location and media.

Refer the 'Continuous Linked Settlements' chapter of the Foreign Exchange User Manual for details on processing CLS deals in Oracle FLEXCUBE.

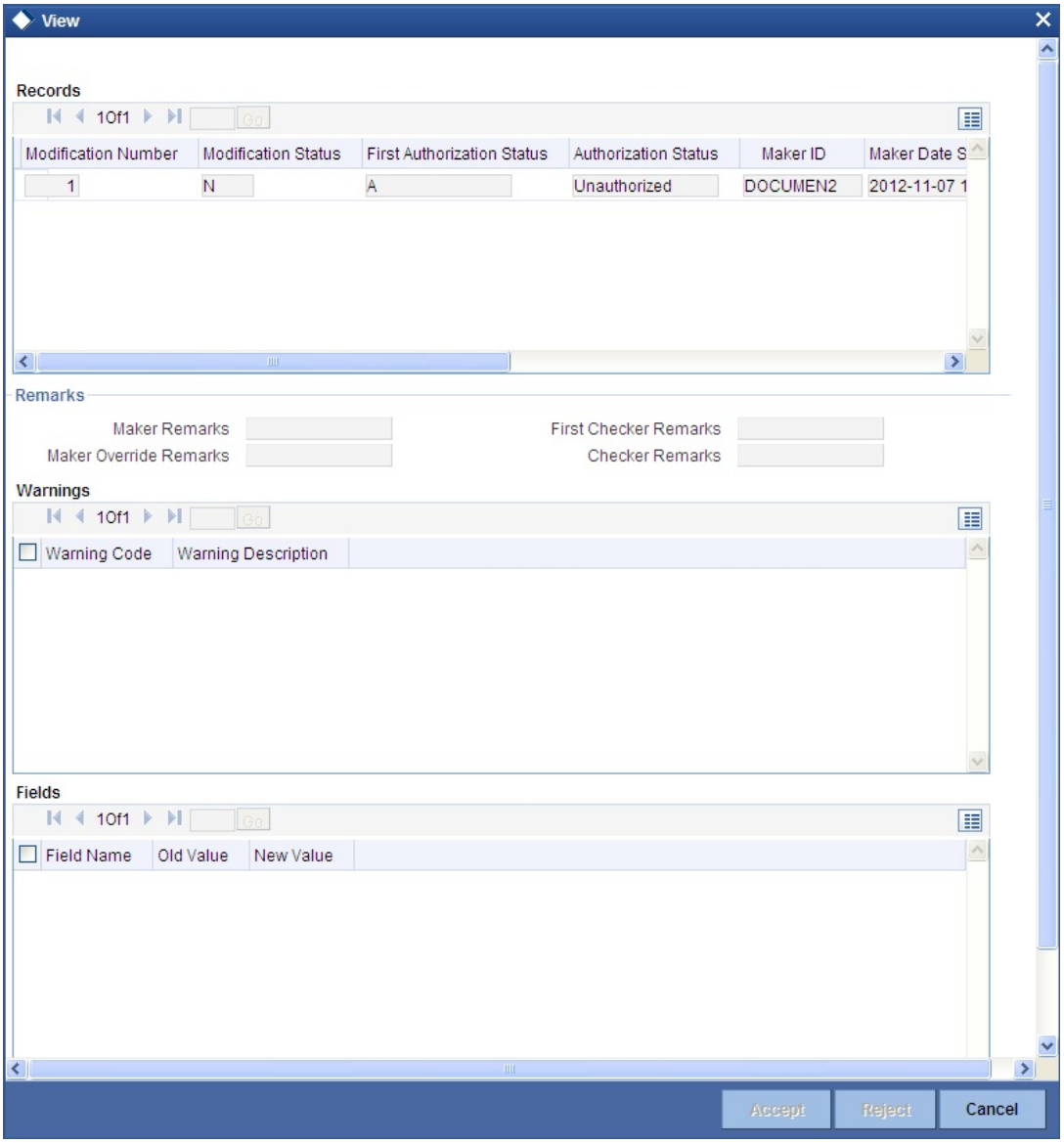
Note

If addresses at both the customer account level and the customer (CIF) level are maintained, Oracle FLEXCUBE picks up the maintenances done at the customer account level to generate messages and advices. However, if the addresses at an account level are not maintained, Oracle FLEXCUBE picks up the maintenances done at the customer (CIF) level to generated messages and advices.

5.2.2 Change Log Button

You can view the customer's previous addresses and changes made to the address using the 'View' screen. You can also determine the number of changes made to the address till date, who made the changes, when was the change made, and whether the change has been

authorized or not. To invoke this screen, click ‘Change Log’ button within the ‘Customer Address Maintenance’ screen.

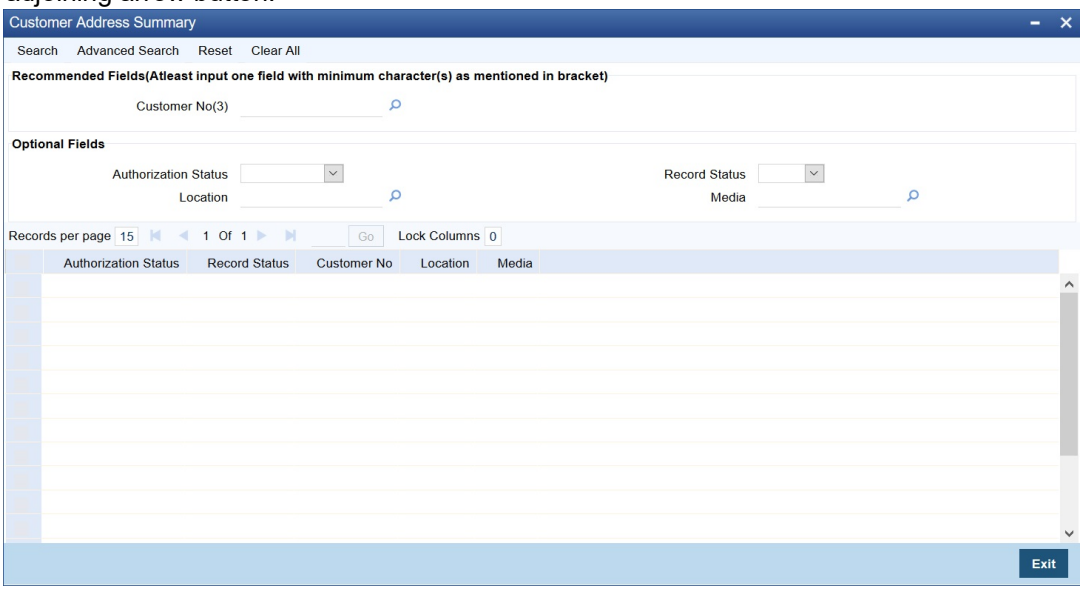


To view the changes made on a particular date, double-click the ‘View Changes’ button corresponding to the desired date under ‘Maker Date Stamp’. A detailed screen appears containing changes made on the given date.

5.2.3 Viewing Customer Address

You can view the address details maintained in the ‘Customer Address Maintenance’ screen using the ‘Customer Address Summary’ screen. You can invoke this screen by typing

‘MSSCUSAD’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Authorization Status
- Customer Number
- Media
- Record Status
- Location

Select any or all of the above parameters for a query and click ‘Search’ button. The records meeting the selected criteria are displayed.

Note

You can query or modify the customer details whose accounts are permitted to you for the query/modification in the ‘Group Code Restriction’ screen.

If you are allowed to query customer information, system displays the following details pertaining to the fetched records:

- Authorization Status
- Record Status
- Customer Number
- Location
- Media

6. Maintaining Advice Formats

The advices that are generated from your bank will have a definite format. In the 'Advice Format Maintenance' screen you can specify formats and indicate the messages and advices that should use the formats you have defined.

By maintaining message formats you can ensure consistency across the branches of your bank. You can maintain advice formats either by:

- Using the format editor on the screen to enter the format, or
- Importing the format from an ASCII file which can be located either on the:
  - Server
  - Client

Note

Message formats are maintained at the bank level and will be applicable to all the branches of your bank.

This chapter contains the following sections:

- Section 6.1, "Advice Format Maintenance"
- Section 6.2, "Automatic Printing of Advices Generated during EOD Processing"

6.1 Advice Format Maintenance

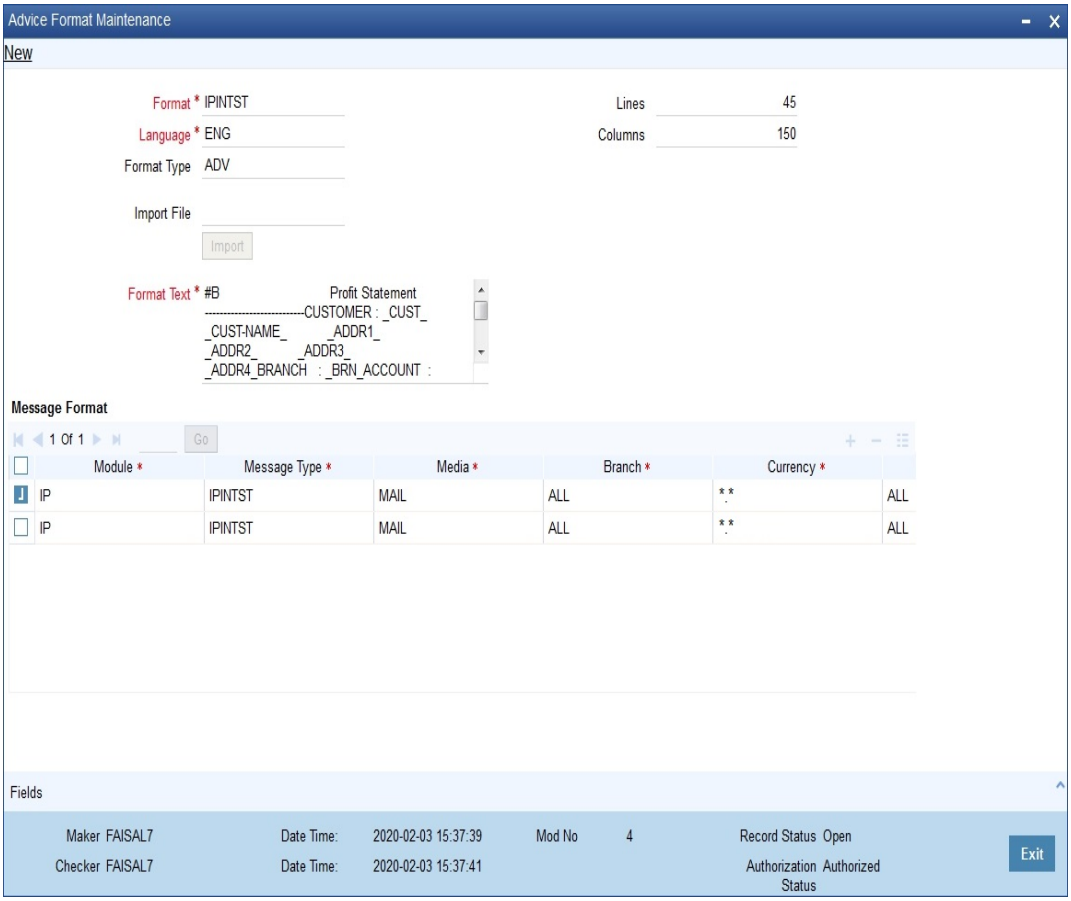
This section contains the following topic:

- Section 6.1.1, "Maintaining Advice Format Details"

6.1.1 Maintaining Advice Format Details

You can invoke the 'Advice Format Maintenance' screen by typing 'MSDADVFM' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

If you are maintaining a new advice format, click the ‘New’ button on the Application tool bar. The ‘Advice Format Maintenance’ screen is displayed without any details.



You can specify the following details pertaining to a format.

Format

In Oracle FLEXCUBE, each format that you define is identified by a fifteen-character code called a Format code. You can follow your own convention for devising this code.

The code that you assign to a format should be unique as it is used to identify the format. You can compare simple conditions while defining message formats. When you need to use a format that you have defined, you need to just specify the code assigned to the format. The details of the format will automatically become applicable to the message. After you assign a code to a format you can indicate:

- The number of lines that should be contained in a page when the advice is printed.
- The number of columns that should be contained in a page when the advice is printed.
- The language of the message.
- The form type attached to the format.

Language

A message can be sent to a customer in different languages. To make this possible, you need to maintain a format in different languages. While maintaining addresses for a customer in the ‘Customer Address Maintenance’ screen you can indicate the format and language in which a message should be sent.

Note

You should maintain Advice format in the languages maintained in 'Language' field in 'Main' tab of Customer Maintenance web page dialogue (fast path (STDCIF) for customers of the Bank, in addition to advice format maintained in 'ENG' (English).

Form Type

Specify the form type that applies to the message. Select a form type from the adjoining option-list.

Entering an advice format using the format editor

To enter a format using the format editor, click free format text icon positioned next to Format Text. In the note pad that is invoked you can actually tailor an advice to suit your requirements. The format editor has certain keywords which signify different options which you can use to create a format. The following table contains a comprehensive list of the key words that can be used in the format editor.

Keyword	Significance
#RH	Indicates the start of the report header section.
#PH	Indicates the beginning of the header for a page.
#EH	Indicates both the end of the header section of the report or the end header of a page.
#RF	Indicates the start of the report footer section.
#PF	Indicates the start of the footer of a page.
#EF	Indicates both the end of the footer of a report or page.
#B	Indicates the start of the body of the message.
#EB	Indicates the end of the body of the message.
#CL	Indicates that you can collapse a line.
#EC	Indicates the end of a line that you have collapsed.
#LOOP	Indicates the beginning of a loop.
#END-LOOP	Indicates the end of a loop.
#IF	Indicates a conditional section.
#ANDIF	Indicates a conditional section.
#ORIF	Indicates a conditional section.
#ENDIF	Indicates the end of a conditional.

Importing an advice format from an ASCII file on the server

The server indicates the machine on which the database of your bank is installed. To import a format from an ASCII file on the server:

1. Click against the field marked Server.
2. Specify the full path to the file on the server which contains the format you want to import.

3. Thereafter, click ‘Import’ button.

The file containing the format of the message will be displayed on the screen.

Importing an advice format from an ASCII file on the client

Client refers to your own machine. To import a format from an ASCII file on the client:

1. Click against the field marked Client.
2. Specify the full path to the file on the client which contains the format you want to import.
3. Thereafter, click ‘Import’ button.

The file containing the format of the message will be displayed on the screen.

Message Format

After you have defined a format and assigned it a code you can indicate the list of messages that should use the format.

The format that you define for a message in this screen is taken to be the default format that will be used whenever the message is generated from your bank.

For each message that you specify, you can also indicate the specific details of the following, for which the format should be used:

- Module
- Branch
- Currency
- Product
- Media

Thus, you can specify a different format for the various combinations of the above.

To add a message to the list of messages that can use the format, enter the details of the message and click add icon. To delete a message from the list, select the message and click delete icon.

Note

For all the five combinations you can use the wildcard ‘ALL’ indicating that the format is applicable for records in that category. For example, if you indicate ‘ALL’ in the branch field for the message type payment message it would mean that the format is applicable whenever a payment message is generated from any of the branches of your bank.

Saving the record

After you have made the mandatory entries, save the record. A user, bearing a different Login ID should authorize an advice format maintenance record that you have created, before the End of Day processes (EOD) are begun.

Click ‘Exit’ or ‘Cancel’ button to return to the Application Browser.

In the summary screen, all the advice format records that have already been saved, will be displayed in a tabular form; double-click a record of your choice to open it. You can also invoke this screen by typing ‘MSSADVFM’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

6.2 Automatic Printing of Advices Generated during EOD Processing

In addition to generation of advices, Oracle FLEXCUBE automatically prints the advices that are scheduled to be generated during End Of Day (EOD) processing. Account Statements, Loan statements are examples of advices that are scheduled to be generated during EOD processing.

