

Core User Manual  
Oracle Banking Digital Experience  
Patchset Release 21.1.3.0.0

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**ORACLE®**

Core User Manual

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---

# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2 Documentation Accessibility

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

## 1.3 Access to Oracle Support

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

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

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

## 1.4 Structure

This manual is organized into the following categories:

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

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

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

Each transaction is explained in the following manner:

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

## 1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Patchset Release 21.1.3.0.0, refer to the following documents:

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

## 2. Transaction Host Integration Matrix

### Legends

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

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
1	<b>Dashboards</b>			
	System Administrator Dashboard	NH	NH	NH
	Administrator Maker Dashboard	NH	NH	NH
	Administrator Approver Dashboard	NH	NH	NH
2	<b>System Rules</b>			
	Maintain system rules	NH	NH	NH
	View system rules	NH	NH	NH
	Edit system rules	NH	NH	NH
3	<b>Transaction Aspects</b>			
	View Transaction Aspects	NH	NH	NH
	Update Transaction Aspects	NH	NH	NH
4	<b>Role Transaction Mapping</b>			
	Create Application Roles	NH	NH	NH
	Search Application Roles	NH	NH	NH
	View Application Roles	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	Edit Application Roles	NH	NH	NH
	Delete Application Roles	NH	NH	NH
5	<b>Entitlements</b>			
	Entitlements- View	NH	NH	NH
	Entitlements- Edit	NH	NH	NH
6	<b>Limits Definition</b>			
	Limits Definition – View	NH	NH	NH
	Limits Definition – Create	NH	NH	NH
	Limits Definition - Delete Limit	NH	NH	NH
7	<b>Limits Package Management</b>			
	Limit Package Management - View	NH	NH	NH
	Limit Package Management - Create	NH	NH	NH
	Limit Package Management - Edit	NH	NH	NH
	Limit Package Management - Delete	NH	NH	NH
8	<b>Password Policy Maintenance</b>			
	Password Policy Maintenance - Edit	NH	NH	NH
9	<b>Manage Brand</b>			
	Manage Brand – Summary	NH	NH	NH
	Manage Brand – View	NH	NH	NH
	Manage Brand – Create	NH	NH	NH
	Manage Brand – Edit	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	Manage Brand – Delete	NH	NH	NH
	Brand Mapping	NH	NH	NH
	Brand Mapping Summary	NH	NH	NH
	Create Mapping	NH	NH	NH
	Delete Mapping	NH	NH	NH
10	<b>Alerts Maintenance</b>			
	Alerts Maintenance - Search	NH	NH	NH
	Alerts Maintenance - Create	NH	NH	NH
	Alerts Maintenance – Edit	NH	NH	NH
	Alerts Maintenance - Delete	NH	NH	NH
11	<b>Authentication</b>			
	Authentication - View	NH	NH	NH
	Authentication - Edit	NH	NH	NH
	Authentication - Create	NH	NH	NH
12	<b>Security Questions Maintenance</b>			
	View Security Questions	NH	NH	NH
	Security Questions Maintenance-Edit	NH	NH	NH
	Security Questions Maintenance-Create	NH	NH	NH
13	<b>Party Preferences</b>			
	Party Preferences - Search	✓	✓	NH
	Party Preferences - Create	✓	✓	NH
	Party Preferences - View	✓	✓	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	Party Preferences – Edit	NH	NH	NH
	Party Preference for Non Customer Corporate	NH	NH	✓
14	<b>User Management</b>			
	User Management- Create	✓	✓	NH
	User Management- View	✓	✓	NH
	User Management- Edit	✓	✓	NH
	User Management for Non-Customer Corporate User	NH	NH	✓
15	<b>Print Password</b>			
	Print Password - Search	NH	NH	NH
	Print Password - Print	NH	NH	NH
18	<b>Party Resource Access</b>			
	Party Resource Access - Mapping (Create)	✓	✓	NH
	Party Resource Access- View	✓	✓	NH
	Party Resource Access- Edit	NH	NH	NH
	Party Resource Access- Delete	NH	NH	NH
19	<b>User Resource Access</b>			
	User Resource Access - Mapping (Create)	✓	✓	NH
	User Resource Access - Search	✓	✓	NH
	User Resource Access – Edit	NH	NH	NH
	User Resource Access - Delete	NH	NH	NH
21	<b>User Group Management</b>			

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	User Groups - Summary	NH	NH	NH
	User Groups - Admin User – Create	NH	NH	NH
	User Groups - Admin User – Search Summary	NH	NH	NH
	User Groups - Admin User – Edit Group	NH	NH	NH
22	<b>Approvals</b>			
22.1	<b>Workflow Management</b>			
	Admin Workflow Management – Create	NH	NH	NH
	Admin Workflow Management – Search	NH	NH	NH
	Admin Workflow Management – View	NH	NH	NH
	Admin Workflow Management – Edit	NH	NH	NH
22.2	<b>Approval Rules</b>			
	Admin Approval Rules – Create	NH	NH	NH
	Admin Approval Rules – Search	NH	NH	NH
	Admin Approval Rules – View	NH	NH	NH
	Admin Approval Rules – Edit	NH	NH	NH
23	<b>Alerts Subscription</b>			
	Alerts Subscription – Search	✓	✓	NH
	Subscribe/ Unsubscribe Alerts	✓	✓	NH
24	<b>Goal Category</b>			

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	Goal Category – Search	NH	NH	NH
	Goal Category – View	NH	NH	NH
	Goal Category – Create	NH	NH	NH
	Goal Category – Edit	NH	NH	NH
25	<b>Spend Category</b>			
	Spend Category – Search	NH	NH	NH
	Spend Category – View	NH	NH	NH
	Spend Category - Create	NH	NH	NH
	Spend Category - Edit	NH	NH	NH
26	<b>Working Window</b>			
	Transaction Working Window - Search	NH	NH	NH
	Transaction Working Window - Create	NH	NH	NH
	Transaction Working Window - Edit	NH	NH	NH
	Transaction Working Window - Delete	NH	NH	NH
27	<b>Transaction Blackout</b>			
	Transaction Blackout - Search	NH	NH	NH
	Transaction Blackout - Create	NH	NH	NH
	Transaction Blackout - Edit	NH	NH	NH
	Transaction Blackout - Delete	NH	NH	NH
28	<b>User Group - Subject Mapping</b>			
	User Group - Subject Mapping - Search	NH	NH	NH



SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	User Group - Subject Mapping - Create	NH	NH	NH
	User Group - Subject Mapping - Modify	NH	NH	NH
29	<b>Mailbox</b>			
29.1	<b>Mails</b>			
	Mailbox - Inbox	NH	NH	NH
	Mailbox - Sent Mail	NH	NH	NH
	Mailbox - Deleted Mail	NH	NH	NH
29.2	<b>Alerts</b>	NH	NH	NH
29.3	<b>Notifications</b>	NH	NH	NH
30	<b>Mailers</b>			
	Mailers - Search and View	NH	NH	NH
	Mailers - Create	NH	NH	NH
	Mailers - Edit	NH	NH	NH
	Mailers - Delete	NH	NH	NH
31	<b>Reports</b>			
32	<b>Report Generation</b>			
	View Scheduled Reports	✓	✓	NH
	Edit Schedule Reports	NH	NH	NH
33	<b>My Reports</b>			
	My Reports - Adhoc	NH	NH	NH
	My Reports - Schedule	NH	NH	NH
34	<b>User Report Mapping</b>			

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	User Report Mapping - Search	NH	NH	NH
	User Report Mapping - Create	NH	NH	NH
	User Report Mapping - Edit	NH	NH	NH
35	<b>ATM / Branch Maintenance</b>			
	ATM/ Branch Maintenance - View	NH	NH	NH
	ATM/ Branch Maintenance - Add	✓	✓	NH
	ATM/ Branch Maintenance - Edit	✓	✓	NH
	ATM/ Branch Maintenance - Delete	NH	NH	NH
36	<b>Product Mapping</b>			
	Product Mapping - Search	✓	✓	NH
	Product Mapping - View	✓	✓	NH
	Product Mapping - Edit	✓	✓	NH
	Product Mapping - Create	✓	✓	NH
37	<b>Payee Restriction Setup</b>			
	Payee Restriction Setup - Search	NH	NH	NH
	Payee Restriction Setup - View	NH	NH	NH
	Payee Restriction Setup - Edit	NH	NH	NH
	Payee Restriction Setup - Create	NH	NH	NH
38	<b>Audit Log</b>	NH	NH	NH
39	My Profile	NH	NH	NH
40	<b>Security Settings</b>			
	Change Password	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	Set Security Questions	NH	NH	NH
41	<b>Touch Point Maintenance</b>			
	Touch Point Maintenance- Search	NH	NH	NH
	Touch Point Maintenance- View	NH	NH	NH
	Touch Point Maintenance- Edit	NH	NH	NH
	Touch Point Maintenance- Create	NH	NH	NH
42	<b>Touch Point Group Maintenance</b>			
	Touch Point Group Maintenance- Search	NH	NH	NH
	Touch Point Group Maintenance- View	NH	NH	NH
	Touch Point Group Maintenance- Edit	NH	NH	NH
	Touch Point Group Maintenance- Create	NH	NH	NH
43	<b>Transaction Group Maintenance</b>			
	Transaction Group Maintenance - Search	NH	NH	NH
	Transaction Group Maintenance - View	NH	NH	NH
	Transaction Group Maintenance - Edit	NH	NH	NH
	Transaction Group Maintenance - Create	NH	NH	NH
	Transaction Group Maintenance- Delete	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
44	<b>Relationship Mapping Maintenance</b>			
	Relationship Mapping Maintenance - View	✓	✓	NH
	Relationship Mapping Maintenance - Edit	✓	✓	NH
45	<b>Relationship Matrix</b>			
	Relationship Matrix Maintenance – Search	NH	NH	NH
	Relationship Matrix Maintenance – View	NH	NH	NH
	Relationship Matrix Maintenance - Edit	NH	NH	NH
46	<b>User Helpdesk</b>	✓	✓	NH
47	<b>Feedback Capture</b>			
	Search Feedback Template	NH	NH	NH
	View Feedback Template	NH	NH	NH
	Edit Feedback Template	NH	NH	NH
	Create Feedback Template	NH	NH	NH
48	<b>Feedback Analytics</b>	NH	NH	NH
49	<b>Request Processing</b>	NH	NH	NH
	Service Request – Summary	NH	NH	NH
	Service Request Details	NH	NH	NH
	Approve or Reject Service Requests	NH	NH	NH
50	<b>Dashboard Builder – Design</b>			
	Design New Dashboard	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	View Dashboard	NH	NH	NH
	Edit Dashboard	NH	NH	NH
	Delete Dashboard	NH	NH	NH
	Dashboard Mapping			
	View Dashboard Mapping	NH	NH	NH
	Create Dashboard Mapping	✓	✓	NH
	Delete Dashboard Mapping	NH	NH	NH
51	<b>Service Request - Form builder</b>			
	Create Service Requests Form	NH	NH	NH
	Search and View Service Request	NH	NH	NH
	Copy and Create a new Request	NH	NH	NH
	Edit Service Requests	NH	NH	NH
52	<b>Session Summary</b>	NH	NH	NH
53	<b>User Segment Maintenance</b>			
	Search User Segment	NH	NH	NH
	View User Segment	NH	NH	NH
	Edit User Segment	NH	NH	NH
	Create User Segment	NH	NH	NH
54	<b>User Limits</b>			
	User Limits- Search	NH	NH	NH
	User Limits- View	NH	NH	NH
	User Limits- Edit	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
55	<b>Message Maintenance</b>			
	Message Maintenance- View	NH	NH	NH
	Message Maintenance- Edit	NH	NH	NH
56	<b>Biller Category Maintenance</b>			
	Manage Biller Category	x	x	NH
	Add Biller Category	x	x	NH
	Edit Biller Category	x	x	NH
	Delete Biller Category	x	x	NH
57	<b>Merchant Onboarding</b>			
	Search Merchant Details	✓	✓	NH
	View Merchant Details	✓	✓	NH
	Edit Merchant details	NH	NH	NH
	Create Merchant	✓	✓	NH
	Delete Merchant	NH	NH	NH
58	<b>Account Aggregation – Maintenance</b>			
	External Bank Maintenance – View	NH	NH	NH
	External Bank Maintenance - Create	NH	NH	NH
	External Bank Maintenance – Edit	NH	NH	NH
	External Bank Maintenance - Delete	NH	NH	NH
59	<b>Identity Domain Maintenance</b>			

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	Identity Domain Maintenance-Create	NH	NH	NH
	Identity Domain Maintenance – Search	NH	NH	NH
	Identity Domain Maintenance – View	NH	NH	NH
	Identity Domain Maintenance – Edit	NH	NH	NH
60	<b>Resource Server Maintenance</b>			
	Resource Server Maintenance-Create	NH	NH	NH
	Resource Server Maintenance – View	NH	NH	NH
	Resource Server Maintenance – Edit	NH	NH	NH
	Resource Server Maintenance - Search	NH	NH	NH
61	<b>Client Maintenance</b>			
	Create Client	NH	NH	NH
	Edit Client	NH	NH	NH
	View Client	NH	NH	NH
62	<b>Security Keys</b>	NH	NH	NH
63	<b>File Identifier Maintenance</b>			
	Search File Identifier	NH	NH	NH
	View File Identifier	NH	NH	NH
	Edit File Identifier	NH	NH	NH
	Create File Identifier	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
64	<b>User File Identifier Mapping</b>			
	User File Identifier Mapping-Administrator-Search	NH	NH	NH
	User File Identifier Mapping-Administrator-Create	NH	NH	NH
	User File Identifier Mapping-Administrator-Edit	NH	NH	NH
	User File Identifier Mapping-Corporate-Search	NH	NH	NH
	User File Identifier Mapping-Corporate -Create	NH	NH	NH
	User File Identifier Mapping-Corporate -Edit	NH	NH	NH
65	<b>Upload File - For Admin biller</b>			
	Uploaded Files Inquiry (For Admin Biller)	NH	NH	NH
66	<b>Forex Deal Maintenance</b>			
	Add Currency Pairs	NH	NH	NH
	Update Forex Deal	NH	NH	NH
67	<b>User Profile Maintenance</b>			
	User Profile Maintenance -Create	NH	NH	NH
	User Profile Maintenance- View	NH	NH	NH
	User Profile Maintenance- Edit	NH	NH	NH
68	<b>Forgot User Name</b>	NH	NH	NH
69	<b>Forgot Password</b>	NH	NH	NH
70	<b>Origination Workflow Maintenance</b>			



SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	Search Workflow	NH	NH	NH
	Single Product Application - Create Workflow	NH	NH	NH
	Single Product Application – View Default/ Custom Workflow	NH	NH	NH
	Single Product Application – Edit Workflow	NH	NH	NH
	Bundle Product Application - Create Workflow	NH	NH	NH
	Bundle Product Application – View Default/ Custom Workflow	NH	NH	NH
	Bundle Product Application – Edit Workflow	NH	NH	NH
71	<b>Biller Onboarding</b>			
	Search Biller	x	x	NH
	View Biller	x	x	NH
	Edit Biller	x	x	NH
	Create Biller	x	x	NH
72	<b>Group Corporate Onboarding</b>			
	Group Corporate Profiling	✓	✓	NH
	Party Account Access	✓	✓	NH
	User Management	✓	✓	NH
	User Group Maintenance	✓	✓	NH
	User Account Access	✓	✓	NH
	User Report Mapping	NH	NH	NH
	Workflow Management	✓	✓	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle Banking SCF 14.5.0.0.0/ Oracle Banking Cash Management 14.5.0.0.0
	Approval Rules	✓	✓	NH
73	<b>Group Corporate Alerts Subscription</b>	✓	✓	NH

[Home](#)

## 3. Dashboards

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

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

- System Administrator Dashboard
- Administrator Maker Dashboard (Bank Administrator maker)
- Administrator Approver Dashboard (Bank Administrator checker)

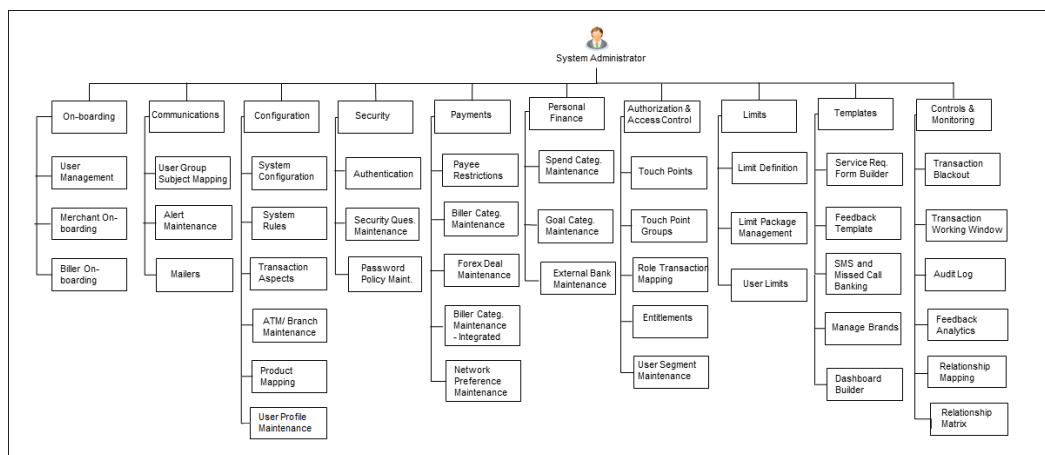
**Note:** All Administrative maintenances are supported only on 'Desktop' form factor and not supported on 'Mobile' and 'Tablet' .

### 3.1 System Administrator Dashboard

A System Administrator is responsible for setting up and maintaining the system. System Administrators are the members of the information technology department of the Bank who are mainly responsible for Bank's Day 1 maintenances or other day to day maintenances like Role Transaction Mapping, password policy maintenance and rules and roles maintenances etc.

**Note:** By default System Administrator role is given access to all the administrative functions. If the Bank wants to change the entitlements, the same can be done using Role Transaction Mapping function.

#### Summary



**Note:** Above diagram depicts the transactions available on dashboard. Apart from these transactions, there are other transactions available in the toggle menu.

## System Administrator Dashboard – Overview

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

[futura bank](#) Search ... Welcome, Jack Nikon  
Last login 02 Dec 11:21 AM

### Onboarding

- User Management
- Merchant Management
- Biller Onboarding

### Security

- Authentication
- Security Question Maintenance
- Password Policy Maintenance

### Personal Finance

- Spend Category Maintenance
- Goal Category Maintenance
- External Bank Maintenance

### Limits

- Limit Definition
- Limit Package Management
- User Limits

### Communications

- User Group Subject Mapping
- Alerts Maintenance
- Mailers

### Configuration

- System Configuration
- System Rules
- Transaction Aspects
- ATM/Branch Maintenance
- Product Mapping
- User Profile Maintenance

### Payments

- Payee Restrictions
- Biller Category Maintenance
- Forex Deal Maintenance

### Authorization and Access Controls

- Touch Points
- Touch Point Groups
- Role Transaction Mapping
- Entitlements
- User Segments Maintenance

### Templates

- Service Request- Form Builder
- Feedback Template
- SMS and Missed Call Banking
- Manage Brand
- Dashboard Builder

### Corporate Onboarding

- Party Preferences
- Group Corporate Maintenance

### Activity Log (0)

Customer Maintenances | Group Corporate Maintenance | Administrative Maintenance | Bulk File Administrator

Date	Description	Party Name	Reference No	Status
No data to display.				

Page 1 (0 of 0 items) | < > 1 >

### Controls & Monitoring






- Transaction Blackout
- Transaction Working Window
- Audit Log
- Feedback Analytics
- Relationship Mapping
- Relationship Matrix

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## Dashboard Overview








### Icons

















Following icons are present on the System Administrator dashboard:


-  : Clicking this icon takes you to the dashboard.
-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon and enter the transaction name to search the transactions.
-  : Click this icon to view the user's profile and for logout option
-  : Click the toggle menu to access the list of all the transactions.

### Toggle Menu Transactions

Following items are present on the Toggle Menu:

- **Your Current View is:** Select your role as System Administrator. The drop-down to select the role is available only if the user is mapped with more than one role.
- **Select Language:** Select your desired language from the drop-down list.
-  **Configuration** : Click this menu to access the configuration like System Rules, System Configuration, Transaction aspects etc.
-  **Authorization and Access Co...** : Click this menu to setup access controls and authorization related transactions like maintain touch points, Application role creation and entitlement mapping etc.
-  **Security** : Click this menu to access the security setup related transactions like setting up second factor authorization, password policy etc.
-  **Limits** : Click this menu to manage limits.
-  **Onboarding** : Click this menu to onboard and manage, users, merchants and billers.
-  **Corporate Onboarding** : Click on this menu to onboard and manage Party and Group Corporates with Group corporate Profiling, Party Account Access ,User Management, User Group ,User Account Access, User Report Mapping, Approval Workflow & Rules
-  **Access Management** : Click this menu to set up account access rules for a corporate.

-  **Approvals** : Click this menu to access and setup Approval workflow and rules for Corporate and Administrator users.
-  **Payments** : Click here to access maintenances with respect to payments.
-  **Personal Financial Managem...** : Click this menu to plan finances and track expenditures. It consists of sub menu items like Spend Category Maintenance, Goal Category Maintenance and External Bank Maintenance.
-  **Reports** : Click this menu to generate reports and view the generated reports.
-  **File Upload** : Click this menu to create a file identifier and map it to the user along with file upload and inquiry
-  **Communication** : Click this menu to access User Group Subject Mapping, Alert Maintenance and Mailers.
-  **Controls and Monitoring** : Click this menu for controlling and monitoring the transactions like transaction blackout, working window and Audit log.
-  **User Experience** : Click this menu to manage and build your customize dashboards.
-  **Templates** : Click this menu to manage service request form, feedback and SMS banking templates.
-  **OAuth** : Click this menu to manage and limit the third party authorization access to an HTTP service.
-  **Others** : User Group Management, Print Password, User Alerts Subscription, Group Corporate Alerts Subscription, Request Processing and User Help Desk.
-  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
-  **Account Setting** : Click this menu to view the user's profile and login details like start date and time, end date and time, Channel and IP address of the last sessions of the logged in user.
-  **ATM/Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank.
-  **Security Settings** : Click here to setup security questions and change password.
-  **Help** : Click this menu to launch the online help.

-  **About**: Click this menu to view the information about the application like version number, copyright etc.

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**Note:** The user will be shown the above options only if he has the access to the all the transactions falling under that group.

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## Administrative Transactions

Following transactions are present on the System Administrator dashboard and in the menu:

- **On-boarding**

- (a) **User Management**

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

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

- (b) **Merchant Management**

Merchant Management facilitates System Administrator to set up and maintain merchants using channel banking platform. This is to enable the customers to initiate merchant based payments using channel banking facility. This option allows the administrator to create / onboard new merchants, view existing merchants and modify their details, if required.

- (c) **Party Preferences (Through Toggle menu)**

Party Preferences maintenance enables Bank administrator to define certain parameter values as per the corporate entities requirements. Following preferences can be set for a corporate party:

- Cumulative Daily/Monthly limits per transaction
- Transaction limits for users
- Approval flow – Parallel or Sequential or none
- To enable Channel access or not
- To enable Forex Deal creation or not
- To enable a Corporate Administrator or not.

- (d) **Group Corporate Onboarding**

Group Corporate Onboarding maintenance enable the administrator to onboard the Group Corporate on OBDX in a single flow. Following steps can be followed during Group Corporate onboarding and send the same as a single approval:

- Group Corporate Profiling
- Party Account Access
- User Onboarding
- User Group

- User Account Access
- Report Mapping
- Workflow Management
- Approval Rules

Mapping of Parties belonging to different entities under a Group Corporate ID is allowed

#### **(e) Biller Onboarding**

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

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

- **Communications**

#### **(a) User Group Subject Mapping**

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

Once User Groups are mapped to certain transactions or modules, users, in that group can reply to communication pertaining to the specific subject. The communication channel used is the bank's secure mailbox.

This option allows the System Administrator to search and view existing User Group – Subject mapping, modify the existing mapping and to create a new User Group – Subject mapping.

#### **(b) Alert Maintenance**

Alerts maintenance allows the System Administrator to define required parameters for each alert that is to be sent to the banks customers.

This option allows the System Administrator to search and view existing alerts, create a new alert and modify or delete an existing alert.

#### **(c) Mailers**

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

The System Administrator creates Mailers which are sent to specific users, parties or user segments (all Retail / Corporate / Admin) users. Mailers can be customized to reach some or all users, to be sent now or on a specific date and time, in the future.



- **Configuration**

- (a) **System Configuration**

Using this option System Administrator defines the basic components of this application which is necessary to run the application. The creating of system configuration is done at 'Day 0' configuration.

- (b) **System Rules**

System rules are defined to set different parameters for each enterprise role. The parameters that can be set for each enterprise role (Retail or Corporate Users) are Party Mapping, Limits Check, Party Preferences Check, Account Transaction Mapping, and Approvals Check, Group Corporate Check. If these parameters are enabled, application will check for a fulfillment of the maintenances, before final processing.

E.g. If Approval check flag is enabled for 'Corporate User' type of enterprise role; transactions initiated by corporate users will follow the approval maintenance. If approval check flag is disabled for Retail Users, transactions initiated by retail user will not follow the approval maintenance and will get auto-approved by the system.

This screen allows the System Administrator to search and view existing system rules, create new system rule, and modify an existing system rule.

The flag 'Group Corporate' is applicable only for 'Corporate User' type of enterprise role. This flag in System Rules screen defines the mode of corporate onboarding.

If Group Corporate flag is set 'ON' then Bank administration will be able to onboard Group Corporate. If the flag is set 'OFF', none of the Group Corporate functions would be available.

- (c) **Transactions Aspects**

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

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

- (d) **ATM/ Branch Maintenance**

ATM Branch Locator feature available to the bank customers enables the users to locate the bank's ATMs/ branches available within a specific radius of his current location.

For the customers, to fetch the relevant information related to ATMs and Branches, system administrator maintains the data at their local databases. The basic details of ATMs and Branches are fetched from the core banking application, which is further enriched and stored in local database. This is a one-time activity at the time of implementation. Subsequently, as and when branches and ATMs are added, or any details regarding them updated, the administrator performs the necessary updates to the bank database.

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

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

#### (e) Product Mapping

Product Mapping feature allows the System Administrator to map products with the channel. The business users will be able to access accounts related to the products mapped to the channel.

The System Administrator will be allowed to register the banks products to be made available to bank users for opening further accounts.

#### (f) User Profile Maintenance

This function enables the System/ Bank Administrator user to manage the user profile details that needs to be shown and needs to be made available for modification for Retail users. Details maintained on user profile includes date of birth, PAN card number, Aadhar number, passport number, national ID, driving license, communication address, email ID, and contact number, fax number, etc.

In a multi entity scenario, Administrator can do this setup for each entity by selecting the entity.

#### (g) First Time login

Using this option System administrator can configure the steps for banks business users to follow when the first-time login into the application. This step includes accepting Terms and Conditions, Setting up Security Questions, My profile, and limit information. The first-time login events are configurable at the Entity Level. Bank Admin would be able to define the mandatory and skippable steps for each entity. Post first-time login to the application, the system will check the configured steps for the logged-in entity and will be displayed to the user.

- **Security**

#### (a) Authentication

Passwords are the most common form of authentication used in the world today. But passwords are commonly forgotten and easily compromised. Two-factor authentication (2FA) adds an extra layer of security by requiring users to use two different authentication factors to verify user's identity.

The two step verification or Two Factor Authentication is an extra layer of security that is a subset of "multi factor authentication" that requires not only a password and username but also something that user has or something user knows or something they are e.g. tokens, OTP, biometrics etc. Using a Two Factor Authentication process can help to lower the number of cases of identity theft on the Internet, as well as phishing via email. For security reason authentication is used by user (Retail/ Corporate) while performing transactions through internet channel.

The two factor Authentication requires two different kinds of evidences before executing any transaction successfully. This option enables the system administrator to maintain authentication pattern for each transaction of a specific user segment.

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

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

**(b) Security Question Maintenance**

Application allows the System Administrator user to set up security questions, which will then be used as another layer of security (Over and above the Login credentials), before a user (Retail/Corporate) can complete transactions through the internet channel.

Through the Manage Security Questions functionality, the administrator user can create and modify security questions that need to set and answered by user for completing any transaction. Administrator can add the security questions, if required.

**(c) Password Policy Maintenance**

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

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

**(d) Security Keys (Through Toggle menu)**

Security key includes:

Password Encryption and Decryption with Public and Private Key Pairs:

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

- Public and Private key pair helps to encrypt information that ensures sensitive data is protected during transmission. Whatever is encrypted with a Public Key can only be decrypted by its corresponding Private Key and vice versa.
- JWT Encryption Key: A JSON web token is a JSON object to represent a set of information. On sign in, user is authenticated and JWT token is generated. This JWT is subsequently passed to make API calls. To keep sensitive information hidden from the bearer (client) or third parties, JWT should be encrypted. A single key can be used to encrypt the data, if the JWT is encrypted with the key then the data can be decrypted using the same key.

- **Payments**

- (a) **Payee Restrictions**

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

System Administrator can also restrict the total number of payees irrespective of payment network that the retail user can create per day.

This option allows the administrator to create payee restriction maintenance, View and Edit existing maintenance.

- (b) **Billor Category Maintenance**

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

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

- (c) **Forex Deal Maintenance**

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

- **Personal Finance**

- (a) **Spend Category Maintenance**

Using this option, the System Administrator can maintain the spend categories. Spend Category maintenance allows the administrator to create, modify or expire categories under which user can map expenses.

- (b) **Goal Category Maintenance**

Goal Category maintenance allows the System Administrator to create, modify or expire goal categories. This maintenance is done only for Retail users and is not applicable to corporate.

The System Administrator created categories are linked with a product which will decide the other key parameters which will govern the Goal category. These parameters could be:

- Goal Amount Range ( Minimum and Maximum Value)
- Interest Rate Offered
- Tenure Range ( Minimum and Maximum)

The System Administrator can search and view goal categories, create a new goal category, and modify an existing goal category.

(c) **External Bank Maintenance**

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

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

• **Authorization and Access Controls**

(a) **Touch Points**

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

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

(b) **Touch Points Groups**

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

(c) **Role Transaction Mapping**

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

(d) **Entitlements**

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

Using this transaction user can view and edit the services and UI components linked to an entitlement for different actions i.e. Perform, Approve, and View.

(e) **User Segment Maintenance**

In order to offer appropriate product and services to the customers, banks can employ some method of segmentation. Banks can group customers into different segments based on different attributes of the customer; it could be demographic information, geographical information, behavioral information etc.

Banks can have different communication mailers, authentication mechanisms transaction limits and branding aspects based on customer segmentation.

User segment maintenance screen, allows the system administrator to create new segments and subsequently use these segments to define specific maintenances at user segment level. Limits can also be defined specific to a user segment. Within each user segment, limits package can be associated to different touch points.

- **Limits**

- (a) **Limit Definition**

Limits are defined by the bank to set up amount and duration based restrictions on the transactions that can be carried out by the user.

As part of Limits Definition maintenance, the System Administrator can define:

- **Transaction Limits:** It is the initiation limit with minimum and maximum amount, defined typically for a user with role 'Maker'.
- **Cumulative Limits:** It is the collective transaction amount limit for all the transactions that can be performed during a day and maximum **number of transactions in a day**.
- **Cooling Period Limits:** It is the time set by the bank during which fund transfer is not allowed to a newly added payee.

This option allows the System Administrator to search and view limits, create limits and edit / delete existing limits.

- (b) **Limits Package Management**

As part of the Limits Package definition, the created limits can be mapped to relevant transactions and/or roles.

The Limits Packages once created can be associated at User Level, Party Level and Role Level at an touch point level.

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

- (c) **Transaction Group Maintenance (Through Toggle menu)**

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

- (d) **User Limits**

This option allows the System Administrator to view the current available and utilized limits of specific retail user and also can modify (increase or decrease) the limits as per the requirement.

The user limits can be set for specific transaction level or at transaction group level or for a specific channel or for a group of channels.

The different types of limits are as follows:

- Daily Count- Permitted number of transactions in a day
- Daily Amount- Cumulative amount of transactions in a day
- Monthly Count- Permitted number of transactions in a month
- Monthly Amount- Permitted number of transactions in a month

- **Templates**

- (a) **Service Request Form Builder**

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

- (b) **Feedback Template**

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

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

- (c) **SMS and Missed Call Banking**

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

- **SMS:** You can set the template / format of the message, which the account holder will be sending to the bank to receive the information in a specified format.
- **Missed Call:** You can set the template / format the account holder will receive, once he / she gives a miss call on the specified phone number.

- (d) **Manage Brand**

Banks can have varied requirements with regards to the theme and for look and feel of the application.

Manage Brand is an administrative maintenance that allows the System Administrator to define the preferred theme for the application.

There is a list of categories on the left of the screen to choose from. System administrator can click and navigate the categories to upload their bank logo, select the preferred colors of the headers, back ground, Font, label, buttons etc. System administrator can also set the font style and font size.

- (e) **Dashboard Builder**

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

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

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

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

- **Controls & Monitoring**

- (a) **Transaction Blackout**

The System Administrator can maintain a transaction blackout, for a period, when transaction/s are not accessible to users of the bank's retail and corporate or even to Bank administrators, for a preset time period.

The administrator may use the time, when a transaction is blacked-out, to do necessary maintenances.

Through this maintenance, the System Administrator can create a transaction blackout, User can search and view existing blackouts, and modify these if required. User can delete future dated blackouts.



**(b) Transaction Working Window**

A working window is maintained, by the System Administrator for each transaction for which a value date is applicable for processing. In order to enable such transactions on the channel, it is mandatory to define a working window for all the days of a week as Day 0 Maintenance. By performing this maintenance, the System Administrator defines the channel working window for each day of the week for a specific transaction.

Further, administrator can also define the processing pattern if the transaction is initiated by customers after the window is closed. Through this maintenance, the System Administrator can create a working window for a transaction, and also can create an exception to the normal window. User can search and view existing maintenances, and modify these if required.

**(c) Audit Log**

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

**(d) Feedback Analytics**

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

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

**(e) Relationship Mapping**

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

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

**(f) Relationship Matrix**

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

## Additional options accessible via Menu

- **Access Management**

### Resource Access

#### (a) Party Resource Access

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a Corporate Party.

#### (b) User Resource Access

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a specific corporate user.

### **Approvals**

#### (a) Workflow Management

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

System Administrator can search and view approval workflows maintained and create new workflows. As a part of creating workflows, user can add various levels of approvals and map users or user groups to each level. User can also modify workflows maintained.

#### (b) Rules Management

The Administrator, can set up rules for approvals. Applying a rule makes the requirement for an approval more customized. For instance, through this screen, the bank administrator can create a rule, so that all administrator maintenances initiated by a certain user-group, always require approval.

- **Reports**

#### (a) Report Generation

Using this option, the System Administrator, can generate various adhoc reports. Application provides an option to generate reports using Oracle Analytics Publisher and / or by using an internal application.

#### (b) My Reports

On accessing 'My Reports' menu, the System Administrator, can view the last 10 reports generated with the respective report status. He can choose to search a specific report using the search criteria or can opt to view/ download detailed report.

#### (c) User Report Mapping

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

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

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

- **File Upload**

- (a) **File Identifier Maintenance**

System Administrator, can create file identifiers (FI) for a corporate entity. A File Identifier is always mapped to a specific single file template. It permits configuration of corporate preferences like approval type (file level/ record level) for a particular type of file. This is a pre-requisite for the File Uploads functionality, for a corporate.

- (b) **User File Identifier Mapping**

Through this option Administrator, can map a file identifier to a user to grant access rights to the user, for this specific file type. This maintenance enables a user to upload a specific file, approve the uploaded file and view its status. System administrator can map / un-map file identifiers to a User. Further, user can enable or disable the sensitive data check. This is a pre-requisite maintenance, for the File Uploads functionality, for a corporate.

- (c) **File Upload**

This option allows the System administrator user to upload the files containing EBPP Billers. Billers uploaded will be available for retail users to register and make online bill payment & pre-paid recharge transactions.

- (d) **Uploaded File Inquiry**

Through this option the user can view the Billers file uploaded and their status.

- The search can be filtered on various parameters like status and file reference ID.
- The user can track the status of the file and if there is an error in the file, he / she can download the error file to arrive at the exact reason for error.
- For files in the 'Processed' status, the user can download Response file, to vet status of processing (in the host) for each record, of the file.
- The user can track file history and also check Individual record details.

- **OAuth**

- (a) **Identity Domain Maintenance**

The Identity Domain corresponds to the notion of a tenant and each identity domain corresponds to an identity store. All artifacts such as resource server and client needs to be created under an identity domain.

As part of the Identity Domain definition, Identity store as well as token settings can be defined.

Currently only 'Embedded LDAP' i.e. DB Authenticator as Identity Store is supported.

**(b) Resource Server Maintenance**

The resource server is the server that contains the user's information that is being accessed by the third party application and handles authenticated requests after the application has obtained an access token.

Resource Server is always associated to one Identity Domain. Through this maintenance, the administrator can define scopes for the resource server. Scopes are transactions or inquiries that are provided to the client so that the TPP/client can transact or inquire on behalf of the customer with an access token provided the customer has provided consent to the TPP.

**(c) Client Maintenance**

Clients are Third Party Provides (TPPs) that can access information from the resource server on behalf of the user provided the user has provided consent to the TPPs. As part of this definition, the administrator can define client details i.e. client ID, client name, scopes, redirect URLs etc.

- **Others**

**(a) User Group Management**

The System Administrator, can create administrator and corporate user groups with two or more users. User can search and views already maintained groups, and also modify these. The maintained administrator user groups are used for further maintenances like – User Group Subject Mapping or while creating approval rules.

**(b) Print Password**

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

**(c) User Alerts Subscription**

The System Administrator, can subscribe users to mandatory alerts, through this option. In addition, Retail and Corporate users of the bank, can subscribe to alerts, and choose whether they want alerts delivered through Email, SMS or in their secured mailbox. The bank administrator processes the subscription request, received from customers. (For non-mandatory alerts).

**(d) Request Processing**

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

**(e) User Help Desk**

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

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

**(f) Message Maintenance**

Using this option, System Administrator can inquire the existing Error Messages defined in the system for an OBDX error code. It also allows you to modify the text defined for a message code for a particular Language.

**(g) Group Corporate Alert Subscription**

Using this option the System/Bank Administrator can subscribe alerts at the Group Corporate level for selected events. The Bank Administrator subscribes the Corporate Party associated with Group Corporate to alerts, delivered through Email, SMS, through push notification or in their on-screen mailbox. This functionality is applicable for non-mandatory alerts.

- **Notifications**

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

---

**Note:**

1) If the setup requires an approval workflow, it will be initiated. Once approved by the required number of approvers, the maintenance will be effective.


2) If the setup does not require an approval workflow or is self / auto approved, the maintenance will come into effect on confirmation.

---

- **Activity Log**

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

**Icons**

-  : Click this icon to search the transactions that are performed on a particular date. It has two fields From and To, you can select the start and end date to search the transaction.

**(a) Corporate**

In the Corporate activity log, the System Administrator, can view the activities performed for a corporate party id. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Party Name: Party Name

- Reference Number: Reference number of the maintenance.
- Status: Status of the maintenance

**(b) Group Corporate**

In the Group Corporate activity log, the System Administrator, can view the activities performed for a Group Corporate. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Reference Number: Reference number of the maintenance.
- Status: Status of the maintenance

**(c) Administrative Maintenance**

Through the Admin Activity log, the System Administrator can view the Bank Administrator activities. The following fields are displayed:

- Date: Date of the maintenance
- Description: Description of the maintenance
- Reference Number: Reference number of the maintenance.
- Status: Status of the maintenance

**(d) Bulk File Administrator**

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

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

**(e) Bulk Record Administrator**

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

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

## Transaction Journey

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

This screen displays the transaction details and transaction journey of corporate and administrator transactions. It displays the current status of transaction whether it is Initiated, Approved or Processed.

The screenshot displays the 'Transaction Journey' interface for Futura Bank. At the top, there is a navigation bar with the bank logo, user name 'Welcome, Sam David', and last login time '11 May 11:46 AM'. Below this, the 'Limit Definition' section contains a table with the following data:

Limit Type	Cooling Period
Limit Code	Limit001
Limit Description	Limit001
Currency	USD

Below the limit definition is a table showing transaction limits:

From Time	To Time	Cumulative Transaction Amount
0dd : 0hh : 0mm	1dd : 2hh : 10mm	\$0.00
1dd : 2hh : 10mm	2dd : 5hh : 10mm	\$0.00
0dd : 1hh : 0mm	1dd : 0hh : 0mm	£10,000.00

The 'Transaction Journey' section shows a horizontal timeline with three stages: 'Initiation', 'Approval', and 'Completion'. The 'Initiation' stage is marked with a blue circle and an upward arrow, with the text 'Administrator User' and '09 Dec 05:50 PM' below it. The 'Approval' stage is marked with a blue circle and a downward arrow. The 'Completion' stage is marked with a blue circle and an upward arrow, with the text 'Processed' and '09 Dec 05:50 PM' below it. A 'Back' link is visible at the bottom left of the journey section.

At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Transaction Journey

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

### Transaction Journey

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

- Initiation
- Approval
- Completion



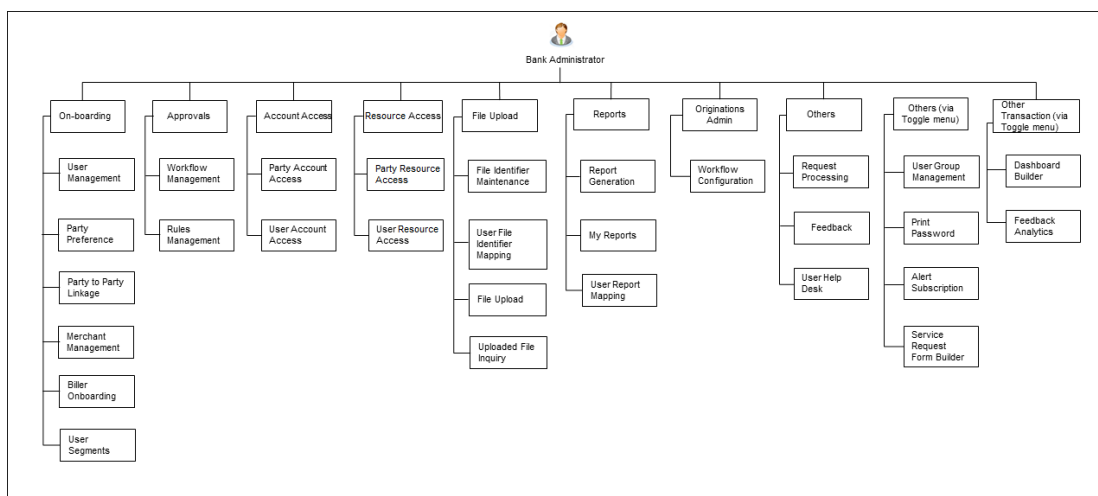


## 3.2 Administrator Maker Dashboard

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

**Note:** Transactions appearing in toggle menu for Bank Administrator – Maker is same as 'System Administrator' transactions depending upon the access provided to the associated role in Role Transaction Mapping maintenance.

### Summary



### Maker Dashboard - Overview






The Bank administrator – Maker dashboard comprises of:

- Quick Links
- Activity Log

## Dashboard Overview


### Icons
















Following icons are present on the maker's dashboard:









-  : Clicking this icon takes you to the dashboard.
-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon and enter the transaction name to search the transactions.
-  : Click this icon to view the user's profile and for logout option
-  : Click the toggle menu to access the list of all the transactions.

### Toggle Menu Transactions

Following items are present on the Toggle Menu:

- **Your Current View is:** Select your role as maker. The drop-down to select the role is available only if the user is mapped with more than one role.
- **Select Language:** Select your desired language from the drop-down list.
-  **Configuration** : Click this menu to access the configuration like System Rules, System Configuration, Transaction aspects etc.

-  **Authorization and Access Co...** : Click this menu to setup access controls and authorization related transactions like maintain touch points, Application role creation and entitlement mapping etc.
-  **Security** : Click this menu to access the security setup related transactions like setting up second factor authorization, password policy etc.
-  **Limits** : Click this menu to manage limits.
-  **Onboarding** : Click this menu to onboard and manage, users, merchants and billers.
-  **Corporate Onboarding** : Click on this menu to onboard and manage Party and Group Corporates with Group corporate Profiling, Party Account Access ,User Management, User Group ,User Account Access, User Report Mapping, Approval Workflow & Rules
-  **Access Management** : Click this menu to set up account access rules for a corporate.
-  **Approvals** : Click this menu to access and setup Approval workflow and rules for Corporate and Administrator users.
-  **Payments** : Click here to access maintenances with respect to payments.
-  **Personal Financial Managem...** : Click this menu to plan finances and track expenditures. It consists of sub menu items like Spend Category Maintenance, Goal Category Maintenance and External Bank Maintenance.
-  **Reports** : Click this menu to generate reports and view the generated reports.
-  **File Upload** : Click this menu to create a file identifier and map it to the user along with file upload and inquiry
-  **Communication** : Click this menu to access User Group Subject Mapping, Alert Maintenance and Mailers.
-  **Controls and Monitoring** : Click this menu for controlling and monitoring the transactions like transaction blackout, working window and Audit log.
-  **User Experience** : Click this menu to manage and build your customize dashboards.
-  **Templates** : Click this menu to manage service request form, feedback and SMS banking templates.

-  **OAuth** : Click this menu to manage and limit the third party authorization access to an HTTP service.
-  **Others** : User Group Management, Print Password, User Alerts Subscription, Request Processing , Group Corporate Alerts Subscription and User Help Desk.
-  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
-  **Account Setting** : Click this menu to view the user's profile and login details like start date and time, end date and time, Channel and IP address of the last sessions of the logged in user.
-  **ATM/Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank.
-  **Security Settings** : Click here to setup security questions and change password.
-  **Help** : Click this menu to launch the online help.
-  **About** : Click this menu to view the information about the application like version number, copyright etc.

---

**Note:** The user will be shown the above options only if he has the access to the all the transactions falling under that group.

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## Quick Links

### On-boarding

#### (a) User Management

Bank Administrator can search and view users, create users and modify users. User can reset passwords of the users. Bank Administrator can also change the user status (lock/unlock) and grant/deny the channel access to a user, through this option.

#### (b) Party Preferences

Party Preferences maintenance enables Bank administrator to define certain parameter values as per the corporate entities requirements. Following preferences can be set for a corporate party:

- Cumulative Daily/Monthly limits per transaction
- Transaction limits for users
- Approval flow – Parallel or Sequential or none
- To enable Channel access or not
- To enable Forex Deal creation or not
- To enable a Corporate Administrator or not.
- Group Corporate Mapping.

#### (c) Group Corporate Onboarding

Group Corporate Onboarding maintenance enable the administrator to onboard the Group Corporate on OBDX in a single flow. Following steps can be followed during Group Corporate onboarding and send the same as a single approval:

- Group Corporate Profiling
- Party Account Access
- User Onboarding
- User Groups
- User Account Access
- Report Mapping
- Workflow Management
- Approval Rules

Mapping of Parties belonging to different entities under a Group Corporate ID is allowed

### Approvals

#### (a) Workflow Management

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

Bank Administrator Maker can search and view approval workflows maintained and create new workflows. As a part of creating workflows, user can add various levels of approvals and map users or user groups to each level. User can also modify workflows maintained.

#### **(b) Rules Management**

The Bank administrator – Maker, can set up rules, for approvals. Applying a rule makes the requirement for an approval more customized. For instance, through this screen, the bank administrator can create a rule, so that all administrator maintenances initiated by a certain user-group, always require approval.

### **Resource Access**

#### **(a) Party Resource Access**

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a Corporate Party.

#### **(b) User Resource Access**

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a specific corporate user.

### **File Upload**

#### **(a) File Identifier Maintenance**

Bank administrator – Maker, can create file identifiers (FI) for a corporate entity. A File Identifier is always mapped to a specific single file template. It permits configuration of corporate preferences like approval type (file level/ record level) for a particular type of file. This is a pre-requisite for the File Uploads functionality, for a corporate.

#### **(b) User File Identifier Mapping**

Through this option Bank Administrator – Maker, can map a file identifier to a user to grant access rights to the user, for this specific file type. This maintenance enables a user to upload a specific file, approve the uploaded file and view its status. Bank administrator maker can map / un-map file identifiers to a User. Further, user can enable or disable the sensitive data check. This is a pre-requisite maintenance, for the File Uploads functionality, for a corporate.

### **Origination Administrator**

#### **Others**

#### **(a) Request Processing**

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

### (b) Feedback

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

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

### (c) User Help Desk

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

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

---


#### Note:

- If the setup requires an approval workflow, it will be initiated. Once approved by the required number of approvers, the maintenance will be effective.
  - If the setup does not require an approval workflow or is self / auto approved, the maintenance will come into effect on saving and confirming.
- 

### Activity Log

The Bank Administrator – Maker, can view the log of activities here. For ease of use, user can provide a Date Range and search.

#### Icons

- : Click this icon to search the transactions that are performed on a particular date. It has two fields From and To, you can select the start and end date to search the transaction.

### (a) Corporate Activity Log

In the Corporate activity log, the bank administrator – Maker, can view the activities of corporate users. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Party Name: Party Name
- Reference Number: Reference number of the maintenance.

- Status: Status of the maintenance

#### **(b) Group Corporate Activity Log**

In the Group Corporate activity log, the bank Administrator - Maker, can view the activities performed for a Group Corporate. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Reference Number: Reference number of the maintenance.
- Status: Status of the maintenance

#### **(c) Administrative Activity Log**

Through the Admin Activity log, the bank administrator - maker can view the bank admin activities. The following fields are displayed:

- Date: Date of the maintenance
- Description: Description of the maintenance
- Reference Number: Reference number of the maintenance.
- Status: Status of the maintenance

#### **(d) Bulk File Administrator Activity Log**

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

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

#### **(e) Bulk Record Administrator Activity Log**

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

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



## Transaction Journey

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

This screen displays the transaction details and transaction journey of corporate and administrator transactions. It displays the current status of transaction whether it is Initiated, Approved, Locked or Completed.

The screenshot displays the 'Create Approval Rules' configuration page. At the top, there is a navigation bar with 'futura bank' and user information for Leo Thomas. The main content area is divided into several sections:

- Rule Type:** Includes tabs for Financial, Non Financial, Maintenance, Non Account Financial, and Administrator (selected).
- Rule Code:** Rule001
- Rule Description:** Rule001
- Initiator:** Initiator Type is set to 'User'.
- Transactions:** Set to 'All Admin Maintenances'.
- Workflow Details:** 'Approval Required' is set to 'Yes'. The workflow is 'approverAakash Level 1' with 'Aakash aa Aakash' as the approver.
- Transaction Journey:** A horizontal timeline showing three stages:
  - Initiation:** Represented by an upward arrow icon, performed by Leo Thomas on 30 Dec 01:20 PM.
  - Approval:** Represented by a downward arrow icon.
  - Completion:** Represented by an upward arrow icon, with the status 'Processed' on 30 Dec 01:20 PM.

A 'Back' link is located at the bottom left of the journey section. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

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

### Transaction Journey

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

- Initiation
- Approval
  - Locked
- Completion

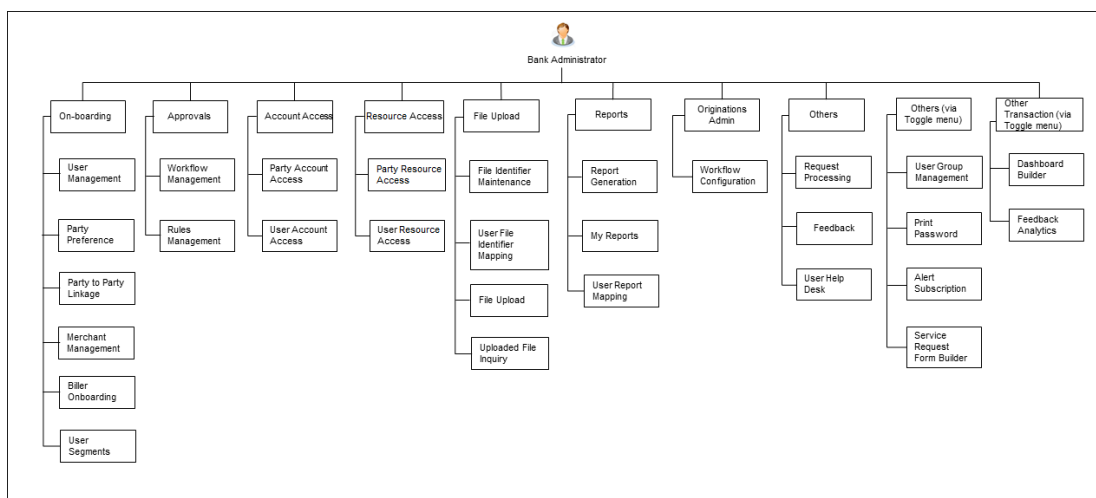
- 
1. Click **Back** to navigate to the **Dashboard**.

### 3.3 Administrator Approver Dashboard

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

**Note:** Toggle menu transactions of Bank Administrator – Approver is same as ‘System Administrator’ transactions depending on the access as provided to the user.

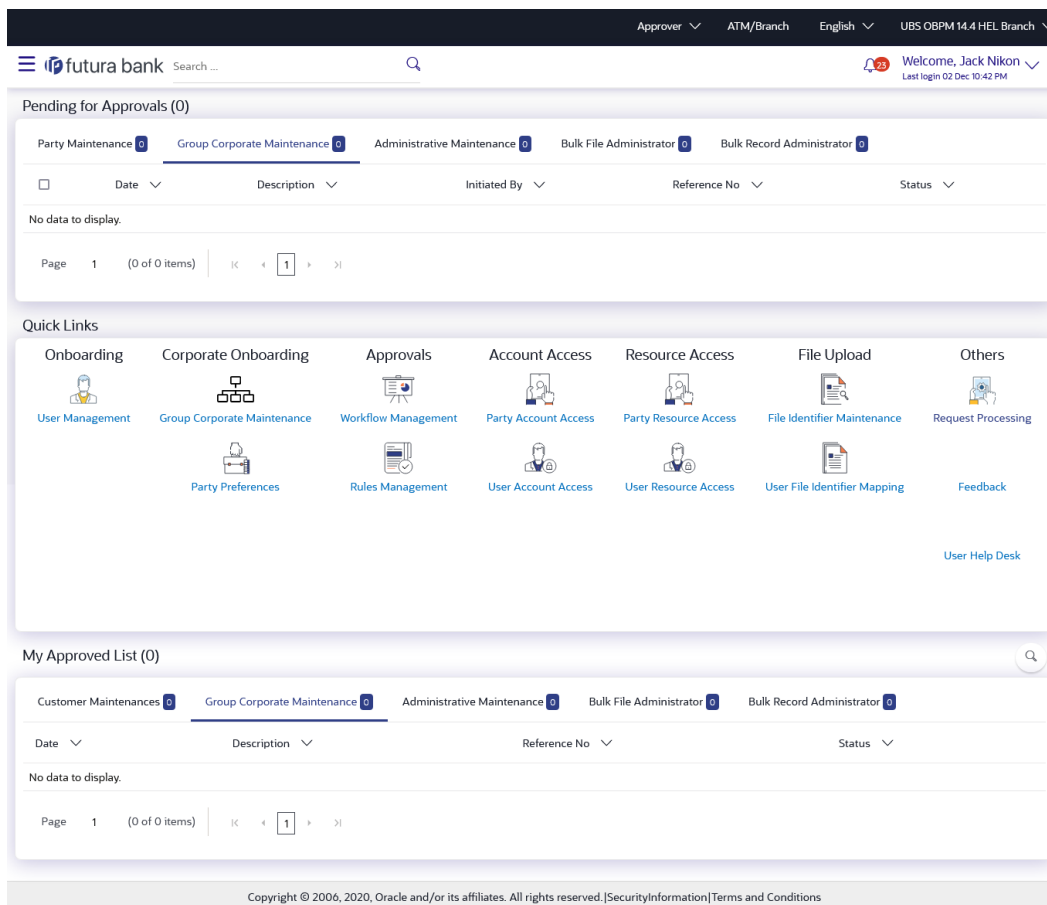
#### Workflow



#### Approver Dashboard - Overview

The Bank Administrator – Approver dashboard comprises of:






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



## Dashboard Overview














### Icons












Following icons are present on the approver's dashboard:

-  : Clicking this icon takes you to the dashboard.
-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon and enter the transaction name to search the transactions.
-  : Click this icon to view the user's profile and for logout option
-  : Click the toggle menu to access the list of all the transactions.

## Toggle Menu Transactions

Following items are present on the Toggle Menu:

- **Your Current View is:** Select your role as Approver. The drop-down to select the role is available only if the user is mapped with more than one role.
- **Select Language:** Select your desired language from the drop-down list.
-  **Configuration**: Click this menu to access the configuration like System Rules, System Configuration, Transaction aspects etc.
-  **Authorization and Access Co...**: Click this menu to setup access controls and authorization related transactions like maintain touch points, Application role creation and entitlement mapping etc.
-  **Security**: Click this menu to access the security setup related transactions like setting up second factor authorization, password policy etc.
-  **Limits**: Click this menu to manage limits.
-  **Onboarding**: Click this menu to onboard and manage, users, merchants and billers.
-  **Corporate Onboarding**: Click on this menu to onboard and manage Party and Group Corporates with Group corporate Profiling, Party Account Access ,User Management, User Group ,User Account Access, User Report Mapping, Approval Workflow & Rules
-  **Access Management**: Click this menu to set up account access rules for a corporate.
-  **Approvals**: Click this menu to access and setup Approval workflow and rules for Corporate and Administrator users.
-  **Payments**: Click here to access maintenances with respect to payments.
-  **Personal Financial Managem...**: Click this menu to plan finances and track expenditures. It consists of sub menu items like Spend Category Maintenance, Goal Category Maintenance and External Bank Maintenance.
-  **Reports**: Click this menu to generate reports and view the generated reports.
-  **File Upload**: Click this menu to create a file identifier and map it to the user along with file upload and inquiry
-  **Communication**: Click this menu to access User Group Subject Mapping, Alert Maintenance and Mailers.

-  **Controls and Monitoring** : Click this menu for controlling and monitoring the transactions like transaction blackout, working window and Audit log.
-  **User Experience** : Click this menu to manage and build your customize dashboards.
-  **Templates** : Click this menu to manage service request form, feedback and SMS banking templates.
-  **OAuth** : Click this menu to manage and limit the third party authorization access to an HTTP service.
-  **Others** : User Group Management, Print Password, User Alerts Subscription, Request Processing , Group Corporate Alerts Subscription and User Help Desk.
-  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
-  **Account Setting** : Click this menu to view the user's profile and login details like start date and time, end date and time, Channel and IP address of the last sessions of the logged in user.
-  **ATM/Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank.
-  **Security Settings** : Click here to setup security questions and change password.
-  **Help** : Click this menu to launch the online help.
-  **About** : Click this menu to view the information about the application like version number, copyright etc.

---

**Note:** The user will be shown the above options only if he has the access to the all the transactions falling under that group (as per access maintained Role Transaction Mapping).

---

### Pending for Approvals

The Bank Administrator – Approver, can view the items pending for his approval. For ease of use, he can expand this page.

### Party Maintenance

In Party Maintenance, the Bank administrator – Approver, can view the party maintenances, pending approval. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Party Name: Party Name
- Initiated by: Initiator of the Party Maintenance.
- Reference No: Reference number of the maintenance.

- Status: Status of the maintenance

### **Group Corporate Maintenance**

In Group Corporate Maintenance, the Bank administrator – Approver, can view the Group Corporate maintenances, pending approval. The following fields are displayed:

- Date: Date of the maintenance
- Description: Description of the maintenance
- Initiated by: Initiator of the Group Corporate Maintenance.
- Reference No: Reference number of the maintenance.
- Status: Status of the maintenance

### **Administrative Maintenance**

In Admin Maintenance, the Bank administrator – Approver, can view the admin maintenances, pending approval. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Initiated by: Initiator of the Party Maintenance.
- Reference No: Reference number of the maintenance.
- Status: Status of the maintenance

### **Bulk File Administrator**

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

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

### **Bulk Record Administrator**

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

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

### **Quick Links**

## **Onboarding**

### **(a) User Management**

The Bank Administrator can search and view users, create users and modify users. User can reset passwords of the users. Also user can lock / unlock a user, through this option.

### **(b) Party Preferences**

Party Preferences maintenance enables Bank Administrator to define certain parameter values as per the corporate entities requirements. Following preferences can be set for a corporate party:

- Cumulative Daily/Monthly limits per transaction
- Transaction limits for users
- Approval flow – Parallel or Sequential or none
- To enable Channel access or not
- To enable Forex deal or not
- To enable a Corporate Administrator or not.
- Group Corporate Mapping

### **(c) Group Corporate Onboarding**

Group Corporate Onboarding maintenance enable the administrator to onboard the Group Corporate on OBDX in a single flow. Following steps can be followed during Group Corporate onboarding and send the same as a single approval:

- Group Corporate Profiling
- Party Account Access
- User Onboarding
- User Groups
- User Account Access
- Report Mapping
- Workflow Management
- Approval Rules

## **Approvals**

### **(a) Workflow Management**

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

Bank Administrator Approver can search and view approval workflows maintained and create new workflows. As a part of creating workflows, user can add various levels of approvals and map users or user groups to each level. User can also modify workflows maintained.



**(b) Rules Management**

The Bank administrator – Approver, can set up rules, for approvals. Applying a rule makes the requirement for an approval more customized. For instance, through this screen, the Bank Administrator can create a rule, so that all administrator maintenances initiated by a certain user-group, always require approval.

**Resource Access****(a) Party Resource Access**

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a Corporate Party.

**(b) User Resource Access**

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a specific corporate user.

**File Upload****(a) File Identifier Maintenance**

Bank administrator – Approver, can create file identifiers (FI) for a corporate entity. A File Identifier is always mapped to a specific single file template. It permits configuration of corporate preferences like approval type (file level/ record level) for a particular type of file. This is a pre-requisite for the File Uploads functionality, for a corporate.

**(b) User File Identifier Mapping**

Through this option bank administrator – Approver, can map a file identifier to a user to grant access rights to the user, for this specific file type. This maintenance enables a user to upload a specific file, approve the uploaded file and view its status. Bank administrator Approver can map / un-map file identifiers to a User. Further, user can enable or disable the sensitive data check. This is a pre-requisite maintenance, for the File Uploads functionality, for a corporate.

**Others****(a) Request Processing**

Service requests allows the bank administrator- approver to search and view all the service requests that have been initiated by the maker and are pending for approvals. This option also allows him to approve or reject the service requests.

**(b) Feedback**

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

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

**(c) User Help Desk**



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

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

## Activity Log

The Bank administrator – Approver, can view the log of activities here. For ease of use, he can provide a Date Range and search.

### Icons

- : Click this icon to open the section in a new window.
- : Click this icon to search the transactions that are performed on a particular date. It has two fields From and To, you can select the start and end date to search the transaction.

#### (a) Corporate Activity Log

In the Corporate activity log, the Bank administrator – Approver, can view the activities of corporate users. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Party Name: Party Name
- Initiated by: Initiator of the Party Maintenance.
- Reference Number: Reference number of the maintenance.
- Status: Status of the maintenance

#### (b) Group Corporate Activity Log

In the Group Corporate activity log, the Bank administrator – Approver, can view the activities performed for a Group Corporate. The following fields are displayed.

- Date: Date of the maintenance
- Description: Description of the maintenance
- Reference Number: Reference number of the maintenance.
- Status: Status of the maintenance

#### (c) Administrative Activity Log

Through the Admin Activity log, the Bank administrator – Approver, can view the bank admin activities. The following fields are displayed:

- Date: Date of the maintenance
- Description: Description of the maintenance
- Initiated by: Initiator of the Party Maintenance.

- Reference No: Reference number of the maintenance.
- Status: Status of the maintenance

**(d) Bulk File Administrator Activity Log**

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

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

**(e) Bulk Record Administrator Activity Log**

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

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

## 3.4 Approve the transaction

The transactions that have been initiated by the maker and are pending for approvals are listed here. The approver user logs in to the application, user views all the transactions that are pending for approvals.

The approver can Lock the transaction, which are waiting for his approval, with comment if any. Once a transaction is locked, no action (like approve, reject) will be allowed on that transaction. Approver who is part of the approval workflow of the locked transaction and is authorized to approve the transaction, will be able to unlock that transaction by going to transaction approval page.

Approver can also Lock a transaction, in case he wants to verify something operationally before approving it. Once the transaction is locked, the same will not be available for approval and the transaction status will be changed to 'Locked'. Maker will be able to see transaction with "Locked" status in his activity log. Once a transaction is locked, no action (like approve, reject, send to modify) will be allowed on that transaction.

Any approver, who is authorized to approve that transaction, will be able to unlock it by going to transaction approval page. Once the transaction is unlocked, it will be available for approval to the users as per the workflow

### How to reach here:

*Approver Dashboard > Pending for Approvals section*

### To approve the transaction:

1. Click the **Reference Number** link of the transaction that is to be approved, in the **Pending for Approval** section. The transaction screen appears for review and approval.

### Transaction Journey

The screenshot displays the 'Create Approval Rules' configuration page in the Futura Bank application. The page includes a navigation bar with user information and a search bar. The main content area is divided into several sections:

- Buttons:** 'Approve' and 'Reject' buttons are visible at the top.
- Rule Type:** A dropdown menu is set to 'Administrator'.
- Rule Code:** 'Rule001'
- Rule Description:** 'Rule001'
- Initiator:**
  - Initiator Type:** 'User' (selected), with 'User Group' as an alternative.
  - PS Maker (PSMaker):** 'User'
- Transactions:** 'All Admin Maintenances'
- Workflow Details:**
  - Approval Required:** 'Yes' (selected), with 'No' as an alternative.
  - Workflow:** 'approver:Aakash, Aakash aa Aakash'
- Transaction Journey:** A horizontal flow diagram showing three stages:
  - Initiation:** Represented by a blue circle with a checkmark, labeled 'Leo Thomas' and '30 Dec 01:20 PM'.
  - Approval:** Represented by a blue circle with a checkmark, labeled 'Aakash aa Aakash'.
  - Completion:** Represented by a blue circle with a checkmark, labeled 'Processed' and '30 Dec 01:20 PM'.

At the bottom left, there is a 'Back' button. At the bottom center, a copyright notice reads: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Lock / Unlock the transaction

The screenshot displays the 'Party Preferences' interface in the Futura Bank system. At the top, there are navigation buttons for 'Approve', 'Reject', and 'Lock'. A yellow notification banner indicates a pending review for editing party preferences. The 'Details' section lists various settings for a party with ID '\*\*\*801' and name 'RAJANIL KULKARNI'. Settings include 'Grace Period' (1 Day), 'Alert On Transaction Expiry' (Yes/No), 'Approval Flow' (Sequential/Parallel/No Approval), 'Channel Access' (Enable/Disable), 'Fore: Deal Creation' (Enable/Disable), and 'Corporate Administrator Facility' (Enable/Disable). The 'Transaction Journey' section shows a flow from 'Initiation' (by mustu admin 01 at 12:48 PM) to 'Approval' (by mustu admin 02 at 12:49 PM, with a 'HOLD' status) and a subsequent step (by mustu admin 02 at 01:01 PM). A 'Back' button is visible at the bottom left of the journey section.

## Transaction to approve

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

## Transaction Journey

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

- Initiation
- Approval
- Completion

2. Click **Approve** to approve the initiated transaction. The **Transaction Approval** screen appears.

OR

Click **Reject** to reject the transaction.

OR

Click **Lock** to Lock the transaction

OR

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

3. Enter the remarks and click **Approve**.  
OR  
Enter the remarks and click **Reject**.  
OR  
Click **Cancel** to cancel the transaction.  
The screen with success message appears.

## **FAQ**

1. **How can I access different dashboards if multiple roles are assigned to me?**

A drop down is available on the top navigation bar to switch between the different dashboards if multiple roles are assigned to you.

1. **Will I be able to see the current status of a transaction initiated by me?**

Yes, transaction journey section shows the latest status of the transaction along with the date, time and name of the user last acted on the same.

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

Quick links gives you easy access to some of the more commonly used transactions/maintenances in the system. You cannot change the transactions appearing under quick link section.

3. **Can I remove/grant access of a transaction to System/Bank administrator?**

Yes, transaction access can be given or removed for a particular application role from role transaction mapping function.

[Home](#)

---

## 4. User Management

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

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

Users can also be mapped to a User Segment, so that the attributes applicable at the segment level should get applied to the user. Currently user segments are only applicable for user type Retail.

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

Note :

- If Group Corporate Flag is set as "ON" in system rules, then the corporate user onboarding will not be allowed using this menu option. The Corporate User will be onboarded using Group Corporate onboarding only,
- Admin will be able to view the corporate user details and he can also change the corporate user status or the channel access permission for a user using this screen.
- If Group Corporate Flag is set as "OFF" in system rules, then the corporate user onboarding will be allowed using below mentioned steps.

### Internal Users

- System Administrator
- Bank Administrator

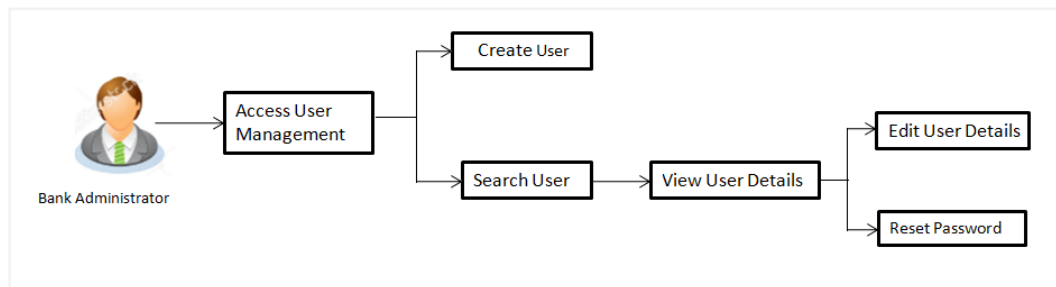
### External Users

- Retail User
- Corporate User
- Non Customer- Corporate users
- Corporate Administrator

### Pre-Requisites

- User Segment and Application roles are maintained
- Transactions are associated with each Application role
- Transaction (User Management) access is provided to System/Bank Administrator.
- Approval rule set up for Bank administrator to perform the actions.
- Party Preference is maintained for corporate user

## Workflow



## Features Supported In Application

The User Management module allows the system/bank administrator to

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

### How to reach here:

*System/ Bank Administrator Dashboard > Onboarding > User Management*

*OR*

*System/ Bank Administrator Dashboard > Toggle menu > Onboarding > User Management*

---

**Note:** Non Customer Corporate users (for which the linked party id is not maintained in UBS or in Core banking system), can also be on boarded on OBDX. For such cases i.e. for non customer corporate users (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.

---

## 4.1 User Management - Create

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

---

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

---

### To create a new user:

1. In the **User Management** screen, click **Create**. The **User Management - Create New User** screen appears.
2. From the **User Type** list, select the appropriate type for the user being created.  
If the user type selected is **Retail User User**, then the **Party ID** and **Party Name** fields



appear.

If the user type selected is **Administrator**, then the **Personal Information**, **Contact Details**, **Roles**, **Touch Points**, and **Accessible Entity Details** sections appear.

OR

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

OR

Click **Cancel** to cancel the transaction.

## Create User - Select User Type

The screenshot shows the 'User Management' section of the Futura Bank interface. At the top, there is a navigation bar with 'Maker', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is on the left, and a search bar with 'Search for transactions example Pay Bills' and a user profile 'Welcome, Leo Thomas' is on the right. The main content area is titled 'User Management' and contains a form with the following fields: 'User Type' (set to 'Retail User'), 'Username', and 'Party ID'. Below the 'Party ID' field is a 'Search Party Name' link. There are also 'More Search Options' and three buttons: 'Search', 'Cancel', and 'Clear'. To the right of the form is a 'Note' box with a document icon, explaining that the function is for onboarding and managing users, and that various touch points and user status changes can be defined. A 'Create' button is at the bottom of the note. At the bottom of the page, there is a copyright notice and a 'Hey, I am here to help if you need it!' button.

## Field Description

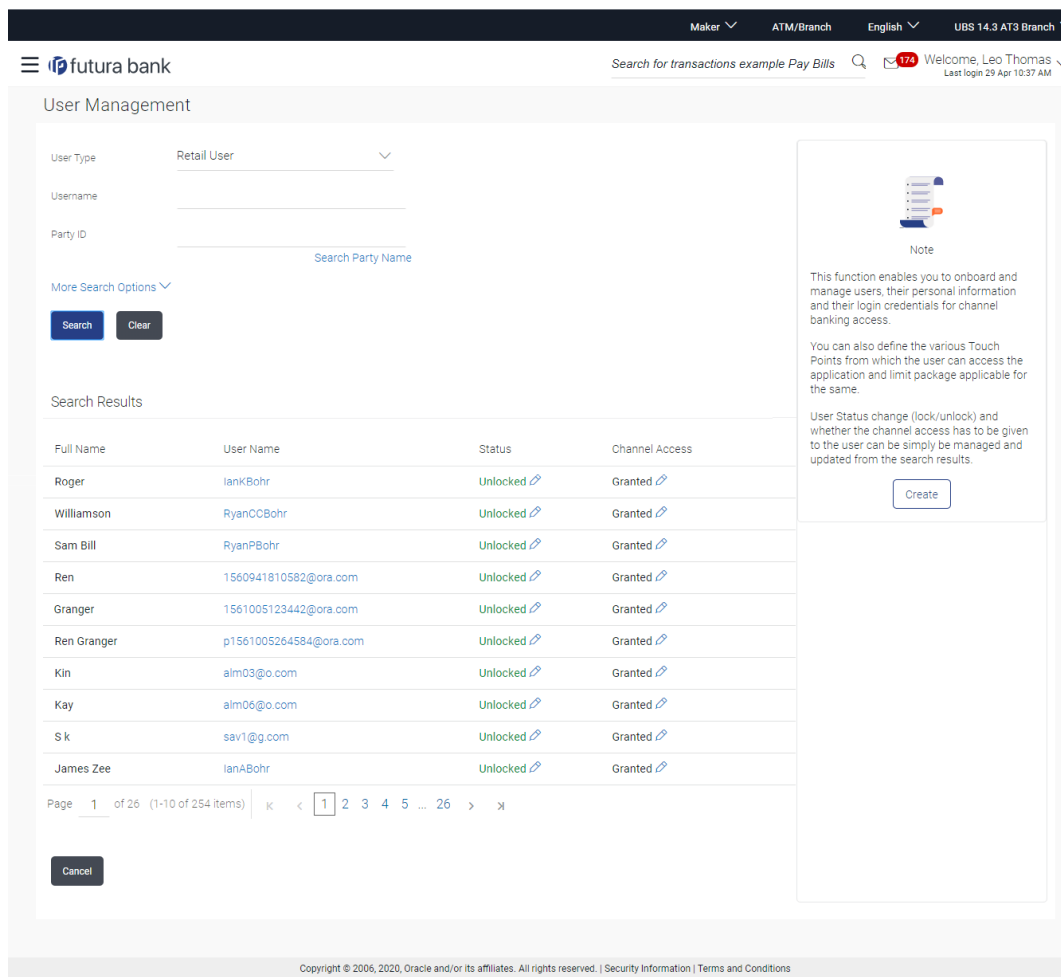
Field Name	Description
User Type	User type for which the new user is to be created. The user can be: <ul style="list-style-type: none"> <li>• Retail</li> <li>• Administrator</li> </ul>

## Create User – Map Party ID

If the user type to be created is selected as Retail User, then an option is provided to search for the party that is present in the core banking system. The user can search for the party either using the party ID or party name.. The matching results are displayed on the screen.

In case of a party search by party ID, it is an exact match and Party ID entered by the user gets validated from the core banking application. After the core banking application validation is successful, party name gets displayed on the screen.

In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.



## Field Description

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

**Search**

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

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

3. In the **User Management – Create New User** screen, do the following:

- a. If you select **Retail User** option:
  - i. In the **Party ID** field, enter the party ID.  
OR  
In the **Party Name** field, enter the party name partially or fully.
  - ii. Click **Search**.  
In case of party ID search, the exact match appears. In case of party name search, then the matching results are displayed.
  - iii. Select the **Party ID** from the search results, in case of party name search.

The screenshot shows the 'User Management' section of the futura bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is on the left, and a user profile 'Welcome, Leo Thomas' with a last login time of '29 Apr 10:37 AM' is on the right. The main content area is titled 'User Management' and contains a form with the following fields: 'User Type' (set to 'Retail User'), 'Party ID' (000084), and 'Party Name' (RAVISHAN). At the bottom of the form are three buttons: 'Create', 'Cancel', and 'Back'. A footer at the very bottom of the page reads 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

- iv. Click **Create**.  
The **Personal Information, Contact Details, Limit & Roles, Touch Points and Accessible Entity Details** sections appear.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to go back to the previous screen.

## User Management - Create New User

Maker
ATM/Branch
English
UBS 14.3 AT3 Branch

futura bank

Welcome, Leo Thomas
  
Last login: 29 Apr 10:37 AM

### User Management

User Type	Retail User
Party ID	004968
Party Name	Williams
<b>Personal Information</b>	
Username	willam <span style="float: right; color: green;">Available</span>
Title	Mr
First Name	Williamson
Middle Name	
Last Name	Son1
Date of Birth	20 Apr 1990
<b>Contact Details</b>	
Email ID	r.pr.singh@company.com
Contact Number (Mobile)	9900778899
Contact Number (Landline)	9082336673
Address Line 1	OFSSOFSSS
Address Line 2	CHEN
Address Line 3	TEST
Address Line 4	
Country	United Kingdom
City	CIF
Zip Code	

Limits & Roles

Limit ^

Touch Points / Group	Package	Actions
API Access	Please select Limit ...	
Internet	NewLimPack	
Missed Call Banking	Please select Limit ...	
Mobile Application	Please select Limit ...	
Mobile (Responsive)	Please select Limit ...	
Siri/Chatbot	Please select Limit ...	
SMS Banking	Please select Limit ...	
Snapshot	Please select Limit ...	
Soft Token Application	Please select Limit ...	
Wearables	Please select Limit ...	
Internal Access Point Group for All	Please select Limit ...	
Global	Please select Limit ...	

User Segment ?  
 SegmentL v  
 Roles  Customer  Member  testret  Wallet

Touch Points

Select Touch Points  Mobile Application  Mobile (Responsive)  Internet  Siri/Chatbot  SMS Banking  
 Wearables  Snapshot  Missed Call Banking  API Access  Soft Token Application

Accessible Entity Details 🏠

Entity Name  
 OBPM HEL Branch 14.3OBPM  
 HEL Branch 14.2Third PartyFCR  
 11.7 EOD BranchUBS 14.3 AT3  
 Branch OBCL0BTFFPM 14.3


Add Accessible Entity

[Back](#)


## Field Description

Field Name	Description
<b>Create</b>	
<b>User Type</b>	Type of user. The user can be: <ul style="list-style-type: none"> <li>• Retail User</li> <li>• Administrator</li> </ul>
<b>Party ID</b>	Party ID for which the user is to be created is displayed. This field appears if you select <b>Retail User</b> option from <b>User Type</b> list.  <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><b>Note:</b> For Non Customer Corporates (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.</p> </div>
<b>Party Name</b>	Party Name of the party ID for which the user is to be created is displayed. This field appears if you select <b>Retail User</b> option from <b>User Type</b> list.
<b>Organization</b>	Organization that the user belongs to. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Manager</b>	Manager of the user. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Employee Number</b>	Employee number of the user. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Personal Information</b>	
<b>User Name</b>	Define the name of the user (login ID) which is to be created.  <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>Note: Usernames are case insensitive i.e. User can login in OBDX with any case.</p> </div>



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

Field Name	Description
<b>Address Line 1-4</b>	Address of the user. If user type is <b>Retail</b> , value is fetched from the host and defaulted value is fetched from the core banking application and defaulted.
<b>Country</b>	Country of the user. If user type is <b>Retail</b> , value is fetched from the core banking application and defaulted.
<b>City</b>	City in which the user resides. If user type is <b>Retail</b> , value is fetched from the core banking application and defaulted.
<b>Zip Code</b>	The postal code of the city in which the user resided. If user type is <b>Retail</b> , value is fetched from the core banking application and defaulted.
<b>Limits &amp; Roles</b>	
<b>Limit</b>	
This section appears if you select <b>Retail User User</b> option from the <b>User Type</b> list. If limit check is required, assign a limit package. In case of multi entity set up, limit packages need to be mapped at each entity level. All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group. Also an option is provided to map the limit package at Global level (a system created group with all internal and external touch points).	
<b>Touch Points/ Group</b>	Name of touch points/ groups under a specific entity to which the limit packages are to be mapped.
<b>Package</b>	List of the packages which can be mapped to touch points/ groups. Only limit packages maintained for the selected touch point/group will get listed here.
<b>Actions</b>	Indicates the option to reset the limit package assigned to the touch point/group. This can be achieved by clicking  .