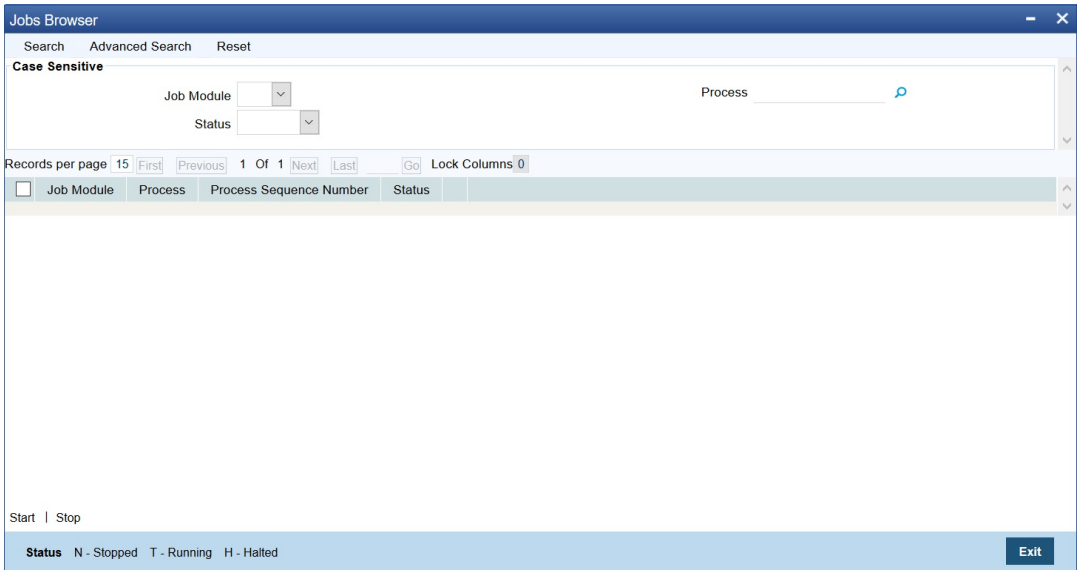
This section contains the following topics:

- Section 6.2.1, "Starting the Background Process"
- Section 6.2.2, "Printing of Advices"

6.2.1 Starting the Background Process

In Oracle FLEXCUBE, you need to run the background process to generate and print advices. In addition to the generation of the advices, system will also print the advices that are scheduled to be generated during EOD processing. You can start or stop a process in the 'Jobs Browser' screen. You can invoke the 'Jobs Browser' screen by typing 'CSSJOBBR' in the field at the top right corner of the Application tool bar and click on the adjoining arrow button.

The screen is as shown below:



In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Job Module
- Process
- Status

Select any or all of the above parameters for a query and click 'Search' button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Job Module
- Process
- Process Sequence Number

- Status

Check the required process in the search results table and click ‘Start’ button to start the process. Click ‘Stop’ button to stop the process, at any point.

6.2.2 Printing of Advices

In Oracle FLEXCUBE, advices are generated during batch processing. If you have started the background process, system will search for the messages that are not generated. The advices may be of two kinds:

- Advices that are not generated during contract authorization (If you had not opted for message generation at the time of contract authorization)
- Advices that are scheduled to be generated during End of Day operations.
- As soon as the message is generated, system will check whether the advice was scheduled to get generated during EOD. If so, the advice will be sent for spooling and printing.

If the advice is not scheduled to be generated during EOD, system will move on to generate the next advice without printing the advice.

7. Processing Outgoing Messages

Here, the procedure involved in generating an outgoing message is explained. To recall, you have already maintained:

- The type of messages that can be generated at your bank
- Formats for the various messages
- The media through which messages should be transmitted
- A media control system to receive and transmit messages for a given media
- The addresses for a customer for a given media

In each module of Oracle FLEXCUBE, you can define products. While defining products you also indicate the messages that should be associated with an event in the life cycle of a contract involving the product.

A contract goes through several events during it's life-cycle. A message for an event is triggered for generation when the event is authorized.

For example, you have defined a product to cater to short term loans. You have indicated that the following messages should be generated when events take place:

Event	Message
INITIATION	Initiation Advice
LIQUIDATION	Liquidation Advice

When you initiate a short-term loan involving the product an Initiation Advice will be triggered for generation. Similarly, if you make a repayment on the loan, the liquidation advice defined for the event will be triggered for generation.

Note

In this context advices and messages are commonly referred to as messages.

Depending on the product - message - customer details that you have set up, Oracle FLEXCUBE determines the address and the media through which the message should be transmitted.

If a message is to be transmitted through mail, it has to be printed. If the message is to be transmitted through Telex, you will have to enter the testword (if it is required for the message). The messages that are to be transmitted through media like Telex and SWIFT will be sent by the Media Control System (MCS) which is connected to the node in which the database of your branch is installed.

A message that is triggered for generation can be sent in the background or can be generated on-line. An outgoing message will be processed based on the preference that you state.

Note

The messages that are triggered by an automatic event will be put in the Outgoing Browser by the automatic function itself. This is because events triggered by an automatic function do not require authorization.

This chapter contains the following sections:

- Section 7.1, "Outgoing Messages Browser Summary"
- Section 7.2, "BIP Advice File Format"
- Section 7.3, "PDE Detail"

7.1 Outgoing Messages Browser Summary

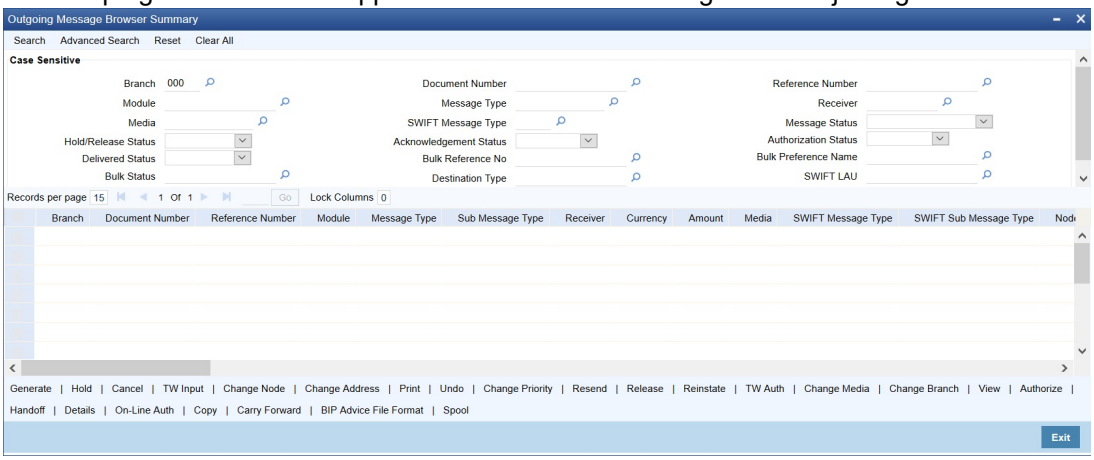
This section contains the following topics:

- Section 7.1.1, "Generating Messages from Outgoing Browser"
- Section 7.1.2, "Performing Operations on an Outgoing Message"

7.1.1 Generating Messages from Outgoing Browser

If the background message process is not running, all the messages that are triggered for generation will be displayed in the Outgoing Message Browser from where you can generate the message.

You can generate messages from the Outgoing Browser at any time in the day. You can invoke the 'Outgoing Message Browser Summary' screen by typing 'MSSOUTBR' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



Viewing Outgoing Messages

You can view features of the outgoing messages based on any of the following criteria.

- Branch
- Document Number
- Reference Number
- Module
- Message Type
- Receiver
- Media
- Swift Message Type
- Hold/Release Status
- Acknowledgement Status
- Authorization Status
- Delivered Status
- Bulk Reference Number

- Bulk Preference Name
- Bulk Status - The bulk status can be one of the following:
  - INPROGRESS - Indicates that bulking is identified for the DCN
  - BULK_SUCC - Indicates that the bulking operation is successfully completed
  - BULK_FAIL - Indicates that the bulking operation failed
  - FILESENT_SUCC- Indicates that the bulked file is sent to the destination
  - FILESENT_FAIL - Indicates that bulked file was not sent as sending failed

Click 'Search' button. The system identifies all outgoing messages satisfying the specified criteria and displays the following details for each outgoing message:

- Branch
- Document Number
- Reference Number
- Module
- Message Type
- Sub Message Type
- Receiver
- Currency
- Amount
- Media
- Swift Message Type
- SWIFT Sub Message Type
- Node
- Priority
- Customer Name
- Address
- Address2
- Address3
- Address4
- Location
- Message Status
- Testword
- Exception
- Running number
- Hold/Release Status
- Test Amount
- Test date
- Test Currency
- Test word Narrative
- Acknowledgement Status
- Hold Mail
- External Reference
- Delivery By
- RTGS Network

- Entry By
- Maker Date Stamp
- Authorized By
- Checker Date Stamp
- Authorization Status
- Once Authorized
- Modification Number
- DCN LIST
- Bulk
- Selected
- Testing Status
- Any or Original
- Original DCN
- Delivered Status
  - RTGS Network will be defaulted for the following message types:

    CUST_TSFR_RTGS
    BANK_TSFR_RTGS
    DIRDR_RTGS

RTGS Message type and its description are shown in the table below:

Message	**Description**	**SWIFT Message**
CUST_TSFR_RTGS	Used when a Pay message generation is for a corporate and sent through the RTGS Network.	MT 103
BANK_TSFR_RTGS	Used when a message belongs to an interbank deal and sent through the RTGS Network.	MT 202
DIRDR_RTGS	Used when a direct debit message is sent through the RTGS Network.	MT 204

Note

- If none of the criteria is selected, then the system displays all the messages in the outgoing browser.
- Funding Status will be updated during the processing of incoming MT102 and MT109.

7.1.2 Performing Operations on an Outgoing Message

The operations that you can perform on an outgoing message are determined by the rights that you are assigned with, at Security Management System (SMS) level. If a function in the Outgoing Browser is disabled, then the function is not allowed for the record.

Check the box against the message(s) for which you need to perform an operation and then click the corresponding operation. The action performed will require authorization, if maintained at the Messaging Branch Preferences level.

The system allows only ‘Print’, ‘View’ and ‘Detail’ actions for messages generated by External Payment system.

The following operations can be performed on the outgoing messages:

Generate

Click to generate an outgoing message. You can generate un-generated and repaired messages.

When you click ‘Generate’, the system checks the contract status for which the message is generated and will not generate a message in the following condition:

- If the contract is reversed
- If the message is on hold
- If the message maintenance is not authorized and the message is moved to repair queue

Hold

Click if you need to temporarily stop generating an outgoing message. Authorizing Supervisor can view details and then release the messages or change their status to Carry Forward, which in turn can be released on further authorization.

Note

Messages with Hold status must either be carried forward or released, before you execute the EOD processes at the branch; else the system displays an error message. However, if the message is cancelled, then the system will not display error message, though the status is ‘Hold’.

Cancel

Click if you need to cancel an outgoing message. You can cancel messages with ‘Un-generated’ and ‘Hold’ status.

TW Input

Click if you need to input testword for Telex messages which were moved to ‘Repair’ status.

Change Node

Click if you need to change the node from which an outgoing message is generated.

In a distributed environment, the database of one or more branches of your bank will be located at a node or a server. Hence a Media Control System will be installed and defined specifying the node at which it is installed.

When you click ‘Node’, the system displays the details of the individual message providing an option to change the ‘Node’. Select the node you need to change from the adjoining option list.

Note

MCS status at the node in which the database of your bank is installed should be passive.

Change Address

Click if you need to change the address to which an outgoing message has to be sent. Enter the new address to which the message should be sent and click ’OK’ to save.

Note

Change of address can be done only before a message is generated.

Print/Spool

Click if you need to print an outgoing message. When you click 'Print', option will be provided to select spool or print on-line.

Messages that are transmitted through mail and those cancelled should be printed. You can also choose to print the details of messages transmitted through other media types.

The system provides an option to spool the advices in PDF format. When you click the 'Print/ Spool' button, you can view the selected advice in PDF file. You can also view the SWIFT tag description.

Undo

Click if you need to reverse the last action you performed on an outgoing message at 'Outgoing Messages Browser' level

Change Priority

Click if you need to change the priority, for sending a payment message which is yet to be generated.

Note

In the Background, Oracle FLEXCUBE generates messages on the priority basis.

Resend

Click if you need to regenerate and resend a message which was generated and sent.

Release

Click if you need to release a message which is on hold.

Reinstate

Click if you need to reinstate cancelled outgoing messages.

TW Auth

Click if you are provided rights to authorize testword entered for a Telex message. While authorizing you have to reenter the testword.

Change Media

Click if you need to change the media through which a message is transmitted, before it would be generated. Media of transmission of a message is changed if there is a failure of the medium at the recipient's end.

Note

The selected media through which a message is transmitted should be available to the recipient.

Change Branch

Click if you need to send an outgoing message from another branch. Select the branch to which the message needs to be moved from the adjoining option list.

You change the branch of a message for the following reasons:

- If there is a failure of a medium at the bank's or the counterparty's end
- If the branch is located closer to the location of the customer's address.

View

Click if you need to view the contents of a generated outgoing message. Viewing multiple messages is not supported.

Authorize

Click to authorize, if you are provided authorization rights for an operation at the Messaging Branch Preferences level. Messages should be authorized before sending them.

HandOff

Click if you need to hand-off a generated message to MCS to save the date in an ASCII format.

Details

Click if you need to view the details of a generated outgoing message. Viewing details of multiple messages is not supported

On-line Auth

Click to authorize online, if you are provided online authorization rights for an operation at the Messaging Branch Preferences level. Messages should be authorized before sending them.

Copy

Click if you need to send a copy of an outgoing message to another customer involved in a contract. You will provide the following to options:

- Any–Select to implement the following changes:
  - Select media from an adjoining option list
  - Specify name of the recipient
  - Specify the location of the recipient
  - Specify the address of the recipient
- Original–Select to copy the message in the original form

Carry Forward

Click if you need to Carry Forward an outgoing message which is on 'Hold' for subsequent days.

Note

Messages which have been Carried Forward can be put back on Hold.

BIP Advice

Click if you need to generate advice in PDF format.

Note

- Advice ACST_DETAILED as part of AC module.

You can generate BIP advice messages for Branch advices by maintaining 'BRANCH_ADV_TYPE' as 'BIP'. Generation of these BIP advices is similar to 'Host' advices.

Note

If an advice is not generated, then the system generates, spools, and moves it to the client work station.

7.2 BIP Advice File Format

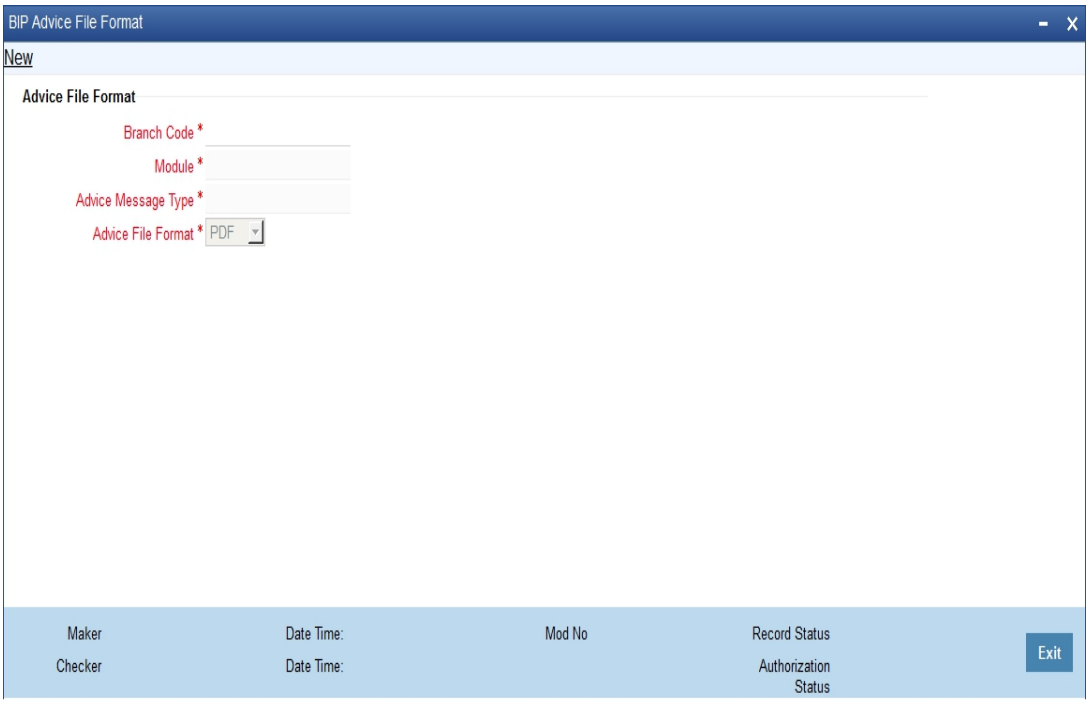
This section contains the following topics:

- Section 7.2.1, "Maintaining BIP Advice File Format"

7.2.1 Maintaining BIP Advice File Format

You can maintain BIP advice file format using BIP Advice File Format screen. You can invoke the 'BIP Advice File Format' screen by typing 'MSDADFTP' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screen is as shown below:



You can maintain the following parameters here:

Branch Code

Specify branch code for which you need to maintain BIP advice file format, from the adjoining option list

Module

Specify branch code for which you need to maintain BIP advice file format, from the adjoining option list

Advice Message Type

Specify advice message type of the BIP advice file format, from the adjoining option list.

Advice File Format

Select a valid file format in which you would prefer to generate the BIP message, from the adjoining drop-down list. This list displays the following:

- PDF
- Excel
- HTML
- RTF

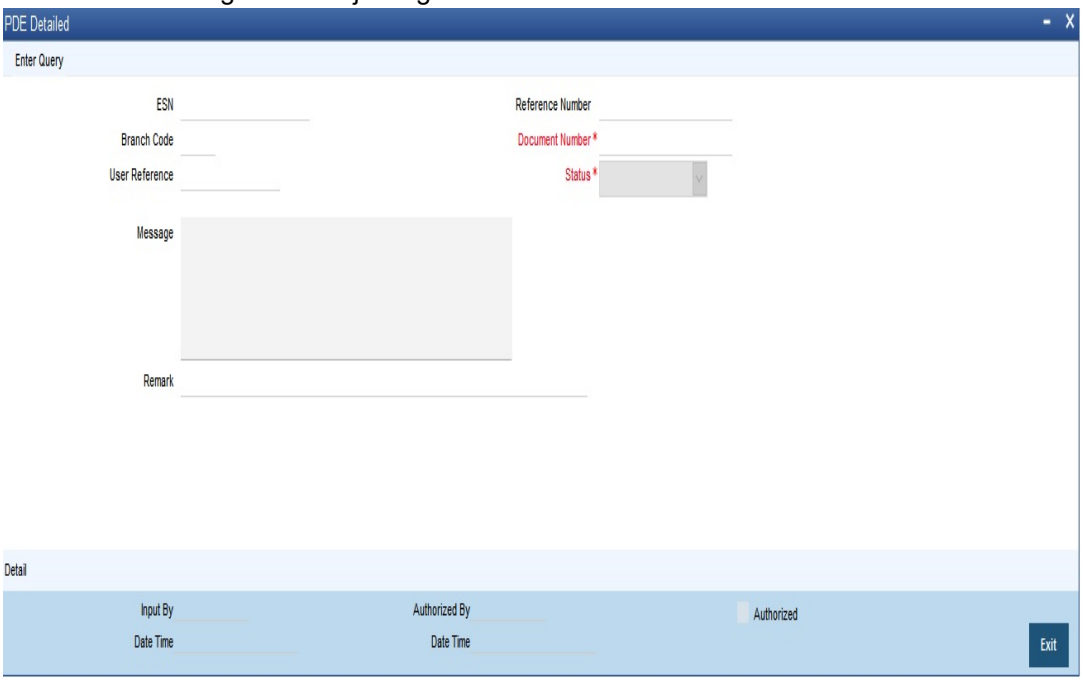
7.3 PDE Detail

This section contains the following topics:

- Section 7.3.1, "Processing Outgoing Messages with PDE Trailer"
- Section 7.3.2, "Viewing Outgoing Messages with PDE Trailer"

7.3.1 Processing Outgoing Messages with PDE Trailer

System identifies outgoing messages with a PDE (Possible Duplicate Emission) trailer and parks it in the PDE queue. From the PDE queue you can opt to either release the message with/without the PDE trailer or reject the message. You can release or reject an outgoing message with a PDE Trailer using the PDE Detailed screen. You can invoke the 'PDE Detailed' screen by typing 'MSDETPDE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



The following details of the message are displayed in the above screen:

- Branch Code
- Reference Number
- ESN
- DCN
- Remark
- Message

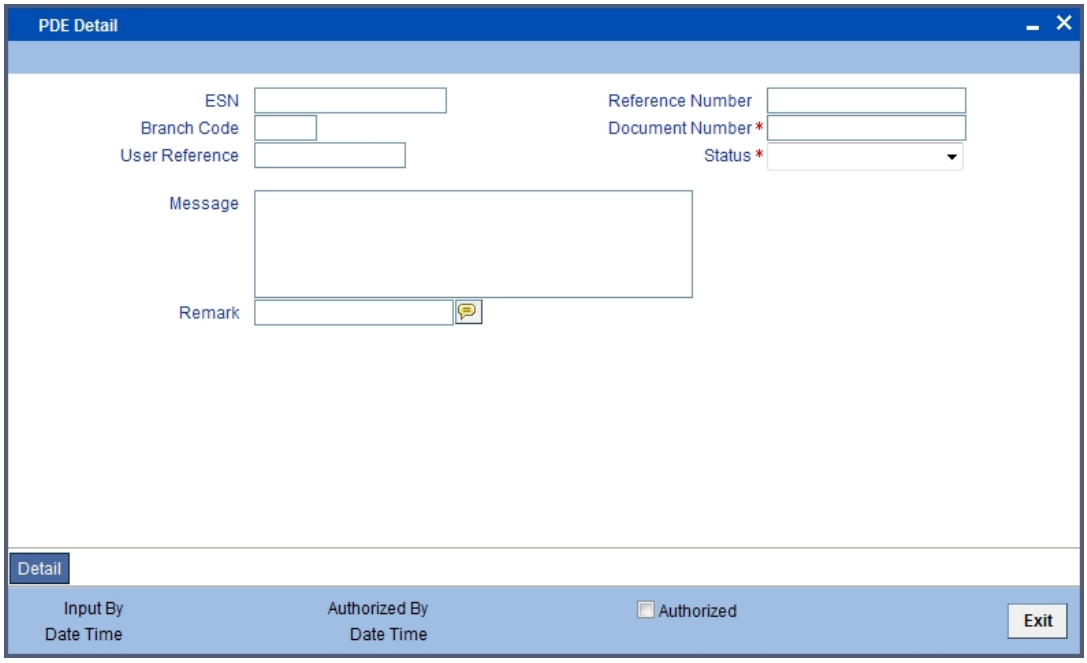
You need to capture the following information in the above screen:

Status

Select the status of the message from the drop-down list. The options available are:

- Release with PDE
- Release without PDE
- Reject

In order to view the details of the record click 'Detail' button. The details of the record are displayed in the 'PDE Detail' screen.



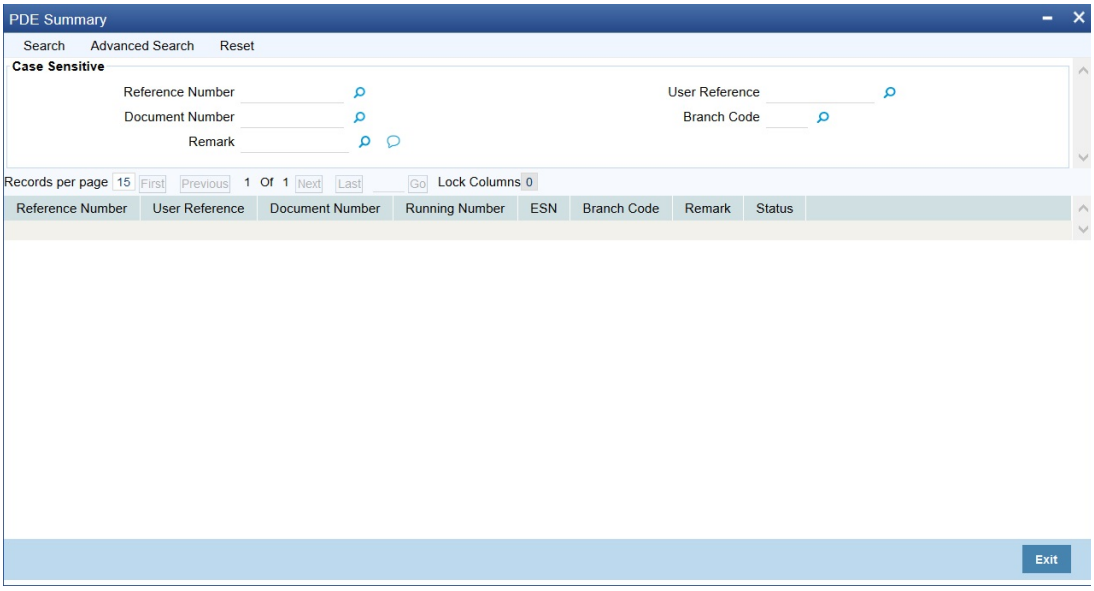
The following details of the message are displayed:

- Module Id
- Reference Number
- User Ref No
- Message

7.3.2 Viewing Outgoing Messages with PDE Trailer

You can view all the PDE messages parked in the PDE queue using the 'PDE Summary' screen. You can invoke the PDE Summary screen by typing 'MSSETPDE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screen is as shown below:



In the above screen you can query for a record based on any of the following parameters:

- Reference Number
- User Reference
- Document Number
- Branch Code
- Remark

Based on the query, the following details of the record which match the query parameter are displayed:

- Reference Number
- User Reference
- Document Number
- Running Number
- ESN
- Branch Code
- Remarks
- Status

In order to view the details of each record select the record and click ‘Detail’ button. The details of the selected record are displayed in the ‘PDE Detail’ screen.

For more details on PDE validations on outgoing messages refer section ‘Performing PDE Validations on SWIFT Messages’ in ‘Maintaining Messaging Branch Preferences’ chapter of this User Manual.

8. Retrieving an Archived Message

Archival is the process of storing old messages for future retrieval. To recall, while defining messaging preferences for your branch you have also specified the number of days for which an outgoing message should be kept in the Outgoing Message Browser.

A message will be automatically archived after the number of days that you specified in the 'Messaging Branch Preferences' screen. You can choose to retrieve the outgoing messages that have been archived by invoking the 'Message History Retrieval Summary' screen.

This chapter contains the following section:

- Section 8.1, "Message History Retrieval Summary Screen"

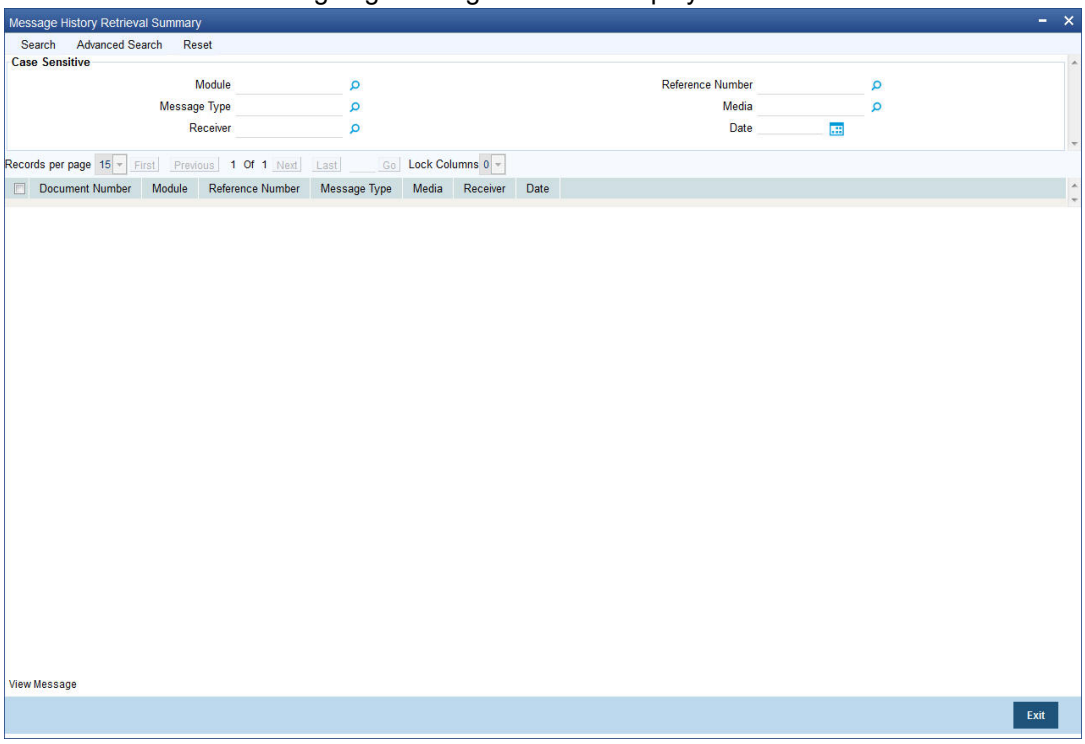
8.1 Message History Retrieval Summary Screen

This section contains the following topics:

- Section 8.1.1, "Invoking Message History Retrieval Summary Screen"
- Section 8.1.2, "View Message Button"

8.1.1 Invoking Message History Retrieval Summary Screen

You can invoke the 'Message History Retrieval Summary' screen by typing 'MSSUNARC' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. The Unarchive Outgoing message screen is displayed.



In the above screen, you can base your queries on any or all of the following parameters and fetch records:

- Module
- Reference Number
- Message Type

- Media
- Receiver
- Date

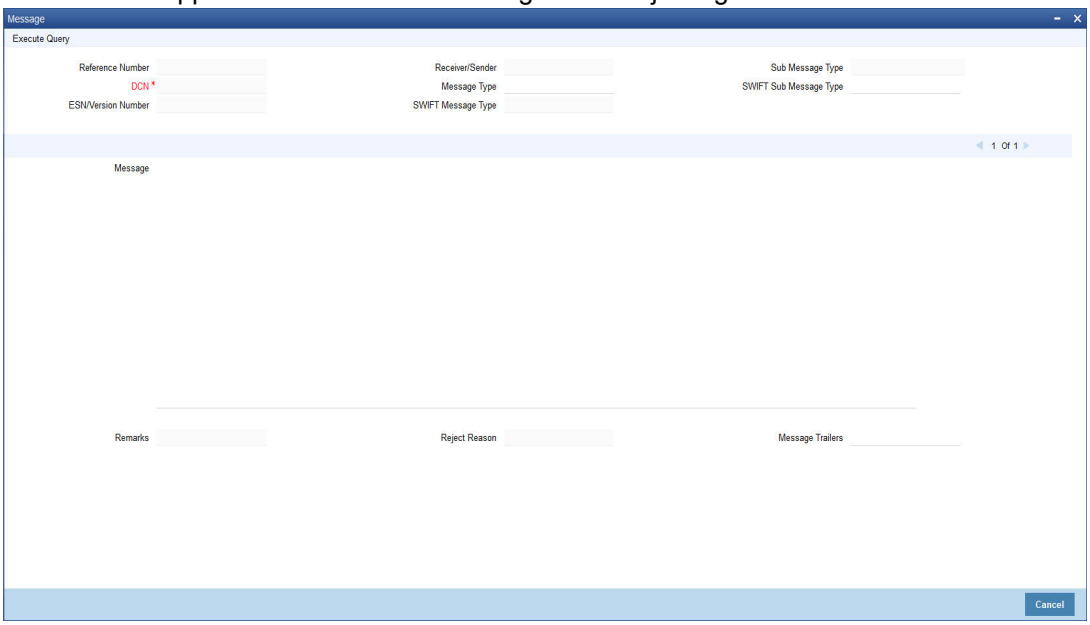
Select any or all of the above parameters for a query and click ‘Search’ button. The records meeting the selected criteria are displayed.

System displays the following details pertaining to the fetched records:

- Module
- Reference Number
- Message Type
- Media
- Receiver
- Date

8.1.2 View Message Button

You can invoke the ‘Message’ screen by typing ‘MSDVWMSG’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. .



You can view the following details in this screen :

- Reference Number
- DCN
- ESN/Version Number
- Receiver/Sender
- Message Type
- SWIFT Message Type
- Sub Message Type
- SWIFT Sub Message Type

Click ‘Exit’ or ‘Cancel’ to return to the Application Browser.

9. Processing Incoming Messages

To recall, in the 'MCS Maintenance' screen, you have indicated the Media Control Systems that are connected to the node in which the database of your branch is installed. You have also specified the media that the MCS should handle. Besides, you have specified a hand-off directory into which all incoming messages transmitted through a specific media should be stored.

The final destination of an incoming message is the end user queue. These queues represent departments responsible for acting on the received messages.

This chapter contains the following sections:

- Section 9.1, "Incoming Messages"
- Section 9.2, "SWIFT Message Details"

9.1 Incoming Messages

This section contains the following topics:

- Section 9.1.1, "Background Processing of Incoming Messages"
- Section 9.1.2, "Manual Processing of Incoming Messages"
- Section 9.1.3, "Invoking Incoming Message Browser Screen"
- Section 9.1.4, "Operations that you can perform on an Incoming Message"
- Section 9.1.5, "Viewing Details of Incoming Message"
- Section 9.1.6, "Editing Incoming Message"

9.1.1 Background Processing of Incoming Messages

All incoming messages that are intended for your bank will be handled based on the MCS specifications that you have maintained for your branch. You can choose to receive the incoming messages in the ASCII format from an MCS, and manually direct them to the appropriate queues, or indicate that the background process should automatically pickup incoming messages from an MCS and transfer them to the appropriate queues.

If you indicate that incoming messages for your branch should be processed in the background, messages will be routed to the relevant queues as and when they come in without manual intervention.

You can configure the background process to begin when the Beginning of Day process is run or you can invoke it at any time in the day. This screen (CSSJOBBR/ CSSJMNTR) can also be used to check whether the background process is running for outgoing and incoming messages.

Messages that are transmitted by mail will have to be handled manually. Messages transmitted through media like Telex and S.W.I.F.T. will be automatically routed to the relevant queues. A unique reference number (DCN) is assigned to each incoming message.

Incoming messages, which have an error, will be moved to the error queue.