Field Name	Description
<b>User Segment</b>	<p>Segment of the user for which the application role is created. All the application roles linked to the segment will get assigned to the user. This field appears for retail user type.</p> <hr/> <p>Note: User can click on  icon, which displays the roles linked to the selected user segment. All the roles associated to the segment gets assigned to the user.</p>
<b>Roles</b>	<p>Name of the application role. All the roles which are not associated to any User Segment gets displayed here. Administrator can assign additional roles (over and above to the roles assigned in segment).</p>
<b>Touch Points</b>	<p><b>Select Touch Points</b> The touch points (banking channels) allows a user to perform transactions using the touch points.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Accessible Entity Details</b>	<p>This section will only appear if the Bank has multi entity setup.</p>
<b>Entity Name</b>	<p>Select the entity name i.e. accessible entity to be attached to the new user. This is applicable only if the Bank has a multi entity setup and the System/Bank administrator has access to more than one entity.</p>
<b>Limits – Touch Points/Groups</b>	<p>Select the limits package to be associated to the user for the accessible entity for each touch point. This section is only applicable for retail type of user.</p>

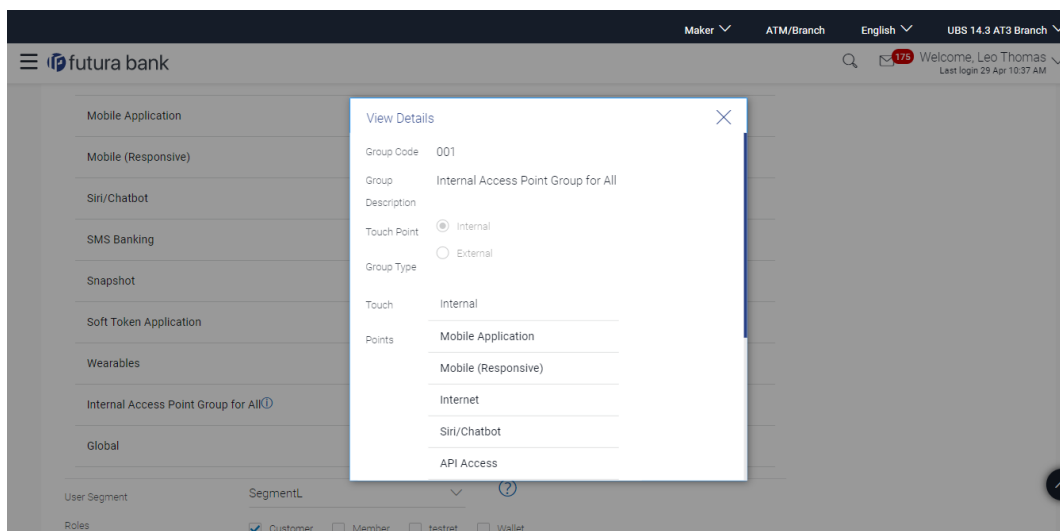
Field Name	Description
<b>Touch Points/ Group</b>	Name of touch points/ groups under a specific entity to which the limit packages are to be mapped.
<b>Package</b>	List of the packages which can be mapped to touch points/ groups. Only limit packages maintained for the selected touch point will get listed here.
<b>Roles</b>	For the accessible entity selected/added, system will default the roles same as that of home entity of the user. The administrator cannot define separate roles for each of the entities.
<b>Select Touch Points</b>	<p>The touch points (banking channels) allows a user to perform transactions using the touch points.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>

- v. In the **User Name** field, enter the required details. Click **Check Availability** to check the uniqueness of the user ID. If the user ID is already used, then enter a unique valid username.
- vi. In the rest of the **Personal Information** section, enter the required details.
- vii. In the **Contact Details** section, enter the required details.
- viii. In the **Limits** section, select the limit packages to be mapped to touch points from the limit package list.
  - Click  to reset the limit package assigned.
  - Click  to view the details of a touch point group. The **View Details** popup window appears. For more information, refer the **Touch Points Group - View Details** section below.
- ix. From the **User Segment** list, select the appropriate segment for the user in **Limits and Roles** section. This field is present if a retail user type is being onboarded.

- x. Select the checkbox (s) against the **Roles**, to map to the selected **User Segment**.
- xi. In the **Touch Points** section, select the check boxes beside the touch points to be mapped to the user.
- xii. Add the accessible entities for the user and select the party and limits for that entity (applicable only if Bank has Multi Entity setup), as follows:
  1. Click **Add Accessible Entity** button, to add accessible entity to a user.
  2. From the **Entity Name** list, select the name of the entity.
  3. In the **Party ID** field, enter the party ID.
  4. In the **Party Name** field, enter the party name.
  5. Click **Search**. The search result is displayed.
  6. Select the appropriate party ID.
  7. In the **Limits** section, select the appropriate limit package under the **Package** for each touch point.

### Touch Points Group - View Details

This pop-up screen appears on clicking  beside a touch point group in the **Limits** section, which appears when onboarding r retail user types.



### Field Description

Field Name	Description
<b>Group Code</b>	Group code defined for touch point group.
<b>Group Description</b>	Group description defined for touch point groups.

Field Name	Description
<b>Group Type</b>	Type of touch point i.e. whether touch point is of type internal or external.
<b>Touch Points</b>	List of the internal or external touch points.

- b. If you select the **Administrator** option from the **User Type** list:
  - i. In the **Organization** field, enter the organization of the employee.
  - ii. In the **Manager** field, enter the name of the manager of the user being created.
  - iii. In the **Employee Number** field, enter the six digit employee number of the user.
  - iv. In the **Personal Information** section, enter the required details.
  - v. In the **Contact Details** section, enter the required details.
  - vi. In the **Roles** section, select the roles to be assigned to the administrator.
  - vii. In the **Touch Points** section, select the check boxes beside the touch points to be mapped to the user.
  - viii. Add the accessible entities for the user (applicable only if Bank has Multi Entity setup)
4. Click **Save** to save the user details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
5. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.  
The user will be navigated back to the create screen
6. The success message of user creation appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 4.2 User Management - Search and View

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

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

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

**To search for a user:**

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

### User Management - Search

Maker ATM/Branch English UBS 14.3 AT3 Branch

futura bank Search for transactions example Pay Bills Welcome, Leo Thomas Last login 29 Apr 10:37 AM

User Management

User Type Corporate User

Username

Party ID Search Party Name

More Search Options

Search Cancel Clear

Note

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

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

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

Create

Hey, I am here to help if you need it!

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### User Management - More Search Options

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas Last login 29 Apr 10:37 AM

User Management

User Type Retail User

Username

First Name

Last Name

Email

Mobile Number

Party ID Search Party Name

Less Search Options

Search Cancel Clear

Note

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

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

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

Create

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>User Type</b>	Type of user to be searched. The user can be: <ul style="list-style-type: none"> <li>• Administrator</li> <li>• Retail User</li> </ul>
<b>User Name</b>	To search the user with the user name. Partial search is allowed. The User ID is case insensitive.
<b>More Search Options</b>	
Below fields appears if you click the <b>More Search Options</b> link.	
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Email</b>	Allows to search based on email id of the user.
<b>Mobile Number</b>	Allows to search based on mobile number of the user.
<b>Party ID</b>	Allows to search based on Party id. This field appears if you select <b>Retail User</b> option from <b>User Type</b> list.


**To view the user details:**

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

## User Management - Search Results

The screenshot displays the 'User Management' search results interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo and user profile 'Welcome, Leo Thomas' are visible. The main search area includes filters for 'User Type' (Retail User) and 'Username' (ryanp). A 'Search Party Name' link is also present. Search results are shown in a table with columns: Full Name, User Name, Status, and Channel Access. One result is shown: Sam Bill, RyanPBohr, Unlocked, and Granted. A 'Note' box on the right provides details about the search function and a 'Create' button. The footer contains copyright information for Oracle.

### Field Description

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

2. Click the **User Name** link of the record for which you want to view the user details. The **User Management - View** screen appears.



## User Management - View

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank

 Welcome, Leo Thomas  
Last login 29 Apr 10:37 AM

### User Management

[Download profile](#)

User Type	Retail User
Party ID	004967
Party Name	Sam Bill

---

#### Personal Information

User Name	RyanPBohr
Title	Mr
First Name	Sam
Middle Name	
Last Name	Bill
Date of Birth	20 Apr 1990

---

#### Contact Details

Email ID	sambill@gmail.com
Contact Number (Mobile)	1231231231
Contact Number (Landline)	9073554256
Address Line 1	Flat No32
Address Line 2	Allen St
Address Line 3	North London
Address Line 4	
Country	United Kingdom
City	GB
Zip Code	

---

#### Limits & Roles

Limit	No Limit attached to the user
Selected Segment	
Roles	<input checked="" type="checkbox"/> Customer <input type="checkbox"/> Member <input type="checkbox"/> testret <input type="checkbox"/> Wallet

---

#### Touch Points

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

---

#### Device Registration

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

---

#### Push Notification

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

Edit
Reset Password
Cancel
Back

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**Field Description**

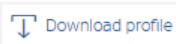
<b>Field Name</b>	<b>Description</b>
<b>View</b>	
<b>User Type</b>	Type of user. The user can be: <ul style="list-style-type: none"> <li>• Retails User</li> <li>• Administrator</li> </ul>
<b>Party ID</b>	Party ID mapped to the user is displayed. This field appears if you select <b>Retail User</b> option from <b>User Type</b> list.
<b>Party Name</b>	Party Name of the party ID mapped to the user. This field appears if you select <b>Retail User</b> option from <b>User Type</b> list.
<b>Organization</b>	Organization that the user belongs to. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Manager</b>	Manager of the user. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Employee Number</b>	Employee number of the user. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Personal Information</b>	
<b>User Name</b>	Name of the user (login ID) of the user.

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

Field Name	Description
<b>Country</b>	Country of the user. If user type is <b>Retail</b> , value is fetched from the core banking application and defaulted.
<b>City</b>	City in which the user resides. If user type is <b>Retail</b> , value is fetched from the core banking application and defaulted.
<b>Zip Code</b>	The postal code of the city in which the user resided. If user type is <b>Retail</b> , value is fetched from the core banking application and defaulted.
<b>Limits &amp; Roles</b>	
<b>Limit</b>	
This field appears if you select <b>Retail User</b> option from <b>User Type</b> list.	
In case of multi entity setup, if the user has access to multiple entities, the limits package displayed will be the one associated to the default/home entity of the user.	
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for whom the limit packages are mapped.
<b>Package</b>	Name of the limit package mapped against specific touch points /touch point groups
<b>Selected Segment</b>	Segment of the user for which the application role is created. This field is displayed only for a retail user type.
<b>Roles</b>	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user.
<b>Touch Points</b>	

Field Name	Description
<b>Selected Touch Points</b>	<p>The touch points (banking channels) selected for a user to perform transactions.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Device Registration</b>	<p><b>Android Devices</b></p> <p>This option shows if the user has registered Zig Bank application on any android devices/s. Enabling of the device happens when the user installs and registers on the app on the android device. Administrator cannot manually enable the device.</p> <p>If the Administrator deregisters the device, the user gets logged out from all the android devices and his alternate login gets disabled from all the android devices on which the user has installed the application.</p> <p><b>iOS Devices</b></p> <p>This option shows if the user has registered Zig Bank application on any iOS devices/s. Enabling of the device happens when the user installs and registers on the app on the iOS device. Administrator cannot manually enable the device.</p> <p>If the Administrator deregisters the device, the user gets logged out from all the iOS devices and his alternate login gets disabled from all the iOS devices on which the user has installed the application.</p>
<b>Push Notifications</b>	

Field Name	Description
<b>Android Devices</b>	<p>This option shows if the user has registered for push notifications for android devices. Enabling of the push notification is done by user himself and administrator cannot do the same.</p> <p>If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.</p>
<b>iOS Devices</b>	<p>This option shows if the user has registered for push notifications for iOS devices. Enabling of the push notification is done by user himself and administrator cannot do the same.</p> <p>If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.</p> <p><b>Note:</b> To receive push notification user will have to allow the same on the device settings.</p>
<b>Accessible Entity Details</b>	
<b>Entity Name</b>	Accessible Entity name associated to the user.
<b>Party ID</b>	Party ID associated to the user for accessible entity. This field is only applicable for retail type of users.
<b>Party Name</b>	Party name of the party associated to the user for accessible entity. This field is only applicable for retail type of user.
<b>Limits - Touch Point/Groups</b>	
	Limits package associated to the user for the accessible entity. This field is only applicable for retail.
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Package</b>	Name of the limit package mapped against specific touch points /touch point groups.
<b>Roles</b>	For the accessible entity selected/ added, system will default the roles same as that of home entity of the user. The administrator cannot define separate roles for each of the entities.

- Click **Edit** to edit the user details.  
OR  
Click **Reset Password** to reset user's password. For more information refer, **Reset password** section.  
If user clicks '**No**', the action gets cancelled.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click  to download the user details.

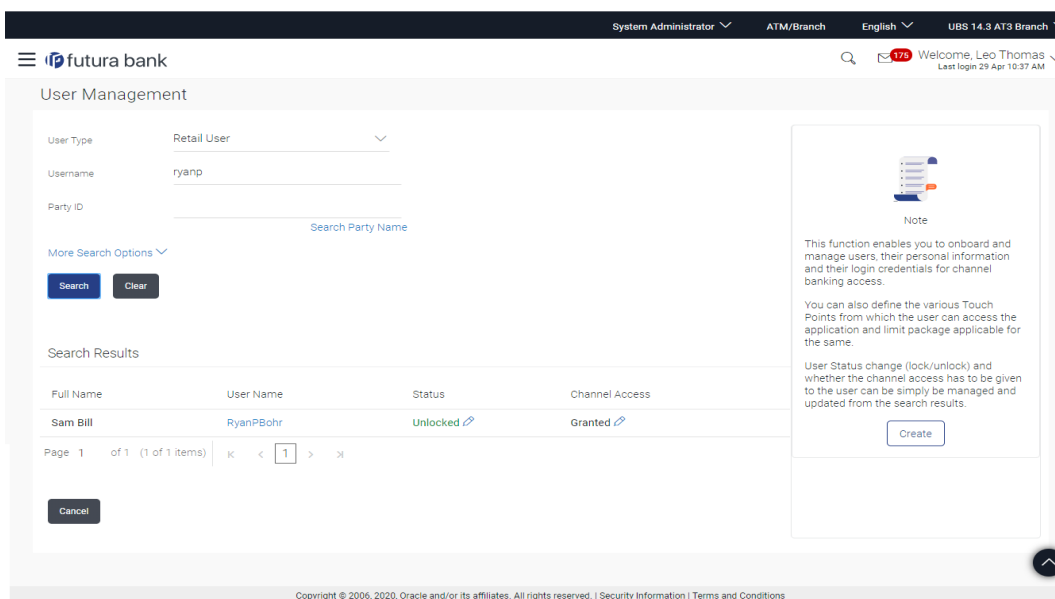
### User Management - Change user status

This section allows you to lock and unlock a user.


#### To lock or unlock a user:

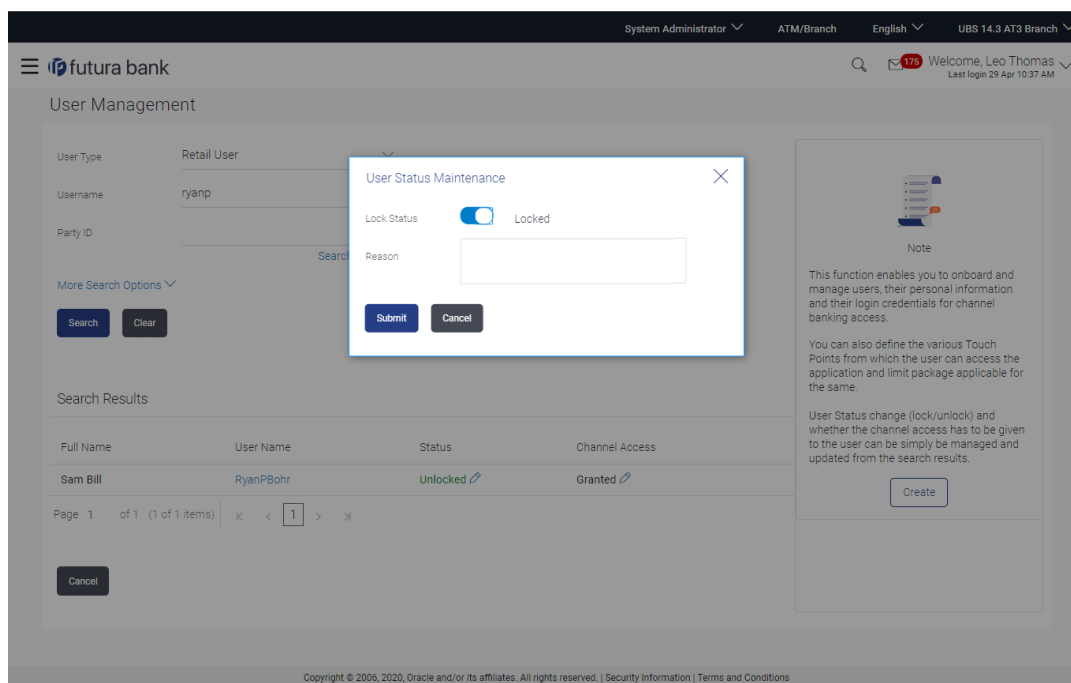
- Enter the search criteria, click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.

### Lock / Unlock User



The screenshot displays the 'User Management' screen. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo is on the left, and a user profile 'Welcome, Leo Thomas' is on the right. The main content area is titled 'User Management' and contains search filters for 'User Type' (Retail User) and 'Username' (ryalp). There are 'Search' and 'Clear' buttons. Below the filters is a 'Search Results' table with columns: Full Name, User Name, Status, and Channel Access. The table shows one result: Sam Bill, RyanPBohr, Unlocked, and Granted. A 'Cancel' button is at the bottom left. On the right, there's a 'Note' section with text about user onboarding and a 'Create' button. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

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



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

### User Management - Channel Access Permission

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

---

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

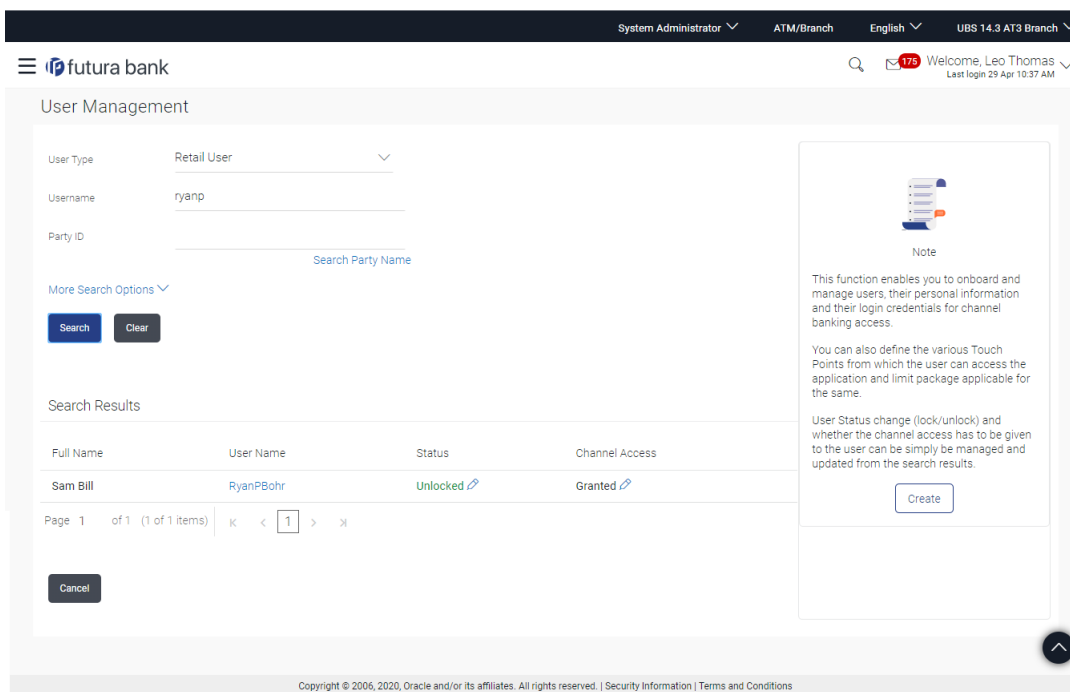
---


#### To grant or revoke channel access:

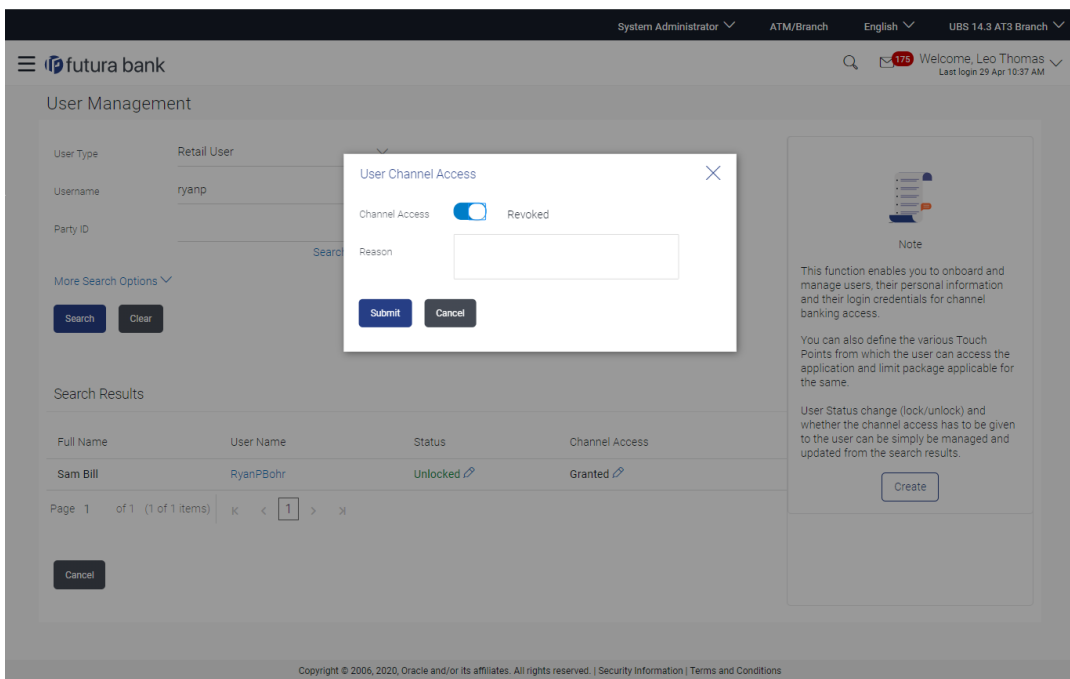
1. Enter the search criteria, click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.



### Channel Access



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



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

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

### 4.3 **User Management - Edit**

This function enables the Administrator to edit the existing user details.

#### **To edit or update a user details:**

1. Enter the search criteria, click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.  
OR  
Click **Clear** if you want to reset the search parameters.  
OR  
Click **Cancel** if you want to cancel the transaction.
2. In the **User Management - Search Results** section, click the **User Name** link of the record for which you want to edit the user details.  
The **User Management - View** screen appears.
3. Click **Edit** to update the user information.  
OR  
Click **Reset Password** to reset user's password. For more information refer, **Reset password** section.  
If user clicks **No**, the action gets cancelled.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## User Management - Edit User

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank

 Welcome, Leo Thomas  
Last login 29 Apr 10:37 AM

### User Management

User Type	Retail User
Party ID	004967
Party Name	Sam Bill

---

#### Personal Information

Username	RyanPBohr
Title	Mr
First Name	Sam
Middle Name	
Last Name	Bill
Date of Birth	20 Apr 1990

---

#### Contact Details

Email ID	sambill@gmail.com
Contact Number (Mobile)	1231231231
Contact Number (Landline)	9073554256
Address Line 1	Flat No32
Address Line 2	Allen St
Address Line 3	North London
Address Line 4	
Country	
City	GB
Zip Code	

---

#### Limits & Roles

Limit ?

User Segment: Please Select

Roles:  Customer  Member  testret  Wallet

---

#### Device Registration

Android Devices:

iOS Devices:

---

#### Push Notification

Android Devices:

iOS Devices:

---

#### Touch Points

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

Missed Call Banking  API Access  Soft Token Application

---

#### Accessible Entity Details

Add Accessible Entity


Save
Cancel
Back

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Edit</b>	
<b>User Type</b>	Type of user. The user can be: <ul style="list-style-type: none"> <li>• Retails User</li> <li>• Administrator</li> </ul>
<b>Party ID</b>	Party ID for which the user is to be created is displayed. This field appears if you select <b>Retail User</b> option from <b>User Type</b> list.
<b>Party Name</b>	Party Name of the party ID for which the user is to be created is displayed. This field appears if you select <b>Retail User</b> option from <b>User Type</b> list.
<b>Organization</b>	Organization that the user belongs to. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Manager</b>	Manager of the user. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Employee Number</b>	Employee number of the user. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Personal Information</b>	
<b>User Name</b>	<b>Name</b> of the user (login ID) which is to be created.

Field Name	Description
<b>Title</b>	<p>Title of the user.</p> <p>If User type is <b>Retail</b>, value is fetched from the core banking application and non editable.</p> <p>Value can be edited only if the user type is Administrator User, options are:</p> <ul style="list-style-type: none"> <li>• Mr</li> <li>• Mrs</li> <li>• Miss</li> <li>• Ms</li> <li>• Dr</li> <li>• Master</li> </ul>
<b>First Name</b>	<p>First name of the user.</p> <p>If user type is <b>Retail</b>, value is fetched from the core banking application and defaulted.</p>
<b>Middle Name</b>	<p>Middle name of the user.</p> <p>If user type is <b>Retail</b>, value is fetched from the core banking application and defaulted.</p>
<b>Last Name</b>	<p>Last name/ surname of the user.</p> <p>If user type is <b>Retail</b>, value is fetched from the core banking application and defaulted.</p>
<b>Date of Birth</b>	<p>Date of birth of the user.</p> <p>If user type is <b>Retail</b>, value is fetched from the core banking application and defaulted.</p>
<b>Contact Details</b>	
<b>Email ID</b>	<p>Email id of the user.</p> <p>If user type is <b>Retail</b>, value is fetched from the core banking application and defaulted.</p>
<b>Contact Number (Mobile)</b>	<p>Mobile number of the user.</p> <p>If user type is <b>Retail</b>, value is fetched from the core banking application and defaulted.</p>
<b>Contact Number (Land Line)</b>	<p>Phone number (land line) number of the user.</p>

Field Name	Description
<b>Address Line 1-4</b>	Address of the user. If user type is <b>Retail</b> , value is fetched from the core banking application and defaulted.
<b>Country</b>	Country of the user. If user type is <b>Retail</b> , value is fetched from the core banking application and defaulted.
<b>City</b>	City in which the user resides. If user type is <b>Retail</b> , value is fetched from the core banking application and defaulted.
<b>Zip Code</b>	The postal code of the city in which the user resided. If user type is <b>Retail</b> , value is fetched from the core banking application and defaulted.
<b>Limits &amp; Roles</b>	
<b>Limit</b>	
This field appears if you select <b>Retail User</b> option from <b>User Type</b> list. If limit check is required, assign a limit package. In case of multi entity set up, limit packages needs to be mapped at each entity level. All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points).	
<b>Touch Points/ Group</b>	Name of touch points/ groups under a specific entity to which the limit packages are to be mapped.
<b>Package</b>	List of the packages which is to be mapped to touch points/ groups. Only limit packages maintained for the selected touch point will get here
<b>Actions</b>	Click  to reset the limit package assigned.
<b>User Segment</b>	Segment of the user for which the application role is created. This field is only displayed for a retail type of user.
<b>Roles</b>	Application roles like maker, checker etc. maintained under respective user types are listed. Multiple Application roles can be mapped to the user.

Field Name	Description
<b>Touch Points</b>	
<b>Select Touch Points</b>	<p>The touch points (banking channels) selection allows a user to perform transactions using the touch points.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Device Registration</b>	
This section does not appear if you select <b>Administrator</b> option from <b>User Type</b> list.	
<b>Android Devices</b>	<p>This option lets the administrator to deregister the android devices/s. Enabling of the device happens when the user installs and registers on the app on the android device. Administrator cannot manually enable the device.</p> <p>If the Administrator deregisters the device, the user gets logged out from all the android devices and his alternate login gets disabled from all the android devices on which the user has installed the application.</p>
<b>iOS Devices</b>	<p>This option lets the administrator to deregister the iOS devices/s. Enabling of the device happens when the user installs and registers on the app on the iOS device. Administrator cannot manually enable the device.</p> <p>If the Administrator deregisters the device, the user gets logged out from all the iOS devices and his alternate login gets disabled from all the iOS devices on which the user has installed the application.</p>
<b>Push Notifications</b>	

Field Name	Description
<b>Android Devices</b>	<p>This option lets the administrator disable push notifications for android devices. Enabling of the push notification is done by user himself and administrator cannot do the same.</p> <p>If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.</p>
<b>iOS Devices</b>	<p>This option lets the administrator disable push notifications for iOS devices. Enabling of the push notification is done by user himself and administrator cannot do the same.</p> <p>If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.</p>
	<hr/> <p><b>Note:</b> To receive push notifications (for both iOS and android) user will have to allow the same on the device settings</p> <hr/>

### Accessible Entity Details

This section will only appear if the Bank has multi entity setup.



**Entity Name** Select the entity name i.e accessible entity to be attached to the new user. This is applicable only if the Bank has a multi entity setup and the system administrator/bank administrator has access to more than one entity.

### Limit - Touch Points/ Group

Select the limits package to be associated to the user for the accessible entity. This field is only applicable for retail type of user.

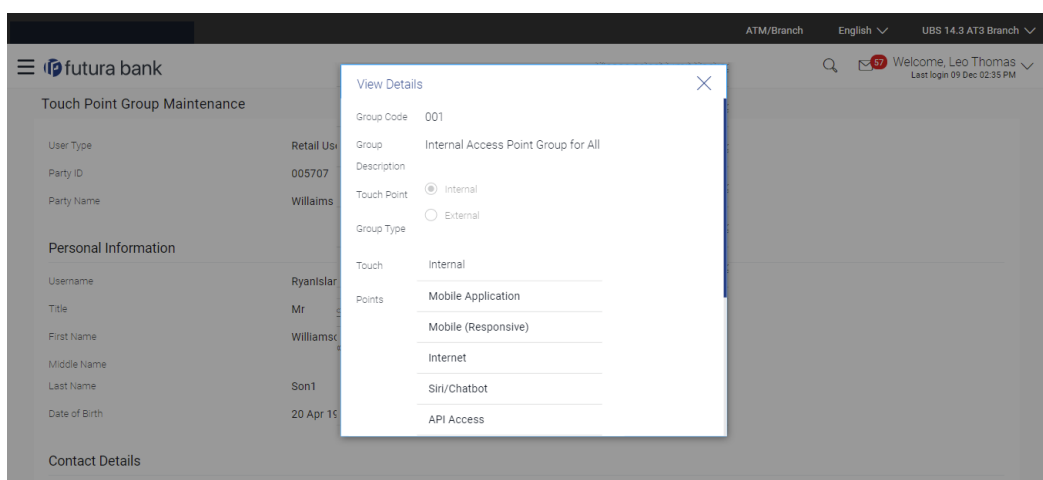


Field Name	Description
<b>Select Touch Points</b>	<p>The touch points (banking channels) allows a user to perform transactions using the touch points.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Roles</b>	<p>For the accessible entity selected/added, system will default the roles same as that of home entity of the user. The administrator cannot define separate roles for each of the entities.</p>

- In the **User Name** field, enter the required details. Click **Check Availability** to check the uniqueness of the user ID. If the user ID is already used.
- In the **Personal Information** section, enter the required details.
- In the **Contact Details** section, enter the required details.
- In the **Limits & Roles** section, add the user groups to be assigned to the user, in the **User Groups** field.
- In the **Limit** section, select the limit packages to be mapped to touch points from the limit package list.
  - Click  to reset the limit package assigned.
  - Click  to view the details of a touch point group. The **View Details** popup window appears. For more information, refer the **Touch Points Group – View Details** section below.
- From the **User Segment** list (applicable only for retail user type), select the appropriate segment for the user
- Select the checkbox (s) against the **Roles**, to map to the user.
- In the **Touch Points** section, select the touch points to be mapped to user.
- In the **Accessible Entity Details** section, add the accessible entities for the user and select the party and limits for that entity (applicable only if Bank has Multi Entity setup).

- a. Click **Add Accessible Entity** button, to add accessible entity to a user.
- b. From the **Entity Name** list, select the name of the entity.
- c. In the **Party ID** field, enter the party ID.
- d. In the **Party Name** field, enter the party name.
- e. Click **Search**. The search result is displayed.
- f. Select the appropriate party ID.
- g. In the **Limits** section, select the appropriate limit package under the Package for each touch point column.

### Touch Points Group - View Details



### Field Description

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

13. Click **Save** to update the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

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

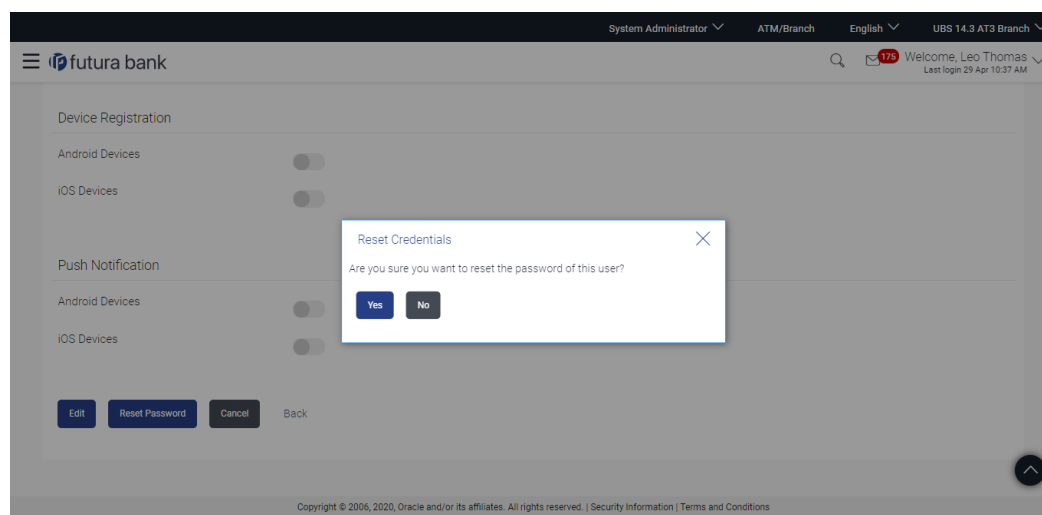
## 4.4 Reset Password

This function enables the Administrator to reset the password.

### To reset password:

1. Enter the search criteria, click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.  
OR  
Click **Clear** if you want to reset the search parameters.  
OR  
Click **Cancel** if you want to cancel the transaction.
2. In the **User Management - Search Results** section, click the **User Name** link of the record for which you want to edit the user details.  
The **User Management - View** screen appears.
3. Click **Edit** to update the user information.  
OR  
Click **Reset Password** to reset user's password. A warning message '**Are you sure you want to reset the password of this user?**' appears on the screen.

### Reset Password popup screen





4. If Administrator clicks **Yes**, a reset password confirmation screen is displayed.

5. User for whom the password is being reset gets the link to generate the new password on his/her registered email ID/mobile number (as per the alert mode maintained by bank).
6. User clicks on the link received on his/her email id and reset password screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### Reset Password screen for end user

### Field Description

Field Name	Description
<b>Password</b>	New password for channel access.
<b>Re-enter Password</b>	Re-enter the new password to confirm.

7. In the **Password** field, enter the password.  
OR  
Click  icon to enter the new password using the virtual keyboard.  
(See Password Condition section on the application screen to view the policy of setting a new password.)
8. In the **Re-enter Password** field, re-enter the password.  
OR  
Click  icon to re-enter the password using the virtual keyboard.
9. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
10. The success message of changing the password appears. Click **Login** on confirmation screen to log in to the application.

---

Note: Password Conditions gets highlighted in green if the user's password is meeting the Password Policy criteria and similarly in Red if the password is not as per the Password Policy maintained.

---

## **FAQ**

### **1. Who can create / update the user?**

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

### **2. Can I edit the party id mapped to the user?**

No, party ID mapped to the user cannot be edited.

### **3. When does the system update a user status as 'locked'?**

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

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

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

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

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

### **6. Can I edit personal and contact details of Retail user?**

No, personal and contact details of Retail user are fetched from the core banking application and cannot be edited using User Management functionality.

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

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

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

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

Application Role	Application Roles
<b>Retail User</b>	<b>Customer</b>
<b>Corporate User</b>	<ul style="list-style-type: none"> <li>• Maker</li> <li>• Checker</li> <li>• Viewer</li> <li>• Corporate Admin Maker</li> <li>• Corporate Admin Checker</li> <li>• Non Customer Maker</li> <li>• Non Customer Checker</li> <li>• Non Customer Viewer</li> <li>• Non Customer Corp Admin Maker</li> <li>• Non Customer Corp Admin Checker</li> </ul>
<b>Administrator</b>	<ul style="list-style-type: none"> <li>• Admin Maker</li> <li>• Admin Checker</li> </ul>

**9. If I update the limit package associated with a user, what will happen to the in-flight transactions?**

Yes, new limit package can be mapped to a user. Limits get applied from an immediate effect if the effective date is less than or equal to current date. And if the effective date is future date, the limit package will be applied from the date available in the package.

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

In case of any update of Application roles mapped to the user as edit user functionality, the privileges associated with new child roles get applied to the user with an immediate effect. So if any transaction is pending with approver for approval, user can view and approve those transactions only if checker role is mapped to him. As soon as checker role is unmapped, then user will not be able to view and approve the transactions which were pending for his approval.

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

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

**12. Can I assign a user Segment to a Corporate User?**

No, User Segment can only be attached to a Retail user.

**13. Can I assign additional roles to a Retail user associated to a Segment?**

Yes, system displays all the application roles which are not linked to a segment against the roles field, these roles can be attached to a user in addition to the roles attached to a segment.

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

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

[Home](#)

## 5. Party Preferences

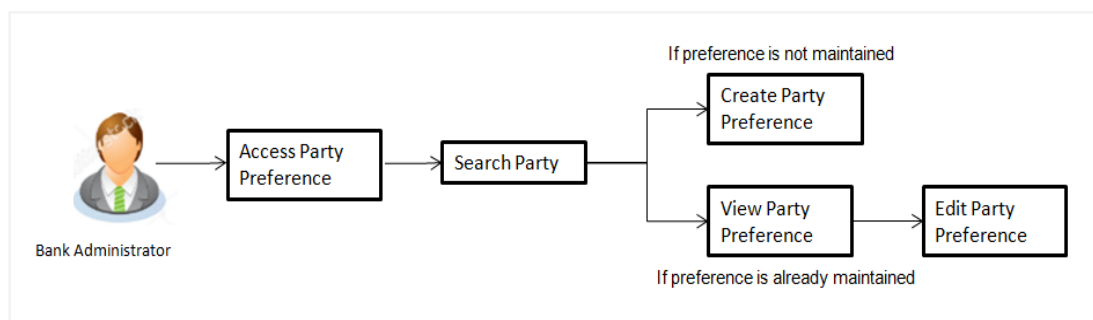
Party Preference setup allows the administrator to onboard the party on OBDX along with definition of attributes like limits, Approval flow, grace period etc. This maintenance is done only for corporate type of parties and is not applicable for retail type of parties. Parameter values maintained against a corporate party defines the system behavior for the following:

- Cumulative daily limits per transaction for the corporate party
- Transaction limits for the users
- Type of approval flow applicable
- Group Corporate Mapping
- Channel access preferences
- Availability of corporate administrator facility

### Pre-Requisites

- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.
- Party for which preference needs to be set up is created in core banking application.

### Workflow



### Features Supported In Application

Party Preference maintenance available for bank administrator in the application includes:

- Create Party Preferences
- View Party Preferences
- Edit Party Preferences

### How to reach here:

*System/ Bank Administrator Dashboard > Toggle Menu> Onboarding > Party Preferences*  
 OR  
*Bank Administrator Dashboard > Onboarding > Party Preferences*



---

**Note:** For Non Customer Corporates (for which the party id is not maintained in UBS or in Core banking system), can also be on boarded on OBDX using Party Preference. For such cases i.e. for non customer corporate (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.

---

## 5.1 Party Preferences- Search

Bank Administrator logs into the system and navigates to the Party Preferences screen.

System displays a screen to enter the party information (party ID or party name) and search party for which the preferences are to be maintained or viewed.

User can enter the party ID (if known) or the party name with a minimum of 5 characters. System matches the input provided by the user with the party name records and displays the matching party records.

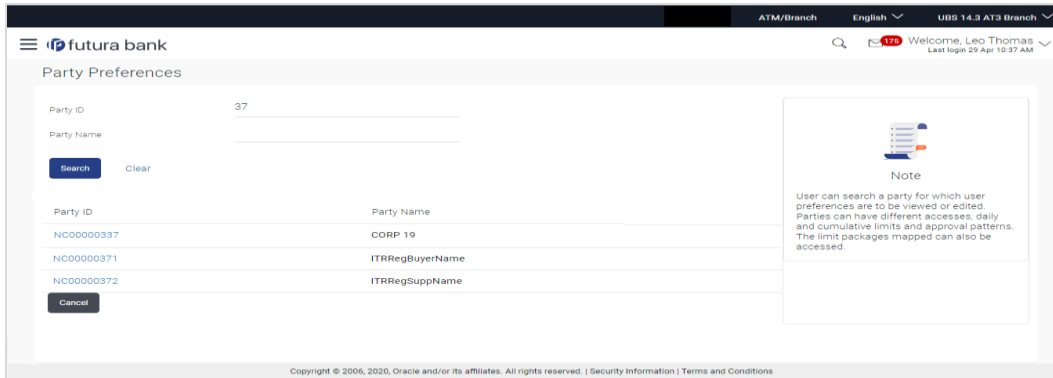
In case of a party search by party ID, it is an exact match and system displays the party preference maintained if any, else displays an option to create party preference.

In case of a party search by account type and account number, system displays the associated party ID and Party name in the search results. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.

### To search party preferences of party:

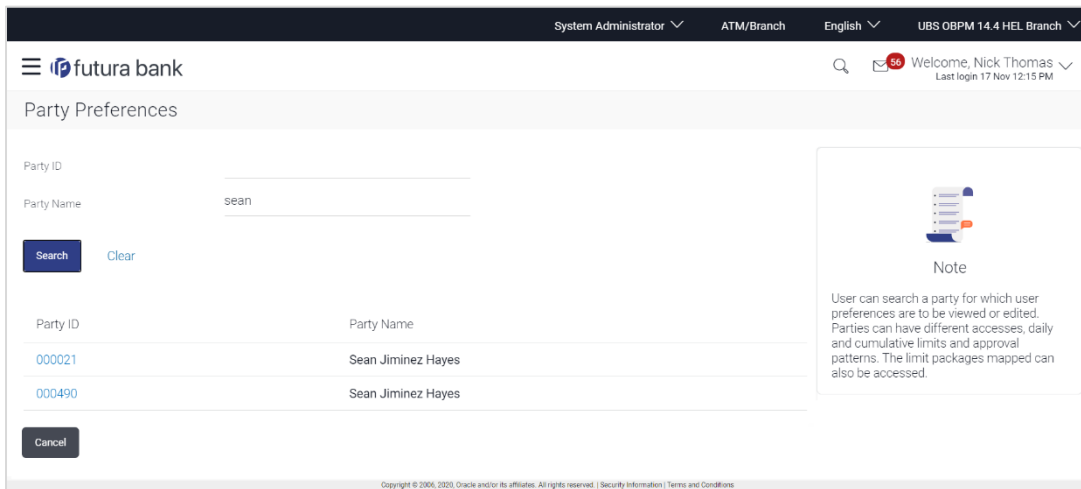
1. In the **Party ID** field, enter the party ID whose party preferences you want to view.  
OR  
In the **Party Name** field, enter the name of the party whose party preferences you want to view.  
OR  
In the **Account Type** field, select account type (i.e. CASA,TD & Loan) and Enter account number of party whose party preferences you want to view
2. Click **Search**.  
If party preference is already maintained, user is directed to **Party Preference – View** screen.  
If party preference is not maintained, user is directed to **Party Preference – Create** screen.  
In case of invalid party, error message is shown on the screen.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.

### Party Preferences- Search (Party Id)



In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.

### Party Preferences- Search (Party Name)



### Party Preferences- Search(Account Number & Account Type)

ATM/Branch English UBS OBPM 14.4 HEL Branch

futura bank Search ...

Welcome, Administrator User  
Last login 18 Aug 05:20 PM

### Party Preferences

Party ID

Party Name

Account Type Current and Saving

Account Number 285674624877

Less Search Options ^

Search Cancel Clear

**Note**

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

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## Field Description

Field Name	Description
<b>Search</b>	
<b>Party ID</b>	Party ID for which the party preference to be maintained/ viewed.
<b>Party Name</b>	Party Name of a party for which the party preference to be maintained or viewed.
<b>Account Type</b>	Account type of Party for which the party preference to be maintained/ viewed. Account type can either CASA, TD & Loan.
<b>Account Name</b>	Account Number of a party for which the party preference to be maintained or viewed.

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

## 5.2 Party Preferences - Create

Using this option, Bank Administrator can configure party preferences for a specific party.

### To create the party preferences:

1. In the **Party ID** field, enter the party ID you want to view the party preferences you want to view. Party ID entered by the user gets validated from the core banking application. After the core banking application validation is successful, a check is performed in application to verify if preferences are already maintained for a party.  
If the preferences are already maintained then user is directed to **Party Preference – View** screen.
2. Click **Search**.  
The party preference maintained for the party ID appears based on the entered search parameters.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.
3. Click the desired party ID link under the **Party ID** column.  
The **Party Preferences** screen appears.

### Party Preferences

The screenshot shows the 'Party Preferences' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. Below that, the 'futura bank' logo is on the left, and a search icon, a notification icon with '56', and a user profile 'Welcome, Nick Thomas' with 'Last login 17 Nov 12:15 PM' are on the right. The main content area is titled 'Party Preferences' and displays the following details:

- Party ID: 000490
- Party Name: Sean Jiminez Hayes

Below the details are three buttons: 'Create' (blue), 'Cancel' (grey), and 'Back' (blue). To the right of these buttons is a 'Note' box with a document icon and the following text: 'User can search a party for which user preferences are to be viewed or edited. Parties can have different accesses, daily and cumulative limits and approval patterns. The limit packages mapped can also be accessed.'

At the bottom of the screen, there is a small copyright notice: 'Copyright © 2016, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'

### Field Description

Field Name	Description
<b>Search</b>	
<b>Party ID</b>	Party ID for which the party preference to be maintained or viewed
<b>Party Name</b>	Party Name of a party for which the party preference to be maintained/ viewed.

4. Click **Create** to create party preference.  
The **Create** screen appears.
- OR
- Click **Back** to navigate to previous screen.
- OR
- Click **Cancel** to cancel the transaction.

### Party Preferences Maintenance – Create

**Party Preferences**

Details

Party ID: \*\*\*216

Party Name: A JRELim6

Map to Group Corporate: Existing New

Group Corporate: 000718:AadiCorp

Grace Period: 10  
Maximum Allowed 30 Days  
Days

Grace Period Expiry Alert: 5  
Maximum Allowed 9 Days

Occurrence: One Time Recurring

Alert On Transaction Expiry: Yes No

File Encryption Key

Channel Access: Enable Disable

Forex Deal Creation: Enable Disable

**Cumulative Limits**

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

Touch Points / Group	Package	Actions
API Access	Please select Limit Package	
Internet	APIINTERNETALL	
Missed Call Banking	Please select Limit Package	
Mobile Application	Please select Limit Package	
Mobile (Responsive)	Please select Limit Package	
Siri/Chatbot	Please select Limit Package	
SMS Banking	Please select Limit Package	
Snapshot	Please select Limit Package	
Soft Token Application	Please select Limit Package	
Wearables	Please select Limit Package	
test12	Please select Limit Package	
tpgInternatID	Please select Limit Package	
Global	UBS144GlobalLP	

**User Limits**

Touch Points / Group	Package	Actions
API Access	Please select Limit Package	
Internet	APIINTERNETALL	
Missed Call Banking	Please select Limit Package	
Mobile Application	Please select Limit Package	
Mobile (Responsive)	Please select Limit Package	
Siri/Chatbot	Please select Limit Package	
SMS Banking	Please select Limit Package	
Snapshot	Please select Limit Package	
Soft Token Application	Please select Limit Package	
Wearables	Please select Limit Package	
test12	Please select Limit Package	
tpgInternatID	Please select Limit Package	
Global	UBS144GlobalLP	

Save Cancel Back

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## Field Description

Field Name	Description
<b>Create</b>	
<b>Party ID</b>	<p>Party ID for which the party preference to be maintained.</p> <hr/> <p><b>Note:</b> For Non Customer Corporates (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.</p> <hr/>
<b>Party Name</b>	<p>Party Name of a party for which the party preference to be maintained.</p>
<b>Map to Group Corporate</b>	<p>Select this to map corporate party to Group Corporate.</p> <p>Note :</p> <ul style="list-style-type: none"> <li>• <b>Existing</b> – Click this to map with existing Group Corporate maintained within system</li> <li>• <b>New</b> –Click this to map corporate party with new Group Corporate</li> </ul>
<b>Grace Period</b>	<p>Provision of time period is made to allow user to approve the transaction after the actual due date.</p> <hr/> <p><b>Note:</b> The tooltip with information will appear on dashboard in the <b>Pending_for_Approvals</b> section only when the user hovers on grace period.</p> <hr/>
<b>Grace Period Expiry Alert</b>	<p>Enter the number of days prior to Grace Period Expiry, before which the alert needs to be sent to Maker and Approver regarding transaction approval expiry period.</p> <p>For e.g. if the value is set as 1 in this field then the alert should be sent one day before the grace period expiry date.</p> <hr/> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>1) The value entered in this field should be less than the value entered in <b>Grace Period</b> field.</li> <li>2) If there is no <b>Grace Period</b> present, then this will not get enabled.</li> </ol> <hr/>
<b>Occurrence</b>	<p>Specify the alert preference.</p> <p>The options are:</p> <hr/>

Field Name	Description
	<ul style="list-style-type: none"> <li>• Recurring- an alert will be sent daily, starting from the number of days configured in the above field before the before the grace period expiry date till the transaction is approved or expired (whichever is earlier) .</li> <li>• One Time- an alert would be sent only once with respect to value set in Grace Period</li> </ul> <p>For eg. if the grace period is set as 5 days, and the days before the alert is required to be sent is set as 3 days and the alert preference is set as recurring then an alert will be sent for 3 days in a row (daily) before the grace period expiry date or until the transaction is approved (whichever is earlier) . if this parameter is set as 'one time' then the alert would be sent only once i.e. 3 days before the grace period expiry date.</p> <hr/> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>1) The field will become 'Mandatory' if the user inputs value in the <b>Grace Period Expiry Alert</b> field.</li> <li>2) If there is no Grace Period present, then this will not get enabled.</li> </ol> <hr/>
<b>Alert on Transaction Expiry</b>	<p>Specify if the alert is required to be sent on the Transaction Expiry Date.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <hr/> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>1) The field will become 'Mandatory' if the user inputs value in the Grace Period days field.</li> <li>2) If there is no Grace Period present, then this will not get enabled.</li> </ol> <hr/>
<b>File Encryption Key</b>	<p>File Encryption key is the unique key provided to the corporate for encrypting/decrypting the bulk files that he is uploading.</p>
<b>Approval Flow</b>	<p>The approval type for the party.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul>
<b>Channel Access</b>	<p>Whether users associated with a party can start transacting through the channel.</p>

Field Name	Description
	<p>The options are:</p> <ul style="list-style-type: none"> <li>• Enable : Allows bank administrator to enable the party for channel access</li> <li>• Disable: Allows bank administrator to disable the party for channel access</li> </ul>
<b>Forex Deal Creation</b>	<p>Whether users associated with a party can create forex deals.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Enable: If this option is enabled, corporate user associated with this party can create forex deals.</li> <li>• Disable: If this option is disabled, corporate user associated with this party cannot create forex deals.</li> </ul>
<b>Corporate Administrator Facility</b>	<p>This is to enable a corporate to have corporate administrator facility. Only if this facility is enabled, a corporate administrator user can be created for that party.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Enable</li> <li>• Disable</li> </ul>
<b>Accessible roles</b>	<p>This field only gets enabled if the user has selected Corporate Admin facility as 'enabled' in the previous field.</p> <p>Select the roles for which the corporate administrator can onboard the new users. Corporate administrator will be able to onboard, modify, reset password, enable/disable user ID and grant/deny channel access (using User Management screen) only for the users having the roles assigned in this field.</p> <p>Corporate Administrator will be able to view the details of all the users using User Management screen) associated to his party irrespective of the roles assigned here.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Corporate Admin Maker – If this is selected, corporate administrator will be able to onboard a user in corporate admin maker role.</li> <li>• Corporate Admin Checker – If this is selected, corporate administrator will be able to onboard a user in corporate admin checker role.</li> <li>• Maker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role.</li> <li>• Checker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role.</li> </ul>



Field Name	Description
	<ul style="list-style-type: none"> <li>Viewer – If this is selected, corporate administrator will be able to onboard a user in corporate viewer role.</li> </ul> <p>For Non Customer Corporate, the options are:</p> <ul style="list-style-type: none"> <li>Non Customer Corporate Admin Maker – If this is selected, non-customer corporate administrator will be able to onboard a user in non-customer corporate admin maker role.</li> <li>Non Customer Corporate Admin Checker – If this is selected, non-customer corporate administrator will be able to onboard a user in corporate non-customer admin checker role.</li> <li>Non Customer Corporate Maker – If this is selected, non-customer corporate administrator will be able to onboard a user in corporate maker role.</li> <li>Non Customer Corporate non-customer Checker – If this is selected, corporate administrator will be able to onboard a user in non-customer corporate maker role.</li> <li>Non Customer Corporate Viewer – If this is selected, corporate administrator will be able to onboard a user in non-customer corporate viewer role.</li> </ul> <hr/> <p><b>Note:</b> If a non customer corporate is being on boarded then bank admin should select only the non-customer corporate roles.</p> <hr/>

### Cumulative Limit

It allows Bank Administrator to map customer cumulative daily limits to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the party users. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points)

All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group.

<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are to be mapped.
<b>Package</b>	List of the packages available for mapping to touch points/ group are listed here. Limit packages maintained for the selected touch point will get here.

### User Limits

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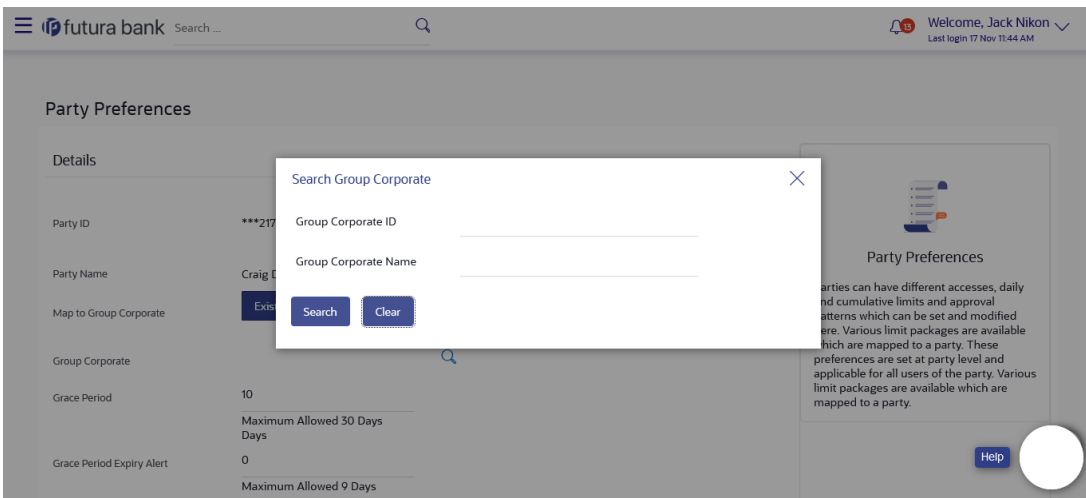
**Field Name** **Description**

This field allows the Bank Administrator to map customer user level limits (CUL) to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the selected party users. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points)

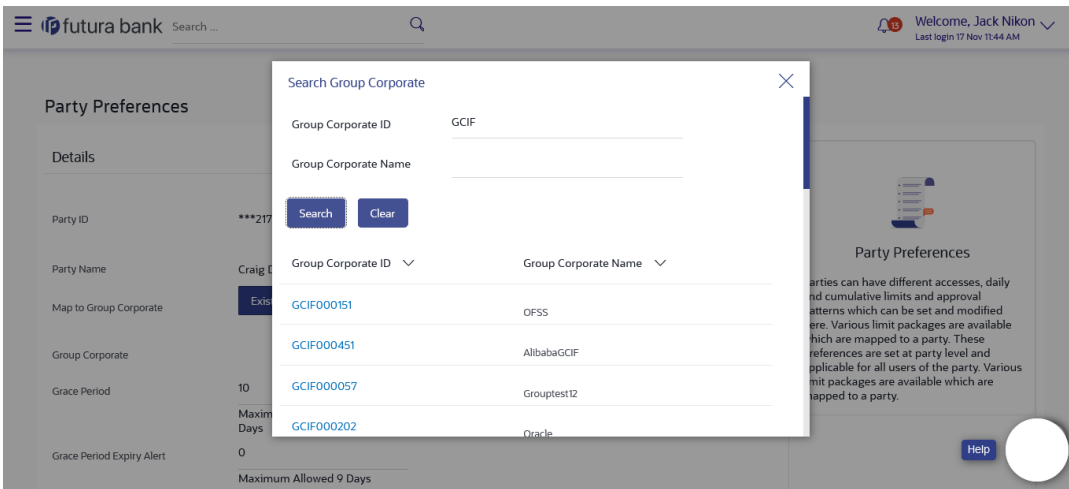
**Touch Points/ Group** Name of touch points/group maintained under a specific entity for which the user limit packages are to be mapped.

**Package** List of the packages available for mapping to touch points/ group are listed

**Search Group Corporate to Map with Existing Group Corporate**



**Search Result**



## Field Description

Field Name	Description
<b>Search</b>	
<b>Group Corporate ID</b>	Search Group Corporate ID to map with the Corporate party whose preferences are being setup
<b>Group Corporate Name</b>	Search Group Corporate Name to map with the Corporate party whose preferences are being setup
<b>Search Result</b>	
<b>Group Corporate ID</b>	List of Group Corporate ID that can be mapped with the Corporate party
<b>Group Corporate Name</b>	List of Corporate Name that can be mapped with the Corporate party

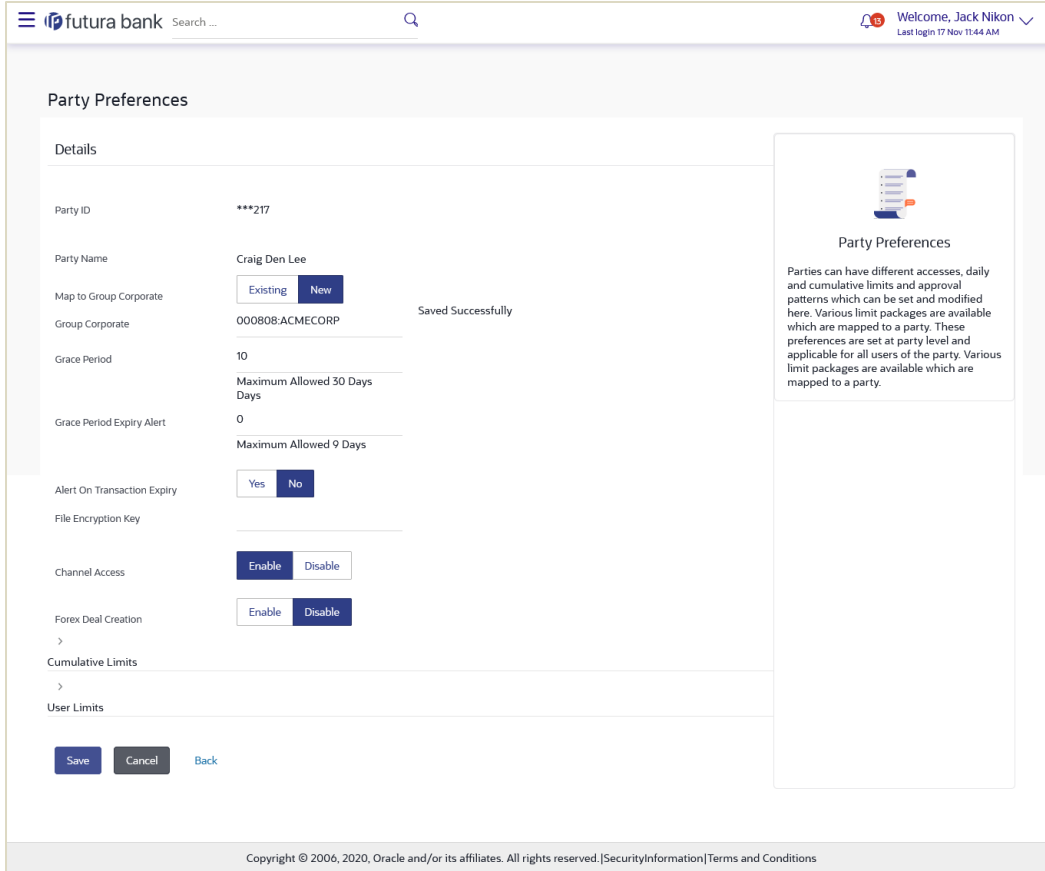
## Corporate Party Map with New Group Corporate

The screenshot displays the 'Party Preferences' configuration interface for a party named 'Craig Den Lee' (ID: \*\*\*217). The form is divided into several sections:

- Details:**
  - Party ID: \*\*\*217
  - Party Name: Craig Den Lee
  - Map to Group Corporate: Existing (selected) / New
  - Group Corporate: ACMECORP (Available / Save)
  - Grace Period: 10 (Maximum Allowed 30 Days)
  - Grace Period Expiry Alert: 0 (Maximum Allowed 9 Days)
  - Alert On Transaction Expiry: Yes / No
  - File Encryption Key: (empty field)
  - Channel Access: Enable / Disable
  - Fore Deal Creation: Enable / Disable
  - Cumulative Limits: >
  - User Limits: >
- Party Preferences Information:**

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

At the bottom of the form, there are 'Save', 'Cancel', and 'Back' buttons. The footer contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions'.



**Field Description**

Field Name	Description
<b>Search</b>	
<b>Group Corporate Name</b>	Enter the new Group Corporate Name to map with the Corporate party whose preferences is being setup
<b>Search Result</b>	
<b>Group Corporate ID</b>	The Group Corporate ID will be fetched from the application and will be assigned to the new Group Corporate
<b>Group Corporate Name</b>	List of Corporate Name that can be mapped with the Corporate party

- Admin can map a party to an existing **Group Corporate** or can create a **new Group Corporate** by providing a name:

**For creating a new Group Corporate ID,**

Admin will provide a Group Corporate name and click on 'check availability' to check if the Group Corporate name entered is available in the application (as the name has to be unique). If the Group Corporate name is available, admin can click on save and system will show the Group corporate ID and name on the screen.


OR

Admin can search an existing Group Corporate ID with the help of search panel provided to map with corporate party


**Note :** If Group Corporate flag is set as 'On' in system rules then,

- It is mandatory to map a Group Corporate ID In Party Preferences
  - Even if it is a single party onboarding , it has to be mapped to a Group Corporate ID
6. In the **Grace Period** field, enter the number of grace period.
  7. In the **Grace Period Alert** field, enter the days prior to Grace Period Expiry, to alert Maker and Approver regarding transaction approval expiry period.
  8. In the **Occurrence** field, specify the alert preference.
  9. In the **Alert On Transaction Expiry** field, specify whether to sent alert on the transaction expiry date or not.
  10. In the **File Encryption Key** field, enter the unique File Encryption key provided to the corporate for encrypting/decrypting the bulk files that he is uploading.
  11. In the **Approval Flow** field, select the appropriate option.
  12. In the **Channel Access** field, select the appropriate option.
  13. In the **Forex Deal Creation** field, select the appropriate option.
  14. In the **Corporate Administrator Facility** field, select the appropriate option.
  15. From the **Accessible Roles** list, select the appropriate option.
  16. From the **Cumulative Daily Limits** list, select the appropriate option.
  17. From the **User Limit** list, select the appropriate option.

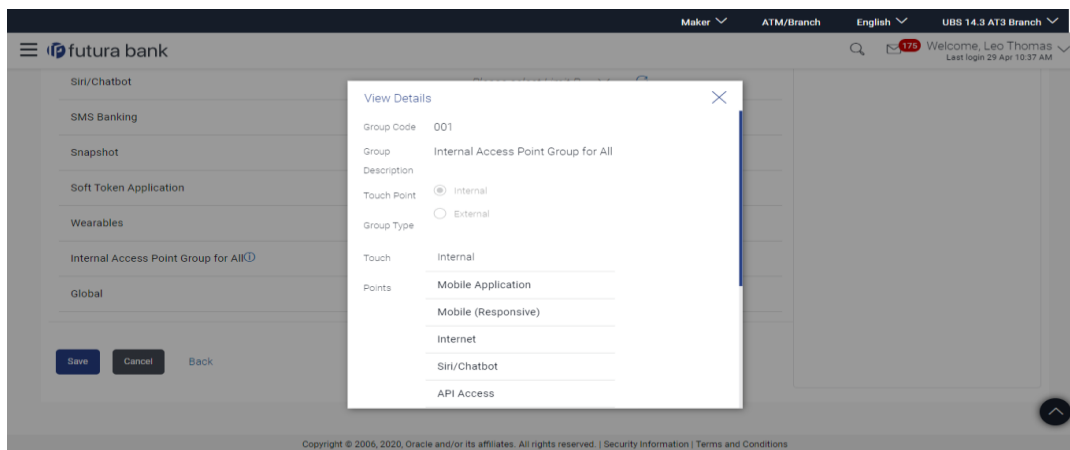
---

**Note:** Click  to refresh the option.

---

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

**View Details- Touch Point Group**



### Field Description

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

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

## 5.3 Party Preferences- View

Administrator user is directed to Party Preference – View screen if preference for the party is already maintained. Preferences set for the party will be displayed on the screen.

**To view party preferences of party:**

1. In the **Party Id** field, enter the party ID whose party preferences you want to view.  
OR  
In the **Party Name** field, enter the name of the party whose party preferences you want to view.
2. Click **Search**.  
The party preference maintained for the party ID appears based on the entered search parameters.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.
3. Click the link under the **Party ID** column.  
The search result according to the search criteria appears.

### Party Preferences- View

The screenshot displays the 'Party Preferences' view in the Futura Bank system. The top navigation bar includes the user's role (System Administrator), current branch (ATM/Branch), language (English), and branch name (UBS OBPM 14.4 HEL Branch). The user is identified as Jack Nikon, with a last login time of 17 Nov 01:15 PM. The main content area is titled 'Party Preferences' and contains a 'Details' section with the following information:

Party ID	***409
Party Name	ACME Corporation
Group Corporate	000718:AadiCorp
Grace Period	30 Days
Grace Period Expiry Alert	0 Days
Alert On Transaction Expiry	<input type="radio"/> Yes <input checked="" type="radio"/> No
Channel Access	<input checked="" type="button"/> Enable <input type="button"/> Disable
Forex Deal Creation	<input type="button"/> Enable <input checked="" type="button"/> Disable

Below the details section, there are two sections for 'Cumulative Limits' and 'User Limits', both showing 'Package' as the touch points / group and 'UBS144GlobalLP' as the global package.

A 'Note' box on the right side of the page states: "User can search a party for which user preferences are to be viewed or edited. Parties can have different accesses, daily and cumulative limits and approval patterns. The limit packages mapped can also be accessed."

At the bottom of the page, there are three buttons: 'Edit', 'Cancel', and 'Back'. The footer contains the copyright information: "Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions".

### Field Description

Field Name	Description
<b>Party ID</b>	Party ID for which the party preference to be maintained.
<b>Party Name</b>	Party Name of a party for which the party preference to be maintained.
<b>Group Corporate</b>	Group Corporate ID and Name with which the Corporate Party is mapped
<b>Grace Period</b>	Provision of time period is made to allow user to approve the transaction after the actual due date.  <b>Note:</b> The tooltip with information will appear on dashboard in the <b>Pending_for_Approvals</b> section only when the user hovers on grace period.
<b>Grace Period Expiry Alert</b>	Displays the days prior to Grace Period Expiry ,to alert Maker and Approver regarding transaction approval expiry period.
<b>Occurrence</b>	Displays the alert preference set is recurring or needs to be sent once.
<b>Alert on Transaction Expiry</b>	Displays the alert is required to be sent on the transaction expiry date or not.
<b>Approval Flow</b>	The approval type for the party. The options are: <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul>
<b>Channel Access</b>	Whether users associated with a party can start transacting through the channel. The options are: <ul style="list-style-type: none"> <li>• Enable : Allows bank administrator to enable the party for channel access</li> <li>• Disable: Allows bank administrator to disable the party for channel access</li> </ul>



Field Name	Description
<b>Forex Deal Creation</b>	<p>Whether users associated with a party can create forex deals.</p> <p>The options are:</p> <ul style="list-style-type: none"><li>• Enable: If this option is enabled, corporate user associated with this party can create forex deals.</li><li>• Disable: If this option is disabled, corporate user associated with this party cannot create forex deals.</li></ul>
<b>Corporate Administrator Facility</b>	<p>This is to enable a corporate to have r corporate administrator facility. Only if this facility is enabled, a corporate administrator user can be created for that party.</p> <p>The options are:</p> <ul style="list-style-type: none"><li>• Enable</li><li>• Disable</li></ul>

**Accessible roles**

This field only gets enabled if the user has selected Corporate Admin facility as 'enabled' in the previous field.

Corporate administrator will be able to onboard, modify, reset password, enable/disable user ID and grant/deny channel access (using User Management screen) only for the users having the roles assigned in this field.

Corporate Administrator will be able to view the details of all the users using User Management screen) associated to his party irrespective of the roles assigned here .

The options are:

- Corporate Admin Maker – If this is selected, corporate administrator will be able to onboard a user in corporate admin maker role.
- Corporate Admin Checker – If this is selected, corporate administrator will be able to onboard a user in corporate admin checker role.
- Maker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role.
- Checker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role.
- Viewer – If this is selected, corporate administrator will be able to onboard a user in corporate viewer role.

For Non Customer Corporate, the options are:

- Non Customer Corporate Admin Maker – If this is selected, non-customer corporate administrator will be able to onboard a user in non-customer corporate admin maker role.
- Non Customer Corporate Admin Checker – If this is selected, non-customer corporate administrator will be able to onboard a user in corporate non-customer admin checker role.
- Non Customer Corporate Maker – If this is selected, non-customer corporate administrator will be able to onboard a user in corporate maker role.
- Non Customer Corporate non-customer Checker – If this is selected, corporate administrator will be able to onboard a user in non-customer corporate maker role.
- Non Customer Corporate Viewer – If this is selected, corporate administrator will be able to onboard a user in non-customer corporate viewer role.

---

**Note:** If a non customer corporate is being onboarded then bank admin should select the non customer corporate roles.

---

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

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

## 5.4 **Party Preferences - Edit**

Administrator can edit the party preferences maintained for a party.

### **To edit the customer preferences:**

1. In the **Party Id** field, enter the party ID whose party preferences you want to view.  
OR  
In the **Party Name** field, enter the name of the party whose party preferences you want to view.
2. Click **Search**.  
The party preference maintained for the party ID appears based on the entered search parameters.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.
3. Click **Edit** to edit the party preferences.  
The **Details** screen appears along with the party ID.

## Party Preferences Maintenance – Modify

System Administrator
ATM/Branch
English
UBS OBPM 14.4 HEL Branch

futura bank Search ...
Welcome, Jack Nikon

### Party Preferences

**Details**

Party ID: \*\*\*216

Party Name: A JRELim6

Map to Group Corporate: Existing New

Group Corporate: 000718.AadiCorp

Grace Period: 10  
Maximum Allowed 30 Days

Grace Period Expiry Alert: 5  
Maximum Allowed 9 Days

Occurrence: One Time Recurring

Alert On Transaction Expiry: Yes No

File Encryption Key: \_\_\_\_\_

Channel Access: Enable Disable

Forex Deal Creation: Enable Disable


**Cumulative Limits**

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

Touch Points / Group	Package	Actions
API Access	Please select Limit Package	⌵ ⌲
Internet	APIINTERNETALL	⌵ ⌲
Missed Call Banking	Please select Limit Package	⌵ ⌲
Mobile Application	Please select Limit Package	⌵ ⌲
Mobile (Responsive)	Please select Limit Package	⌵ ⌲
Siri/Chatbot	Please select Limit Package	⌵ ⌲
SMS Banking	Please select Limit Package	⌵ ⌲
Snapshot	Please select Limit Package	⌵ ⌲
Soft Token Application	Please select Limit Package	⌵ ⌲
Wearables	Please select Limit Package	⌵ ⌲
testt2	Please select Limit Package	⌵ ⌲
tpginternal	Please select Limit Package	⌵ ⌲
Global	UBS144GlobalLP	⌵ ⌲

**User Limits**

Touch Points / Group	Package	Actions
API Access	Please select Limit Package	⌵ ⌲
Internet	APIINTERNETALL	⌵ ⌲
Missed Call Banking	Please select Limit Package	⌵ ⌲
Mobile Application	Please select Limit Package	⌵ ⌲
Mobile (Responsive)	Please select Limit Package	⌵ ⌲
Siri/Chatbot	Please select Limit Package	⌵ ⌲
SMS Banking	Please select Limit Package	⌵ ⌲
Snapshot	Please select Limit Package	⌵ ⌲
Soft Token Application	Please select Limit Package	⌵ ⌲
Wearables	Please select Limit Package	⌵ ⌲
testt2	Please select Limit Package	⌵ ⌲
tpginternal	Please select Limit Package	⌵ ⌲
Global	UBS144GlobalLP	⌵ ⌲



**Party Preferences**

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

Save Cancel Back

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## Field Description

Field Name	Description
<b>Edit</b>	
<b>Party ID</b>	Party ID for which the party preference to be edited will be displayed.
<b>Party Name</b>	Party Name of a party for which the party preference to be edited will be displayed.
<b>Map to Group Corporate</b>	Select this to map corporate party with Group Corporate. <b>Note :</b> <ul style="list-style-type: none"> <li>• <b>Existing</b> – Click this to map with existing Group Corporate maintained within system</li> <li>• <b>New</b> –Click this to map corporate party with new Group Corporate</li> </ul>
<b>Group Corporate</b>	Group Corporate ID and Its Name with which Corporate Party is mapped.
<b>Details</b>	
<b>Grace Period</b>	Provision of certain period of time is made to allow user to approve the transaction after the actual due date.  <b>Note:</b> The tooltip with information will appear on dashboard in the <b>Pending_for_Approvals</b> section only when the user hovers on grace period.
<b>Grace Period Expiry Alert</b>	Enter the days prior to Grace Period Expiry, to alert Maker and Approver regarding transaction approval expiry period.  <b>Note:</b> <ol style="list-style-type: none"> <li>1) The value entered in this field should be less than the value entered in Grace <b>Period</b> field.</li> <li>2) If there is no Grace Period present, then this will not get enabled.</li> </ol>

Field Name	Description
<b>Occurrence</b>	<p>Specify the alert preference.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Recurring- an alert will be sent in a row before the grace period expiry date or until the transaction is approved (whichever is earlier) .</li> <li>• One Time- an alert would be sent only once with respect to value set in Grace Period</li> </ul> <hr/> <p><b>Note:</b>            1) The field will become 'Conditional Mandatory' if the user inputs value in the <b>Grace Period Expiry Alert</b> field.            2) If there is no Grace Period present, then this will not get enabled.</p>
<b>Alert on Transaction Expiry</b>	<p>Specify if the alert is required to be sent on the Transaction Expiry Date.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <hr/> <p><b>Note:</b>            1) The field will become 'Conditional Mandatory' if the user inputs value in the Grace Period Expiry Alert field.            2) If there is no Grace Period present, then this will not get enabled.</p>
<b>File Encryption Key</b>	<p>File Encryption key is the unique key provided to the corporate for encrypting/decrypting the bulk files that he is uploading.</p>
<b>Approval Flow</b>	<p>The approval type for the party.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul>

<b>Field Name</b>	<b>Description</b>
<b>Channel Access</b>	<p>Whether users associated with a party can start transacting through internet and mobile banking.</p> <p>The options are:</p> <ul style="list-style-type: none"><li>• Enable : Allows bank administrator to enable the party for application channel access</li><li>• Disable: Allows bank administrator to disable the party for application channel access</li></ul>
<b>Forex Deal Creation</b>	<p>Whether users associated with a party can create forex deals.</p> <p>The options are:</p> <ul style="list-style-type: none"><li>• Enable : Allows bank administrator to enable the party for forex deals</li><li>• Disable: Allows bank administrator to disable the party for forex deals</li></ul>
<b>Corporate Administrator Facility</b>	<p>This is to enable a corporate to have their corporate administrator facility. Only if this facility is enabled, a corporate administrator type of user can be created under a party in editable form.</p> <p>The options are:</p> <ul style="list-style-type: none"><li>• Enable</li><li>• Disable</li></ul>



**Accessible roles**

This field only gets enabled if the user has selected Corporate Admin facility as 'enabled' in the previous field.

Select the roles for which the corporate administrator can onboard the new users. Corporate administrator will be able to onboard, modify, reset password, enable/disable user ID and grant/deny channel access (using User Management screen) only for the users having the roles assigned in this field.

Corporate Administrator will be able to view the details of all the users using User Management screen) associated to his party irrespective of the roles assigned here.

The options are:

- Corporate Admin Maker – If this is selected, corporate administrator will be able to onboard a user in corporate admin maker role.
- Corporate Admin Checker – If this is selected, corporate administrator will be able to onboard a user in corporate admin checker role.
- Maker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role.
- Checker – If this is selected, corporate administrator will be able to onboard a user in corporate maker role.
- Viewer – If this is selected, corporate administrator will be able to onboard a user in corporate viewer role.

For Non Customer Corporate, the options are:

- Non Customer Corporate Admin Maker – If this is selected, non-customer corporate administrator will be able to onboard a user in non-customer corporate admin maker role.
- Non Customer Corporate Admin Checker – If this is selected, non-customer corporate administrator will be able to onboard a user in corporate non-customer admin checker role.
- Non Customer Corporate Maker – If this is selected, non-customer corporate administrator will be able to onboard a user in corporate maker role.
- Non Customer Corporate non-customer Checker – If this is selected, corporate administrator will be able to onboard a user in non-customer corporate maker role.
- Non Customer Corporate Viewer – If this is selected, corporate administrator will be able to onboard a user in non-customer corporate viewer role.

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**Note:** If a non customer corporate is being onboarded then bank admin should select the non customer corporate roles.


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

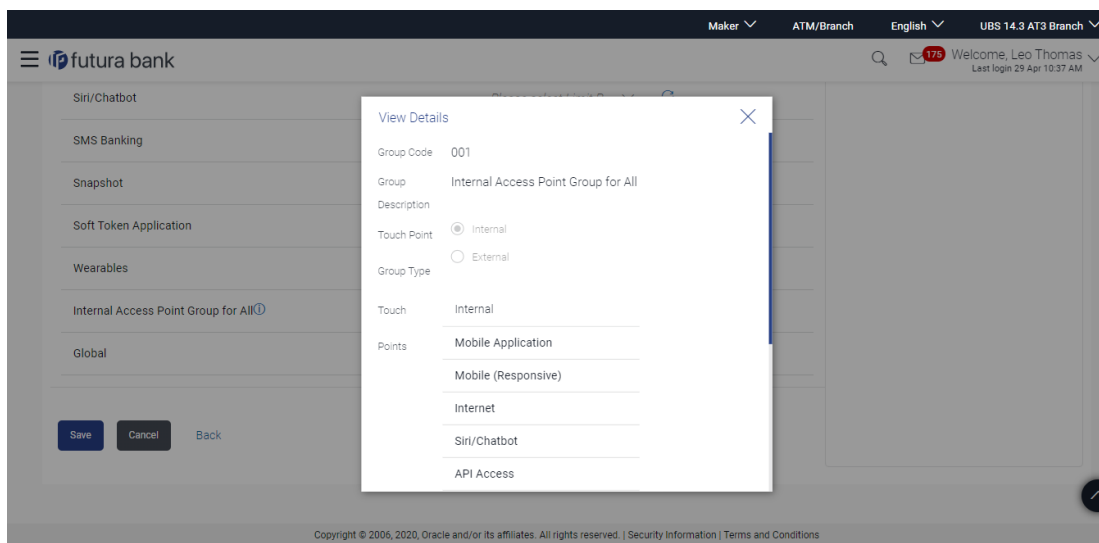
- Admin can map a party to an existing **Group Corporate** or can create a by providing a new **Group Corporate** name:  
For creating a new Group Corporate ID,  
Admin will provide a Group Corporate name and click on 'check availability' to check if the Group Corporate name entered is available in the application (as the name has to be unique). If the Group Corporate name is available, admin can click on save and system will show the Group corporate ID and name on the screen.  
OR  
Admin can search an existing Group Corporate ID with the help of search panel provided to map with corporate party  
**Note** : If Group Corporate flag is set as 'On' in system rules then ,
  - It is mandatory to map a Group Corporate ID In Party Preferences
  - Even if it is a single party onboarding , it has to be mapped to a Group Corporate ID
- In the **Grace Period** field, enter the number of grace period.
- In the **Grace Period Alert** field, enter the days prior to Grace Period Expiry, to alert Maker and Approver regarding transaction approval expiry period.
- In the **Occurrence** field, specify the alert preference.