9.1.2 Manual Processing of Incoming Messages

You will have to manually process incoming messages if:

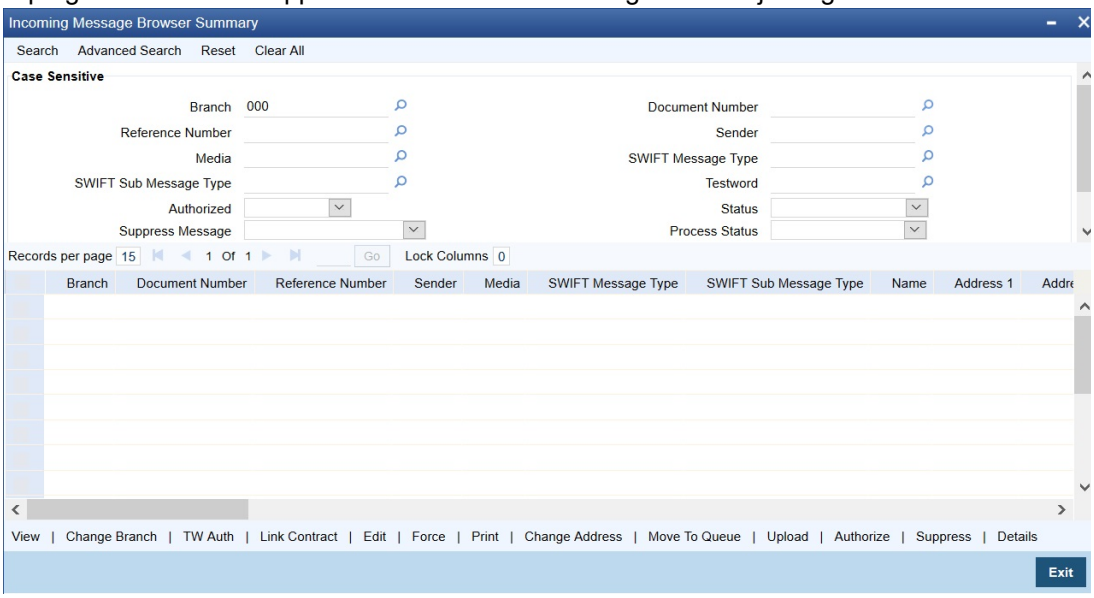
- the background message process is not running

- to route messages that cannot be routed to a user queue automatically

If the background process is not running, the messages that have come in to your bank will be stored in the incoming directory located on the node at which the database of your branch is installed. To recall, you have specified this directory in the 'MCS maintenance' screen. On invoking the Incoming Message Browser, you should upload all the messages from the directory on the node. All the incoming messages will be displayed in the Incoming Browser.

9.1.3 Invoking Incoming Message Browser Screen

From the 'Incoming Message Browser' screen, you can receive messages that have come in through the MCS connected to the node in which the database of your branch is installed. You can invoke the 'Incoming Message Browser' screen by typing 'MSSINBRW' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.



9.1.3.1 Features on Incoming Message Browser

From the Incoming Message Browser you can:

- upload incoming messages from the incoming directory on the node
- check Testwords for Telex messages
- authorize the Testword check for messages
- link an incoming message to a contract
- route the incoming messages to appropriate queues

You can query for the records based on any or all of the following:

- Branch
- Document Number
- Reference No
- Sender
- Media
- Swift Message Type
- SWIFT Sub Message Type
- Testword
- Authorized

- Status
- Suppress Message
- Process Status
- Queue

The following details of an incoming message will be displayed:

- Branch
- Document Number (DCN) assigned to the incoming message -- the DCN is the delivery control number used to identify the message. It is a 10-digit number prefixed with a letter of the English alphabet. The DCN ID is made up as follows:
  - 1-2 Characters -- Last two digits of the current year
  - 3-5 Characters -- Day of the year (Julian Date)
  - 6-10 Characters -- Sequential number starting from 00001 each day
- Reference No
- Sender- the name address and location of the sender of the message
- Media - the media through which the message was transmitted
- SWIFT Message Type of the message
- SWIFT Sub Message Type
- Customer Name – the name of the sender of the message
- Address 1–4 – the location of the sender of the message
- Location – the location of the sender of the message
- Testword (in case of a Telex message)
- Entry By
- Release Time
- Running Number
- Authorized
- Checker Date Stamp
- Checker ID
- Status
- Suppress Message
- External Reference
- Process Status
- Modification Number
- Media Control System
- Message Status
- Once Auth
- Value Date
- Amount
- PDE Flag
- Queue
- Message Sequence Number
- Customer Reference Number

You can set some of the above parameters to make a query. Specify the details in the respective fields and click ‘Search’ button to view the details.

Checking the testword for a telex message

Telex messages that come into your bank need to be checked for validity if you have specified so in the messaging branch preferences screen. This is done by entering a testword. The test word that you enter depends on the testword arrangement with the counterparty, the important aspects of the message like customer, date and currency.

If the testword you enter does not match the telex testword the message is registered as a defective message and put into the repair status.

External Reference Number

This is a unique message identification number that will be used to identify an incoming message coming from an external system. This is defined as the ICN number. On upload of an incoming message into Oracle FLEXCUBE, this number, given by the external system, will be stored in Oracle FLEXCUBE and passed on to the contract generated as a result of the incoming message. If the incoming message results in an outgoing message, the ICN number will be linked to the outgoing message also.

This number will help you in creating a relationship between the incoming message, the resultant contract in Oracle FLEXCUBE, and the outgoing message, if any.

If an Incoming message results in an outgoing contract (outgoing message), Oracle FLEXCUBE will store the External reference number (ICN Number) at the following levels.

- Incoming Message Level
- Contract Level (Resulted due to the Incoming message)
- Outgoing message (As a result of the above contract)

RTGS Network

The service identifier of the RTGS network will be picked up from field 113 of block 3 header of the incoming message and displayed here.

For TARGET 2 clearing network, the service identifier specified for the network in the 'Clearing Networks' screen will be defaulted and displayed here.

Status

You can filter the records based on the status. The drop-down list displays the following statuses:

- Unprocessed
- Processed
- Repair
- Suppressed
- Funding Exception
- Pending Cover Match
- Failed Verification
- Pending Authorization
- Pending liquidation
- Pending Auth Receipt

If the Bill Liquidation is failed for the trade related MT202 message, the status will be updated as 'L (Pending liquidation)'.

You can list all the trade related MT202 which are failed during Bill Liquidation by filtering by ‘Status’ as ‘L’. On successful processing of Trade Related MT202, the ‘Generated Ref No’ is displayed with the Bill Contract Ref No in the ‘Incoming Message Browser’ screen.

9.1.4 Operations that you can perform on an Incoming Message

Action	Operation
View Delete	**Viewing and deleting the contents of a message** 1. To view the contents of an incoming message: 2. Highlight the message you want to view and 3. Click the 'View Message' button on the Browser 4. The contents of the message will be displayed in a separate screen.
Print	**Printing a message** You can choose to print the details of an incoming message. To print the details of an incoming message, 1. Highlight the message you want to print and 2. Click the 'Print button' on the Browser When you select the print option, you will be prompted to indicate whether you want to spool or directly print the message. You can also view the SWIFT tag description
Change Branch	**Changing the Branch of the message** 1. Select the message for which Branch has to be changed 2. Click on "Change Branch" button. The details of the message will be displayed with only the Branch field enabled. Choose the new branch from the list of values provided and save the message.
TW Auth	**Authorizing a Testword** A telex message for which you entered a testword should be authorized before it can be routed to a user queue (if you have specified so in the Branch Preferences screen). To authorize a test word that was entered for a telex message, click the 'TW Auth' button from the Browser on this screen. During the authorization of a testword the authorizer will be required to re-enter the testword.

Move To Queue	**Routing a message to a queue** After you have made the checks that are necessary for the media through which a message is transmitted you can route the message to a user queue. To change the queue in which an incoming message should be stored: 1. Select the message 2. Click the 'Move to Queue' button 3. Select a queue from the adjoining option list The message will be automatically moved to the queue that you specify. The final destination of an incoming message is the end-user queue. These queues represent departments or printers responsible for acting on the received messages. Once a message is lodged into an end user queue, it can be viewed on-screen or printed by the users who have access to the queue. You can move messages from one end user queue to another as well. For a message that was transmitted through Telex, you should enter the testword and have it authorized before you can route it to the relevant end user queue.
Link Contract	**Linking the message to a contract** In the browser, select the message with which you want to associate a contract and click on the 'Link Contract' button. The Reference Number option-list is enabled for the selected message. You can select the appropriate contract from the list. The message will be subsequently associated with the contract selected here.
Upload	**Uploading incoming messages** If the background process for incoming messages is not running you will have to upload the messages that have come into your bank from the incoming directory on the node to which your branch is connected. To upload messages from the incoming directory (specified in the MCS maintenance screen) click the 'Upload' button. All messages that were stored in the Incoming Directory will be uploaded to Oracle FLEXCUBE and displayed in the Incoming Message Browser.
Edit	**Editing the Incoming Message** Click 'Edit Message' button if you wish to make changes to the SWIFT message, especially the messages marked for repair. This is explained in the next Section.

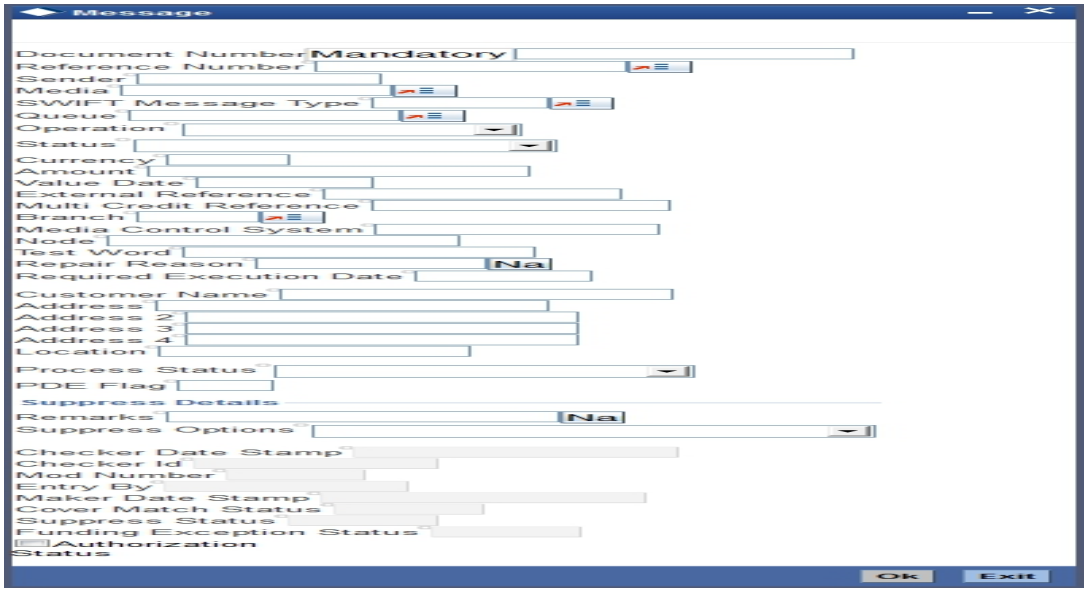
Authorize	**Authorizing the Incoming Message** Use 'Authorize' button to authorize the message. All the amendments made to a SWIFT payment message have to be authorized by a user with appropriate authorization rights. At the time of authorizing, Oracle FLEXCUBE will display the earlier version of the SWIFT payment message along with the amended version, in the same window. A list of all the errors due to which the message was marked for repair is also displayed. The authorizer can view all the errors and also verify the changes that were made to correct them. After verification, if all the details are found to be appropriate, the message is authorized. Oracle FLEXCUBE maintains a detailed audit log of all amended SWIFT Payment Messages. The following details are captured for each authorized message: • User ID of the person who authorized the amendments • Date and time of authorization At any point during the verification and authorization process, the authorizer can choose to cancel the entire operation without changing the status of the message.
Force	**Force Releasing Messages** Use 'Force Release' button to forcibly release all Payment Message Transactions with 'Funding Exception' status and insufficient funds. In other words, the system will post the required accounting entries for such transactions regardless of insufficient funds in the accounts. However, an override will be displayed. The system will also maintain a detailed audit trail for such transactions. A user with appropriate rights can perform this function.

Supress	**Suppressing the Incoming Message** To suppress a message, click 'Suppress' button in the Incoming Browser and invoke the 'Suppress Message' screen. The following options are available to suppress a Payment Message: • Suppress Message Generation • Suppress Full • No Suppress **Specifying the 'Suppress Message Generation' option** If you select this option, Oracle FLEXCUBE will stop the generation of the Payment Message. However, the system will post the necessary accounting entries for the messages being suppressed. **Indicating the 'Suppress Full' option** If you select the full suppress option for a message, the system will not post the related accounting entries. Advice generation will also be stopped. In other words, the system will not pick up the Payment Message for any further processing. **Specifying the 'No Suppress' option** A message marked with the 'No Suppress' option will be processed like any other normal Incoming SWIFT Payment Message. **Specifying the remarks for a suppressed message** You can specify the reason for suppressing a Payment Message in the 'Remarks' field.

Click 'Exit' or 'Cancel' to return to the Application Browser.

9.1.5 Viewing Details of Incoming Message

You can view an incoming message in the Incoming Message Summary screen by selecting the message and clicking 'Details' button.



The following details regarding the incoming message are displayed in the above screen:

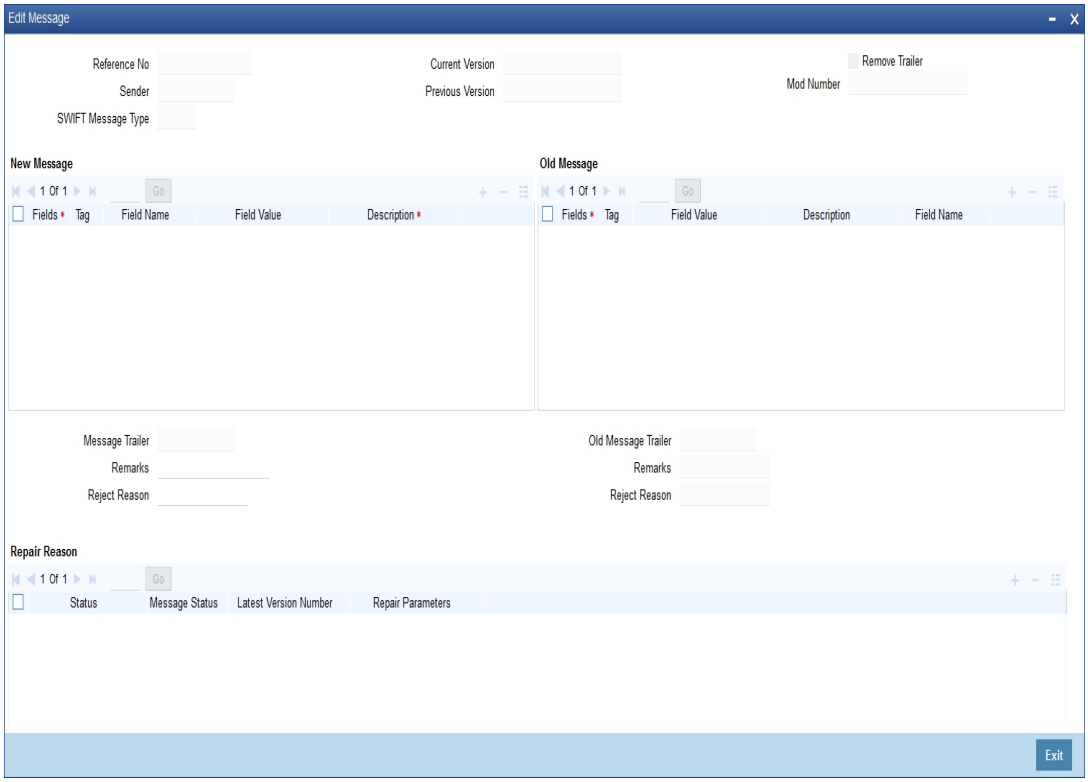
- DCN

- Reference Number
- Sender
- Media
- Swift Message Type
- Queue
- Operation
- Status
- Currency
- Amount
- Value Date
- External Reference Number
- Multi Credit Reference Number
- Branch
- Media Control System
- Node
- Test Word
- Repair Reason
- Name
- Address
- Location
- Process
- PDE Flag
- Suppress Options
- Remarks
- Auth By
- Entry By
- Mod No
- Checker Date Stamp
- Maker Date Stamp
- Suppress Status
- Funding Exception Status
- Cover Match Status
- Authorization Status

9.1.6 Editing Incoming Message

An incoming message can be edited by invoking the ‘Edit‘ function in the Incoming Messages Browser. On pressing the ‘Edit Message’ button, the message is displayed in edit mode. Only a user with requisite rights for editing can edit an incoming message.

The screen is as shown below:



If editing is possible for the user, the message is displayed and is available for amendment. The list of fields, which can be modified are maintained through back-end database tables appropriately during implementation of Oracle FLEXCUBE. Most typically, fields like amount, currency would be maintained as non-modifiable whereas fields such as value date could be maintained as modifiable. Based on the maintenance in these tables, the appropriate fields are enabled for amendment.

On saving the amendment of the message, a new version is created and must be authorized. The screen shown above displays two versions of an incoming message. If the verifier needs to reject the change for any reason the same can be mentioned in the 'Reject Reason' field.

Note

In the case of incoming messages with a PDE trailer, the 'PDE Flag' check box in the 'Incoming Message Browser' screen will be checked. In the 'Edit Message' screen, check 'Remove Trailer' option to remove the PDE trailer (message contains the text {*'PDE:'}*) and save the message.