8. In the **Alert On Transaction Expiry** field, specify whether to sent alert on the transaction expiry date or not.
9. In the **File Encryption Key** field, enter the unique File Encryption key provided to the corporate for encrypting/decrypting the bulk files that he is uploading.
10. In the **Approval Flow** field, select the appropriate option.
11. In the **Channel Access** field, select the appropriate option.
12. In the **Forex Deal Creation** field, select the appropriate option.
13. From the **Enable for Corporate Administrator** list, select the appropriate option.
14. From the **Cumulative Daily Limits** list, select the appropriate option.
15. From the **User Limit** list, select the appropriate option.

**Note:** Click  to refresh the option.

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

### View Details - Touch Point Group



### Field Description

Field Name	Description
<b>Group Code</b>	Group code defined for touch point group.
<b>Group Description</b>	Group description defined for touch point groups.

Field Name	Description
<b>Touch Point / Group Type</b>	Type of touch point i.e. whether touch point is of type internal or external.
<b>Touch Points</b>	List of the internal or external touch points.

17. Click **Save** to save Party Preference. User is directed to the **Party Preference - Review** page post necessary validations.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the transaction and navigate back to **Dashboard**.
18. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
OR  
Click **Cancel** to cancel the transaction and navigate back to **Dashboard**.
19. The success message of updation appears.  
Click **OK** to complete the transaction.

## FAQ

### 1. What is sequential type of approval flow?

Under Sequential approval flow, the approval can be done only in the sequence as mentioned in approval workflow. So, at the 1st level of approval, users/user groups who are assigned to authorize only can view and approve the transaction. After the transaction is approved by level 1 user, users/user groups having rights for 2nd level of approval will be able to view and authorize the transaction. The transaction is marked as approved only after the user at the last level approves/authorizes it.

### 2. What is Parallel type of approval flow?

It is "Non-Sequential" type of approval flow which doesn't follow any specific sequence. Any user (who is part of the approval flow) from any approval level can pick up the transaction/maintenance and approve it. The transaction/maintenance is marked as approved if one user from each approval level (as configured) has approved/authorized the transaction.

### 3. What is cumulative daily limit package?

This limit package acts as a cumulative limit for all users of a party and is utilized as and when any user authorizes the transaction as a final approver. The daily limit per transaction and number of transactions allowed limit is checked and updated against the cumulative limit set.

### 4. What is User limit package?

This limit package is applicable for all users of the party (Users to whom this party ID is mapped as primary Party ID). This package will be overridden by User level limits package, if defined, at User level in User Management screen.

**5. Can administrator delete Party Preference?**

No, party preference cannot be deleted but can be disabled.

**6. If I change the approval type from sequential to parallel or vice versa, what happens to the in-flight transactions/maintenances?**

Edited approval type is applicable for new transactions initiated post modification. Previously initiated transactions (in flight transactions/maintenances) which are pending approval will follow an approval type which was applied at the time of transaction initiation.

**7. If I edit the 'Allowed Roles field' and remove one of the options supported earlier, what impact will it have to the existing users on-boarded on that role?**

If the Bank administrator edits and removes the roles mapped as 'Allowed Roles', the removed role will not be available to corporate administrator while creating new user and editing existing user. Old users whom the role is already mapped will continue to get the privileges.

**8. Can I edit the limit packages? How does it impact the transactions?**

Yes, new limit package can be mapped for party. Limits get applied from an immediate effect if the effective date is less than or equal to current date. And if the effective date is future date, the limit package will be applied from the date available in the package.

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

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

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

**10. Can I manually define Global touch point group?**

No, Touch Point – Global is nothing but a group of all internal and external touch points available in the application. This group cannot be maintained manually.

[Home](#)

## 6. Merchant Management

Merchant Onboarding facilitates the system administrator to set up and maintain merchants using the channel banking platform. This, in turn, enables the users to initiate merchant based payments using the channel banking facility. This is also helpful in maintaining merchant which will act as a payment aggregator for sourcing funds from external sources to the wallet account.

Using this option, the system administrator can create and maintain merchant details in the application. Administrators can map the CASA account of the merchant, to enable the merchant payments. The system administrator can also select the required remittance type to be mapped for the merchant payments while creating a merchant.

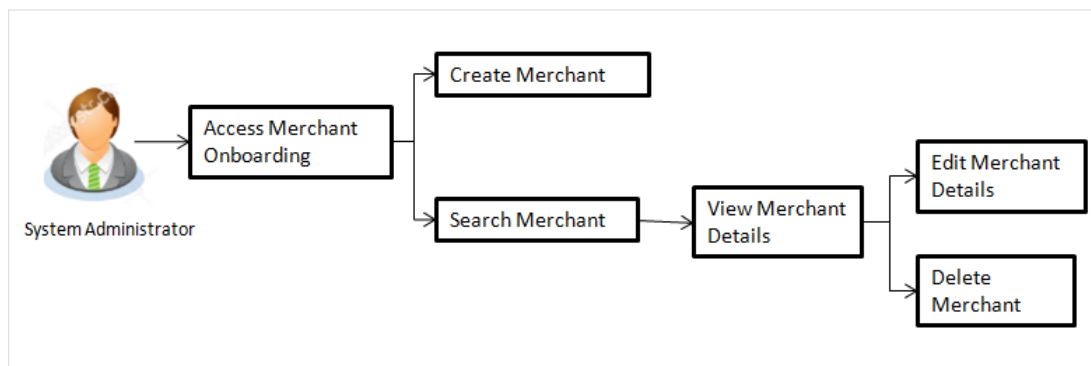
The remittance type can be:

- Outward
- Inward

### Pre-requisites

- Transaction access is provided to the System Administrator
- Approval rule set up for System Administrator to perform the actions
- Checksum type and checksum algorithm is maintained
- Enterprise roles are maintained in the application
- Merchant's account is maintained in the host system

### Workflow



### Features Supported In Application

The following features are available for merchant maintenance:

- Create Merchant
- View Merchant Details
- Edit Merchant details
- Delete Merchant

**How to reach here:**

System Administrator Dashboard > Onboarding > Merchant Onboarding > Merchant Management

OR

System/ Bank Administrator Dashboard > Toggle Menu > Onboarding > Merchant Management

## 6.1 Merchant Management – Search

From this screen, the administrator is able to search existing merchant maintenances based on the search parameters provided. On being displayed the search results based on the search criteria defined, the administrator is able to view the details of any merchant maintenance by selecting a record.

**To search merchant:**

1. Navigate to the **Merchant Management** screen.

**Search Merchant**

The screenshot displays the 'Merchant Management' search interface. At the top, there is a navigation bar with 'futura bank' logo and user information: 'Welcome, Leo Thomas', 'Last login 01 May 08:55 PM'. Below the navigation bar, the 'Merchant Management' section contains two input fields: 'Merchant id' and 'Merchant Description'. Below these fields are three buttons: 'Search' (blue), 'Cancel' (grey), and 'Clear' (grey). To the right of the search form is a 'Note' box with a document icon and text explaining the function: 'Through this function you can set up and maintain merchant accounts, which will enable users to initiate merchant based payments online. You can also search for an existing merchant maintenance to view details of the merchant and to edit or delete the maintenance. Click on the Create option provided to create a new merchant maintenance.' Below the note is a 'Create' button. At the bottom right, there is a chatbot bubble that says 'Hey, I am here to help if you need it!'.

**Field Description**

Field Name	Description
<b>Merchant Id</b>	Enter the unique ID of the merchant whose details you want to view.
<b>Merchant Description</b>	Enter the description of the merchant whose details you want to view.

2. In the **Merchant Id** field, enter the unique id of the merchant.  
OR  
In the **Merchant Description** field, enter the description of the merchant.
3. Click **Search**. The **Merchant Management** screen with search results appears based on the search parameters.  
OR  
Click **Clear**, if you want to reset the search parameters.  
OR  
Click **Cancel**, if you want to cancel the transaction.  
OR  
Click **Create** to create another merchant maintenance.

## Merchant Management - Search Results

The screenshot displays the 'Merchant Management' interface. At the top, there's a navigation bar with 'futura bank' and user information: 'Welcome, Leo Thomas', 'Last login 01 May 08:55 PM'. Below this, the 'Merchant Management' section has two input fields: 'Merchant id' and 'Merchant Description' (containing 'merchant'). There are 'Search' and 'Clear' buttons. Below the inputs is a table with columns 'Merchant Id' and 'Merchant Description'. The table contains three rows of data:

Merchant Id	Merchant Description
00013	Merchant 1
00014	Merchant 2
12345500	Merchant 3

Below the table is a pagination control showing 'Page 1 of 1 (1-3 of 3 items)'. There are 'Cancel' and 'Create' buttons. A 'Note' box on the right states: 'Through this function you can set up and maintain merchant accounts, which will enable users to initiate merchant based payments online. You can also search for an existing merchant maintenance to view details of the merchant and to edit or delete the maintenance. Click on the Create option provided to create a new merchant maintenance.' At the bottom right, there's a help button: 'Hey, I am here to help if you need it!' and a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

Field Name	Description
<b>Merchant Id</b>	The facility to search for a specific merchant maintenance record on the basis of the unique ID/key assigned to the merchant by the bank.
<b>Merchant Description</b>	The facility to search for a specific merchant maintenance based on the description of the merchant.

## Search Results

The following details are displayed per merchant record which are retrieved based on the search criteria identified in the fields defined above.



<b>Field Name</b>	<b>Description</b>
<b>Merchant Id</b>	The unique ID/key assigned to the specific merchant by the bank.
<b>Merchant Description</b>	The description of the merchant corresponding to the merchant Id.

4. To view the details of a specific merchant, click the record. The **Merchant Management - View** screen appears.

## 6.2 Merchant Management – Outward Remittance

Outward remittance involves the transfer of money from the customer's accounts to merchant accounts through QR Code. The Merchant Management screen allows the system administrator to view, create, edit and delete the merchant details.

### 6.2.1 Merchant Management – Outward Remittance – View

On selecting a specific merchant record by clicking on the link provided on the merchant description, the screen displaying the details of the selected merchant is displayed.

#### Merchant Management – View

The screenshot displays the 'Merchant Management' interface for Futura Bank. The page title is 'Merchant Management'. The header includes the bank logo, a search icon, and a user greeting: 'Welcome, Leo Thomas' with a last login time of '01 May 08:55 PM'. The main content area is divided into several sections:

- Remittance Type:** Shows 'OUTWARD' with Merchant ID '000034' and Merchant Description 'Outward Remittance'. A QR Code icon is visible.
- Accounts:**
  - Credit Account Details:** Account Type 'CASA', Account Number 'AT30424700017'.
  - Service Charge Account Details:** Includes checkboxes for 'Define another account for service charge' (unchecked) and 'Default customer's debit account number as request parameter' (checked).
- Response Redirections:** Success URL 'https://www.futurabank.com/success' and Failure URL 'https://www.futurabank.com/failure'.
- Checksum Details:** Checksum Type 'none' and Checksum Algorithm 'none'.

At the bottom of the form are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. A 'Merchant Onboarding' sidebar on the right contains a lightbulb icon and text explaining the function: 'Through this function you can set up and maintain merchant accounts, which will enable users to initiate merchant based payments online. You can also search for an existing merchant maintenance to view details of the merchant and to edit or delete the maintenance.'

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#### Field Description

Field Name	Description
<b>Remittance Type</b>	The type of remittance mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward</li> <li>• Inward</li> </ul>

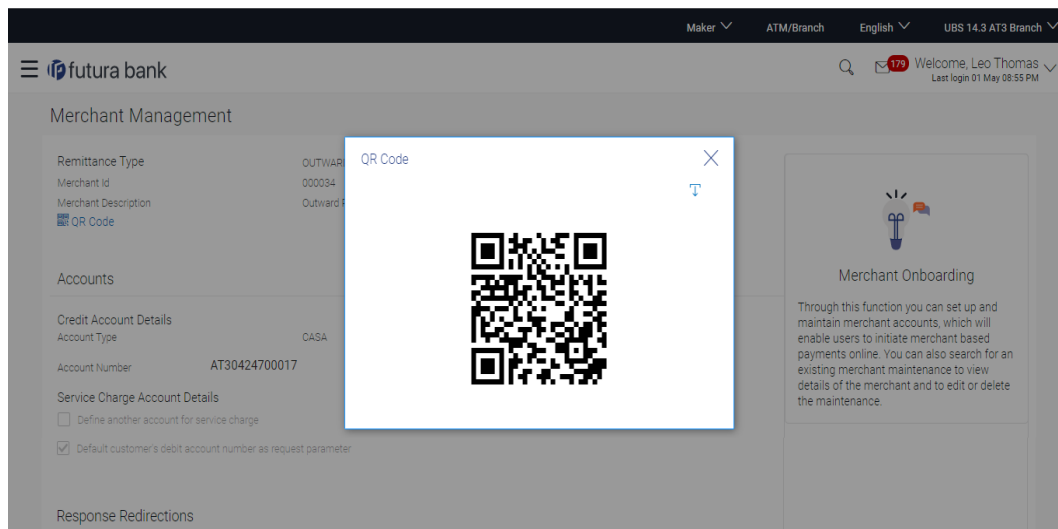
Field Name	Description
<b>Merchant Id</b>	The unique ID/key assigned to the merchant by the bank.
<b>Merchant Description</b>	The description of the merchant.
<b>QR Code</b>	Click the QR code link to view the QR code assigned to the merchant.
<b>Accounts</b>	
<b>Credit Account Details</b>	
<b>Account Type</b>	The type of account associated with the merchant, e.g. CASA.
<b>Account Number</b>	The merchant's account number.
<b>Service Charge Account Details</b>	
<b>Define another account for service charge</b>	This checkbox is selected if the merchant has another account defined for service charge.
<b>Account Type</b>	The service charge account type associated with the merchant e.g. CASA account. This field appears if <b>Define Account number for service charge</b> check box is selected.
<b>Account Number</b>	The merchant's account number. This field appears if <b>Define Account number for service charge</b> check box is selected.
<b>Default customer's debit account number as request parameter</b>	This check box is selected if the customer's debit account number is defaulted as request parameter.
<b>Response Redirections</b>	
<b>Success URL</b>	The URL for sending the response of the transaction if it is a successful transaction.
<b>Failure URL</b>	The URL for sending the dynamic response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	

Field Name	Description
<b>Checksum Type</b>	The checksum type.
<b>Checksum Algorithm</b>	The checksum algorithm.
<b>Security Key</b>	Input the security key. Field will be displayed if a value is selected in checksum algorithm.

1. Click the **QR Code** link to view the QR Code of the merchant. A pop-up screen with QR code appears. You can also download the QR Code so as to send it to the merchant through offline mode.
2. Click **Edit** to edit merchant details. The user is directed to the **Merchant Management - Edit** screen.  
OR  
Click **Back to navigate to the previous screen**.  
OR  
Click **Cancel** to cancel the transaction.  
  
OR  
Click **Delete** to delete the merchant maintenance.

### QR code

The QR code is displayed if the system administrator clicks on the QR code link on the Merchant Maintenance details screen. The administrator is provided with the facility to download the QR code so as to send it to the merchant through any offline mode.



3. Click  to download the QR Code image of the merchant.

## 6.2.2 Merchant Management – Outward Remittance – Create Merchant

The system administrator can create a new merchant so that the bank’s customers can make payments to the merchant using channel banking or by scanning the QR code of the Merchant without entering merchant account details. The QR code is generated once the merchant is created by the bank administrator.

### To create a merchant:

1. In the **Merchant Maintenance screen**, click **Create**. The **Merchant Management – Create** screen appears.

### Create Merchant

The screenshot shows the 'Create Merchant' form in the Futura Bank Merchant Management system. The form is titled 'Merchant Management' and includes the following sections:

- Select Remittance Type:** Radio buttons for 'Outward Remittance' (selected) and 'Inward Remittance'.
- Merchant Id:** Text input field containing '000034'.
- Merchant Description:** Text input field containing 'Outward Remittance'.
- Accounts:**
  - Credit Account Details:**
    - Account Type: 'Current and Savings' (dropdown menu)
    - Account Number: '\*\*\*\*\*' (text input)
    - Confirm Account Number: 'AT30424700017' (text input)
  - Service Charge Account Details:**
    - Define another account for service charge
    - Default customer's debit account number as request parameter
- Response Redirections:**
  - Success URL: 'https://www.futurabank.com/success' (text input)
  - Failure URL: 'https://www.futurabank.com/failure' (text input)
- Checksum Details:**
  - Checksum Type: 'None' (dropdown menu)
  - Checksum Algorithm: 'None' (dropdown menu)

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

On the right side of the form is a 'Merchant Onboarding' sidebar with a lightbulb icon and the following text:

**Merchant Onboarding**

Through this function you can set up and maintain merchant accounts, which will enable users to initiate merchant based payments online. You can also search for an existing merchant maintenance to view details of the merchant and to edit or delete the maintenance.

At the bottom of the page, there is a footer: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'

## Field Description

Field Name	Description
<b>Select Remittance Type</b>	The type or remittance to be mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward Remittance</li> <li>• Inward Remittance</li> </ul>
<b>Merchant Id</b>	Specify a unique ID by which the merchant will be identified.
<b>Merchant Description</b>	Enter a description of the merchant.
<b>Accounts</b>	
<b>Credit Account Details</b>	
<b>Account Type</b>	Specify the type of account i.e. GL or CASA account, associated with the merchant.
<b>Account Number</b>	Specify the merchant's credit account number.
<b>Service Charge Account Details</b>	
<b>Define another account for service charge</b>	The option to define another account of the merchant.
<b>Account Type</b>	Select the type of service charge account being added e.g. CASA account.  This field appears if you select the <b>Define another Account for service charge</b> check box.
<b>Account Number</b>	Enter the merchant's service charge account number to be added.  This field appears if only if you select the <b>Define another Account for service charge</b> check box.
<b>Default customer's debit account number as request parameter</b>	Select this box to enable defaulting of the customers debit account number from request parameter.
<b>Response Redirections</b>	
<b>Success URL</b>	Specify the URL for sending the response of the transaction if it is a successful transaction.

Field Name	Description
<b>Failure URL</b>	Specify the URL for sending the response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	Specify the checksum type.
<b>Checksum Algorithm</b>	Specify the checksum algorithm.
<b>Security Key</b>	Input the security key. This field appears if a value is selected in checksum algorithm.

2. In the **Merchant Id** field, enter the ID of the merchant.
3. In the **Merchant Description** field, enter the description of the merchant.
4. From the **Account Type** list under the section **Credit Account Details**, select the appropriate account type.
5. In the **Account Number** field, enter the account number of the merchant corresponding to the account type selected.
6. In the **Response Redirections** section, enter the valid URL in the **Success URL** field.
7. In the **Response Redirections** section, enter the valid URL in the **Failure URL** field.
8. Click **Save** to save the Merchant details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The **Review** screen appears, verify the details and click **Confirm** to confirm the details.  
OR  
Click **Edit** to make changes if any.  
The administrator is directed to **Merchant Management – Create** screen with values in editable form.  
OR  
Click **Cancel** to cancel the operation and to navigate back to 'Dashboard'.
10. The success message appears along with the status of the transaction. Click **Done**.

### 6.2.3 **Merchant Management – Outward Remittance – Edit**

The system administrator can edit the details of any merchant maintained in the application. In order to edit the details of any merchant, the user must select the **Edit** option provided on Merchant Maintenance – View (details) page of the specific merchant.

**To edit a merchant:**

1. Navigate to the **Merchant Management** screen and in the **Merchant Id** field, enter the unique id of the merchant whose details you want to edit.  
OR  
In the **Merchant Description** field, enter the description of the merchant whose details you want to edit.  
Click **Search**. The search results appear based on the search parameters defined.  
OR  
Click **Clear**, if you want to reset the search parameters.  
OR  
Click **Cancel**, if you want to cancel the transaction.  
OR  
Click **Create** to create a new merchant maintenance.
2. Select the merchant record of which details you want to edit, by selecting the link provided on the merchant description. The **Merchant Management – View** screen appears.
3. Click the **Edit** option available on the **Merchant Management– View** screen to edit merchant details. The administrator is directed to the **Merchant Management - Edit** screen.

**Merchant Management – Outward Remittance - Edit**

The screenshot shows the 'Merchant Management - Edit' interface for 'Outward Remittance'. The form is divided into several sections:

- Select Remittance Type:** Radio buttons for 'Outward Remittance' (selected) and 'Inward Remittance'.
- Merchant Id:** Text field containing '000034'.
- Merchant Description:** Text field containing 'Outward Remittance'.
- Accounts:**
  - Credit Account Details:**
    - Account Type: 'Current and Savings' (dropdown)
    - Account Number: '\*\*\*\*\*' (masked)
    - Confirm Account Number: 'AT30424700017'
  - Service Charge Account Details:**
    - Define another account for service charge
    - Default customer's debit account number as request parameter
- Response Redirections:**
  - Success URL: 'https://www.futurabank.com/success'
  - Failure URL: 'https://www.futurabank.com/failure'
- Checksum Details:**
  - Checksum Type: 'None' (dropdown)
  - Checksum Algorithm: 'None' (dropdown)

At the bottom left, there are buttons for 'Save', 'Cancel', and 'Back'. On the right side, there is a 'Merchant Onboarding' sidebar with a lightbulb icon and text explaining the function: 'Through this function you can set up and maintain merchant accounts, which will enable users to initiate merchant based payments online. You can also search for an existing merchant maintenance to view details of the merchant and to edit or delete the maintenance.'

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## Field Description

Field Name	Description
<b>Select Remittance Type</b>	The type or remittance mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward Remittance</li> <li>• Inward Remittance</li> </ul>
<b>Merchant Id</b>	The unique ID assigned to the merchant by the bank. This field cannot be edited.
<b>Merchant Description</b>	The description of the merchant. This field is editable.
<b>Accounts</b>	
<b>Credit Account Details</b>	
<b>Account Type</b>	The type of account associated with the merchant, e.g. CASA. This field is editable.
<b>Account Number</b>	The merchant's credit account number. This field is editable.
<b>Service Charge Account Details</b>	
<b>Define another account for service charge</b>	This check box is checked if the merchant has another account defined for service charge. This field is editable.
<b>Account Type</b>	The service charge account type associated with the merchant e.g. CASA account. This field is editable. This field appears if <b>Define Account number for service charge</b> check box is selected.
<b>Account Number</b>	The merchant's credit account number. This field is editable. This field appears if <b>Define Account number for service charge</b> check box is selected.
<b>Default customer's debit account number as request parameter</b>	This checkbox is checked if the customer's debit account number is defaulted as request parameter. This field is editable.
<b>Response Redirections</b>	

Field Name	Description
<b>Success URL</b>	The URL for sending the response of the transaction if it is a successful transaction.
<b>Failure URL</b>	The URL for sending the response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	The checksum type. This field is editable.
<b>Checksum Algorithm</b>	The checksum algorithm. This field is editable.
<b>Security Key</b>	Input the security key. This field is editable. This field appears only if a value is selected in checksum algorithm.

4. Update the required fields, click **Save to save the changes**.  
OR  
Click **Cancel** to cancel edit of the merchant maintenance.  
OR  
Click **Back** to navigate to the previous screen.
5. The **Review** screen appears, verify the details and click **Confirm** to confirm the details.  
OR  
Click **Edit** to make the changes if any.  
The administrator is directed to **Merchant Management – Edit** screen with all values (other than Merchant ID) in editable form.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
6. The success message appears along with the status of the transaction. Click **Done**.

### 6.3 Merchant Management – Inward Remittance

Inward remittance refers to money being received to merchant's account/s through Electronic Payment interface (EPI). The Merchant Management screen allows the system administrator to view, create, edit and delete the inward merchant details.

Using this maintenance System/Bank administrator can save the details of Payment aggregator which will act as a medium for transferring the funds to user's wallet account from the external source (Credit card/ Debit card/ Net banking). The Merchant Management screen allows the system administrator to view, create, edit and delete the inward merchant details.

### 6.3.1 Merchant Management – Inward Remittance – View

On selecting a specific merchant record by clicking on the link provided on the merchant description, the screen displaying the details of the selected inward remittance merchant is displayed.

#### Merchant Management – Inward Remittance – View

The screenshot displays the 'Merchant Management' page for 'futura bank'. The page is divided into several sections:

- Remittance Type:** INWARD, Merchant Id: 000035, Merchant Description: Inward Remittance.
- Accounts:** Credit Account Details, Account Type: CASA, Account Number: AT30424700017.
- Response Redirections:** Redirection URL: www.redirection.com, Success URL: www.success.com, Failure URL: www.failure.com.
- Checksum Details:** Checksum Type: none, Checksum Algorithm: CRC32, Security Key: AES.

At the bottom of the form are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. On the right side, there is a 'Merchant Onboarding' section with a lightbulb icon and a description: 'Through this function you can set up and maintain merchant accounts, which will enable users to initiate merchant based payments online. You can also search for an existing merchant maintenance to view details of the merchant and to edit or delete the maintenance.'

The footer of the page contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

#### Field Description

Field Name	Description
<b>Remittance Type</b>	The type or remittance mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward</li> <li>• Inward</li> </ul>
<b>Merchant Id</b>	The unique ID/key assigned to the merchant by the bank.
<b>Merchant Description</b>	The description of the merchant.
<b>Accounts</b>	

Field Name	Description
<b>Debit Account Details</b>	
<b>Account Type</b>	The type of account associated with the merchant, Only CASA type of accounts are supported.
<b>Account Number</b>	The merchant's account number.
<b>Response Redirections</b>	
<b>Redirection URL</b>	The URL for sending the response of the transaction for redirection.
<b>Success URL</b>	The URL for sending the response of the transaction if it is a successful transaction.
<b>Failure URL</b>	The URL for sending the response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	The checksum type.
<b>Checksum Algorithm</b>	The checksum algorithm.
<b>Security Key</b>	Input the security key. Field will be displayed if a value is selected in checksum algorithm.

- Click **Edit** to edit merchant details. The user is directed to the **Merchant Management - Edit** screen.  
OR  
Click **Back to navigate to the previous screen.**  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Delete** to delete the merchant maintenance.

### 6.3.2 Merchant Management – Inward Remittance – Create Merchant

The system administrator can create a new inward remittance merchant so that the bank’s customers can receive payments in their wallet using the merchant ( payment aggregator) using channel banking.

**To create a merchant:**

1. In the **Merchant Maintenance** screen, click **Create**. The **Merchant Management – Create** screen appears.

**Create Merchant – Inward Remittance**

The screenshot shows the 'Merchant Management' interface for Futura Bank. At the top, there is a navigation bar with 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Leo Thomas' with a last login of '01 May 08:55 PM'. The main form is titled 'Merchant Management' and contains the following sections:

- Select Remittance Type:** Radio buttons for 'Outward Remittance' and 'Inward Remittance' (selected).
- Merchant Id:** Text input field containing '000035'.
- Merchant Description:** Text input field containing 'Inward Remittance'.
- Accounts:**
  - Credit Account Details:**
    - Account Type: 'Current and Savings' (dropdown menu)
    - Account Number: '\*\*\*\*\*' (text input)
    - Confirm Account Number: 'AT30424700017' (text input)
- URL:**
  - Redirection URL: 'www.redirection.com' (text input)
  - Success URL: 'www.success.com' (text input)
  - Failure URL: 'www.failure.com' (text input)
- Checksum Details:**
  - Checksum Type: 'None' (dropdown menu)
  - Checksum Algorithm: 'CRC32' (dropdown menu)
  - Security Key: 'AES' (text input)

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Back'. On the right side, there is a 'Merchant Onboarding' sidebar with a lightbulb icon and text explaining the function: 'Through this function you can set up and maintain merchant accounts, which will enable users to initiate merchant based payments online. You can also search for an existing merchant maintenance to view details of the merchant and to edit or delete the maintenance.'

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Select Remittance Type</b>	The type or remittance to be mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward Remittance</li> <li>• Inward Remittance</li> </ul>
<b>Merchant Id</b>	Specify a unique ID by which the merchant will be identified.
<b>Merchant Description</b>	Enter a description of the merchant.
<b>Accounts</b>	
<b>Debit Account Details</b>	
<b>Account Type</b>	Specify the type of account associated with the merchant, Only CASA type of accounts are supported.
<b>Account Number</b>	Specify the merchant's credit account number.
<b>URL</b>	
<b>Redirection URL</b>	Specify the URL for sending the response of the transaction for redirection.
<b>Success URL</b>	Specify the URL for sending the response of the transaction if it is a successful transaction.
<b>Failure URL</b>	Specify the URL for sending the response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	Specify the checksum type.
<b>Checksum Algorithm</b>	Specify the checksum algorithm.
<b>Security Key</b>	Input the security key. This field appears if a value is selected in checksum algorithm.

2. In the **Merchant Id** field, enter the ID of the merchant.
3. In the **Merchant Description** field, enter the description of the merchant.
4. From the **Account Type** list under the section **Account Details**, select the appropriate account type.
5. In the **Account Number** field, enter the account number of the merchant corresponding to the account type selected.
6. In the **Redirection URL** field, enter the valid URL.
7. In the **Success URL** field, enter the valid URL.
8. In the **Failure URL** field, enter the valid URL.
9. Click **Save** to save the Merchant details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
10. The **Review** screen appears, verify the details and click **Confirm** to confirm the details.  
OR  
Click **Edit** to make changes if any.  
The administrator is directed to **Merchant Management – Create** screen with values in editable form.  
OR  
Click **Cancel** to cancel the operation and to navigate back to 'Dashboard'.
11. The success message appears along with the status of the transaction. Click **Done**.

### 6.3.3 Merchant Management – Inward Remittance – Edit

The system administrator can edit the details of any inward remittance merchant maintained in the application. In order to edit the details of any merchant, the user must select the **Edit** option provided on Merchant Maintenance – View (details) page of the specific merchant.

#### To edit a merchant:

1. Navigate to the **Merchant Management** screen and in the **Merchant Id** field, enter the unique id of the merchant whose details you want to edit.  
OR  
In the **Merchant Description** field, enter the description of the merchant whose details you want to edit.
2. Click **Search**. The search results appear based on the search parameters defined.  
OR  
Click **Clear**, if you want to reset the search parameters.  
OR  
Click **Cancel**, if you want to cancel the transaction.  
OR  
Click **Create** to create a new merchant maintenance.
3. Select the merchant record of which details you want to edit, by selecting the link provided on the merchant description. The **Merchant Management – View** screen appears.

- Click the **Edit** option available on the Merchant **Management**– View screen to edit merchant details. The administrator is directed to the **Merchant Management - Edit** screen.

## Merchant Management – Inward Remittance - Edit

The screenshot displays the 'Merchant Management - Edit' interface. At the top, there is a navigation bar with 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The Futura Bank logo is on the left, and a user profile 'Welcome, Leo Thomas' is on the right. The main content area is titled 'Merchant Management' and contains the following sections:

- Select Remittance Type:** Radio buttons for 'Outward Remittance' and 'Inward Remittance' (selected).
- Merchant Id:** Text input field containing '000035'.
- Merchant Description:** Text input field containing 'Inward Remittance'.
- Accounts:**
  - Credit Account Details:**
    - Account Type:** Dropdown menu showing 'Current and Savings'.
    - Account Number:** Text input field with masked characters '\*\*\*\*\*'.
    - Confirm Account Number:** Text input field containing 'AT30424700017'.
- URL:**
  - Redirection URL:** Text input field containing 'www.redirection.com'.
  - Success URL:** Text input field containing 'www.success.com'.
  - Failure URL:** Text input field containing 'www.failure.com'.
- Checksum Details:**
  - Checksum Type:** Dropdown menu showing 'None'.
  - Checksum Algorithm:** Dropdown menu showing 'CRC32'.
  - Security Key:** Text input field containing 'AES'.

At the bottom left, there are three buttons: 'Save', 'Cancel', and 'Back'. On the right side, there is a 'Merchant Onboarding' sidebar with a lightbulb icon and text explaining the function: 'Through this function you can set up and maintain merchant accounts, which will enable users to initiate merchant based payments online. You can also search for an existing merchant maintenance to view details of the merchant and to edit or delete the maintenance.'

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## Field Description

Field Name	Description
<b>Select Remittance Type</b>	The type or remittance mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward Remittance</li> <li>• Inward Remittance</li> </ul>



Field Name	Description
<b>Merchant Id</b>	The unique ID assigned to the merchant by the bank. This field cannot be edited.
<b>Merchant Description</b>	The description of the merchant. This field is editable.
<b>Accounts</b>	
<b>Debit Account Details</b>	
<b>Account Type</b>	The type of account associated with the merchant, Only CASA type of accounts are supported. This field is editable.
<b>Account Number</b>	The merchant's credit account number. This field is editable.
<b>URL</b>	
<b>Redirection URL</b>	The URL for sending the response of the transaction for redirection.
<b>Success URL</b>	The URL for sending the response of the transaction if it is a successful transaction.
<b>Failure URL</b>	The URL for sending the response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	The checksum type. This field is editable.
<b>Checksum Algorithm</b>	The checksum algorithm. This field is editable.
<b>Security Key</b>	Input the security key. This field is editable. This field appears only if a value is selected in checksum algorithm.

5. Update the required fields, click **Save to save the changes**.  
OR  
Click **Cancel** to cancel edit of the merchant maintenance.  
OR  
Click **Back** to navigate to the previous screen.
6. The **Review** screen appears, verify the details and click **Confirm** to confirm the details.  
OR  
Click **Edit** to make the changes if any.

The administrator is directed to **Merchant Management – Edit** screen with all values (other than Merchant ID) in editable form.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

7. The success message appears along with the status of the transaction. Click **Done**.

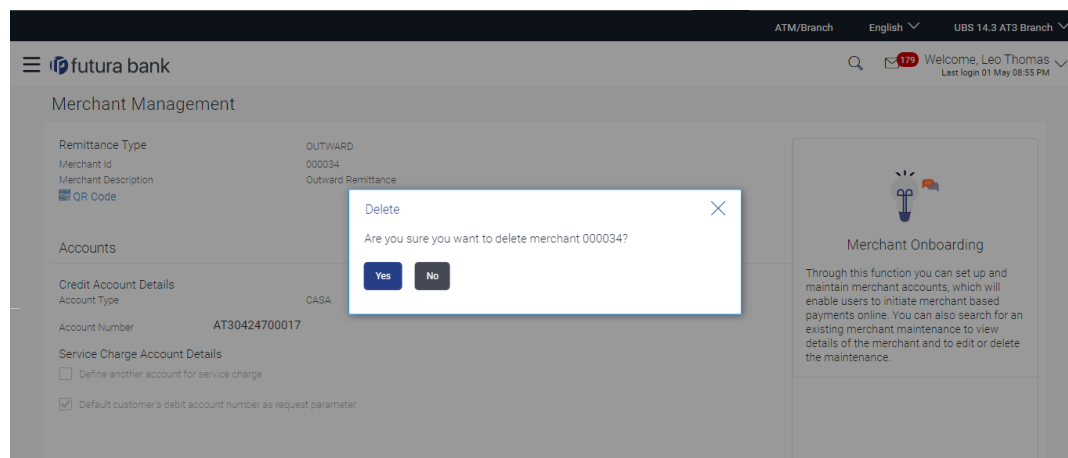
## 6.4 Merchant Management - Delete

The System administrator can delete any merchant maintained in the application.

### To delete a merchant:

1. Navigate to the **Merchant Management** screen and in the **Merchant Id** field, enter the unique ID of the merchant whose maintenance you want to delete  
OR  
In the **Merchant Description** field, enter the description of the merchant whose maintenance you want to delete.
2. Click **Search**. The search results appear based on the search parameters defined.  
OR  
Click **Clear**, if you want to reset the search parameters.  
OR  
Click **Cancel**, if you want to cancel the transaction.  
OR  
Click **Create** to create a new merchant maintenance.
3. Select the merchant record whose maintenance you want to delete, by selecting the link provided on the merchant description. The **Merchant Management – View** screen appears.
4. Click the **Delete** option available on the Merchant Management – View screen.
5. The application displays a message asking the applicant to confirm deletion.

### Merchant Management - Delete



6. Click **Yes** to delete the merchant. A confirmation page appears with a success message and the status of deletion.  
OR  
Click **No** if you do not wish to delete the Merchant Maintenance.
7. Click **OK**.

## **FAQ**

**1. Who can create or edit merchants?**

The System administrator can create and edit the merchants.

**2. Can I specify the account number which is not held within this Bank?**

No, Merchant account number/GL should be of the same bank.

**3. When will the newly added merchants be available to customers?**

Newly added merchants will be made available to the customers with immediate effect.

**4. What is the significance of defining separate account numbers for service charge account?**

Service charges, if applicable, for an online transaction initiated by a customer will be accounted separately in the merchant's account number maintained for service charge credits.

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## 7. Electronic Bill Presentment and Payment

Electronic bill presentment and payment (EBPP) is a process that enables the billers to create, and present the bills / invoices online to their customers. This feature also enables the customers/ users to pay the bills online. The EBPP services are widely used in many areas like utility bill payment, fund transfer through net banking against various purchases of utility products and services by the users, payment to service providers, mobile/ DTH bill payment etc.

The main advantage of electronic bill presentment and payment is that users/ customers can pay their bills anytime quickly and conveniently, which saves lots of time and paper work.

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**Note:** Electronic bill presentment and payment (EBPP) module will work only with third party and is not yet qualified with UBS.

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## 7.1 Biller Onboarding

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

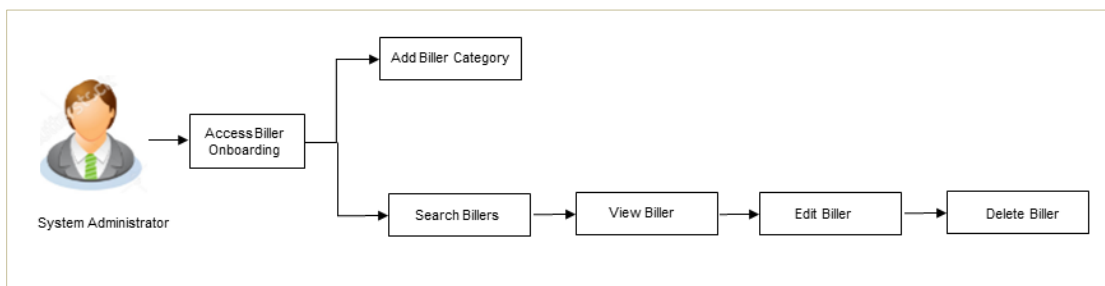
System Administrator creates billers, which are then made available to the customers to register themselves with these billers to receive and pay bills online.

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

### Pre-Requisites

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

### Workflow



### Features Supported In Application

This option allows the System Administrator to:

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

### How to reach here:

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

*OR*

*System Administrator Dashboard > Onboarding > Biller Onboarding*

## 7.1.1 Biller Onboarding - Search

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

### Biller Onboarding - Search Biller

The screenshot displays the 'Biller Onboarding' search interface. It features a search form with the following fields:

- Biller Name:** A text input field.
- Biller Category:** A dropdown menu with 'Select' as the current value.
- Biller Location:** A dropdown menu with 'Select' as the current value.

Below the form are three buttons: **Search** (in blue), **Cancel**, and **Clear**. To the right, a sidebar titled 'Create and Maintain Biller' provides instructions on how to search for and create billers. A chatbot icon is also present with the text 'Hey, I am here to help if you need it!'.

### Field Description

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

### To search billers:

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

OR  
Click **Cancel** if you want to cancel the transaction.

**Billers Onboarding - Search Result**

The screenshot shows the 'Biller Onboarding' search results page in the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the Futura Bank logo and a user welcome message for Leo Thomas. The main content area is titled 'Biller Onboarding' and contains search filters: 'Biller Name' with the value 'a', 'Biller Category' set to 'Select', and 'Biller Location' set to 'Select'. There are 'Search' and 'Clear' buttons. Below the filters is a table with the following data:

Biller Name and Id	Biller Category	Biller Location
Biller ABC 353	Internet	Mumbai
Biller XYZ 187	DTHN	Mumbai
PQR Biller 403	Electricity2	Mumbai
TUV Biller 141	DTHN	Mumbai

Below the table is a pagination control showing 'Page 1 of 1 (1-4 of 4 items)' and a 'Cancel' button. On the right side, there is a 'Create and Maintain Biller' sidebar with a 'Create' button and explanatory text about online bill payment and recharge.

**Field Description**

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

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

## 7.1.2 **Biller Onboarding - Create**

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

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

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

### **To create a biller:**

11. In the **Biller Onboarding** screen, click **Create**. The **Biller Onboarding - Create** screen appears.



# Create Biller

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank
Welcome, Leo Thomas  
Last login 01 May 10:56 PM

**Billers Onboarding**

### Billers Details

Billers Name	Jason Smith
Billers Type	Presentment and Payment
Billers Category	Select
Billers Currency	USD
Billers Status	Active

Sample Bill Image

Drag files here Or Choose Files No file chosen

Image size should not exceed 1000 KB. Upload .JPG and .PNG files only.

Billers Logo

Drag files here Or Choose Files No file chosen

Image size should not exceed 1000 KB. Upload .JPG and .PNG files only.

### Create and Maintain Biller

**Billers Details**

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

**Billers Address**

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

**Billers Specifications**

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

**Payment Terms**

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

### Billers Address

Address Line 1	ABC Lane
Address Line 2	
Address Line 3	
City	New York
State	
Country	United States
Pin/Zip Code	98765
Billers Location	

### Billers Specifications

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

Billers Label 1	JSLabel	Alphanumeric	10	Mandatory
-----------------	---------	--------------	----	-----------

[Add Row](#)

### Payment Terms and Validations

Account Number	56xxxxxxxx4901
Allow	<input checked="" type="checkbox"/> Part Payment <input checked="" type="checkbox"/> Excess Payment <input checked="" type="checkbox"/> Late Payment <input checked="" type="checkbox"/> Quick Bill Pay
Payment Methods	<input type="checkbox"/> Credit Card <input checked="" type="checkbox"/> Debit Card <input checked="" type="checkbox"/> Current and Savings Account
Auto Payment Buffer Days	10
Validation Type	<input checked="" type="radio"/> Auto <input type="radio"/> Offline <input type="radio"/> Online

Save Cancel Back

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**Field Description**

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

Field Name	Description
<b>Country</b>	Country of the biller.
<b>PIN/ Zip Code</b>	Pin/ Zip code of the biller.
<b>Biller Location</b>	Location of the biller. Location could be City or, Country or State or combination of these values.
<b>Biller Specifications</b>	
<b>Biller Label 1</b>	<p>Relationship # 1 that the user has with the biller. This label will be displayed in customer screens ( ex: Add Biller) to capture customer's unique id with biller.</p> <p>The user can select data type, maximum length of the field and whether the field is mandatory or optional. The <b>Biller Label 1</b> field is mandatory.</p> <p>Click the <b>Add Row</b> link to add more relationships of the user with the biller.</p> <p>The user can add up to 10 rows to define the different biller labels.</p>
<b>Data Type</b>	<p>It captures the biller label data types.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Text</li> <li>• Numeric</li> <li>• Alphanumeric</li> <li>• Data</li> <li>• List of Values- allowed to specify the multiple values in the corresponding field which will be further made available to the customer for selection as a part of biller addition.</li> </ul> <p>This attribute is available in <b>Biller Label</b> field.</p>
<b>Max Length</b>	The maximum length allowed for the biller label. This attribute is available in <b>Biller Label</b> field.
<b>Payment Terms and Validations</b>	
<b>Account Number</b>	Account number of the biller.

Field Name	Description
<b>Allow</b>	<p>Select whether Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge is allowed by the biller.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Part Payment:</b> The option identifies whether the biller allows bill payment for an amount less than bill amount. This option appears for '<b>Presentment</b>' and '<b>Presentment and Payment</b>' type of biller.</li> <li>• <b>Excess Payment:</b> The option identifies whether the biller allows bill payment for amount more than bill amount. This option appears for '<b>Presentment</b>' and '<b>Presentment and Payment</b>' type of biller.</li> <li>• <b>Late Payment:</b> The option identifies whether the biller allows late bill payment i.e. Payment after due date. This option appears for '<b>Presentment</b>' and '<b>Presentment and Payment</b>' type of biller.</li> <li>• <b>Quick Bill Payment:</b> The option identifies whether the biller allows 'Quick bill payment' i.e. paying the bills without registering the biller. This option appears for '<b>Payment</b>' and '<b>Presentment and Payment</b>' type of biller.</li> <li>• <b>Quick Recharge:</b> The option identifies whether the biller allows "Quick recharge" i.e. doing recharge transactions without registering the biller. This option appears for '<b>Recharge</b>' type of biller.</li> </ul>
<b>Payment Methods</b>	<p>Select the payment method accepted by the biller.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• CASA</li> <li>• Debit Card</li> <li>• Credit Card</li> </ul>
<b>Auto Payment Buffer Days</b>	<p>The number of days before bill due date, when the auto payment will be triggered by the system.</p> <p>This field appears for <b>Presentment and Presentment</b> and <b>Payment</b> type of billers.</p>

Field Name	Description
<b>Validation Type</b>	<p>The type of validation that the biller will employ to validate customers who add the biller for bill payment through channel banking.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Auto</li> <li>• Offline</li> <li>• Online</li> </ul> <p>For more information on each validation type, refer the Note on Customer Validation, at the end of the <b>Biller Onboarding – Create</b> section.</p>
<b>Validation URL</b>	<p>Redirection URL for customer validation.</p> <p>This field appears if you select the <b>Online</b> option from the <b>Validation Type</b> field.</p> <hr/> <p>Note: Out of the box OBDX does not provide</p> <ol style="list-style-type: none"> <li>a. File upload/download for offline validation and</li> <li>b. Any adapters for online validations</li> </ol> <hr/>

12. In **Biller Name** field, enter the name of the biller that is to be searched.
13. From the **Biller Type** list, select the appropriate biller type.
14. From the **Biller Category** list, select the appropriate option.
15. From the **Biller Currency** list, select the appropriate option.
16. From the **Biller Status** list, select the appropriate option.
17. Drag image or click **Choose Files** to select and upload the Sample Bill Image and Biller Logo if required.
18. In the **Biller Address** section, enter the relevant address details of the biller.
19. In the **Biller Specifications** section, enter the Relationship # 1 in the Biller Label 1 field.
20. Click the **Add Row** link to add more relationship numbers of the user with the biller.
21. In **Account Number** field, enter the account number of the biller.
22. To enable the Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge facilities, select the appropriate check boxes depending on the Biller Type.
23. To enable the payments from current and savings account, debit card or credit card, select CASA, Debit Card or Credit Card check box.
24. In the **Validation Type** field, select the appropriate option.
25. If you select **Online** as **Validation Type**, enter the redirection URL in the **Validation URL** field.
26. Click **Save**.  
OR  
Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to the previous page.

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

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to the previous page.

28. The success message along with the transaction reference number and status appears.

Click **OK** to complete the transaction.

---

**Note:** 1) Bank Administrator can use the 'Bulk file Upload' feature to create multiple billers.

2) Customer Validation: When a channel customer does an Add Biller transaction, he is essentially registering with the biller to make online bill payments. At this stage some billers may want to validate that the customer is genuine. The validation is performed based on the Validation Type field, as follows:

- **Auto:** When a biller is on boarded with validation type as Auto, customers who add this biller do not need any validation from biller and their registrations are auto-approved and they can initiate online bill payments to this biller.

- **Offline:** When a biller is on boarded with validation type as Offline, for retail or corporate customers who add this biller, their registration status is set to Pending. This means that the biller will have to do an offline validation of these registrations. These can either be approved or rejected. OBDX does not provide any OOTB mechanism for downloading Pending registrations and changing their status by the banker or biller.

- **Online:** When a biller is on boarded with validation type as Online, for retail or corporate customers who add this biller, their registrations need to be validated by the biller, online. The online validation can be a redirect to the biller's website, where validation can be performed through REST type web service. OBDX does not provide any OOTB implementation for the online validation.

---

### 7.1.3 Biller Onboarding - View

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

**To view the biller:**

29. In the **Biller Onboarding** screen, enter the search criteria and click Search. The **Biller Onboarding** screen with search results appears.

OR

Click **Clear** to reset the search parameters.

OR

Click **Cancel** to cancel the search process.

30. Click the **Biller Name** link of the record for which you want to view the details. The **Biller Onboarding - Biller Details** screen appears.

### Biller Onboarding - Biller Details

Maker
ATM/Branch
English
UBS 14.3 AT3 Branch

futura bank


 174 Welcome, Leo Thomas  
Last login 29 Apr 10:37 AM

**Biller Onboarding**

#### Biller Details

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

#### Biller Address

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

#### Billers Specifications

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

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

#### Payment Terms and Validations

Account Number: 65656565777  
 Allow:  Part Payment  Excess Payment  Late Payment  Quick Bill Pay  
 Quick Recharge  
 Payment Methods:  Credit Card  Debit Card  Current and Savings Account  
 Auto Payment Buffer Days: \_\_\_\_\_  
 Validation Type:  Auto  Offline  Online

#### Create and Maintain Biller

##### Biller Details

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

##### Biller Address

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

##### Biller Specifications

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

##### Payment Terms

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

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**Field Description**

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



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

31. Click **Edit** to edit the biller details.  
OR

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

#### **7.1.4 Biller Onboarding - Edit**

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

##### **To edit the biller details:**

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

**Billers Onboarding - Edit**

System Administrator
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English
UBS 14.3 AT3 Branch

179 Welcome, Leo Thomas  
Last login 01 May 10:55 PM

**Billers Details**

Billers Name:

Billers Type:

Billers Category:  Manage Category

Billers Currency:

Billers Status:

Sample Bill Image:

Billers Logo:

**Billers Address**

Address Line 1:

Address Line 2:

Address Line 3:

City:

State:

Country:

Pin/Zip Code:

Billers Location:

**Billers Specifications**

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

Billers Label 1	Label1	Alphanumeric	10	Mandatory
Add Row				

**Payment Terms and Validations**

Account Number:

Allow:  Part Payment  Excess Payment  Late Payment  Quick Bill Pay

Payment Methods:  Credit Card  Debit Card  Current and Savings Account

Auto Payment Buffer Days:

Validation Type:  Auto  Offline  Online

**Create and Maintain Biller**

**Billers Details**

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

**Billers Address**

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

**Billers Specifications**

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

**Payment Terms**

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

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**Field Description**

Field Name	Description
<b>Billers Name</b>	The name of the biller.

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

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

35. In **Biller Name** field, enter the name of the biller that is to be searched, if required.
36. From the **Biller Status** list, select the appropriate option, if required.
37. Click the **Remove** link to remove the uploaded image, and click **Choose Files** to select and upload a new **Sample Bill Image** and **Biller Logo** if required.
38. In the **Biller Address** section, enter the relevant address details of the biller.

39. In the **Biller Specifications** section, edit the Relationship # 1 in the Biller Label 1 field, if required.
40. In **Account Number** field, enter the account number of the biller.
41. To enable the Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge facilities, select the appropriate check boxes depending on the Biller Type.
42. To enable the payments from current and savings account, debit card or credit card, select CASA, Debit Card or Credit Card check box.
43. In the **Validation Type** field, select the appropriate option.
44. If you select **Online** as **Validation Type**, enter the redirection URL in the **Validation URL** field.
45. Click **Save**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous page.
46. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous page.
47. The success message along with the transaction reference number and status appears.  
Click **OK** to complete the transaction.

### 7.1.5 **Biller Onboarding - Delete**

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

#### **To delete a biller:**

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

## Billers Onboarding - Delete

The screenshot shows the Futura Bank Biller Onboarding interface. A modal dialog titled "Delete" is displayed in the center, asking "Are you sure you want to delete Biller PayIndia?". The dialog has "Yes" and "No" buttons. The background interface shows the "Biller Onboarding" page with fields for Biller Details (Biller Id: 403, Biller Name: PayIndia, Biller Type: Presentment, Biller Category: Electricity2, Biller Currency: INR, Biller Status: Active) and Biller Address (Address Line 1: Add6, Address Line 2: Add7, Address Line 3: Add8, City: mumbai, State: maha, Country: India). There are also sections for "Create and Maintain Biller" and "Biller Specifications".

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

[Home](#)

## 8. Limits Definition

Limits are defined by the bank to set up amount and duration based restrictions on the transactions that can be carried out by the user.

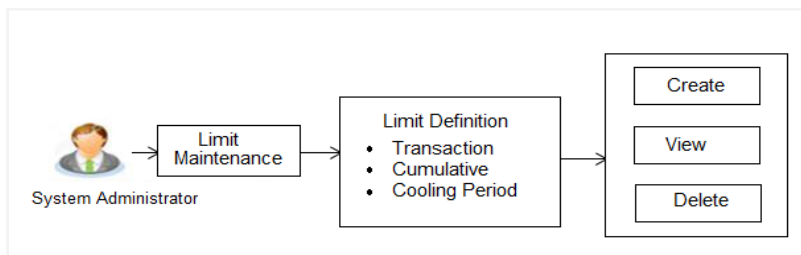
As part of limits definition maintenance, following types of limits can be defined:

- Transaction: It is the initiation limit with minimum and maximum amount defined typically for a user with role 'Maker'
- Cumulative: It is the collective transaction amount limit for all the transactions that can be performed during a day/month and maximum number of transaction in a day/month
- Cooling Period: Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.
- Limit package maintenance allows the administrator to map these definitions to every transaction.

### Pre-Requisites

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

### Workflow



### Features supported in application

Using this option system administrator can perform the following actions:

- Search/ View Limits
- Create Limit
- Delete Limits



**How to reach here:**

System Administrator Dashboard > Limits > Limits Definition

OR

System/ Bank Administrator Dashboard > Toggle menu > Limits > Limits Definition

## 8.1 Limits Definition - View

Using this option, administrator can search for particular limit based on different search parameters. The search results displays a limit list based on different search filters selected.

If the search parameters are not specified, records of all the limits maintained in the application for selected limit type are displayed.

**To search and view limits:**

1. In the **Limits Definition** screen, enter the search parameters and click **Search**. The **Limits Definition** screen with search results appears based on the searched criteria.

OR

Click **Clear** to reset the search parameters.

OR

Click **Cancel** to cancel the search process.

**Limits Definition - Search**

The screenshot shows the 'Limits Definition' search interface in the Futura Bank system. The page includes search filters and a table of results.

**Search Filters:**

- Limit Code: \_\_\_\_\_
- Limit Description: \_\_\_\_\_
- Limit Type:  Transaction  Cumulative  Cooling Period
- Updated On: \_\_\_\_\_

**Buttons:** Search, Clear, Cancel

**Table of Results:**

Limit Code	Limit Description	Limit Type	Updated On
CMLim	CMLim	Cumulative	22 May 2019
swe3	swe3	Cumulative	24 May 2019
nehcumlimit1	nehcumlimit1	Cumulative	29 May 2019
nehnewcumlimit	nehnewcumlimit	Cumulative	17 Jul 2019
SCF_CUM_LMT_PKG	scf invoice create limit package	Cumulative	20 Sep 2019
SCF_CUM_GBP_INV	scf invoice cum limit for gbp	Cumulative	21 Sep 2019
nehscfumlimit	nehscfumlimit	Cumulative	23 Oct 2019
ScumD	ScumD	Cumulative	04 Nov 2019
UBS143DailyCL01	Max Trans 150 Cum Trans Amt 75000	Cumulative	22 May 2019
AJMonthlyCLz	AJMonthlyCLz	Cumulative	22 May 2019

**Page:** 1 of 6 (1-10 of 51 items) | < 1 2 3 4 5 6 > X

**Right Panel:** Limit Definition. Transaction limits can be defined to set up amount and duration based restrictions on transactions that can be carried out by the customers. This maintenance allows you to search and view limit definitions. Also you can create new and delete existing limit definitions. Search limit definitions based on different search parameters and the matching result will be listed. **Create**

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Limit Code</b>	Name of the limit with unique identifier.
<b>Limit Description</b>	Description of the limit.
<b>Limit Type</b>	The limit type are: <ul style="list-style-type: none"> <li>• Transaction – It is the initiation limit with minimum and maximum amount</li> <li>• Cumulative – It is a duration based cumulative limit with maximum amount and number of transactions for a day/month</li> <li>• Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.</li> </ul>

**Search Results**

<b>Limit Code</b>	Name of the limit with unique identifier.
<b>Limit Description</b>	Description of the limit.
<b>Limit Type</b>	The limit type are: <ul style="list-style-type: none"> <li>• Transaction – It is the initiation limit with minimum and maximum amount</li> <li>• Cumulative – It is a duration based cumulative limit with max amount and number of transactions for a day/month</li> <li>• Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.</li> </ul>

- 
2. Click the **Limit Code** of the record to view the details. The **Limits Definition -View** screen appears.

## Limits Definition - View

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas  
Last login 02 May 11:21 AM

### Limit Definition

Limit Code	CMLim
Limit Type	Cumulative
Limit Description	CMLim
Frequency	Monthly
Currency	GBP
Cumulative Transaction Amount	£600,000.00 Per Month
Maximum Transactions	200 Per Month

Delete Cancel Back

#### Limit Details

You may delete the definitions, by clicking on Delete button. Ensure this definition is not in user before you proceed. You can choose to go back to the previous screen or cancel the operations.

Hey, I am here to help if you need it!

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3. Click **Delete** to delete the limit.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction and navigate back to dashboard.

## 8.2 Limits Definition - Create

Using this option, System Administrator can create a limit as required.

**To create a transaction limit:**

1. In the **Limits Definition** screen, click **Create**. The **Limits Definition - Create** screen with **Transaction** tab appears.

### Limits Definition - Transaction - Create

The screenshot displays the 'Limits Definition' form in the Futura Bank system. The form is titled 'Limit Definition' and has three tabs: 'Transaction', 'Cumulative', and 'Cooling Period'. The 'Transaction' tab is selected. The form fields are as follows:

- Limit Type:** Transaction (selected)
- Limit Code:** TXNLimit
- Limit Description:** Transaction Limits
- Currency:** GBP
- Minimum Amount:** £10.00
- Maximum Amount:** £100,000.00

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. On the right side, there is a help box titled 'Create Limit Definition' with the following text:

You can define following types of limits on the transactions

- Transaction – Minimum and maximum transaction initiation limit.
- Cumulative – Collective amount of a transaction and total number of transaction limit.
- Cooling Period – Limits for newly added payees

Map these limit definitions to a transaction as a part of limit package.

At the bottom right, there is a chatbot icon with the text 'Hey, I am here to help if you need it!'.

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### Field Description

Field Name	Description
<b>Limit Type</b>	The type of limit. The limit type for selection are: <ul style="list-style-type: none"> <li>• Transaction – It is the initiation limit with minimum and maximum amount</li> <li>• Cumulative – It is a duration based limit with maximum amount and number of transactions for a day/month</li> <li>• Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.</li> </ul>
<b>Limit Code</b>	The name of the limit with unique identifier.
<b>Limit Description</b>	Description of the limit.

Field Name	Description
<b>Currency</b>	The currency to be set for the limit.
<b>Minimum Amount</b>	The minimum amount for a transaction in selected currency.
<b>Maximum Amount</b>	The maximum amount for a transaction in selected currency.

- In the **Transaction** tab screen, enter the code in the **Limit Code** field.
- In the **Limit Description** field, enter the description of the limit.
- From the **Currency** field, select the appropriate currency for the limits.
- In the **Minimum Amount** and **Maximum Amount** field, enter the minimum and maximum amount for a transaction in local currency.
- Click **Save** to save the created limit.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the transaction and navigate back to dashboard.
- The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
- The success message of transaction submission appears.  
Click **OK** to complete the transaction.

### Limits Definition - Cumulative - Create

The screenshot displays the 'Limit Definition' form for a 'Cumulative' limit. The form includes the following fields and values:

- Limit Type:** Transaction, Cumulative (selected), Cooling Period
- Limit Code:** Limit\_Cum
- Limit Description:** Cumulative Limit
- Frequency:** Daily (selected), Monthly
- Currency:** GBP
- Cumulative Transaction Amount:** £10,000,000.00
- Maximum Transactions:** Per Day, 1000

At the bottom of the form are buttons for 'Save', 'Cancel', and 'Back'. A sidebar on the right titled 'Create Limit Definition' provides instructions: 'You can define following types of limits on the transactions: - Transaction - Minimum and maximum transaction initiation limit; - Cumulative - Collective amount of a transaction and total number of transaction limit; - Cooling Period - Limits for newly added payees. Map these limit definitions to a transaction as a part of limit package.' A chatbot bubble at the bottom right says 'Hey, I am here to help if you need it!'.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Limit Type</b>	<p>The type of limit.</p> <p>The limit type for selection are:</p> <ul style="list-style-type: none"> <li>• Transaction – It is the initiation limit with minimum and maximum amount</li> <li>• Cumulative – It is a duration based limit with maximum amount and number of transactions for a day/month</li> <li>• Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.</li> </ul>
<b>Limit Code</b>	The name of the limit with unique identifier.
<b>Limit Description</b>	Description of the limit.
<b>Frequency</b>	<p>The specific duration for which the limits can be utilized and available.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Daily</li> <li>• Monthly</li> </ul>
<b>Currency</b>	The currency to be set for the limit.
<b>Cumulative Transaction Amount</b>	The collective amount in selected currency for transactions that can be performed in a day.
<b>Maximum Transactions</b>	The maximum number of transactions that can be performed per day.

**To create a cumulative limit:**

1. Click the **Cumulative** tab. The **Limits Definition - Create** screen with **Cumulative** tab appears.
2. Enter the relevant information in **Limit Code** and **Limit Description** field.
3. From the **Frequency** field, select the appropriate duration for the limits.
4. From the **Currency** field, select the appropriate currency for the limits.
5. In the **Cumulative Transaction Amount** field, enter the collective amount of transaction in local currency.
6. In the **Maximum Transactions** field, enter the value for maximum number of transactions.

7. Click **Save** to save the created limit.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the transaction and navigate back to dashboard.
8. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
9. The success message of transaction submission appears.  
Click **OK** to complete the transaction.

### Limits Definition - Cooling Period – Create

The screenshot shows the 'Limit Definition' form in the Futura Bank system. The form is for creating a 'Cooling Period' limit. The fields are as follows:

- Limit Type: Transaction, Cumulative, **Cooling Period**
- Limit Code: Limit12
- Limit Description: Cooling Period Limits
- Currency: GBP

From Time	To Time	Cumulative Transaction Amount
Odd : 0hh : 0mm	1 9 0	£10.00
1dd : 9hh : 0mm	5 0 0	£1,000.00

Buttons: Add Time Period, Save, Cancel, Back.

Help chatbot: "Hi, I am here to help if you need it!"

### Field Description

Field Name	Description
<b>Limit Type</b>	<p>The type of limit.</p> <p>The limit type for selection are:</p> <ul style="list-style-type: none"> <li>• Transaction – It is the initiation limit with minimum and maximum amount</li> <li>• Cumulative – It is a duration based limit with maximum amount and number of transactions for a day/month</li> <li>• Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.</li> </ul>

Field Name	Description
<b>Limit Code</b>	The name of the limit with unique identifier.
<b>Limit Description</b>	Description of the limit.
<b>Currency</b>	The currency to be set for the limit.
<b>From Time</b>	The cooling period start time. It can be in days and/or hours and/or minutes For example a new payee will be 'active' after a cooling period of 0 days & 0 hours & 30 minutes
<b>To Time</b>	The cooling period end time. It can be in days and/or hours and/or minutes. For example a new payee will be 'active' after a cooling period of 0 days & 0 hours & 30 minutes.
<b>Cumulative Transaction Amount</b>	The collective transaction amount in selected currency for a defined cooling period.

#### To set up multiple amount and time limit slabs:

1. Click the **Cooling Period** tab. The **Limits Definition - Create** screen with Cooling Period tab appears.
2. Enter the relevant information in **Limit Code** and **Limit Description** field.
3. From the **Currency** field, select the appropriate currency for the limits.
4. From the **From Time** and **To Time** field, select the appropriate day, hours and minutes.
5. In the **Cumulative Transaction Amount** field, enter the collective amount that is applicable for the defined cooling period.
6. Click **Add Time Period** if you want to create more than one amount and time limit slabs.
7. Click **Save** to save the created limit.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the transaction and navigate back to dashboard.
8. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.



- The success message of transaction submission appears.  
Click **OK** to complete the transaction.

**Note:** You can click  to delete a record.

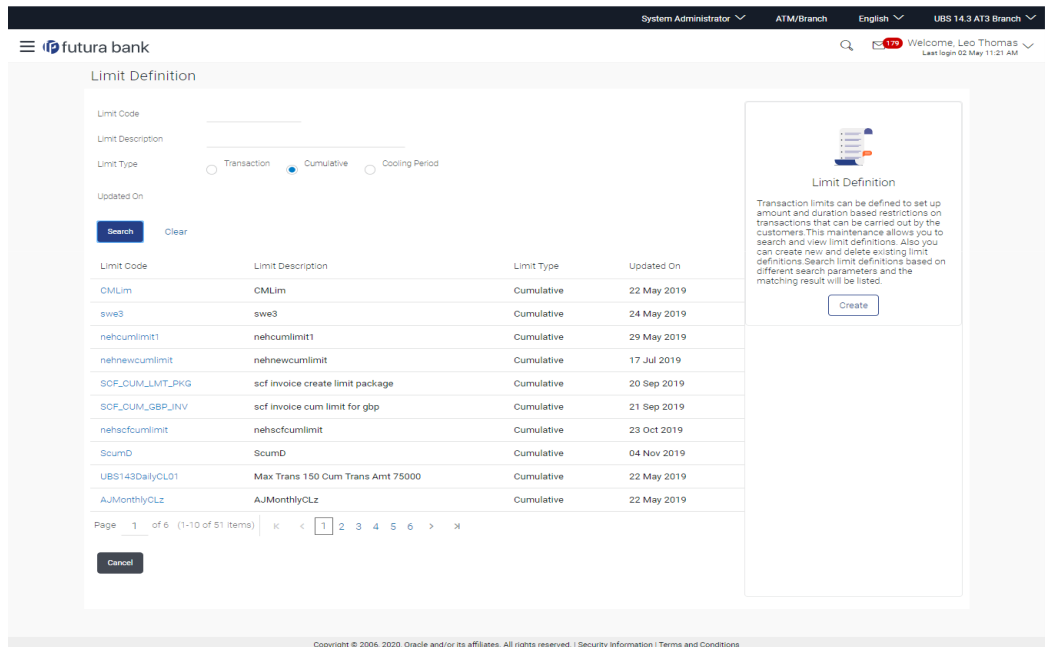
## 8.3 Limits Definition - Delete Limit

Using this option, System Administrator can delete a limit definition created earlier. Limit definition can be deleted only if it is not in use (available as a part of any limit package).

### To delete a limit:

- In the **Limits Definition** screen, enter the search parameters and click **Search**. The **Limits Definition** screen with search results appears based on the searched criteria.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.

### Limits Definition - Search



The screenshot shows the Oracle Limits Definition Search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas' with a 'Last login: 02 May 11:21 AM' timestamp.

The main content area is titled 'Limit Definition'. It features a search form with the following fields:
 

- Limit Code:
- Limit Description:
- Limit Type: Radio buttons for 'Transaction', 'Cumulative' (selected), and 'Cooling Period'.
- Updated On:

 Below the form are 'Search' and 'Clear' buttons.

The search results are displayed in a table with the following data:

Limit Code	Limit Description	Limit Type	Updated On
CMLim	CMLim	Cumulative	22 May 2019
swe3	swe3	Cumulative	24 May 2019
nehcumlimit1	nehcumlimit1	Cumulative	29 May 2019
nehnewcumlimit	nehnewcumlimit	Cumulative	17 Jul 2019
SCF_CUM_LMT_PKG	scf invoice create limit package	Cumulative	20 Sep 2019
SCF_CUM_GBP_INV	scf invoice cum limit for gbp	Cumulative	21 Sep 2019
nehscfumlimit	nehscfumlimit	Cumulative	23 Oct 2019
ScumD	ScumD	Cumulative	04 Nov 2019
UBS143DailyCLD1	Max Trans 150 Cum Trans Amt 75000	Cumulative	22 May 2019
AJMonthlyCLz	AJMonthlyCLz	Cumulative	22 May 2019

At the bottom of the table, there is a pagination control: 'Page 1 of 6 (1-10 of 51 items)' and a set of navigation arrows. A 'Cancel' button is located at the bottom left of the search area.

On the right side of the table, there is a 'Create' button and a 'Limit Definition' section with a description: 'Transaction limits can be defined to set up amount and duration based restrictions on transactions that can be carried out by the customers. This maintenance allows you to search and view limit definitions. Also you can create new and delete existing limit definitions. Search limit definitions based on different search parameters and the matching result will be listed.'

- Click the **Limit Code** of the record for which you want to view the details. The **Limits Definition -View** screen appears.

## Limits Definition - View

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 02 May 11:21 AM

### Limit Definition

Limit Type: Transaction | Cumulative | **Cooling Period**

Limit Code: LimitT2

Limit Description: Cooling Period Limits

Currency: GBP

From Time	To Time	Cumulative Transaction Amount
0dd : 0hh : 0mm	1   9   0	£10.00
1dd : 9hh : 0mm	5   0   0	£1,000.00

Add Time Period

Save | Cancel | Back

**Create Limit Definition**

You can define following types of limits on the transactions

- Transaction - Minimum and maximum transaction initiation limit.
- Cumulative - Collective amount of a transaction and total number of transaction limit.
- Cooling Period - Limits for newly added players.

Map these limit definitions to a transaction as a part of limit package.

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3. Click **Delete**. The **Delete Warning** message appears.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction and navigate back to dashboard.

## Delete Limit

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 02 May 11:21 AM

### Limit Definition

Limit Code: CMLim

Limit Type: Cumulative

Limit Description: CMLim

Frequency: Monthly

Currency: GBP

Cumulative Transaction Amount: £600,000.00 Per Month

Maximum Transactions: 200 Per Month

**Limit Deletion**

Are you sure you want to delete this Limit?

Yes | No

Delete | Cancel | Back

**Limit Details**

You may delete the definitions, by clicking on Delete button. Ensure this definition is not in use before you proceed. You can choose to go back to the previous screen or cancel the operations.

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4. Click **Yes** to confirm the deletion.  
OR  
Click **No** to cancel the deletion process.
5. The success message of transaction submission appears.  
Click **OK** to complete the transaction.

## **FAQ**

**1. Can I delete transaction and/ or cumulative/ cooling period limit definitions against a transaction in limit package?**

No, existing limits against a transaction cannot be deleted; it can only be edited if effective date is starting from a future date.

**2. Can I maintain multiple definitions for each limit type?**

Yes, you can maintain multiple limit definitions under each limit type.

**3. What is a significance of defining different slab limits in case of cooling period limit type?**

Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee. Administrator can set up 2 or more time slabs to define the payee limits. E.g.

- 0 mins to 30 Mins – Amount limit – \$ 0
- 31Min to 60 Mins – Amount limit is \$ 5000.

Customer cannot transfer any amount till first 30 mins from the time payee is added. From 31 to 60 mins, customer can maximum transfer upto \$ 5000 subject to sufficient transaction and cumulative limits available.

[Home](#)

## 9. Limit Package Management

Limit package is a group of transaction limits. As part of the limit package management, defined limits (created through 'Limit Definition') can be mapped to each transaction or to a transaction group (Created using Transaction Group Maintenance). Each package is associated with a specific channel/Touch point or with a group of Touch points.

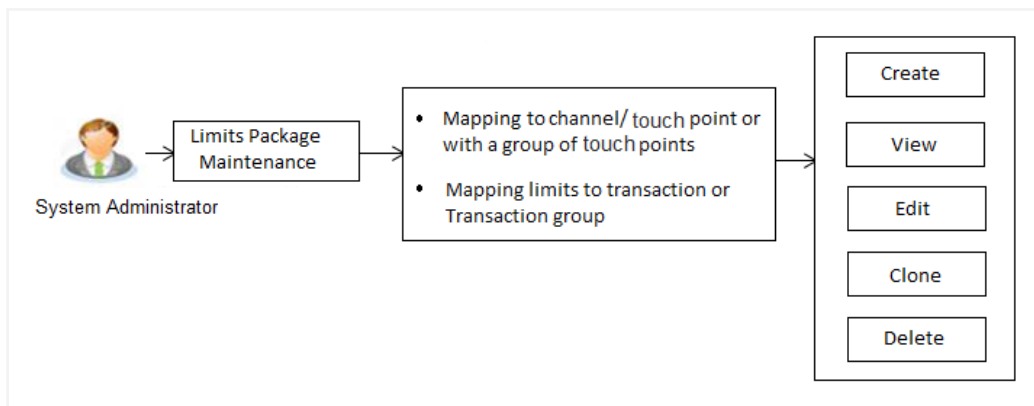
The limits packages once created can be mapped to

- Enterprise Roles (Retail/Corporate/Administrator) – using System Rules
- User Segment – using System Rules maintenance
- Party – using Party Preferences (Cumulative User Limits and Cumulative Customer limits)
- User – using User Management

### Prerequisites:

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Transaction aspects - limit parameter is enabled for required transactions,
- Transactions groups are maintained as required.
- Touch Point and touch point groups are maintained as required.
- Limit definitions are maintained.

### Workflow



### Features supported in application

Following functions can be performed by the bank administrator as part of the limit package maintenance

- Search/ View Limit Package
- Create Limit Package
- Edit Limit Package

- Clone Limit Package
- Delete Limit Package

### How to reach here:

System Administrator Dashboard > Limits > Limit Package Management  
OR

System/ Bank Administrator Dashboard > Toggle menu > Limits > Limits Package

## 9.1 Limit Package Management - View

Using this option, Administrator can search for specific limit package based on different search parameters like package code, user segments to for which the package is enabled, touch point/touch point groups to which a package can be mapped etc. The search results displays a list or particular limit package/s based on different search filters selected.

If the search parameters are not specified, records of all the packages maintained in the application are displayed.

### To search and view limit package:

1. In the **Limit Package Management** screen, click **Search**. The **Limit Package Management** screen with search results appears based on the searched criteria.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.

### Limit Package Management - Search

The screenshot displays the 'Limit Package Management' search interface. At the top, there are navigation tabs for 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Leo Thomas' with a last login of '02 May 11:21 AM'. The search filters include 'Package Code', 'Package Description', and 'More Search Options'. A 'Search' button and a 'Clear' button are present. The search results are displayed in a table with columns: Package Code, Package Description, Touch Point, Currency, Updated On, and Roles. The table contains 10 rows of data. A 'Cancel' button is located at the bottom left of the table. On the right side, there is a 'Limit Package' section with a 'Create' button and a descriptive text box.

Package Code	Package Description	Touch Point	Currency	Updated On	Roles
nehnewsfpackage	nehnewsfpackage	APINTERNET	GBP	21 Sep 2019	retailuser
nehneglimitcheck	nehneglimitcheck	APINTERNET	GBP	15 Nov 2019	corporateuser
SCFBulkpackage	SCFBulkpackage	APINTERNET	GBP	10 Dec 2019	corporateuser
swe2	swe2	GLOBAL	GBP	24 May 2019	corporateuser,retailuser
nehlimitcheck	nehlimitcheck	APINTERNET	GBP	08 Nov 2019	corporateuser
nehinvpackage08	nehinvpackage08	APINTERNET	GBP	24 Apr 2020	corporateuser
UBS143GlobalP	Global Limit Package with All Transactions	GLOBAL	GBP	13 Apr 2020	corporateuser,retailuser
nehpackage0511	nehpackage0511	APINTERNET	GBP	15 Nov 2019	corporateuser
testLmtPkg	Test Limit Package	APINTERNET	INR	28 Mar 2020	retailuser
TestLimitPack	Test Limit Package	APINTERNET	INR	27 Mar 2020	retailuser

Page 1 of 5 (1-10 of 45 items) | < 1 2 3 4 5 >

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Package Code</b>	The unique code assigned to the limit package.
<b>Package Description</b>	Description of the limit package.
<b>Role</b>	The limit is applicable to specific party or role (s).
<b>Touch Point / Group</b>	Name of the touch point or group mapped to a limit package. <ul style="list-style-type: none"> <li>• Touch Point – To search the limit packages created with specific touch point</li> <li>• Touch Point Group – To search the limit packages created with specific touch point groups which are manually created by an administrator</li> <li>• Global – To search the limit packages created for global group (A group created automatically with all internal and external touch points) of touch points.</li> </ul>
<b>Currency</b>	Currency in which the limit package is created.
<b>Updated On</b>	Date range in which limit packages were updated.
<b>Search Results</b>	
<b>Package Code</b>	The unique code assigned to the limit package.
<b>Package Description</b>	Description of the limit package.
<b>Touch Point</b>	Name of the touch point mapped to a limit package. If package is assigned to specific Touch Point - Touch Point Name is displayed If package is assigned to specific Touch Point Group - Touch Point Group description is displayed If package is assigned to Global Touch Point Group – value 'Global' is displayed on screen.
<b>Currency</b>	Currency in which the limit package is created.
<b>Updated On</b>	Date on which limit package was updated.
<b>Roles</b>	The limit is applicable to specific party or role (s).

- Click the **Limit Package Code** of the record for which you want to view the details. The **Limits Package Management - View** screen appears.

## Limit Package Management - View

The screenshot displays the 'Limit Package Management - View' interface. At the top, the user is logged in as 'Leo Thomas' with the role 'System Administrator'. The page title is 'Limit Package Management'. The main content area shows the following details:

- Limit Package Code:** nehnewsfpackage
- Limit Package Description:** nehnewsfpackage
- Touch Point:** Internet
- Role:** retailuser
- Currency:** GBP

Below these details, there are transaction-related fields:

- Transaction Name:** Invoice Creation - Record Level Approval
- Cumulative Limit Daily:** nehculimit1 - nehculimit1
- Transaction Limit:** nehlimitxn - nehlimitxn

At the bottom of the main content area, there are buttons for 'Clone', 'Edit', 'Delete', 'Cancel', and 'Back'. To the right, a 'Limit Package Details' box contains the following text:

You can edit the parameters set for each transaction available in a package or can delete the package by clicking on Delete button. Ensure this package is not in use before you proceed to delete. To speed up the process you can clone an existing limit package. You may also choose to go back to the previous screen or cancel the operation.

A chatbot icon with the text 'Hey, I am here to help if you need it!' is located in the bottom right corner of the main content area.

## Field Description

Field Name	Description
<b>Limit Package Code</b>	The unique code assigned to the limit package.
<b>Limit Package Description</b>	Description of the limit package.
<b>Touch Point/ Touch Point Group</b>	Name of the touch point or group mapped to a limit package.
<b>Roles</b>	The party or role (s) to which limit is applicable.
<b>Currency</b>	Currency in which the limit package is created.
<b>Transactions / Transaction Groups - Limits</b>	
<b>Transactions / Transaction Group Name</b>	Name of the transaction group that is mapped to the limit package.

Field Name	Description
<b>Effective Date</b>	The date from which the limit package is effective for the transaction/transaction group.
<b>Expiry Date</b>	Expiry date of a specific limit linked to a transaction. This field will be displayed only if expiry date is maintained for each transaction.
<b>Cumulative Limit Daily</b>	The daily cumulative limit set for the specific transaction. It displays the limit name and description along with the cumulative transaction amount and transaction count.
<b>Cumulative Limit Monthly</b>	The cumulative limit set for the specific transaction on basis on month. It displays the limit name and description along with the cumulative transaction amount and transaction count.
<b>Transaction Limit</b>	The transaction limit set for the specific transaction. It displays the limit name and description along with the minimum and maximum transaction amount set for the specific transaction.
<b>Cooling Limit</b>	The cooling limit set for the specific transaction. It displays the limit name and description along with the amount and time limit.

3. Click **Clone** to make another limit package with similar details.

OR

Click **Edit** to edit the limit package.

OR

Click **Delete** to delete the limit.

OR

Click **Cancel** to cancel the transaction and go back to Dashboard.

OR

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



## 9.2 Limit Package Management - Create

An administrator can create a new limit package using this maintenance. User has to define touch point or a touch point group and a currency in which a package is to be created. The touch points and groups defined are listed for selection. An administrator can also create a limit package for Global Touch point group (a group which is created automatically with all available internal and external touch points) A package can also be enabled for mapping at multiple user segments.

An administrator can add multiple transactions and transaction groups in a package and can assign limit definitions created for each transaction and for a group.

Further, these packages can be assigned at each touch point/group level while defining user segment parameters, party preferences and while creating business users.

### To create a limit package:

1. In the **Limit Package Management** screen, click **Create**. The **Limit Package Management - Create** screen appears.

### Limit Package Management - Create

### Field Description

Field Name	Description
<b>Limit Package Code</b>	The unique code of the limit package.

Field Name	Description
<b>Limit Package Description</b>	Description of the limit package.
<b>Touch Point</b>	<p>Touch point or a group of touch point for which a package is to be created.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Touch Point</li> <li>• Touch Point Group</li> <li>• Global: This a group of touch points created automatically (default touch point group has all internal and external touch points).</li> </ul>
<b>Touch Point</b>	<p>Internal and external touch points defined using touch point maintenance is available for selection.</p> <p>This field is displayed and enabled if you select <b>Touch Point</b> option in the <b>Touch Point</b> field.</p>
<b>Touch Point Group</b>	<p>Internal and external touch points groups defined using touch point group maintenance are available for selection.</p> <p>This field is displayed and enabled if you select <b>Touch Point Group</b> option in the <b>Touch Point</b> field.</p>
<b>Available To Role</b>	User segment/s for which a package is to be enabled for mapping.
<b>Currency</b>	The currency to be set for the limit package.
<b>Transactions/ Transaction Group - Limits</b>	
<b>Transactions/ Transaction Group Name</b>	The transaction or transaction group name, to assign the limits to it.
<b>Effective Date</b>	Date from which the limits should be applied for a selected transaction or transaction group.
<b>Cumulative Limit Daily</b>	<p>Cumulative transaction limits which are applicable for each day.</p> <p>All the limit definitions maintained with cumulative – daily limit type and with the same currency as defined at package level are listed for selection.</p>
<b>Cumulative Limit Monthly</b>	<p>Cumulative transaction limits which are applicable for each month.</p> <p>All the limit definitions maintained with cumulative – monthly limit type and with the same currency as defined at package level are listed for selection.</p>

Field Name	Description
<b>Transaction Limit</b>	Transaction minimum and maximum initiation limits. All the limit definitions maintained with transaction – limit type and with the same currency as defined at package level are listed for selection.
<b>Cooling Limit</b>	All the limit definitions maintained with cooling period – limit type and with the same currency as defined at package level are listed for selection.

2. In the **Limit Package Code** field, enter the code for the limit package.
3. In the **Limit Package Description** field, enter the description of the limit package.
4. In the **Touch Point** field, select the appropriate option.
  - a. If you select **Touch Point**;
    - i. From the **Touch Point** list, select the appropriate option.
  - b. If you select **Touch Point Group**;
    - i. From the **Touch Point Group** list, select the appropriate option.
  - c. Select **Global**, to create a limit package for a group of all touch points.
5. From **Available To Role** list, select the appropriate role.
6. From **Currency** list, select the appropriate currency to be associated with the Limit Package. It enables the **Transactions / Transaction Group - Limits** section.
7. From the **Transaction / Transaction Group Name** from the list, select the appropriate option for the limit package in the **Transactions / Transaction Group - Limits** section.

**Note:** Click [View Details](#) link to view transaction group details.

### View Details -Transaction Group Details

The screenshot displays the 'Transaction Group Maintenance' page in the Futura Bank system. A 'View Details' modal window is open, showing a table of transactions for a specific group. The table has columns for 'Sr No.' and 'Transactions'. The data rows are:

Sr No.	Transactions
1	Adhoc Internal Transfer - Limits
2	Adhoc International Transfer


The background interface shows fields for 'Limit Package Code', 'Limit Package Description', 'Available To Role' (Retail User), 'Currency' (GBP), 'Transaction Name' (Create Forex Deal), 'Effective Date' (17 Jul 2019), 'Expiry Date', 'Cumulative Limit Daily', and 'Transaction Limit'. A 'Delete Transaction' button is visible at the bottom right of the modal.

**Field Description**

Field Name	Description
<b>Group Code</b>	Search the transaction groups with group code.
<b>Group Description</b>	Search the transaction groups with group description.
<b>No. of Transactions</b>	Number of transactions associated with the transaction groups.

8. Select the **Effective Date** from the calendar for the limit package in the **Transactions / Transaction Group - Limits** section.
9. From the **Cumulative Limit Daily, Cumulative Limit Monthly, Transaction Limit and Cooling Limit** lists, select the appropriate limits.
10. Click **Add Transaction** and repeat the steps 4 to 6, if you want to assign limits for more transactions.  
OR  
Click **Add Transaction Group** and repeat the steps 4 to 6, if you want to assign limits for more transactions groups.
11. Click **Save** to save the limit package.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
12. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
13. The success message of transaction submission appears.  
Click **OK** to complete the transaction.

---

**Note:** You can click  to delete a transaction or cooling limit of a transaction.

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### 9.3 Limit Package Management - Edit

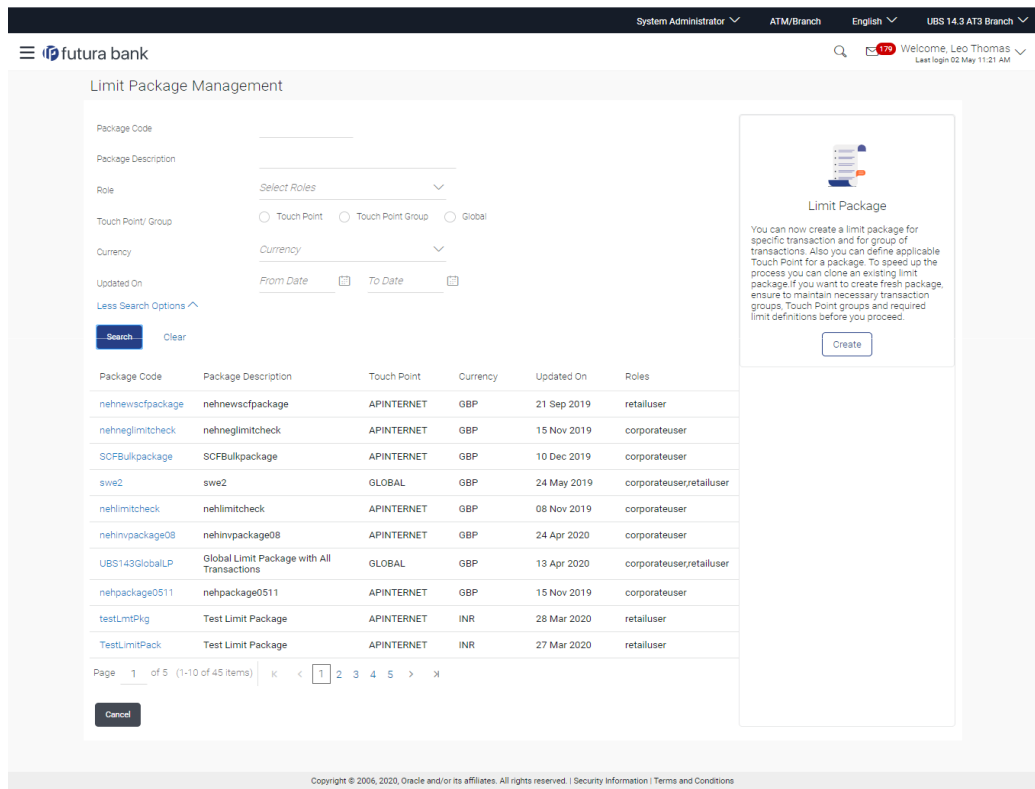
Using this option, System Administrator can update or edit a limit package created for a specific channel/touch point. User is not allowed to edit the code, currency and touch point details, whereas can add or remove the transactions/transaction groups available as a part of package. And also can edit the limit definitions mapped against each type of limit.

**To edit a limit package:**

1. In the **Limit Package Management** screen, click **Search**. The **Limits Package Management** screen with search results appears based on the searched criteria.  
OR

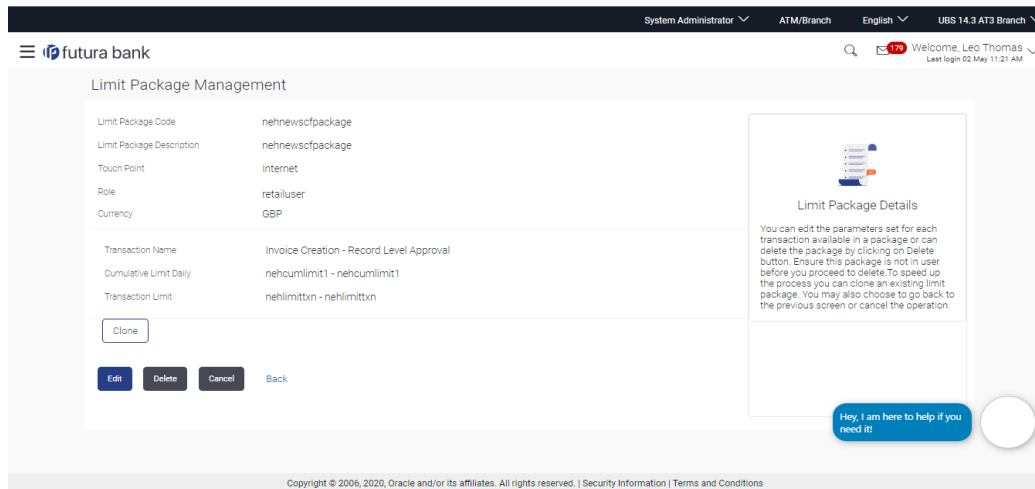
Click **Clear** to reset the search parameters.  
 OR  
 Click **Cancel** to cancel the search process.

### Limit Package Management - Search



2. Click the **Limit Package Code** of the record for which you want to modify the details. The **Limits Management-View** screen appears.

### Limit Package Management – View



3. Click **Edit**. The **Limit Package Management - Edit** screen appears.

### Limit Package Management - Edit

The screenshot displays the 'Limit Package Management - Edit' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main content area is titled 'Limit Package Management' and shows two limit packages. The first package has a code 'nehnewsfpackage', description 'nehnewsfpackage', available to role 'Retail User: x', and currency 'GBP'. It includes transaction details for 'Create Forex Deal' with an effective date of '17 Jul 2019'. The second package has a code 'nehscfoumlimit', description 'nehscfoumlimit', available to role 'AJMonthlyCLZ - AJMonthlyCLZ', and currency 'GBP'. It includes transaction details for 'Create AccountAggregationPayment' with an effective date of '02 May 2020'. The screen also features a 'Delete Transaction' button and a 'Delete Package Details' section with instructions on how to remove or modify transactions.

### Field Description

Field Name	Description
<b>Limit Package Code</b>	The unique code of the limit package. This information cannot be edited.
<b>Limit Package Description</b>	Description of the limit package. Details provided previously will be shown in an editable form.
<b>Touch Point</b>	Touch point or a group of touch point/Global touch point group for which a package is created. Touch point name or a group package name will be shown in non-editable form.
<b>Available To Role</b>	User segment/s for which a package is enabled for mapping. Details provided previously will be shown in an editable form.
<b>Currency</b>	The currency which is set for the limit package. This information cannot be edited.

Field Name	Description
<b>Transactions/ Transaction Group - Limits</b>	
<b>Transactions/ Transaction Group Name</b>	The transaction or transaction group name, to assign the limits to it.
<b>Effective Date</b>	Date from which the limits should be applied for a selected transaction or transaction group.
<b>Expiry Date</b>	Date from which the limits will be deactivated.
<b>Cumulative Limit Daily</b>	Cumulative transaction limits which are applicable for each day. Already assigned package if any is shown in an editable form. All the limit definitions maintained with cumulative – daily limit type and with the same currency as defined at package level are listed for selection.
<b>Cumulative Limit Monthly</b>	Cumulative transaction limits which are applicable for each month. Already assigned limit definition if any is shown in an editable form. All the limit definitions maintained with cumulative – monthly limit type and with the same currency as defined at package level are listed for selection.
<b>Transaction Limit</b>	Transaction minimum and maximum initiation limits. Already assigned definition if any is shown in an editable form. All the limit definitions maintained with transaction – limit type and with the same currency as defined at package level are listed for selection.
<b>Cooling Limit</b>	Already assigned definition if any is shown in an editable form. All the limit definitions maintained with cooling period – limit type and with the same currency as defined at package level are listed for selection.

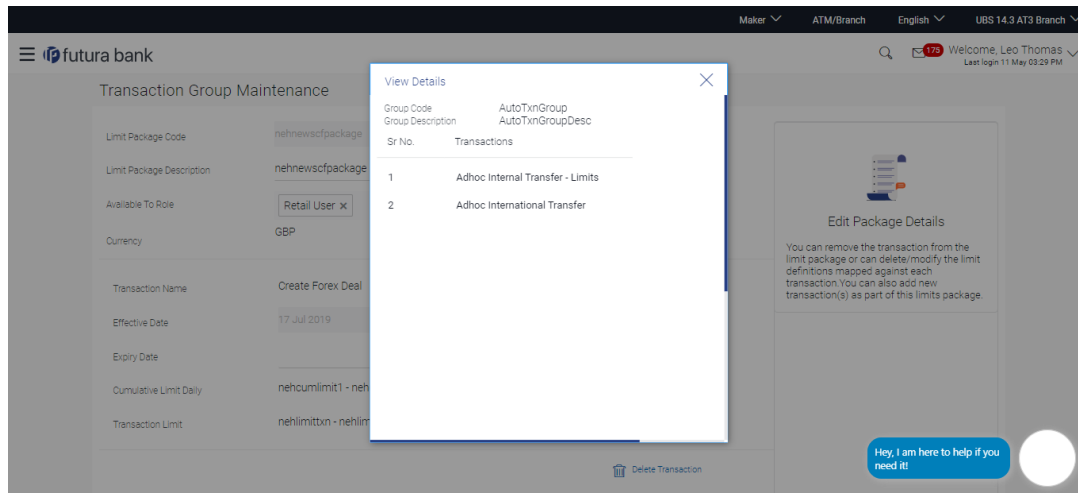
- 
4. Edit the required details, e.g. Touch point, Touch point group, roles, cumulative and/ or transaction, Transaction Group and/ or cooling limit.

---

**Note:** Click [View Details](#) link to view transaction group details.


---

## View Details -Transaction Group Details



## Field Description

Field Name	Description
<b>Group Code</b>	Search the transaction groups with group code.
<b>Group Description</b>	Search the transaction groups with group description.
<b>No. of Transactions</b>	Number of transactions associated with the transaction groups.

5. Click **Add Transaction**, if you want to add a new transaction.  
OR  
Click **Add Transaction Group**, if you want to add a new transaction group.  
OR  
Click  **Delete Transaction** to delete an existing transaction/ transaction group.
6. Click **Save** to save the changes made to the limit package.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
8. The success message of transaction submission appears.  
Click **OK** to complete the transaction.



## 9.4 Limit Package Management - Clone

To speed up the process of creating new limit package, System Administrator can clone an existing limit package. All the values available in an existing package are shown in an editable format, administrator is allowed to make changes in it and save the package with different name.

### To clone a limit package:

1. In the **Limit Package Management** screen, click **Search**. The **Limits Package Management** screen with search results appears based on the searched criteria.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.

### Limit Package Management - Search

The screenshot displays the 'Limit Package Management' search interface. At the top, there are navigation elements for 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Leo Thomas' with a 'Welcome' message and a 'Last login' timestamp of '02 May 11:21 AM'.

The search filters include:

- Package Code:
- Package Description:
- Role:
- Touch Point/ Group:  Touch Point  Touch Point Group  Global
- Currency:
- Updated On:

Below the filters are 'Less Search Options' and 'Search' and 'Clear' buttons.

The search results table is as follows:

Package Code	Package Description	Touch Point	Currency	Updated On	Roles
nehnewscfpackage	nehnewscfpackage	APIINTERNET	GBP	21 Sep 2019	retailuser
nehneglimitcheck	nehneglimitcheck	APIINTERNET	GBP	15 Nov 2019	corporateuser
SCFBulkpackage	SCFBulkpackage	APIINTERNET	GBP	10 Dec 2019	corporateuser
swe2	swe2	GLOBAL	GBP	24 May 2019	corporateuser;retailuser
nehlimitcheck	nehlimitcheck	APIINTERNET	GBP	08 Nov 2019	corporateuser
nehinpackage08	nehinpackage08	APIINTERNET	GBP	24 Apr 2020	corporateuser
UBS143GlobalLP	Global Limit Package with All Transactions	GLOBAL	GBP	13 Apr 2020	corporateuser;retailuser
nehpackage0511	nehpackage0511	APIINTERNET	GBP	15 Nov 2019	corporateuser
testLmtPkg	Test Limit Package	APIINTERNET	INR	28 Mar 2020	retailuser
TestLimitPack	Test Limit Package	APIINTERNET	INR	27 Mar 2020	retailuser

At the bottom of the table, there is a pagination control: 'Page 1 of 5 (1-10 of 45 items)' and a 'Cancel' button.

On the right side, there is a 'Limit Package' information box with a 'Create' button. The text in the box reads: 'You can now create a limit package for specific transaction and for group of transactions. Also you can define applicable Touch Point for a package. To speed up the process you can clone an existing limit package. If you want to create fresh package, ensure to maintain necessary transaction groups, Touch Point groups and required limit definitions before you proceed.'

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2. Click the **Limit Package Code** of the record for which you want to clone the details. The **Limits Package Management-View** screen appears.

## Limit Package Management - View

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

178 Welcome, Leo Thomas  
Last login 02 May 11:21 AM

Limit Package Management

Limit Package Code	nehnewsfpackage
Limit Package Description	nehnewsfpackage
Touch Point	Internet
Role	retailuser
Currency	GBP
Transaction Name	Invoice Creation - Record Level Approval
Cumulative Limit Daily	nehcumlimit1 - nehcumlimit1
Transaction Limit	nehlimitxn - nehlimitxn

Clone

Edit Delete Cancel Back

Limit Package Details

You can edit the parameters set for each transaction available in a package or can delete the package by clicking on Delete button. Ensure this package is not in user before you proceed to delete. To speed up the process you can clone an existing limit package. You may also choose to go back to the previous screen or cancel the operation.

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3. Click **Clone**. The **Limits Package Management - Create** screen appears with existing limit package details.

## Limits Package Management - Create

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

178 Welcome, Leo Thomas  
Last login 02 May 11:21 AM

Limit Package Management

Limit Package Code	Lim12
Limit Package Description	Limit Package
Touch Point	<input checked="" type="radio"/> Touch Point <input type="radio"/> Touch Point Group <input type="radio"/> Global
Touch Point	Internet
Available To Role	Retail User
Currency	GBP
Transaction Name	Create Forex Deal
Effective Date	02 May 2020
Cumulative Limit Daily	nehcumlimit1 - nehcumlimit1
Transaction Limit	nehlimitxn - nehlimitxn
Cooling Limit	Select Limit
Cumulative Limit Monthly	Select Limit

Add Transaction | Add Transaction Group

Save Cancel Back

Create Limit Package

You can now create a limit package for specific transaction and for group of transactions. Also you can define applicable Touch Point for a package. To speed up the process you can clone an existing limit package. If you want to create fresh package, ensure to maintain necessary transaction groups, Touch Point groups and required limit definitions before you proceed.

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4. Update limit package with required changes.
5. Click **Save** to save the limit package.  
OR  
Click **Cancel** to cancel the transaction.

- OR  
Click **Back** to navigate back to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify the details.  
The user will be navigated back to the create screen.  
OR  
Click **Cancel** to cancel the transaction.
7. The success message of transaction submission appears.  
Click **OK** to complete the transaction.

## 9.5 Limit Package Management - Delete

Using this option, System Administrator can delete a limit package created for a specific channel/touch point. Deletion of limit package is allowed only if not in use (not mapped at any level)

**To delete a limit package:**

- In the **Limit Package Management** screen, click **Search**. The **Limits Package Management** screen with search results appears based on the searched criteria.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.

### Limit Package Management - Search

The screenshot displays the 'Limit Package Management' search interface. At the top, there are navigation elements including 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user greeting 'Welcome, Leo Thomas' with a 'Last login 02 May 11:21 AM' timestamp.

The search area includes input fields for 'Package Code' and 'Package Description', a 'More Search Options' dropdown, and 'Search' and 'Clear' buttons. Below this is a table with the following data:

Package Code	Package Description	Touch Point	Currency	Updated On	Roles
nehnewspackage	nehnewspackage	APIINTERNET	GBP	21 Sep 2019	retailuser
nehneglimitcheck	nehneglimitcheck	APIINTERNET	GBP	15 Nov 2019	corporateuser
SCFBulkpackage	SCFBulkpackage	APIINTERNET	GBP	10 Dec 2019	corporateuser
swe2	swe2	GLOBAL	GBP	24 May 2019	corporateuser/retailuser
nehlimitcheck	nehlimitcheck	APIINTERNET	GBP	08 Nov 2019	corporateuser
nehinvpackage08	nehinvpackage08	APIINTERNET	GBP	24 Apr 2020	corporateuser
UBS143GlobalLP	Global Limit Package with All Transactions	GLOBAL	GBP	13 Apr 2020	corporateuser/retailuser
nehpackage0511	nehpackage0511	APIINTERNET	GBP	15 Nov 2019	corporateuser
testLmtPkg	Test Limit Package	APIINTERNET	INR	28 Mar 2020	retailuser
TestLimitPack	Test Limit Package	APIINTERNET	INR	27 Mar 2020	retailuser

Below the table, there is a pagination control showing 'Page 1 of 5 (1-10 of 45 items)' and a 'Cancel' button. To the right of the table is a 'Limit Package' section with a 'Create' button and explanatory text: 'You can now create a limit package for specific transaction and for group of transactions. Also you can define applicable Touch Point for a package. To speed up the process you can clone an existing limit package. If you want to create fresh package, ensure to maintain necessary transaction groups, Touch Point groups and required limit definitions before you proceed.'

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- Click the **Limit Package Code** of the record for which you want to view the details. The **Limits Package Management-View** screen appears.

### Limit Package Management - View

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 02 May 11:21 AM

Limit Package Management

Limit Package Code	nehnewsfpackage
Limit Package Description	nehnewsfpackage
Touch Point	Internet
Role	retailuser
Currency	GBP
Transaction Name	Invoice Creation - Record Level Approval
Cumulative Limit Daily	nehcumlimit1 - nehcumlimit1
Transaction Limit	nehlimitxn - nehlimitxn

Clone

Edit Delete Cancel Back

Limit Package Details

You can edit the parameters set for each transaction available in a package or can delete the package by clicking on Delete button. Ensure this package is not in user before you proceed to delete. To speed up the process you can clone an existing limit package. You may also choose to go back to the previous screen or cancel the operation.

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- Click **Delete**. The **Delete Warning** message appears.

### Delete Limit Package

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 02 May 11:21 AM

Limit Package Management

Limit Package Code	nehnewsfpackage
Limit Package Description	nehnewsfpackage
Touch Point	Internet
Role	retailuser
Currency	GBP
Transaction Name	Invoice Creation - R
Cumulative Limit Daily	nehcumlimit1 - neh
Transaction Limit	nehlimitxn - nehlimitxn

Clone

Edit Delete Cancel Back

Limit Package Deletion

Are you sure you want to delete?

Confirm Cancel

Limit Package Details

You can edit the parameters set for each transaction available in a package or can delete the package by clicking on Delete button. Ensure this package is not in user before you proceed to delete. To speed up the process you can clone an existing limit package. You may also choose to go back to the previous screen or cancel the operation.

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- Click **Confirm** to confirm the deletion.  
OR  
Click **Cancel** to cancel the deletion process.
- The success message of limit package deletion appears.  
Click **OK** to complete the transaction.

## **FAQ**

**1. Can I delete transaction and/ or cumulative limits against a transaction in limit package?**

No, existing limits against a transaction cannot be deleted; it can only be edited if effective date is starting from a future date.

**2. I am unable to delete a limit through limit maintenance?**

There is a possibility that the limit that you are trying to delete is associated in the limit package against a transaction(s).

**3. I am unable to delete limits package through limit maintenance?**

There is a possibility that the limit package that you are trying to delete is associated at any of the entities i.e. User / Party / Segment/ Enterprise Role level.

**4. As part of edit, what can I update in the limits package maintenance?**

You can edit the transaction and/ or cumulative limits against the transaction. You can delete the transaction(s) from the limits package and/or you can also add new transaction(s) as part of the limits package

**5. What is the significance of 'Available to Roles' in Limits package?**

The roles defined in Limits package will make the package available to the users of that role only.

**6. Have created/ edited/ deleted Limits and/ or Limits package but it is not reflecting in the system even after a successful maintenance save message?**

There is a possibility that the maintenance is saved but the status is 'Pending Approval'. For the maintenance, if there is an approval required then the changes will reflect only once the approver(s) approve the submitted request. If the setup does not require an approval workflow or is self / auto approved, then the same will reflect immediately.

**7. How can I define the touch point groups?**

A separate menu option 'Touch Point Group Maintenance' is available using which you can maintain internal and external touch point groups.

**8. How can I define the transaction groups?**

A separate menu option 'Transaction Group Maintenance' is available using which you can maintain group of transactions.

9. **Can I manually define Global touch point group?**

No, Touch Point – Global is nothing but a group of all internal and external touch points available in the application. This group cannot be maintained manually,

10. **Will the limits be applicable for newly added touch point or transactions in a respective groups?**

Yes, limits will also be applicable for transaction or touch points added at a later stage in respective groups which are mapped as a part of limit package.

11. **How the limit will be utilized, if you add a new transaction to the group for which customers have already initiated transactions during the day but before group formation?**

Limits assigned at individual transaction level will be utilized for the transaction Initiated before the transaction group formation. These limits will not be considered for group limit utilization.

12. **Can I delete a transaction group which is a part of any limit package?**

No, a transaction group cannot be deleted if a group is already associated with the limit package.

13. **How the limits will be applied if the limit definitions are mapped for a specific transaction and to a group in which the same transaction is available?**

Limits mapped for a transaction and group will be checked. Only if the sufficient limits are available at both the level, then user will be allowed to perform the transaction.

**Example:**

User level daily transaction limit of Domestic Transfer internet banking channel = 100000

User level daily transaction limit of Domestic Transfer for mobile banking channel = 50000

User level daily consolidated touch points transaction limit for Domestic Transfer = 120000

Days	User action	Internet – Touch Point Limit	Mobile – Touch Point limit	Touch Point Group – User level limits
	For internet as a touch point, Domestic Transfer transaction limit assigned by the Bank is 100000.	100000		120000
	For Mobile as a touch point, Domestic Transfer transaction limit assigned by the Bank is 50000		50000	
	This means, user can perform maximum transaction worth 100000 from internet and maximum of 50000 from mobile daily. And touch point group limit maintained is 120000 for a day  User level will override the limits defined at user segment/type level			
	<ol style="list-style-type: none"> <li>1. User preforms Domestic Transfer transaction worth 20000 from mobile touch point.</li> <li>2. Now, user will be allowed Domestic transfer transaction of 100000 from internet and 30000 from mobile for that day</li> <li>3. As per touch point group limits, user will be allowed to perform domestic transfer transaction of 100000 from either internet banking OR mobile banking.</li> </ol>	100000	30000	100000
	<ol style="list-style-type: none"> <li>1. User preforms Domestic transfer transaction of 50000 from internet \ on the same day.</li> <li>2. Now, user will be allowed maximum of 50000 Domestic transfer transaction from internet banking and 30000 from mobile banking for that day.</li> <li>3. Whereas, as per consolidated touch point limit, user will be allowed to perform Domestic Transfer transaction worth 50000 from either internet or from mobile.</li> </ol>	50000	30000	50000
	<ol style="list-style-type: none"> <li>1. Now user preforms Domestic transfer transaction of 20000 from mobile.</li> <li>2. Then user will be allowed to perform the transaction of 50000</li> </ol>	50000	10000	30000

Days	User action	Internet – Touch Point Limit	Mobile – Touch Point limit	Touch Point Group – User level limits
	<p>from internet and 10000 from mobile for that day.</p> <p>3. As per consolidated touch point limit, user will be allowed Domestic Transfer transaction of 30000 from either internet or mobile.</p> <p>4. Now, user will be allowed transaction of 30000 only from internet as consolidated channel limit is reduced to 30000.</p>			
	<p>1. After above transaction, if user utilizes 30000 from internet then internet limit will be 20000</p> <p>2. Now, if user performs Domestic transfer transaction of any amount from mobile or internet then user will be displayed an error message. As touch point group limits are exhausted.</p>	20000	10000	0.00

[Home](#)



## 10. User Limits

Using this option the System/Bank Administrator can view the current available and utilized limits of specific retail user and also can modify (increase or decrease) the limits as per the requirement.

The user limits can be set for specific transaction level or at transaction group level or for a specific channel or for a group of channels.

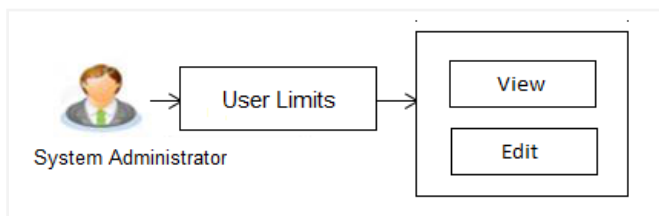
### The different types of limits are as follows:

- Daily Count- Permitted number of transactions in a day
- Daily Amount- Cumulative amount of transactions in a day
- Monthly Count- Permitted number of transactions in a month
- Monthly Amount- Permitted number of transactions in a month

### Prerequisites:

- Transaction access is provided to System Administrator.
- Limit package are assigned.
- Approval rule set up for System/Bank Administrator to perform the actions.

### Workflow



### Features supported in application

Following functions can be performed by the System administrator as part of the maintenance:

- Search/ View User Limits
- Edit User Limits

### How to reach here:

*System Administrator Dashboard > Limits > User Limits*

*OR*

*System/ Bank Administrator Dashboard > Toggle menu > Limits > User Limits*

## 10.1 User Limits - View

Using this option, System Administrator can search and view the current available and utilized limits of specific retail user.

### To search and view user limits:

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

### User Limits - Search

The screenshot displays the 'User Limits' search interface. At the top, the navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The Futura Bank logo is on the left, and a user profile for 'Leo Thomas' is on the right. The main content area is titled 'User Limits' and contains a search form with the following fields: 'User Type' (pre-filled with 'Retail User'), 'Username', 'First Name', 'Last Name', 'Email', 'Mobile Number', and 'Party ID'. A 'Search Party Name' link is located below the 'Party ID' field. Below the form are three buttons: 'Search', 'Cancel', and 'Clear'. To the right of the form is a 'User Limits' information box with the following text: 'You can now enforce the limits assigned to a user for performing various transactions. You can also check a user's utilized and available limits and customer defined limits if any. Further you can modify the user's limits for specific transaction.' At the bottom right, there is a chat bubble that says 'Hey, I am here to help if you need it!'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## User Limits - Search Result

The screenshot shows the 'User Limits' search interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas | Last login 02 May 11:21 AM'. The main content area is titled 'User Limits' and contains a search form with fields for User Type (Retail User), Username (a), First Name, Last Name, Email, Mobile Number, and Party ID. A 'Search Party Name' button is also present. Below the form are 'Search' and 'Clear' buttons. The search results are displayed in a table with the following data:

Full Name	Party ID / Name	User Name
Roger	004947	lanKBohr
Williamson	004968	RyanCCBohr
Sam Bill	004967	RyanPBBohr
Ren	00000000271	1560941810582@ora.com
Granger	007987	1561005123442@ora.com
Ren Gran	00000000283	p1561005264584@ora.com
Kin	00000000363	alm03@o.com
Kay	00000000368	alm06@o.com
S k	008280	sav1@g.com
James Zee	004948	lanABohr

At the bottom of the table, there is a pagination control: 'Page 1 of 26 (1-10 of 254 items)' and a 'Cancel' button. A 'User Limits' informational box on the right explains that users can now enforce limits assigned to a user for performing various transactions and check a user's utilized and available limits and customer defined limits if any. Further, it states that users can modify the user's limits for specific transactions.

### Field Description

Field Name	Description
<b>User Type</b>	Type of user to be searched. This will be defaulted to 'Retail User'.
<b>User Name</b>	To search the retail user with the user name. Partial search is allowed.
<b>More Search Options</b>	
Below fields appears if you click the <b>More Search Options</b> link.	
<b>First Name</b>	Allows to search based on first name or given name of the retail user.
<b>Last Name</b>	Allows to search based on last name/ surname of the retail user.

Field Name	Description
<b>Email</b>	Allows to search based on email id of the retail user.
<b>Mobile Number</b>	Allows to search based on mobile number of the retail user.
<b>Party ID</b>	Allows to search based on Party id of the retail user.
<b>Search Party Name</b>	Allows search based on Party name of the retail user.
<b>Enter Party Name</b>	Party name of the retail user based on which search is to be done.
<b>Search Result</b>	
<b>Full Name</b>	First name and last name of the retail user.
<b>Party ID</b>	Displays the party id of the retail user.
<b>User Name</b>	Displays the retail user's user name.

2. Click the **User Name** of the record for which you want to view the user limits details. The **User Limits - View** screen appears.

### User Limits - View

The screenshot shows the 'User Limits - View' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'User Limits' section is displayed. It includes 'User Details' for a 'Retail User' named 'Williamson Son1' with Party ID '004968' and User Name 'RyanCCBohr'. The 'View Limits' table shows transaction limits for 'Internal Transfer' and 'Touch Point & Transaction Group' across four categories: Bank Allocated, User Customized, Utilized, and Available. The table has columns for Daily Count, Daily Amount, Monthly Count, and Monthly Amount. A 'User Limits' informational box on the right explains that users can inquire about and modify limits for various transactions.

		Daily Count	Daily Amount	Monthly Count	Monthly Amount
Internal Transfer	Bank Allocated	200	£50,000.00	1000	£5,000,000.00
	User Customized	0	£0.00	0	£0.00
	Utilized	0	£0.00	0	£0.00
	Available	200	£50,000.00	1000	£5,000,000.00
Transaction Group	Bank Allocated	200	£50,000.00	1000	£5,000,000.00
	User Customized	0	£0.00	0	£0.00
	Utilized	0	£0.00	0	£0.00
	Available	200	£50,000.00	1000	£5,000,000.00
Touch Point & Transaction Group	Bank Allocated	500000	£5,000,000,000.00	9999999	£999,999,999,999.00
	User Customized	0	£0.00	0	£0.00
	Utilized	0	£0.00	0	£0.00
	Available	500000	£5,000,000,000.00	9999999	£999,999,999,999.00

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>User Details</b>	
<b>User Type</b>	Type of user whose limits are displayed.
<b>Party ID</b>	Displays the party id of the retail user.
<b>Full Name</b>	First name and last name of the retail user.
<b>User Name</b>	Displays the retail user's user name.
<b>Touch Point</b>	Name of the touch point of which the limits to be inquired. This will be defaulted to 'Internet' whereas User can change the touch point to view specific limits.
<b>Transactions</b>	Name of the transaction of which the limits to be inquired. This defaulted to the 1 <sup>st</sup> transaction available in the drop-down whereas user can change the transaction to view the transaction specific limits.
<b>View Limits</b>	
<b>Transaction Name</b>	Displays the category wise limits allocation for the transaction which is mapped to the retail user. This section will be displayed if a limits package with selected touch point and transaction is mapped to the user. The categories are: <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>

Field Name	Description
<b>Transaction Group</b>	<p>Displays the category wise limits allocation for the transaction group which is mapped to the retail user.</p> <p>This section will be displayed if a limit package with selected touch point and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>
<b>Channel Group</b>	<p>Displays the category wise limits allocation for the Transaction - channel group which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with touch point group (which has selected touch point) and a transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>
<b>Channel and Transaction Group</b>	<p>Displays the category wise limits allocation for the channel group and transaction group which is mapped to the retail user.</p> <p>This section will be displayed if a limit package with touch point group (which has selected touch point) and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>

Field Name	Description
<b>Consolidated Limits</b>	<p>Displays the consolidated category wise limits (Limits assigned at global level for specific transaction) allocation which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with Global touch points and a transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>
<b>Consolidated and Transaction Group</b>	<p>Displays the category wise limits (Limits assigned at global level for group of transactions) allocation for the consolidated and transaction group which is mapped to the retail user.</p> <p>This section will be displayed if a limit package with Global touch points and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>

3. From the **Touch Point** list, select the appropriate option whose user limits to be viewed.
4. From the **Transactions** list, select the appropriate option whose user limits to be viewed.
5. Click **Edit** to edit the user limits.  
OR  
Click **Cancel** to cancel the transaction and go back to Dashboard.  
OR  
Click **Back** to navigate to the previous screen.

## 10.2 User Limits - Edit

Using this option, System Administrator can update or edit (increase or decrease) the limits as per the requirement for a specific retail user.

### To edit user limits:

1. In the **User Limits** screen, click **Search**. The **User Limits** screen with search results appears based on the searched criteria.  
OR  
Click **Clear** to reset the search parameters.

OR  
Click **Cancel** to cancel the search process.

## User Limits - Search Result

The screenshot displays the 'User Limits' search interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user greeting: 'Welcome, Leo Thomas' with a 'Last login 02 May 11:21 AM' timestamp.

The main section is titled 'User Limits' and contains a search form with the following fields:
 

- User Type: Retail User
- Username: a
- First Name: (empty)
- Last Name: (empty)
- Email: (empty)
- Mobile Number: (empty)
- Party ID: (empty)

 A 'Search Party Name' link is located below the Party ID field. There are 'Search' and 'Clear' buttons, and a 'Less Search Options' link.

Below the search form is a 'Search Results' section containing a table with the following data:

Full Name	Party ID / Name	User Name
Roger	004947	IankBohr
Williamson	004968	RyanCCBohr
Sam Bill	004967	RyanPBBohr
Ren	00000000271	1560941810582@ora.com
Granger	007987	1561005123442@ora.com
Ren Gran	00000000283	p1561005264584@ora.com
Kin	00000000363	alm03@o.com
Kay	00000000368	alm06@o.com
S k	008280	sav1@g.com
James Zee	004948	IanABohr

At the bottom of the search results, there is a pagination control showing 'Page 1 of 26 (1-10 of 254 items)' and a 'Cancel' button.

On the right side of the page, there is a 'User Limits' informational box with a document icon and the following text:
 

You can now enforce the limits assigned to a user for performing various transactions. You can also check a user's utilized and available limits and customer defined limits if any.

Further you can modify the user's limits for specific transaction.

2. Click the **User Name** of the record for which you want to modify the details. The **User Limits-View** screen appears.



### User Limits - View

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 02 May 11:21 AM

#### User Limits

**User Details**

User Type	Retail User	Party ID	004968
Full Name	Williamson Son1	User Name	RyanCCBohr

Touch Point: Internet | Transactions: Internal Transfer

**View Limits**

		Daily Count	Daily Amount	Monthly Count	Monthly Amount
Internal Transfer	Bank Allocated	200	£50,000.00	1000	£5,000,000.00
	User Customized	0	£0.00	0	£0.00
	Utilized	0	£0.00	0	£0.00
	Available	200	£50,000.00	1000	£5,000,000.00
Transaction Group	Bank Allocated	200	£50,000.00	1000	£5,000,000.00
	User Customized	0	£0.00	0	£0.00
	Utilized	0	£0.00	0	£0.00
	Available	200	£50,000.00	1000	£5,000,000.00
Touch Point & Transaction Group	Bank Allocated	500000	£5,000,000,000.00	9999999	£999,999,999,999.00
	User Customized	0	£0.00	0	£0.00
	Utilized	0	£0.00	0	£0.00
	Available	500000	£5,000,000,000.00	9999999	£999,999,999,999.00

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

**User Limits**

You can now enquire the limits assigned to a user for performing various transactions. You can also check a user's utilized and available limits and customer defined limits if any.

Further you can modify the user's limits for specific transaction.

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3. Click **Edit**. The **User Limits - Edit** screen appears.

## User Limits - Edit

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas Last login 02 May 11:21 AM

### User Limits

**User Details**

User Type	Retail User	Party ID	004968
Full Name	Williamson Son1	User Name	RyanCCBohr

Touch Point: Internet Transactions: Internal Transfer

**View Limits**

		Daily Count	Daily Amount	Monthly Count	Monthly Amount
Internal Transfer	Bank Allocated	200	£50,000.00	1000	£5,000,000.00
	User Customized	0	£0.00	0	£0.00
	Utilized	0	£0.00	0	£0.00
	Available	200	£50,000.00	1000	£5,000,000.00
	Revised Limit	180	Revised Limit	500	Revised Limit
Transaction Group	Bank Allocated	200	£50,000.00	1000	£5,000,000.00
	User Customized	0	£0.00	0	£0.00
	Utilized	0	£0.00	0	£0.00
	Available	200	£50,000.00	1000	£5,000,000.00
	Revised Limit	Revised Limit	Revised Limit	800	Revised Limit
Touch Point & Transaction Group	Bank Allocated	500000	£5,000,000,000.00	9999999	£999,999,999,999.00
	User Customized	0	£0.00	0	£0.00
	Utilized	0	£0.00	0	£0.00
	Available	500000	£5,000,000,000.00	9999999	£999,999,999,999.00
	Revised Limit	Revised Limit	Revised Limit	Revised Limit	Revised Limit

Effective Date: 18 Nov 2019

End Date: 23 Nov 2019

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

**User Limits**

You can now inquire the limits assigned to a user for performing various transactions. You can also check a user's utilized and available limits and customer defined limits if any.

Further you can modify the user's limits for specific transaction.

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## Field Description

Field Name	Description
<b>User Details</b>	
<b>User Type</b>	Type of user whose limits are displayed.
<b>Party ID</b>	Displays the party id of the retail user.
<b>Full Name</b>	First name and last name of the retail user.
<b>User Name</b>	Displays the retail user's user name.
<b>Touch Point</b>	Name of the touch point of which the limits to be inquired.

Field Name	Description
<b>Transactions</b>	Name of the transaction of which the limits to be inquired.
<b>View Limits</b>	
<b>Transaction Name</b>	<p>Displays the category wise limits allocation for the transaction which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limits package with selected touch point and transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> <li>• Revised Limits: Specify the new user limit for the transaction. This field is editable.</li> </ul>
<b>Transaction Group</b>	<p>Displays the category wise limits allocation for the transaction group which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with selected touch point and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> <li>• Revised Limits: Specify the new user limit for the transaction. This field is editable.</li> </ul>

Field Name	Description
<b>Channel Group</b>	<p>Displays the category wise limits allocation for the channel group which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with touch point group (which has selected touch point) and a transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul> <p>Revised Limits: Specify the new user limit for the transaction. This field is editable.</p>
<b>Channel and Transaction Group</b>	<p>Displays the category wise limits allocation for the channel and transaction group which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with touch point group (which has selected touch point) and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> <li>• Revised Limits: Specify the new user limit for the transaction. This field is editable.</li> </ul>
<b>Consolidated Limits</b>	<p>Displays the consolidated category wise limits allocation which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with Global touch points and a transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul> <p>Revised Limits: Specify the new user limit for the transaction. This field is editable.</p>

Field Name	Description
<b>Consolidated and Transaction Group</b>	<p>Displays the category wise limits allocation for the consolidated and transaction group which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with Global touch points and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> <li>• Revised Limits: Specify the new user limit for the transaction. This field is editable.</li> </ul>
<b>Daily Count</b>	Displays the maximum permitted number of transactions in a day to a retail customer. User can specify the revised daily transaction count limit
<b>Daily Amount</b>	Displays the cumulative amount of transactions in a day for a retail customer. User can specify the revised daily transaction cumulative amount limit.
<b>Monthly Count</b>	Displays the maximum permitted number of transactions in a month to a retail customer. User can specify the revised monthly transaction count limit
<b>Monthly Amount</b>	Displays the cumulative amount of transactions in a month for a retail customer. User can specify the revised monthly transaction cumulative amount limit
<b>Effective Date</b>	<p>The date from which the limit is effective for the transaction.</p> <p>This field is editable.</p>
<b>End Date</b>	<p>End date for the set limits availability on transactions.</p> <p>This field is editable.</p>

4. Click **Edit** to edit the user limits.  
From the **Touch Point** list, select the appropriate option whose user limits to be modified.

- From the **Transaction** list, select the appropriate option whose user limits to be modified.  
 Enter the new values for the limits.  
 OR  
 Click **Cancel** to cancel the transaction and go back to Dashboard.  
 OR  
 Click **Back** to navigate to the previous screen.
5. Edit the required details.
  6. Click **Save** to save the changes made to the user limits.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate back to previous screen.
  7. The **Review** screen appears. Verify the details, and click **Confirm**.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate back to previous screen.
  8. The success message of limits updation appears.  
 Click **OK** to complete the transaction.

## **FAQ**

1. **Can I delete transaction and/ or cumulative group of transactions for which the limits are assigned using this function?**

No, the transactions and/or group of transactions available in the limit package cannot be deleted or new transaction/transaction group can be added using this maintenance.

2. **Will the changes made in the user's limits will be applicable to all other users whom the same package is mapped?**

No, the changes made in the limits will be applicable only the user of whom the details are being changed. Other users will continue to enjoy the same limits.

3. **Will the changes made in the user's limits will be effective immediately?**

The limits will be effective from the date mentioned as 'Effective Date' while updating the limits. If the effective date is current date and day 0 flag is set as 'Next Day' for change in limits applicability. Then the changed limits will be applicable from the next day.

4. **How can I reassure of changing the specific limits, as the screen has lot of information?**

As a part of user limits change review screen, only the transactions of which the limits are changed are shown on the screen with highlighted values. You can recheck the information and confirm the changes.

**5. Can I make the changes in the limits assigned to corporate users?**

No, changes cannot be done for the limits assigned to corporate users using this maintenance.

[Home](#)

# 11. Transaction Group Maintenance

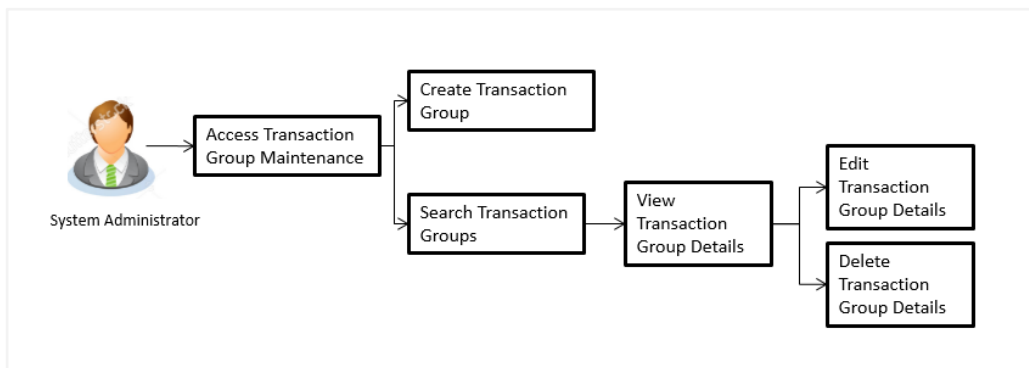
Transaction group maintenance enables the System Administrator to create and maintain group of transactions. Administrator can maintain a transaction group for the purpose of defining consolidated transaction limits. Once limits are assigned at transaction group, these limits acts as collective limit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

For e.g., If the cumulative limit daily (for payment transaction group) is set to GBP 2000, then in a day, customer will be allowed to perform transactions up to GBP 2000 only, spanning across all selected transactions in a group.

## Prerequisites:

- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.
- Transactions are available for grouping.

## Workflow



## Features supported in application

The administrator can perform the following actions:

- Create Transaction Group
- Search/ View Transaction Group
- Edit Transaction Group
- Delete Transaction Group

## How to reach here:

*System/ Bank Administrator Dashboard > Toggle menu > Limits > Transaction Group Maintenance*



## 11.1 Transaction Group Maintenance - View

Using this option, System Administrator can search and view details of particular transaction group based on different search parameters like group code or group description. The search results displays a summary of matching transaction groups.

Further, System Administrator can view the details of transaction groups created for the purpose of maintaining limits.

### To search and view transaction group:

1. In the **Transaction Group Maintenance** screen, enter the search parameters and click **Search**.  
The **Transaction Group Maintenance** screen with search results appears based on the search criteria.  
OR  
Click **Cancel** to cancel the search process.  
OR  
Click **Clear** to reset the search parameters.

### Transaction Group Maintenance - Search

The screenshot shows the 'Transaction Group Maintenance' screen. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo and a user welcome message 'Welcome, Leo Thomas' are visible. The main content area has two input fields: 'Group Code' and 'Group Description' (with 'all' entered). There are 'Search' and 'Clear' buttons. Below the inputs is a table with columns 'Group Code', 'Group Description', and 'No of Transactions'. The table lists several groups, including 'OBPMTxns', 'ALLcode', 'All Txn Group', 'All Txn Grp', and 'UBS143AllTrans'. A 'Cancel' button is at the bottom left. On the right, there's a 'Create and Maintain Transaction Groups' panel with a 'Create' button and a help bubble.

Group Code	Group Description	No of Transactions
OBPMTxns	All Txns for OBPM	18
ALLcode	All transaction	44
All Txn Group	All Txn Group	30
All Txn Grp	All Txn Grp	44
UBS143AllTrans	All Transactions for UBS 143	44

### Field Description

Field Name	Description
Group Code	Search the transaction groups with group code.
Group Description	Search the transaction groups with group description.

**Field Name**      **Description**

### Search Results

**Group Code**      Group code defined for a Transaction Groups.

**Group Description**      Group description defined for a Transaction Groups.

**No. of Transactions**      Number of transactions associated with the transaction groups.

2. Click the **Group Code** link of the record to view the transaction group details. The **Transaction Group Maintenance - View** screen appears.

### Transaction Group Maintenance - View

The screenshot displays the 'Transaction Group Maintenance - View' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas Last login: 02 May 11:21 AM'. The main content area is titled 'Transaction Group Maintenance' and contains a 'Review' section with a table of transaction groups. To the right of the table is a 'Transaction Group Details' panel with a camera icon and a warning message: 'You may edit or delete this Transaction Group Using edit option, you can add or remove the transactions. Group can be deleted if not associated with any limit package and the package is not mapped at various levels.' At the bottom of the table, there are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Group Code	Group Description
OBPMTxns	All Txns for OBPM
Sr No.	Transactions
1	Self Transfer
2	Internal Transfer
3	International Transfer
4	Domestic Draft
5	International Draft
6	Domestic SEPA Payment - CARD
7	Domestic SEPA Payment - CREDIT
8	Adhoc Domestic Payment - SEPA Credit
9	Adhoc Domestic Payment - SEPA Card
10	Domestic Payment - NEFT
11	Domestic Payment - RTGS
12	Domestic UK Payment - NON URGENT
13	Domestic UK Payment - URGENT
14	Bill Payment
15	Move Money
16	Adhoc Internal Transfer - Limits
17	Adhoc International Transfer
18	Create Bill Payment

**Field Description**

Field Name	Description
<b>Group Code</b>	Group code defined for a Transaction Groups.
<b>Group Description</b>	Group description defined for a Transaction Groups.
<b>Transactions</b>	Displays the transactions which are a part of transaction group.

- Click **Edit** to add or remove the transactions from the transaction group.  
OR  
Click **Delete** to delete the transaction group.  
OR  
Click **Cancel** to cancel the transaction and go back to Dashboard.  
OR  
Click **Back** to navigate to the previous screen.

## 11.2 Transaction Group Maintenance - Create

Using this option, System Administrator can create a new transaction group and can add multiple transactions to a group. Administrator can create multiple transaction groups. Also can add same transactions as a part of multiple groups.

**To create a transaction group:**

- In the **Transaction Group Maintenance** screen, click **Create**. The **Transaction Group Maintenance - Create** screen appears.

**Transaction Group Maintenance - Create**

The screenshot displays the 'Transaction Group Maintenance - Create' interface. At the top, the navigation bar shows 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Leo Thomas' with a last login time of '02 May 11:21 AM'. The main content area is titled 'Transaction Group Maintenance' and contains a form with the following fields:

- Group Code:** GC001
- Group Description:** Payments
- Transactions:** A list of transaction types is shown, including 'Create Bill Payment x', 'Domestic UK Payment - NON URGENT x', and 'Adhoc Domestic Payment - SEPA Credit x'.

At the bottom left of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. A help bubble at the bottom right says 'Hey, I am here to help if you need it!'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Group Code</b>	Unique group code defined for a Transaction Groups.
<b>Group Description</b>	Group description defined for a Transaction Groups.
<b>Transactions</b>	The list of transactions which are a part of transaction group.

2. In the **Group Code** field, enter the code for the transaction group.
3. In the **Group Description** field, enter the description for the transaction group.
4. Click **Select Transactions**, a transaction drop-down appears with the list of transactions grouped according to the type. Multiple transactions can be selected.

---

**Note:** All the transactions for which limit flag is enabled will be displayed according to the type.

---

5. Add required transactions to group.
6. Click **Save** to save the transaction group details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message of Transaction Group Maintenance saved successfully appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## **11.3 Transaction Group Maintenance - Edit**

Using this option, System Administrator can update or edit a transaction group by adding / removing the transactions associated with the transaction group for purpose of limit maintenance.

### **To edit a transaction group:**

1. In the **Transaction Group Maintenance** screen, click **Search**. The **Transaction Group Maintenance** screen with search results appears based on the searched criteria.  
OR  
Click **Cancel** to cancel the search process.  
OR  
Click **Clear** to reset the search parameters.

## Transaction Group Maintenance - Search

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas  
Last login 02 May 11:21 AM


### Transaction Group Maintenance

Group Code: \_\_\_\_\_  
Group Description: all

[Search](#) [Clear](#)

Group Code	Group Description	No of Transactions
<a href="#">OBPMTxns</a>	All Txns for OBPM	18
<a href="#">ALLcode</a>	All transaction	44
<a href="#">All Txn Group</a>	All Txn Group	30
<a href="#">All Txn Grp</a>	All Txn Grp	44
<a href="#">UBS143AllTrans</a>	All Transactions for UBS 143	44

[Cancel](#)



**Create and Maintain Transaction Groups**

Create a group and add multiple transactions to a group. Similarly you can create multiple groups. Access Limit Package Management for defining limits for a group of transactions.

[Create](#)

[Hey, I am here to help if you need it!](#)

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- Click the **Group Code** link of the record to view the transaction group details. The **Transaction Group Maintenance - View** screen appears.

## Transaction Group Maintenance - View

System Administrator ATM/Branch English UBS 14.3 AT3 Branch


futura bank Welcome, Leo Thomas  
Last login 02 May 11:21 AM

### Transaction Group Maintenance

Review

Group Code	OBPMTxns
Group Description	All Txns For OBPM
Sr No.	Transactions
1	Self Transfer
2	Internal Transfer
3	International Transfer
4	Domestic Draft
5	International Draft
6	Domestic SEPA Payment - CARD
7	Domestic SEPA Payment - CREDIT
8	Adhoc Domestic Payment - SEPA Credit
9	Adhoc Domestic Payment - SEPA Card
10	Domestic Payment - NEFT
11	Domestic Payment - RTGS
12	Domestic UK Payment - NON URGENT
13	Domestic UK Payment - URGENT
14	Bill Payment
15	Move Money
16	Adhoc Internal Transfer - Limits
17	Adhoc International Transfer
18	Create Bill Payment

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



**Transaction Group Details**


You may edit or delete this Transaction Group. Using edit option you can add or remove the transactions. Group can be deleted if not associated with any limit package and the package is not mapped at various levels.

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- Click **Edit** to add or remove the transactions from the transaction group.  
The **Transaction Group Maintenance - Edit** screen appears.

### Transaction Group Maintenance - Edit

The screenshot displays the 'Transaction Group Maintenance - Edit' interface. At the top, the 'futura bank' logo is visible. The main content area is divided into two columns. The left column contains form fields for 'Group Code', 'Group Description', and 'Transactions'. The 'Transactions' field is expanded, showing a list of transaction types such as 'Self Transfer', 'Internal Transfer', 'International Transfer', 'Domestic Draft', 'International Draft', 'Domestic SEPA Payment - CARD', 'Domestic SEPA Payment - CREDIT', 'Adhoc Domestic Payment - SEPA Credit', 'Adhoc Domestic Payment - SEPA Card', 'Domestic Payment - NEFT', 'Domestic Payment - RTGS', 'Domestic UK Payment - NON URGENT', 'Domestic UK Payment - URGENT', 'Bill Payment', 'Move Money', 'Adhoc International Transfer', and 'Create Bill Payment'. Each transaction type has a small 'x' icon next to it. The right column contains a 'Transaction Group Details' section with a warning message: 'You can add or remove the transactions from a group. Already utilized limits for a transactions you are removing from a group will not be reversed. Similarly for any new transaction group limits will be effective for the transactions initiated post group modification.' At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. The footer of the page contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

- Edit the required details, e.g. Group Description, Transactions.
- Clicking transaction area, a transaction drop-down appears with the list of transactions grouped according to the type to add a new transaction.  
OR  
click  to delete an existing transaction from the group.
- Click **Save** to save the transaction group details  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
- The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
- The success message Transaction Group Maintenance saved successfully appears along with the Transaction reference number.  
Click **OK** to complete the transaction.

## 11.4 Transaction Group Maintenance - Delete

Using this option, System Administrator can delete the transaction group.

**Note:** System Administrator cannot delete the transaction group, if the limits are associated with that group, and it is mapped to the user/ party which is in use.

### To delete a transaction group:

1. In the **Transaction Group Maintenance** screen, click **Search**. The **Transaction Group Maintenance** screen with search results appears based on the searched criteria.  
OR  
Click **Cancel** to cancel the search process.  
OR  
Click **Clear** to reset the search parameters.

### Transaction Group Maintenance - Search

Transaction Group Maintenance

Group Code: \_\_\_\_\_

Group Description: all

Search Clear

Group Code	Group Description	No of Transactions
OBPMTxns	All Txns for OBPM	18
ALLcode	All transaction	44
All Txn Group	All Txn Group	30
All Txn Grp	All Txn Grp	44
UBS143AllTrans	All Transactions for UBS 143	44

Cancel

Create and Maintain Transaction Groups

Create a group and add multiple transactions to a group. Similarly you can create multiple groups. Access Limit Package Management for defining limits for a group of transactions.

Create

Hey, I am here to help if you need it!

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2. Click the **Group Code** link of the record to view the transaction group details. The **Transaction Group Maintenance - View** screen appears.

## Transaction Group Maintenance – View

The screenshot shows the 'Transaction Group Maintenance - View' page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a search bar. The main content area is titled 'Transaction Group Maintenance' and contains a 'Review' section with a table of transaction groups. The table has columns for 'Group Code', 'Group Description', and 'Sr No.'. The groups listed are: 1 Self Transfer, 2 Internal Transfer, 3 International Transfer, 4 Domestic Draft, 5 International Draft, 6 Domestic SEPA Payment - CARD, 7 Domestic SEPA Payment - CREDIT, 8 Adhoc Domestic Payment - SEPA Credit, 9 Adhoc Domestic Payment - SEPA Card, 10 Domestic Payment - NEFT, 11 Domestic Payment - RTGS, 12 Domestic UK Payment - NON URGENT, 13 Domestic UK Payment - URGENT, 14 Bill Payment, 15 Move Money, 16 Adhoc Internal Transfer - Limits, 17 Adhoc International Transfer, and 18 Create Bill Payment. Below the table are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. To the right of the table is a 'Transaction Group Details' sidebar with a warning icon and text: 'You may edit or delete this Transaction Group. Using edit option, you can add or remove the transactions. Group can be deleted if not associated with any limit package and the package is not mapped at various levels.'

Group Code	Group Description
OBPMTxns	All Txns for OBPM
Sr No.	Transactions
1	Self Transfer
2	Internal Transfer
3	International Transfer
4	Domestic Draft
5	International Draft
6	Domestic SEPA Payment - CARD
7	Domestic SEPA Payment - CREDIT
8	Adhoc Domestic Payment - SEPA Credit
9	Adhoc Domestic Payment - SEPA Card
10	Domestic Payment - NEFT
11	Domestic Payment - RTGS
12	Domestic UK Payment - NON URGENT
13	Domestic UK Payment - URGENT
14	Bill Payment
15	Move Money
16	Adhoc Internal Transfer - Limits
17	Adhoc International Transfer
18	Create Bill Payment

3. Click **Delete**. The **Delete Warning** message appears.

## Delete Transaction Group

The screenshot shows the same 'Transaction Group Maintenance - View' page as above, but with a 'Transaction Group Deletion' dialog box open in the center. The dialog box contains the text: 'Transaction Group Deletion' and 'Are you sure you want to delete this Transaction Group?'. Below the text are two buttons: 'Yes' and 'No'. The background of the page is dimmed.

4. Click **Yes** to confirm the deletion.  
OR  
Click **No** to cancel the deletion process.
5. The success message of transaction group deletion appears.  
Click **OK** to complete the transaction.



## **FAQ**

**1. Can I club one transaction as a part of multiple groups?**

Yes, one transaction can be clubbed as part multiple groups.

**2. Where can I use these transaction groups?**

You can define a transaction limits using 'Limit Package Management' for these transaction groups.

**3. Can I edit a transaction group which is a part of any limit package?**

Yes, you can edit the transaction group details if a group is already associated with the limit package.

**4. How the limit will be utilized, if you add a new transaction to the group for which customers have already initiated transactions during the day but before group formation?**

Limits assigned at individual transaction level will be utilized for the transaction Initiated before the transaction group formation. These limits will not be considered for group limit utilization.

**5. Can I delete a transaction group which is a part of any limit package?**

No, if a transaction group cannot be deleted if a group is already associated with the limit package.

[Home](#)

## 12. Party Resource Access

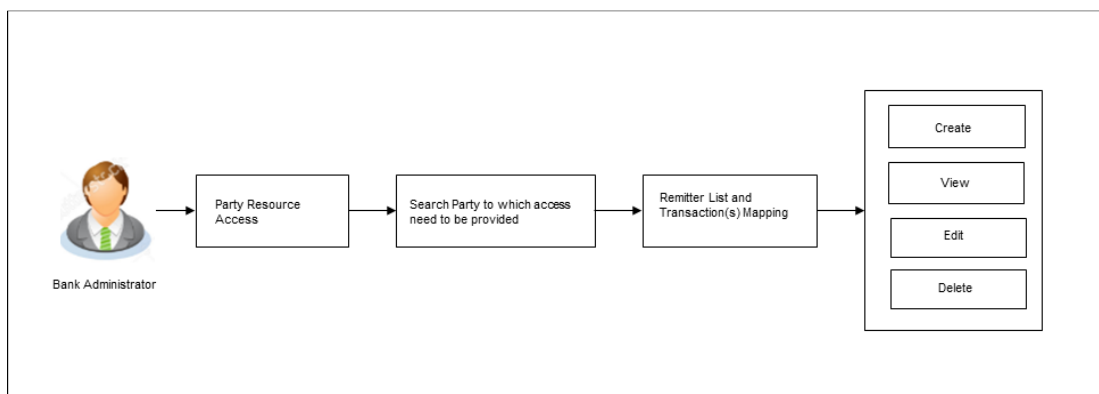
Using this maintenance, the System/ Bank Administrator can provide access to Virtual Account Management Resource 'Remitter List'. The Party Resource Access screen lists the remitter IDs for the selected Corporate.

The administrator can select a global check box of 'Map All Remitter List ' to enable all the existing remitter list under the party for channel banking. If specific remitters are required to be given access then the user needs to select the respective check boxes preceding the remitter ID.

### Pre-Requisites

- Party preferences should be created for the party for which access is to be maintained
- Channel Access should be enabled for party for which resource access is to be maintained
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.

### Workflow



### Features Supported In Application

The following options are available as part of this maintenance:

- Party Resource Access - Mapping
- Party Resource Access – View
- Party Resource Access - Edit
- Party Resource Access - Delete

### How to reach here:

*Bank Administrator Dashboard > Resource Access > Party Resource Access*  
OR

*System/ Bank Administrator Dashboard > Toggle menu Access Management > Resource Access > Party Resource Access*

## 12.1 Party Resource Access - Mapping (Create)

The Bank Administrator gets a request with the Virtual Account Management Remitter list for which access needs to be provided to the party.

### To provide the party with remitters access:

1. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the party name of the user.
2. Click **Search**. For a searched party, **Remitter List Mapping Summary** appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.

### Party Resource Access - Search

The screenshot displays the 'Party Resource Access' search results in the Futura Bank system. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Leo Thomas' with a last login of '04 May 05:58 AM'. The search criteria are: Party ID: 001630, Party Name: McLeods M Chemicals, and Module Name: Virtual Account Management (Remitter List). The 'Remitter List Mapping Summary' table shows one remitter list mapped. A 'Note' box states: 'The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.'

Resource Type	Total Number of Remitter Lists	Number of Remitter Lists Mapped
Remitter List	1	1

### Field Description

Field Name	Description
<b>Party ID</b>	The party id searched by the bank administrator.
<b>Party Name</b>	The name of the party.
<b>Module Name</b>	The name of the module. Only Virtual Account Management (Remitter List) is supported.

### Remitter List Mapping Summary

3. If there is no mapping done for a party, there will be a message **No Remitter List mapped** with Map button.
4. Click **Map**. The **Party Resource Access - Create** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### Party Resource Access - Create

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 04 May 05:58 AM

Party Resource Access

Party ID: 001630  
Party Name: McLeods M Chemicals  
Module Name: Virtual Account Management (Remitter List)

Remitter List Mapping Summary

Resource Type	Total Number of Remitter Lists	Number of Remitter Lists Mapped
Remitter List	1	1

Cancel | Back

Note: The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.

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### Field Description

Field Name	Description
<b>Party ID</b>	The party id searched by the bank administrator.
<b>Party Name</b>	The name of the party.
<b>Module Name</b>	The name of the module.
<b>Remitter List Mapping</b>	
<b>Map All Remitter List</b>	Mapping all the existing remitter list IDs to enable for channel banking.
<b>Remitter List ID</b>	List of remitter IDs present for the selected party.
<b>Remitter List Name</b>	Name of the remitter list available under the party.
<b>Status</b>	Status of the remitter list.

Field Name	Description
<b>New Remitter List Mapping</b>	<p>Mapping of the remitters.</p> <p>The options can be:</p> <ul style="list-style-type: none"> <li>• Auto: gives default access to the all future newly added remitter list IDs and transactions of the party</li> <li>• Manual: gives specific access to future remitter list IDs. This is to explicitly map new remitter lists and transactions if access needs to be provided.</li> </ul>

- All the Remitter List IDs of the selected party as a relationship with the bank as available in the VAM mid-office system will be fetched and displayed.
- Select a global check box of **Map All Remitter List** to enable all the existing remitters for channel banking (on screen, it will serve as a **Select All** function).  
OR  
If specific remitter list IDs are required to be given access then the user needs to select the respective check boxes preceding the remitter ID.
- To map the new remitters list, select appropriate option from **New Remitter List Mapping** field;  
Select **Auto** if you wish to allow access to all future Remitter List.  
OR  
Select **Manual** if you wish to explicitly map new remitter list and transactions.
- Click **Next**. The **Party Resource Access - Create** (Transaction Mapping) screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### Party Resource Access - Transaction Mapping - Create

Party ID: 001630  
Party Name: McLeods M Chemicals  
Module Name: Virtual Account Management (Remitter List)

Remitter List Mapping (1) — Transaction Mapping (2)

**Transaction Mapping**

Map All Transactions to All Remitter Lists

Remitter List ID	Remitter List Name	Status
<input checked="" type="checkbox"/> 2233551	MMC	Active

Map All Transaction

Virtual Identifier Maintenance

Update Virtual Identifiers


View Virtual Identifiers List

Virtual Remitters List - Upload

Virtual Identifier Inquiry

File Upload

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9. To map the transactions to the remitter ID, click  against the particular remitter list ID to view the transaction mapping.
10. Select the respective check boxes preceding the transaction to be mapped.  
OR  
Select **Map All Transactions to All Remitter List**, if you want to map all the transactions to all remitter lists.
11. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
12. The **Party Resource Access - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
13. The screen with success message appears along with the reference number and status of the transaction. Click **OK** to complete the transaction.

## 12.2 Party Resource Access- View

The Bank Administrator can view the remitter lists and transactions under each remitter list ID for which access has been provided to the party.

### Field Description

Field Name	Description
<b>Party ID</b>	Party Id of the corporate user.
<b>Party Name</b>	Party name of the corporate user.

### To view the remitter and transaction access:

1. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the party name of the user.
2. Click **Search**. For a searched party, **Remitter List Mapping Summary** appears that provides details of the Total no. of Remitter List IDs and the number of Remitter List IDs mapped.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.

### Party Resource Access - Search Results

The screenshot displays the 'Party Resource Access' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user greeting 'Welcome, Leo Thomas' with a last login time of '04 May 05:58 AM'. The search results are as follows:

Party ID	001630
Party Name	McLeods M Chemicals
Module Name	Virtual Account Management (Remitter List)

**Remitter List Mapping Summary**

Resource Type	Total Number of Remitter Lists	Number of Remitter Lists Mapped
Remitter List	1	1

Buttons: **Cancel** and **Back**

**Note:** The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.

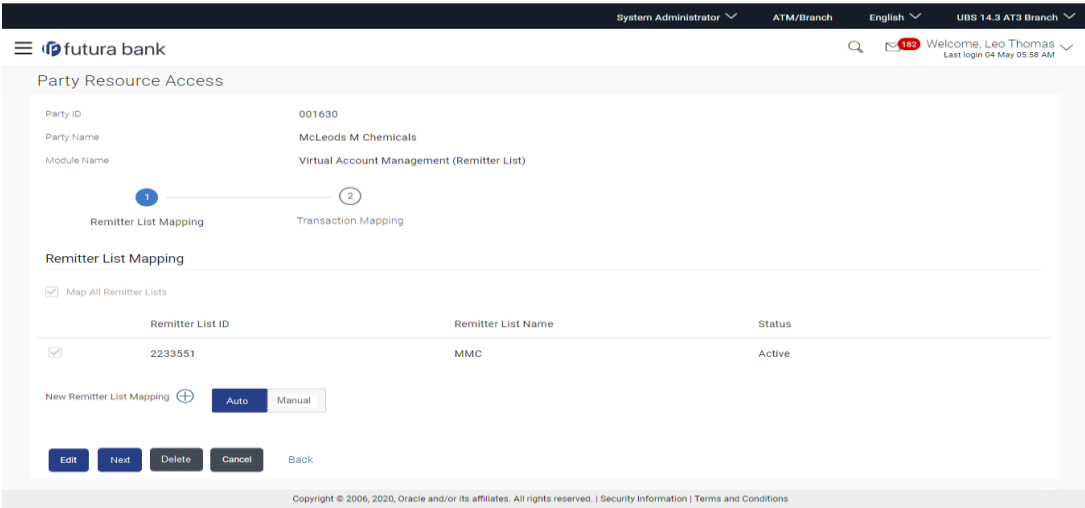
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Field Description

Field Name	Description
<b>Party ID</b>	The party id searched by the bank administrator.
<b>Party Name</b>	The name of the party.
<b>Module Name</b>	The name of the module.
<b>Remitter List Mapping Summary</b>	
Click on <b>Resource Type</b> to view the respective mapping details.	
<b>Resource Type</b>	The resource types available under the party for the selected module. Resource type for Virtual Account Management module is Remitter List.
<b>Total Number of Remitter Lists</b>	Total number of remitter lists available under the party.
<b>Number of Remitter Lists Mapped</b>	Number of remitter lists mapped to the party.

3. Click the **Remitter List** link, which will navigate to the view page.  
OR  
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.

Party Resource Access – View





**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Remitter List Mapping</b>	
<b>Map All Remitter List</b>	Mapping all the remitters of the VAM module to enable for channel banking.
<b>Remitter List ID</b>	List of remitter IDs present in a particular resource type.
<b>Remitter List Name</b>	Name of the remitter list available under the party.
<b>Status</b>	Status of the remitter list.
<b>New Remitter List Mapping</b>	Mapping of the remitters. The options can be: <ul style="list-style-type: none"> <li>• Auto: gives default access to the all future newly added remitter lists and transactions of the party</li> <li>• Manual: gives specific access to future remitter lists. This is to explicitly map new remitter lists and transactions if access needs to be provided</li> </ul>

4. Click **Next**. The **Party Resource Access - View** screen to view the selected remitter lists and transactions enabled for the selected remitter lists appears.  
OR  
Click **Edit** to modify the remitter list mapping.  
OR  
Click **Delete** to delete the Party Resource Access setup.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## Party Resource Access - Transaction Mapping- View

Party ID: 001630  
 Party Name: McLeods M Chemicals  
 Module Name: Virtual Account Management (Remitter List)

Remitter List Mapping (1) → Transaction Mapping (2)

**Transaction Mapping**

Map All Transactions to All Remitter Lists

Remitter List ID	Remitter List Name	Status
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> 2238551	MMC	Active

Map All Transaction

- Virtual Identifier Maintenance
  - Update Virtual Identifiers
  - View Virtual Identifiers List
  - Virtual Remitters List - Upload
- Virtual Identifier Inquiry
- File Upload

**Edit** **Cancel** **Back**

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5. Click against the particular Remitter List to view the mapped transactions.  
 OR  
 Click **Edit** to update transaction mapping.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate to the previous screen.

## 12.3 Party Resource Access - Edit

The Bank Administrator gets a request with the list of remitter lists and transactions under each Remitter List for which access details needs to be edited for the party.

### To edit remitter lists and transaction access for the party:

1. In the **Party ID** field, enter the party id of the user.  
 OR  
 In the **Party Name** field, enter the party name of the user.
2. Click **Search**. For a searched party, **Remitter List Mapping Summary** appears.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Clear** to clear the search parameters.
3. If there is no mapping done for a party, the message **No Resource mapped for the party** with **Map** option appears.

4. Click the **Remitter Type** link to view/edit the details. The **Party Resource Access- View** screen appears.
5. Click **Edit**. The **Party Resource Access - Edit** screen appears.  
This enables the selection and de-selection option against the Remitter List IDs and allows changing the map remitters from Auto to Manual and vice-versa.  
OR  
Click **Next** to go to the next tab (Transaction Mapping).  
OR  
Click **Delete** to delete the Party Resource Access setup.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### Party Resource Access - Remitter List Mapping - Edit

Party Resource Access

Party ID: 001630  
Party Name: McLeods M Chemicals  
Module Name: Virtual Account Management (Remitter List)

1 Remitter List Mapping 2 Transaction Mapping

Remitter List Mapping

Map All Remitter Lists

Remitter List ID	Remitter List Name	Status
<input checked="" type="checkbox"/> 2233551	MMC	Active

New Remitter List Mapping

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6. To map the new resources (remitter lists), select appropriate option from **New Remitter List Mapping** field;  
Select **Auto** if you wish to allow access to all future remitter list.  
OR  
Select **Manual** if you wish to allow specific access to all future remitter list.
7. Select the respective check boxes preceding the **Remitter List ID** to be mapped.  
OR  
Select **Map All Remitter List**, if you want to map all the remitters.
8. Click **Next**. The **Party Resource Access - Edit** screen with mapped transaction - to the remitter appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## Party Resource Access - Transaction Mapping - Edit

Party ID: 001630  
 Party Name: McLeods M Chemicals  
 Module Name: Virtual Account Management (Remitter List)

Transaction Mapping

Map All Transactions to All Remitter Lists

Remitter List ID	Remitter List Name	Status
<input checked="" type="checkbox"/> 2233551	MMC	Active

Map All Transaction


Virtual Identifier Maintenance

Update Virtual Identifiers       Virtual Identifier Inquiry

View Virtual Identifiers List       File Upload

Virtual Remitters List - Upload

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9. To map the transactions to the Remitter lists, click  against the particular remitter list ID to view the transaction mapping.
10. Select the respective check boxes preceding the transaction to be mapped.  
 OR  
 Select **Map All Transactions**, if you want to map all the transactions to all remitter list IDs.
11. Click **Save** to save the changes.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate to the previous screen.
12. The **Party Resource Access - Review** screen appears. Verify the details, and click **Confirm**.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate to the previous screen.
13. The screen with success message appears along with the reference number and status of the transaction. Click **OK** to complete the transaction.

## 12.4 Party Resource Access - Delete

As part of this option, remitter list mapping and /transaction mapping can be deleted.

### To delete remitter list and transaction access for the party:

1. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the party name of the user.
2. Click **Search**. For a searched party, **Remitter List Mapping Summary** section appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.
3. If there is no mapping done for a party (own/ linked), the message **No Remitters mapped for the party** with **Map option** appears.
4. Click the **Remitter List** link to view/delete the details. The **Party Resource Access - View** screen appears.
5. Click **Delete**. The application prompt the administrator with a message 'Are you sure you want to delete Remitter List Mapping setup for Party ID – Party name' with an option of Yes / No.
6. Click **Yes** to proceed with the deletion request.  
It will navigate to confirmation page with a success message and the status.  
OR  
Click **No** if you do not wish to proceed with deletion.
7. The success message and the status appears.  
Click **OK** to complete the transaction.

[Home](#)

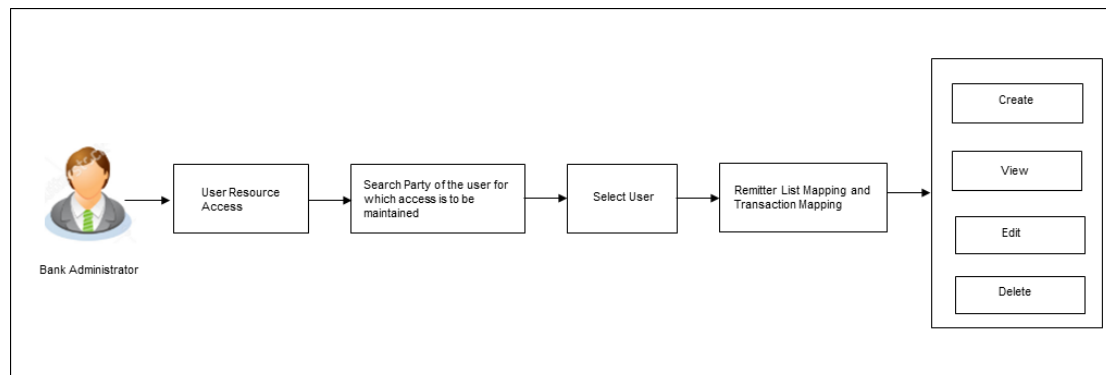
## 13. User Resource Access

Using this option the System/ Bank Administrator can set up remitter list mapping and transaction access for user(s) of the corporate party. This maintenance can be done only after the Party Resource Access is setup for the party of the user(s).

### Pre-Requisites

- Resource Access should be maintained for the party of the user for which access is to be maintained
- Party preferences should be created for the party of the user for which access is to be maintained
- Channel Access should be enabled for party of the user for which resource access is to be maintained
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.

### Workflow



### Features Supported In Application

The following options are available as part of this maintenance:

- User Resource Access - Mapping
- User Resource Access – View
- User Resource Access - Edit
- User Resource Access - Delete

### How to reach here:

Bank Administrator Dashboard > Resource Access > User Resource Access

OR

System/ Bank Administrator Dashboard > Toggle Menu > Resource Access > User Resource Access

## 13.1 User Resource Access - Mapping (Create)

This option allows the administrator to provide access to specific users of a party.

### To provide the user with account and transaction access:

1. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the party name of the user.
2. Click **Search**.  
For a searched party, there will be a list of users displayed with information like user ID, full name of the user and initials of the user.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.

### User Resource Access – Search

The screenshot shows the 'User Resource Access' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user greeting: 'Welcome, Leo Thomas' with a last login time of '04 May 05:58 AM'. The main content area has two input fields: 'Party ID' and 'Party Name'. Below these fields are three buttons: 'Search', 'Cancel', and 'Clear'. To the right of the input fields is a 'Note' box with a document icon and the following text: 'The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.' At the bottom right, there is a blue button that says 'Hey, I am here to help if you need it!' and a white circular icon. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## User Resource Access - Search Result

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas Last login 04 May 05:58 AM

User Resource Access

Party ID 001630  
Party Name McLeods M Chemicals

Search Results

Initials	User Name	Full Name
CC	andycorpchecker	Cheyenne Clemente
AK	ritcorpmaker	Abhishek kumar
DM	dcorpmaker	d maker
PY	poonamcorporate	Poonam Yadav
EH	rcorp12	Eden Hazard
MC	obpmcorp2	McLeods Chemicals2
DC	dcorpchecker	d checker
RR	ritCorp	Ritwick Raj
MM	andycorpmaker	Mackay Maqbul
KR	nehacorpaautoauth	Katherine Rodgers

Page 1 of 5 (1-10 of 42 items) < 1 2 3 4 5 > ✕

Cancel Back

**Note**

The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.