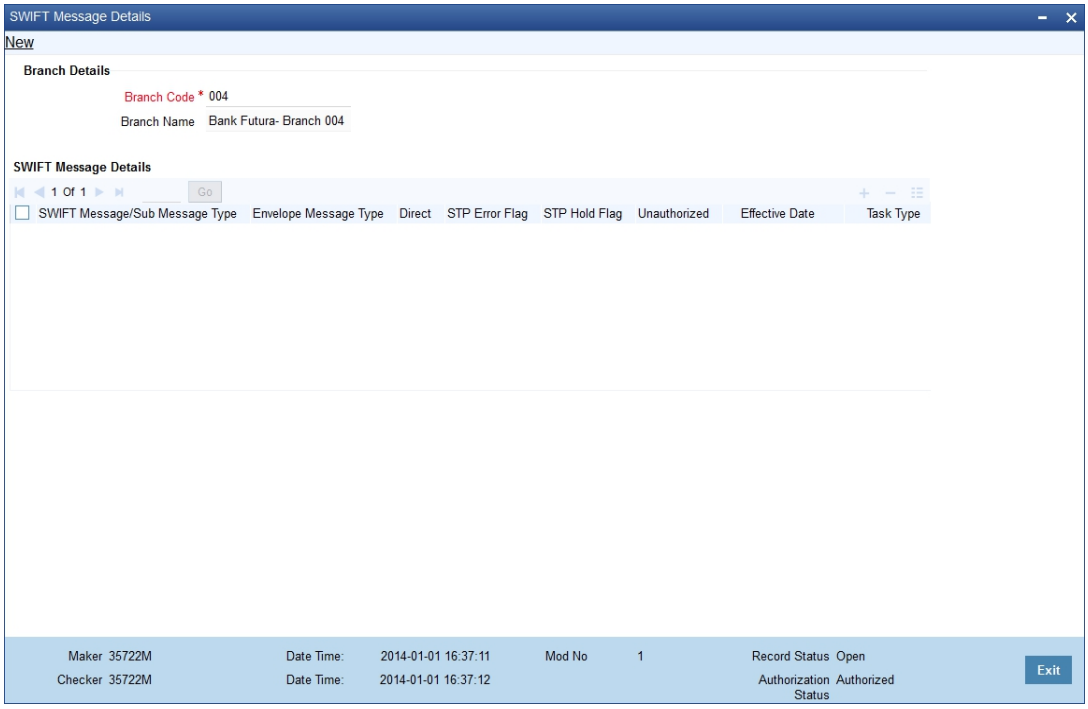
9.2 SWIFT Message Details

This section contains the following topic:

- Section 9.2.1, "Maintaining MT Task Details"

9.2.1 Maintaining MT Task Details

Using the 'STP Message Maintenance Details' screen, you can maintain the basis for creation of MT tasks for SWIFT message. You can invoke this screen by typing 'MSDSTPSC' in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



In this screen, you can specify the following details:

Branch Code

Specify the branch code for which the task creation has to be made. This adjoining option list displays all valid branches maintained in the system. You can choose the appropriate one.

Branch Name

On selecting the branch code, the system defaults the branch name of the bank.

SWIFT Msg/Sub Message Type

Specify the type of the SWIFT Message/sub message type here. This adjoining option list displays all the SWIFT messages/sub messages that are maintained in the system. You can choose the appropriate one.

Envelope Message Type

The system displays envelope message type based on the message/sub-message type selected.

Direct

Check this option to indicate that a MT task/business task should be created for the SWIFT message without subjecting it to the STP process. This is applicable for STP messages.

If this option is checked for Non-STP messages, then a MT task will be created for the Non-STP messages.

STP Error Flag

Check this option to indicate that a MT task/business task should be created when the STP process fails. This is applicable only for the STP Messages.

STP Hold Flag

Check this box to indicate that a MT task/business task should be created for a contract that is put on hold during successful STP processing.

This option is applicable only for the STP messages.

UnAuthorized

Check this box to indicate that a MT task/business task should be created for a contract that is unauthorised during successful STP processing.

This option is applicable only for the STP messages.

Effective Date

Specify the date from which the STP message maintenance becomes effective. Effective date should be equal to or greater than the application date.

Task Type

Select the task type from the adjoining drop-down list. This list displays the following values:

- MT Task
- Business Task

10. Defining Free Format Messages

In the course of your daily banking operations you may want to generate messages that are not automatically generated by the system or you may have to communicate a message that is very specific to a customer. You can enter the details of such messages in the form of a free format message.

The details of a Free Format Message can be entered in the Free Format Message Maintenance screen. In this screen some of the details you can indicate are:

- The format of the message
- The recipient of the message
- The media through which the message should be transmitted
- The address and location to which the Free Format Message should be sent

This chapter contains the following sections:

- Section 10.1, "Free Format Message Maintenance"
- Section 10.2, "FFT Template Maintenance"

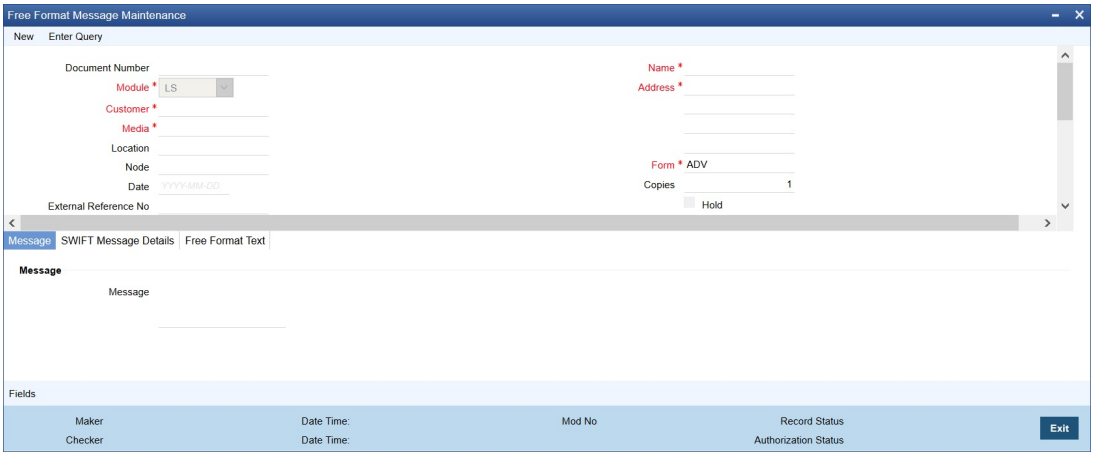
10.1 Free Format Message Maintenance

This section contains the following topics:

- Section 10.1.1, "Invoking Free Format Message Maintenance Screen"
- Section 10.1.2, "Message Tab"
- Section 10.1.3, "SWIFT Message Details Tab"
- Section 10.1.4, "Free Format Text Tab"
- Section 10.1.5, "Saving the Record"

10.1.1 Invoking Free Format Message Maintenance Screen

You can also invoke the Free Format Message screen by typing ‘MSDFFTMN’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. The screen is shown below:



10.1.1.1 Features of Free Format Message Screen

You can specify the following details on this screen.

Document Number

System generates the document number on save.

Module

Select the module from the drop-down menu, for which you are entering the details in this screen.

Customer

Select the code of the customer to whom the message is addressed, from the option list. If the recipient is not a customer of your bank, then specify his/her name in this field.

Media

You can indicate the media through which the Free Format Message should be transmitted. The media through which you can channel a Free Format Message depends on the media types that you have maintained for your branch in the 'Media Maintenance' screen. You can choose a media code from the option list that is available.

Location

You should also specify the location of the address. To recall, the location that you specify for an address is the unique identifier between the other addresses of the customer for a given media.

The address of the customer will be automatically displayed based on the customer-location-media combination that you indicate if it has already been maintained in the system.

Node

You can indicate the node from where this Free Format Message has to be generated.

Name

In the case of a walk-in customer, enter the name of the customer to whom the message is to be addressed. If the recipient of the message is a customer of your bank, the customer's name will be automatically displayed when you indicate the customer's CIF number in the "Customer" field.

Address

If the recipient of the message is a customer of your bank, the customer's address will be automatically displayed based on the Customer-Media-Location combination that you have specified.

You will be required to enter the address in the case of a Walk-in customer. The format of the address depends on the media through which the Free Format Message is transmitted.

If the address is for the media type Mail, you can enter the customer s address in the four rows under this field. Each line that you enter can contain a maximum of 35 characters.

If the media of transmission is Telex, the address should be expressed numerically.

If you are defining a SWIFT address, the address should be of eight or eleven alphanumeric characters.

Contract Reference

You can indicate the code assigned to the customer who is the recipient of the message. This is the code that you assigned to the customer in the Customer Information File (CIF). This option list displays all the contract reference number for those branches for which you have access right.

External Reference Number

The system displays external reference number on save.

Form

If the message to be sent is in the form of a template, you can choose the template from the option list.

Hold

Messages that are put on hold are temporarily stopped from being generated. If you have indicated that messages should be generated in the background, the Free Format Message that you have defined will be immediately sent when you save the record. If for some reason you do not want to immediately send the message, you can place it on hold. In this case, the message will appear in the Outgoing Message Browser, but will be in the hold status. You will have to release the message before you generate it from the Outgoing Browser.

Copies

Enter the number of copies of the Free Format Message that should be sent to the customer at the time it is generated.

If you indicate that more than one copy should be sent to a location, the first message will be the original and the others will be marked as 'copy'.

Testword Required

Indicate whether a test word needs to be inserted the telex message manually before it is generated from your branch.

The following details are displayed on the screen:

- Reference Number
- Date
- Tags

10.1.1.2 Importing Advice Format from an ASCII File on the Server

The server indicates the machine on which the database of your bank is installed. To import a format from an ASCII file on the server:

- Select the radio button against 'Server'.
- Specify the full path to the file on the server which contains the format you want to import.
- Thereafter, click 'Import' button.

The file containing the format of the message will be displayed on the screen.

10.1.1.3 Importing Advice Format from ASCII File on Client

Client refers to your own machine. To import a format from an ASCII file on the client:

- Click against the field marked Client,
- Specify the full path to the file on the client which contains the format you want to import, and
- Thereafter, click 'Import' button.

The file containing the format of the message will be displayed on the screen.

10.1.2 Message Tab

You can enter the details of a Free Format Message either by:

- Using the format editor on the screen, or

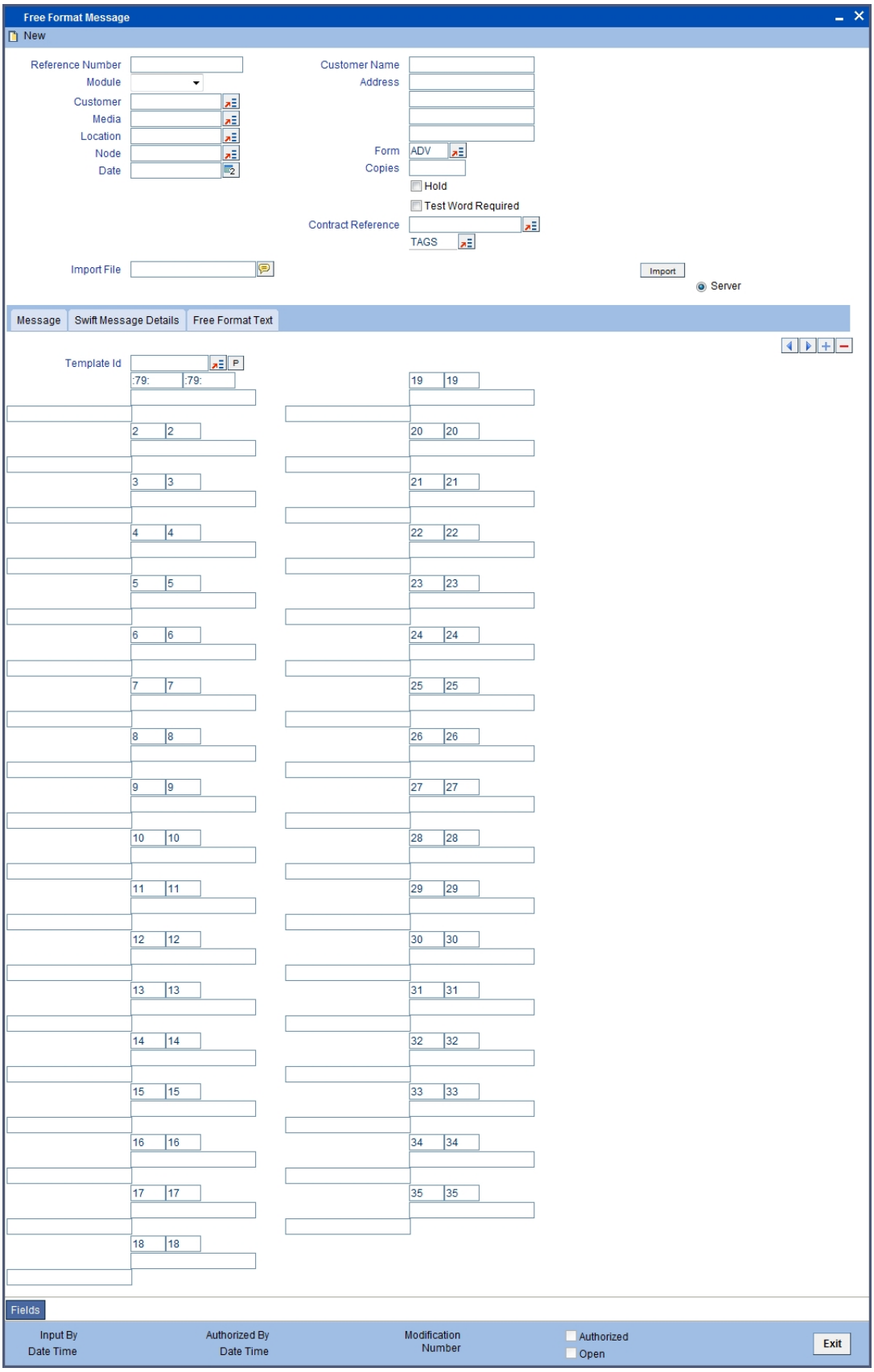
- Importing the format from an ASCII file. This can be located either on the server or the client.

Template ID

Select template id from the option list.

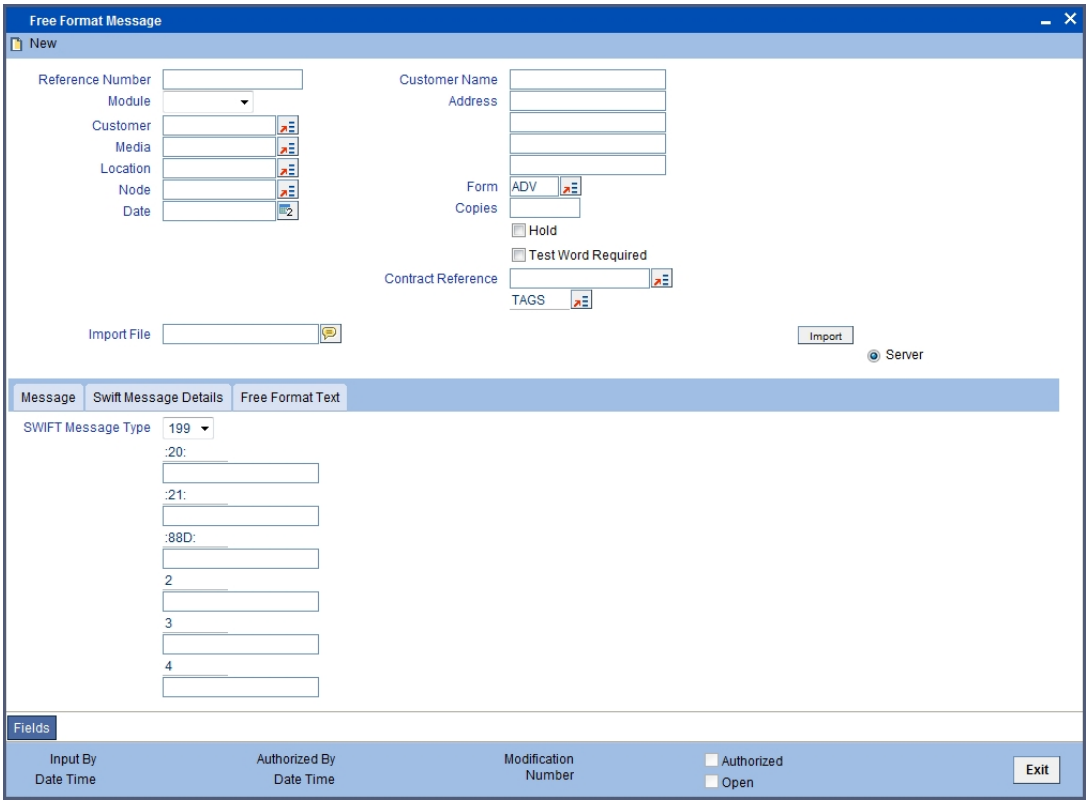
Click ‘P’ button to populate the template details into field 79 by resolving the substitution variables. You can modify the fields under Tag 79. However, the substitution variables are already resolved and defaulted. While modifying the message, you should specify the values

directly and not the substitution variables again. System formats the amount and date based on default format at the application level.