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### Field Description

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>Search Result</b>	
<b>Initials</b>	Initials of the user.
<b>User Name</b>	User name of the user
<b>Full Name</b>	Full name of the user.



3. Click the **User Name** link against the user record for which you want to create the mapping. The **User Resource Access – Mapping Summary** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
4. If there is no mapping done for the user for a party, there will be a message **No Remitter List mapped** with **Map** button.
5. If the access for the party to which the user belongs to is not done, then there will be no Map button.

## User Resource Access – Summary Page

The screenshot displays the 'User Resource Access' summary page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch' dropdowns. Below this is the 'futura bank' logo and a user profile for 'Leo Thomas' with the text 'Welcome, Leo Thomas' and 'Last login 04 May 05:56 AM'. The main content area is titled 'User Resource Access' and contains the following details:

- Party ID: 001630
- Party Name: McLeods M Chemicals
- User ID: ritcorpmaker
- User Name: Abhishek kumar
- Module Name: Virtual Account Management (Remitter List) (with a dropdown arrow)

Below the details is a 'Remitter List Mapping Summary' section. It shows 'No Remitter Lists mapped.' and a 'Map' button. At the bottom of this section are 'Cancel' and 'Back' buttons. To the right of the details is a 'Note' box with an icon of a document and the following text: 'The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.'

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## Field Description

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User ID</b>	User ID of the selected user.
<b>User Name</b>	User name of the selected user
<b>Module Name</b>	The name of the module. Only Virtual Account Management (Remitter List) is available.

## Remitter List Mapping Summary

6. Click **Map**. The **User Resource Access - Create** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## User Resource Access - Create

The screenshot displays the 'User Resource Access - Create' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user welcome message for 'Leo Thomas' with the last login time '04 May 05:58 AM'. The form fields are as follows:

- Party ID: 001630
- Party Name: McLeods M Chemicals
- User ID: ritcorpmaker
- User Name: Abhishek kumar
- Module Name: Virtual Account Management (Remitter List)

Below the fields, there are two steps: 'Remitter List Mapping' (step 1) and 'Transaction Mapping' (step 2). Under 'Remitter List Mapping', there are two checkboxes: 'Apply Party Level Changes Automatically' and 'Map All Remitter Lists'. A table lists remitter lists:

Remitter List ID	Remitter List Name	Status
<input type="checkbox"/> 2233551	MMC	Active

At the bottom, there are three buttons: 'Next', 'Cancel', and 'Back'. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User ID</b>	User ID of the selected user.
<b>User Name</b>	User name of the selected user
<b>Module Name</b>	The name of the module.
<b>Remitter List Mapping</b>	
<b>Apply Party Level Changes Automatically</b>	User will get access to remitters that are allowed/ disallowed at the party level.

Field Name	Description
<b>Map All Remitter List</b>	Mapping all the remitters of the VAM module to the existing resource.
<b>Remitter List ID</b>	List of remitter IDs present in a particular resource type.
<b>Remitter List Name</b>	Name of the remitter list available under the party.
<b>Status</b>	Status of the remitter access for the party

7. All the remitters held by the selected party as a relationship with the bank as available in the core banking system will be fetched and displayed.
8. Select a global check box of **Map All Remitter List** to enable all the existing remitters for channel banking (on screen, it will serve as a **Select All** function).  
OR  
If specific remitter is required to be given access to the user, then the bank administrator needs to select the respective check boxes preceding the remitter ID.
9. Select **Apply Party Level Changes Automatically** to automatically apply the party changes.
10. Click **Next**. The **User Resource Access - Create** (Transaction Mapping) screen appears.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.

## User Resource Access - Transaction Mapping - Create

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 04 May 05:58 AM

User Resource Access

Party ID: 001630  
Party Name: McLeods M Chemicals  
User ID: ritcorpmaker  
User Name: Abhishek kumar  
Module Name: Virtual Account Management (Remitter List)

1 Remitter List Mapping | 2 Transaction Mapping

Transaction Mapping

Map All Transactions to All Remitter Lists

Remitter List ID	Remitter List Name	Status
<input checked="" type="checkbox"/> 2233551	MMC	Active

Save Cancel Back

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User ID</b>	User ID of the selected user.
<b>User Name</b>	User name of the selected user
<b>Module Name</b>	The name of the module.
<b>Transaction Mapping</b>	
<b>Map All Transactions to All Remitter List</b>	Mapping all the transactions to all the remitter list.
<b>Remitter List ID</b>	List of remitter IDs present in a particular resource type.
<b>Remitter List Name</b>	Name of the remitter list available under the party.
<b>Status</b>	Status of the remitter access for the party

11. To map the transactions to the account, click  against the particular remitter ID to view the transaction mapping.

## User Resource Access - Transaction Mapping (Map Transaction) - Create

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

>Welcome, Leo Thomas  
Last login 04 May 05:58 AM

futura bank

User Resource Access

Party ID: 001630  
Party Name: McLeods M Chemicals  
User ID: ritcorpmaker  
User Name: Abhishek kumar  
Module Name: Virtual Account Management (Remitter List)

1 Remitter List Mapping | 2 Transaction Mapping

Transaction Mapping

Map All Transactions to All Remitter Lists

Remitter List ID	Remitter List Name	Status
<input checked="" type="checkbox"/> 2233551	MMC	Active

Map All Transaction

Virtual Identifier Maintenance

Update Virtual Identifiers |  Virtual Identifier Inquiry

View Virtual Identifiers List |  File Upload

Virtual Remitters List - Upload

Save | Cancel | Back

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12. Select the respective check boxes preceding the transaction to be mapped.  
OR  
Select **Map All Transactions**, if you want to map all the transactions to all accounts.
13. Select **Apply Party Level Changes Automatically** to automatically apply the party changes.
14. Click **Save**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
15. The **User Resource Access - Review** screen appears. Verify the details, and click Confirm.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
16. The screen with success message appears along with the reference number and status of the transaction. Click **OK** to complete the transaction.

## 13.2 User Resource Access- Search

The Bank Administrator can view the list of remitter(s) and transactions for which access has been provided to the user.

### To view the remitter and transaction access:

1. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the party name of the user.
2. Click **Search**.  
For a searched party, there will be a list of users displayed with information like user ID, full name of the user and initials of the user.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.

### User Resource Access - Search Result

The screenshot shows the 'User Resource Access' page in the Futura Bank system. The search results are as follows:

Initials	User Name	Full Name
CC	andycorpchecker	Cheyenne Clemente
AK	ritcorpmaker	Abhishek kumar
DM	dcorpmaker	d maker
PY	poonamcorporate	Poonam Yadav
EH	rcorp12	Eden Hazard
MC	obpmcorp2	McLeods Chemicals2
DC	dcorpchecker	d checker
RR	ritCorp	Ritwick Raj
MM	andycorpmaker	Mackay Maqbul
KR	nehacorpaaoauth	Katherine Rodgers

The page also includes a 'Note' box stating: 'The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.'

### Field Description

Field Name	Description
Party ID	The party ID searched by the Bank Administrator.

Field Name	Description
<b>Party Name</b>	The name of the party.
<b>Search Result</b>	
<b>Initials</b>	Initials of the user.
<b>User Name</b>	User name of the user
<b>Full Name</b>	Full name of the user.

- Click the **User Name** link against the user record for which you want to view the details. The **User Resource Access – Mapping Summary** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### User Resource Access – Summary Page

The screenshot displays the 'User Resource Access' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user profile for 'Leo Thomas' with a 'Last login 04 May 05:58 AM'. The page title is 'User Resource Access'. Below this, a table lists user details: Party ID (001630), Party Name (McLeods M Chemicals), User ID (ritcorpmaker), User Name (Abhishek kumar), and Module Name (Virtual Account Management (Remitter List)). A section titled 'Remitter List Mapping Summary' indicates 'No Remitter Lists mapped.' and includes a 'Map' button. A 'Note' box on the right states: 'The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.' At the bottom, there are 'Cancel' and 'Back' buttons. A footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User ID</b>	User ID of the selected user.

Field Name	Description
<b>User Name</b>	User name of the selected user
<b>Module Name</b>	The name of the module.
<b>Remitter List Mapping Summary</b>	
<b>Resource Type</b>	The resource types available under the party. The resource type can be: <ul style="list-style-type: none"> <li>• Remitter List</li> </ul>
<b>Total Number of Remitter Lists</b>	Total number of remitter lists available under the party.
<b>Number of Remitter Lists Mapped</b>	Number of remitter lists mapped to the particular resource type.

- Click the **Remitter List** link to view the remitter mapping. The **User Resource Access – View** screen, displaying remitter list mapping appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### User Resource Access – View

The screenshot displays the 'User Resource Access' interface. At the top, the user is identified as Leo Thomas, logged in at 04 May 05:58 AM. The main content area shows details for a user with Party ID 001630, Party Name 'McLeods M Chemicals', User ID 'ritcorpmaker', and User Name 'Abhishek kumar'. The Module Name is 'Virtual Account Management (Remitter List)'. A progress indicator shows 'Remitter List Mapping' as the current step. Below this, there are two checked checkboxes: 'Apply Party Level Changes Automatically' and 'Map All Remitter Lists'. A table lists the mapped remitter lists:

Remitter List ID	Remitter List Name	Status
2233551	MMC	Active

At the bottom of the screen, there are buttons for 'Edit', 'Next', 'Delete', 'Cancel', and 'Back'. The footer contains the copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User ID</b>	User ID of the selected user.
<b>User Name</b>	User name of the selected user.
<b>Module Name</b>	The name of the module.

**Remitter List Mapping**

<b>Apply Party Level Changes Automatically</b>	User will get access to remitter lists that are allowed/ disallowed at the party level.
<b>Map All Remitter List</b>	Mapping all the remitter lists to the user that are allowed at the party level.
<b>Remitter List ID</b>	Remitter List Identifier.
<b>Remitter List Name</b>	Name of the remitter list available under the party.
<b>Status</b>	Status of the remitter access for the party

5. Click **Next**. The **User Resource Access – View (Transaction Mapping)** screen appears.  
OR  
Click **Edit** to modify the remitter list mapping.  
OR  
Click **Delete** to delete the User Resource Access setup.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## User Resource Access - Transaction Mapping - View

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas  
Last login 04-May 05:58 AM

### User Resource Access

Party ID: 001630  
Party Name: McLeods M Chemicals  
User ID: ritcorpmaker  
User Name: Abhishek kumar  
Module Name: Virtual Account Management (Remitter List)

1 Remitter List Mapping — 2 Transaction Mapping

#### Transaction Mapping

Map All Transactions to All Remitter Lists

Remitter List ID	Remitter List Name	Status
<input type="checkbox"/> 2233551	MMC	Active

**Edit** **Cancel** **Back**

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- Click **▶** against the particular Remitter List to view the mapped transactions.  
OR  
Click **Edit** to update transaction mapping.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## User Resource Access - Transaction Mapping - View Mapping

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

Welcome, Leo Thomas  
Last login 04 May 05:58 AM

Party ID: 001630  
Party Name: McLeods M Chemicals  
User ID: ritcorpmaker  
User Name: Abhishek kumar  
Module Name: Virtual Account Management (Remitter List)

1 Remitter List Mapping → 2 Transaction Mapping

**Transaction Mapping**

Map All Transactions to All Remitter Lists

Remitter List ID	Remitter List Name	Status
<input checked="" type="checkbox"/> 2233551	MMC	Active

Map All Transaction

Virtual Identifier Maintenance

- Update Virtual Identifiers
- View Virtual Identifiers List
- Virtual Remitters List - Upload

Virtual Identifier Inquiry

- File Upload

**Edit** **Cancel** **Back**

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- Click **Edit** to update the User Resource Access mapping.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 13.3 User Resource Access - Edit

The Bank Administrator gets a request with the list of remitter lists and transactions for which access details needs to be edited for a selected user of the party.

### To edit remitter list and transaction access for the user:

- In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the party name of the user.
- Click **Search**.  
For a searched party, there will be a list of users displayed with information like user ID, full name of the user and initials of the user.
- Click the **User Name** link against the user record for which you want to edit the details. The **User Resource Access – Mapping Summary** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

4. Click the **Remitter List** link. The **User Resource Access – View** screen, displaying remitter list mapping appears.
5. Click **Edit**. The **User Resource Access - Edit** screen appears.  
This enables the selection and de-selection option against the remitter list. There is also an option to edit check box **Apply Party Level Changes Automatically** to apply/ remove the party changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### User Resource Access – Edit

The screenshot displays the 'User Resource Access - Edit' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user greeting: 'Welcome, Leo Thomas' with a last login time of '04 May 05:58 AM'. The main content area is titled 'User Resource Access' and shows details for 'McLeods M Chemicals' with User ID 'ritcorpmaker' and User Name 'Abhishek kumar'. The Module Name is 'Virtual Account Management (Remitter List)'. A progress indicator shows 'Remitter List Mapping' as the current step (1) and 'Transaction Mapping' as the next step (2). Under 'Remitter List Mapping', there are two checked checkboxes: 'Apply Party Level Changes Automatically' and 'Map All Remitter Lists'. Below these is a table with the following data:

Remitter List ID	Remitter List Name	Status
<input checked="" type="checkbox"/> 2233551	MMC	Active

At the bottom of the form, there are three buttons: 'Next' (highlighted in blue), 'Cancel', and 'Back'. A copyright notice at the very bottom reads: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

6. Select the respective check boxes preceding the **Remitter List ID** to be mapped.  
OR  
Select **Map All Remitter List**, if you want to map all the Remitter Lists available.  
Select/ De-select check box **Apply Party Level Changes Automatically** to apply/remove the party changes.
7. Click **Next**. The **User Resource Access - Edit** screen with mapped remitter list appears.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
8. To map the transactions to the remitter lists, click ▶ against the particular Remitter List ID to view the transaction mapping.

## User Resource Access - Transaction- Resource Mapping - Edit

The screenshot displays the 'User Resource Access' interface for 'McLeods M Chemicals'. The user details are as follows:

Party ID	001630
Party Name	McLeods M Chemicals
User ID	ritcorpmaker
User Name	Abhishek kumar
Module Name	Virtual Account Management (Remitter List)

A process flow diagram shows two steps: 1. Remitter List Mapping and 2. Transaction Mapping.

The 'Transaction Mapping' section includes a checkbox for 'Map All Transactions to All Remitter Lists' (checked). Below is a table of remitter lists:

Remitter List ID	Remitter List Name	Status
<input checked="" type="checkbox"/> 2233551	MMC	Active

For the selected remitter list, there is a sub-section for 'Map All Transaction' (checked) with the following options:

- Virtual Identifier Maintenance
  - Update Virtual Identifiers
  - View Virtual Identifiers List
  - Virtual Remitters List - Upload
- Virtual Identifier Inquiry
- File Upload

At the bottom, there are buttons for 'Save', 'Cancel', and 'Back'.

9. Select the respective check boxes preceding the transaction to be mapped.  
OR  
Select **Map All Transactions**, if you want to map all the transactions to all Remitter Lists.
10. Click **Save**.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
11. The **User Resource Access - Review** screen appears. Verify the details, and click Confirm.  
OR  
Click Edit to edit the transaction.  
OR  
Click Cancel to cancel the transaction.
12. The **User Resource Access - Confirmation** screen with success message appears along with the reference number and status of the transaction.  
Click OK to complete the transaction.

## 13.4 User Resource Access - Delete

The Bank Administrator gets a request with the user information of a party for which access details needs to be deleted. As part of this option, remitter list mapping can be deleted for a user.

### To delete remitter and transaction access for the user:

1. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the party name of the user.
2. Click **Search**.  
For a searched party, there will be a list of users displayed with information like user ID, full name of the user and initials of the user.
3. Click the **User Name** link against the user record for which you want to delete the details.  
The **User Resource Access – Mapping Summary** screen appears.
4. Click the **Remitter List** link. The **User Resource Access – View** screen, displaying remitter list mapping appears.
5. Click **Delete**. The application will prompt the administrator with a deletion message with an option of Yes / No.  
OR  
Click **Edit** to modify the remitter list mapping.  
OR  
Click **Next** to go to the next screen. The **User Resource Access – View (Transaction Mapping)** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
6. Click **Yes** to proceed with the deletion request. It will navigate to confirmation page with a success message and the status.  
OR  
Click **No** if you do not wish to proceed with deletion.
7. Click **OK** to complete the transaction.

[Home](#)

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## 14. Approvals

Each user is assigned a particular task to perform as per their position in the hierarchy of the bank/corporate. For instance, some user(s) may be given rights to do data entry for transactions such as domestic fund transfer, draft issuance by logging in to channel banking. Transaction created by initiator in the system is routed to the appropriate authorized signatory or group of signatories for approval depending upon the rules configured. A transaction once approved by all the required approvers gets processed.

Approval Management function enables the Bank Administrator to configure approval flows for various financial and non-financial transactions on channel banking for bank's customers and for administrators.

Approval flow includes configuration of rules for the users with following access types:

- Maker/ Initiator – User who is a creator of the transaction.
- Authorizer/ Approver – User who authorizes the transactions created by the maker. His authorization rights are maintained by an administrator.

### Features supported in application

Approval management supported for Bank administrator users includes;

- Approval Workflow Maintenance
- Approval Rule Maintenance

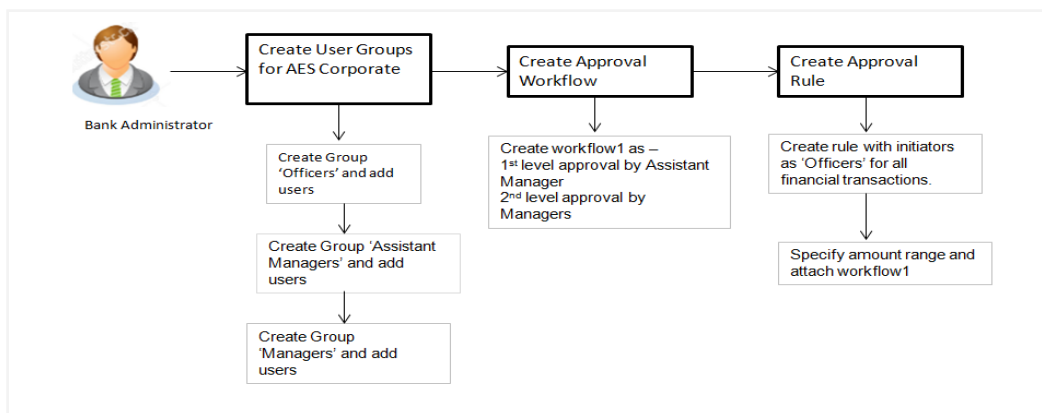
---

**Note:** Approval Workflow and Rules can also be maintained for Non Customer Corporates (for which the party id is not maintained in UBS or in Core banking system). For Non Customer Corporate (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.

---

### Business scenario

AES Corporation wants to enable approval workflow for all financial transactions. The requirement is – All the financial transactions will be initiated by 'Officers' of the corporate. The transactions initiated by 'Officers' should be sent to 'Assistant Managers' for 1st level approval. After the transaction is approved by any one user from a group of 'Assistant Managers' then the transaction should be sent to 'Managers' for final level of approval. The transaction processing should happen only after final approval.



## 14.1 Workflow Management

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level.

Workflows can be created independently and can be attached to a specific transaction/maintenance as part of the Approval Rule configuration.

Note :

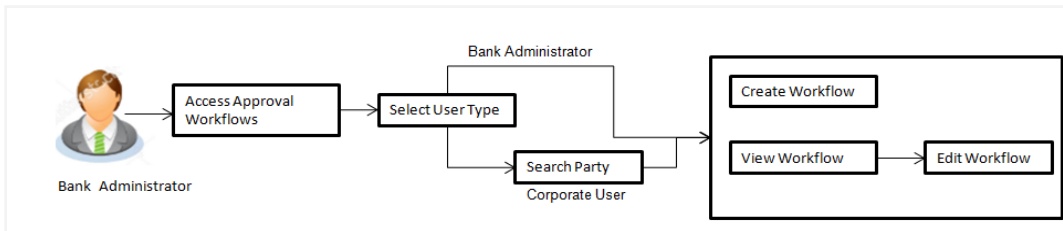
- If Group Corporate Flag is set as “ON” in system rules, then the Approval Workflow setup for corporate users will not be allowed using this menu option. The Approval Workflow can be setup using Group Corporate onboarding only.
- If Group Corporate Flag is set as “OFF” in system rules, then the Approval Workflow for corporate users must be setup using below mentioned steps.

### Prerequisites

- Transaction access is provided to Bank Administrator.
- Party preference is maintained.
- Multiple users are maintained under a party or as Bank Administrators
- Approval rule set up for Bank Administrator to perform the actions.
- Necessary user groups are maintained using User Group Management.

### Workflow





**Features supported in application**

Approval Rule maintenance allows Bank Administrator to:

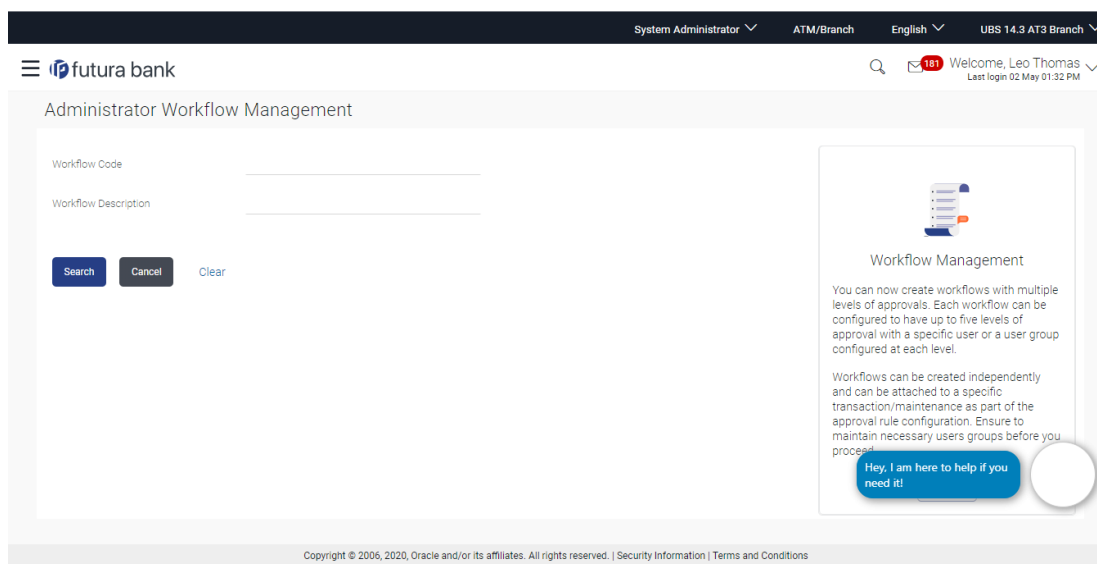
- View Approval Workflows
- Create Approval Workflows
- Edit Approval Workflows

**How to reach here:**

*System/ Bank Administrator Dashboard > Toggle Menu > Approvals > Workflow Management*

**14.1.1 Approval Workflow - Admin User - Admin Workflow Management**

**Admin Workflow Management**



**Field Description**

Field Name	Description
<b>Workflow Code</b>	Code of the already maintained approval workflow.
<b>Workflow Description</b>	Description of the already maintained approval workflow.

1. Click **Create** to create new admin workflow. The **Admin Workflow Management – Create** screen appears.  
OR  
Click **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.

- OR
- Enter the search parameters and click **Search** to search the matching records.
- OR
- Click **Clear** to clear the input search parameters.

### 14.1.2 Admin Workflow Management – Search

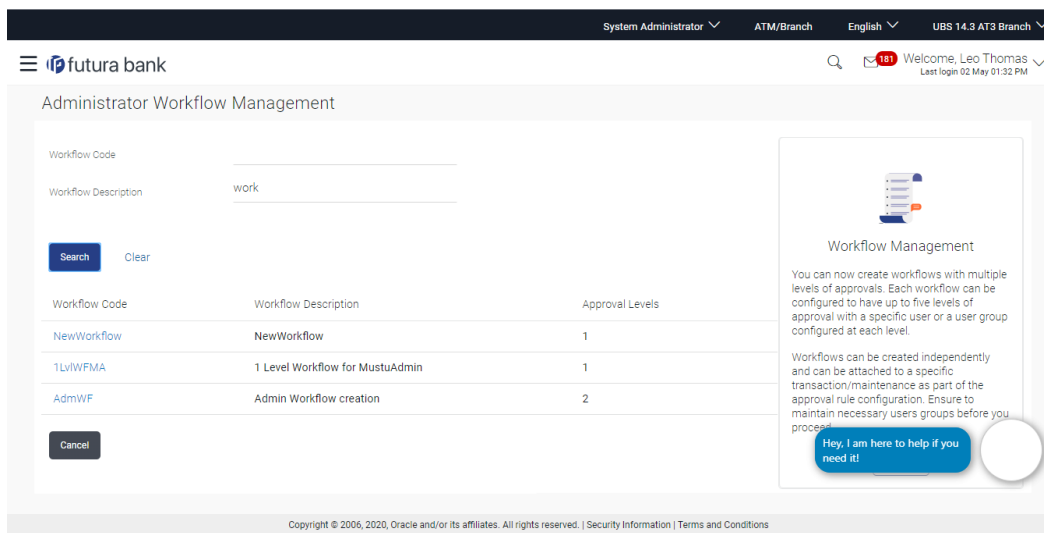
Bank Administrator user can search the workflows maintained for administrator users.

Workflows maintained (if any) for admin users are displayed on the screen after searching with valid input. User can view the details of existing workflow by clicking on the search results or can create new approval workflow using this screen.

#### To search the approval workflow for admin users:

1. In the **Admin Workflow Management** screen, enter the search parameters and click **Search**. The **Admin Workflow Management** screen with search results appears based on the searched criteria.

#### Admin Workflow Management – Search



#### Field Description

Field Name	Description
<b>Workflow Code</b>	The approval workflow code to search the approval workflows.
<b>Workflow Description</b>	The approval workflow description to search the approval workflows.

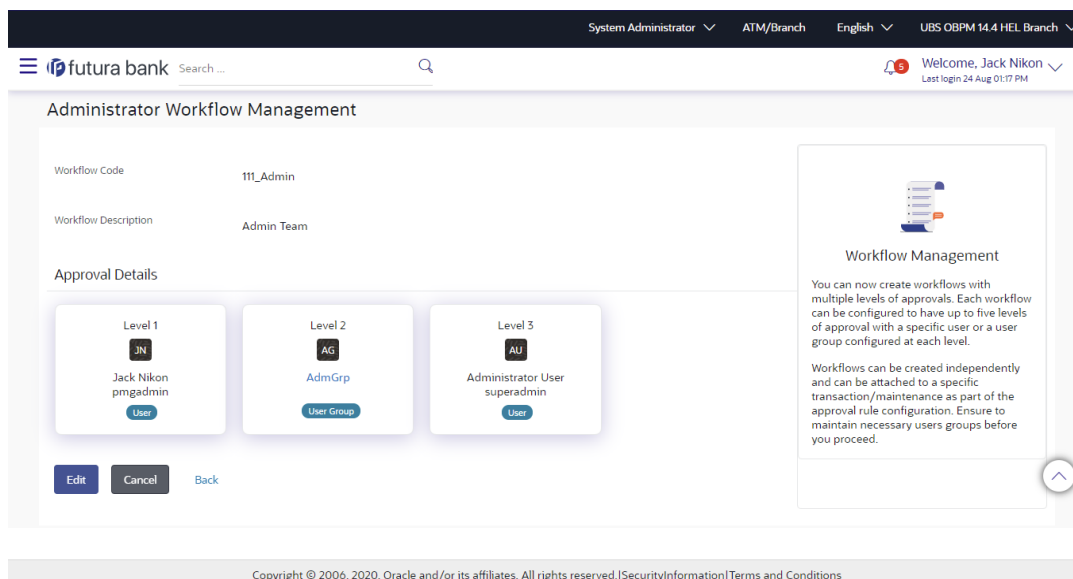
Field Name	Description
<b>Search Results</b>	
<b>Workflow Code</b>	Unique code of the already maintained approval workflow.
<b>Workflow Description</b>	Description of the already maintained approval workflow.
<b>Approval Level</b>	Number of approval levels in each workflow.

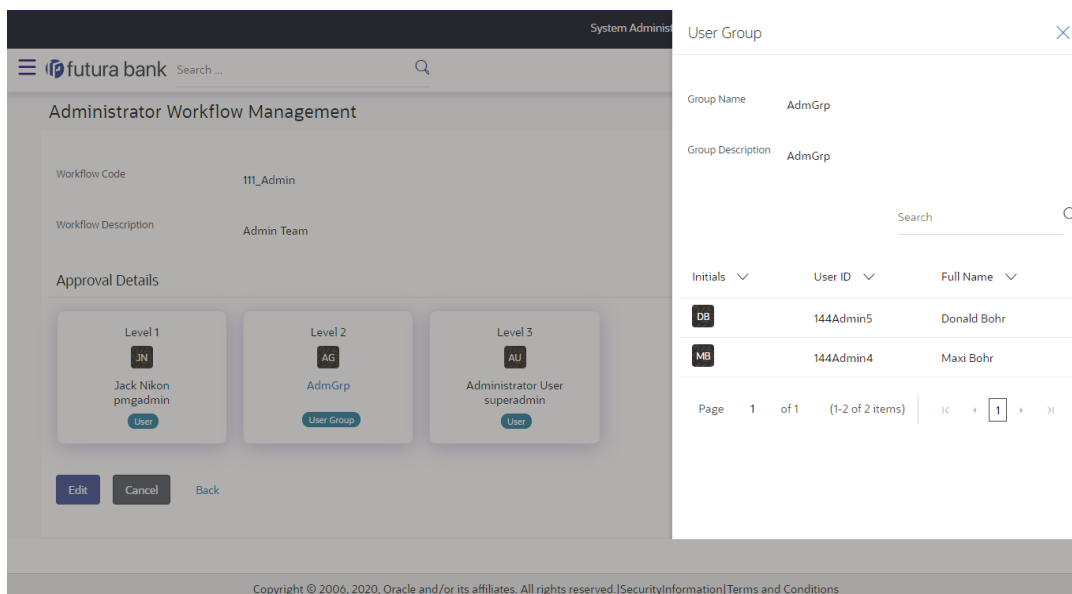
- Click the **Work Flow code** link, to view details of the selected Approval Workflow. The **Workflow Management - View** screen appears.  
 OR  
 Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
 OR  
 Click **Create** to create new Approval Workflow for admin users.

### 14.1.3 Admin Workflow Management – View

Further drill down is given on the each workflow to view the details of the users/ user groups who are the part of workflow.

#### Admin Workflow Management – View





### Field Description

Field Name	Description
<b>View</b>	
<b>Workflow Code</b>	Workflow code is displayed.
<b>Workflow Description</b>	Workflow description is displayed.
<b>Approval Details</b>	
<b>Approval Level</b>	User / user group maintained at each approval level. There can be up to five levels of approval levels.
<b>User Name / User Groups</b>	User or a user group maintained at each level of approval. On Approval -Workflow screen, Admin User can click on the Name of the user group that is part of the workflow to see the list of users which are part of that Group User can search specific user name, by using the search window on Group Details overlay.

- Click **Edit** to edit the workflow. The **Admin Workflow Management - Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to the previous screen.

### 14.1.4 Admin Workflow Management – Create

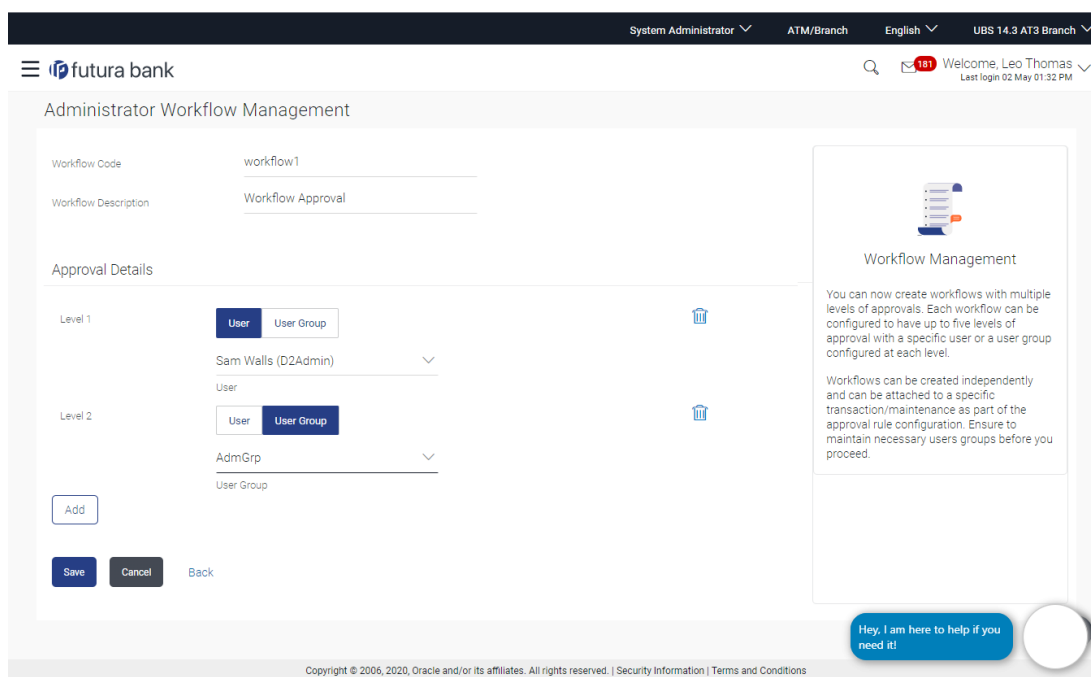
Bank Administrator can create approval workflows for the Admin users. By default, user can specify minimum one and maximum five levels of approvals as a part of workflow.

Administrator can set either an individual user or user group of a corporate as a part of each level of approval. Approval type (sequential/non-sequential/no authorization) is defined at the party preference.

**To create an approval workflow:**

1. In the **Admin Workflow Management** screen, click **Create**. The **Admin Workflow Management - Create** screen appears.


#### Admin Workflow Management – Create



#### Field Description

Field Name	Description
<b>Create</b>	
<b>Workflow Code</b>	To specify approval workflow code.
<b>Workflow Description</b>	To specify approval workflow description.

Field Name	Description
<b>Approval Details</b>	
<b>Approval levels for a user / user group. You can click Add for multi level approval process.</b>	
<b>Approval Level</b>	Approval levels for a user / user group. User can click Add for multi level approval process.
<b>User / User Group</b>	To select specific user or a user group at each level of approval.

2. In the **Workflow Code** field, enter the workflow code.
3. In the **Workflow Description** field, enter the name of the workflow.
4. In the **Approval Details** section, from the **Level 1** field, click appropriate user / user group.
5. From the **User Name / User Groups** list, select the approver user name.
6. Click **Add** to add the selected user/ user group at specific level of approval.  
OR
7. Click  icon to remove specific approval level.
8. Click **Save** to save Approval Workflow.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.
9. The **Admin Workflow Management - Create - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.
10. The success message of saving the created approval workflow appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to the 'Dashboard'.

### 14.1.5 Admin Workflow Management - Edit

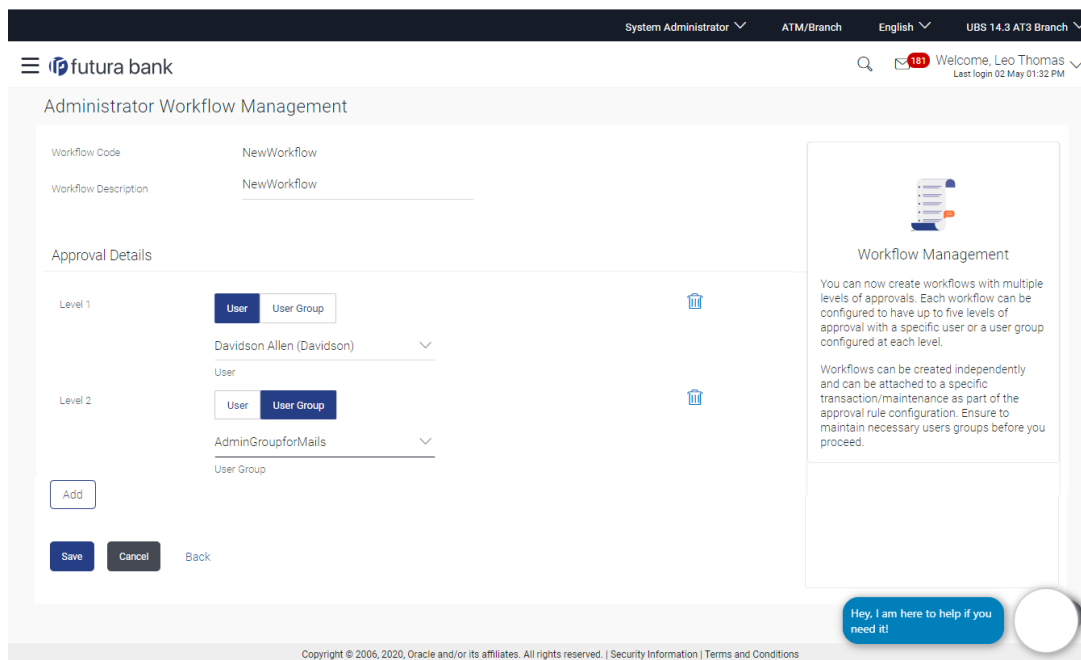
This function enables the Bank Administrator to update the description of the workflow and also to remove existing and add the new approval levels. Edited workflows are applicable for new transactions initiated post workflow update, whereas the previously initiated and transactions pending approval follows the old workflow.

#### To edit an approval workflow:

1. In the **Admin Workflow Management** screen, click the **Work Flow code** link, for which you want to view the details. The **Admin Workflow Management - View** screen appears.

2. Click **Edit**. The **Admin Workflow Management - Edit** screen appears.

**Admin Workflow Management - Edit**




**Field Description**

Field Name	Description
<b>Edit</b>	
<b>Workflow Code</b>	Workflow code is displayed.
<b>Workflow Description</b>	Workflow description is displayed in editable form.
<b>Approval Details</b>	
<b>Approval Level</b>	Approval levels for a user / user group. Administrator can remove or add approval levels in a workflow.
<b>User Name / User Groups</b>	User or a user group maintained at each level of approval. Administrator can edit an existing user/user group maintained at each level and can also specify user/user group for additional approval level.

3. Edit the required details.



4. Click **Add** to add the selected user/ user group at specific level of approval.  
OR  
Click  icon to remove specific approval level.
5. Click **Save** to save Approval Workflow.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to cancel the operation and to go back to previous screen.
6. The **Admin Workflow Management – Edit - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to cancel the operation and to go back to previous screen.
7. The success message of saving the approval workflow modification appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## **FAQ**

### **1. What is approval management?**

Approval Management enables a bank administrator to set up approval conditions for various transactions on channel banking. The approval management allows setting up the maker / checker flow, wherein a transaction is initiated by a maker and the same is authorized by a single / multiple checkers depending on the configuration.

### **2. What is approval workflow maintenance?**

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

### **3. How many approval levels can I set up in the system?**

Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow.

### **4. Can I get the list of users associated with a group from workflow management screen?**

No, list of the users associated with a group cannot be viewed using workflow management screen. However you can view the same from User Group Management screen.

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## 14.2 Approval Rules

This function enables the Bank Administrator to set up conditions for approval as per the bank/corporate requirements. Rule can be set up for financial transactions, non-financial, non account financial transactions, and for maintenances. Flexibility exists to define approval rules with conditions stating that 'specific transaction' if initiated by a 'specific user/ user group' has to be approved by a 'specific approver/approver group' along with other attributes like amount range etc.

Note :

- If Group Corporate Flag is set as "ON" in system rules, then the Approval Rules setup for corporate users will not be allowed using this menu option. The Approval rules can be setup using Group Corporate onboarding only.
- If Group Corporate Flag is set as "OFF" in system rules, then the Approval Rules for corporate users must be setup using below mentioned steps.

### **Prerequisites:**

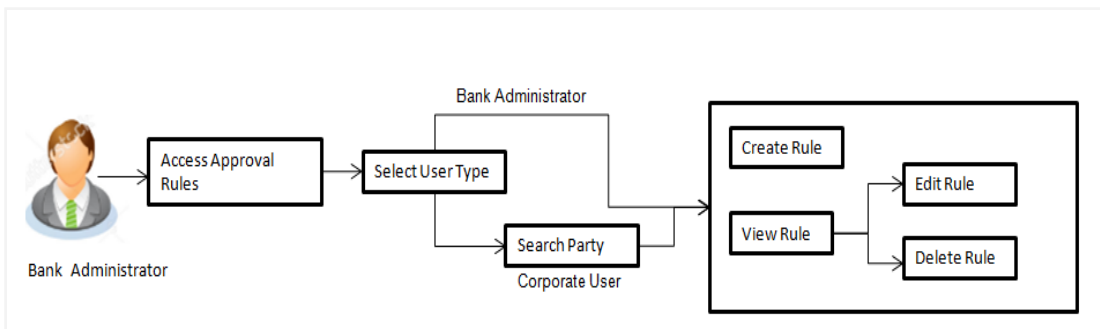
- Transaction access is provided to Bank Administrator
- Party preference is maintained for setting up rules for corporates
- Corporate and Administrator users are maintained
- Workflow configuration is maintained if approval required is to be set as 'Yes'
- Approval rule set up for Bank Administrator to perform the actions
- Necessary user groups and approval workflows are maintained

### **Features supported in application**

The Approval Rule maintenances allow the bank administrator to:

- Create Approval Rules
- View Approval Rules
- Edit Approval Rules
- Delete Approval Rules

### **Workflow**



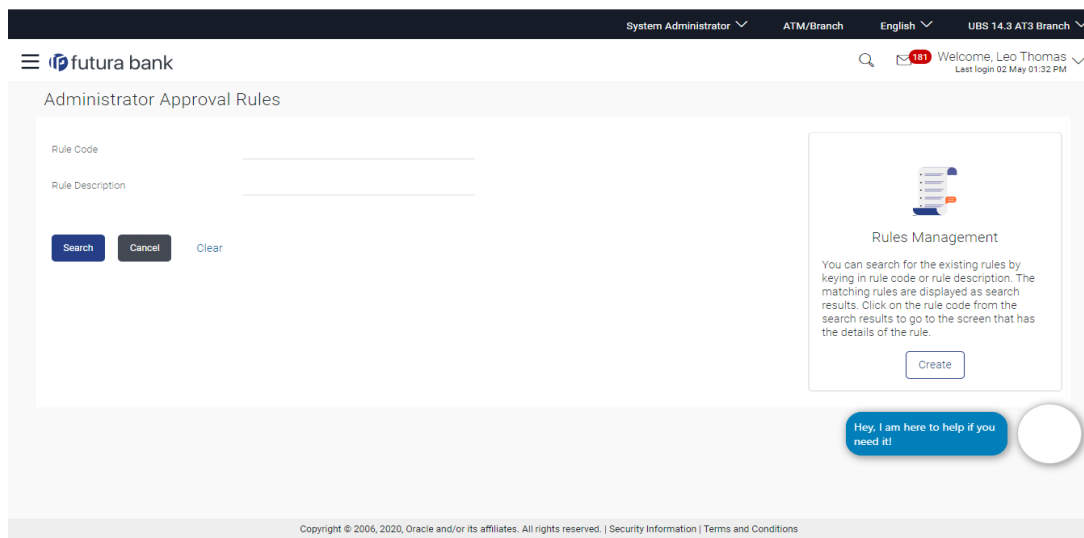
**How to reach here:**

*System/ Bank Administrator Dashboard > Toggle Menu > Approvals > Rule Management > Approval Rules*

1.

## 14.3 Approval Rules - Admin User - Admin Approval Rules

### Admin Approval Rules



### Field Description

Field Name	Description
<b>Rule Code</b>	Search rules with a rules code of the already maintained approval rule.
<b>Rule Description</b>	Search rules with a rule description of the already maintained approval rule.

- Click **Create** to create new admin workflow. The **Admin Approval Rules – Create** screen appears.  
 OR  
 Enter the search parameters and click **Search** to search the matching records.  
 OR  
 Click **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.  
 OR  
 Click on '**Clear**' to clear the input search parameters.

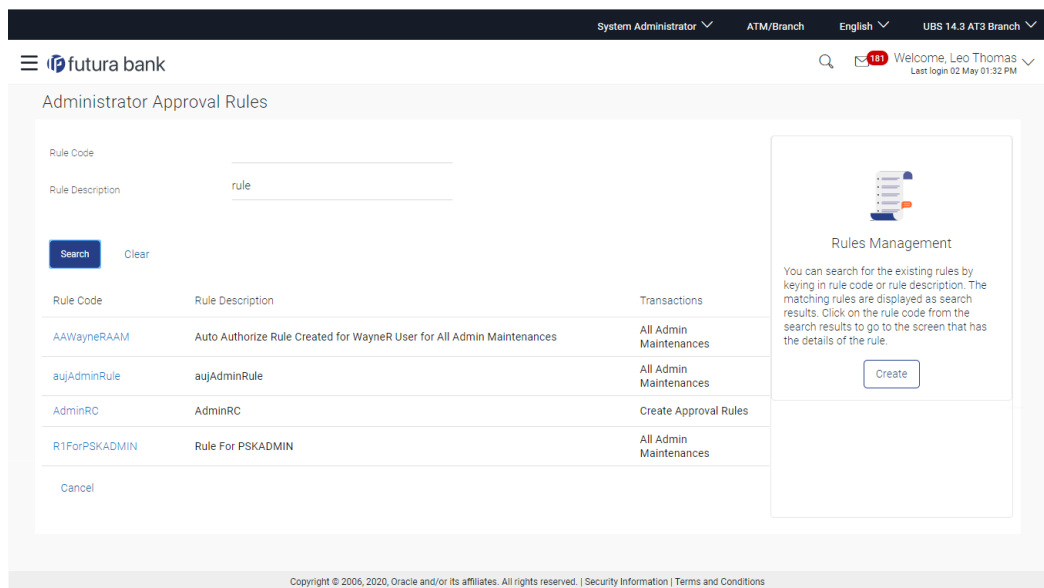
### 14.3.1 Admin Approval Rules – Search

Approval rules maintained (if any) for administrator users are displayed on the screen after searching with valid input. User can to view the details of existing rule or can create new approval rule using this screen.

**To search the approval rules for admin users:**

1. In the **Admin Approval Rules** screen, enter the search parameters and click **Search**. The **Admin Approval Rules** screen with search results appears based on the searched criteria.

**Admin Approval Rules – Search**



**Field Description**

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

**Search Results**

**Rule Code** Code of the already maintained approval rule.

**Rule Description** Description of the already maintained approval rule.

**Transactions** Transaction/ s for which the rule is maintained.

2. Click the **Rule code** link, to view details of the selected Approval Rule. The **Approval Rules - View** screen appears.  
 OR  
 Click **Create** to create new Approval Rules for admin users.  
 OR  
 Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
 OR  
 Click **Back** to go back to previous screen.

### 14.3.2 Admin Approval Rules – View

Further drill down is given on the each workflow to view the details of the users/ user groups who are the part of workflow.

**To view the admin approval rules:**

1. In the **Admin Approval Rules** screen, click the **Rule Code** link, for which user wants to view the details. The **Admin Approval Rules - View** screen appears.

## Admin Approval Rules - View

The screenshot displays the 'Administrator Approval Rules' view for a rule named 'WayneR'. The rule description is 'approval rule for WayneR admin'. Under the 'Initiator' section, the 'Initiator Type' is set to 'User Group', and the selected user group is 'Wayne Rooney (WayneR)'. The 'Transactions' section lists 'All Admin Maintenances'. In the 'Workflow Details' section, 'Approval Required' is set to 'No'. At the bottom, there are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. A 'Rules Management' sidebar on the right provides instructions on how to use the 'Edit' and 'Delete' buttons. The page header includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The footer contains copyright information for Oracle.

### Field Description

Field Name	Description
<b>View</b>	
<b>Rule Code</b>	Approval rule code.
<b>Rule Description</b>	Approval rule description.
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type specified while creating a rule.
<b>User Name / User Groups</b>	Name of the user or user group defined as initiator for the rule condition.
<b>Transactions</b>	Transaction for which the rule is set up.
<b>Workflow Details</b>	

Field Name	Description
<b>Approval Required</b>	Field displays whether approval is required or not for the set condition.
<b>Workflow Details</b>	Field displays the approval workflow details along with the defined approval levels.  This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

- Click **Edit** to edit the approval rule. The **Admin Approval Rule - Edit** screen with values in editable form appears.  
OR  
Click **Delete** to delete the approval rule.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.  
The application will prompt the administrator with a deletion message, Click **Yes** to confirm.  
User is directed to **Admin Approval Rule – Delete** confirmation page.

### 14.3.3 Admin Approval Rules – Create

Approval rules can be setup based on the following parameters.

- Transactions
- Initiator
- Specific User
- User Group

Bank Administrator can create multiple approval rules for Administrator users. In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the complex rule amongst all the applicable rules is applied for approval.

User can further define if for a condition, the transaction should be auto approved (which means there is no approval workflow and the transaction gets approved as soon as initiator submits the transaction) or should follow a set approval workflow and should get approved by the defined set of approvers. The same is achieved by attaching a workflow maintained for the administrator users.

#### **To create an approval rule:**

- In the **Admin Approval Rules** screen, click **Create**. The **Admin Approval Rules - Create** screen appears.



## Admin Approval Rules - Create

The screenshot shows the 'Admin Approval Rules - Create' form. The form fields are as follows:

- Rule Code:** WayneR
- Rule Description:** approval rule for WayneR admin
- Initiator:** Wayne Rooney (WayneR)
- Initiator Type:** User (selected from 'User' and 'User Group' tabs)
- Transactions:** All Admin Maintenances
- Workflow Details:** Approval Required: Yes (selected from 'Yes' and 'No' buttons)

At the bottom of the form are buttons for 'Save', 'Cancel', and 'Back'. A sidebar on the right titled 'Rules Management' contains a diagram and text explaining the functionality: 'In Rules Management functionality you can assign approval rules for transactions initiated by a specific user or user groups. Once in the Create screen you can define the details of the rule like - rule description, user/user groups to whom the rules apply as initiators, transactions that need approval, whether approval is needed and if yes, the workflow that the approval has to go through.'

### Field Description

Field Name	Description
<b>Rule Code</b>	To specify approval rule code.
<b>Rule Description</b>	To specify approval rule description.
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type who initiates the transaction. This has options as 'User' and 'User Group'.
<b>User Name / User Groups</b>	Name of the user or user group as initiator.  If initiator is selected as User, then all the users belongs to administrator user segment will be listed for selection.  If initiator is selected as User Group, then all the user groups belongs to the administrator user segment will be listed for selection.

Field Name	Description
<b>Transactions</b>	All transactions to set the approval rules are listed. User can select specific transaction or all admin transactions.
<b>Workflow Details</b>	
<b>Approval Required</b>	Option to decide whether approval is required or not for the set condition.
<b>Workflow</b>	Field has description of the approval workflow. All workflows maintained for the administrator type of user segment are listed here along with the defined approval level for each of them.  This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

2. In the **Rule Code** field, enter the code.
3. In the **Rule Description** field, enter the rule name.
4. From the **Initiator Type** field, click appropriate user / user group and select the user/ user group.
5. From the **Transaction** list, select the transactions to be mapped to the rule.
6. In the **Workflow Details** section, select whether approval is required for the mapped transactions.
  - a. If you select **Yes** option, select the appropriate **Workflow**.
7. Click **Save** to save the approval rule.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.
8. The **Approval Rule - Create Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to the 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.
9. The success message of saving the created approval rule appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

#### 14.3.4 Admin Approval Rules - Edit

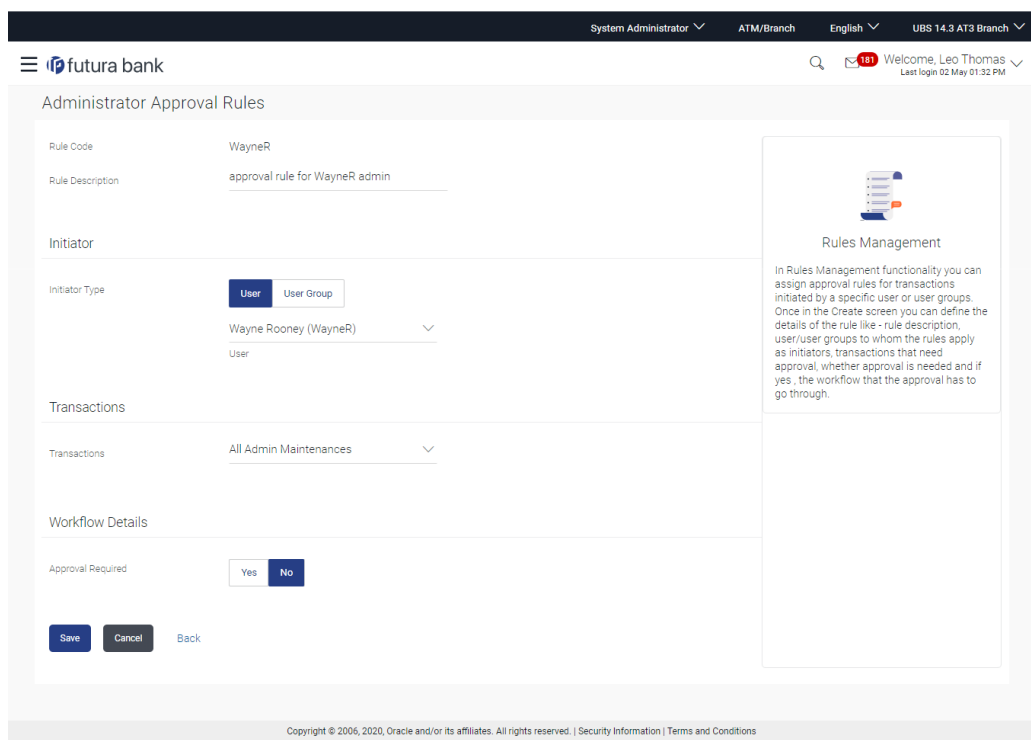
Bank Administrator can edit the approval rules. An Administrator is allowed to change the description of the rule and is also allowed to change the parameters associated with the specific approval rule.

Edited rules are applicable for new transactions initiated post rule update. Previously initiated transactions which are pending approval will follow a rule which was applied at the time of transaction initiation.

**To edit an approval workflow:**

1. In the **Admin Approval Rules** screen, click the **Rule Code** link, for which you want to view the details. The **Admin Approval Rules - View** screen appears.
2. Click **Edit**. The **Admin Approval Rules - Edit** screen appears.

**Admin Approval Rules - Edit**



**Field Description**

Field Name	Description
<b>Edit</b>	
<b>Rule Code</b>	Approval rule code provided by the user.
<b>Rule Description</b>	Approval rule description provided by the user in editable form.
<b>Initiator</b>	

Field Name	Description
<b>Initiator Type</b>	Initiator type who initiates the transaction will be displayed in editable form.
<b>User Name / User Groups</b>	Name of the user or user group as initiator will be displayed in editable form.  If initiator is selected as User, then all the users belonging to the administrator type of user segment will be listed for selection.  If initiator is selected as User Group, then all the user groups belonging to the administrator type of user segment will be listed for selection.
<b>Workflow Details</b>	
<b>Approval Required</b>	Whether approval is required will be displayed in editable form.
<b>Workflow Details</b>	Details of the approval workflow along with the defined approval levels for a condition will be displayed in editable form.  This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

3. Edit the required details.
4. Click **Save** to save the approval rule.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to cancel the operation and to go back to previous screen.
5. The **Admin Approval Rule - Edit Review** screen appears post necessary validations. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to cancel the operation and to go back to previous screen.
6. The success message of saving the approval rule modification appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## **FAQ**

### **1. How many approval levels can I set up in the system?**

Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow. Whereas, maximum levels of approvals that the user can set is configurable as Day0.

### **2. Which approval rule will get applied when multiple applicable approval rules are found for specific transaction?**

In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the complex rule amongst all the applicable rules is applied for approval.

### **3. What happens to the approval process when approval rule gets edited and a transaction is pending with one of the approver for approval?**

Edited rules are applicable for new transactions initiated post rule update. Previously initiated transactions which are pending for approval will follow a rule which was applied at the time of transaction initiation.

### **4. What happens if the transaction is initiated in the currency in which approval rule is not maintained?**

If the rule is not maintained in specific currency, then the approval rule set in the local currency for the transaction and amount combination will be applied.

### **5. What happens if the approval rule in local currency is not maintained in above scenario?**

If the approval rule is not set for both transaction currency and local currency, then transaction cannot be initiated.

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## 15. Group Corporate Onboarding

Corporate onboarding is the process that bank undertakes when bringing a new business customer onboard. OBDX furnishes integrating the onboarding workflow to a business rules engine that facilitates uninterrupted corporate onboarding processing. Generally, the customer onboarding process constitutes of multiple activities.

Group corporate onboarding allows the administrator to onboard the corporate party on OBDX along with definition of various attributes including Group Corporate Profiling, Party and User Account Access, User Onboarding, User Group Maintenance, User Reports Mapping, Approvals Workflow and Rules Maintenance etc. in a single flow. After performing these onboarding steps in a single flow, the applications send the same as a single approval.

Group corporate onboarding allows corporate parties belonging to different entities to map under a Group Corporate ID. The new flag 'Group Corporate' is introduced in System Rules screen for banks to decide the mode of corporate onboarding.

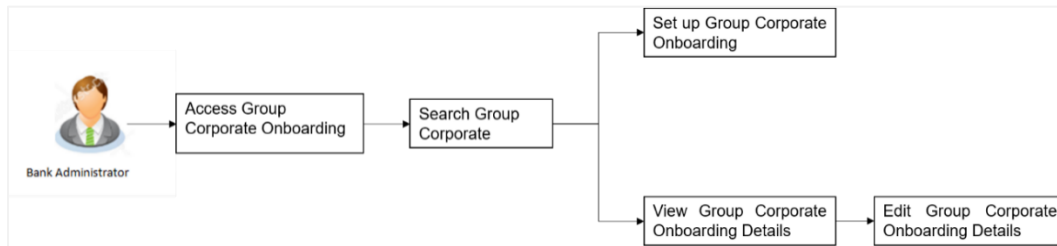
If Group Corporate flag is set 'ON' then Bank would be able to onboard Group Corporate using the mentioned approach. If this flag is set 'OFF', none of the Group Corporate functions would be available in OBDX.

Group Corporate onboarding function would be a two-step process. Bank admin would be required to onboard Corporate using his party ID and then proceed to Group Corporate Onboarding wizard.

This maintenance is done only for corporate type of parties and is not applicable for retail type of parties. Parameter values maintained against a Group Corporate defines the system behavior for the following:

- Accessible Roles for Group Corporate
- Workflow and Approval Flow preference
- Party and User level account access
- User onboarding with multi-entity setup and accessible Party Maintenance
- User Group Maintenance for Group Corporate users
- Corporate user report mapping maintenance to generate user reports
- Approval workflow and Rules setup for banking transaction

## Workflow



## Features supported in the Application

- Setup Group Corporate Onboarding
  - Group Corporate Profiling
  - Party Account Access
  - User Onboarding
  - User Group Maintenance
  - User Account Access
  - User Reports Mapping
  - Approval –Workflow Management
  - Approval – Rules Management
- View Group Corporate Onboarding Details
- Edit Group Corporate Onboarding Details

### 15.1.1 Group Corporate Onboarding – Search Corporate

Bank administrator logs in to the application and navigates to the Group Corporate onboarding Screen. On this screen, the administrator will be required to search a Group Corporate and select the required Group Corporate name from the search results, for setting up the onboarding functions.

System allows bank admin to search Group Corporate by using either Group Corporate details or Corporate Party details.

To search using Group Corporate details, application gives a provision to enter the Group Corporate information including Group Corporate ID and Group Corporate Name.

User can enter the Group Corporate ID (if known) or the Group Corporate name with a minimum of 5 characters. System matches the input provided by the user with the Group Corporate name records and displays the matching group corporate records.

User can enter party information including Entity ID, Party ID or Party Name, if searching the Group Corporate using Party details.

User can enter the Entity ID, Party ID (if known) or the Party Name with a minimum of 5 characters. System matches the input provided by the user with the Party Name records and displays the matching group corporate details.

### To search Group Corporate (Using Group Corporate Details):

1. In the **Group Corporate ID** field, enter the Group Corporate ID whose Group Corporate Details you want to view.  
OR  
In the **Group Corporate Name** field, enter the name of the Group Corporate whose Group Corporate Details you want to view.
2. Click **Search**.  
The Group Corporate summary screen appears with search results as per the searched criteria  
In case of invalid Group Corporate details, appropriate error message is shown on the screen.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.

### Group Corporate – Search by Group Corporate ID

The screenshot displays the 'Group Corporate Onboarding' search interface. At the top, there are navigation elements including 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The search area includes a 'Search By' section with radio buttons for 'Group' (selected) and 'Party'. Below this are input fields for 'Group Corporate ID' (containing 'GCIF') and 'Group Corporate Name'. There are 'Search', 'Cancel', and 'Clear' buttons. The search results are displayed in a table with the following data:

Group Corporate ID	Group Corporate Name	Onboarding Status	Modification Status	Last Updated
GCIF000151	OFSS	Completed	Not started	OFSSUser On-11 Nov 2021 10:57:30 AM
GCIF000451	AlibabaGCIF	Pending-For-Approval		installeradmin On-10 Nov 2021 07:44:48 AM
GCIF000057	GroupTest12	In-Progress		aaadmin On-10 Nov 2021 04:14:38 PM
GCIF000054	TataBirla	Completed	Not started	superadmin On-13 Nov 2021 10:45:08 AM
GCIF000053	RelianceJione	Pending-For-Approval		superadmin On-10 Nov 2021 11:01:58 AM

At the bottom of the table, there is a pagination control showing 'Page 1 of 1 (1-5 of 5 items)' and a footer with the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions'.



### Group Corporate – Search by Group Corporate Name

The screenshot shows the 'Group Corporate Onboarding' search interface. At the top, the user is logged in as 'Jack Nikon' with the last login time '13 Nov 03:46 PM'. The search criteria are set to 'Group' and 'Group Corporate Name' with the value 'corporation'. The search results table shows one entry: 'Demo Corporation' with an onboarding status of 'Pending-For-Approval' and was last updated by 'mustuadmin' on '01 Nov 2021 05:54:15 AM'. The page number is 1 of 1, showing 1 of 1 items.

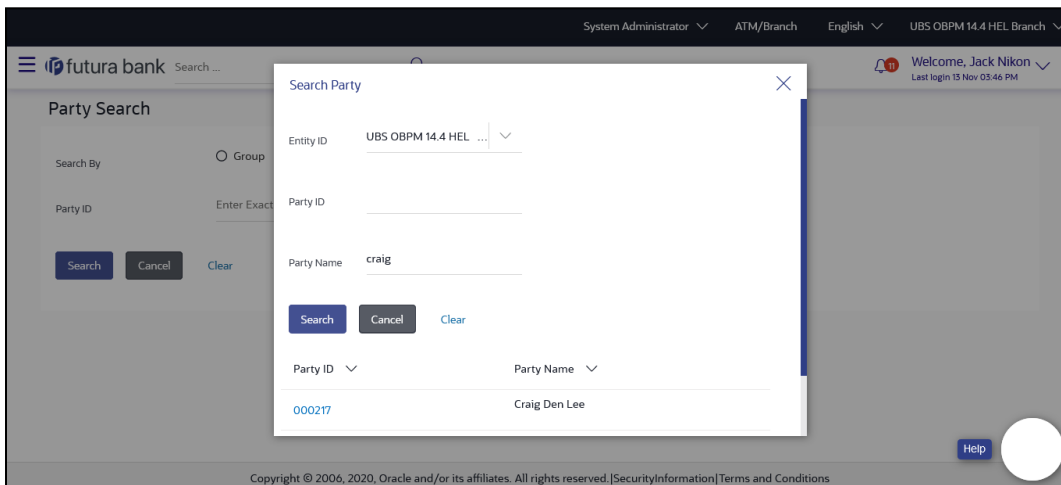
Group Corporate ID	Group Corporate Name	Onboarding Status	Modification Status	Last Updated
000656	Demo Corporation	Pending-For-Approval		mustuadmin On-01 Nov 2021 05:54:15 AM

### Group Corporate – Search by Party ID

The screenshot shows the 'Party Search' modal window. The search criteria are set to 'Party ID' with the value '000217' and 'Party Name' with the value 'Craig Den Lee'. The search results table shows one entry: '000217' with a party name of 'Craig Den Lee'.

Party ID	Party Name
000217	Craig Den Lee

## Group Corporate – Search by Party Name



### Format Description

Field Name	Description
<b>Search By Group Corporate Details</b>	
<b>Group Corporate ID</b>	Group Corporate ID for which Group Corporate onboarding is to be maintained/ viewed.
<b>Group Corporate Name</b>	Group Corporate Name for which Group Corporate onboarding is to be maintained/ viewed.
<b>Search By Corporate Party Details</b>	
<b>Entity ID</b>	Entity ID of the Corporate Party
<b>Party ID</b>	Party ID for which Group Corporate onboarding is to be maintained/ viewed.
<b>Party Name</b>	Party Name for which Group Corporate onboarding is to be maintained/ viewed.
<b>Search Results</b>	
<b>Group Corporate ID</b>	Group Corporate ID for which Group Corporate onboarding is to be maintained/ viewed.

Field Name	Description
<b>Group Corporate Name</b>	Group Corporate ID for which Group Corporate onboarding is to be maintained/ viewed.
<b>Onboarding Status</b>	Onboarding status of Group Corporate in Application
<b>Modification Status</b>	Modification status of Group Corporate in Application
<b>Last Updated</b>	Last updated details for the Group Corporate.

3. Click the **Onboarding Status** link, to view details of the selected Group Corporate. The **Group Corporate - View** screen appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **clear** to clear the input search preference.

## 15.2 Step 1: Group Corporate Profiling

Group Corporate Profiling will allow the bank administrator to maintain Group Corporate Profiling considering various aspect.

While setting up the Profiling, bank administrator can define the accessible roles at Group corporate level. System will display all the roles available at enterprise level (Application roles are created using Role Transaction Mapping screen).

Administrator can select and assign the roles available at enterprise level as is, or user can create a custom role for the Group Corporate by cloning a role available at Group Corporate level.

If Administrator creates a custom role for the Group Corporate by cloning a bank role, user can make the changes in that role on the overlay and save it with a different name. Admin will be able to remove touch points, modules, transactions, actions at the time of modifying the role (on the overlay).

Administrator will be able to define the preferred currency for setting up the approval rules. User can define the Approval workflow type, if it has to be sequential or parallel.

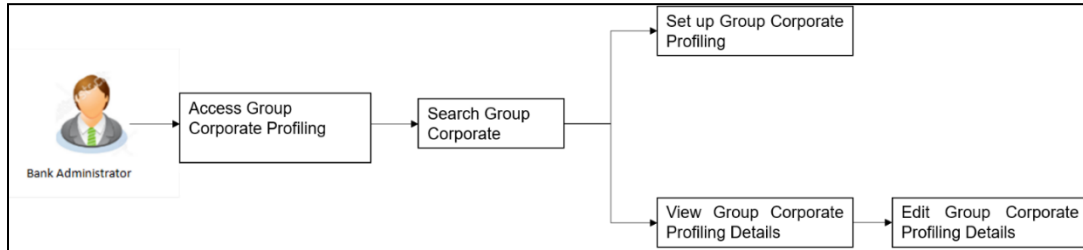
Admin can set up Corporate Administrator Facility flag if Corporate Admin facility is required for the Group Corporate

### Pre-Requisites

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

- Party for which Group corporate needs to be set up is created in core banking application

### Workflow



### How to reach here:

*System/ Bank Administrator Dashboard > Corporate Onboarding > Group Corporate Maintenance > Group Corporate Profiling*

*OR*

*System/ Bank Administrator Dashboard > Toggle menu > Menu > Group Corporate Onboarding > Group Corporate Profiling*

### 15.2.1 Group Corporate Profiling - Create

Using this option, Bank Administrator can configure Group Corporate Profiling for a specific Group Corporate ID.

#### To setup a Group Corporate Profiling:

1. Select **Group Corporate ID**, from Group Corporate summary details.

## Group Corporate Profiling – Create

The screenshot displays the 'Group Corporate Profiling' configuration page. At the top, the user is identified as 'System Administrator' with a dropdown for 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The user's name 'Welcome, Jack Nikon' and last login time 'Last login 05 Dec 03:25 PM' are shown. The page title is 'Group Corporate Onboarding' with a dropdown for 'Group Corporate ID : 000826' and 'Name : SRKCORP1'.

The main content area is divided into several sections:

- Roles:**
  - Bank Roles:** Checkboxes for 'CorporateAdminChecker', 'Checker', 'Viewer', 'CorporateAdminMaker', 'Maker', 'NonCustomerChecker', and 'NonCustomerViewer'. 'NonCustomerMaker' is also present but unchecked.
  - Group Corporate Roles:** A 'Create Custom Role' section with a 'Copy Role From' dropdown and an 'Add Role' button.
- Approval Currency:** A dropdown menu set to 'GBP'.
- Workflow Preferences:** Radio buttons for 'Corporate Level' (selected) and 'Rule Level'.
- Approval Flow:** Radio buttons for 'Sequential' (selected), 'Parallel', and 'No Approval'.
- Approval Routing Type:** Radio buttons for 'Auto' (selected) and 'Manual'.
- Corporate Administrator Facility:** Radio buttons for 'Enable' (selected) and 'Disable'.
- Accessible Roles for Corporate Administration:** A list of roles with 'X' icons for removal, currently containing 'CorporateAdminMaker' and 'CorporateAdminChecker'.

At the bottom, there are 'Save' and 'Back' buttons, and a navigation bar with 'Next', 'Submit', 'Retain Draft', and 'Cancel' buttons. A footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions'.

## Field Description

Field Name	Description
<b>Bank Roles</b>	Display all the roles available at enterprise level.
<b>Create Customer Role</b>	Create a custom role for the Group Corporate by cloning a role available at Group Corporate level.  <b>Note :</b> Admin will be able to assign a mix of bank roles and custom roles to a Group Corporate
<b>Approval Currency</b>	The preferred currency for setting up the approval rules.

Field Name	Description
<b>Workflow Preferences</b>	<p>The preference to implement the workflow. Possible value will be</p> <ul style="list-style-type: none"> <li>• Corporate Level</li> <li>• Rule Level</li> </ul>
<b>Approval Flow</b>	<p>Define the Approval workflow type. Possible value will be</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul> <p>This field is enabled if <b>Corporate Level</b> option is selected in <b>Workflow Preferences</b> field.</p>
<b>Approval Routing Type</b>	<p>Define the approval routing type. Possible value will be</p> <ul style="list-style-type: none"> <li>• Auto- System will resolve the rule and the transaction will be sent for approval as per the rule resolved by the system. A rule which is having amount slab closest to the transaction amount will be resolved. The user will not have an option to select the approval workflow if routing type is Auto</li> <li>• Manual- User will be able to select a workflow from the resolved rules as part of transaction initiation</li> </ul> <hr/> <p>Note: In case system resolves multiple rules with different min-max slabs, then as per rule resolution logic, it will resolve the rule which has the nearest 'max' value in the defined slab.</p>
<b>Corporate Administrator Facility</b>	<p>Set this flag if Corporate Admin facility is required for the Group Corporate.</p>
<b>Accessible Roles for Corporate Administrator</b>	<p>Select the Roles that should be available to Corporate admin for onboarding new users</p>

2. Select the checkbox (s) against the **Roles** and assign the Application **Roles** available at enterprise level (This Application roles are created using Role Transaction Mapping screen).
3. Click on **Add Role**, if a custom role is required to add for the Group Corporate.
4. The **Application Role Creation** screen to add transaction modules and touch points appears.  
OR  
Click **Cancel** to cancel the transaction and to go back to previous screen.
5. From the **Approval Currency** list, select the preferred currency for setting up the approval rules.

6. Select the appropriate **Workflow Preference** to specify the preference to implement the workflow, whether at Corporate Level or at Rule Level.
  - a. Select the **Approval Flow** to define the Approval workflow type, if it has to be sequential or parallel or No Approval is required.
7. Select the **Approval Routing Type**;  
Select **Auto** if you wish system should resolve the rule and send the transaction for approval as per the rule resolved by the system.  
OR  
Select **Manual** if you wish to allow initiator to choose workflow from the resolved rules as part of transaction initiation.
8. Select the Roles that should be available **to Corporate Administrator** for onboarding new users.

### **Create Customer Role - Application Role Creation**


Using this option, System Administrator can select and assign the roles available at enterprise level as is, or can create a custom role for the Group Corporate by cloning a role available at Group Corporate level and map transactions to it for the selected touch points.

**Field Description**

Field Name	Description
<b>Create Customer Role</b>	
<b>Application Role Name</b>	Name of the application role.
<b>Custom Application Role Name</b>	Name for the Custom Application role
<b>Module Name</b>	The modules for which the transaction mapping is to be done. Transactions under the selected modules will get displayed for mapping



Field Name	Description
<b>Map Transactions to Touch Points</b>	<p>The internal touch points for which the transaction mapping is done for application role.</p> <p>All the internal touch point maintained in the system gets displayed here.</p> <p>This field is displayed and enabled, only if you select the Internal option in the Touch Point Type field.</p>
<b>Transaction Name</b>	Name of transaction to be mapped to the application role.
<b>Action</b>	<p>Name of the action that can be performed for that transaction by the user to which this application role is assigned.</p> <ul style="list-style-type: none"> <li>• Perform- This action allows the user to perform or initiate that transaction and should be given to maker role.</li> <li>• Approve- This action allows the user to approve that transaction and should be provided to approval role</li> <li>• View- This action allows the user to view the initiated and approved transactions by other users and should be given to viewer role</li> </ul>

9. Click on **Add Role**, if a **custom role** is required to add for the Group Corporate.
10. In the **Application Role Name** field, the existing application role from which the clone of the application role is being created will be displayed.
11. In the **Custom Application Role Name**, enter the name of the application role.
12. Select appropriate **Module Name** for transactions mapping.
13. Select the check box against the list of **Touch Points** to map the transactions to selected touch points.
14. To map the **Transactions** to the role, click  against the particular module, then select the transaction type, and then transactions to be mapped
15. Select the respective check boxes preceding to transaction to be mapped.  
OR  
Select the checkbox at every transaction header level if you want to map all the transactions belong to that parent transactions at one instance.
16. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.

17. Click **Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

---

**Note:** Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

---

18. The **Review** screen appears. Verify the details, and click **Submit**.  
OR  
Click **Edit** to modify the details entered.  
OR  
Click **Next** to proceed to next step.  
OR  
Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.  
OR  
Click **Cancel** to cancel the transaction.
19. The success message of user creation appears along with the transaction reference number.

## 15.2.2 Group Corporate Profiling - View

Using this option, System/ Bank administrators can search and view profiling details of the existing Group Corporate.

### To search and view Profiling details of the Group Corporate:

1. In the **Group Corporate ID** field, enter the Group Corporate ID whose Group Corporate Details you want to view.  
OR  
In the **Group Corporate Name** field, enter the name of the Group Corporate whose Group Corporate Details you want to view.
2. Click **Search**.  
The Group Corporate summary screen with search results appears based on the searched criteria  
In case of invalid Group Corporate details, error message is shown on the screen.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.
3. Click the link under the **Onboarding Status** or **Modification Status** column. The search result according to the search criteria appears

## Group Corporate Profiling – View

### Field Description:

Field Name	Description
<b>Bank Roles</b>	Display all the roles mapped at Group Corporate level.
<b>Create Customer Role</b>	Display the custom role assigned for the Group Corporate (If any ) by cloning a role available at Group Corporate level.  <b>Note</b> : Admin will be able to assign a mix of bank roles and custom roles to a Group Corporate
<b>Approval Currency</b>	Display the preferred currency set up for the approval rules.

Field Name	Description
<b>Workflow Preferences</b>	<p>Display the workflow preference set up to implement the workflow. Possible values will be</p> <ul style="list-style-type: none"> <li>• Corporate Level</li> <li>• Rule Level</li> </ul>
<b>Approval Flow</b>	<p>Display the Approval workflow type, Possible values will be</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul> <p>This field is enabled if <b>Corporate Level</b> option is selected in <b>Workflow Preferences</b> field.</p>
<b>Approval Routing Type</b>	<p>Displays the approval routing type. Possible value will be</p> <ul style="list-style-type: none"> <li>• Auto</li> <li>• Manual</li> </ul> <hr/> <p>Note: In case system resolves multiple rules with different min-max slabs, then as per rule resolution logic, it will resolve the rule which has the nearest 'max' value in the defined slab.</p> <hr/>
<b>Corporate Administrator Facility</b>	<p>Display the flag if Corporate Admin facility is maintained for the Group Corporate.</p>
<b>Accessible Roles for Corporate Administrator</b>	<p>Display the Roles that made available to Corporate admin for onboarding new users</p>

### View Customer Role - Application Role

Using this option, System Administrator can view the custom created application role details assigned for viewing Group corporate at enterprise level.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>View Customer Role</b>	
<b>Application Role Name</b>	Name of the application role.
<b>Custom Application Role Name</b>	Name for the Custom Application role
<b>Module Name</b>	The modules for which the transaction mapping is done. Transactions under the selected modules will get displayed for mapping
<b>Map Transactions to Touch Points</b>	<p>The internal touch points for which the transaction mapping is done for application role.</p> <p>All the internal touch point maintained in the system gets displayed here.</p> <p>This field is displayed and enabled, only if you select the Internal option in the Touch Point Type field.</p>
<b>Transaction Name</b>	Name of transaction mapped to the application role.
<b>Action</b>	<p>Name of the action that can be performed for that transaction by the user to which this application role is assigned.</p> <ul style="list-style-type: none"> <li>• Perform- This action allows the user to perform or initiate that transaction and should be provided to maker role.</li> <li>• Approve- This action allows the user to approve that transaction and should be given to approval role</li> <li>• View- This action allows the user to view the initiated and approved transactions by other users and should be given to viewer role</li> </ul>

4. Click **Back** to navigate back to previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

### 15.2.3 Group Corporate Profiling - Edit

This function enables administrator user to edit the exiting Group Corporate Profiling details.

#### To edit the Profiling details of the Group Corporate:

1. In the **Group Corporate ID** field, enter the Group Corporate ID whose Group Corporate Details you want to Edit.  
OR  
In the **Group Corporate Name** field, enter the name of the Group Corporate whose Group Corporate Details you want to Edit.
2. Click **Search**.  
The **Group Corporate summary** screen with search results appears based on the searched criteria  
In case of invalid Group Corporate details, error message is shown on the screen.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.
3. Click the link under the Onboarding Status or Modification Status column. The search result according to the search criteria appears
4. Click **Edit** to edit the Group Corporate Profiling details

## Group Corporate Profiling – Edit

The screenshot displays the 'Group Corporate Profiling' configuration page. At the top, the user is identified as 'System Administrator' with a dropdown for 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The user's name 'Welcome, Jack Nikon' and last login time 'Last login 05 Dec 03:25 PM' are shown. The page title is 'Group Corporate Onboarding' with a dropdown for 'Group Corporate ID : 000826' and 'Name : SRKCORP1'. The main content area is divided into several sections:

- Roles:**
  - Bank Roles:** Includes checkboxes for 'CorporateAdminChecker', 'Checker', 'Viewer', 'CorporateAdminMaker', 'Maker', 'NonCustomerChecker', and 'NonCustomerViewer'. 'NonCustomerMaker' is also present but unchecked.
  - Group Corporate Roles:** Features a 'Create Custom Role' section with a 'Copy Role From' dropdown and an 'Add Role' button.
- Approval Currency:** Set to 'GBP'.
- Workflow Preferences:** Includes 'Corporate Level' and 'Rule Level' buttons.
- Approval Flow:** Includes 'Sequential', 'Parallel', and 'No Approval' buttons.
- Approval Routing Type:** Includes 'Auto' and 'Manual' buttons.
- Corporate Administrator Facility:** Includes 'Enable' and 'Disable' buttons.
- Accessible Roles for Corporate Administration:** Includes a list of roles: 'CorporateAdminMaker' and 'CorporateAdminChecker'.

At the bottom, there are 'Save' and 'Back' buttons, and a footer with 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions'.

### Field Description

Field Name	Description
<b>Bank Roles</b>	Display all the roles available at enterprise level.
<b>Create Customer Role</b>	Create a custom role for the Group Corporate by cloning a role available at Group Corporate level.  <b>Note :</b> Admin will be able to assign a mix of bank roles and custom roles to a Group Corporate
<b>Approval Currency</b>	The preferred currency for setting up the approval rules.

Field Name	Description
<b>Workflow Preferences</b>	<p>The preference to implement the workflow. Possible value will be</p> <ul style="list-style-type: none"> <li>• Corporate Level</li> <li>• Rule Level</li> </ul>
<b>Approval Flow</b>	<p>Define the Approval workflow type, Possible value will be</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul> <p>This field enable if <b>Corporate Level</b> option is selected in <b>Workflow Preferences</b> field.</p>
<b>Approval Routing Type</b>	<p>Define the approval routing type. Possible value will be</p> <ul style="list-style-type: none"> <li>• Auto- System will resolve the rule and the transaction will be sent for approval as per the rule resolved by the system. A rule which is having amount slab closest to the transaction amount will be resolved. The user will not have an option to select the approval workflow if routing type is Auto</li> <li>• Manual- User will be able to select a workflow from the resolved rules as part of transaction initiation</li> </ul> <hr/> <p>Note: In case system resolves multiple rules with different min-max slabs, then as per rule resolution logic, it will resolve the rule which has the nearest 'max' value in the defined slab.</p>
<b>Corporate Administrator Facility</b>	<p>Set this flag if Corporate Admin facility is required for the Group Corporate.</p>
<b>Accessible Roles for Corporate Administrator</b>	<p>Select the Roles that should be available to Corporate admin for onboarding new users</p>

5. Select the checkbox (s) against the **Roles** and assign the Application **Roles** available at enterprise level (This Application roles are created using Role Transaction Mapping screen).
6. Click on **Add Role** ,if a custom role is required to add for the Group Corporate .
7. The **Application Role Creation** screen to add transaction modules and touch points appears.  
OR  
Click **Cancel** to cancel the transaction and to go back to previous screen.
8. From the **Approval Currency** list, select the preferred currency for setting up the approval rules.



9. Select the appropriate **Workflow Preference** to specify the preference to implement the workflow, whether at Corporate Level or at Rule Level.
  - b. Select the **Approval Flow** to define the Approval workflow type, if it has to be sequential or parallel or No Approval is required.
10. Select the **Approval Routing Type**;  
Select **Auto** if you wish system should resolve the rule and send the transaction for approval as per the rule resolved by the system.  
OR  
Select **Manual** if you wish to allow initiator to choose workflow from the resolved rules as part of transaction initiation.
11. Select the Roles that should be available **to Corporate Administrator** for onboarding new users.

### **Create Customer Role - Application Role Creation**

Using this option, System Administrator can select and assign the roles available at enterprise level as is, or he can create a custom role for the Group Corporate by cloning a role available at Group Corporate level and map transactions to it for selected touch points.

### Map Transactions

Application Role Name: CorporateAdminChecker  
Custom Application Role Name: ADMIN Available  
Description: CorporateAdminCheckerDisplayName  
User Type: CorporateUser  
Touch Point Type: Internal

#### Map Transactions

Module Name: Customer Servicing Payments Essentials  
Admin Maintenance Widget

Map Transactions to Touch Points:  
 Mobile Application  Internet  Siri/Chatbot  Soft Token Application  Wearables  Snapshot  
 Missed Call Banking  SMS Banking

#### Map Transactions

Internet


Transactions	Perform	Approve	View
<input type="checkbox"/> Admin Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Customer Servicing			
<input checked="" type="checkbox"/> Essentials			
<input type="checkbox"/> Payments			
<input type="checkbox"/> Widget			

Cancel Help

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Create Customer Role</b>	
<b>Application Role Name</b>	Name of the application role.
<b>Custom Application Role Name</b>	Name for the Custom Application role
<b>Module Name</b>	The modules for which the transaction mapping is to be done. Transactions under the selected modules will get displayed for mapping
<b>Map Transactions to Touch Points</b>	<p>The internal touch points for which the transaction mapping is done for application role.</p> <p>All the internal touch point maintained in the system gets displayed here.</p> <p>This field is displayed and enabled, only if you select the Internal option in the Touch Point Type field.</p>
<b>Transaction Name</b>	Name of transaction to be mapped to the application role.
<b>Action</b>	<p>Name of the action that can be performed for that transaction by the user to which this application role is assigned.</p> <ul style="list-style-type: none"> <li>• Perform- This action lets the user to perform or initiate that transaction and should be given to maker role.</li> <li>• Approve- This action lets the user to approve that transaction and should be given to approval role</li> <li>• View- This action lets the user to view the initiated and approved transactions by other users and should be given to viewer role</li> </ul>

1. Click on **Add Role** ,if a **custom role** is required to add for the Group Corporate .
2. In the **Application Role Name** field, the existing application role from which the clone of the application role is being created will be displayed.
3. In the **Custom Application Role Name**, enter the name of the application role.
4. Select appropriate **Module Name** for transactions mapping.
5. Select the check box against the list of **Touch Points** to map the transactions to selected touch points.

6. To map the **Transactions** to the role, click  against the particular module, then select the transaction type, and then transactions to be mapped
7. Select the respective check boxes preceding to transaction to be mapped.  
OR  
Select the checkbox at every transaction header level if you want to map all the transactions belong to that parent transactions at one instance.
8. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.
9. Click **Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

---

**Note:** Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

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10. The **Review** screen appears. Verify the details, and click **Submit**.  
OR  
Click **Edit** to modify the details entered.  
OR  
Click **Next** to proceed to next step.  
OR  
Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.  
OR  
Click **Cancel** to cancel the transaction.
11. The success message of user creation appears along with the transaction reference number.

### **15.3 Step 2: Party Account Access**

System/Bank Administrator can set up account and transaction access at the Group corporate level. The System/ Bank Administrator can provide access to accounts held by the corporate parties associated with Group corporate with as available in the core banking application or the respective mid-office application.

Bank administrator can set up the Account access for multiple corporate parties under Group Corporate a single step

Using this function system administrator can manage access for Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.

Upon navigating to the specific category tab viz. Demand Deposits, Term Deposits, Loans etc., the administrator can select a global check box of 'Map accounts' for All ,to enable all the existing accounts under the selected category for channel banking. If specific accounts are required to be given access then the user needs to select the respective check boxes preceding the account number.

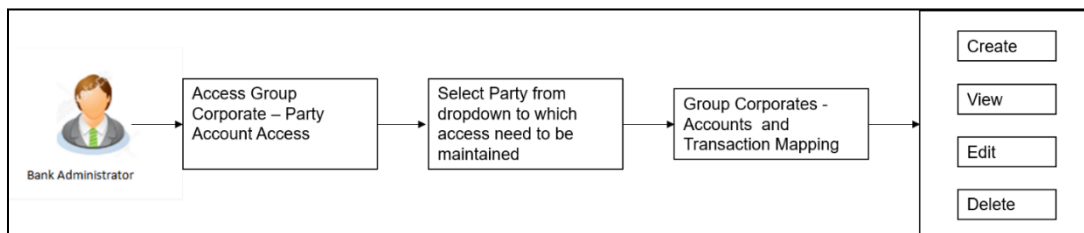
**Note:** Access Management for Loan Accounts is for accounts fetched from Core Banking System i.e. FCUBS. It is not supported for accounts from Oracle Banking Corporate Loan (OBCL) system.

As part of this maintenance, Accounts and Transaction mapping maintenance can be done for all the corporate party ID mapped under Group Corporate in a single step.

### Pre-Requisites

- Party preferences should be created for the party for which access is to be maintained
- Channel Access should be enabled for party for which account access is to be maintained
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.

### Workflow



### Features Supported In Application

The following options are available as part of this maintenance:

- Party Account Access - Mapping
- Party Account Access – View
- Party Account Access - Edit
- Party Account Access - Delete

### How to reach here:

*System/ Bank Administrator Dashboard > Corporate Onboarding > Group Corporate Maintenance > Party Account Access*

OR

System/ Bank Administrator Dashboard > Toggle menu > Menu > Group Corporate Onboarding > Party Account Access

### 15.3.1 Party Account Access – Create

Using this option, Bank Administrator can maintain Accounts and Transaction access for the corporate parties associated with a specific Group Corporate ID.

**To provide the corporate party (Associated to Group Corporate) with account and transaction access:**

1. From the **Mapping Summary of Party** dropdown list, select the corporate party id.
2. For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status .

The screenshot displays the 'Party Account Access' page for 'futura bank'. At the top, there's a navigation bar with user information: 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. A welcome message for 'Jack Nikon' is also present. The main content area is titled 'Party Account Access' and shows a dropdown for 'Mapping Summary of Party' with the selected party ID: '\*\*\*216 | A JRELim6 | UBS OBPM 14.4 HE...'. Below this is a table with the following data:

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	2	0	0	Off	[Edit]
Current & Savings - Islamic	0	0	0	Off	[Edit]
Loan	0	0	0	Off	[Edit]
Term Deposit	0	0	0	Off	[Edit]
Credit Card	10	0	0	Off	[Edit]
Virtual Account Management - Real Accounts	0	0	0	Off	[Edit]
Liquidity Management	0	0	0	Off	[Edit]
Virtual Account	0	0	0	Off	[Edit]

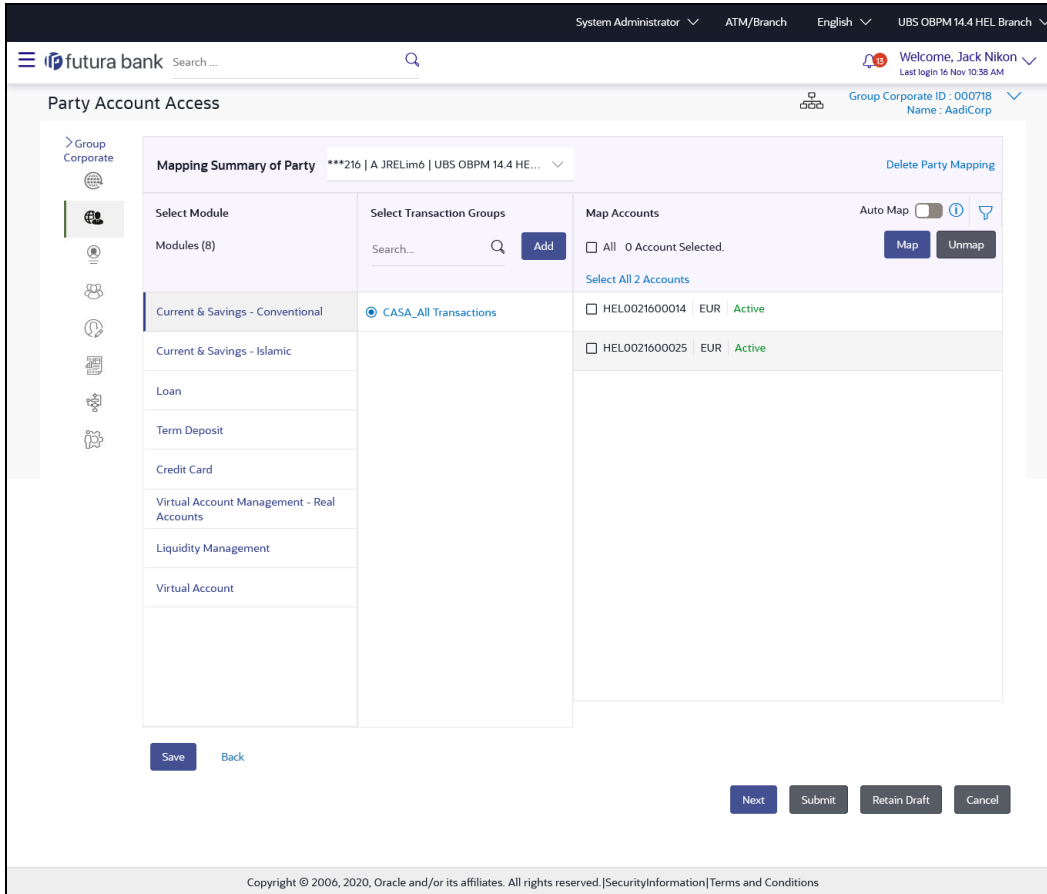
At the bottom of the table, there is a 'Map' button. Below the table, there are four buttons: 'Next', 'Submit', 'Retain Draft', and 'Cancel'. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. |SecurityInformation|Terms and Conditions'.

#### Field Description

Field Name	Description
Mapping Summary of Party	The corporate party for which Party accounts access is being viewed

Field Name	Description
<b>Modules</b>	Banking Module names
<b>Total Accounts</b>	Total number of accounts available under the party.
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type.
<b>Auto Mapped Accounts</b>	<p>Mapping status of the accounts.</p> <p>The options can be:</p> <ul style="list-style-type: none"> <li>• <b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li>• <b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit party account access

3. If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'
4. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories i.e. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.
5. Click **Map** or **Edit** (available across each banking module). The Party Account Access - Create screen appears.  
OR  
Click Cancel to cancel the transaction.



**Field Description:**

Field Name	Description
<b>Mapping Summary of Party</b>	The corporate party for which Party accounts access is being viewed
<b>Select Modules</b>	Select Banking Module to setup account access
<b>Select Transaction Groups</b>	Select the Transaction group to map transactions and maintaining access in Account Access screens



Field Name	Description
<b>Add Transaction Group</b>	<p>Create a new transaction group by clicking the 'ADD' button.</p> <p><b>Note :</b></p> <ul style="list-style-type: none"> <li>• A new group can also be created by cloning/copying an existing transaction group</li> <li>• Multiple transaction groups can be created.</li> <li>• Transaction groups of one Group Corporate will be available for selection only for that Group Corporate</li> </ul>
<b>Map Accounts</b>	<p>Select Transaction Group, then select Party, select the account numbers and then click on Map to Map the selected accounts to Transaction groups.</p> <p><b>Note :</b></p> <ul style="list-style-type: none"> <li>• system will show a tag as 'Modified' followed by the transaction group name after the account number</li> </ul>
<b>Unmap Accounts</b>	<p>Select Party ID, select accounts and then click on Unmap button to reset their mapping and will not be mapped to any transaction group</p>
<b>Auto Mapped Accounts</b>	<p>Mapping status of the accounts.</p> <p>The options can be:</p> <ul style="list-style-type: none"> <li>• <b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li>• <b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Delete Party Mapping</b>	<p>Click on <b>Delete Party Mapping</b> to delete all the Transaction and account access maintenance done for corporate party in one step</p>

6. The Party Account Access screen has four section. Header of the screen shows the Group Corporate Name and Group ID. First column lists down all the **modules** in tabular form, second column list down the **transaction groups** and third column list down banking module wise **account number**
7. Navigate and select specific **module** tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.) in the first column for which account and transaction access mapping maintenance need to be setup.
8. In the second column, user can create a new **transaction group** by clicking the 'ADD' button. On clicking **Add**, a new overlay will open where all the transactions and inquiries will

be listed. User can provide a name the group and select the required transactions and inquiries and click the **save** button.

9. A new group can also be created by **cloning/copying an existing transaction group**. Once the user selects an existing **transaction group**, system will populate the screen with the transactions selected in the copied group in editable mode. User can select or deselect some of the transactions as per his requirements and create a new group by providing a different transaction group name
10. There will be one factory shipped **Transaction group** for each module, which will have all transactions and inquiries grouped together.

---

**Note:** Factory shipped user group cannot be deleted or modified.

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11. Once the transaction group is created, user can select specific module from first tab, along with the transaction group and can select a global check box of **Map all accounts** to enable all the existing accounts under the selected category for channel banking (on screen, it will serve as a Select All function).  
OR  
If specific accounts are required to be given access then the user needs to select the respective check boxes preceding the account number.
12. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.
13. To map the new accounts, select appropriate option from **Map Accounts** field;  
Select **Auto** if you wish to allow access to all future Accounts across banking module.  
OR  
Select **Manual** if you wish to explicitly map new accounts and transactions.
14. User can **unmap** the accounts by selecting accounts and then clicking on Unmap button to reset their mapping with Group Corporate
15. User can click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate party in one step.
16. User can drill down his search by applying Filter to search an account basis on Transaction Group, currency, mapping status
17. **Click Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

---

**Note:** Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

---

18. The **Review** screen appears. Verify the details, and click **Submit**.  
OR  
Click **Edit** to modify the details entered.  
OR  
Click **Next** to proceed to next step.

OR

Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.

OR

Click **Cancel** to cancel the transaction.

19. The success message of user creation appears along with the transaction reference number

## 15.3.2 Party Account Access- View

The Bank Administrator can view the list of account(s) and transactions for which access has been provided to the party.

**To Search and view the party account and transaction access:**

1. From the **Mapping Summary of Party** dropdown list, select the corporate party id.
2. For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status .
3. Click the link under the total **Mapped accounts** or **Modified accounts**, The **Party Account Access – View** (Transaction Mapping) screen appears. . The search result according to the search criteria appears

OR

Click **Cancel** to cancel the transaction.

### Party Account Access - Summary Results

The screenshot displays the 'Party Account Access' summary results for a corporate party. The interface includes a search bar, user information (Welcome, Jack Nikon), and a dropdown menu for the party ID. The main table provides a detailed view of account mapping across different modules.

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	2	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Current & Savings - Islamic	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Loan	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Term Deposit	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Credit Card	10	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Virtual Account Management - Real Accounts	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Liquidity Management	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Virtual Account	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>

Navigation buttons: **Map**, **Next**, **Submit**, **Retain Draft**, **Cancel**

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Mapping Summary of Party</b>	The corporate party for which Party accounts access is being viewed
<b>Modules</b>	Banking Module names
<b>Total Accounts</b>	Total number of accounts available under the party.
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type.
<b>Auto Mapped Accounts</b>	Mapping status of the accounts. The options can be: <ul style="list-style-type: none"> <li>• <b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li>• <b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit party account access

4. If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'
5. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories

### Party Account Access – View

The screenshot displays the 'Party Account Access - View' page. On the left, there is a sidebar with navigation icons. The main content area is divided into three sections: 'Credit Card' with a search bar for account numbers, a table of '10 Mapped Accounts', and 'Transaction Group Details'. The table lists account numbers, currencies (GBP), statuses (Active/Inactive), and transaction groups (Card\_All Transactions). The 'Transaction Group Details' section shows a list of actions for 'Card\_All Transactions' with checkboxes for various options such as 'All Transactions', 'Credit Card Financial', 'Credit Card Inquiries', 'Credit Card Transactions', and 'Credit Cards'.

**Field Description:**

Field Name	Description
Mapping Summary of Party	The corporate party for which Party accounts access is being viewed
Modules	Display name of the product for which account access is being viewed.
Mapped Accounts	<p>Display Account number associated with corporate party, mapped with transaction group to setup the party account access</p> <ul style="list-style-type: none"> <li>• Display account number with Status of the account as Active or Inactive including Transaction group name</li> </ul>

Field Name	Description
<b>Transaction Groups Details</b>	Display the Transaction group details with which party account access is maintained along with transaction and inquiries mapped to it.

6. The Party Account Access details screen has two section. First column lists down all the Account number mapped with corporate party, with Status of the account as Active or Inactive including Transaction group name
7. In the second column, user can view the **transaction group** details with all the transactions and inquiries access.
8. Click **Cancel** to cancel the transaction.
9. Click **Edit / Map** to update the **Party Account Access** account mapping for new accounts and existing accounts.  
OR  
Click **Cancel** to cancel the transaction.
10. Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

### 15.3.3 Party Account Access- Edit

The Bank Administrator gets a request with the list of account(s) and transactions for which access details needs to be edited for the party.

#### To Search and Edit the party account and transaction access:

1. From the **Mapping Summary of Party** dropdown list, select the corporate party id.
2. For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status .
3. Click the link under the total **Mapped accounts** or **Modified accounts**, The **Party Account Access – View** (Transaction Mapping) screen appears. . The search result according to the search criteria appears  
OR  
Click **Cancel** to cancel the transaction.
4. If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'
5. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories
6. Click **Map** or **Edit** (available across each banking module). The **Party Account Access - Edit** screen appears.

OR  
Click **Cancel** to cancel the transaction.

**Party Account Access – Edit**

The screenshot displays the 'Party Account Access' interface for editing. The main content is a table titled 'Mapping Summary of Party' for the party ID \*\*\*216 | A JRELimó | UBS OBPM 14.4 HE... The table lists various account modules and their associated account counts and access settings.

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	2	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Current & Savings - Islamic	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Loan	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Term Deposit	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Credit Card	10	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Virtual Account Management - Real Accounts	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Liquidity Management	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Virtual Account	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>

At the bottom of the interface, there are several action buttons: 'Map', 'Next', 'Submit', 'Retain Draft', and 'Cancel'. The 'Next' button is highlighted in blue.

## Party Account Access – Edit Details

The screenshot displays the 'Party Account Access' interface. At the top, it shows the user's role as 'System Administrator' and the branch as 'UBS OBPM 14.4 HEL Branch'. The main header includes the 'futura bank' logo and a search bar. The page title is 'Party Account Access'. Below this, there's a 'Mapping Summary of Party' section for a specific party. The interface is organized into three columns:

- Select Module:** A list of banking modules including 'Current & Savings - Conventional', 'Current & Savings - Islamic', 'Loan', 'Term Deposit', 'Credit Card', 'Virtual Account Management - Real Accounts', 'Liquidity Management', and 'Virtual Account'.
- Select Transaction Groups:** A search bar and an 'Add' button. The group 'CASA\_All Transactions' is currently selected.
- Map Accounts:** A list of accounts with checkboxes. Two accounts are visible: 'HEL0021600014 EUR Active' and 'HEL0021600025 EUR Active'.

At the bottom of the screen, there are navigation buttons: 'Save', 'Back', 'Next', 'Submit', 'Retain Draft', and 'Cancel'. A copyright notice is visible at the very bottom: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

7. The Party Account Access screen has four section. Header of the screen shows the Group Corporate Name and Group ID. First column lists down all the **modules** in tabular form, second column list down the **transaction groups** and third column list down banking module wise **account number**
8. Navigate and select specific **module** tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.) in the first column for which account and transaction access mapping maintenance need to be setup.
9. In the second column, user can create a new **transaction group** by clicking the '**ADD**' button. On clicking **Add**, a new overlay will open where all the transactions and inquiries will be listed. User can provide a name the group and select the required transactions and inquiries and click the **save** button.
10. A new group can also be created by **cloning/copying an existing transaction group**. Once the user selects an existing **transaction group**, system will populate the screen with the transactions selected in the copied group in editable mode. User can select or deselect some of the transactions as per his requirements and create a new group by providing a different transaction group name



11. There will be one factory shipped **Transaction group** for each module, which will have all transactions and inquiries grouped together.

---

**Note:** Factory shipped user groups cannot be deleted or modified.

---

12. Once the transaction group is created, user can select specific module from first tab, along with the transaction group and can select a global check box of **Map all accounts** to enable all the existing accounts under the selected category for channel banking (on screen, it will serve as a Select All function).  
OR  
If specific accounts are required to be given access then the user needs to select the respective check boxes preceding the account number.
13. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.
14. To map the new accounts, select appropriate option from **Map Accounts** field;  
Select **Auto** if you wish to allow access to all future Accounts across banking module.  
OR  
Select **Manual** if you wish to explicitly map new accounts and transactions.
15. User can **unmap** the accounts by selecting accounts and then clicking on Unmap button to reset their mapping with Group Corporate
16. User can click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate party in one step.
17. User can drill down his search by applying Filter to search an account basis on Transaction Group, currency, mapping status
18. **Click Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

---

**Note:** Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

---

19. The **Review** screen appears. Verify the details, and click **Submit**.  
OR  
Click **Edit** to modify the details entered.  
OR  
Click **Next** to proceed to next step.  
OR  
Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.  
OR  
Click **Cancel** to cancel the transaction.
20. The success message of user creation appears along with the transaction reference number

Note: Following flow explains the Drill down options to search by applying Filter to search an account for Virtual Accounts Management & Liquidity Management module –

### Virtual Account Management (Real Account ) Tab-

The screenshot displays the Futura Bank Group Corporate Onboarding interface. The main content area is titled 'Party Account Access' and shows a 'Mapping Summary of Party' for '\*\*\*462 | ABZ Solutions | UBS OBPM 14...'. Below this, there are three columns: 'Select Module', 'Select Transaction Groups', and 'Map Accounts'. The 'Select Module' column lists various account types, with 'Virtual Account Management - Real Accounts' selected. The 'Select Transaction Groups' column has a search bar and an 'Add' button. The 'Map Accounts' column lists several account numbers with checkboxes. A 'Filter' dialog box is open on the right, allowing users to filter accounts based on Account Number, Branch Name, Transaction Groups, Account Access Status, and Currency. The dialog includes 'Apply' and 'Reset' buttons.

### To view Virtual Account Management - Real Accounts:

1. In the **Account Number** field, enter the exact Real Account number.  
OR  
From the **Branch name** drop down, select the Branch name.  
OR  
From the **Transaction groups**, select the transaction group.  
OR  
From the **Account Access Status** field, select an appropriate status.  
OR  
From the **Currency** field, select the required currency .
2. Click **Apply** to Apply the filter.  
OR  
Click **Reset** to reset the entered data.
3. The user can filter through two sections :

1. On the basis of the Account Number.  
OR
2. A combination of branch name, currency filters and other parameters . After the OR division, the user can use these search parameters alone or in a combination to filter search results.

### Liquidity Management Tab -

The screenshot displays the 'Group Corporate Onboarding' interface for 'futura bank'. The main content area is titled 'Party Account Access' and shows a 'Mapping Summary of Party' for '\*\*\*462 | ABZ Solutions | UBS OBPM 14...'. Below this, there are three columns: 'Select Module', 'Select Transaction Groups', and 'Map Accounts'. The 'Select Module' column lists various account types like 'Current & Savings - Conventional', 'Loan - Conventional', etc. The 'Select Transaction Groups' column has a search bar and an 'Add' button. The 'Map Accounts' column lists account numbers with checkboxes, such as 'HEL0046200015', 'HEL0046200024', etc. A 'Filter' dialog box is open on the right, allowing users to filter by 'Account Number', 'Branch Name', 'Transaction Groups', 'Account Access Status', and 'Currency'. The dialog box has an 'OR' operator and 'Apply' and 'Reset' buttons. At the bottom of the main content area, there are 'Save' and 'Back' buttons. At the bottom of the entire interface, there are 'Next', 'Submit', 'Retain Draft', and 'Cancel' buttons. A copyright notice is visible at the very bottom: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [Security|Information|Terms and Conditions]'.

### To view Liquidity Management Accounts:

1. In the **Account Number** field, enter the exact Real Account number.  
OR  
From the **Branch name** drop down, select the Branch name.  
OR  
From the **Transaction groups**, select the transaction group.  
OR  
From the **Account Access Status** field, select an appropriate status.  
OR  
From the **Currency** field, select the required currency

2. Click **Apply** to Apply the filter.  
OR  
Click **Reset** to reset the entered data.
3. The user can filter through two sections :
  1. On the basis of the Account Number.  
OR
  2. A combination of branch name, currency filters and other parameters . After the OR division, the user can use these search parameters alone or in a combination to filter search results.

### Virtual Accounts Tab -

The screenshot displays the Futura Bank Group Corporate Onboarding interface. The main content area shows the 'Virtual Accounts' tab with a table of accounts. A 'Filter' dialog is open on the right side, allowing users to search for virtual accounts based on various criteria.

**Filter Dialog Fields:**

- Virtual Account Number: Enter Exact Account Number
- OR
- Virtual Account Name: Enter Virtual Account Name
- Virtual Entity: Search...
- Branch Name: Please Select
- Transaction Groups: Please Select
- Account Access Status: Please Select
- Status: Please Select
- Currency: Please Select

**Main Interface Elements:**

- Header: futura bank
- Section: Group Corporate Onboarding
- Sub-section: Party Account Access
- Mapping Summary of Party: \*\*\*462 | ABZ Solutions | UBS OBPM 14...
- Table Columns: Select Module, Select Transaction Groups, Map Accounts
- Table Rows:
 

Select Module	Select Transaction Groups	Map Accounts
Modules (10)	Search... Add	<input type="checkbox"/> All 0 Account Se
Current & Savings - Conventional	<input checked="" type="radio"/> VRA_All Transactions	<input type="checkbox"/> Select All 444 Account
Current & Savings - Islamic		<input type="checkbox"/> 0000054120 G
Loan - Conventional		<input type="checkbox"/> 30040295 GBP
Loan - Islamic		<input type="checkbox"/> 30040296 GBP
Term Deposit - Conventional		<input type="checkbox"/> 0000054121 GE
Term Deposit - Islamic		<input type="checkbox"/> 0000054123 GE
Credit Card		<input type="checkbox"/> 0000054124 GE
Virtual Account Management - Real Accounts		<input type="checkbox"/> 0000054569 E
Liquidity Management		<input type="checkbox"/> 0000054570 E
Virtual Account		<input type="checkbox"/> 0000054572 G
		<input type="checkbox"/> 0000054576 GBP Active VRA_All Transactions
- Buttons: Save, Back, Apply, Reset, Next, Submit, Retain Draft, Cancel
- Footer: Showing 1 to 10 of 444

### To view Virtual Accounts:

1. In the **Virtual Account Number** field, enter the exact Virtual Account number.  
OR  
In the **Virtual Account Name** field, enter the Virtual Account Name.  
OR  
From the **Virtual Entity** search, select the Virtual Entity name.  
OR

- From the **Branch name** drop down, select the Branch name.  
 OR  
 From the **Transaction groups**, select the transaction group.  
 OR  
 From the **Account Access Status** field, select an appropriate status.  
 OR  
 From the **Status** drop down, select the status.  
 OR  
 From the **Currency** field, select the required currency
2. Click **Apply** to Apply the filter.  
 OR  
 Click **Reset** to reset the entered data.
  3. The user can filter through two sections :
    1. On the basis of the Account Number  
 OR
    2. A combination of branch name, currency filters and other parameters . After the OR division, the user can use these search parameters alone or in a combination to filter search results .

### 15.3.4 Party Account Access- Delete

As part of this option, party account mapping can be deleted.

#### **To delete account and transaction access for the party:**

1. From the **Mapping Summary of Party** dropdown list, select the corporate party id.
2. For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status .
3. Click the link under the total **Mapped accounts** or **Modified accounts**, The **Party Account Access – View** (Transaction Mapping) screen appears. . The search result according to the search criteria appears  
 OR  
 All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories
4. Click **Map** or **Edit** (available across each banking module). The **Party Account Access - Edit** screen appears.  
 OR  
 Click **Cancel** to cancel the transaction.
5. Click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate party in one-step.  
 The application prompt the administrator with a message Are you sure you want to delete Party Account Access setup for linked Party ID – Party name with an option of Yes / No.
6. Click **Yes** to proceed with the deletion request.  
 It will navigate to confirmation page with a success message and the status.

- OR  
Click **No** if you do not wish to proceed with deletion.
7. Click **OK** to complete the transaction.
  8. Click **Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.
  9. The **Review** screen appears. Verify the details, and click **Submit**.  
OR  
Click **Edit** to modify the details entered.  
OR  
Click **Next** to proceed to next step.  
OR  
Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.  
OR  
Click **Cancel** to cancel the transaction
  10. The success message of user creation appears along with the transaction reference number

## 15.4 **Step 3: User Onboarding**

Using this step user(s) is onboarded under a Group Corporate. This function allow system/ bank administrator to create a new user from scratch or by copying an existing user.

User Management function enables System/ Bank Administrator to onboard and manage users and their login credentials for channel banking access.

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

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

### **Internal Users**

- System Administrator
- Bank Administrator

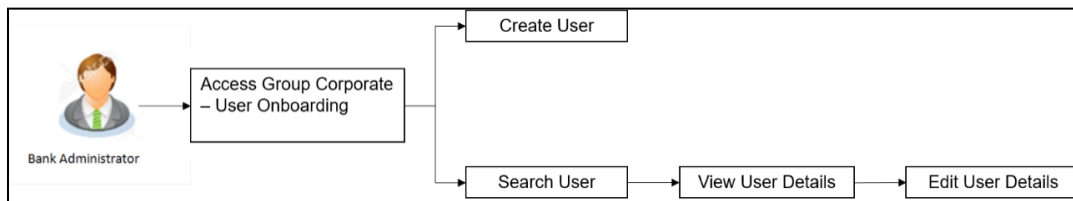
### **External Users**

- Corporate User
- Non Customer- Corporate users
- Corporate Administrator

## Pre-Requisites

- User Segment and Application roles are maintained
- Transactions are associated with each Application role
- Transaction (User Management) access is provided to System/Bank Administrator.
- Approval rule set up for Bank administrator to perform the actions.
- Party Preference is maintained for corporate user

## Workflow



### How to reach here:

*System/ Bank Administrator Dashboard > Corporate Onboarding > Group Corporate Maintenance > User Onboarding tab*

OR

*System/ Bank Administrator Dashboard > Toggle menu > Menu > Group Corporate Onboarding > User Onboarding tab*

## 15.4.1 User Management - Search and View

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

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

### To search for a user:

1. Enter the search criteria, click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.  
OR  
Click **Cancel** if you want to cancel the transaction.  
OR  
Click **Clear** if you want to reset the search parameters.  
OR  
Click **Create** to create the to create internal and external users.

### User Management - Search

ATM/Branch English UBS OBPM 14.4 HEL Branch

futura bank Search ... Welcome, Mustafa Gari Last login 03 Dec 04:33 PM

Group Corporate ID - 000826 Name : SRKCORPI

Group Corporate Onboarding

User Onboarding

Username

More Search Options

Search Clear

Username	Full Name
MCORPINIT	SHAIL RAM K INITIATOR <span>Modified</span>
MCORPAPPRI	Shail R Approver1
rahulcorporate	Rahul
MCORPINIT1	S R Maker
karnacorp	Rahul

Page 1 of 2 (1-5 of 8 items) | < 1 2 >

Create

Next Submit Retain Draft Cancel

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### User Management - More Search Options

ATM/Branch English UBS OBPM 14.4 HEL Branch

futura bank Search ... Welcome, Mustafa Gari Last login 03 Dec 04:33 PM

Group Corporate ID - 000826 Name : SRKCORPI

Group Corporate Onboarding

User Onboarding

Username

First Name

Last Name

Email

Mobile Number

Party Id Please select the party id

Less Search Options

Search Clear

Username	Full Name
MCORPINIT	SHAIL RAM K INITIATOR <span>Modified</span>
MCORPAPPRI	Shail R Approver1
rahulcorporate	Rahul
MCORPINIT1	S R Maker
karnacorp	Rahul

Page 1 of 2 (1-5 of 8 items) | < 1 2 >

Create

Next Submit Retain Draft Cancel

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## Field Description

Field Name	Description
<b>User Name</b>	To search the user with the user name. Partial search is allowed.
<b>More Search Options</b>	
Below fields appears if you click the <b>More Search Options</b> link.	
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Email</b>	Allows to search based on email id of the user.
<b>Mobile Number</b>	Allows to search based on mobile number of the user.
<b>Party ID</b>	Allows to search based on Party id.

### To view the user details:

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

### User Management - Search Results

The screenshot displays the 'Group Corporate Onboarding' interface. At the top, there's a navigation bar with 'futura bank' and a search bar. The main content area is titled 'User Onboarding' and contains a search form with the following fields: Username, First Name, Last Name, Email, Mobile Number, and Party ID (with a dropdown menu). Below the form are 'Search' and 'Clear' buttons. The search results are shown in a table with two columns: 'Username' and 'Full Name'. The results are as follows:

Username	Full Name	Status
MCORPINIT	SHAIL RAM K INITIATOR	Created
MCORPAPPRI	Shaile R Approver1	Created
rahulcorporate	Rahul	
MCORPINIT1	S R Maker	
karnacorp	Rahul	

At the bottom of the table, there is a 'Create' button. Below the table, there are navigation buttons: 'Next', 'Submit', 'Retain Draft', and 'Cancel'. The footer of the page contains the copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Search Results</b>	
<b>User Name</b>	User Name of the user.
<b>Full Name</b>	First name and last name of the user.
<b>Status</b>	Status of the user.

2. Click the **User Name** link of the record for which you want to view the user details.  
The **User Management - View** screen appears.

## User Management – View

System Administrator
ATM/Branch
English
UBS OBPM 14.4 HEL Branch

futura bank
Search
Welcome, Jack Nikon
Last login 03 Dec 03:25 PM

Group Corporate Onboarding
Group Corporate ID : 000826  
Name : SRKCORP1

> Group Corporate

- 
- 
- 
- 
- 
- 
- 
- 
-

**User Onboarding**

[Summary](#) 0

[Download profile](#)

User Type	Corporate User
Group Corporate Id	000826
Party ID	002310

**Personal Information**

Username	MCORPINIT
Title	Mr
First Name	SHAIL
Middle Name	RAM
Last Name	K INITIATOR
Date of Birth	01 Jan 2000

**Contact Details**

Email ID	shailendra.kadam@oracle.com
Contact Number (Mobile)	9466835444
Contact Number (Landline)	24868330
Address Line 1	25 Link Avenue
Address Line 2	Near Metro Park
Address Line 3	Manhattan City
Address Line 4	Manhattan City
Country	US
City	New York
Zip Code	286522

**Roles**

Roles	<input checked="" type="checkbox"/> CorporateAdminChecker <input checked="" type="checkbox"/> Checker <input checked="" type="checkbox"/> Viewer <input checked="" type="checkbox"/> CorporateAdminMaker <input checked="" type="checkbox"/> Maker
-------	--

**Touch Points**

Selected Touch Points	<input checked="" type="checkbox"/> Internet <input checked="" type="checkbox"/> Mobile Application <input checked="" type="checkbox"/> Mobile (Responsive) <input type="checkbox"/> Soft Token Application <input type="checkbox"/> Wearables
-----------------------	--

**Primary Entity**

Entity Name	OBPM 100.76.158.209 14.5 INN HEL
Limits	
tpgenternalt	SRKCORPLIMPKGRP
global	SRKCORPLIMPKG
Map Parties	
Primary Party	002310
Accessible Parties	

[Edit](#)

[Next](#)
[Submit](#)
[Retain Draft](#)
[Cancel](#)

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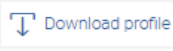
**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>View</b>	
<b>User Type</b>	Type of user. The user will be: <ul style="list-style-type: none"> <li>• Corporate User</li> </ul>
<b>Group Corporate ID</b>	Group Corporate ID mapped to the user is displayed.
<b>Party ID</b>	Party ID for which the user is created will be displayed.
<b>Personal Information</b>	
<b>User Name</b>	Name of the user (login ID) of the user.
<b>Title</b>	Title of the user. The options are: <ul style="list-style-type: none"> <li>• Mr</li> <li>• Mrs</li> <li>• Miss</li> <li>• Ms</li> <li>• Dr</li> <li>• Master</li> </ul>
<b>First Name</b>	First name of the user.
<b>Middle Name</b>	Middle name of the user.
<b>Last Name</b>	Last name/ surname of the user.
<b>Date of Birth</b>	Date of birth of the user.
<b>Contact Details</b>	
<b>Email ID</b>	Email id of the user.
<b>Contact Number (Mobile)</b>	Mobile number of the user.

<b>Contact Number (Land Line)</b>	Phone number (land line) number of the user.
<b>Address Line 1-4</b>	Address of the user.
<b>Country</b>	Country of the user.
<b>City</b>	City in which the user resides.
<b>Zip Code</b>	The postal code of the city in which the user resided.
<b>Roles</b>	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user.
<b>Touch Points</b>	
<b>Selected Touch Points</b>	The touch points (banking channels) selected for a user to perform transactions. The touch points could be: <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Accessible Entity Details</b>	
<b>Entity Name</b>	Accessible Entity name associated to the user.
<b>Limits - Touch Point/Groups</b>	
Limits package associated to the user for the accessible entity.	
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.

<b>Package</b>	Name of the limit package mapped against specific touch points /touch point groups.
<b>Map parties</b>	
<b>Primary Party Details</b>	Primary Party ID details of the user is associated with the New Entity
<b>Accessible Parties Name</b>	Accessible Party Details that user has access.

---

3. Click **Edit** to edit the user details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click  to download the user details.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

## 15.4.2 User Management - Edit

This function enables the Administrator to edit the existing user details.

### User Management – Edit

The screenshot displays the 'User Management - Edit' interface within the Oracle Futura Bank Group Corporate Onboarding system. The page is structured as follows:

- Header:** System Administrator, ATM/Branch, English, UBS OBPM 14.4 HEL Branch. Welcome, Jack Nikon. Last login: 03 Dec 03:25 PM. Group Corporate ID: 000826, Name: SRKCORPI.
- Left Sidebar:** Group Corporate Onboarding navigation menu.
- Main Content Area:**
  - User Onboarding:** Party ID: 002310|MYNTRA.
  - Personal Information:** Username: M CORPINIT, Title: Mr, First Name: SHAIL, Middle Name: RAM, Last Name: K INITIATOR, Date of Birth: 01/01/2000.
  - Contact Details:** Email ID: shailendra.kadam@oracle.com, Contact Number (Mobile): 9466855444, Contact Number (Landline): 24868330, Address Line 1: 25 Link Avenue, Address Line 2: Near Metro Park, Address Line 3: Manhattan city, Address Line 4: Manhattan city, Country: United States, City: New York, Zip Code: 286522.
  - Select Roles:** CorporateAdminChecker, Checker, Viewer, CorporateAdminMaker, Maker (all selected).
  - Touch Points:** Mobile Application, Mobile (Responsive), Internet, Wearables, Soft Token Application (Mobile Application, Mobile (Responsive), and Internet are selected).
  - Entity:** Entity Name: OBPM 100.76.158.209 14.5 INN HEL. Map Parties: Primary Party: 002310|MYNTRA, Accessible Parties: Please select the party.
- Footer:** Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [Security|Information|Terms and Conditions].

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Edit</b>	
<b>Party ID</b>	Party ID for which the user is created will be displayed.
<b>Personal Information</b>	
<b>User Name</b>	Name of the user (login ID) of the user.
<b>Title</b>	Title of the user. The options are: <ul style="list-style-type: none"> <li>• Mr</li> <li>• Mrs</li> <li>• Miss</li> <li>• Ms</li> <li>• Dr</li> <li>• Master</li> </ul>
<b>First Name</b>	First name of the user.
<b>Middle Name</b>	Middle name of the user.
<b>Last Name</b>	Last name/ surname of the user.
<b>Date of Birth</b>	Date of birth of the user.
<b>Contact Details</b>	
<b>Email ID</b>	Email id of the user.
<b>Contact Number (Mobile)</b>	Mobile number of the user.
<b>Contact Number (Land Line)</b>	Phone number (land line) number of the user.
<b>Address Line 1-4</b>	Address of the user.
<b>Country</b>	Country of the user.
<b>City</b>	City in which the user resides.



<b>Zip Code</b>	The postal code of the city in which the user resided.
<b>Roles</b>	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user.
<b>Touch Points</b>	
<b>Selected Touch Points</b>	The touch points (banking channels) selected for a user to perform transactions. The touch points could be: <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Accessible Entity Details</b>	
<b>Entity Name</b>	Accessible Entity name associated to the user.
<b>Limits - Touch Point/Groups</b>	Limits package associated to the user for the accessible entity.
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Package</b>	Name of the limit package mapped against specific touch points /touch point groups.
<b>Map parties</b>	
<b>Primary Party Details</b>	Primary Party ID details of the user is associated with the New Entity.

---

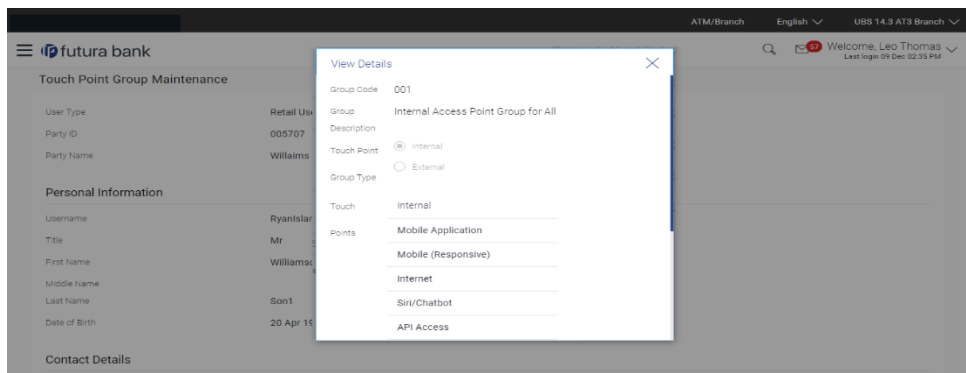
**Accessible Parties Name**      Accessible Party Details that user has access.

---

### To edit or update a user details:

1. Enter the search criteria, click **Search**.  
The **search** results appear on the **User Management** screen based on the search parameters.  
OR  
Click **Clear** if you want to reset the search parameters.  
OR  
Click **Cancel** if you want to cancel the transaction.
2. In the **User Management - Search Results** section, click the **User Name** link of the record for which you want to edit the user details.  
The **User Management - View** screen appears.
3. Click **Edit** to update the user information.
4. In the **User Name** field, enter the required details. Click **Check Availability** to check the uniqueness of the user ID. If the user ID is already used.
5. In the **Personal Information** section, enter the required details.
6. In the **Contact Details** section, enter the required details.
7. In the **Roles** section, Select the checkbox (s) against the **Roles**, to map to the user.
8. In the **Touch Points** section, select the touch points to be mapped to user.
9. In the **Accessible Entity Details** section, add the accessible entities for the user and select the party and limits for that entity (applicable only if Bank has Multi Entity setup).
  - a. Click **Add Entity** button, to add accessible entity to a user.
  - b. In the **Limits** section, select the appropriate limit package under the Package for each touch point column.
  - c. In the **Primary Party ID** field, Select the Primary Party ID details of the user is associated with the New Entity
  - d. From the **Accessible Party Details**, select the parties to map with user.

### Touch Points Group - View Details



**Field Description**

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

10. Click **Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.
11. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
12. The success message of updates appears.

**15.4.3 User Management - Create**

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

---

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

---


## Group corporate Onboarding - User Onboarding

### Field Description

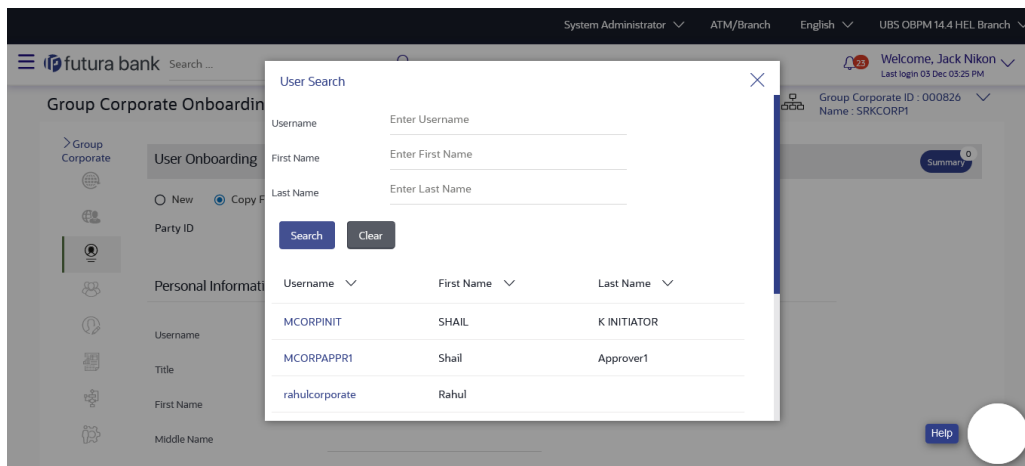
Field Name	Description
<b>New</b>	Allows selecting a Parent Party ID of the user.
<b>Copy From</b>	Allows to select an already created user (user created under the same Group Corporate) and screen will display the copied data for all the sections except Personal and Contact information. System/ Bank Administrator would require to fill Personal and Contact information and he can make the changes in the copied data as well.
<b>Party ID</b>	Parent Party ID of the user for mapping it to the user.

### To onboard a user:

1. In the **User Management** screen, Click **Create**.
2. Select the option to create a new or by copying an existing user.
3. If you select **New** option;
  - a. From the **Party ID** list, select a Parent Party ID of the user. The **Personal Information, Contact Details, Touch Points, Roles, Limits** and **Accessible Entity** sections appear.
4. If you select the **Copy From** option;
  - a. The **User Search** popup window appears.
  - b. Enter the search criteria, and click **Search**. The search results appear on the **Search User** screen based on the search parameters. OR Click **Clear** if you want to reset the search parameters.

**Note:** Click  icon to refresh the detail entered in select user field.

## User Management – User Search



### Field Description

Field Name	Description
<b>Search</b>	
<b>User Name</b>	To search the user with the user name. Partial search is allowed.
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Search Results</b>	
<b>User ID</b>	User ID of the user.
<b>First Name</b>	First Name of the user.
<b>Last Name</b>	Last Name of the user.

- c. Click the **User ID** link of the record for which you want to onboard. The **Personal Information, Contact Details, Touch Points, Roles, Limits** and **Accessible Entity** sections appear.

## User Onboarding

Search ...

ATM/Branch English UBS OBPM 14.4 HEL Branch

Group Corporate Onboarding

Welcome, Mustufa Gari  
Last login: 03 Dec 04:33 PM

Group Corporate ID : 000842  
Name : nehgcif

> Group Corporate

- 
- 
- 
- 
- 
-

### User Onboarding

Summary
0

New
 Copy From

Party ID 000462|ABZ Solutions

#### Personal Information

Username pmgcorp Check Availability

Title Mr

First Name Noel

Middle Name K

Last Name Johanson

Date of Birth 01 Jan 1990

#### Contact Details

Email ID noelk@gmail.com

Contact Number (Mobile) 6577979988

Contact Number (Landline)

Address Line 1 176 Link Avenue

Address Line 2 metro Park

Address Line 3 near corp

Address Line 4 manhattan

Country United States

City New York

Zip Code 212221

#### Role

Select Roles

CorporateAdminChecker
 Checker
 Viewer
 CorporateAdminMaker
 Maker

#### Touch Points

Select Touch Points

Mobile Application
 Mobile (Responsive)
 Internet
 Wearables

Soft Token Application

#### Primary Entity

Entity Name UBS OBPM 14.4 HEL Branch

Limits

Map Parties

Primary Party 000462|ABZ Solutions

Accessible Parties

003023|Rudolf Creations ×
001715|AugSupp ×

Add Entities

Save

Next
Submit
Retain Draft
Cancel

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Create</b>	
<b>Party ID</b>	Select Party ID for which the user is to be created.
<b>Personal Information</b>	
<b>User Name</b>	Name of the user (login ID) of the user.
<b>Title</b>	Title of the user. The options are: <ul style="list-style-type: none"> <li>• Mr</li> <li>• Mrs</li> <li>• Miss</li> <li>• Ms</li> <li>• Dr</li> <li>• Master</li> </ul>
<b>First Name</b>	First name of the user.
<b>Middle Name</b>	Middle name of the user.
<b>Last Name</b>	Last name/ surname of the user.
<b>Date of Birth</b>	Date of birth of the user.
<b>Contact Details</b>	
<b>Email ID</b>	Email id of the user.
<b>Contact Number (Mobile)</b>	Mobile number of the user.
<b>Contact Number (Land Line)</b>	Phone number (land line) number of the user.
<b>Address Line 1-4</b>	Address of the user.
<b>Country</b>	Country of the user.
<b>City</b>	City in which the user resides.


<b>Field Name</b>	<b>Description</b>
<b>Zip Code</b>	The postal code of the city in which the user resided.
<b>Roles</b>	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user.
<b>Touch Points</b>	
<b>Selected Touch Points</b>	The touch points (banking channels) selected for a user to perform transactions. The touch points could be: <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Accessible Entity Details</b>	
<b>Entity Name</b>	Accessible Entity name associated to the user.
<b>Limits - Touch Point/Groups</b>	
Limits package associated to the user for the accessible entity.	
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Package</b>	Name of the limit package mapped against specific touch points /touch point groups.
<b>Map parties</b>	

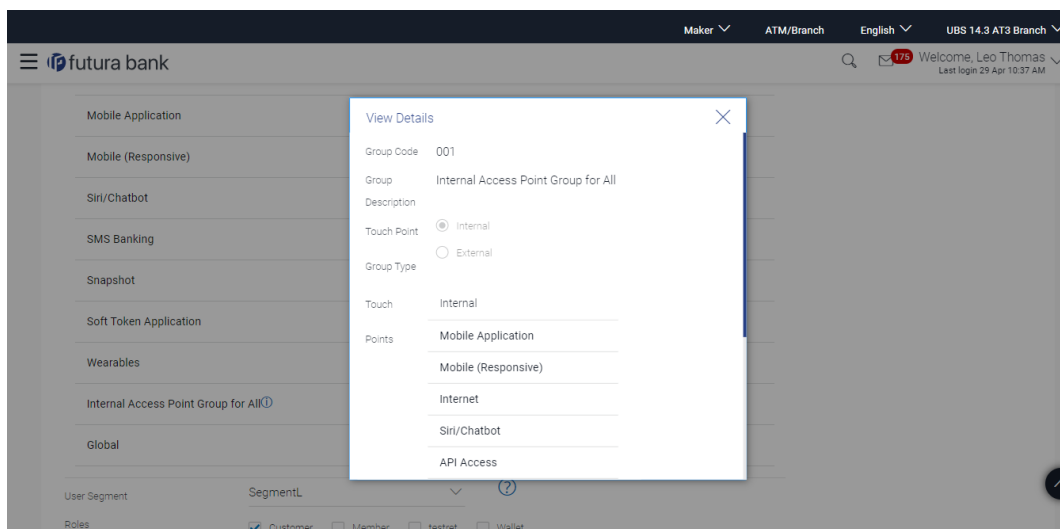


Field Name	Description
<b>Primary Party Details</b>	Primary Party ID details of the user is associated with the New Entity
<b>Accessible Parties Name</b>	Accessible Party Details that user has access.

5. In the **User Name** field, enter the required details. Click **Check Availability** to check the uniqueness of the user ID. If the user ID is already used, then enter a unique valid username.
6. In the rest of the **Personal Information** section, enter the required details.
7. In the **Contact Details** section, enter the required details.
8. In the **Roles** section, Select the checkbox (s) against the **Roles**, to map to the user.
9. In the **Touch Points** section, select the touch points to be mapped to user.
10. In the **Accessible Entity Details** section, add the accessible entities for the user and select the party and limits for that entity (applicable only if Bank has Multi Entity setup).
  - a. Click **Add Entity** button, to add accessible entity to a user.
  - b. In the **Limits** section, select the appropriate limit package under the Package for each touch point column.
  - c. In the **Primary Party ID** field, Select the Primary Party ID details of the user is associated with the New Entity
  - d. From the **Accessible Party Details**, select the parties to map with user.

### Touch Points Group - View Details

This pop-up screen appears on clicking  beside a touch point group in the **Limits** section, which appears when onboarding corporate user types.



**Field Description**

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

11. Click **Save** to save the maintenance, and redirect to the review page.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

---

**Note:** Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

---

12. The **Review** screen appears. Verify the details, and click **Submit**.

OR

Click **Add Another** to add another maintenance of the same step.

OR

Click **Edit** to modify the details entered.

OR

Click **Next** to proceed to next step.

OR

Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.

OR

Click **Cancel** to cancel the transaction.

13. The success message of user creation appears along with the transaction reference number.

## 15.5 **Step 4: User Group Maintenance**

User group is a set of x users with similar interests and goals.

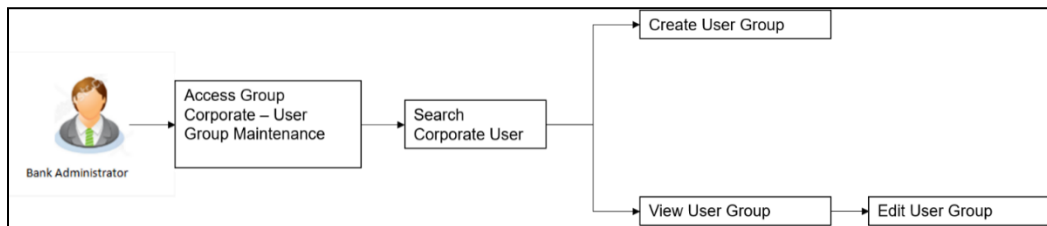
Using User Group maintenance option Bank administrator can maintain the user groups of corporate users of Group corporate irrespective of Corporate Party. User Groups will be created at the Group Corporate level.

User groups maintained by administrators for corporate users are used while creating approval workflows and approval rules.

### **Prerequisites:**

- Transaction access is provided to Bank Administrator.
- Multiple corporate users are maintained.
- Approval rule set up for Bank administrator to perform the actions.
- Party preference for which the groups are to be created is maintained and is active.

### **Workflow**



### **Features Supported In Application**

User Group Management allows Bank Administrator to:

- Create User Groups
- View User Groups
- Modify User Groups

### **How to reach here:**

*System/ Bank Administrator Dashboard > Corporate Onboarding > Group Corporate Maintenance > User Group*

*OR*

*System/ Bank Administrator Dashboard > Toggle menu > Menu > Group Corporate Onboarding > User Group*

### 15.5.1 **User Groups – Create**

Bank Administrator can create a new User Group for the Group Corporate ID by using this option. Only the users of single Group Corporate ID can be clubbed together in a User Group.

Administrator can create multiple user groups and one user can be part of multiple user groups. Bank Administrator will be allowed to create user group even without adding a single user.

### To create a user group:

1. The **User selection** screen appears. Select the appropriate option.

### User Group - Create

The screenshot displays the 'User Groups' creation interface in the Futura Bank system. The page title is 'Group Corporate Onboarding'. The user is logged in as 'System Administrator' at the 'ATM/Branch' location, with the language set to 'English' and the branch as 'UBS OBPM 14.4 HEL Branch'. The user's name is 'Jack Nikon' and the last login was on '01 Dec 03:34 PM'. The 'Group Corporate ID' is '000842' and the name is 'nehgcif'. The main form has three sections: 'Group Code' with the value 'Corp 1', 'Group Description' with 'Corp User', and 'User Information' which lists two users: 'nehvam' and 'nehgcif30'. There are 'Add' and 'Save' buttons at the bottom of the user list. A 'Summary' button is located in the top right corner of the form area. At the bottom of the page, there are 'Next', 'Submit', 'Retain Draft', and 'Cancel' buttons. The footer text reads: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

### Field Description

Field Name	Description
<b>Group Code</b>	To specify User Group code.
<b>Group Description</b>	To specify User Group description.
<b>User Information</b>	Search and select user to map with User Group which is being created

## Search User

The screenshot shows a web application interface for 'futura bank'. A 'Select a User' modal is open, allowing a user to search for a user to add to a group. The modal contains three input fields: 'Username' (with 'neh' entered), 'First Name' (with 'Enter First Name' placeholder), and 'Last Name' (with 'Enter Last Name' placeholder). There are 'Search' and 'Clear' buttons. Below the inputs is a table of search results:

Username	First Name	Last Name
nehvam	nehal	joshi
nehgci300	nehal	joshi
nehgci30	Nehal	Joshi

The background interface shows a sidebar with 'User Information' selected, a main area with 'User Groups' information, and a 'Save' button. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions'.

## Field Description

### Field Name Description

#### Search User

**User ID** Search User Search by using User ID to map with user group

**First Name** Search and select user by using First name and add a user to the user group. Users belonging to the same Group Corporate will be listed.


**Last Name** Search and select user by using Last name and add a user to the user group. Users belonging to the same Group Corporate will be listed.

#### Search Result

**User ID** Display user ID of the searched user

**First Name** Display First name of the searched user

**Last Name** Display Last name of the searched user

2. Click **Create**.
3. In the **Group Code** field, enter the group code.
4. In the **Group Description** field, enter the group name.
5. In the **User Group** section, Click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users. Click  to remove a user from the User Group.

6. Click **Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

---

**Note:** Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

---

7. The **Review** screen appears. Verify the details, and click **Submit**.  
OR  
Click **Add Another** to add new user group in same flow.  
OR  
Click **Edit** to modify the details entered.  
OR  
Click **Next** to proceed to next step.  
OR  
Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.  
OR  
Click **Cancel** to cancel the transaction

---

**Note:** You can click  to delete a record.

---

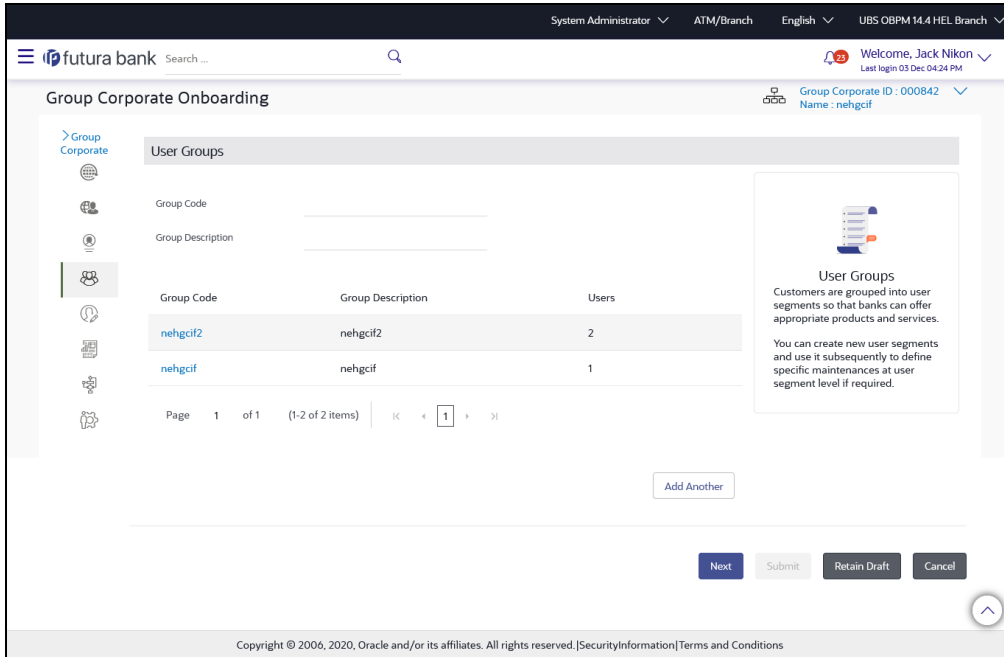
## 15.5.2 User Groups – Summary & View

Once the logged in Bank Administrator navigates to User Group Management screen, and searches User Group Code. User groups maintained if any under the Group Corporate would be displayed on the screen. User can opt to view the details of existing user groups.

The summarized view of all the user groups created (if any) for the Group corporate is displayed on the screen. Further drill down is given on each user group to view the details of the users who are part of the user group.

### **To search and view User Group details of the Group Corporate:**

1. In **User Group Management** screen, in the **Group Code** or in **Group Description** enter the Respective details.
2. Click Search. User groups maintained if any under the Group Code or Group Description are displayed on the screen.



Field Name	Description
<b>Search User Group</b>	
<b>Group Code</b>	Enter User group code
<b>Group Description</b>	Enter Description provided to the user group.
<b>Search Result</b>	
<b>Group Code</b>	Display user group code
<b>Group Description</b>	Display description provided to the user group
<b>User Count</b>	Display Number of users available in each user group

3. Click on **Group Code** hyperlink to view details of list of users associated with entered user group.

## User Group – View

The screenshot shows the 'User Groups' view in the Futura Bank Group Corporate Onboarding system. The interface includes a navigation menu on the left, a search bar at the top, and a main content area. The main content area displays the following fields:

- Group Code:** nehgcif2
- Group Description:** nehgcif2
- User Information:** A dropdown menu with options for 'nehgcif300' and 'nehvam'. An 'Edit' button is located below the dropdown.

A 'Summary' button is located in the top right corner of the main content area. The bottom of the screen features four buttons: 'Next', 'Submit', 'Retain Draft', and 'Cancel'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

## Field Description

Field Name	Description
<b>Group Code</b>	Display user group code
<b>Group Description</b>	Display description provided to the user group
<b>User Information</b>	
<b>User ID</b>	User ID of the user who is part of the user group is displayed.
<b>Name</b>	Display name of the User
<b>Mobile Number</b>	Display Mobile Number of the user that maintain with bank

- Click **Back** to navigate back to previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.



### 15.5.3 User Groups – Edit

This function enables the Bank Administrator to edit the description of existing user groups mapped under Group Corporate. Bank Administrator can also add new users and remove existing users of the user group as part of this function.

A check is performed on minimum and maximum number of users allowed as a part of user group while adding or removing the users from the user group.

#### To edit or update a user group:

1. In **User Group Management** screen, in the **Group Code** or in **Group Description** enter the Respective details.
2. Click Search. User groups maintained if any under the Group Code or Group Description are displayed on the screen.

Group Code	Group Description	Users
nehgcf2	nehgcf2	2
nehgcf	nehgcf	1

Field Name	Description
<b>Search User Group</b>	
<b>Group Code</b>	Enter User group code
<b>Group Description</b>	Enter Description provided to the user group.
<b>Search Result</b>	
<b>Group Code</b>	Display user group code
<b>Group Description</b>	Display description provided to the user group


Field Name	Description
<b>User Count</b>	Display Number of users available in each user group

3. Click on **Group Code** hyperlink to view details of list of users associated with entered user group.
4. Click **Edit** to edit the user group.  
The **User Groups - Edit** screen displays the mapping of the user group.  
OR  
Click **Cancel** to cancel the transaction.

### User Group – Edit

### Field Description

Field Name	Description
<b>Edit</b>	
<b>Group Code</b>	Display user group code
<b>Group Description</b>	Enter Description provided to the user group.
<b>User Information</b>	
<b>User ID</b>	User ID of the user who is part of the user group is displayed.

5. In the User Group section, Click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users. Click  to remove a user from the User Group.
6. **Click Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.  
  
The **User Group - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click on **Add Another** to add new User Group.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
14. The success message of user group creation appears along with the transaction reference number.

## 15.6 Step 5: User Account Access

Using this option the Bank Administrator can set up account and transaction access for user(s) of the Group Corporate. This maintenance can be done only after the Party Account Access is setup for the parent party of the user(s). The user level mapping of accounts and transactions must be done to provide access to the accounts for performing transactions to the specific user. If this step is not followed, the corresponding user will not be able to view any accounts on the dashboard screen or at the individual transactions.

---

**Note:** User Account Access is a non-mandatory step. If the Admin does not maintain the user account access for any of the corporate users, system will refer to the party account access rules maintained for his associated party ID.

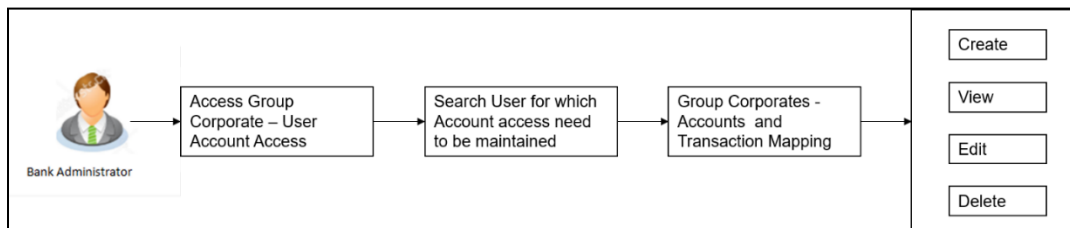
---

### Pre-Requisites

- Account Access should be maintained for the corporate party of the user for which access is to be maintained
- Account Access for the party should be maintained for associated party accounts if the user needs access to associated party accounts.
- Party preferences should be created for the party of the user for which access is to be maintained
- Channel Access should be enabled for party of the user for which account access is to be maintained

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

### Workflow



### Features Supported In Application

The following options are available as part of this maintenance:

- User Account Access - Mapping
- User Account Access – View
- User Account Access - Edit
- User Account Access - Delete

### How to reach here:

*System/ Bank Administrator Dashboard > Corporate Onboarding > Group Corporate Maintenance > User Account Access*

OR

*System/ Bank Administrator Dashboard > Toggle menu > Menu > Group Corporate Onboarding > User Account Access*

## 15.6.1 User Account Access – Create

Using this option, Bank Administrator can maintain Accounts and Transaction access for the corporate users associated with a specific Group Corporate ID.

This option lets the administrator to provide account access to specific users of a party.

### To provide the user with account and transaction access:

1. In the **User Search** field search users for whom Transaction Account access need to be maintained.  
OR  
Select the user from list displayed below.
2. Select the user ID and click on “Map” to navigate to **Account Access summary**

### User Account Access – Search and Search Result

The screenshot displays the 'User Report Mapping' interface in the Futura Bank system. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The user is logged in as 'Jack Nikon' with the last login on 03 Dec 04:24 PM. The current group is 'Group Corporate ID : 000842' with the name 'nehgcif'.

The main content area is titled 'User Report Mapping' and contains a search bar for 'User Account Access'. Below the search bar is a 'User List' table with the following columns: User ID, User Name, Copy Mapping from User, and Status.

User ID	User Name	Copy Mapping from User	Status
<input checked="" type="radio"/> AugSuppgcif	nehal joshi	-	Deleted
<input type="radio"/> nehvam	nehal joshi	-	Mapped
<input type="radio"/> SDVAUTH	Shalimar Duke	-	Mapped
<input type="radio"/> AugSuppcheckercif	nehal joshi	-	Deleted
<input type="radio"/> nehgcif300	nehal joshi	-	Mapped
<input type="radio"/> nehgcif30	Nehal Joshi	-	Mapped

At the bottom of the table, there is a pagination control showing 'Page 1 of 1 (1-6 of 6 items)' and a 'Map' button. Below the table are buttons for 'Next', 'Submit', 'Retain Draft', and 'Cancel'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Search (User)</b>	User quick search panel so search user for setting up the account access.
<b>Search Result</b>	
<b>User ID</b>	User ID the corporate user
<b>User Name</b>	User name of the corporate user
<b>Copy Mapping from User</b>	Select this to Inherit and copy account maintenance from already setup user to new user
<b>Status</b>	Displays the account mapping status for the corporate user. <ul style="list-style-type: none"> <li>• <b>Mapped:</b> Corporate user for which accounts mapping is being done and authorized.</li> <li>• <b>Modified:</b> Corporate user for which accounts mapping is being done but pending approval by authorizer.</li> <li>• <b>Deleted:</b> Corporate user for which accounts mapping is deleted.</li> </ul>

- From the **Mapping Summary of Party** dropdown list, select the corporate party id associated with Corporate User.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
- For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .

## User Account Access – Summary

The screenshot shows the 'User Account Access' summary page in the Futura Bank system. The user is logged in as 'Jack Nikon' (System Administrator) at the 'UBS OBPM 14.4 HEL Branch'. The user being viewed is 'Nikunj Jhala' with User ID 'nikunjsuperadmin'. The interface displays a table of account access details for various banking modules, including Current & Savings, Loan, Term Deposit, Credit Card, and Virtual Account. A 'Map' button is visible below the table, and navigation buttons 'Next', 'Submit', 'Retain Draft', and 'Cancel' are at the bottom right.

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	5	12	0	Off	<a href="#">Edit</a>
Current & Savings - Islamic	0	0	0	Off	<a href="#">Edit</a>
Loan - Conventional	0	0	0	Off	<a href="#">Edit</a>
Loan - Islamic	0	0	0	Off	<a href="#">Edit</a>
Term Deposit - Conventional	6	0	0	Off	<a href="#">Edit</a>
Term Deposit - Islamic	4	0	0	Off	<a href="#">Edit</a>
Credit Card	10	0	0	Off	<a href="#">Edit</a>
Virtual Account Management - Real Accounts	5	5	0	Off	<a href="#">Edit</a>
Liquidity Management	14	0	0	Off	<a href="#">Edit</a>
Virtual Account	444	439	0	Off	<a href="#">Edit</a>

### Field Description

Field Name	Description
<b>User ID</b>	User ID the corporate user
<b>User Name</b>	User name of the corporate user
<b>Mapping Summary of Party</b>	The corporate party for which Party accounts access is being viewed
<b>Modules</b>	Banking Module names
<b>Total Accounts</b>	Total number of accounts available under the party that can be map with corporate user.

Field Name	Description
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type of corporate user.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type of corporate user.
<b>Auto Mapped Accounts</b>	<p>Mapping status of the accounts.</p> <p>The options can be:</p> <ul style="list-style-type: none"> <li>• <b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li>• <b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit User account access

5. If there is no mapping done for a user, the count for the **Mapped Accounts** will be '0'.
6. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories i.e. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.
7. User Account Access will inherit the account access setup at the party level for all the parties associated to him (party association will be done at the time of user onboarding in user management screen). The screen will show the inherited Maintenance in User Account Access screen.
8. Click **Map** or **Edit** (available across each banking module). The **User Account Access - Create** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.



### User Account Access – Detailed Screen

The screenshot displays the 'User Account Access' configuration page. At the top, it shows the user 'nikunjsuperadmin' with the name 'Nikunj Jhala'. Below this is the 'Mapping Summary of Party' section, currently set to '\*\*\*310 | undefined | undefined |'. The main area is a table for mapping accounts to different banking modules. The 'Current & Savings' module is selected, and the 'AllCSATransactions' transaction group is chosen. A list of 25 accounts is shown, with the first 10 visible. Each account entry includes a checkbox, a masked account number, currency (EUR), status (Active), and the assigned transaction group. Buttons for 'Save', 'Back', 'Next', 'Submit', 'Retain Draft', and 'Cancel' are located at the bottom of the screen.

**Field Description:**

Field Name	Description
User ID	User ID the corporate user for whom account access in being setup
User Name	User name of the corporate user
Mapping Summary of Party	The corporate party for which user accounts access is being viewed
Select Modules	Select Banking Module to setup account access

Field Name	Description
<b>Select Transaction Groups</b>	<p>Select the Transaction group to map transactions and maintaining access in Account Access screens</p> <hr/> <p>Note :</p> <ol style="list-style-type: none"> <li>1) Transaction groups mapped to the accounts at party level will be shown on this screen.</li> <li>2) In user account access, the accounts can be mapped to the same transaction group to which the accounts are mapped at the party level</li> </ol> <hr/>
<b>Edit Transaction Group</b>	<p>Modify any transaction access at the user level, by selecting the user group and deselect the selected transactions.</p> <hr/> <p>Note:</p> <ol style="list-style-type: none"> <li>1) The changes in the transaction group will be applicable only for that particular user and not for other users or party.</li> <li>2) Admin will not be able to give any additional access, which is beyond what is maintained at the party level for an account</li> <li>3) User Group creation and deletion will not be allowed from user account access screen.</li> </ol> <hr/>
<b>Map Accounts</b>	<p>Select Transaction Group , then select Party, select the account numbers and then click on Map to Map the selected accounts to Transaction groups.</p> <hr/> <p><b>Note</b> : System will show a tag as 'Modified' followed by the transaction group name after the account number</p> <hr/>
<b>Unmap Accounts</b>	<p>Select Party ID, select accounts and then click on Unmap button to reset their mapping and will not be mapped to any transaction group</p>
<b>Auto Mapped Accounts</b>	<p>Mapping status of the accounts.</p> <p>The options can be:</p> <ul style="list-style-type: none"> <li>• <b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li>• <b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Delete User Account Mapping</b>	<p>Click on <b>Delete Party Mapping</b> to delete all the Transaction and account access maintenance done for corporate users in one step</p>

8. The User Account Access screen has four section. Header of the screen shows the User ID and User Name. First column lists down all the **modules** in tabular form, second column list down the **transaction groups** and third column list down banking module wise **account number**
9. Navigate and select specific **module** tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.) in the first column for which account and transaction access mapping maintenance need to be setup.
10. In the second column, There will be one factory shipped **Transaction group** for each module, which will have all transactions and inquiries grouped together.

---

**Note:** Factory shipped user group cannot be deleted or modified.

---

11. User can modify the transaction group other than the factory shipped to select or deselect the transaction access
12. Now , user can select specific module from first tab, along with the transaction group and can select a global check box of **Map all accounts** to enable all the existing accounts under the selected category for channel banking (on screen, it will serve as a Select All function).  
OR  
If specific accounts are required to be given access then the user needs to select the respective check boxes preceding the account number.
13. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.
14. To map the new accounts, select appropriate option from **Map Accounts** field;  
Select **Auto** if you wish to allow access to all future Accounts across banking module.  
OR  
Select **Manual** if you wish to explicitly map new accounts and transactions.
15. User can **unmap** the accounts by selecting accounts and then clicking on Unmap button to reset their mapping with Group Corporate
16. User can click on **Delete User Account Mapping** to delete all the Transaction and account access maintenance done for corporate user in one step.
17. User can drill down his search by applying Filter to search an account basis on Transaction Group, currency, mapping status
18. Click **Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

---

**Note:** Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

---

19. The **Review** screen appears. Verify the details, and click **Submit**.  
OR  
Click **Edit** to modify the details entered.  
OR  
Click **Next** to proceed to next step.  
OR  
Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.  
OR  
Click **Cancel** to cancel the transaction.
20. The success message of user creation appears along with the transaction reference number

## **15.6.2 User Account Access – View**

The Bank Administrator can view the list of account(s) and transactions for which access has been provided to the user.

### **To view the account and transaction access:**

1. In the **User Search** field search users for whom Transaction Account access is being viewed.  
OR  
Select the user from list displayed below.
2. Select the user ID and click on “Map” to navigate to **Account Access summary**.

### User Account Access – Search and Search Result

The screenshot displays the 'User Report Mapping' section of the 'futura bank' system. At the top, there is a navigation bar with the 'futura bank' logo and a search bar. The user is logged in as 'Jack Nikon' with the last login on 03 Dec 04:24 PM. The page title is 'User Report Mapping' and the user's Group Corporate ID is 000842.

The main content area is titled 'User Account Access' and contains a search bar. Below it is a 'User List' table with the following columns: User ID, User Name, Copy Mapping from User, and Status. The table lists six users:

User ID	User Name	Copy Mapping from User	Status
<input checked="" type="radio"/> AugSuppgcif	nehal joshi	-	Deleted
<input type="radio"/> nehvam	nehal joshi	-	Mapped
<input type="radio"/> SDVAUTH	Shalimar Duke	-	Mapped
<input type="radio"/> AugSuppcheckergcif	nehal joshi	-	Deleted
<input type="radio"/> nehgcif300	nehal joshi	-	Mapped
<input type="radio"/> nehgcif30	Nehal Joshi	-	Mapped

At the bottom of the table, there is a pagination control showing 'Page 1 of 1 (1-6 of 6 items)' and a 'Map' button. Below the table, there are four buttons: 'Next', 'Submit', 'Retain Draft', and 'Cancel'.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Search (User)</b>	User quick search panel so search user for setting up the account access.
<b>Search Result</b>	
<b>User ID</b>	User ID the corporate user
<b>User Name</b>	User name of the corporate user
<b>Copy Mapping from User</b>	Select this to Inherit and copy account maintenance from already setup user to new user
<b>Status</b>	Displays the account mapping status for the corporate user. <ul style="list-style-type: none"> <li>• <b>Mapped:</b> Corporate user for which accounts mapping is being done and authorized.</li> <li>• <b>Modified:</b> Corporate user for which accounts mapping is being done but pending approval by authorizer.</li> <li>• <b>Deleted:</b> Corporate user for which accounts mapping is deleted.</li> </ul>

- From the **Mapping Summary of Party** dropdown list, select the corporate party id associated with Corporate User.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
- For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .

## User Account Access - Summary Results

The screenshot displays the 'User Account Access' summary results for user 'excelsuser1' (Jack Jones). The page shows a mapping summary for party '\*\*\*679 | ROSNEFT4 | UBS OBPM 14.4 H...'. Below this, a table lists various banking modules and their account access status.

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	2	2	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Current & Savings - Islamic	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Loan - Conventional	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Loan - Islamic	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Term Deposit - Conventional	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Term Deposit - Islamic	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Credit Card	10	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Virtual Account Management - Real Accounts	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Liquidity Management	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Virtual Account	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>

Buttons: [Map](#) [Back](#) [Next](#) [Submit](#) [Retain Draft](#) [Cancel](#)

### Field Description

Field Name	Description
User ID	User ID the corporate user
User Name	User name of the corporate user
Mapping Summary of Party	The corporate party for which Party accounts access is being viewed
Modules	Banking Module names
Total Accounts	Total number of accounts available under the party that can be map with corporate user.