10.1.3 SWIFT Message Details Tab

You can view the SWIFT messages by clicking the 'SWIFT Messages' tab. The screen will be displayed as follows.



10.1.4 Free Format Text Tab

To enter a format using the format editor, click free format text icon positioned next to the text of the message. In the note pad that is invoked you can actually tailor an advice to suit your requirements. Keywords to format the advice (similar to what is used in the Advice Format Maintenance) can be used here too in order to get the desired format. The following table contains a comprehensive list of the key words that can be used in the format editor.

Keyword	Significance
#NL	Indicates the number of lines that should be contained in a page when the message is printed
#NC	Indicates the number of columns that should be contained in a page when the message is printed
#RH	Indicates the start of the Report Header section
#PH	Indicates the beginning of the Header for a page
#EH	Indicates both the end of the Header section of the report or the end of Header section of a page
#RF	Indicates the start of the Report Footer section
#PF	Indicates the start of the Footer of a page
#EF	Indicates both the end of the Footer of a report or page

#B	Indicates the start of the body of the message
#EB	Indicates the end of the body of the message
#CL	Indicates that you can collapse a line
#EC	Indicates the end of a line that you have collapsed
#LOOP	Indicates the beginning of a loop
#END-LOOP	Indicates the end of a loop
#IF	Indicates a Conditional section
#ANDIF	Indicates a Conditional section
#ORIF	Indicates a Conditional section
#ENDIF	Indicates the end of a Conditional section

A Free Format Message will be sent depending on your specifications in the 'Background Process' screen.

- If the background process is running, a free format text that you define will be immediately sent at the time you save the record.
- If the background process is not running, the Free Format Message that you have defined will be displayed in the Outgoing Message browser from where you can process as you would any other outgoing message.

10.1.5 Saving the Record

After you have made the mandatory entries, save the record. A free format record that you have defined should be authorized by a user bearing a different login ID, before the End of Day (EOD) process is run. Click 'Exit' or 'Cancel' to return to the Application Browser.

10.2 FFT Template Maintenance

This section contains the following topics:

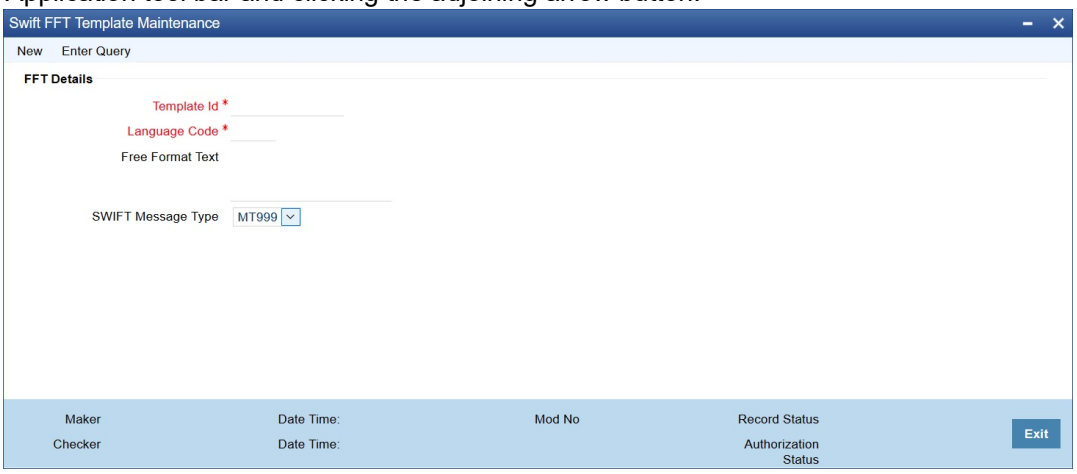
- Section 10.2.1, "Maintaining SWIFT FFT Template"

10.2.1 Maintaining SWIFT FFT Template

System has the facility to create SWIFT templates for free format messages with the help of resolver for predefined variable fields (for example; amount, applicant/beneficiary name, tenor, maturity etc.). This helps avoiding predation of message which are repetitive in nature for example bill acceptance message, availment confirmation or payment tracers etc. A dictionary of field resolvers is available in Oracle FLEXCUBE. You can create template as and when required with the combination of hard coated text and the field resolvers.

You can define templates for Free Format Messages which contains Template id, Language code and Free Format Text (using the 'Swift FFT Template screen Maintenance' screen. You

can invoke this screen by typing ‘MSDFFTMP’ in the field at the top right corner of the Application tool bar and clicking the adjoining arrow button.



Specify the following details:

Template ID

Specify the template id.

Language Code

Specify a valid language code. The adjoining option list displays all the valid language code maintained in the system. You can choose the appropriate one.

Free Format Text

Specify the Substitution Variables. You can identify these variables by prefixing them with ‘@’ or by some other special character.

Swift Message Type

Select the Swift Message type from the drop-down list. You have the following options:

- MT999

Following are the substitute variables:

Message	Substitution Variables	Description
MT999	LC_CCY	LC Currency
	LC_LIABILITY	LC Outstanding Amount
	ISSUE_DATE	LC Issue Date
	LC_TENOR	LC Tenor
	EXPIRY_DATE	LC Expiry Date
	EXPIRY_PLACE	LC Expiry Place
	CLOSURE_DATE	LC Closure Date
	LC_CONTRACT_REF	LC Contract Reference Number
	LC_USER_REF	LC User Reference Number
	SHIPMENT_FROM	Shipment From
	SHIPMENT_TO	Shipment To
	PORT_LOADING	Port of Loading
	PORT_DISCHARGE	Port of Discharge
	CREDIT_AVL_WITH	Credit Available with
	INCO_TERM	Inco Term
	APPLICABLE_RULE	Applicable Rule
	BENEFICIARY	Beneficiary
	APPLICANT	Applicant
	REIMB_BANK	Reimbursing Bank
	OLD_BEN	Old Beneficiary before the amendment
	OLD_REM	Old Reimbursing bank before the amendment
	OLD_ADV	Old Advising bank before the amendment
	APP_BANK	Applicant Bank
	CLAIM_BANK	Claiming Bank
	CNF_BANK	Confirming Bank
	ADV_BANK	Advising Bank
	ADV_THRU_BANK	Advice Thru Bank
	LATEST_SHIPMENT_-DATE	Latest Shipment Date
	SHIPMENT_PERIOD	Shipment Period

Message	Substitution Variables	Description
	CONFIRMED_AMT	Confirmed LC Amount
	UNCONFIRMED_AMT	Unconfirmed LC Amount
	AVAILED_AMOUNT	Availed Amount
	REB_UT_AMOUNT	Reimbursement Amount undertaken
	REB_NUT_AMOUNT	Reimbursement Amount not undertaken
	DRAWER	Drawer
	DRAWEE	Drawee
	FORFAIT_HOUSE	Forfaiting house / bank
	REMIT_BANK	Remitting Bank
	COL_BANK	Collecting Bank
	DISC_BANK	Discounting Bank
	NEGO_BANK	Negotiating Bank
	TRF_BANK	Transferee Bank
	BILL_AMT	Bill Amount
	BILL_CCY	Bill Currency
	OS_AMOUNT	Bill Outstanding amount
	VALUE_DATE	Bill Value date
	TRANSACTION_DATE	Bill transactions date
	TRANSIT_DAYS	Transit days
	BILL_TENOR	Bill Tenor
	BILL_MATURITY	Bill Maturity date
	LIQUIDATION_DATE	Bill Liquidation date
	INCO_TERM	Inco Term
	OUR_LC_REF	Our LC Ref No
	THEIR_LC_REF	Their LC Ref No
	BC_CONTRACT_REF	BC Contract Reference Number
	BC_USER_REF	BC User Reference Number
	BROK_DETAILS	Broker, Brokerage and Brokerage Currency
	SHIPMENT_FROM	Shipment From
	SHIPMENT_TO	Shipment To

In case of a Bill contract under an LC, the system resolves all tags applicable to MT799 and MT499. In such cases, the tags related to Bills are resolved based on the corresponding Bill contract. Similarly, the tags related to LC are resolved based on the LC contract which is linked to the Bill contract.

11. Making Query

When you are in the Outgoing or Incoming Message Browser, all the messages that were transmitted from and received at your branch are displayed. This may amount to hundreds of messages. To avoid wading through this mass of data, you can make a query to obtain information that is relevant to you at a particular time.

For example, you may want to obtain information on the messages that were sent to just two customers, on a specific date. Or you may want to see all outgoing messages across modules, sent during a specific period. The Advanced Search function makes this possible for you.

This chapter contains the following section:

- Section 11.1, "Advanced Search"

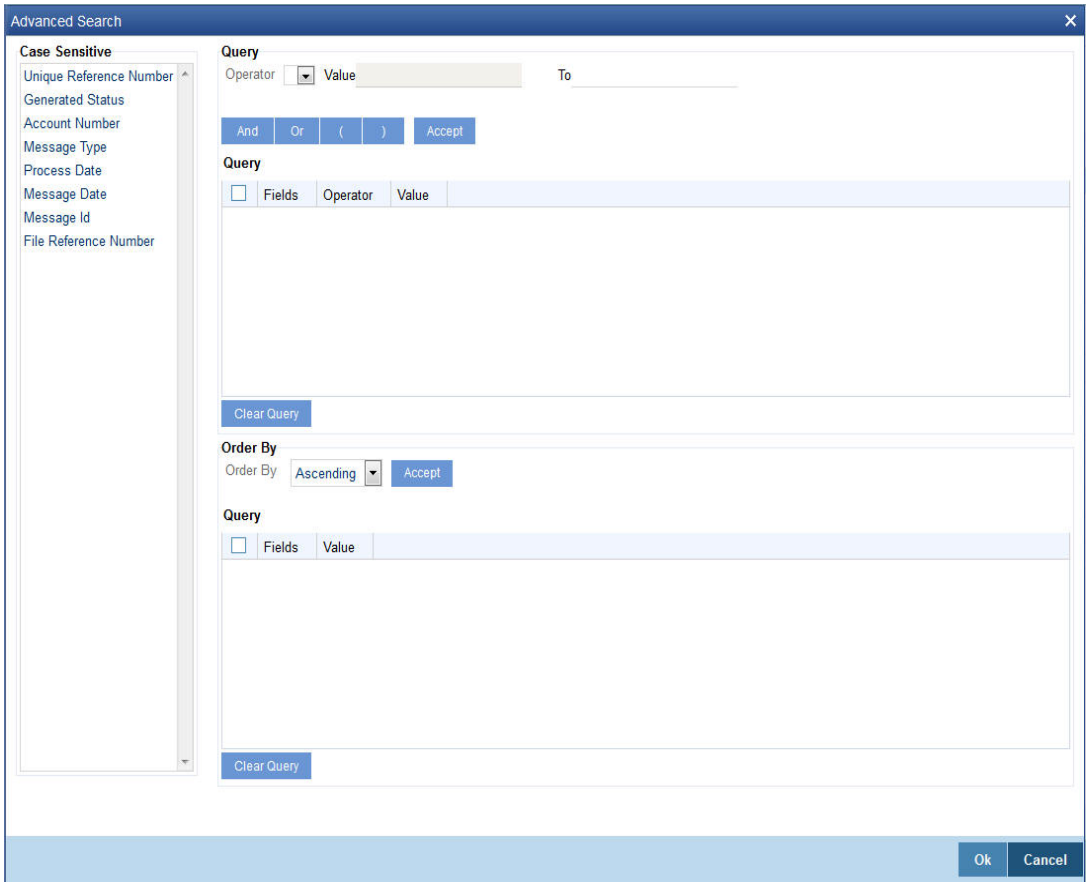
11.1 Advanced Search

This section contains the following topics:

- Section 11.1.1, "Invoking Advanced Search Screen"
- Section 11.1.2, "Making Query based on more than one criterion"
- Section 11.1.3, "Selecting Same Criterion to Apply One or More Conditions"
- Section 11.1.4, "Ordering Details of Query"
- Section 11.1.5, "Using Wildcards to make Query"

11.1.1 Invoking Advanced Search Screen

To make an advanced search, click 'Advanced Search' button either from the Outgoing or Incoming Browser as the case may be. The 'Advanced Summary' screen is displayed.



The Query screen, will display all the fields that appear in the messaging module. These fields form the criteria based on which you can make a query.

If you do not wish to carry the query through, click 'Clear Query' button. The query screen is cleared and you can proceed to make a new query.

11.1.2 Making Query based on more than one criterion

Suppose you want to obtain information based on more than one criterion. For example, you may want to view the details of all the messages generated for Standing instruction module from your branch located at London.

Procedure

The procedure to make such a query involves the following steps:

Action	Button
Accept	The Accept button
And	The And button

Step 1

Select ‘Module’ under ‘Fields’, and then from the Operator drop-down list choose Equal To and SI under Value. Then click the Accept button.

Step 2

Click the 'And' button. Repeat step one with the criteria value, as Message type, select specific message under value clicking accept and add buttons in the sequence described for the first criterion.

Step 3

Click the ‘And’ button. Repeat step one with the criteria value, as Branch select London under Value clicking accept and add buttons in the sequence described for the first criterion.

Step 4

The query that you have made will be displayed in the Query screen. Check it for correctness and click ‘Ok’ button.

The Outgoing Message Browser will display details selected message for the SI module from your branch at London

11.1.3 Selecting Same Criterion to Apply One or More Conditions

Now, you may want to make a query to see the debit advices (in the SI module) that were generated from the London branch involving three different customers (WendyKlien, Silas Reed and Keturah Smith).

This involves specifying a customer code one by one all of which come under the same criterion module -- SI (listed out under Fields) and indicating a message type for which you want details. This is where the 'Or' button on the query screen comes into play. You can choose to use the keyboard to key in the query or you can follow the following procedure to make a query.

Procedure

Step 1

Select Module under Fields, and then from the Operator drop-down list choose Equal To and SI under Value. Then click the ‘Accept’ button.

Step 2

Click the And button. Repeat step one with criteria Field as “Branch”, Operator being “Equal To” and “London” under Value. Click the ‘Accept’ and ‘Add’ buttons in the sequence described in Step 1.

Step 3

Click the And button. Repeat step one for Field with the criteria value, as Message Type. Then select Debit message under Value clicking the ‘Accept’ and ‘Add’ buttons in the sequence described for the first criterion.

Step 4

To cull out details of the debit advices involving these three customers, click the And button. Repeat Step 1 with the ‘Field’ as ‘Name’. Select say Ms. Keturah Smith under Value. Then click the accept button.

To select another customer, click the Or button and then click Name in the Fields list, specify the Operator as Equal To and pick out the customer name Mr. Silas Reed from the Value option list then click the Accept button.

Repeat the process for the third customer, Ms. Wendy Klien.

Step 5

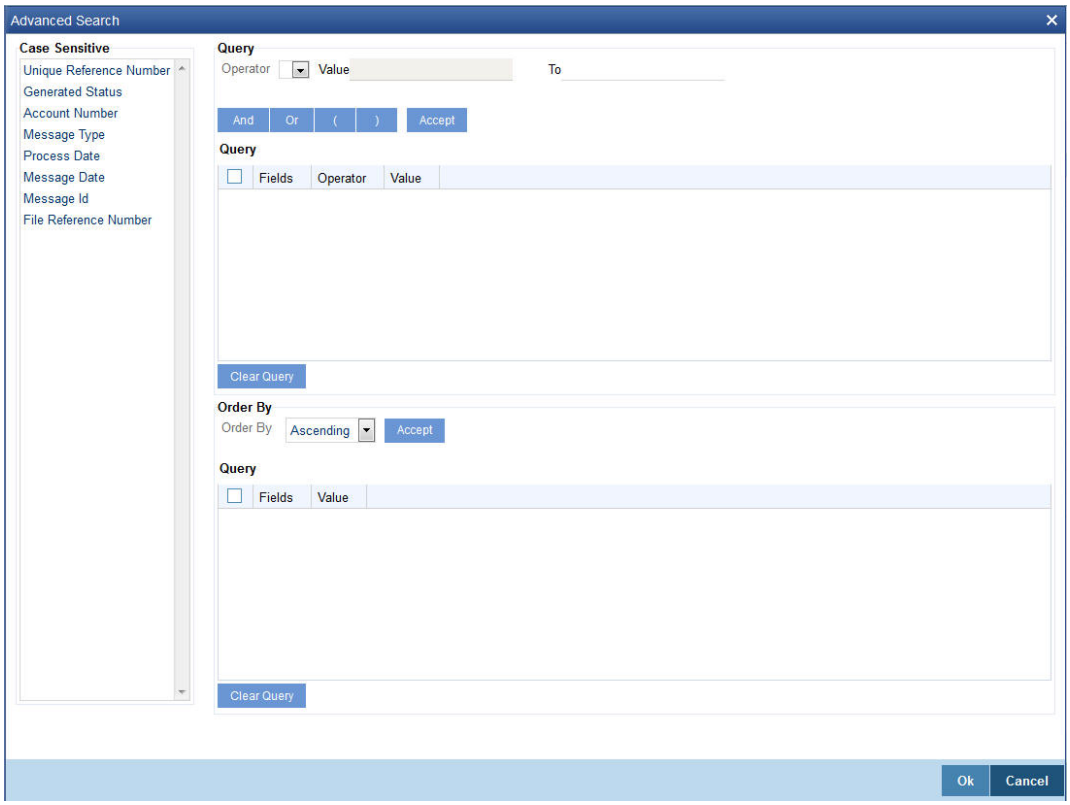
The query that you have made is displayed on the Query screen.