Field Name	Description
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type of corporate user.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type of corporate user.
<b>Auto Mapped Accounts</b>	<p>Mapping status of the accounts.</p> <p>The options can be:</p> <ul style="list-style-type: none"> <li>• <b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li>• <b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit User account access

5. If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'
6. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories



## User Account Access – View

The screenshot shows the 'Mapped Accounts' window. On the left, there is a sidebar with navigation icons. The main content area is split into three columns:

- Current & Savings - Conventional**: Shows '2 Mapped Accounts'. Below this is a search bar 'Enter Exact Account Number' and a list of two accounts:
  - HELO367900018 | EUR | Active | CASA\_All Transactions
  - HELO367900029 | EUR | Active | CASA\_All Transactions
- Transaction Group Details**: Shows 'CASA\_All Transactions' with tabs for 'Transactions' and 'Inquiries'. Below this is a search bar and a list of transaction types:
  - All Transactions**
    - Bank Guarantee**
      - Outward Bank Guarantee Cancellation: Perform, Approve, View
      - Initiate Guarantee Claim Lodgment: Perform, Approve, View
      - Initiate Outward Guarantee: Perform, Approve, View
    - Biller Maintenance**
      - Delete Biller Registration: Perform, Approve, View
      - Create Biller Registration: Perform, Approve, View
      - Update Biller Registration: Perform, Approve, View
    - Bills**
      - Trade Bill Settlement: Perform, Approve
      - Trade Bill Internal Amendment: Perform, Approve, View

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### Field Description:

Field Name	Description
<b>Modules</b>	Display name of the product for which account access is being viewed.
<b>Mapped Accounts</b>	<p>Display Account number associated with corporate user, mapped with transaction group to setup the user account access</p> <ul style="list-style-type: none"> <li>Display account number with Status of the account as Active or Inactive including Transaction group name</li> </ul>
<b>Transaction Groups Details</b>	Display the Transaction group details with which user account access is maintained along with transaction and inquiries mapped to it.

- The User Account Access details screen has two section. First column lists down all the Account number associated with corporate user, with Status of the account as Active or Inactive including Transaction group name
- In the second column, user can view the **transaction group** details with all the transactions and inquiries access.

9. Click **Cancel** to cancel the transaction.
10. Click **Edit / Map** to update the **User Account Access** account mapping for new accounts and existing accounts.  
OR  
Click **Cancel** to cancel the transaction.
11. Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

### 15.6.3 User Account Access – Edit

The Bank Administrator gets a request with the list of account(s) and transactions for which access details needs to be edited for a selected user of the party.

#### To Search and Edit the User account and transaction access:

1. In the **User Search** field search users for whom Transaction Account access is to modify.  
OR  
Select the user from list displayed below.
2. Select the user ID and click on “Map” to navigate to **Account Access summary**
3. From the **Mapping Summary of Party** dropdown list, select the corporate party id.
4. For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .
5. Click the link under the total **Mapped accounts** or **Modified accounts**, The **User Account Access – View** (Transaction Mapping) screen appears. . The search result according to the search criteria appears  
OR  
Click **Cancel** to cancel the transaction.
6. If there is no mapping done for a user, the count for the **Mapped Accounts** will be ‘0’.
7. All the accounts held by the selected user as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories
8. Click **Map** or **Edit** (available across each banking module). The **User Account Access - Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.

### User Account Access – Search and Search Result

The screenshot displays the 'User Report Mapping' interface in the futura bank system. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The user is logged in as 'Jack Nikon' with the last login on 03 Dec 04:24 PM. The current group is 'Group Corporate ID : 000842' with the name 'nehgcif'. The main content area is titled 'User Account Access' and contains a search bar. Below the search bar is a 'User List' table with the following columns: 'User ID', 'User Name', 'Copy Mapping from User', and 'Status'. The table lists six users, with the first one selected. A 'Map' button is located below the table. At the bottom right, there are buttons for 'Next', 'Submit', 'Retain Draft', and 'Cancel'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions'.

User ID	User Name	Copy Mapping from User	Status
<input checked="" type="radio"/> AugSuppgcif	nehal joshi	-	Deleted
<input type="radio"/> nehvam	nehal joshi	-	Mapped
<input type="radio"/> SDVAUTH	Shalimar Duke	-	Mapped
<input type="radio"/> AugSuppcheckercif	nehal joshi	-	Deleted
<input type="radio"/> nehgcif300	nehal joshi	-	Mapped
<input type="radio"/> nehgcif30	Nehal Joshi	-	Mapped

## User Account Access – Summary

System Administrator
ATM/Branch
English
UBS OBPM 14.4 HEL Branch

futura bank Search ...
Welcome, Jack Nikon  
Last login 01 Dec 03:33 PM

Group Corporate Onboarding
Group Corporate ID : 000842  
Name : nehgcif

Group Corporate

- 
- 
- 
- 
- 
- 
- 
-

User Account Access

User ID
User Name

nikunjsuperadmin
Nikunj Jhala

Mapping Summary of Party
\*\*\*310 | undefined | undefined |

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	5	12	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Current & Savings - Islamic	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Loan - Conventional	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Loan - Islamic	0	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Term Deposit - Conventional	6	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Term Deposit - Islamic	4	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Credit Card	10	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Virtual Account Management - Real Accounts	5	5	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Liquidity Management	14	0	0	<input type="checkbox"/> Off	<a href="#">Edit</a>
Virtual Account	444	439	0	<input type="checkbox"/> Off	<a href="#">Edit</a>

Map

Next
Submit
Retain Draft
Cancel

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## User Account Access – Detailed Screen

The screenshot displays the 'User Account Access' configuration page. At the top, it shows the user 'nikunjsuperadmin' with ID 'nikunjsuperadmin' and name 'Nikunj Jhala'. Below this is a 'Mapping Summary of Party' section for party '\*\*\*310'. The main area is divided into three columns: 'Select Module', 'Select Transaction Groups', and 'Map Accounts'. The 'Current & Savings' module is selected, and 'AIICSATransactions' is chosen as the transaction group. The 'Map Accounts' section shows a table of 25 accounts with checkboxes for mapping. The table includes columns for account ID, currency, status, and the assigned transaction group.

Select Module	Select Transaction Groups	Map Accounts
Current & Savings	<input checked="" type="radio"/> AIICSATransactions	<input type="checkbox"/> xxxxxxxxxxxx0159 EUR Active AIICSATransactions Modified
Loan	<input type="radio"/> InquiryApproveAll	<input type="checkbox"/> xxxxxxxxxxxx0035 EUR Active AIICSATransactions Modified
Term Deposit	<input type="radio"/> 000295TG5	<input type="checkbox"/> xxxxxxxxxxxx0068 EUR Active AIICSATransactions Modified
Liquidity Management	<input type="radio"/> 000295TG5 Modified	<input type="checkbox"/> xxxxxxxxxxxx0168 EUR Active InquiryApproveAll Modified
Virtual Account Management - Real Accounts		<input type="checkbox"/> xxxxxxxxxxxx0024 EUR Active AIICSATransactions Modified
Virtual Account		<input type="checkbox"/> xxxxxxxxxxxx0217 EUR Active InquiryApproveAll Modified
		<input type="checkbox"/> xxxxxxxxxxxx0192 EUR Active AIICSATransactions Modified
		<input type="checkbox"/> xxxxxxxxxxxx0228 EUR Active InquiryApproveAll Modified
		<input type="checkbox"/> xxxxxxxxxxxx0170 EUR Active

9. The User Account Access screen has four section. Header of the screen shows the User ID and User Name. First column lists down all the **modules** in tabular form, second column list down the **transaction groups** and third column list down banking module wise **account number**
10. Navigate and select specific **module** tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.) in the first column for which account and transaction access mapping maintenance need to be setup.
11. In the second column, There will be one factory shipped **Transaction group** for each module, which will have all transactions and inquiries grouped together.

---

**Note:** Factory shipped user group cannot be deleted or modified.

---

12. User can modify the transaction group other than the factory shipped to select or deselect the transaction access
13. Now , user can select specific module from first tab, along with the transaction group and can select a global check box of **Map all accounts** to enable all the existing accounts under the selected category for channel banking (on screen, it will serve as a Select All function).  
OR

- If specific accounts are required to be given access then the user needs to select the respective check boxes preceding the account number.
14. Once the user maps the accounts, system will show a tag as **'Modified'** followed by the transaction group name after the account number.
  15. To map the new accounts, select appropriate option from **Map Accounts** field;  
Select **Auto** if you wish to allow access to all future Accounts across banking module.  
OR  
Select **Manual** if you wish to explicitly map new accounts and transactions.
  16. User can **unmap** the accounts by selecting accounts and then clicking on Unmap button to reset their mapping with Group Corporate
  17. User can click on **Delete User Account Mapping** to delete all the Transaction and account access maintenance done for corporate user in one step.
  18. User can drill down his search by applying Filter to search an account basis on Transaction Group, currency, mapping status
  19. Click **Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

---

**Note:** Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

---

20. The **Review** screen appears. Verify the details, and click **Submit**.  
OR  
Click **Edit** to modify the details entered.  
OR  
Click **Next** to proceed to next step.  
OR  
Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.  
OR  
Click **Cancel** to cancel the transaction.
21. The success message of user creation appears along with the transaction reference number

---

**Note :**Following flow explains the Drill down options to search by applying Filter to search an account for Virtual Accounts Management & Liquidity Management module.

---

## Virtual Account Management (Real Account) Tab-

The screenshot displays the Futura Bank Group Corporate Onboarding interface. The main content area shows the 'Virtual Account Management - Real Accounts' tab selected. The interface includes a sidebar with navigation options, a main content area with a table of modules, and a filter dialog box on the right.

**Filter Dialog Box:**

- Account Number: Enter Exact Account Number
- OR
- Branch Name: Please Select
- Account Access Status: Please Select
- Currency: Please Select
- Buttons: Apply, Reset

**Main Content Area:**

User Account Access

User ID	User Name
nehvam30	nehal joshi

Mapping Summary of Party: \*\*\*023 | Rudolf Creations | UBS OBPM 1...

Select Module	Select Transaction Groups	Map Account
Modules (10)	Search...	<input type="checkbox"/> All O A
Current & Savings - Conventional	<input checked="" type="radio"/> VAM_All Transactions	<input type="checkbox"/> HEL030
Current & Savings - Islamic		<input type="checkbox"/> HEL030
Loan - Conventional		<input type="checkbox"/> HEL0302300046 USD
Loan - Islamic		<input type="checkbox"/> HEL0302300057 USD
Term Deposit - Conventional		<input type="checkbox"/> HEL0302300068 EUR
Term Deposit - Islamic		<input type="checkbox"/> HEL0302300079 EUR
Credit Card		
Virtual Account Management - Real Accounts		
Liquidity Management		
Virtual Account		

Buttons: Save, Back, Next, Submit, Retain Draft, Cancel

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## To view Virtual Account Management - Real Accounts:

- In the **Account Number** field, enter the exact Real Account number.  
OR  
From the **Branch name** drop down, select the Branch name.  
OR  
From the **Account Access Status** field, select an appropriate status.  
OR  
From the **Currency** field, select the required currency.
- Click **Apply** to Apply the filter.  
OR  
Click **Reset** to reset the entered data.
- The user can filter through two sections :

1. On the basis of the Account Number  
OR
2. A combination of branch name, currency filters and other parameters. The user can use these search parameters alone or in a combination to filter search results.

### Liquidity Management Tab -

The screenshot displays the Futura Bank Group Corporate Onboarding interface. The main content area is titled "Group Corporate Onboarding" and shows a "User Account Access" section with the following details:

- User ID: LMIN01
- User Name: Michael Lamb
- Mapping Summary of Party: \*\*\*857 | Linked Cust | UBS OBPM 14.4 H...

Below this, there are sections for "Select Module" and "Select Transaction Groups". The "Select Module" section lists various account types, with "Liquidity Management" selected. The "Select Transaction Groups" section has a search bar and "LM\_All Transactions" selected.

A "Filter" dialog is open on the right side of the screen, allowing users to filter search results based on the following criteria:

- Account Number: Enter Exact Account Number
- Branch Name: Please Select
- Account Access Status: Please Select
- Currency: Please Select

The dialog includes an "OR" operator and "Apply" and "Reset" buttons.

At the bottom of the interface, there are buttons for "Save", "Back", "Next", "Submit", "Retain Draft", and "Cancel".

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### To view Liquidity Management Accounts:

1. In the **Account Number** field, enter the exact Real Account number.  
OR  
From the **Branch name** drop down, select the Branch name.  
OR  
From the **Account Access Status** field, select an appropriate status.



- OR  
From the **Currency** field, select the required currency.
2. Click **Apply** to Apply the filter.  
OR  
Click **Reset** to reset the entered data.
  3. The user can filter through two sections :
    1. On the basis of the Account Number  
OR
    2. A combination of branch name, currency filters and other parameters. The user can use these search parameters alone or in a combination to filter search results.

### Virtual Accounts Tab: -

The screenshot displays the Futura Bank Group Corporate Onboarding interface. The main content area shows the 'Virtual Accounts' tab selected in the left-hand navigation menu. The 'User Account Access' section displays the user ID 'nehvam30' and user name 'nehal joshi'. Below this, the 'Mapping Summary of Party' is set to '\*\*\*023 | Rudolf Creations | UBS OBPM 1...'. The 'Select Module' section lists various account types, with 'Virtual Account Management - Real Accounts' selected. The 'Select Transaction Groups' section shows 'VRA\_All Transactions' selected. A 'Filter' modal is open on the right, allowing users to filter virtual accounts based on criteria such as Virtual Account Number, Virtual Account Name, Virtual Entity, Branch Name, Account Access Status, Status, and Currency. The modal includes 'Apply' and 'Reset' buttons. At the bottom of the interface, there are 'Save', 'Back', 'Next', 'Submit', 'Retain Draft', and 'Cancel' buttons. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [Security/information] Terms and Conditions'.

**To view Virtual Accounts:**

1. In the **Virtual Account Number** field, enter the exact Virtual Account number.  
OR  
In the **Virtual Account Name** field, enter the Virtual account name.  
OR  
From the **Virtual Entity** search, select the Virtual Entity name.  
OR  
From the **Branch name** drop down, select the Branch name.  
OR  
From the **Account Access Status** field, select an appropriate status.  
OR  
From the **Status** drop down, select the status.  
OR  
From the **Currency** field, select the required currency.
2. Click **Apply** to Apply the filter.  
OR  
Click **Reset** to reset the entered data.
3. The user can filter through two sections :
  1. On the basis of the Account Number  
OR
  2. A combination of branch name, currency filters and other parameters. The user can use these search parameters alone or in a combination to filter search results.

## 15.6.4 User Account Access – Delete

The Bank Administrator gets a request with the user information of a party for which access details needs to be deleted. As part of this option, account mapping can be deleted for a user.

### To delete account and transaction access for the User:

1. In the **User Search** field search users for whom Transaction Account access is to modify.  
OR  
Select the user from list displayed below.
2. Select the user ID and click on “Map” to navigate to **Account Access summary**.
3. From the **Mapping Summary of Party** dropdown list, select the corporate party id.
4. For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .
5. Click the link under the total **Mapped accounts** or **Modified accounts**, The **User Account Access – View** (Transaction Mapping) screen appears. . The search result according to the search criteria appears.  
OR  
Click **Cancel** to cancel the transaction.
6. User can click on **Delete User Account Mapping** to delete all the Transaction and account access maintenance done for corporate user in one step.

7. User can drill down his search by applying Filter to search an account basis on Transaction Group, currency, mapping status
8. Click **Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

---

**Note:** Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

---

9. **The Review** screen appears. Verify the details, and click **Submit**.  
OR  
Click **Edit** to modify the details entered.  
OR  
Click **Next** to proceed to next step.  
OR  
Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.  
OR  
Click **Cancel** to cancel the transaction.
10. The success message of user creation appears along with the transaction reference number

## 15.7 Step 6: User Report Mapping

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

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

### **How to reach here:**

*System/ Bank Administrator Dashboard > Corporate Onboarding > Group Corporate Maintenance > Report Mapping tab*

OR

*System/ Bank Administrator Dashboard > Toggle menu > Menu > Group Corporate Onboarding > Report Mapping tab*

## 15.7.1 User Report Mapping – Search & View

Using this option Bank Administrator can search and view the reports mapped to the user.

### To search and view the reports mapping:

1. Enter the search criteria, click **Search**. The **User Report Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.

### User Report Mapping - Search

The screenshot displays the 'User Report Mapping' search results page. The page header includes 'futura bank' and a search bar. The user is logged in as 'Mustafa Gari' with the last login on '04 Dec 12:20 AM'. The page shows a table of report mappings for the user 'nehal joshi'.

Initials	User Id	User Details	Mapping
NJ	AugSuppcheckergcif	nehal joshi	[Gear Icon]
NJ	AugSuppgcif	nehal joshi	[Gear Icon]
NJ	nehgcif50	Nehal Joshi	[Gear Icon]
NJ	nehgcif500	nehal joshi	[Gear Icon]
NJ	nehvam	nehal joshi	[Gear Icon]
SD	SDVAUTH	Shalimar Duke	[Gear Icon]

Page 1 of 1 (1-6 of 6 items) | [Navigation Icons]

Buttons: Next, Submit, Retain Draft, Cancel

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### Field Description

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

<b>User Name</b>	To search the user with the user name. Partial search is allowed.
------------------	---

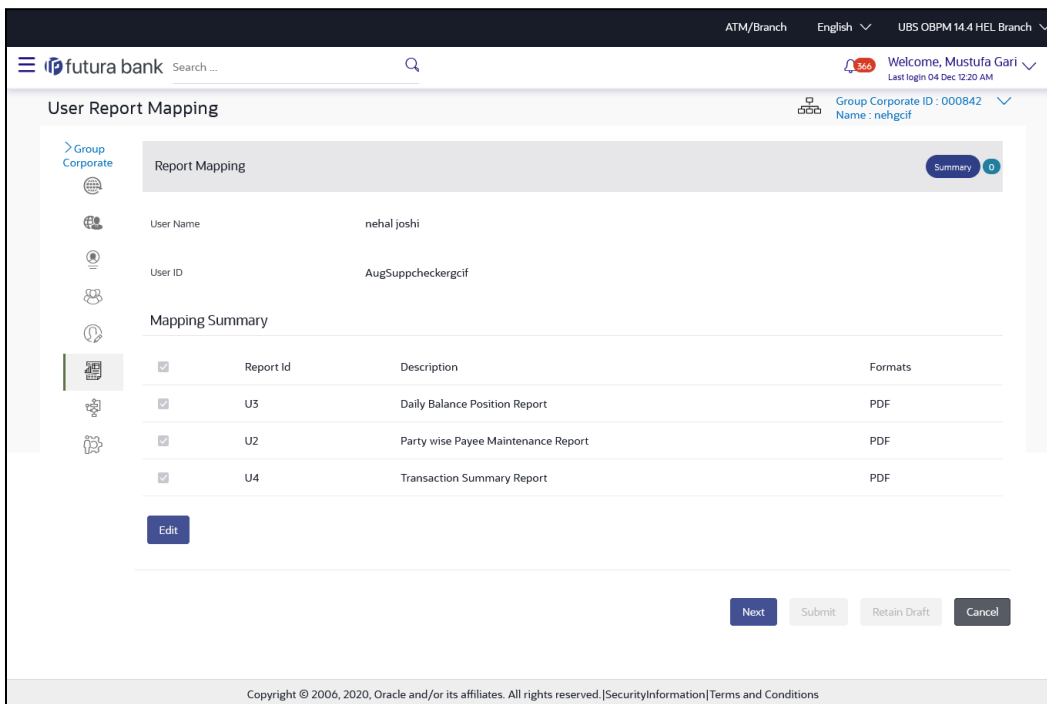
### Search Result

<b>Initials</b>	The initials of the user.
-----------------	---------------------------

Field Name	Description
<b>User ID</b>	User Id of the corporate user.
<b>User Details</b>	Name of the corporate user.
<b>Mapping</b>	Displays whether the file identifier is mapped to the user. <ul style="list-style-type: none"> <li> - denotes that the report is mapped to the user</li> <li> - denotes that the report is not mapped to the user.</li> </ul>

2. Click on the record to view the details. The **User Report Mapping - View** screen appears.

### User Report Mapping – Mapping Summary



The screenshot displays the 'User Report Mapping' interface. At the top, it shows the user's name 'nehal joshi' and User ID 'AugSuppcheckergcif'. Below this, the 'Mapping Summary' section contains a table with the following data:

Report Id	Description	Formats
<input checked="" type="checkbox"/> U3	Daily Balance Position Report	PDF
<input checked="" type="checkbox"/> U2	Party wise Payee Maintenance Report	PDF
<input checked="" type="checkbox"/> U4	Transaction Summary Report	PDF

At the bottom of the screen, there are buttons for 'Next', 'Submit', 'Retain Draft', and 'Cancel'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. |SecurityInformation|Terms and Conditions'.

### Field Description

Field Name	Description
<b>User Name</b>	Name of the corporate user.


Field Name	Description
<b>User ID</b>	User Id of the corporate user.
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to the mapped report.
<b>Description</b>	Description of the report.
<b>Formats</b>	Formats in which a report can be generated.

3. Click **Edit** to update the user report mapping.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

### 15.7.2 User Report Mapping - Create

Using this option Bank Administrator can map the reports to a specific corporate user.

#### To map the reports to a user:

1. Enter the search criteria, click **Search**. The **User Report Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
2. Click  of user record, for which you want to map the report/ s. The **User Report Mapping** screen to create the report mapping appears.

## User Report Mapping - Create

ATM/Branch English UBS OBPM 14.4 HEL Branch

futura bank Search ... Welcome, Mustufa Gari Last login 04 Dec 12:20 AM

User Report Mapping Group Corporate ID : 000842 Name : nehgcif

Report Mapping Summary

User Name nehal joshi

User ID AugSuppcheckercgif

Mapping Summary

<input type="checkbox"/>	Report Id	Description	Formats
<input type="checkbox"/>	U3	Daily Balance Position Report	PDF
<input type="checkbox"/>	U2	Party wise Payee Maintenance Report	PDF
<input type="checkbox"/>	U4	Transaction Summary Report	PDF

Save Back

Next Submit Retain Draft Cancel

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## Field Description

Field Name	Description
<b>User Name</b>	Name of the corporate user.
<b>User ID</b>	User ID of the corporate user.
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to a report.
<b>Description</b>	Description of the report.
<b>Formats</b>	The format in which the report is to be generated. The format could be PDF, XLSX.


- In the **Mapping Summary** section, select the report id of the report which you want to map to the user.

4. Click **Save** to save the maintenance, and redirect to the review page.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.
5. The **Review** screen appears. Verify the details, and click **Confirm**.
4. OR  
Click **Add Another** to add another maintenance of the same step.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
6. The success message appears along with the transaction reference number and status of the transaction.

### 15.7.3 User Report Mapping - Edit

Using this option Bank Administrator can edit the mapping or un-map the reports from specific corporate user.

#### To edit a User Report Mapping:

1. Enter the search criteria, click **Search**. The **User Report Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
2. Click  against the file identifier record for which you want to view the details. The **User Report Mapping - View** screen appears.
3. Click **Edit**. The **User Report Mapping - Edit** screen appears.



## User Report Mapping - Edit

ATM/Branch English UBS OBPM 14.4 HEL Branch

futura bank Search ... Welcome, Mustafa Gari Last login 04 Dec 12:20 AM

User Report Mapping Group Corporate ID : 000842 Name : nehgcf

Group Corporate

Report Mapping Summary

User Name nehal joshi

User ID AugSuppcheckercgif

Mapping Summary

<input type="checkbox"/>	Report Id	Description	Formats
<input type="checkbox"/>	U3	Daily Balance Position Report	PDF
<input type="checkbox"/>	U2	Party wise Payee Maintenance Report	PDF
<input type="checkbox"/>	U4	Transaction Summary Report	PDF

Save Back

Next Submit Retain Draft Cancel

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4. View the details of report mapping already saved. Select or de-select the report id record to map / un-map a report to a user.
5. Click **Save** to save the modified details.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
7. The success message appears along with the transaction reference number and status of the transaction.

## 15.8 **Step 7: Workflow Management**

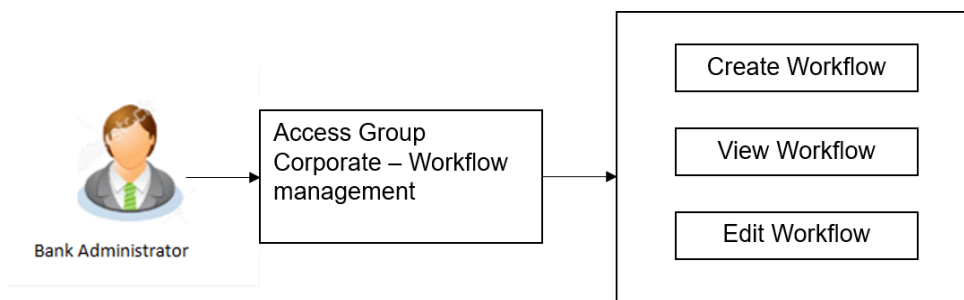
Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level. The number of levels can be configured.

Workflows can be created independently and can be attached to a specific transaction/maintenance as part of the Approval Rule configuration.

### Prerequisites

- Transaction access is provided to Bank Administrator.
- Party preference is maintained.
- Multiple users are maintained under a party or as Bank Administrators
- Approval rule set up for Bank Administrator to perform the actions.
- Necessary user groups are maintained using User Group Management.

### Workflow



### How to reach here:

*System/ Bank Administrator Dashboard > Corporate Onboarding > Group Corporate Maintenance > Workflow Management tab*

OR

*System/ Bank Administrator Dashboard > Toggle menu > Menu > Group Corporate Onboarding > Workflow Management tab*

### 15.8.1 **Workflow Management – Summary**

User can opt to view the details of existing workflows or can create new approval workflow using this screen.

## Workflow Management – Summary

The screenshot displays the Oracle Workflow Management interface. At the top, there is a navigation bar with the 'futura bank' logo and a search bar. The main header reads 'Group Corporate Onboarding'. Below this, there is a sidebar with various icons representing different modules. The central area is titled 'Workflow Management' and contains a table with the following data:

Workflow Code	Workflow Description	Approval Levels
nehnewworkflow	nehnewworkflow	2
nehaugsuppflow	nehaugsuppflow	1

Below the table, there is a pagination control showing 'Page 1 of 1 (1-2 of 2 items)'. To the right of the table, there is a 'Workflow Management' help box with the following text:

**Workflow Management**

You can now create workflows with multiple levels of approvals. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level.

Workflows can be created independently and can be attached to a specific transaction/maintenance as part of the approval rule configuration. Ensure to maintain necessary users groups before you proceed.

At the bottom of the interface, there are buttons for 'Next', 'Submit', 'Retain Draft', and 'Cancel'. The footer contains the copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Workflow Code</b>	Enter the approval workflow code to be searched.
<b>Workflow Description</b>	Enter the description of the approval workflow to be searched.
<b>Search Result</b>	
<b>Workflow Code</b>	Code of the already maintained approval workflow. This field will be displayed only if there are existing approval workflows available.
<b>Workflow Description</b>	Description of the already maintained approval workflow. This field will be displayed only if there are existing approval workflows available.
<b>Approval Levels</b>	Number of approval levels in each workflow. This field will be displayed only if there are existing approval workflows available.

1. In the **Workflow Code** field, enter the approval workflow code to be searched.
2. In the Workflow Description field, enter the description of the approval workflow to be searched.
3. Click **Search**. The **Workflow Management** screen with search results appears based on the searched criteria.
4. Click the **Workflow Code** link to view details of the selected Approval Workflow. The **Workflow Management - View** screen appears.  
OR  
Click **Create**. The **Workflow Management - Create** screen appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.

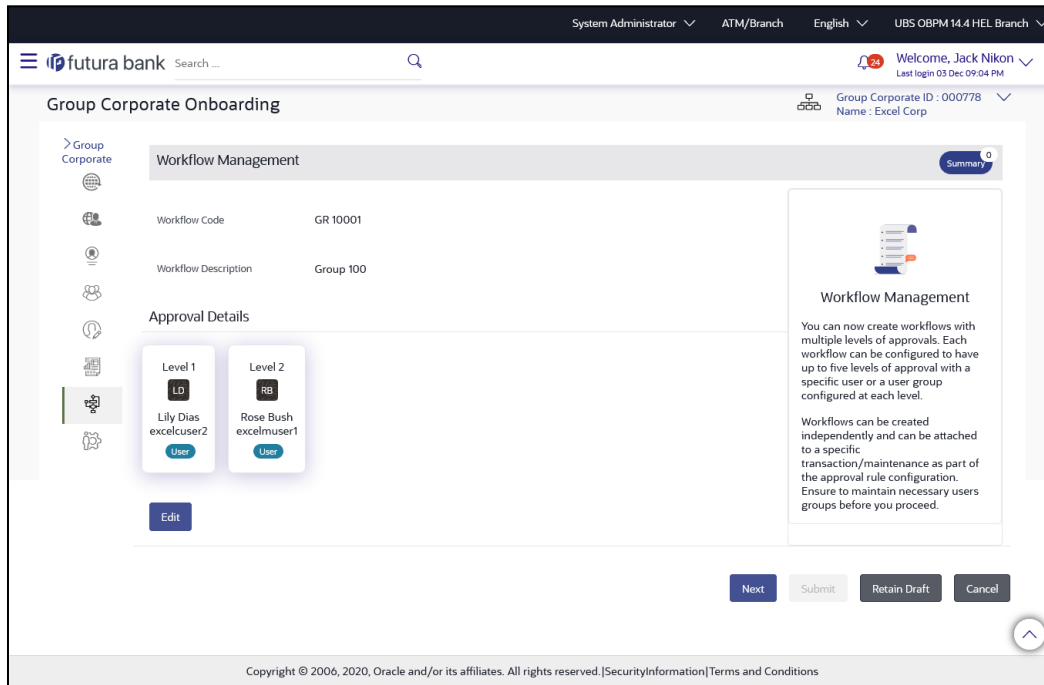
### **15.8.2 Workflow Management –View**

Further drill down is provided on each workflow to view the details of the users/ user groups who are a part of the workflow.

#### **To view the approval workflow for corporate users:**

1. In the **Workflow Management** screen, enter the search parameters and click **Search**. The **Workflow Management** screen with search results appears based on the searched criteria.
2. Click the **Workflow Code** link to view details of the selected Approval Workflow. The **Workflow Management - View** screen appears.

## Workflow Management – View



### Field Description

Field Name	Description
<b>View</b>	
<b>Workflow Code</b>	Workflow code is displayed.
<b>Workflow Description</b>	Workflow description is displayed.
<b>Approval Details</b>	
<b>Approval Level</b>	User / user group maintained at each approval level.
<b>User / User Group</b>	User or a user group maintained at each level of approval. On Approval -Workflow screen, Admin User can click on the Name of the user group that is part of the workflow to see the list of users which are part of that Group User can search specific user name, by using the search window on Group Details overlay.

3. Click **Edit** to edit the workflow. The **Workflow Management - Edit** screen with values in editable form appears.
  - OR
  - Click **Cancel** to cancel the transaction.
  - OR
  - Click **Back** to navigate back to previous screen.
  - OR
  - Click **Next** to proceed to the next logical step.
  - OR
  - Click **Submit** to submit the steps performed so far for approval.
  - OR
  - Click **Retain Draft** to save the details entered as draft.
  - OR
  - Click **Cancel** to cancel the transaction.

### 15.8.3 Workflow Management – Create

Bank Administrator can create approval workflows for corporate users. By default, user can specify minimum one and maximum five levels of approvals as a part of workflow.

Administrator can set either an individual user or user group of a corporate as part of each approval level. Approval type (sequential/non-sequential/no authorization) is defined at the party preference.

#### Workflow Management – Create

The screenshot displays the 'Workflow Management - Create' interface in the Futura Bank system. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The user is identified as 'Jack Nikon' with a last login of '03 Dec 09:04 PM'. The page title is 'Group Corporate Onboarding'.

The main content area is titled 'Workflow Management' and includes a 'Summary' button. The form fields are as follows:

- Workflow Code:** GR 10001
- Workflow Description:** Group 100

The 'Approval Details' section shows two levels of approval:


- Level 1:** Set to 'User' with 'excelcuser2' selected. A trash icon is visible to the right.
- Level 2:** Set to 'User' with 'excelmuser1' selected. A trash icon is visible to the right.

Buttons at the bottom left include 'Add' and 'Save'. Buttons at the bottom right include 'Next', 'Submit', 'Retain Draft', and 'Cancel'. The footer contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. |SecurityInformation| Terms and Conditions'.

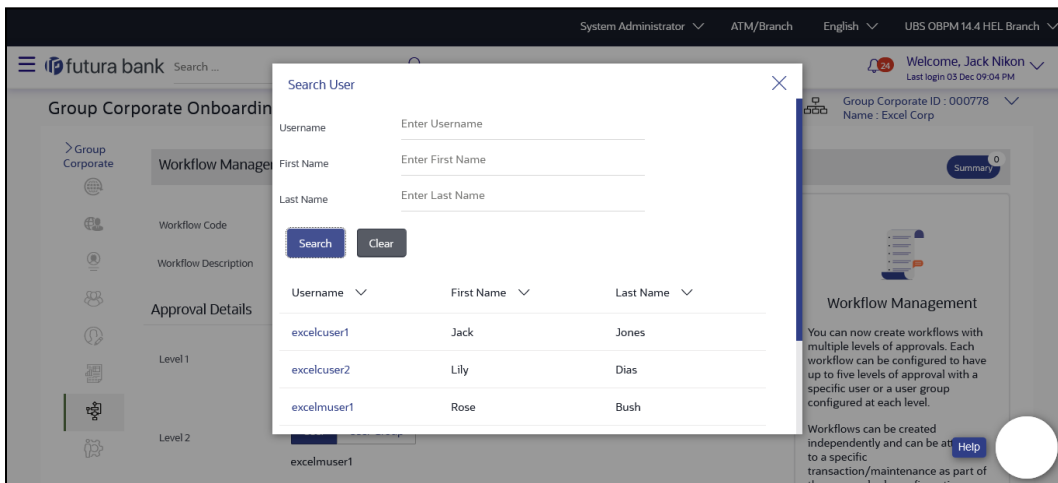
## Field Description

Field Name	Description
<b>Create</b>	
<b>Workflow Code</b>	To specify approval workflow code.
<b>Workflow Description</b>	To specify approval workflow description.
<b>Approval Details</b>	
<b>Approval Level</b>	Approval levels for a user / user group. User can click Add for multi-level approval process.
<b>User / User Group</b>	To select specific user or a user group at each level of approval.

### To create an approval workflow:

1. In the **Workflow Code** field, enter the workflow code.
2. In the **Workflow Description** field, enter the name of the workflow.
3. In the **Approval Details** section, from the **Level 1** field, click  icon to add appropriate user / user group. The **User Search** popup appears. All the users and User groups created under the Group Corporate will be available for assigning at various approval levels.

### Workflow Management – User Search



**Field Description**


<b>Field Name</b>	<b>Description</b>
<b>Search</b>	
<b>User Name</b>	To search the user with the user name. Partial search is allowed.
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Search Results</b>	
<b>User ID</b>	User ID of the user.
<b>Full Name</b>	Full Name of the user.
<b>Last Name</b>	Last Name of the user

4. From the **User Name / User Groups** list, click & select the approver user name at specific level of approval.

OR

Click  icon to remove user/ user group.


---

**Note:** Click  icon to refresh the detail entered.

---

5. Click **Add** to add the selected user/ user group at specific level of approval.

OR

Click  icon to remove specific approval level.

6. Click **Save** to save Approval Workflow.

OR

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

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

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

OR

8. Click on **Add Another** to new Workflow.

OR

Click **Cancel** to cancel the transaction.



OR

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

- The success message of saving the created approval workflow appears along with the transaction reference number and status.

## 15.8.4 Workflow Management - Edit

This function enables the Bank Administrator to update the description of the workflow and also to remove existing and add new approval levels. Edited workflows are applicable for new transactions initiated post workflow update, whereas the previously initiated and pending approval transactions pending will follow the old workflow.

### To edit an approval workflow:

- In the **Workflow Management** screen, enter the search parameters and click **Search**. The **Workflow Management** screen with search results appears based on the searched criteria.
- Click the **Workflow Code** link to view details of the selected Approval Workflow. The **Workflow Management - View** screen appears.
- Click **Edit** to edit the workflow. The **Workflow Management - Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to the previous screen.

### Workflow Management - Edit

The screenshot displays the 'Workflow Management - Edit' interface. At the top, the user is identified as 'Jack Nikon' with a 'Welcome' message and 'Last login 03 Dec 09:04 PM'. The system is identified as 'futura bank' with a search bar. The main content area is titled 'Group Corporate Onboarding' and shows the 'Workflow Management' screen. The workflow details are as follows:

Field	Value
Workflow Code	GR 10001
Workflow Description	Group 100

The 'Approval Details' section shows two levels of approval:

Level	User/Group	Action
Level 1	excelcuser2	Delete
Level 2	excelmuser1	Delete

Buttons for 'Add', 'Save', 'Next', 'Submit', 'Retain Draft', and 'Cancel' are visible. A sidebar on the right contains a 'Workflow Management' section with the following text:


You can now create workflows with multiple levels of approvals. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level.

Workflows can be created independently and can be attached to a specific transaction/maintenance as part of the approval rule configuration. Ensure to maintain necessary users groups before you proceed.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Edit</b>	
<b>Workflow Code</b>	Workflow code is displayed.
<b>Workflow Description</b>	Workflow description is displayed in editable form.
<b>Approval Details</b>	
<b>Approval Level</b>	Approval levels for a user / user group. Administrator can remove or add approval levels in a workflow.
<b>User Name / User Groups</b>	User or a user group maintained at each level of approval. Administrator can edit an existing user/user group maintained at each level and can also specify user/user group for additional approval level.

4. Edit the required details.
5. Click **Add** to add the selected user/ user group at specific level of approval.  
OR  
Click  icon to remove specific approval level.
6. Click **Save** to save Approval Workflow.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.  
  
The **Workflow Management - Edit- Review** screen appears. Verify the details, and click Confirm.  
OR  
Click on **Add Another** to add new Workflow.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
7. The success message of saving the approval workflow modification appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## 15.9 Step 8: Approval Rules

This function enables the Bank Administrator to set up conditions for approval as per the bank/corporate requirements. A rule can be set up for financial , non-financial, non-account financial transactions and for maintenances. Flexibility is provided to define approval rules with conditions stating that 'specific transaction' if initiated by a 'specific user/ user group/All users' has to be approved by a 'specific approver/approver group' along with other attributes like amount range etc.

### Prerequisites:

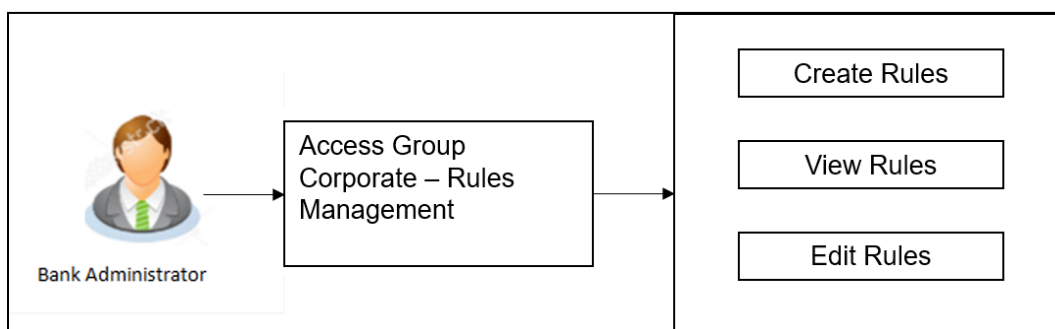
- Transaction access is provided to Bank Administrator
- Party preference is maintained for setting up rules for corporates
- Corporate and Administrator users are maintained
- Workflow configuration is maintained if approval required is to be set as 'Yes'
- Approval rule set up for Bank Administrator to perform the actions
- Necessary user groups and approval workflows are maintained

### Features supported in application

The Approval Rule maintenances allow the bank administrator to:

- Create Approval Rules
- View Approval Rules
- Edit Approval Rules
- Delete Approval Rules

### Workflow



**How to reach here:**

System/ Bank Administrator Dashboard > Corporate Onboarding > Group Corporate Maintenance > Approval Rules tab

OR

System/ Bank Administrator Dashboard > Toggle menu > Menu > Group Corporate Onboarding > Approval Rules tab

**15.9.1 Approval Rules – Summary**

Bank Administrator logs into the system and navigates to the Rules Management screen .User can opt to view the details of existing Approval Rules or can create new approval rule using this screen.

**Rules Management – Summary**

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**Field Description**

Field Name	Description
Rule Code	Search With Approval rule code.
Rule Description	Search With Approval rule description.
Search Result	

Field Name	Description
<b>Rule Code</b>	The Approval rule code.
<b>Rule Description</b>	The Approval rule description.
<b>Maker</b>	Initiator type (User ID or User Group Code) of the transaction. This field will be displayed only if existing approval rules are available.
<b>Approval Required</b>	Whether approval is required for each rule maintained.

1. In the **Rule Code** field, enter the approval Rule code to be searched.
2. In the **Rule Description** field, enter the description of the approval Rule to be searched.
3. Click **Search**. The **Rule Management** screen with search results appears based on the searched criteria.
4. Click the **Rule code** link, to view details of the selected Approval Rule. The **Approval Rules - View** screen appears.  
OR  
Click on **Add Another** to Add the **Approval Rules**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.  
OR  
Click **Create** to create new Approval Rule for corporate users.

### **15.9.2 Approval Rules - View**

On accessing 'Rules Management' menu option, and searching rules, summarized view of all the approval rules maintained (if any) for the party are displayed on the screen. Further drill down is given on each rule to view the details of approval rule.

#### **To view the approval rules for corporate users:**

1. In the **Approval Rules** screen, enter the search parameters and click **Search**. The **Approval Rules** screen with search results appears based on the searched criteria.
2. Click the **Rule Code** link, for which you want to view the details. The **Approval Rules - View** screen appears.

## Approval Rules View

System Administrator
ATM/Branch
English
UBS OBPM 14.4 HEL Branch

futura bank Search ...
Welcome, Jack Nikon  
Last login 04 Dec 02:55 PM

Group Corporate Onboarding
Group Corporate ID : 000778  
Name : Excel Corp

Group Corporate

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-

### Rules Management

Rule Type

Rule Code
001 Fin

Rule Description
Financial User1

### Initiator

Initiator Type

excelcuser1

### Transactions

Transactions
All Financial Transactions

### Accounts

Accounts
ALL

### Currency

Currency
GBP

### Amount Range

From Amount
GBP1.00

To Amount
GBP10,000.00

### Workflow Details

Approval Required

Approval Type

Workflow
GR 10001

Level 1

**LD**

Lily Dias  
excelcuser2

Level 2

**RB**

Rose Bush  
excelmuser1

### Rules Management

Rules Management refers to parameters that drive the enterprise approvals for financial, non-financial, maintenance and administrative transactions. You can search and view all the approval rules maintained for a party. You can edit the rules and update them.

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## Field Description

Field Name	Description
<b>View</b>	
<b>Rule Type</b>	<p>Transaction rule type for which the approval rule is set up.</p> <p>The transaction rule for corporate user are:</p> <ul style="list-style-type: none"> <li>• Financial</li> <li>• Non Financial</li> <li>• Maintenance</li> <li>• Non Account Financial</li> </ul>
<b>Rule Code</b>	Approval rule code.
<b>Rule Description</b>	Approval rule description.
<b>Initiator</b>	
<b>Initiator Type</b>	<p>Initiator type specified while creating a rule.</p> <p>Note : “ All Users’ will be displayed for Initiator Type if rule is created with Initiator type as “All users”</p>
<b>User Name / User Groups</b>	Name of the user or user group defined as initiator for the rule condition.
<b>Transactions</b>	Transaction for which the rule is set up.
<b>Accounts</b>	<p>Field will display the account for which rule being viewed is set up.</p> <p>This field appears if you select <b>Financial</b> and <b>Non Financial</b> in the <b>Rule Type</b> field.</p>
<b>Currency</b>	<p>Currency type in which the financial approval rule for a corporate is defined.</p> <p>This field appears if you select <b>Financial</b> and <b>Non Account Financial</b> in the <b>Rule Type</b> field.</p> <hr/> <p>Note:</p> <ol style="list-style-type: none"> <li>1) Entity's base currency (maintained in System Configuration) will be defaulted in the currency field.</li> <li>2) User will be able to select the currency other than the default currency from the currency list.</li> </ol> <hr/>

Field Name	Description
<b>Amount Range</b>	
<b>From Amount/ To Amount</b>	Transactions allowed for the user between the amount range. This field appears if you select <b>Financial</b> and <b>Non Account Financial</b> in the Rule Type field.
<b>Workflow Details</b>	
<b>Approval Required</b>	Field displays whether approval is required or not. The options are: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Approval Type</b>	Displays the Approval workflow type. Possible value will be <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> </ul> This field is displayed if <b>Yes</b> option is selected in <b>Approval Required</b> field and when workflow preference is set at <b>Rule Level</b> in Group Corporate Profiling setup.
<b>Workflow</b>	Field displays the approval workflow details along with the defined approval levels. This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

- Click **Edit** to edit the approval rule. The **Approval Rule - Edit** screen with values in editable form appears.  
OR  
Click **Delete** to delete the approval rule.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.



### 15.9.3 Approval Rules - Edit

Bank Administrator can edit the approval rules. An administrator is allowed to change the description of the rule and is also allowed to change the parameters associated with the specific approval rule.

Edited rules are applicable for new transactions initiated post rule update. Previously initiated transactions which are pending approval will follow a rule which was applied at the time of transaction initiation.

#### **To edit an approval workflow:**

1. In the **Approval Rules** screen, enter the search parameters and click **Search**. The **Approval Rules** screen with search results appears based on the searched criteria.
2. Click the **Rule Code** link, for which you want to view the details. The **Approval Rules - View** screen appears.
3. Click **Edit** to edit the approval rule. The **Approval Rule - Edit** screen with values in editable form appears.

#### **Approval Rules - Edit**

System Administrator | ATM/Branch | English | UBS OBPM 14.4 HEL Branch

futura bank Search ...

Welcome, Jack Nikon | Last login 04 Dec 02:55 PM

Group Corporate ID : 000778 | Name : Excel Corp

### Group Corporate Onboarding

#### Rules Management

Summary 0

Rule Type: **Financial** | Non Financial | Maintenance | Non Account Financial

Rule Code: 001 Fin

Rule Description: Financial User1

Initiator

Initiator Type: **User** | User Group | All Users

excelcuser1  
[Select User](#)

Transactions

Transactions: All Financial Transactions

Accounts

Accounts: All

Currency

Currency: GBP

Amount Range

From Amount: GBP1.00

To Amount: GBP10,000.00

Workflow Details

Approval Required: **Yes** | No

Approval Type: **Sequential** | Parallel

Workflow: GR 10001

Level 1: **LD**  
Lily Dias  
excelcuser2  
[User](#)

Level 2: **RB**  
Rose Bush  
excelmuser1  
[User](#)

[Save](#)

Rules Management

Rules Management refers to parameters that drive the enterprise the approvals for financial, non-financial, maintenance and administrative transactions. You can search and view all the approval rules maintained for a party. You can edit the rules and update them.

[Submit](#) [Retain Draft](#) [Cancel](#)

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Edit</b>	
<b>Rule Type</b>	<p>Transaction rule type for which the approval rule is set up will be displayed.</p> <p>The transaction rule for corporate user are:</p> <ul style="list-style-type: none"> <li>• Financial</li> <li>• Non Financial</li> <li>• Maintenance</li> <li>• Non Account Financial</li> </ul>
<b>Rule Code</b>	Approval rule code provided by the user.
<b>Rule Description</b>	Approval rule description provided by the user in editable form.
<b>Initiator</b>	
<b>Initiator Type</b>	<p>Initiator type who initiates the transaction will be displayed in editable form.</p> <p><b>Note:</b> If 'All Users' is selected, then the rule being created is applicable for all users of Corporate Party</p>
<b>User Name / User Groups</b>	<p>Name of the user or user group as initiator will be displayed in editable form.</p> <p>If initiator is selected as User, then all the users belonging to the party will be listed for selection.</p> <p>If initiator is selected as User Group, then all the user groups belonging to the party will be listed for selection.</p>
<b>Transactions</b>	<p>Type of transactions to set the approval rules will be displayed in editable form.</p> <p>Type of transactions depends on the selection of rule type.</p>
<b>Accounts</b>	<p>Type of accounts will be displayed in editable form.</p> <p>This field appears if you select <b>Financial</b> and <b>Non Financial</b> in the <b>Rule Type</b> field.</p>
<b>Currency</b>	Currency type in which the financial approval rule for a corporate is defined.

Field Name	Description
<b>Amount Range</b>	
<b>From Amount/ To Amount</b>	<p>Transactions allowed for the user between the defined amounts ranges will be displayed in editable form.</p> <p>This field appears if you select <b>Financial and Non Account Financial</b> in the <b>Rule Type</b> field.</p>
<b>Workflow Details</b>	
<b>Approval Required</b>	<p>Whether approval is required will be displayed in editable form.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Approval Type</b>	<p>Define the Approval workflow type. Possible value will be</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> </ul> <p>This field is enabled if <b>Yes</b> option is selected in <b>Approval Required</b> field and when workflow preference is set at <b>Rule Level</b> in Group Corporate Profiling setup.</p>
<b>Workflow</b>	<p>Details of the approval workflow along with the defined approval levels for a condition will be displayed in editable form.</p> <p>This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.</p>

- Edit the required details.
  - Click **Save** to save the approval rule.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.
- The **Approval Rule - Edit Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click on **Add Another** to add new Rule.  
OR

Click **Cancel** to cancel the transaction.

OR

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

6. The success message of saving the approval rule modification appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## 15.9.4 Approval Rule – Create

Bank Administrator can create approval rules for the corporate users. In Approval Rules, Bank Administrator can define the rule conditions for various type of transactions.

Approval rules can be setup based on the following parameters.

- Type of Transaction
  - Financial Transactions
    - This option is used to setup approval rules for the transactions, this involves exchange of money.
    - E.g. Money Transfer, Draft Issuance, Redeem Term Deposit etc.
  - Non Financial Transactions
    - This option is used to setup approval rules for the transaction which are for an account but does not involve exchange of money.
    - E.g. Cheque Book Request, Statement Request, Stop Cheque etc.
  - Maintenance
    - This option is used to setup approval rules for the transaction which are at the party level and not for a specific account
    - E.g. Payee Maintenance, Biller Maintenance etc.
  - Non Account Financial Transactions:
    - This option is used to setup approval rules for the transaction with amount range and no debit account
    - E.g. Initiate LC, Supply Chain Finance related transactions like create Invoice.
  - Initiator
    - Specific User
    - User Group
    - All Users
  - Accounts
  - Transactions
  - Currency
  - Amount Range

Administrator can create multiple approval rules for corporate users. In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the most applicable rule amongst all the resolved rules is applied for approval.

User can further define if for a condition, the transaction should be auto approved (which means there is no approval workflow and the transaction gets approved as soon as initiator submits the transaction) or should follow a set approval workflow and should get approved by the defined set of approvers. The same is achieved by attaching a workflow maintained for the corporate party.

## Approval Rules – Corporate User - Create

Search ...

System Administrator | ATM/Branch | English | UBS OBPM 14.4 HEL Branch

Welcome, Jack Nikon  
Last login 04 Dec 02:55 PM

Group Corporate Onboarding

Group Corporate ID : 000778  
Name : Excel Corp

Group Corporate

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- 
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-

### Rules Management Summary 0

Rule Type

Rule Code

Rule Description

### Initiator

Initiator Type

excelcuser2  
Select User

### Transactions

Transactions

### Accounts

Accounts

### Currency

Currency

### Amount Range

From Amount

To Amount

### Workflow Details

Approval Required

Approval Type

Workflow

Level 1

**LD**

Lily Dias  
excelcuser2

Level 2

**RB**

Rose Bush  
excelmuser1

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**Field Description**


<b>Field Name</b>	<b>Description</b>
<b>Rule Type</b>	Transaction rule type for which the approval rule needs to be set up. The transaction rule for corporate user are: <ul style="list-style-type: none"> <li>• Financial</li> <li>• Non Financial</li> <li>• Maintenance</li> <li>• Non Account Financial</li> </ul>
<b>Rule Code</b>	To specify approval rule code.
<b>Rule Description</b>	To specify approval rule description.
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type who initiates the transaction. The options are: <ul style="list-style-type: none"> <li>• User - For creating an approval rule for a single user. A lookup will be provided to search for a specific user</li> <li>• User Group - For creating an approval rule for a User Group</li> <li>• All Users - For creating an approval rule of all the users of the Group Corporate</li> </ul>
<b>User / User Group</b>	Name of the user or user group as initiator. If initiator is selected as User, then all the users belonging to the party will be listed for selection. If initiator is selected as User Group, then all the user groups belonging to the party will be listed for selection. If Initiator is selected as 'All Users', then the rule being created is applicable for all users of Corporate Party.
<b>Transactions</b>	Type of transactions to set the approval rules. Type of transactions depends on the selection of rule type.
<b>Accounts</b>	Type of accounts to set the approval rules. This field appears if you select Financial and Non Financial in the Rule Type field.



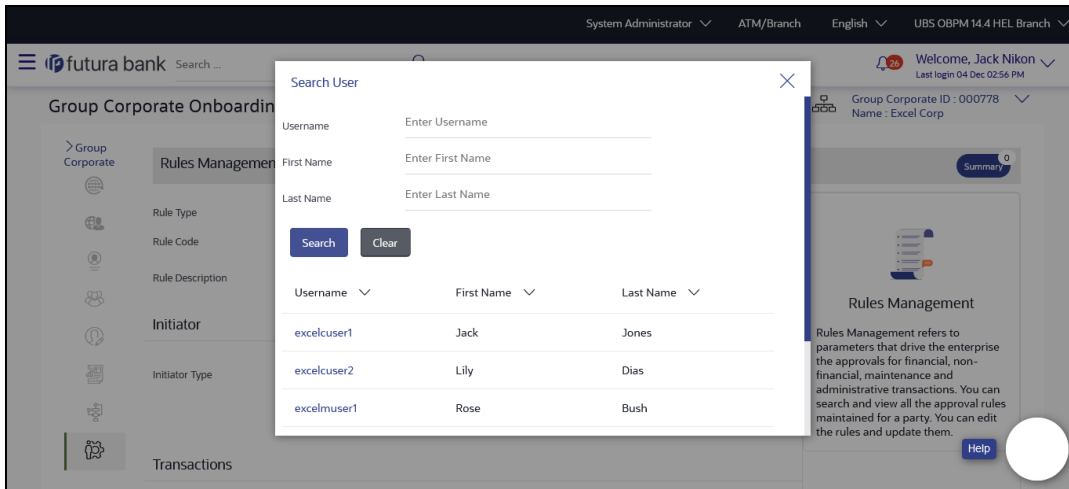
Field Name	Description
<b>Currency</b>	<p>Currency type in which the financial approval rule for a corporate is defined.</p> <p>This field appears if you select <b>Financial</b> and Non Account Financial in the <b>Rule Type</b> field.</p> <hr/> <p>Note:</p> <p>1) Entity's base currency (maintained in system configuration) will be defaulted in the currency field.</p> <p>2) User will be able to select the currency other than the default currency from the currency list.</p> <hr/>
<b>Amount Range</b>	
<b>From Amount/ To Amount</b>	<p>Transactions allowed for the user between the amount range.</p> <p>This field appears if you select Financial and <b>Non Account Financial</b> in the Rule Type field.</p>
<b>Workflow Details</b>	
<b>Approval Required</b>	<p>Option to decide whether approval is required or not for the set condition.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Approval Type</b>	<p>Define the Approval workflow type. Possible value will be</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> </ul> <p>This field is enabled if <b>Yes</b> option is selected in <b>Approval Required</b> field and when workflow preference is set at <b>Rule Level</b> in Group Corporate Profiling setup.</p>
<b>Workflow</b>	<p>Field has description of the approval workflow. All workflows maintained for the party are listed here along with the defined approval level for each of them.</p> <p>This field appears if you select Yes in the Approval Required field.</p> <hr/>

**To create an approval rule for corporate user:**

1. In the **Rule Type** field, select the appropriate transaction rule type.
2. In the **Rule Code** field, enter the code.


3. In the **Rule Description** field, enter the rule name.
4. From the **Initiator Type** field, click appropriate user / user group and select the user/ user group or Select 'All Users'
5. Click  icon to add appropriate user / user group. The **Search User to Copy Mapping** popup appears.

**Approval Rules – Search User**




**Field Description**


Field Name	Description
<b>Search</b>	
<b>User ID</b>	To search the user with the user ID. Partial search is allowed.
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Search Results</b>	
<b>User ID</b>	User ID of the user.
<b>Full Name</b>	Full Name of the user.

- a. From the **User Name / User Groups** list, click & select the user ID.  
OR  
Click  icon to remove user/ user group.

---

**Note:** Click  icon to refresh the detail entered.

---

6. Click **Add** to add the selected user/ user group as a initiator.  
OR  
Click  icon to remove specific initiator.
7. From the **Transaction** list, select the transactions to be mapped to the rule.
8. If you have selected **Financial** option in the **Rule Type** field;
  - a. From the **Accounts** list, select the appropriate account.
  - b. From the **Currency** list, select the appropriate account currency.
9. If you have selected **Financial** and **Non Account Financial** option in the **Rule Type** field;
  - a. In the **Amount Range** section, enter the appropriate amount.
10. In the **Workflow Details** section, select whether approval is required for the mapped transactions.
  - a. If you select **Yes** option,
    - i. In the **Approval Type** field, select approval workflow type.
    - ii. From the **Workflow** list, select the appropriate Workflow.
11. Click **Save** to save approval rule.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.
12. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click on **Add Another** to Add The **Approval Rule**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
13. The success message of saving the created approval rule appears along with the transaction reference number and status.

## **FAQ**

### **Step 1: Group Corporate Profiling**

1. **Can administrator modify Bank role before assigning to Group Corporate?**

No, if the Administrator assigns a Bank role to Group Corporate, all the entitlements available in the selected roles will be assigned at Group Corporate level. Any modification required in the bank roles can be done using Role transaction mapping screen. If in future bank assigns a new transaction access in the bank role (from Role transaction mapping screen), it will automatically be given to the all the Group Corporates having that roles mapped

**2. Is mapping of custom role is mandatory?**

No. Administrator can select and assign the roles available at enterprise level as is, or he can create a custom role as per his requirement for the Group corporate by cloning a role available at Group Corporate level.

Admin will be able to assign a mix of bank roles and custom roles to a Group Corporate.

**3. Are the Customize bank roles will be applicable across the application?**

No, The Customize bank role will be available only for the Group Corporate for which it was created. Any changes done in the bank roles, from which this custom role has been created, will not have any impact on the custom created roles

**4. What is sequential and parallel type of approval flow?**

Under Sequential approval flow, the approval can be done only in the sequence as mentioned in approval workflow. It is "Non-Sequential" type of approval flow, which does not follow any specific sequence. Any user (who is part of the approval flow) from any approval level can pick up the transaction/maintenance and approve it. This will be applicable across Group Corporate

**5. What is the approval currency?**

Approval Currency is the preferred currency for setting up the approval rules.

**6. How can the user define Sequential or Parallel approval flow at the Corporate Level and Rule Level?**

During Group Corporate Profiling setup, the user has an option to select the workflow preference at Corporate Level or Rule Level. If Corporate Level is specified, then the approval flow (Sequential/Parallel/No Approval) can be captured on the same screen. If Rule Level is selected, then the approval flow (Sequential/Parallel) must be specified during rule creation.

**Step 2: Party Account Access**

**1. Is it necessary to setup Party Account Access Management before setting up User Account Access for Group Corporate?**

Yes. For the Group Corporate, the party account access setup must be done before the user level mapping of accounts and transactions

**2. What is the significance of Transactions or Inquiry Group?**

Transaction groups are for the purpose of grouping transactions and maintaining access in Account Access screens.

There will be one factory shipped Transaction group for each module, which will have all transactions and inquiries grouped together. Factory shipped user group cannot be deleted or modified.

A new group can also be created by cloning/copying an existing transaction group. Deletion of custom transaction group will be allowed.

Transaction groups of one Group Corporate will be available for selection only for that Group Corporate

**3. Can we setup Party Account Access for multiple corporate parties associated with Group Corporate in single flow?**

Yes, All the party ID mapped under Group Corporate will be listed in the dropdown. Admin can select one party at a time and setup the party account access for the same. Once he is done he can follow the same flow by selecting another party for Account maintenance before final submission.

OR

He can save the application in draft for further modification.

**4. What is the significance of Auto and Manual option in 'Map Accounts'?**

This feature allows the administrator to configure access policies for accounts and associated transactions, which may get added subsequently in the future.

Auto: Gives access to the newly added accounts and transactions of the party as soon as the account is opened. This option can be selected whenever bank administrator wishes to provide access by default

Manual: Denies the newly added accounts and transactions by default. This is to ensure that access to accounts and transactions is provided only upon receiving specific instructions from corporates

**5. Will Party Account Access – Deletion for a party (Own/Linked) lead to automatic deletion of User Account Access?**

Yes. Deletion of account access for a party will lead to automatic deletion of access for the users of that party.

**Step 3: User Onboarding**

**1. Who can create / update the user at Group Corporate level?**

System administrator and bank administrator can create or edit the users.

**2. Does the application allows admin to create new user by cloning the exiting one?**

Yes. An option to create a new user from by copying an existing user is provided.

If 'Copy' is selected, admin will be able to select an already created user (user created under the same Group Corporate) and screen will be displayed the copied data for all the sections except Personal and Contact information. Admin will be require to fill Personal and Contact information and he can make the changes in the copied data as well.

### **3. Can one assign multiple Application roles to a user?**

Yes, multiple Application roles can be assigned to the user. All the Roles (both Enterprise and Customer) mapped at the Group Corporate level will be available for selection while setting up the user management.

### **4. What is the significance of primary and Accessible parties?**

Corporate users at Group Corporate level will have one primary party and multiple assessable parties for each entity. Show primary party selected on the top will by default as selected under Primary Party for that Entity.

## **Step 4: User Group Maintenance**

### **1. Is the user selection for user group maintenance is depends on the parent party?**

No, user selection is not depend upon the parent corporate party. Application will list down the entire user associated with group corporate for user group creation irrespective of parent party.

### **2. Can a user be the part of multiple user groups created under a Group Corporate?**

Yes, same user can be part of multiple user groups under group corporate. Whereas, User Group would be allowed to create even without adding a single user

### **3. Can I delete an existing user group?**

No, user groups cannot be deleted but can be edited. Administrator can add new users and remove existing users of the user group.

## **Step 5: User Account Access**

### **1. If user is associated with one parent corporate party and multiple accessible parties, then will he be allowed to setup account access for the corporate parties in single flow?**

Yes, All the party ID mapped under Group Corporate and associated with corporate user will be listed in the dropdown.Admin can select one party at a time and setup the user account access for the same .Once he is done he can follow the same flow by selecting another party for user Account maintenance before final submission.

OR

He can save the application in draft for further modification.

**2. Will Party Account Access – Deletion for a party lead to automatic deletion of User Account Access?**

Yes, deletion of account access for a party will lead to automatic deletion of access for the users of that party.

**3. If I remove access of account(s) and transaction(s) for a party, will it lead to automatic access removal for the users of that party?**

Yes, access removal at party level for an account and/or transaction will automatically remove access at user level of the selected party.

**4. Have mapped/edited/deleted user account access for a party but it is not reflecting in the system even after a successful maintenance save message?**

There is a possibility that the maintenance is saved but the status is 'Pending Approval'. For the maintenance, if there is an approval required then the changes will reflect only once the approver(s) approve the submitted request. If the setup does not require an approval workflow or is self / auto approved, then the same will reflect immediately.

**Step 6: User Report Mapping**

**1. What is the significance of user report mapping?**

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

**2. Is the user selection for user report mapping maintenance is depends on the parent party?**

No, user selection is not depend upon the parent corporate party. Application will list down the entire user associated with group corporate for user report mapping irrespective of parent party.

**Step 7: Workflow Management**

**1. Is the user selection for workflow maintenance is depends on the parent party?**

No, user selection is not depend upon the parent corporate party. Application will list down the entire user associated with group corporate for workflow maintenance irrespective of parent party.

**2. What is approval workflow maintenance?**

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level.

**3. How many approval levels can I set up in the system?**

Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow.

**4. Can I get the list of users associated with a group from workflow management screen?**

Yes, list of the users associated with a group can be viewed using workflow management screen.

**Step 8: Approval Rules**

**1. Is the user selection for workflow maintenance is depends on the parent party?**

No, user selection is not depend upon the parent corporate party. Application will list down the entire user associated with group corporate for approval -rules maintenance irrespective of parent party.

**2. How many approval levels can I set up in the system?**

Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow. Whereas, maximum levels of approvals that the user can set is configurable as Day0.

**3. What happens if the transaction is initiated in the currency in which approval rule is not maintained?**

If the rule is not maintained in specific currency, then the application will check the preferred currency selected while setting up the group corporate.

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## 16. Origination Workflow Configuration

Banks across different geographies can have varied requirements with regards to sequence of steps in originations for different products.

Workflow configuration is an administrative maintenance using which the bank administrator can define the sequence of the sections in application form for each of the products as well as for the bundle application.

There will be a default workflow defined in the system as part of Day0 definition for each of the product along with identified set of steps.

You can create and maintain the priority to be assigned to each product category that can be part of a bundled application. This will dictate the sequence of steps within the bundled application form.

Bank administrator will have an option to view the default workflow for each of the products. If the sequence defined for a product does not suit the bank requirements, the administrator can opt to create a custom workflow by re-arranging the steps.

Bank administrator also will have a choice to decide on the workflow to be applied for products i.e. default / custom.

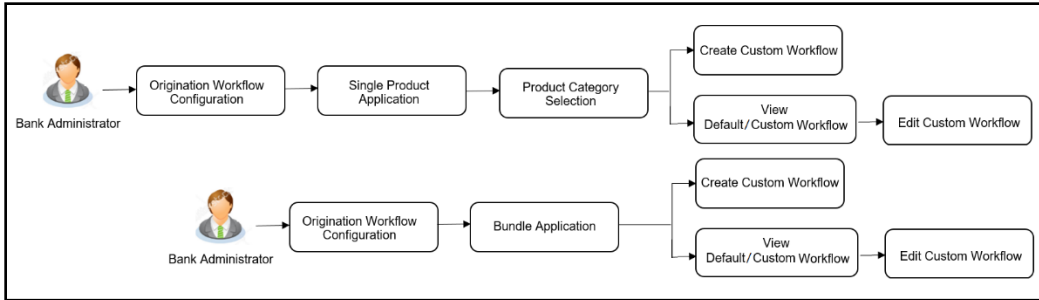
### Prerequisites

- Transaction access is provided to Bank Administrator
- Default Workflow with set of steps applicable for each product category is defined in the system

### Features supported in application

Workflow configuration allows Bank Administrator to:

- **Single Product Application**
  - View Default Workflow
  - View Custom Workflow
  - Create Custom Workflow
  - Edit Custom Workflow
- **Bundle Application**
  - View Default Workflow
  - View Custom Workflow
  - Create Custom Workflow
  - Edit Custom Workflow



**How to reach here:**

*System/ Bank Administrator Dashboard > Toggle Menu > Others > Origination Workflow Configuration*

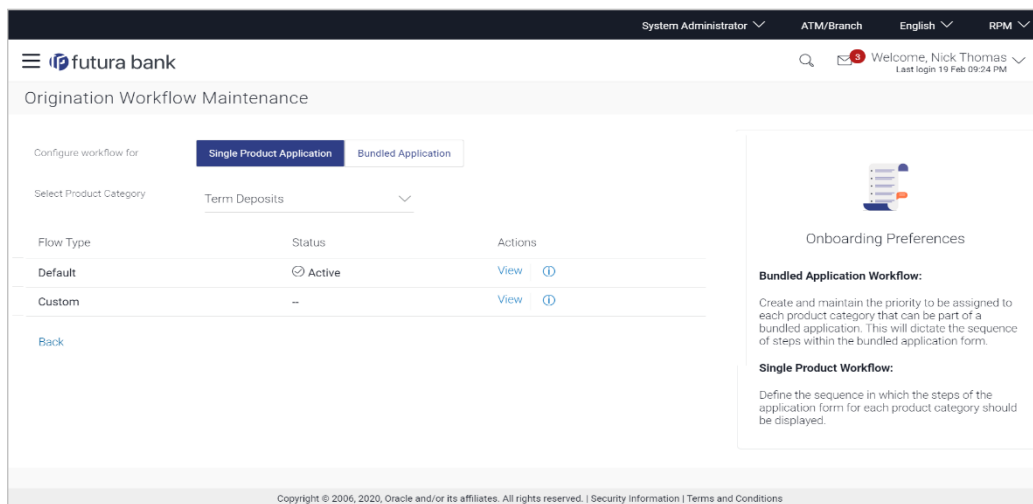
## 16.1 Search Workflow

Using this option Bank Administrator can view the workflow defined for the single as well as for bundle application

**To search the origination workflow:**

- In the **Configure workflow for** field, click the desired product application tab. The **Flow Type, Status** and **Actions** column appears for the selected product application.

**Origination Workflow Configuration**



## Field Description

Field Name	Description
<b>Configure workflow for</b>	<p>Select the desired product application for which the workflow needs to be viewed or custom workflow is to be defined.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Single Product Application</li> <li>• Bundle Application</li> </ul>
<b>Select Product Category</b>	<p>Select the product category name for which the workflow needs to be viewed or configured. The list will be populated based on the Day 0 configurations done in the application.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Savings Account</li> <li>• Checking Account</li> <li>• Term Deposits</li> <li>• Credit Card</li> <li>• Auto Loan</li> <li>• Personal Loan</li> <li>• Home Loan</li> <li>• Education Loan</li> </ul> <p>This field is appears only if the <b>Single Product Application</b> tab is selected in the <b>Configure workflow for</b> field.</p>
<b>Flow Type</b>	<p>Displays the available flow types for the product are displayed.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Default</li> <li>• Custom</li> </ul>
<b>Status</b>	<p>Indicates the status against the flow type i.e. whether the default or the custom flow is active / inactive. At any point in time, either the default or the custom flow type for a product can remain in active state.</p>

Field Name	Description
<b>Actions</b>	<p>Displays the available action buttons against each of the Flow Type.</p> <p>The action button can be:</p> <ul style="list-style-type: none"> <li>• View: Click to view the workflow details and activate it for the selected product.</li> <li>• Create: Click to define new custom workflow for the selected product.</li> </ul> <p>This option will be available only if there is no custom workflow defined for the selected product. Once the custom workflow is created, administrator can view or edit the custom workflow.</p>

6. In the **Actions** column, click **View** to view the default/ custom workflow details and activate it for selected product.  
OR  
Click **Create** to create a new custom workflow (Link is enabled only if no workflow is created for selected product).  
OR  
Click **Back** to navigate to the previous screen.

## 16.2 Single Product Application

Using this option, Bank administrator can view the sequence in which the origination steps will be presented as a part of the default workflow to the end customer when an application is initiated for the product available under the selected product category.

Administrator can further define the custom workflow for each product category if required.

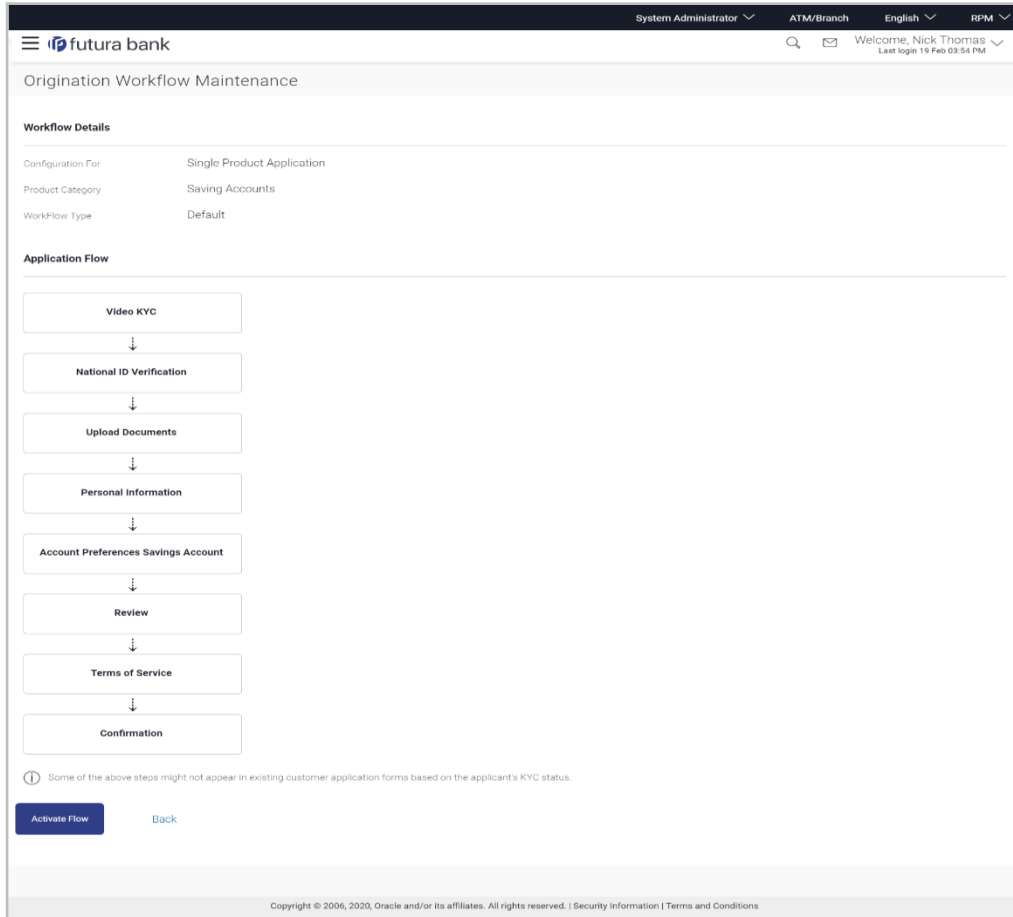
### 16.2.1 View Default Workflow

Using this option Bank Administrator can view the default workflow for the selected product.

**To view the product application workflow:**

1. In the **Configure workflow for** field, click the **Single Product Application** tab. The **Flow Type, Status** and **Actions** column appears for the selected product application.
  - b. From the **Select Product Category** list, select the desired product category. The **Flow Type, Status** and **Actions** column appears for selected product category.
  - c. In the **Action** column against the default workflow, click **View**. The **Origination Workflow Configuration - View** screen appears.

**Origination Workflow Configuration - View**



## Field Description

Field Name	Description
<b>Workflow Details</b>	
<b>Configuration for</b>	Displays the type of application for which the workflow is configured.
<b>Product Category</b>	Displays the product name as selected in the previous screen.
<b>Flow Type</b>	<p>The flow type for the product against which the action of view is selected is displayed.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Default</li> </ul>
<b>Application Flow</b>	

Field Name	Description
<b>Application Flow</b>	Default application workflow steps defined for the selected product category is shown on the screen. It shows the sequence in which the information will be asked to the end user as a part of product application.

2. Click **Activate Flow** to make workflow active. The **Activate Flow** popup window appears.
  - a. Click **Yes** to activate the flow. The success message of workflow activation appears.  
OR  
Click **No** to cancel the transaction.

OR

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

### 16.2.2 Create Custom Workflow

Using this option, bank administrator can choose to create the new application workflow if required for specific product category. User can simply drag and drop the steps to change the sequence.

Administrator can even see and compare the custom workflow with the default workflow set for the selected product category and make the changes accordingly. Further user can choose to delete the specific step if required which is configured as an 'optional' step. The custom workflow is automatically activated upon creation.

However, all the steps configured as a product origination workflow will be shown to the end user based on the type of the customer who is initiating an application. E.g. for Guest user, the sequence of the steps defined in workflow will remain same, but for an existing customer having valid KYC in place will not be asked for furnishing the personal, employment information and even for providing the documents again if already present in bank's records.

Sequence configured as a part of custom workflow will have an impact on flows defined for bundled application.

#### To create the product application workflow:

3. In the **Configure workflow for** field, click the **Single Product Application** tab. The Flow Type, Status and Actions column appears for the selected product application.
4. In the **Actions** column, click **Create** to create a new workflow (Link is enabled only if no workflow is created for selected product). The **Origination Workflow Configuration - Create** screen appears.  
The steps as defined in the default workflow will be displayed with an option to rearrange the steps in the order as required. At any point in time, the user will have an option to view the default workflow.

#### Origination Workflow Configuration - Create Custom Flow

System Administrator ▼
ATM/Branch
English ▼
RPM ▼

Welcome, Nick Thomas ▼  
Last login 19 Feb 03:54 PM

### Origination Workflow Maintenance

**Workflow Details**

Configuration For	Single Product Application
Product Category	Term Deposits
WorkFlow Type	Custom

**Application Flow**

**Default Flow**

```

graph TD
    A[Video KYC] --> B[National ID Verification]
    B --> C[Upload Documents]
    C --> D[Personal Information]
    D --> E[Term Deposit Details]
    E --> F[Review]
    F --> G[Terms of Service]
    G --> H[Confirmation]
            
```

**Custom Flow** (You can drag and drop cards marked with \*\*\* to define a custom flow.)

```

graph TD
    A["*** Video KYC  
(Optional Step)"] --> B["*** National ID Verification  
(Optional Step)"]
    B --> C["*** Upload Documents  
(Optional Step)"]
    C --> D["*** Personal Information"]
    D --> E["*** Term Deposit Details"]
    E --> F[Review]
    F --> G[Terms of Service]
    G --> H[Confirmation]
            
```

i Changes made to this application flow will have a resulting impact on bundled application flows.

i Some of the above steps might not appear in existing customer application forms based on the applicant's KYC status.

i This workflow will be automatically activated upon creation.


Submit
Cancel
Back

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## Field Description

Field Name	Description
<b>Workflow Details</b>	
<b>Configuration for</b>	Displays the type of application for which the workflow is configured.
<b>Product Category</b>	Displays the product name as selected in the previous screen.
<b>Flow Type</b>	<p>The flow type for the product against which the action of view is selected is displayed.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Custom</li> </ul>
<b>Application Flow</b>	
<b>Default Flow</b>	Default application workflow defined for the selected product category is displayed on the screen It shows the sequence in which the information will be asked to the end user as a part of product application.
<b>Custom Flow</b>	Displays the customized application workflow for the selected product. Drag and drop blocks to customize application workflow. User is allowed only to change the sequence of the steps or to delete the optional steps. However user will not be allowed to change the sequence of few steps which are placed logically e.g. Review, Confirmation etc.

5. Click the cards marked with  icon and drop to the area where it needs to be placed in workflow.

---

**Note:** You can  icon to remove the step from the application flow if not required.

---

6. Click **Submit** to save the transaction.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message of workflow creation appears along with the transaction reference number and status of transaction. The workflow is automatically activated upon creation. Click **OK** to complete the transaction.

### 16.2.3 View Custom Workflow

Using this option Bank Administrator can view the custom application workflow created for the selected product category.

**To view the product application workflow:**

9. In the **Configure workflow for** field, click the **Single Product Application** tab. The Flow Type, Status and Actions column appears for the selected product application.
  - a. From the **Select Product Category** list, select the desired product category. The Flow Type, Status and Actions column appears for selected product category.
  - b. In the **Action** column against the **Custom** workflow, click **View**. The **Origination Workflow Configuration - View** screen appears.

#### Origination Workflow Configuration - View

The screenshot displays the 'Origination Workflow Configuration - View' interface. At the top, the user is logged in as 'System Administrator' with roles 'ATM/Branch', 'English', and 'RPM'. The page title is 'Origination Workflow Maintenance'. Under 'Workflow Details', the configuration is for 'Single Product Application', 'Term Deposits', and 'Custom' workflow type. The 'Application Flow' section shows a vertical sequence of steps: Video KYC, National ID Verification, Term Deposit Details, Upload Documents, Personal Information, Review, Terms of Service, and Confirmation. A note indicates that some steps may not appear based on the applicant's KYC status. At the bottom, there are buttons for 'Activate Flow', 'Edit', and 'Back'.

## Field Description

Field Name	Description
<b>Workflow Details</b>	
<b>Configuration for</b>	Displays the type of application for which the workflow is configured.
<b>Product Category</b>	Displays the product name as selected in the previous screen.
<b>Flow Type</b>	<p>The flow type for the product against which the action of view is selected is displayed.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Custom</li> </ul>
<b>Application Flow (Custom)</b>	
<b>Application Flow</b>	Custom application workflow configured by the bank administrator for the selected product category is displayed on the screen. It shows the sequence in which the information will be asked to the end user as a part of product application.

10. Click **Activate Flow** to make workflow active. The **Activate Flow** popup window appears.
- b. Click **Yes** to activate the flow. The success message of workflow activation appears.  
OR  
Click **No** to cancel the transaction.
- OR
- Click **Edit** to edit the workflow configuration. The **Origination Workflow Configuration - Edit** screen appears.  
OR
- Click **Back** to navigate to the previous screen.

### 16.2.4 Edit Custom Workflow

If the custom workflow defined for a product category does not suit the business needs, then bank administrator can edit the defined custom workflow by re-configuring the sequence of the steps in workflow. To edit custom workflow, bank administrator will need to follow the steps mentioned below.

As a part of editing a workflow, administrator can even see and compare the custom workflow with the default workflow set for the selected product category and make the changes accordingly. Administrator can further choose to delete the specific step if required which is configured as an 'optional' step.