MODULE = SI AND BRANCH = LONDON AND MSG_TYPE = DR_ADV AND NAME = SILAS REED OR NAME = KETURAH SMITH OR NAME = WENDY KLIEN

Check it for correctness and click 'Ok' button to see the query through. The Outgoing Message Browser will display details of all the debit advices generated for the SI module from your branch at London to the three customers that you specified.

11.1.4 Ordering Details of Query

Oracle FLEXCUBE also provides you the option to order the information that you have made a query on. You can further specify that the ordered information should be arranged in ascending or descending order.



Suppose you have made a query to obtain details of the debit messages that were generated by the Data Entry module of Oracle FLEXCUBE, and you wish to order the information in the ascending order of the customer to whom the message was sent.

Make the query following the procedure detailed under the head making a Query after you have specified the entire criterion for the query, select the required ordering option from the Order By drop-down list. The list contains the following options:

- Ascending

- Descending

Click the option of your choice, say, Descending.

Click the ‘Accept’ button and click ‘Ok’. The details of the query that you have made will be displayed on the Outgoing Browser ordered on the basis of the customer to whom the message was sent. The details will further be sorted in the alphabetic order.

If you decide to cancel the ordering you have specified, click ’Clear Query’. The screen clears and you can specify a new order.

11.1.5 Using Wildcards to make Query

You need not always specify the criteria for a query. You can use wild cards such as:at oa

Wild Card	Description	Implication
_	Underscore	To match a single character
%	Percent	To match any string of multiple characters

Using %

For instance, if you have to check the messages relating to one particular Loans product LD01, you can query for records with Reference Number like ‘%LD01%’ since all the contract reference numbers with that product will invariably contain that string.

Once you click the Accept button and make a query, the ‘Outgoing Message Browser’ screen displays all the Free Format Texts.

Using And

When you are searching for strings of specific length which vary in only one character – for instance, all branches like 001, 002, 003 – can be represented as 00_. Searching for 00_ will fetch all the messages for all these three branches.

12. Processing SWIFT Messages

SWIFT is the 'Society for Worldwide Interbank Financial Telecommunication', a member-owned cooperative through which the financial world conducts its business operations with speed, certainty and confidence. SWIFT enables customers to automate and standardise financial transactions, thereby lowering costs, reducing operational risk and eliminating inefficiencies from their operations.

SWIFT is solely a carrier of messages. It does not hold funds nor does it manage accounts on behalf of customers, nor does it store financial information on an on-going basis. As a data carrier, SWIFT transports messages between two financial institutions. This activity involves the secure exchange of proprietary data while ensuring its confidentiality and integrity.

There are four key areas that SWIFT services fall under within the financial marketplace. They are Securities, Treasury and Derivatives, Trade Services, and Payments & Cash Management.

SWIFT messages consist of five blocks of data including three headers, message content, and a trailer. They are identified in a consistent manner. They all start with the literal 'MT' which denotes Message Type. This is followed by a 3-digit number that denotes the message type, category, and group. The following are the categories of a message:

Category	Description
Category 1	Customer Payments and Cheques
Category 2	Financial Institution Transfers
Category 3	Treasury Markets - Foreign Exchange, Money Markets and Derivatives
Category 4	Collections and Cash Letters
Category 5	Securities Markets
Category 6	Treasury Markets - Metals
Category 7	Documentary Credits and Guarantees
Category 8	Travellers Cheques
Category 9	Cash Management and Customer Status
Category n	Common Group Messages

Oracle FLEXCUBE interfaces with external payment system for generation of Category 1: Customer Payments and Cheques and Category 2: Financial Institution Transfers messages.

The following SWIFT message types are generated for the various transfers that are initiated through Oracle FLEXCUBE.

This chapter contains the following sections:

- Section 12.1, "Collections and Cash Letters"
- Section 12.2, "Cash Management and Customer Status"
- Section 12.3, "Common Group Messages"

12.1 Collections and Cash Letters

This section contains the following topics:

- Section 12.1.1, "MT 400 Advice of Payment"
- Section 12.1.2, "MT 410 Acknowledgement"
- Section 12.1.3, "MT 412 Advice of Acceptance"
- Section 12.1.4, "MT 416 Advice of Non-Payment/Non-Acceptance"
- Section 12.1.5, "MT 420 Tracer"
- Section 12.1.6, "MT 422 Advice of Fate and Request for Instructions"
- Section 12.1.7, "MT 430 Amendment of Instructions"

12.1.1 MT 400 Advice of Payment

This message type is typically sent by the collecting bank to the remitting bank. It may also be sent:

- on behalf of the collecting bank by its branch/affiliate bank to the remitting bank or branch/affiliate of that bank
- by a collecting bank to another collecting bank

It is used to advise a payment under a collection or a part thereof and may also be used for the settlement of proceeds. The account relationship between the Sender and the Receiver is used, unless expressly stated otherwise in the message.

This message must never be sent to a bank acting solely as a reimbursement bank. In this case, the appropriate message type is an MT 202 Financial Institution Transfer.

Maximum Length: 2000

12.1.1.1 Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Sending Bank's TRN	16x	M
21	Related Reference	16x	M
32a	Amount Collected	A, B, or K	M
33A	Proceeds Remitted	6!n3!a15 d	M
52a	Ordering Bank	A or D	O
53a	Sender's Correspondent	A, B, or D	O
54a	Receiver's Correspondent	A, B, or D	O
57a	Account With Bank	A or D	O
58a	Beneficiary Bank	A, B, or D	O
71B	Details of Charges	6*35x	O
72	Sender to Receiver Informa-tion	6*35x	O
73	Details of Amounts Added	6*35x	O

12.1.2 MT 410 Acknowledgement

This message type is sent by a collecting bank to a remitting bank to acknowledge the receipt of a collection. It may also be sent by a collecting bank to another collecting bank.

Unless otherwise expressly stated, this message type states that the collecting bank intends to act in accordance with the collection instruction.

Maximum Length: 2000

12.1.2.1 Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Sending Bank's TRN	16x	M
21	Related Reference	16x	M
32a	Amount Acknowledged	A, B, or K	M
72	Sender to Receiver Informa-tion	6*35x	O

12.1.3 MT 412 Advice of Acceptance

This message type is sent by the collecting bank to the remitting bank. It may also be sent by a collecting bank to another collecting bank.

It is used to inform the Receiver of the acceptance of one or more drafts under one collection instruction.

Maximum Length: 2000

12.1.3.1 Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Sending Bank's TRN	16x	M
21	Related Reference	16x	M
32A	Maturity Date, Currency Code, Amount Accepted	6!n3!a15d	M
72	Sender to Receiver Information	6*35x	O

12.1.4 MT 416 Advice of Non-Payment/Non-Acceptance

This message type is sent by the collecting bank to the remitting bank.

It may also be sent:

- to the remitting bank via another financial institution
- by a presenting bank to a collecting bank

It is used to advise of non-payment or non-acceptance under a previously received collection or part thereof.

Maximum Length: 10000

12.1.4.1 Format Specifications

Mandatory Sequence A General Information

Field Tag	Field Name	Format	Mandatory/ Optional
20	Sender's Reference	16x	M
21	Related Reference	16x	M
23E	Advice Type	4!c[/30x]	O
51A	Sending Institution	[/1!a][/34x] 4!a2!a2!c[3!c]	O
53a	Sender's Correspondent	A or B	O
71F	Sender's Charges	3!a15d	O
77A	Reason for Non-Payment/ Non-Acceptance	20*35x	O

Mandatory Repetitive Sequence B Non-Payment/Non-Acceptance Details

Field Tag	Field Name	Format	Mandatory/ Optional
21A	Related Sequence Reference	16x	M
23E	Advice Type	4!c[/30x]	O
21C	Principal's Reference	35x	O
32a	Face Amount of Document(s)	A, B, or K	M
50D	Principal	[/1!a][/ 34x] 4*35x	O
59	Drawee	[/34x] 4*35x	O
71F	Sender's Charges	3!a15d	O
77A	Reason for Non-Payment/ Non-Acceptance	20*35x	O

12.1.5 MT 420 Tracer

This message type is sent by the remitting bank to the collecting bank. It may also be sent by a collecting bank to another collecting bank.

It is used to enquire about the fate of documents sent for collection.

Maximum Length: 2000

12.1.5.1 Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Sending Bank's TRN	16x	M
21	Related Reference	16x	M
32a	Amount Traced	A, B, or K	M
30	Date of Collection Instruction	6!n	O
59	Drawee	[/34x] 4*35x	O
72	Sender to Receiver Information	6*35x	O

12.1.6 MT 422 Advice of Fate and Request for Instructions

This message type is sent by the collecting bank to the remitting bank.

It may also be sent by a collecting bank to another collecting bank.

It is used to advise the Receiver of the status of collection documents received by the collecting bank. Since an advice of fate generally includes one or more questions or requests, the two functions are included in this one message type.

Maximum Length: 2000

12.1.6.1 Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Sending Bank's TRN	16x	M
21	Related Reference	16x	M
32a	Amount of Collection	A, B, or K	O
72	Sender to Receiver Information	6*35x	O
75	Queries	6*35x	O
76	Answers	6*35x	O

12.1.7 MT 430 Amendment of Instructions

This message type is sent by the remitting bank to the collecting bank. It may also be sent by a collecting bank to another collecting bank.

This message is used to amend instructions contained in the collection.

Maximum Length: 2000

12.1.7.1 Format Specifications

Mandatory Repetitive Sequence A

Field Tag	Field Name	Format	Mandatory/ Optional
20	Sending Bank's TRN	16x	M
21	Related Reference	16x	M
32a	Existing Maturity Date, Currency Code, Amount	A or K	O
33a	Amended Maturity Date, Currency Code, Amount	A or K	O

Optional Sequence B

Field Tag	Field Name	Format	Mandatory/ Optional
59	Drawee	[/34x] 4*35x	O
72	Sender to Receiver Information	6*35x	O
74	Amendments	6*35x	O

12.2 Cash Management and Customer Status

This section contains the following topics:

- Section 12.2.1, "MT 900 Confirmation of Debit"
- Section 12.2.2, "MT 910 Confirmation of Credit"
- Section 12.2.3, "MT 920 Request Message"
- Section 12.2.4, "MT 940 Customer Statement Message"
- Section 12.2.5, "MT 950 Statement Message"

12.2.1 MT 900 Confirmation of Debit

This message type is sent by an account servicing institution to an account owner.

It is used to notify the account owner of an entry which has been debited to its account. The entry will be further confirmed by statement.

Maximum Length: 2000

12.2.1.1 Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Transaction Reference Number	16x	M
21	Related Reference	16x	M
25	Account Identification	35x	M
13D	Date/Time Indication	6!n4!n1!x 4!n	O
32A	Value Date, Currency Code, Amount	6!n3!a15 d	M
52a	Ordering Institution	A or D	O
72	Sender to Receiver Information	6*35x	O

12.2.2 MT 910 Confirmation of Credit

This message is sent by an account servicing institution to an account owner.

It is used to notify the account owner of an entry which has been credited to its account. The entry will be further confirmed by statement.

Maximum Length: 2000

12.2.2.1 Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Transaction Reference Number	16x	M
21	Related Reference	16x	M
25	Account Identification	35x	M
13D	Date/Time Indication	6!n4!n1!x 4!n	O
32A	Value Date, Currency Code, Amount	6!n3!a15 d	M
50a	Ordering Customer	A, F, or K	O
52a	Ordering Institution	A or D	O
56a	Intermediary	A or D	O
72	Sender to Receiver Information	6*35x	O

12.2.3 MT 920 Request Message

An account owner or a party acting on the account owner's behalf to one of the account owner's account servicing institutions sends this message. It is used to request the account

servicing institution to transmit one or more reports (for example, a statement) containing the requested information for the account(s) identified in the message

Maximum Length: 2000

12.2.3.1 Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Transaction Reference Number	16x	M
12	Message Requested	3!n	M
25	Account Identification	35x	M
34F	Floor Limit Indicator	3!a[1a]15 d	O

12.2.4 MT 940 Customer Statement Message

This message type is sent by an account servicing institution (reporting institution) to a financial institution (concentrating institution) which has been authorized by the account owner to receive it.

It is used to transmit detailed information about all entries booked to the account.

Maximum Length: 2000

12.2.4.1 Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Transaction Reference Number	16x	M
21	Related Reference	16x	O
25	Account Identification	35x	M
28C	Statement Number/Sequence Number	5n[/5n]	M
60a	Opening Balance	F or M	M
61	Statement Line	6!n[4!n]2a[1!a]15d 1!a3!c16x[//16x] [34x]	O
86	Information to Account Owner	6*65x	O
62a	Closing Balance (Booked Funds)	F or M	M
64	Closing Available Balance (Available Funds)	1!a6!n3!a15d	O
65	Forward Available Balance	1!a6!n3!a15d	O
86	Information to Account Owner	6*65x	O

The outgoing MT940/MT942 message also contains the information of SEPA credit transfer & SEPA direct Debit.

The SEPA data set is added in MT940/MT942 when the message is:

- sent by the bank to the creditor (in case of an Incoming SEPA Credit Transfer)
- sent by the bank to the debtor (in case of an Incoming SEPA Direct Debit)

12.2.5 MT 950 Statement Message

This message type is sent by an account servicing institution to an account owner. It is used to transmit detailed information about all entries, whether or not caused by a SWIFT message, booked to the account.

Maximum Length: 2000

12.2.5.1 Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Transaction Reference Number	16x	M
25	Account Identification	35x	M
28C	Statement Number/ Sequence Number	5n[/5n]	M
60a	Opening Balance	F or M	M
61	Statement Line	6!n[4!n]2a[1!a]15d1!a3!c16x[//16x] [34x]	O
62a	Closing Balance (Booked Funds)	F or M	M
64	Closing Available Balance (Available Funds)	1!a6!n3!a15d	O

12.3 Common Group Messages

This section contains the following topics:

- Section 12.3.1, "MTn92 Request for Cancellation"
- Section 12.3.2, "MTn96 Answers"
- Section 12.3.3, "MTn98 Proprietary Message"

12.3.1 MTn92 Request for Cancellation

This message is sent by a financial institution to request a second financial institution to consider cancellation of the SWIFT message identified in the request. This is also sent by a corporate customer to request a financial institution to consider cancellation of the SWIFT message identified in the request.

If the Receiver of the request for cancellation has already acted on the message for which cancellation is requested, the MT n92 asks for a retransfer, that is, reversal, with the beneficiary's consent.

Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Transaction Reference Number	16x	M
21	Related Reference	16x	M
11S	MT and Date of the Original Message	3!n 6!n [4!n6!n]	M
79	Narrative Description of the Original Message	(/4!a)(35*50x)	O

12.3.2 MTn96 Answers

This message type is:

- sent by one financial institution to another financial institution
- sent by a corporate customer to a financial institution
- sent by a financial institution to a corporate customer

It is used to respond to an MT n95 Queries or MT n92 Request for Cancellation and other messages where no specific message type has been provided for the response. This message should use the same category digit as the related queries message or request for cancellation.

Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Transaction Reference Number	16x	M
21	Related Reference	16x	M
76	Answers	6*35x	M
77A	Narrative	20*35x	O
11a	MT and Date of the Original Message	R or S	O
79	Narrative Description of the Original Message to Which the Answer Relates	35*50x	O

12.3.3 MTn98 Proprietary Message

This message type is used by financial institutions, with their own offices, with other financial institutions and/or with corporate customers with which they have established bilateral agreements.

It is used as an envelope for a specified message included in it. It allows for the definition of a unique format for which another message type is not available or applicable.

Note

This message may only be sent and received after prior arrangements between the Sender and the Receiver.

Format Specifications

Field Tag	Field Name	Format	Mandatory/ Optional
20	Transaction Reference Number	16x	M
12	Sub-Message Type	3!n	M
77E	Proprietary Message	73z [n*78z]	M

13. Reports

All activities that are performed in the Messaging System (MS) module are recorded. The inputs you have made at different stages are pieced together and can be extracted in the form of meaningful reports as and when you may require them. The various report programs and reporting features available under the Messaging System module are explained in this chapter.

You can generate the following reports for the Messaging System module:

- SMS Log Report
- Successful Messages Report
- Unsuccessful Messages Report

This chapter contains the following sections:

- Section 13.1, "SMS Log Report"
- Section 13.2, "Unsuccessful Messages Report"
- Section 13.3, "Successful Messages Report"
- Section 13.4, "Daily Swift Message Status Report"
- Section 13.5, "Statement Message Status Report"

13.1 SMS Log Report

This section contains the following topics:

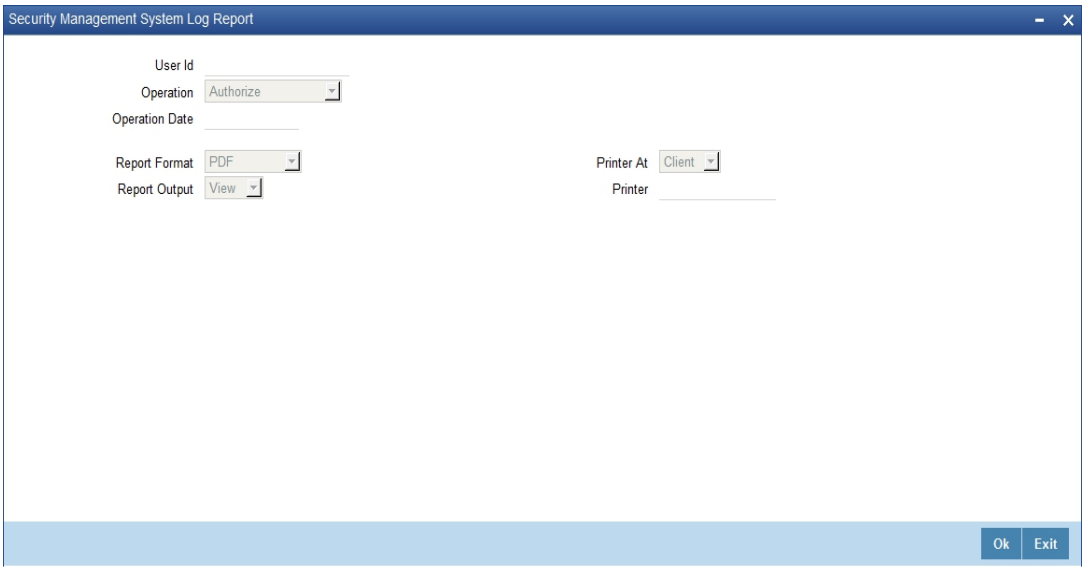
- Section 13.1.1, "Generating Security Management System Log Report"
- Section 13.1.2, "Contents of Report"

13.1.1 Generating Security Management System Log Report

You can select the following options based on which the report can be generated.

- You can specify the operation date for which the report has to be generated.
- You can generate the report for specific User ID
- You can also generate the report based on the operation

To invoke the screen 'Security Management System Log Report', type 'MSRMSRPT' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. The screen 'Security Management System Log Report' is displayed below:



You can specify the following parameters:

User ID

Specify valid User ID for which you want to generate the report from the adjoining option list.

Operation

Select valid mode of operation for which you want to generate the report from the adjoining drop-down list.

Operation Date

Select operation date of the selected operation for which you want to generate the report from the adjoining calendar.

13.1.2 Contents of Report

The parameters specified while generating the report are printed at the beginning of the report. The contents of the SMS Log Report have been discussed under the following heads:

13.1.2.1 Header

The Header carries the title of the Report, information on the branch code, the branch date, the user id, the module name, the date and time at which the report was generated and the page number of the report.

Field	Description
Body Branch	This is the branch code
Document Reference	This is the document control number generated by the system.
User ID	This is the user ID.
Date	This is the date of the log.

Operation	This is the type of operation.
Receiver	This is the name of the receiver.
Currency	This is the currency.
Amount	This is the amount.
Terminal ID	This is the terminal ID.

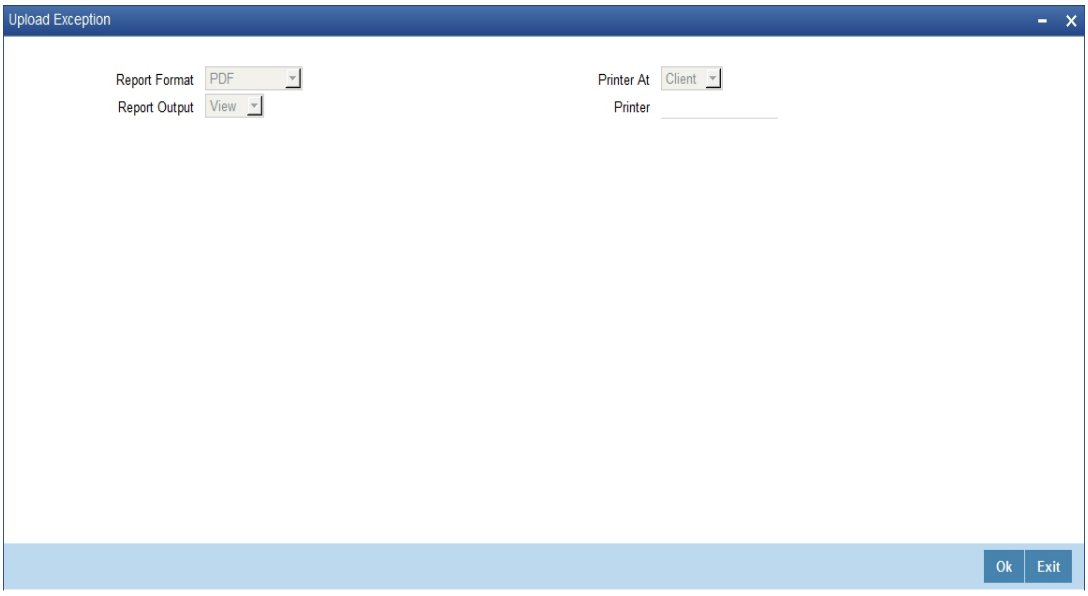
13.2 Unsuccessful Messages Report

This section contains the following topics:

- Section 13.2.1, "Generating Upload Exception Report"
- Section 13.2.2, "Contents of Report"

13.2.1 Generating Upload Exception Report

To invoke the 'Upload Exception' screen, type 'MSRPLEXP' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. The screen is displayed below:



13.2.2 Contents of Report

The contents of the Unsuccessful Messages Report have been discussed under the following heads:

13.2.2.1 Header

The Header carries the title of the Report, information on the branch code, the branch date, the user id, the module name, the date and time at which the report was generated and the page number of the report.

13.2.2.2 Body

Reference Number

This is the reference number of the repair.

Repair Reason

This is the reason for the repair.

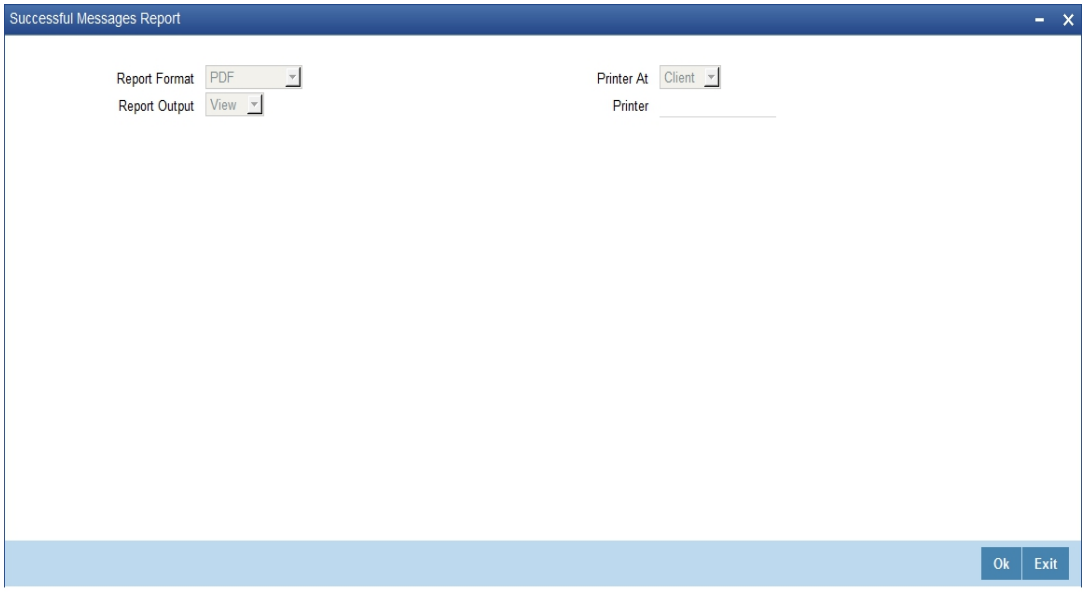
13.3 Successful Messages Report

This section contains the following topics:

- Section 13.3.1, "Generating Successful Message Report"
- Section 13.3.2, "Contents of Report"

13.3.1 Generating Successful Message Report

You can generate Successful Messages report using 'Successful Messages Report' screen. To invoke the screen, type 'MSRPLSUX' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. The screen is displayed below:



13.3.2 Contents of Report

The contents of the Successful Messages Report have been discussed under the following heads:

13.3.2.1 Header

The Header carries the title of the report, information on the branch code, the branch date, the user id, the module name, the date and time at which the report was generated and the page number of the report.

13.3.2.2 Body

External Reference

This is the external reference number of the contract.

FLEXCUBE Reference Number

This is the Oracle FLEXCUBE number.

Contract Status

This is the contract status of the contract.

Auth Status

This is the authorization status of the contract.

Maker ID

This is the ID of the maker.

Maker Date Stamp

This is the date on which the maker created the contract.

Checker ID

This is the ID of the checker.

Checker Date Stamp

This is the date on which the checker verified the contract.

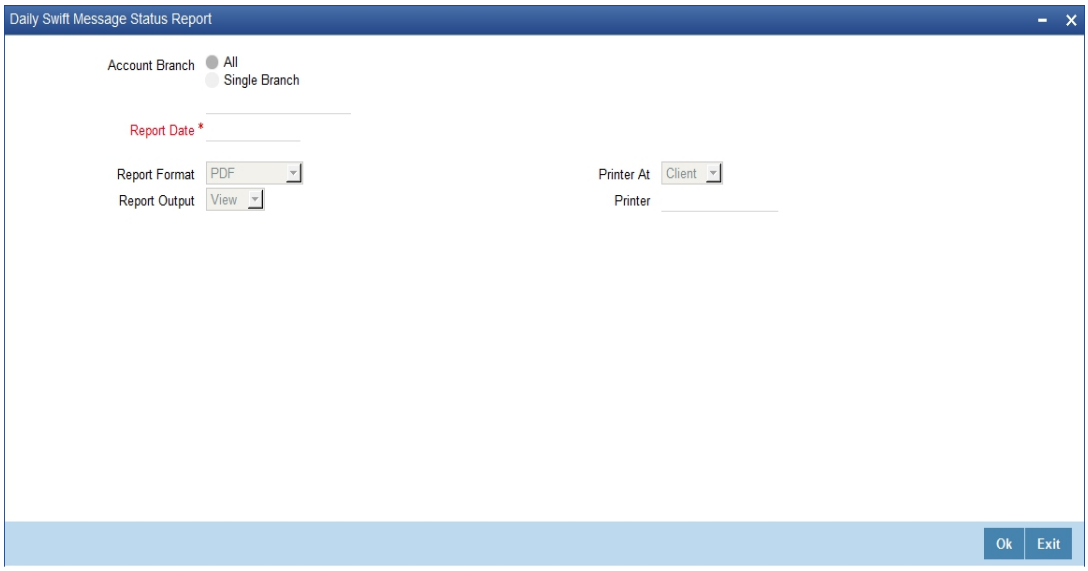
13.4 Daily Swift Message Status Report

This section contains the following topics:

- Section 13.4.1, "Generating Daily Swift Message Status Report"
- Section 13.4.2, "Contents of the Report"

13.4.1 Generating Daily Swift Message Status Report

You can invoke ‘Daily Swift Message Status Report’ screen by typing ‘MSRDSWFT’ in the field at the top right corner of the Application tool bar and click the adjoining arrow button. The system will display ‘Print Options’ screen. Set your preferences as to printing the report and click ‘OK’ button.



Branch Code

You can generate this report for all the branches or a single branch alone. You can indicate the branch for which the report is being generated using the following options:

- All – If you choose this, the system will generate the report for all the branches.
- Single – If you choose this, you need to specify the branch code for which the report should be generated. The option list displays all valid branch codes maintained in the system. Choose the appropriate one.

Report Date

Specify the report date from the adjoining calendar list.

13.4.2 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. Other content displayed in the report is as follows:

Header

The 'Header' carries the title of the report, branch code, branch date, user ID, module from which the report has been generated, date and time at which the report has been generated and the page number of the report.

Body

You can find the following details in the body of the report:

Field	Description
Date of Receiving	Indicates the date of receiving
Value Date	Indicates the value date
Remitting Bank	Indicates the name of remitting bank
Branch Name	Indicates the name of the branch
Amount of Remittance	Indicates the amount of remittance
Currency of Remittance	Indicates the currency of remittance
Serial Numbers	Indicates the serial numbers
Contract Reference	Indicates the contract reference
Sender	Indicates the name of the sender

13.5 Statement Message Status Report

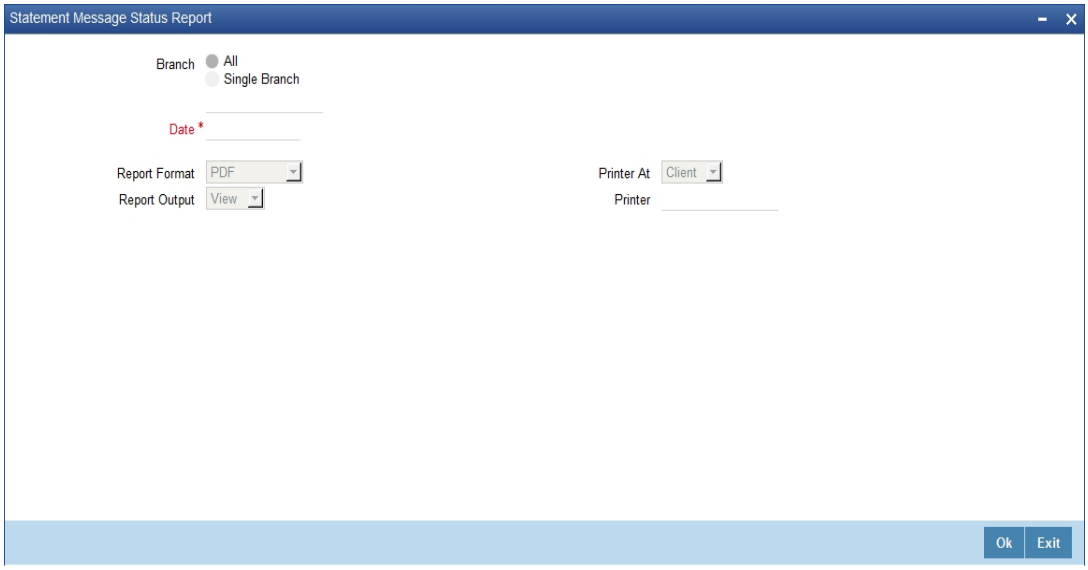
This section contains the following topics:

- Section 13.5.1, "Generating Statement Message Status Report"
- Section 13.5.2, "Contents of the Report"

13.5.1 Generating Statement Message Status Report

You can invoke 'Statement Message Status Report' screen by typing 'MSRSTMSG' in the field at the top right corner of the Application tool bar and click the adjoining arrow button. The

system will display ‘Print Options’ screen. Set your preferences as to printing the report and click ‘OK’ button.



Branch Code

You can generate this report for all the branches or a single branch alone. You can indicate the branch for which the report is being generated using the following options:

- All – If you choose this, the system will generate the report for all the branches.
- Single – If you choose this, you need to specify the branch code for which the report should be generated. The option list displays all valid branch codes maintained in the system. Choose the appropriate one.

Date

Specify the date from the adjoining calendar list.

13.5.2 Contents of the Report

The parameters specified while generating the report are printed at the beginning of the report. The contents of Counterparty Confirmation Pending report have been discussed under the following heads:

Header

The ‘Header’ carries the title of the report, branch code, branch date, user ID, module from which the report has been generated, date and time at which the report has been generated and the page number of the report.

Body of the Report

You can find the following details in the body of the report:

Field	Description
Branch	Indicates the branch code
Branch Date	Indicates the branch date
Status	Indicates the status
Module	Indicates the module code
Document Reference	Indicates the document reference number

Reference Number	Indicates the reference number
Message Type	Indicates the type of message
Swift Message Type	Indicates the swift message type
Address	Indicates the address
Currency	Indicates the currency of the transaction
Amount	Indicates the amount

14. Function ID Glossary

C

CSSJOBBR 6-5

M

MSDADFTP 7-8
MSDADVFM 6-1
MSDCACAD 5-1
MSDCUSAD 5-6
MSDETPDE 7-9
MSDFFTMN 10-1
MSDFFTMP 10-8
MSDLOCMN 4-1
MSDMLOVR 4-3
MSDMSGTM 3-7
MSDMSPRV 3-8
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MSRDSWFT 13-5
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MSRPLSUX 13-4
MSRSTMSG 13-6
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MSSOUTBR 7-2
MSSUNARC 8-1