**To edit the product application workflow:**

11. In the **Configure workflow for** field, click the **Single Product Application** tab. The Flow Type, Status and Actions column appears for the selected product application.
  - a. From the **Select Product Category** list, select the desired product category. The Flow Type, Status and Actions column appears for selected product category.
  - b. In the **Action** column against the **Custom** workflow, click **View**. The **Origination Workflow Configuration - View** screen appears.
12. Click **Edit** to edit the workflow configuration. The **Origination Workflow Configuration - Edit** screen appears.

**Origination Workflow Configuration - Edit**

The screenshot displays the 'Origination Workflow Configuration - Edit' interface. At the top, it shows the user's role as 'System Administrator' and the current branch as 'ATM/Branch'. The page title is 'Origination Workflow Maintenance'. Under 'Workflow Details', the configuration is set for 'Single Product Application' (Term Deposits, Custom Workflow Type). The 'Application Flow' section shows two flow diagrams: 'Default Flow' and 'Custom Flow'. The 'Custom Flow' diagram allows for editing, with the first three steps ('Video KYC', 'National ID Verification', 'Upload Documents') marked as optional. Below the diagrams, there are three informational notes and three buttons: 'Submit', 'Cancel', and 'Back'.

**Workflow Details**

Configuration For: Single Product Application  
 Product Category: Term Deposits  
 WorkFlow Type: Custom

**Application Flow**

Default Flow

Custom Flow (You can drag and drop cards marked with \*\*\* to define a custom flow)

\*\*\* Video KYC (Optional Step) [Trash Icon]

\*\*\* National ID Verification (Optional Step) [Trash Icon]

\*\*\* Upload Documents (Optional Step) [Trash Icon]

Personal Information

Term Deposit Details

Review

Terms of Service

Confirmation

① Changes made to this application flow will have a resulting impact on bundled application flows.

① Some of the above steps might not appear in existing customer application forms based on the applicant's KYC status.


① This workflow will be automatically activated upon creation.

Submit Cancel Back


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## Field Description

Field Name	Description
<b>Workflow Details</b>	
<b>Configuration for</b>	Displays the type of application for which the workflow is configured.
<b>Product Category</b>	Displays the product name as selected in the previous screen.
<b>Flow Type</b>	<p>The flow type for the product against which the action of view is selected is displayed.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Custom</li> </ul>
<b>Application Flow</b>	
<b>Default Flow</b>	Default application workflow defined for the selected product category is displayed on the screen. It shows the sequence in which the information will be asked to the end user as a part of product application.
<b>Custom Flow</b>	Customized application workflow for the selected product. Drag and drop blocks to customize application workflow. User is allowed only to change the sequence of the steps or to delete the optional steps. However, user will not be allowed to change the sequence of few steps which are placed logically e.g. Review, Confirmation etc.

13. Click the cards marked with  icon and drop to the area where it needs to be placed in workflow.

---

**Note:** You can  icon to remove the step from the application flow if not required. This icon will be shown only besides the steps configured as an optional step.

---

14. Click **Submit** to save the transaction.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate to the previous screen.
15. The **Review** screen appears. Verify the details, and click **Confirm**.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate to the previous screen.
16. The success message of workflow updation appears along with the transaction reference number and status of transaction.  
 Click **OK** to complete the transaction.

## 16.3 Bundle Application

Using this option Bank Administrator can create and maintain the priority to be assigned to each product category that can be part of a bundled application. This will dictate the sequence of steps within the bundled application form.

Based on the product category sequence, the workflows defined at the 'Single product application' are considered for auto-generating the workflow for a bundled application. When the bundled application is initiated by the end-user, common steps across the different products, will be asked only once to the end-user. However, uncommon steps will be sequenced based on the priority set as a part of bundled application only for the products selected by the customer in the bundle. Example:

Assume, the following is the workflow defined at each product category (defined using Single Product Application – custom flow) and the priority set against each product category (Defined using Bundled application – custom flow)

<b>Checking Account (Priority set in bundled application workflow - 1)</b>	<b>Personal Loan (Priority set in bundled application workflow - 2)</b>	<b>Auto Loan (Priority set in bundled application workflow - 3)</b>
Upload Documents	Upload Documents	Upload Documents
Personal Information	Financial Profile	Home Loan Requirements
Account Preferences	Personal Loan Requirements	Personal Information
Review	Personal Information	Financial Profile
Terms of Service	Employment Information	Employment Information
Confirmation	Review	Review
	Terms of Service	Terms of Service
	Confirmation	Confirmation

Now assume that the guest user is applying for a bundled application consisting of one product from all the above three product categories from the digital platform. In this scenario, the sequence in which the information asked as a part of the application will be as follows:

17. Upload Documents
18. Personal Information
19. Account Preferences
20. Financial Profile
21. Personal Loan Requirements
22. Employment Information

- 23. Home Loan Requirements
- 24. Review
- 25. Terms of Service
- 26. Confirmation

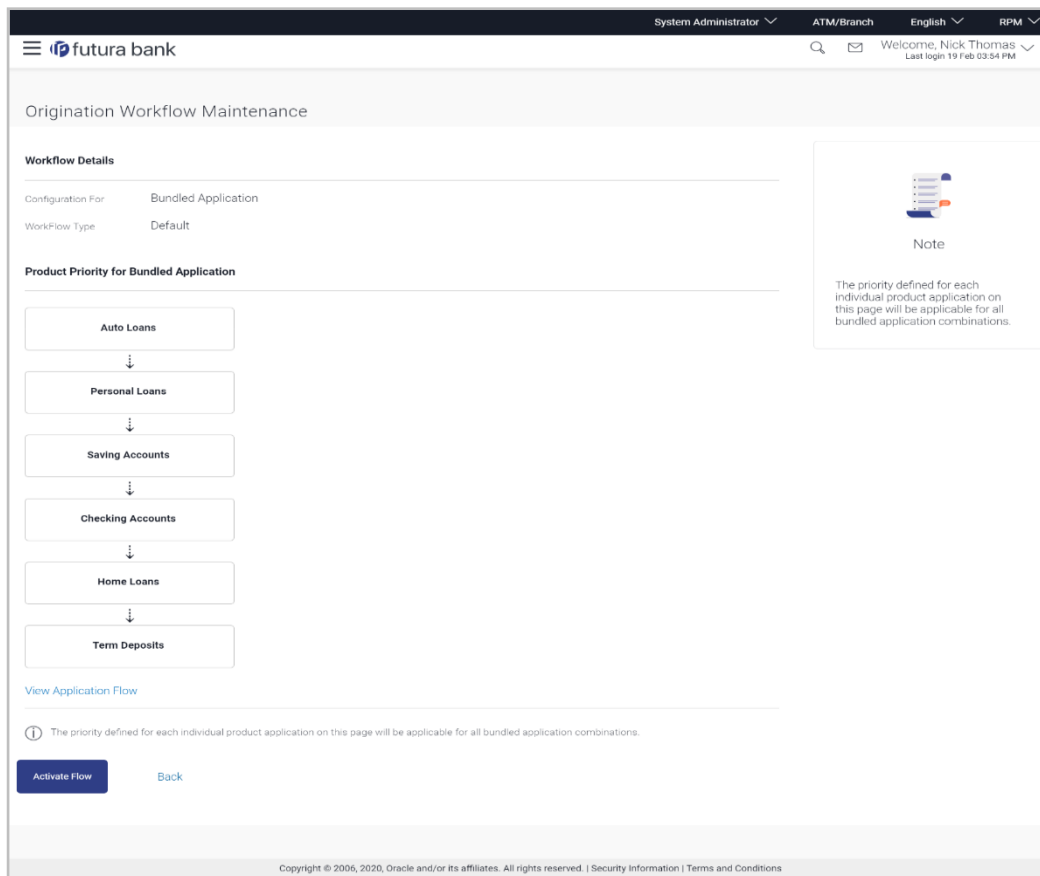
### 16.3.1 View Default Workflow

Using this option Bank Administrator can view the default workflow for the bundle application product. Bank Administrator can view the priority assigned to each product category that can be part of a bundled application. Apart from this, an option is provided to see the sequence of steps in which the information will be asked to the end customer in case of bundled application.

**To view the bundle application workflow:**

- 27. In the **Configure workflow for** field, click the **Bundle Application** tab. The Flow Type, Status and Actions column appears for the selected bundle product application.
  - a. In the **Action** column against the default workflow, click **View**. The **Origination Workflow Configuration - View** screen appears.

#### Origination Workflow Configuration - View



## Field Description

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

### Workflow Details

**Configuration for** Displays the type of application for which the workflow is configured.

**Flow Type** The flow type for the bundle product against which the action of view is selected is displayed.

The options are:

- Default

### Product Priority for Bundled Application

**Product Category** Displays the default bundle application flow which includes product categories priority offered by the bank.

**View Application Flow** Click on the link to view the product categories and application stages flow in bundle application.

Bank administrator can select any 2 or more product categories (maximum allowed in the bundle is 3 products) to view the default application workflow if those products which are selected in a bundle.

28. Click on the **View Application Flow** link to view the product categories and application stages flow in bundle application. The **Default Application Flow** overlay screen appears.
  - c. By selecting checkbox in product categories and add the product categories to view the same Application Flow.
  - d. Click **OK**.

---

**Note:** You can add maximum of three Product Categories to view the resulting Application Flow.

---



## Default Application Flow

futura bank

Default Application Flow ✕

Select a maximum of three Product Categories to view the resulting Application Flow

Saving Accounts

Checking Accounts

Auto Loans

Personal Loans

Term Deposits

Home Loans

**Application Flow**

Default Flow

Video KYC

↓

National ID Verification

↓

Upload Documents

↓

Financial Profile

↓

Loan Requirements (Auto Loan)

↓

Disbursement and Repayment (Auto Loan)

↓

Personal Information

↓

Employment Information

↓

Account Preferences (Savings Account)

↓

Account Preferences (Checking Account)

↓

Loan Requirements (Personal Loan)

↓

Review

↓

Terms of Service

↓

Confirmation

ⓘ The priority defined for each individual product application on this page will be

ⓘ Steps Personal Information and Review will not be part of the existing customer application form.

ⓘ The application flow being displayed here is conditional to change based on changes made to workflow of individual product applications.

OK

Help

## Field Description

Field Name	Description
<b>Select Product Categories to see Application Flow</b>	<p>Displays the product categories offered by the bank in card form.</p> <p>User can select the product categories to view how the workflow will look like if these products are selected by the customer in the bundled application. User will be allowed to select maximum of 3 product categories.</p>
<b>Application Flow</b>	Displays the default application flow for the bundle application.

29. Click **Activate Flow** to make workflow active. The **Activate Flow** popup window appears.

- e. Click **Yes** to activate the flow. The success message of workflow activation appears.  
OR  
Click **No** to cancel the transaction.

OR

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

### 16.3.2 Create Custom Workflow

Using this option, bank administrator can create the new application workflow for bundle application. The workflow will be automatically activated upon creation.

**To create the bundle application workflow:**

30. In the **Configure workflow for** field, click the **Bundle Application** tab. The Flow Type, Status and Actions column appears for the selected bundle product application.
31. In the **Actions** column, click **Create** to create a new workflow (Link is enabled only if no workflow is created for selected product). The **Origination Workflow Configuration - Create** screen appears.  
 The product categories listed can be added/ removed from the default list. The steps as defined in the default workflow will be displayed with an option to rearrange the steps in the order as required. At any point in time, the user will have an option to view the default workflow.

#### Origination Workflow Configuration - Create

The screenshot displays the 'Origination Workflow Configuration - Create' screen. At the top, the user is identified as 'System Administrator' with a search bar and user profile 'Welcome, Nick Thomas'. The page title is 'Origination Workflow Maintenance'. Under 'Workflow Details', the configuration is for a 'Bundled Application' with a 'Custom' workflow type. The 'Product Priority for Bundled Application' section shows two columns: 'Default Flow' and 'Custom Flow'. The 'Default Flow' column lists product categories in a vertical sequence: Auto Loans, Personal Loans, Saving Accounts, Checking Accounts, Credit Cards, Home Loans, and Term Deposits. The 'Custom Flow' column shows the same categories, each with a three-dot menu icon to its left, indicating they can be rearranged. A 'Note' box on the right states: 'The priority defined for each individual product application on this page will be applicable for all bundled application combinations.' At the bottom, there are 'Submit', 'Cancel', and 'Back' buttons, and a footer with copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

Field Name	Description
<b>Workflow Details</b>	
<b>Configuration for</b>	Displays the type of application for which the workflow is configured.
<b>Flow Type</b>	<p>The flow type for the product against which the action of view is selected is displayed.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Custom</li> </ul>
<b>Product Priority for Bundled Application</b>	
<b>Default Flow</b>	<p>Displays the default bundle application flow which includes product categories priority offered by the bank.</p> <p>The default flow is:</p> <ul style="list-style-type: none"> <li>• Auto Loan</li> <li>• Personal Loan</li> <li>• Savings Account</li> <li>• Checking Account</li> <li>• Credit Card</li> <li>• Home Loan</li> <li>• Term Deposit</li> </ul>
<b>Custom Flow</b>	Customized the bundle application flow which includes product categories priority offered by the bank. Drag and drop product category blocks to customize bundle application workflow.
<b>View Application Flow</b>	Click on the link to select the product categories whose application flow you wish to configure.

- 
32. Click on the **View Application Flow** link to select the product categories and application stages flow in bundle application. The **Proposed Application Flow** overlay screen appears.

### Proposed Application Flow

futura bank
Proposed Application Flow ✕

Select a maximum of three Product Categories to view the resulting Application Flow

Saving Accounts

Checking Accounts

Auto Loans

Personal Loans

Term Deposits

Home Loans

**Application Flow**

Default Flow

```

graph TD
    A[Video KYC] --> B[National ID Verification]
    B --> C[Upload Documents]
    C --> D[Financial Profile]
    D --> E[Loan Requirements (Auto Loan)]
    E --> F[Disbursement and Repayment (Auto Loan)]
    F --> G[Personal Information]
    G --> H[Employment Information]
    H --> I[Account Preferences (Savings Account)]
    I --> J[Review]
    J --> K[Terms of Service]
    K --> L[Confirmation]
            
```

Custom Flow

```

graph TD
    A[Video KYC] --> B[National ID Verification]
    B --> C[Upload Documents]
    C --> D[Financial Profile]
    D --> E[Loan Requirements (Auto Loan)]
    E --> F[Disbursement and Repayment (Auto Loan)]
    F --> G[Personal Information]
    G --> H[Employment Information]
    H --> I[Account Preferences (Savings Account)]
    I --> J[Review]
    J --> K[Terms of Service]
    K --> L[Confirmation]
            
```

1 Steps Personal Information and Review will not be part of the existing customer application form.

1 The application flow being displayed here is conditional to change based on changes made to workflow of individual product applications.

OK

View Application Flow

i This workflow will be automatically activated upon creation.


Submit
Cancel
Back

Copyright © 2006, 2020, Ora

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## Field Description

Field Name	Description
<b>Select Product Categories to see Application Flow</b>	Displays the product categories offered by the bank in card form. Select the product categories for the bundle application.
<b>Application Flow</b>	Displays the default and custom application flow for the bundle application.  Bank administrator can select any 2 or more product categories (maximum allowed in the bundle is 3 products) to view the default application workflow if those products which are selected in a bundle.

- f. In the **Select Product Categories to see Application Flow** field, select the checkbox against the product category card which you wish to add in Bundle application, and whose application workflow to configured.
  - g. Click **OK** to add the product categories to bundle application.
33. Click the cards marked with  icon and drop to the area where it needs to be placed in workflow.
  34. Click **Submit** to save the transaction.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  35. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  36. The success message of workflow creation appears along with the transaction reference number and status of transaction. The workflow will be automatically activated upon creation.  
Click **OK** to complete the transaction.

### 16.3.3 View Custom Workflow

Similarly Bank Administrator can view the bundle application workflow created by them.

#### To view the bundle application workflow:

37. In the **Configure workflow for** field, click the **Bundle Application** tab. The Flow Type, Status and Actions column appears for the selected bundle product application.
  - h. In the **Action** column against the **Custom** workflow, click **View** . The **Origination Workflow Configuration - View** screen appears.

## Origination Workflow Configuration - View

The screenshot displays the 'Origination Workflow Maintenance' interface. At the top, the user is identified as 'System Administrator' with a search icon, a mail icon, and a welcome message for 'Nick Thomas' with a last login time of '19 Feb 03:54 PM'. The page title is 'Origination Workflow Maintenance'. Under 'Workflow Details', the configuration is for a 'Bundled Application' with a 'Custom' workflow type. The 'Product Priority for Bundled Application' section shows a vertical stack of product categories: Auto Loans, Saving Accounts, Checking Accounts, Term Deposits, Home Loans, and Personal Loans, each with a downward arrow. A 'Note' box on the right states: 'The priority defined for each individual product application on this page will be applicable for all bundled application combinations.' At the bottom, there are three buttons: 'Activate Flow', 'Edit', and 'Back'. A footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

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

#### Workflow Details

<b>Configuration for</b>	Displays the type of application for which the workflow is configured.
--------------------------	--

<b>Flow Type</b>	The flow type for the bundle product against which the action of view is selected is displayed.
------------------	---

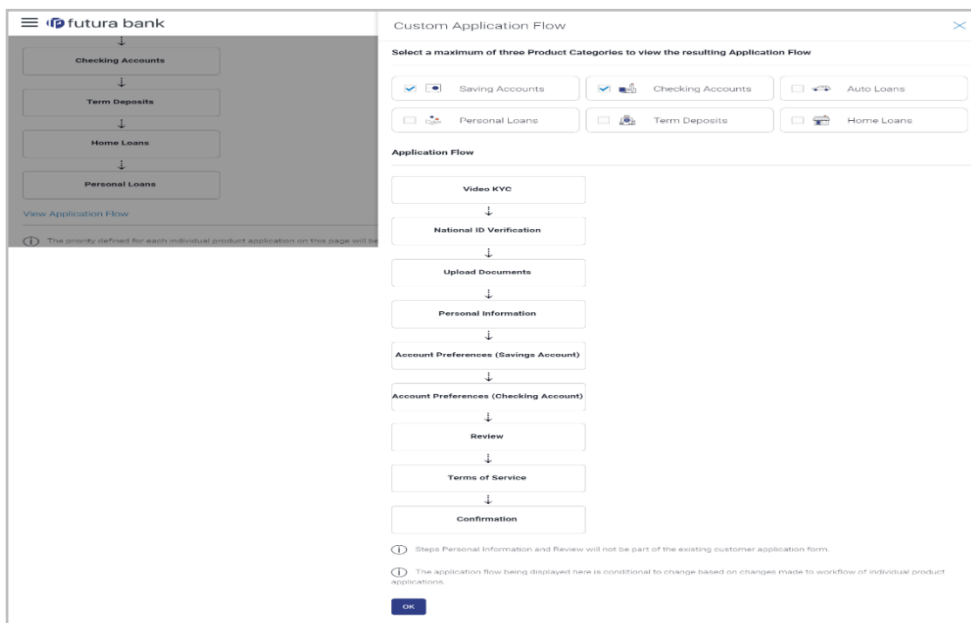
The options are:

- Custom

Field Name	Description
<b>Product Priority for Bundled Application</b>	
<b>Product Category</b>	<p>Displays the custom bundle application flow which includes product categories priority offered by the bank.</p> <p>The default flow is:</p> <ul style="list-style-type: none"> <li>• Auto Loan</li> <li>• Personal Loan</li> <li>• Savings Account</li> <li>• Checking Account</li> <li>• Credit Card</li> <li>• Home Loan</li> <li>• Term Deposit</li> </ul>
<b>View Application Flow</b>	<p>Click on the link to select the product categories and application stages flow in bundle application.</p> <p>Bank administrator can select any 2 or more product categories (maximum allowed in the bundle is 3 products) to view the default application workflow if those products which are selected in a bundle.</p>

38. Click on the **View Application Flow** link to select the product categories and application stages flow in bundle application. The **Custom Application Flow** overlay screen appears.

**Custom Application Flow**





**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Select Product Categories to see Application Flow</b>	<p>Displays the product categories offered by the bank in card form. Select/ deselect the product categories for the bundle application.</p> <p>User can select the product categories to view how the workflow will look like if these products are selected by the customer in the bundled application. User will be allowed to select maximum of 3 product categories.</p>
<b>Application Flow</b>	<p>Displays the default application flow for the bundle application.</p> <p>Bank administrator can select any 2 or more product categories (maximum allowed in the bundle is 3 products) to view the default application workflow if those products which are selected in a bundle.</p>

- i. In the **Select Product Categories to see Application Flow** field, select/ deselect the checkbox against the product category card which you wish to add/ remove in Bundle application, and whose application workflow to configure.
- j. Click **OK** to add the product categories to bundle application.

---

Note: You can add maximum of three Product Categories to view the resulting Application Flow.

---

39. Click **Activate Flow** to make workflow active. The **Activate Flow** popup window appears.

- k. Click **Yes** to activate the flow. The success message of workflow activation appears.  
OR  
Click **No** to cancel the transaction.  
OR

Click **Edit** to edit the workflow configuration. The **Origination Workflow Configuration - Edit** screen appears.

- OR  
Click **Back** to navigate to the previous screen.

### 16.3.4 Edit Custom Workflow

If the custom workflow defined for a product does not suit the business needs, then bank administrator can edit the defined custom workflow To edit custom workflow, bank administrator will need to follow the steps mentioned below.

**To edit the bundle application workflow:**

40. In the **Configure workflow for** field, click the **Bundle Application** tab. The Flow Type, Status and Actions column appears for the selected bundle product application.
  - I. In the **Action** column against the **Custom** workflow, click **View**. The **Origination Workflow Configuration - View** screen appears.
41. Click **Edit** to edit the workflow configuration. The **Origination Workflow Configuration - Edit** screen appears.

**Origination Workflow Configuration - Edit**

The screenshot displays the 'Origination Workflow Configuration - Edit' interface. At the top, the user is logged in as 'System Administrator' at 'ATM/Branch' in 'English' with 'RPM' permissions. The page title is 'Origination Workflow Maintenance'. Under 'Workflow Details', it shows 'Configuration For: Bundled Application' and 'WorkFlow Type: Custom'. A 'Product Priority for Bundled Application' section contains two flow diagrams. The 'Default Flow' is a vertical sequence of steps: Auto Loans, Personal Loans, Saving Accounts, Checking Accounts, Credit Cards, Home Loans, and Term Deposits. The 'Custom Flow' is a similar sequence but with three empty boxes at the top, each containing three dots, indicating they are draggable. A 'Note' box on the right states: 'The priority defined for each individual product application on this page will be applicable for all bundled application combinations.' At the bottom, there are 'Submit', 'Cancel', and 'Back' buttons, and a footer with copyright information.

## Field Description

Field Name	Description
<b>Workflow Details</b>	
<b>Configuration for</b>	Displays the type of application for which the workflow is configured.
<b>Flow Type</b>	<p>The flow type for the product against which the action of view is selected is displayed.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Custom</li> </ul>
<b>Product Priority for Bundled Application</b>	
<b>Default Flow</b>	<p>Displays the default bundle application flow which includes product categories priority offered by the bank.</p> <p>The default flow is:</p> <ul style="list-style-type: none"> <li>• Auto Loan</li> <li>• Personal Loan</li> <li>• Savings Account</li> <li>• Checking Account</li> <li>• Credit Card</li> <li>• Home Loan</li> <li>• Term Deposit</li> </ul>
<b>Custom Flow</b>	Customized application workflow for the selected product. Drag and drop blocks to customize application workflow. User is allowed only to change the sequence of the steps or to delete the optional steps. However user will not be allowed to change the sequence of few steps which are placed logically e.g. Review, Confirmation etc.
<b>View Application Flow</b>	<p>Click on the link to select the product categories whose application flow you wish to configure.</p> <p>Bank administrator can select any 2 or more product categories (maximum allowed in the bundle is 3 products) to view the default application workflow if those products which are selected in a bundle.</p>

42. Click on the **View Application Flow** link to select the product categories and application stages flow in bundle application. The **Proposed Application Flow** overlay screen appears.

### Proposed Application Flow

futura bank
Proposed Application Flow ✕

Select a maximum of three Product Categories to view the resulting Application Flow

Saving Accounts

Checking Accounts

Auto Loans

Personal Loans

Term Deposits

Home Loans

**Application Flow**

Default Flow

Video KYC

↓

National ID Verification

↓

Upload Documents

↓

Financial Profile

↓

Loan Requirements (Auto Loan)

↓

Disbursement and Repayment (Auto Loan)

↓

Personal Information

↓

Employment Information

↓

Account Preferences (Savings Account)

↓

Review

↓

Terms of Service

↓

Confirmation

Custom Flow

Video KYC

↓

National ID Verification

↓

Upload Documents

↓

Financial Profile

↓

Loan Requirements (Auto Loan)

↓

Disbursement and Repayment (Auto Loan)

↓

Personal Information

↓

Employment Information

↓

Account Preferences (Savings Account)

↓

Review

↓

Terms of Service

↓

Confirmation


ⓘ Steps Personal Information and Review will not be part of the existing customer application form.

ⓘ The application flow being displayed here is conditional to change based on changes made to workflow of individual product applications.

OK

## Field Description

Field Name	Description
<b>Select Product Categories to see Application Flow</b>	<p>Displays the product categories offered by the bank in card form. Select / deselect the product categories for the bundle application.</p> <p>User can select the product categories to view how the workflow will look like if these products are selected by the customer in the bundled application. User will be allowed to select maximum of 3 product categories.</p>
<b>Application Flow</b>	<p>Displays the default and custom application flow for the bundle application.</p> <p>Bank administrator can select any 2 or more product categories (maximum allowed in the bundle is 3 products) to view the default application workflow if those products which are selected in a bundle</p>

- m. In the **Select Product Categories to see Application Flow** field, select/ deselect the checkbox against the product category card which you wish to add /remove in Bundle application, and whose application workflow to configured.
  - n. Click **OK** to add the product categories to bundle application.
43. Click the cards marked with  icon and drop to the area where it needs to be placed in workflow.
  44. Click **Submit** to save the transaction.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  45. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  46. The success message of workflow updation appears along with the transaction reference number and status of transaction.  
Click **OK** to complete the transaction.

## **FAQ**

**6. Do I have to activate the custom flow once created?**

No, custom flow gets auto activated upon creation.

**7. Is it mandatory to create custom workflow?**

No, bank can use default workflows if no changes are required in the flow.

**8. What will be the expected system behaviour when the specific step is configured as an optional step?**

If the step is configured as an optional step, user can choose to skip that step while filling the application form.

**9. Can I delete the optional step from the workflow?**

Yes, once you delete the optional step, end user will not be shown that step as part application origination

**10. What will happen to the applications which are in draft status with the old origination workflow?**

The application will be processed as per the new workflow defined by the banker. The information which is already filled by the customer will be pre-populated. In addition, user will be asked to provide the information if any as per the newly configured workflow.

**11. How many custom flows can I create per product category?**

Banker would be allowed to create only one custom flow. Modifications can be made in the custom flow at the later stage as per the bank's requirement.

**12. Can I configure the workflows at the product level available under each product category?**

No, as of now banker will be allowed to configure the workflows at product category level.

[Home](#)

## 17. Service Request Form Builder

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

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

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

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

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

### Pre-Requisites

- Transaction access is provided to System/Bank Administrator.

### Features Supported In Application

The module supports following features:

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

### How to reach here:

*System Administrator Dashboard > Templates > Service Request - Form Builder*

OR

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

OR

*Bank Administrator Dashboard > Quick Links > Service Request*

### 17.1 Service Request Definition - Summary


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

**To view the service requests:**

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

**Service Request Definition - Summary**

The screenshot displays the 'Service Request Definition' summary page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas' with a last login time of '02 May 05:42 PM'. The main content area is titled 'Service Request Definition' and includes a search bar for 'Request Name' with a 'Search Request Name' input field and 'Search', 'Cancel', and 'Clear' buttons. Below the search bar is a table of 'Recently Added Service Requests' with three entries: 'Food card' (Created On 30 Apr 2020), 'credit card' (Created On 25 Apr 2020), and 'credit card' (Created On 27 Mar 2020). Each entry has a document icon to its right. On the right side, there is a 'Create Service Request' sidebar with a heading, a description of what a service request is, and a help button that says 'Hey, I am here to help if you need it!'.

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

**17.2 Service Request Definition - Search and View**

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

**To search and view an existing Service Request definition:**

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



## Service Request - Search

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

futura bank
Welcome, Leo Thomas  
Last login 02 May 05:42 PM

### Service Request Definition

Request Name:

Request Description:

Product Name:

Request Type:

[Less Search Options](#)

#### Create Service Request

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

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

Request Name	Request Description	Product Name	Request Type	Activation Status	Copy
Copied Request	Copied Product and Category	Product	Request	Active	
Copied Request new	Copied Product and Category	Product	Complaint	Active	
Copied Request new1	Copied Product and Category	Product	Complaint	Active	
Copied Request news	Copied Product and Category	Product	Complaint	Active	
Copied Request11	Copied Product and Category	Product	Complaint	Active	
Copied RequestS	Copied Product and Category	Product	Request	Active	
Edited Request	Edited Description	Product	Request	Active	
Existing Request	Existing Product and Category	Product	Request	Active	
Existing RequestS	Existing Product and Category	Product	Request	Active	
New Request	New Product and Category	Product	Request	Active	

Page 1 of 2 (1-10 of 12 items) |  < 1 2 > ✕

#### Recently Added Service Requests

- Food card  
Created On 30 Apr 2020
- credit card  
Created On 25 Apr 2020
- credit card  
Created On 27 Mar 2020

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## Field Description

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

### Search Criteria

<b>Request Name</b>	The name of the service request that is to be searched.
---------------------	---

Field Name	Description
<b>Request Description</b>	The description of the service request.
<b>Product Name</b>	The name of the product for which service request is to be searched.
<b>Request Type</b>	<p>The administrator can select the type of service request to be displayed in the search result records.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Complaint</li> <li>• Feedback</li> <li>• Query</li> <li>• Request</li> <li>• Lead</li> <li>• Fraud</li> </ul>
<b>Search Results</b>	
<b>Request Name</b>	The name of the service request.
<b>Request Description</b>	The description of the service request.
<b>Request Type</b>	The type of service request.
<b>Product Name</b>	The name of the product.
<b>Activation Status</b>	<p>The link to activate or de-activate the service request.</p> <p>The statuses are:</p> <ul style="list-style-type: none"> <li>• Active</li> <li>• Inactive</li> </ul>
<b>Copy</b>	The administrator can create a new Service Request Definition by copying of the service request.
<b>Recently Added Service Request</b>	
<b>Request Name</b>	The name of the service request that is added recently.
<b>Created On</b>	Date on which the service request is created.

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

## Service Request Form Builder - View

The screenshot displays the 'Service Request - Form Builder' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Leo Thomas' with a last login of '02 May 05:42 PM'. The main content area is divided into several sections:

- Request Parameters:** A table listing various request details:
 

Request Name	New Request
Request Description	New Product and Category
Product Name	Product
Request Type	Request
Request Category Name	Category
Applicable Status	Completed,Delivered
Severity	Medium
Activation Status	<input type="checkbox"/> Inactive <input checked="" type="checkbox"/> Active
- Build your Form:** This section contains two form builder widgets:
  - Text Box:** Configured for 'Username' with a placeholder 'Enter username'. Field length is set to 1-50. Allowed characters include Alphanumeric (selected), Alphanumeric with space, and Alphanumeric with special characters. Validation is set to Optional.
  - Radio Button:** Configured for 'Gender' with options 'Male' and 'Female'. Validation is set to Optional.
- Confirmation Message:** A message box containing the text 'Account opening form submitted successf'.

At the bottom of the form builder area, there are three buttons: 'Edit', 'Cancel', and 'Back'. The footer of the page contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

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

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

<b>Field Name</b>	<b>Description</b>
<b>Type Value</b>	The label name of the drop-down list field.
<b>Combo Box for Drop - down values</b>	The combo box to enter the options of the drop-down list.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>File Upload</b>	
<b>Type Label Name</b>	The label name of the field, against which the user has to upload the file.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Multi Select</b>	
<b>Type Value</b>	The label name of the multi select field.
<b>Combo Box for Drop - down values</b>	The combo box to enter the options of the multi select field.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.

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

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

---

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

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## 17.3 Service Request Form Builder - Create

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

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

**To create a new service request:**

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

### Service Request Form Builder - Request Parameters

The screenshot displays the 'Service Request - Form Builder' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas Last login 02 May 05:42 PM'. The main content area shows a progress indicator with three steps: 1. Request Parameters, 2. Build Your Form, and 3. Preview. The 'Request Parameters' step is selected. The form contains the following fields and values:

- Request Name: Cheque Book Request
- Request Description: New Product and Category
- Product Name: Product (with a dropdown arrow and a link 'Could not find the Product? Add new')
- Request Category Name: Category (with a dropdown arrow and a link 'Could not find the Category? Add new')
- Request Type: Request (with a dropdown arrow)
- Applicable Status: Completed x, Delivered x
- Severity: Medium (with a dropdown arrow)
- Activation Status: Active (with a toggle switch)

At the bottom left, there are buttons for 'Next', 'Cancel', and 'Back'. At the bottom right, there is a blue button that says 'Hey, I am here to help if you need it!' and a circular help icon. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
Request Name	The name of the service request that is to be created.



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

2. In the **Request Name** field, enter the name of the service request.
3. In the **Request Description** field, enter the description of the service request.
4. From **Product Name** list, select the appropriate product for the service request.  
OR  
Click the **Add New** link, if you want to add a product that is not listed in the drop-down list.
5. From **Request Category Name** list, select the appropriate product category for the service request.  
OR  
Click the **Add New** link, if you want to add a new product category that is not listed in the drop-down list.
6. From **Request Type** list, select the appropriate type of service request.
7. From **Applicable Status** list, select the status applicable for the service request.
8. From **Severity** list, select the severity of the service request.
9. In the **Activation Status** toggle field, select the activation status of the service request.
10. Click **Next**. The **Service Request Form Builder - Build Your Form** screen appears.  
OR  
Click **Cancel** to cancel the transaction and go back to Dashboard.  
OR  
Click **Back** to navigate back to the **Service Request Definition** screen.

## Service Request Form Builder - Build Your Form

The screenshot displays the 'Build Your Form' step of the Service Request Form Builder. The interface includes a top navigation bar with user information (System Administrator, ATM/Branch, English, UBS 14.3 AT3 Branch) and a search bar. The main content area is divided into three sections: Request Parameters, Build Your Form (active), and Preview. The Build Your Form section shows a configuration for a 'Text Box' field. The configuration includes a 'Page Header' section with 'Account Opening' and an 'Upload Icon Here' button. The 'Text Box' configuration includes a 'Username' field with a placeholder 'Enter username'. The 'Field Length' is set to 1 to 50. The 'Allowed Characters' are set to 'Alphanumeric'. The 'Validations' are set to 'Mandatory'. The 'Error Message' field is labeled 'Type Error Message'. At the bottom, there are 'Next', 'Cancel', and 'Back' buttons.


**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Header</b>	
<b>H1 Page Header</b>	Page header for the request form. By default the header is available on the form, there it is shown is disabled mode on the left side panel.
<b>H2 Section Header</b>	The section header of the request form.
<b>H3 Sub Header</b>	The section sub header of the request form.
<b>Form Fields</b>	
<b>Text Box</b>	
<b>Type Label Name</b>	The label name of the field. This fields is mandatory If the user selects Text box.
<b>Type Hint Text</b>	The hint text to explain the field.
<b>Field Length - Min Value-Max Value</b>	Minimum and maximum field length of the text box for the text to be entered.
<b>Allowed Characters</b>	Characters that should be allowed in the text box as input. The options are: <ul style="list-style-type: none"> <li>• Alphabets</li> <li>• Numbers</li> <li>• Alphanumeric</li> <li>• Alphanumeric with space</li> <li>• Alphanumeric with special characters</li> </ul>
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Radio Button</b>	
<b>Type Label Name</b>	The label name of the field.

<b>Field Name</b>	<b>Description</b>
<b>Type Value 1</b>	The first option of the radio button field.
<b>Type Value 2</b>	The second option of the radio button field.
<b>Add More Values</b>	The button to add more options to the radio button.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Check Box - Multiple Choice</b>	
<b>Type Value</b>	The label name of the multiple-choice field.
<b>Type Value 1</b>	The first option of the multiple-choice field.
<b>Type Value 2</b>	The second option of the multiple-choice field.
<b>Add More Values</b>	The button to add more options to the multiple-choice check box.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Drop List</b>	
<b>Type Value</b>	The label name of the drop-down list field.
<b>Combo Box for Drop - down values</b>	The combo box to enter the options of the drop-down list.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>File Upload</b>	

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

Field Name	Description
<b>Page Elements</b>	<p>The page elements consists of text that needs to be displayed to the business user.</p> <p>The page elements are:</p> <p><b>Confirmation Message:</b> confirmation message that is to be displayed to the business user after submission of the request.</p>
<b>Information Header</b>	The header name and the information notes that is to be displayed on information panel section of the Service request page of the business user.

11. In the **H1 Page Header** field, enter the header of the service request form and click .
12. Select the **H2 Section Header** and **H3 Sub Header** field (if required) and enter the H2 header name and H3 sub header name on the request form.
13. In the **Form Fields**, click the **Text Box** field if required, the text box section appears.
  - a. In the **Type Label Name** field, enter the label name of the field.
  - b. In the **Field Length** field, enter the minimum and maximum value for the length of the field.
  - c. In the **Allowed Characters** field, select the appropriate option.
  - d. In the **Error Message** field, enter the error message to be displayed to the business user.
  - e. Click **Save** to save the details.  
OR  
Click **Copy** if you want to make the copy of this field with similar field attributes.
14. In the **Form Fields**, click the **Radio button** field if you want to add radio button in the business user request form the radio button section appears.  
OR  
Click **Add More Values** to add more options of radio button.
15. Enter the required detail and click **Save** to save the details.  
OR  
Click **Copy** if you want to make the copy of this field with similar field attributes.
16. You can also add Check Box, Drop-Down list, Multi Select fields, if required to build the business user request form.
17. You can drag and drop the field attributes window, if you want to change the sequence of the fields.
18. Click the **Predefined Elements** section, if you want to add the fields that are already defined.
19. In the **Page Elements** field select **Confirmation message**, enter the required text message which you want to appear in the business user form on the confirmation page.
20. In the **Information box**, enter the header name and the information notes that you want to appear in the right side of the business user service request form.  
Click the **Upload** icon, if you want to upload an image.

21. Click **Next**. The **Service Request Form Builder - Preview** screen appears.  
OR  
Click **Cancel** to cancel the transaction and go back to Dashboard.  
OR  
Click **Back** to navigate back to the **Service Request Form Builder - Request Parameters** screen.

## Service Request Form Builder - Preview

The screenshot displays the 'Service Request - Form Builder' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Leo Thomas' with a last login time of '02 May 05:42 PM'. The main content area is titled 'Service Request - Form Builder' and features a progress indicator with three steps: 'Request Parameters', 'Build Your Form', and 'Preview'. The 'Preview' step is currently active, showing a 'Cheque Book Request' form. The form includes fields for 'Account Number', 'Delivery Location' (with radio buttons for 'Branch Near Me' and 'My Address'), 'Number of Cheque Books', 'Number of Cheque Leaves', 'Country', 'City', 'Zip', and 'Address'. A 'Note' field is also present. At the bottom of the form, there are 'Save', 'Cancel', and 'Back' buttons. A help button with the text 'Hey, I am here to help if you need it!' is located in the bottom right corner. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

22. Click **Save** to save the details.  
OR  
Click **Cancel** to cancel the transaction and go back to Dashboard.  
OR  
Click **Back** to navigate back to the previous page.
23. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the **Service Request Form Builder - Preview** screen.
24. The success message appears along with the reference number and status.  
Click **OK** to complete the transaction.

## 17.3.1 Copy and Create a new Request

This option allows the system administrator to create a new service request by copying the already existing service request.

### To create a new service request by copying the existing service request:

1. In the **Service Request** screen, enter the search criteria.
2. Click **Search**. The **Service Request Definition** screen with search results appears based on the searched criteria.

### Service Request Definition

The screenshot shows the 'Service Request Definition' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo and user information 'Welcome, Leo Thomas' are visible. The main area is divided into search filters, a table of results, and a 'Create Service Request' panel on the right.

**Search Filters:**

- Request Name: Search Request Name
- Request Description: Type Request Description
- Product Name: Product
- Request Type: Select Transaction

**Table of Service Requests:**

Request Name	Request Description	Product Name	Request Type	Activation Status	Copy
Copied Request	Copied Product and Category	Product	Request	Active	
Copied Request new	Copied Product and Category	Product	Complaint	Active	
Copied Request new1	Copied Product and Category	Product	Complaint	Active	
Copied Request news	Copied Product and Category	Product	Complaint	Active	
Copied Request11	Copied Product and Category	Product	Complaint	Active	
Copied RequestS	Copied Product and Category	Product	Request	Active	
Edited Request	Edited Description	Product	Request	Active	
Existing Request	Existing Product and Category	Product	Request	Active	
Existing RequestS	Existing Product and Category	Product	Request	Active	
New Request	New Product and Category	Product	Request	Active	

**Page 1 of 2 (1-10 of 12 items)**

**Recently Added Service Requests:**

- Food card Created On 30 Apr 2020
- credit card Created On 25 Apr 2020
- credit card Created On 27 Mar 2020

**Create Service Request Panel:**


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

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

**Create**

3. Click against the record for which you want to create a new service request definition. A confirmation message of creating a copy of the service request appears. Click **Ok** to continue to the **Service Request Form Builder** screen. A copy of the Service requests selected will get open in editable mode, administrator can define a new name for the request, change the required fields and save the request.  
OR



In the **Recently Added Service Request** section click  against the record for which you want to create a new service request definition.

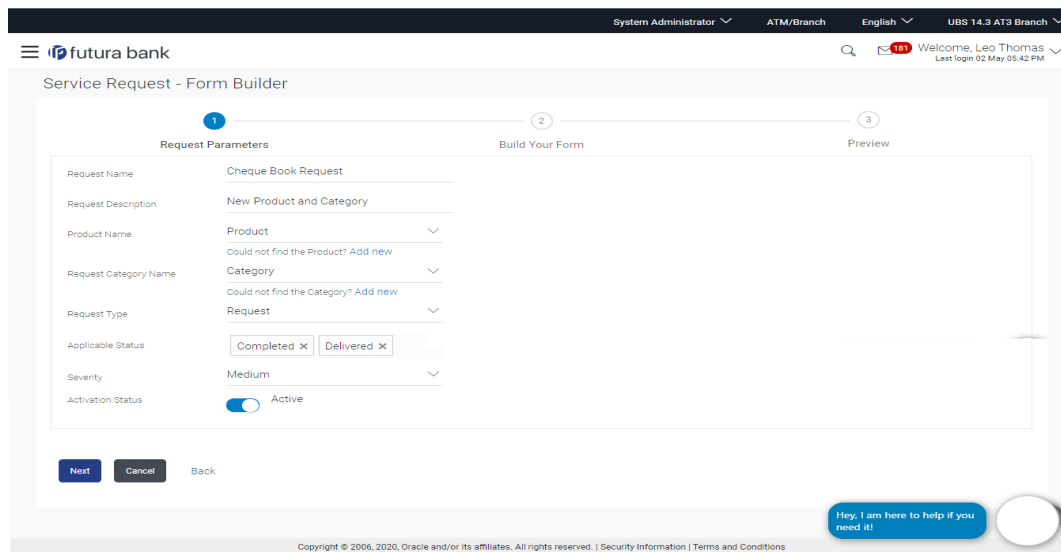
## 17.4 Service Request Form Builder - Edit

The System Administrator can edit the available Service Requests definitions only if there are no service requests raised by the business user for that SR definition.

### To modify the service request definition:

1. In the initial **Service Request Definition** screen, enter the search criteria and click **Search**. The **Service Request Definition** screen with search results appears based on the searched criteria.  
OR  
In the **Recently Added Service Request** section click the **Service Request** that you want to modify.
2. Click the **Request Name** of the record for which you want to edit the details. The **Service Request Form Builder - View** screen appears.
3. Click **Edit** to edit the service request.  
OR  
Click **Cancel** to cancel the transaction and go back to Dashboard.  
OR  
Click **Back** to navigate to the previous screen.

### Service Request Form Builder – Edit



The screenshot displays the 'Service Request - Form Builder' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and user information: 'Welcome, Leo Thomas' and 'Last login 02 May 05:42 PM'. The main content area is titled 'Service Request - Form Builder' and features a progress indicator with three steps: 1. Request Parameters, 2. Build Your Form, and 3. Preview. The 'Request Parameters' section contains the following fields:

- Request Name: Cheque Book Request
- Request Description: New Product and Category
- Product Name: Product (with a dropdown arrow and a link 'Could not find the Product? Add new')
- Request Category Name: Category (with a dropdown arrow and a link 'Could not find the Category? Add new')
- Request Type: Request (with a dropdown arrow)
- Applicable Status: Completed x, Delivered x
- Severity: Medium (with a dropdown arrow)
- Activation Status: Active (with a toggle switch)

At the bottom of the form, there are three buttons: 'Next', 'Cancel', and 'Back'. A help bubble in the bottom right corner says 'Hey, I am here to help if you need it!'. The footer contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

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

4. Edit the required details and click **Next**. The **Service Request Form Builder - Build Your Form** screen appears.  
OR  
Click **Cancel** to cancel the transaction and go back to Dashboard.

OR

Click **Back** to navigate back to the **Service Request Definition** screen.

## Service Request Form Builder - Build Your Form

The screenshot displays the 'Build Your Form' step in the Service Request Form Builder. The interface is divided into three main sections: 'Request Parameters', 'Build Your Form', and 'Preview'. The 'Build Your Form' section is active, showing a configuration panel for a 'Text Box' field. The configuration includes a 'Page Header' with the text 'Account Opening', a 'Text Box' with the label 'Username' and placeholder 'Enter username', and a 'Field Length' of 1 to 50. The 'Allowed Characters' section has radio buttons for 'Alphabets', 'Numbers', 'Alphanumeric' (selected), 'Alphanumeric with space', and 'Custom text'. The 'Validations' section has radio buttons for 'Mandatory' (selected) and 'Optional'. The 'Error Message' field contains the text 'Type Error Message'. There are 'Save' and 'Copy' buttons at the bottom of the configuration panel. A sidebar on the left lists various form elements: Header, Page Header, Section Header, Sub Header, Form Fields, Predefined Elements, and Page Elements. At the bottom left, there are 'Next', 'Cancel', and 'Back' buttons. The top navigation bar shows 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Leo Thomas' with a login time of '02 May 05:42 PM'.

## Field Description

Field Name	Description
<b>Header</b>	
<b>H1 Page Header</b>	Page header for the request form.
<b>H2 Section Header</b>	The section header of the request form.
<b>H3 Sub Header</b>	The section sub header of the request form.
<b>Form Fields</b>	
<b>Text Box</b>	
<b>Type Label Name</b>	The label name of the field. This fields is mandatory If the user selects Text box.

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

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

Field Name	Description
<b>Predefined Elements</b>	The fields that are already defined and are commonly used, can be added directly in the business user form. The predefined elements can be Account Number, Gender, Salutation, Date, Country And States etc.
<b>Page Elements</b>	The page elements consists of text that needs to be displayed to the business user, like confirmation message that is to be displayed to the user after completion of the transaction.
<b>Information Header</b>	The header name and the information notes that is to be displayed on information panel section of the Service request page of the business user.

5. Edit the required details.  
OR  
You can add more fields if required from **Form Fields** section.
6. Click **Next**. The **Service Request Form Builder - Preview** screen appears.  
OR  
Click **Cancel** to cancel the transaction and go back to Dashboard.  
OR  
Click **Back** to navigate back to the **Service Request Form Builder - Request Parameters** screen.
7. Click **Save** to save the details.  
OR  
Click **Cancel** to cancel the transaction and go back to Dashboard.  
OR  
Click **Back** to navigate back to the previous page.
8. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the **Service Request Form Builder - Preview** screen.
9. The success message appears along with the reference number and status.  
Click **OK** to complete the transaction.

## 17.5 Deactivate/Activate Service Request

System/Bank Administrator can deactivate the Service Request which is no longer required by the bank and it will not be available to the business users.

The System/Bank administrator can also activate the service requests whenever it is required by the bank.

### To deactivate the service request:

1. In the initial **Service Request Definition** screen, enter the search criteria and click **Search**. The **Service Request Definition** screen with search results appears based on the searched criteria.
2. Click the **Activation Status** link, of the service request record, which you want to deactivate. The **Service Request Definition** screen with **Update Activation Status** pop-up box appears.

### Deactivate Service Request

The screenshot shows the 'Service Request Definition' interface in the Futura Bank system. A pop-up dialog box titled 'Update Activation Status' is displayed over the main content. The dialog has a close button (X) in the top right corner. It contains a 'Status' section with a toggle switch currently set to 'Active'. Below this is a 'Remarks' text input field. At the bottom of the dialog are 'Ok' and 'Cancel' buttons. The background interface is dimmed, showing search filters and a table of service requests.

Request Name	Request Description	Product Name	Request Type	Activation Status	Copy
Copied Request	Copied Product and Category	Product	Request	Active	
Copied Request new	Copied Product and Category	Product	Complaint	Active	

3. In the **Status** toggle field, click the toggle to deactivate.
4. In the **Remarks** field, enter the remarks.
5. Click **Ok**. The success message appears.

Using the same flow Admin can activate a deactivated Service Request.

## **FAQ**

**1. How can I change the sequence of fields defined on form builder while creating the Service Request-form?**

You can drag and drop the fields for changing the sequence of the form fields at the time of creation.

**2. Can I edit the fields on preview page?**

No, you cannot edit the form fields on preview page, but you can go back to form builder page and edit the fields.

**3. Can I edit an existing Service Request Form ?**

You can only update a Service Request form only if there are no service request raised for that Service Request- form, by business users.

**4. Can I delete a Service Request –form ?**

No, Service Request form cannot be deleted. However you can deactivate the Service Request –form and it will stop appearing in the business user's login.

**5. Can I create two Service Request forms with the same names?**

No, Service Request Forms are unique, so two forms cannot have the same names.

**6. Can I maintain the Service Request forms in the language other than English?**

No, as of now using this maintenance service request forms can be built in English only.

[Home](#)



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## 18. Feedback

Customer experience and satisfaction are very important aspects for the banks and it differentiates one bank from another, hence measuring customer satisfaction is exceedingly important. Feedback capture allows the customers to express their opinion on the services offered by the bank.

The following capabilities are available as part of feedback:

- Feedback Template definition
- Feedback capture on transaction completion
- General Feedback capture
- Feedback Analytics

As part of feedback template definition, the administrator can define the feedback question, the rating scale, question and option set along with deciding the set of transaction(s) for which feedback capture needs to be enabled.

The business users i.e. retail and corporate users will get an option to capture feedback on completion of transaction depending upon whether the transaction is part of the feedback template applicable to the role of the user.

The business user also has an option to capture general feedback if required and not necessarily perform a transaction to capture feedback.

Feedback captured by the user in terms of the rating and the options selected on the subsequent questions asked are stored in the system for the bank to carry out analysis for corrective actions if required. The administrator will have an option to view the details.

### 18.1 Feedback Template Maintenance

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

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

#### **How to reach here:**

*System Administrator Dashboard > Templates > Feedback Template*

*OR*

*Bank Administrator Dashboard > Others > Feedback Template Maintenance*

*OR*

*System / Bank Administrator Dashboard > Toggle Menu > Others > Feedback > Feedback Template Maintenance*

## 18.1.1 Feedback Template Maintenance - Search

To search feedback template:

47. In the **Template ID** field, enter an appropriate template ID if you wish to search by template ID.
48. In the **Template Name** field, enter the name of the template to be searched.
49. Select appropriate role(s) if you wish to search the template based on the parameter **Applicable to Role**.
50. Click **Search**.
  - OR
  - Click **Clear** to reset the search parameters
  - OR
  - Click **Cancel** to cancel the transaction

### Feedback Template Maintenance-Search

The screenshot displays the 'Feedback Template Maintenance-Search' page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is visible. The main content area is titled 'Feedback Template Maintenance'. It contains three input fields: 'Template Id' with a placeholder 'Enter Template id', 'Template Name' with a placeholder 'Enter Template Name', and 'Applicable to Role' with two radio button options: 'Corporate User' and 'Retail User'. Below these fields are three buttons: 'Search', 'Cancel', and 'Clear'. To the right of the search fields is a 'Feedback Template Definition' box with a 'Create' button. The footer of the page contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Template ID</b>	Specify the template ID you want to search.
<b>Template Name</b>	Specify the template name you want to search.
<b>Applicable To Role</b>	Select the role if you wish the search the template based on the role.

### Search Results

Field Name	Description
<b>Template ID</b>	Displays the template ID of the applicable template based on the search criteria.
<b>Template Name</b>	Displays the template name of the applicable template based on the search criteria.
<b>Applicable To Role</b>	The role to which the searched feedback template is applicable.



51. Click the link under the **Template ID** column. The **Feedback Template Maintenance** screen appears with the details of the feedback template i.e. template ID, template name, feedback question, question and option set along with the set of transactions for which template is applicable.

### Feedback Template – View

The screenshot shows the 'Feedback Template Maintenance' screen in the Futura Bank system. The page header includes the Futura Bank logo, user information (System Administrator, ATM/Branch, English, UBS 14.3 AT3 Branch), and a welcome message for Leo Thomas. The main content area displays the following details for a feedback template:

Feedback Template	
Template Id	FTRetail
Template Name	Feedback Template for Retail Users
Applicable to Role	retailuser
Feedback Question	Feedback Template for Retail Users

## Select Scale – View


<b>Select Scale</b> 	
<b>Select Question</b> 	
Question 1	What went wrong?
Options	<ul style="list-style-type: none"><li>Add-On-Features</li><li>There should be less clicks for the transaction</li><li>System took too long to process the request</li><li>Transaction can be made available on alternate channel</li><li>Error while using</li><li>Too much information capture</li><li>Difficult to locate the transaction</li><li>Application is slow</li><li>Not Sure</li></ul>
Question 2	Tell us, what areas can be improved?
Options	<ul style="list-style-type: none"><li>System took too long to process the request</li><li>Not Sure</li><li>UI</li><li>UI</li><li>Transaction can be made available on alternate channel</li><li>Navigation and User Experience</li><li>UI</li></ul>
Question 3	What did you feel was very bad in the process?
Options	<ul style="list-style-type: none"><li>Transaction can be made available on alternate channel</li><li>Difficult to locate the transaction</li><li>Add-On-Features</li><li>Application is slow</li><li>Error while using</li><li>UI</li><li>System took too long to process the request</li></ul>

## Link Transaction – View

### Link Transaction ✎

---


General ^

 What went wrong?

**Please Select Applicable Options**

- Add-On-Features
- There should be less clicks for the transaction
- System took too long to process the request
- Transaction can be made available on alternate channel
- Error while using
- Too much information capture
- Difficult to locate the transaction
- Application is slow
- Not Sure


---

 Tell us, what areas can be improved?

**Please Select Applicable Options**

- System took too long to process the request
- Not Sure
- UI
- UI
- Transaction can be made available on alternate channel
- Navigation and User Experience
- UI


---

 Can it be improved anymore?

**Please Select Applicable Options**

- Yes
- Not Sure
- No


---

 What did you not like?

**Please Select Applicable Options**

- UI
- Transaction can be made available on alternate channel
- Not Sure
- There should be less clicks for the transaction
- System took too long to process the request
- Too much information capture
- System took too long to process the request

---

 What did you like the most with us?

**Please Select Applicable Options**

- There should be less clicks for the transaction
- Too much information capture
- UI
- UI
- Add-On-Features
- Easy to use

**Transactions** ^

Select Transaction

Update Internal Payee  
 Internal Transfer | Create Internal Payee  
 Domestic Payment | Self Transfer

♥♥♥♥♥

What did you feel was very bad in the ...

Please Select Applicable Options

- Transaction can be made available on alternate channel
- Difficult to locate the transaction
- Add-On-Features
- Application is slow
- Error while using
- UI
- System took too long to process the request
- There should be less clicks for the transaction

---

♥♥♥♥♥

What did you not like?

Please Select Applicable Options

- UI
- Transaction can be made available on alternate channel
- Not Sure
- There should be less clicks for the transaction
- System took too long to process the request
- Too much information capture
- System took too long to process the request

---

♥♥♥♥♥

Tell us, what areas can be improved?

Please Select Applicable Options

- System took too long to process the request
- Not Sure
- UI
- UI
- Transaction can be made available on alternate channel
- Navigation and User Experience
- UI

---

♥♥♥♥♥

Tell us, what areas can be improved?

Please Select Applicable Options

- System took too long to process the request
- Not Sure
- UI
- UI
- Transaction can be made available on alternate channel
- Navigation and User Experience
- UI

---

♥♥♥♥♥

What did you like the most with us?


Please Select Applicable Options

- There should be less clicks for the transaction
- Too much information capture
- UI
- UI
- Add-On-Features
- Easy to use

---

Cancel
Back


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52. Click  against the respective section to edit the feedback template.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate to the previous screen.

## 18.1.2 Feedback Template Maintenance - Edit

Using this option, the administrator can modify details in the feedback template i.e. update feedback question, change the rating scale, add new questions and options, add / remove transactions from the template.

### To edit or modify feedback template:

1. Search the Feedback template by specifying different search criteria and click **Search**. The search results appear on the **Feedback Template Maintenance** screen based on the search parameters.
2. Click the link under the **Template ID** column. The **Feedback Template Maintenance** screen appears.
3. Click  to edit the details in respective section of the feedback template. The **Feedback Template Maintenance - Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
4. The administrator will be navigated to the respective section i.e. feedback template details or scale definition or select question or link transaction depending on the edit option selected against the respective section.
5. As part of feedback template details, feedback question, template ID, template name and applicable to role can be modified
6. As part of scale definition, the administrator can change the rating scale
7. As part of select question section, the administrator can add new questions and also add new options for existing as well as new questions defined.
8. As part of link transaction section, the administrator can add new transactions as well as remove existing transactions.  
  
Administrator can also add new options, to the existing questions associated to each scale weight of the rating scale applicable to general feedback as well as for transactions
9. Edit the required details in the respective section and click **Save** if you need to go to review page  
OR  
Click **Next**, to go to the next step in the process and edit details wherever required.  
OR  
Click **Back** to go to the previous page.  
OR  
Click **Cancel** to cancel the transaction

### Feedback Template - Edit

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas Last login 02 May 11:21 AM

#### Feedback Template Maintenance

Template Id	FTRetail
Template Name	Feedback Template for Retail User
Applicable to Role	<input type="checkbox"/> Corporate User <input checked="" type="checkbox"/> Retail User
Feedback Question	Feedback Template for Retail User

Save Cancel Next

#### Feedback Template Definition

Feedback template allows definition of Feedback Question, Scale selection, Question bank along with applicable options and selection of transactions for which feedback needs to be enabled

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### Select Scale - Edit

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas Last login 02 May 11:21 AM

#### Feedback Template Maintenance

1 Select Scale 2 Select Question 3 Link Transaction

- Scale 1 ★★★★★
- Scale 2 ♥♥♥♥♥
- Scale 3 👍👍👍👍

Save Next Cancel Back

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## Select Question – Edit

futura bank
System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

Select Scale — **Select Question** — Link Transaction

**Question 1**      What went wrong?

Options

- Difficult to locate the transaction
- Transaction can be made available on alternate channel
- Error while using
- There should be less clicks for the transaction
- Too much information capture
- Not Sure
- Add-On-Features
- Application is slow
- System took too long to process the request

---

**Question 2**      Tell us, what areas can be improved?

Options

- System took too long to process the request
- Not Sure
- UI
- UI
- Transaction can be made available on alternate channel
- UI
- Navigation and User Experience

---

**Question 3**      What did you feel was very bad in the process?

Options

- There should be less clicks for the transaction
- System took too long to process the request
- Transaction can be made available on alternate channel
- Application is slow
- Error while using
- Difficult to locate the transaction
- UI
- Add-On-Features

---

**Question 4**      What did you not like?

Options

- Transaction can be made available on alternate channel
- There should be less clicks for the transaction
- Not Sure
- System took too long to process the request
- Too much information capture
- System took too long to process the request
- UI

---

**Question 5**      What should be improved?

Options

- There should be less clicks for the transaction
- UI
- AI
- Too much information capture
- More features
- Not Sure
- UI

---

**Question 6**      Can it be improved anymore?

Options

- Not Sure
- Yes
- No

---

**Question 7**      What did you like the most with us?

Options

- Easy to use
- UI
- UI
- Add-On-Features
- Too much information capture
- There should be less clicks for the transaction

Add Another question

[Back](#)

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## Link Transaction - Edit

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome Leo Thomas Last login 02 May 11:21 AM

### Feedback Template Maintenance

Select Scale Select Question **Link Transaction**

Feedback Type  General  Transactions

**General**

What went wrong?

Please Select Applicable Options

- Add-On-Features
- There should be less clicks for the transaction
- System took too long to process the request
- Transaction can be made available on alternate channel
- Error while using
- Too much information capture
- Difficult to locate the transaction
- Application is slow
- Not Sure

Tell us, what areas can be improved?

Please Select Applicable Options

- System took too long to process the request
- Not Sure
- UI
- UI
- Transaction can be made available on alternate channel
- Navigation and User Experience
- UI

Can it be improved anymore?

Please Select Applicable Options

- Yes
- Not Sure
- No

What did you not like?

Please Select Applicable Options

- UI
- Transaction can be made available on alternate channel
- Not Sure
- There should be less clicks for the transaction
- System took too long to process the request
- Too much information capture
- System took too long to process the request

What did you like the most with us?

Please Select Applicable Options

- There should be less clicks for the transaction
- Too much information capture
- UI
- UI
- Add-On-Features
- Easy to use

Transactions

**Save** **Cancel** Back

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10. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to go to previous screen.
11. The success message with reference number appears.  
Click **OK** to complete the transaction.

### 18.1.3 Feedback Template Maintenance - Create

Using this option, the administrator can create feedback template for a specific user type i.e. retail / corporate by defining the details i.e. the feedback question, selecting the rating scale, addition of new questions along with options, select transactions for which the feedback capture needs to be enabled.

#### To create feedback template:

1. Navigate to the **Feedback Template Maintenance** screen and click **Create**. The **Feedback Template Maintenance - Create** screen appears.
2. In the **Template ID** field, enter the template ID.
3. In the **Template Name** field, enter the name of the template.
4. Select the role(s) for which the feedback template is applicable by selecting check box in the **Applicable to Role** field.
5. In the **Feedback Question** field, enter the name of the feedback question.

#### Feedback Template Maintenance - Create

The screenshot displays the 'Feedback Template Maintenance - Create' interface. At the top, the user is identified as 'System Administrator' at 'ATM/Branch' in 'English' at 'UBS 14.3 AT3 Branch'. The 'futura bank' logo is visible. The main form contains the following fields and options:

- Template Id:** 007
- Template Name:** OBDX\_007
- Applicable to Role:**
  - Corporate User
  - Retail User
- Feedback Question:** OBDX Experience Feedback

Navigation buttons include 'Next', 'Cancel', and 'Back'. A sidebar on the right provides a 'Feedback Template Definition' with the text: 'Feedback template allows definition of Feedback Question, Scale selection, Question bank along with applicable options and selection of transactions for which feedback needs to be enabled'. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

#### Field Description

Field Name	Description
Template ID	Enter the template ID.

Field Name	Description
<b>Template Name</b>	Enter the template name for the template being created.
<b>Applicable To Role</b>	Select the role(s) for which the template will be applicable. You can select multiple roles and the system will resolve the template based on the role of the user when the user wishes to capture feedback.
<b>Feedback Question</b>	Define the feedback question. This is the question that will be asked to the user as part of feedback capture on which he/she can rate on the rating scale.

6. Click **Next**. The select scale screen section in the feedback template maintenance screen is displayed.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### Feedback Template Maintenance - Select Scale

The screenshot displays the 'Feedback Template Maintenance' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas' with 'Last login 02 May 11:21 AM'. The main content area shows the following details:

- Template Id: 0021
- Template Name: OBDX\_0021
- Applicable to Role: retailuser
- Feedback Question: feedback\_question

A progress indicator shows three steps: 1. Select Scale (selected), 2. Select Question, and 3. Link Transaction. Under 'Select Scale', there are three radio button options:

- Scale 1: 5 yellow stars (selected)
- Scale 2: 5 yellow hearts
- Scale 3: 5 yellow thumbs up

At the bottom, there are three buttons: 'Next' (blue), 'Cancel' (grey), and 'Back' (grey). A footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Select Scale</b>	Select the required scale. The scale will be available for the user to rate as part of feedback capture.

7. In the **Select Scale** field, select the appropriate option.
8. Click **Next**. The select question section as part of **Feedback Template Maintenance** screen is displayed.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## Feedback Template Maintenance - Select Question

The screenshot displays the 'Feedback Template Maintenance' interface for 'futura bank'. The user is logged in as 'System Administrator' at 'ATM/Branch' in 'English' for 'UBS 14.3 AT3 Branch'. The user's name is 'Leo Thomas' and the last login was on '02 May 11:21 AM'.

The main content area is titled 'Feedback Template Maintenance' and shows the following details:

- Template id: 021
- Template Name: OBDX\_Ret\_User
- Applicable to Role: retailuser

A progress bar indicates the current step is 'Select Question' (step 2 of 3). The steps are: 1. Select Scale, 2. Select Question, 3. Link Transaction.

Three questions are displayed, each with a set of options and a text input field for additional feedback:

**Question 1:** What went wrong?  
Options: Difficult to locate the transaction, Transaction can be made available on alternate channel, Error while using, There should be less clicks for the transaction, Too much information capture, Not Sure, Add-On-Features, Application is slow, System took too long to process the request.

**Question 2:** Tell us, what areas can be improved?  
Options: System took too long to process the request, Not Sure, UI, UI, Transaction can be made available on alternate channel, UI, Navigation and User Experience.

**Question 3:** What did you feel was very bad in the process?  
Options: There should be less clicks for the transaction, System took too long to process the request, Transaction can be made available on alternate channel, Application is slow, Error while using, Difficult to locate the transaction, UI, Add-On-Features.


At the bottom, there is an 'Add Another question' section with an 'Add' button. Below that are 'Next', 'Cancel', and 'Back' buttons.

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## Field Description

Field Name	Description
<b>Select Question</b>	
<b>Question</b>	Displays the default questions as defined in the system. The user can add new questions as part of the template definition. The default questions as well as the newly added questions will be associated to the scale weight of the rating scale.
<b>Options</b>	Displays the default options as defined in the system. The user can add new options as part of the template definition. The newly added options can be associated to the existing default questions as well as newly added questions.

9. Click in the **Options** field to add more options to the existing questions.
10. To add a new question, type the question in the text area in 'Add another question' and click the **Add button**.
11. Once the question is added, click in the **Options** field to add answers to the newly added questions.

**Note:** Click  to delete the newly added question.

12. Click **Next**. The **Feedback Template Maintenance** screen is displayed.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## Feedback Template Maintenance - Link Transaction

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

futura bank
Welcome, Leo Thomas  
Last login 02 May 11:21 AM

### Feedback Template Maintenance

Template Id	0021
Template Name	OBDX_0021
Applicable to Role	retailuser
Feedback Question	feedback_question

✓ Select Scale
✓ Select Question
1
Link Transaction

Feedback Type  General  Transactions

**General**

What went wrong? v

Please Select Applicable Options

- Add-On-Features
- There should be less clicks for the transaction
- System took too long to process the request
- Transaction can be made available on alternate channel
- Error while using
- Too much information capture
- Difficult to locate the transaction
- Application is slow
- Not Sure

Tell us, what areas can be improved? v

Please Select Applicable Options

- System took too long to process the request
- Not Sure
- UI
- UI
- Transaction can be made available on alternate channel
- Navigation and User Experience
- UI

Can it be improved anymore? v

Please Select Applicable Options

- Yes
- Not Sure
- No

What did you not like? v

Please Select Applicable Options

- UI
- Transaction can be made available on alternate channel
- Not Sure
- There should be less clicks for the transaction
- System took too long to process the request
- Too much information capture
- System took too long to process the request

What did you like the most with us? v

Please Select Applicable Options

- There should be less clicks for the transaction
- Too much information capture
- UI
- UI
- Add-On-Features
- Easy to use

**Transactions**

Save
Cancel
Back

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### Field Description

**Field Name**

**Description**

**Link Transactions**

Field Name	Description
<b>Feedback Type</b>	<p>Indicates whether feedback type is general or is specific to transaction.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>General:</b> This is very generic in nature and not feedback specific to a transaction. The template defined will be applicable when the user wishes to leave feedback generally through the menu option.</li> <li>• <b>Transactions:</b> This is in case wherein administrator wants to define the template very specific to a set of transaction or a set of transactions.</li> </ul>

13. Select the applicable feedback type i.e. general or transactions or both
14. If you select **General** option, there will be a panel available to define questions along with options against each of the scale weights of the rating scale. It is not mandatory to assign a question to each scale weight.
15. If you select **Transaction** option, there will be a panel available to select the transactions in the '**Select transaction**' field and also define questions along with options against each of the scale weights of the rating scale. It is not mandatory to assign a question to each scale weight.
16. Click **Save** to save the template information.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
17. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to go to previous screen.



## **FAQ**

### **1. Can I define multiple feedback questions as part of the template definition?**

No. Only one feedback question can be defined as part of the template and this will be asked to the business user on which he/she will rate. The same question will be applicable to General feedback and for transactions.

### **2. What is the relevance of the questions and option set defined as part of select question section?**

The questions and options defined as part of the select question section are used for association to the scale weights if required which will be asked to the user on he/she selecting the weight on the rating scale as part of actual feedback capture.

### **3. Can I have separate questions associated at scale weight level for different transactions?**

Yes, you will need to select and group transactions for which you wish to have common questions and options at scale weight level. Click on Add Another Transaction to add transactions that require different set of questions and options at scale weight level.

### **4. Can I remove the questions associated at scale weight level as part of edit?**

No. Currently questions once defined can't be removed.

### **5. Can the same feedback template be applicable to multiple roles?**

Yes, provided multiple roles have been selected in the 'Applicable to Role' field.

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## 18.2 Feedback Analytics

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

Using this option, the System Administrator can analyse the feedback given by users.

The following information will be available to the administrator as part of analytics:

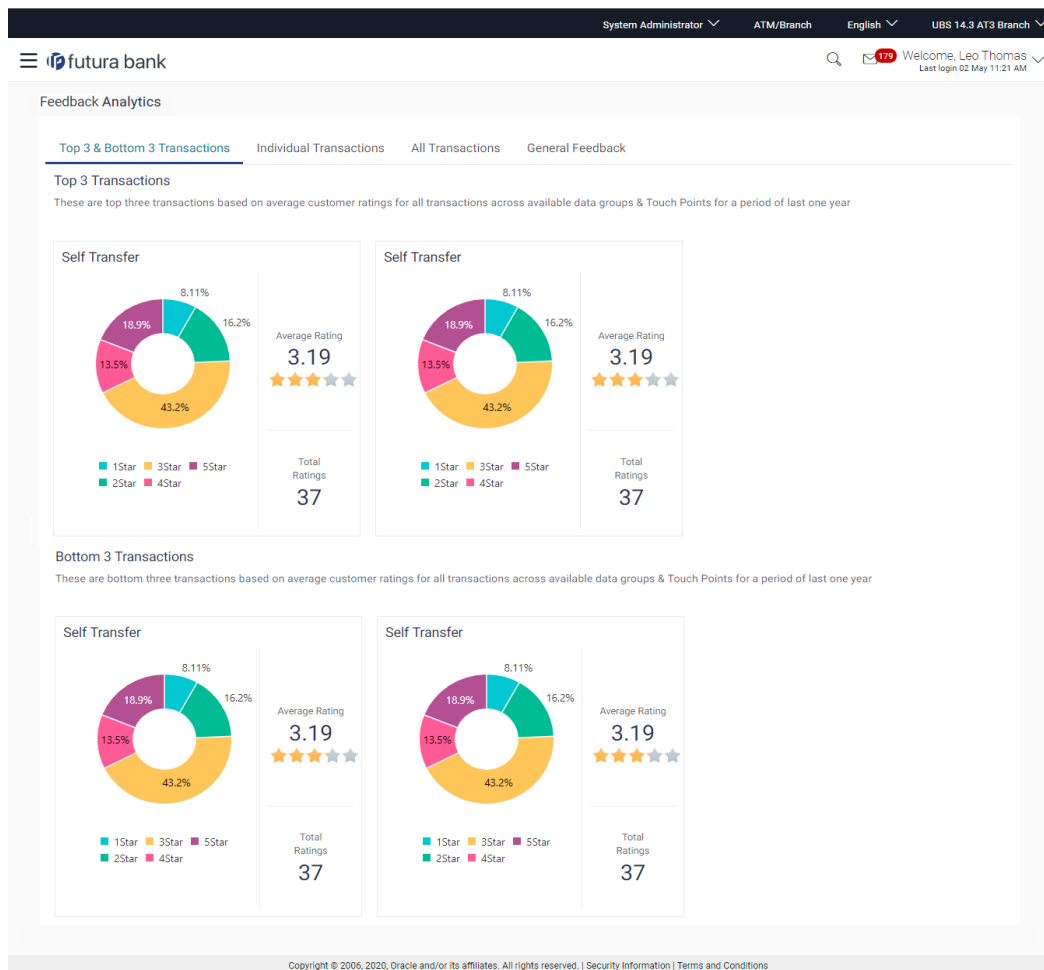
- Top three and bottom three transactions: Shows the top three and bottom three transactions based on user given rating
- Individual Transactions: Shows the user given ratings, distribution of the ratings given, the answer options chosen for the associated question & change of ratings over three time periods for an individual transaction
- All Transactions : Shows the user given ratings, distribution of the ratings given, and change of ratings over three time periods
- General Feedback: Shows the user's general feedback i.e. Average rating for the selected time period, Rating over time (last month, last quarter, last year), Recent comments by user grouped based on ratings, and the Customer response for the question associated with each rating

### **How to reach here:**

*Administrator Dashboard > Control & Monitoring > Feedback Analytics*

## 18.2.1 Top Three and Bottom Three Transactions

### Top three and bottom three transactions



### Field Description

#### Field Name

#### Description

**Top / Bottom 3 Transactions**

Displays the top / bottom three transactions in graphical format. It also displays the ratings given by the user to that particular transaction.

## 18.2.2 Individual Transactions

### To view individual transactions:

53. From the **Data Set** list, select the user for which the transaction is to be searched.
54. From the **Touch Point** list, select the banking channel.
55. From the **Select Transaction** list, select the transaction name for which the feedback is to be searched.
56. From the **Time Frame** list, select the duration in number of months / years.
57. Click **Submit**. The search results are displayed.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search criteria.

### Individual Transactions

The screenshot displays the 'Feedback Analytics' dashboard for 'Individual Transactions'. The interface includes a navigation bar with user information (System Administrator, ATM/Branch, English, UBS 14.3 AT3 Branch) and a welcome message for Leo Thomas. The main content area is titled 'Feedback Analytics' and has four tabs: 'Top 3 & Bottom 3 Transactions', 'Individual Transactions' (selected), 'All Transactions', and 'General Feedback'. Below the tabs, there are filters for 'Data Set' (RetailUser), 'Touch Point' (Internet), 'Select Transaction' (Cheque Book Request), and 'Time Frame' (Select Period). A date range is set from 01 Jun 2017 to 22 Jun 2018. Action buttons for 'Submit', 'Cancel', and 'Clear' are visible.

The dashboard is divided into three main sections:

- Ratings:** Shows an average rating of 2 (represented by two stars) and a total of 1 rating. A pie chart indicates that 100% of the ratings are 2-star ratings.
- Rating Over Time:** A line chart showing the percentage of 2-star ratings over the last 1 Year, 3 Months, and 1 Month. The values are consistently at 100%.
- Customer Review:** Displays a 5-star rating and a section for recent comments, which is currently empty.

Below these sections is the 'Customer Response' section, which shows the question 'What went wrong?' with a 5-star rating and a single response: '1. Too much information capture' at 100%.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Data Set</b>	Select the type of the user from the list. The options are: <ul style="list-style-type: none"><li>• Administrator</li><li>• Corporate User</li><li>• Retail User</li></ul>
<b>Touch Point</b>	Select the banking touch point from the list. The options are: <ul style="list-style-type: none"><li>• Mobile Application</li><li>• Internet</li><li>• Mobile (Responsive)</li><li>• Wearables</li><li>• Missed Call Banking</li><li>• SMS Banking</li><li>• Siri / Chatbot</li><li>• Snapshot</li></ul>
<b>Select Transaction</b>	Select the transaction from the list for which you wish to analyze the feedback.
<b>Time Frame</b>	Select the time period for which you wish analyze the feedback. You can search the feedback on the basis of time range, by entering the <b>From Date</b> and <b>To Date</b> . The <b>From Date</b> and <b>To Date</b> fields are displayed, if you select <b>Select Period</b> option from the <b>Time Frame</b> field.

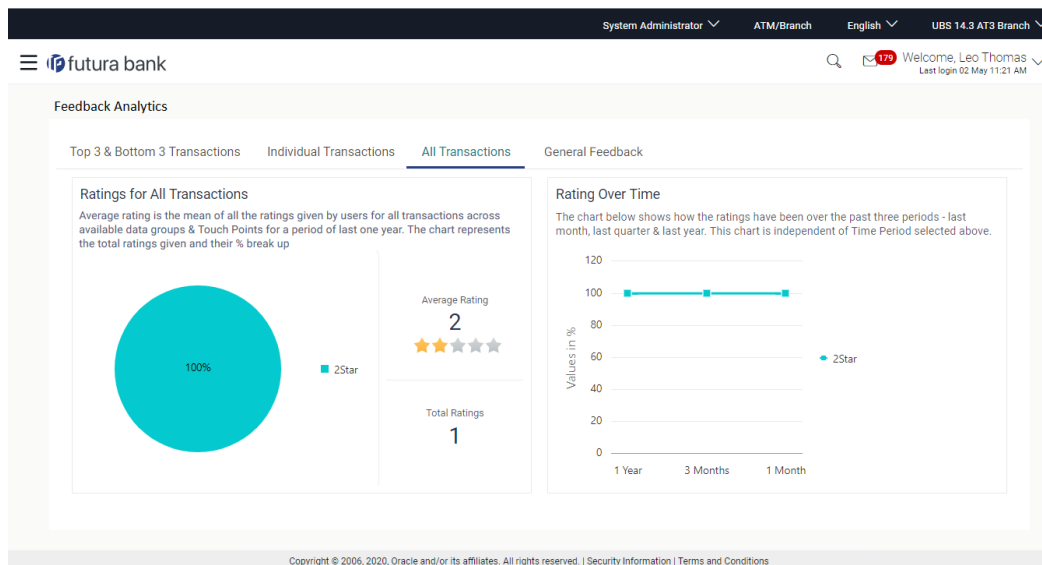
---

## 18.2.3 All Transactions

### To view all transactions:

1. From the **Data Set** list, select the user for which the transaction is to be searched.
2. From the **Touch Point** list, select the banking channel.
3. From the **Select Transaction** list, select the transaction name for which the feedback is to be searched.
4. From the **Time Frame** list, select the duration in number of months / years.
5. Click **Submit**. The search results are displayed.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search criteria

### All Transactions



### Field Description

Field Name	Description
All Transactions	<p>Displays the feedback for all transactions and for a period.</p> <p>The feedback is segregated in:</p> <ul style="list-style-type: none"> <li>Ratings for All Transactions: It is a rating given by the users for all transactions across available data groups and touch point for last one year.</li> </ul>

Field Name	Description
	<ul style="list-style-type: none"> <li>Rating Over Time: It is a rating given for a period of time, for example, one month, three month and one year.</li> </ul>

## 18.2.4 General Feedback

### To view general feedback:

- From the **Data Set** list, select the user type for which general feedback is to be viewed.
- From the **Touch Point** list, select the banking channel for which feedback information needs to be viewed.
- From the **Time Frame** list, select the duration for which the feedback information needs to be viewed.
- Click **Submit**. The results are displayed based on the search criteria input.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search criteria

### General Feedback

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 02 May 11:21 AM

Top 3 & Bottom 3 Transactions | Individual Transactions | All Transactions | **General Feedback**

Please select the following parameters to generate analytics on the feedback data captured for General Feedback

Data Set: Retail User | Touch Point: Internet | Time Frame: 1 Month

Submit | Cancel | Clear

#### Ratings

Average rating is the mean of all the ratings given by users for the selected time period. The chart represents the total ratings given and their % break up.

Rating	Percentage
1Star	19.0%
2Star	28.6%
3Star	19.0%
4Star	23.8%
5Star	9.52%

Average Rating: **3.24**

Total Ratings: **21**

#### Rating Over Time

The chart below shows how the ratings have been over the past three periods - last month, last quarter & last year. This chart is independent of Time Period selected above.

Values in %

Time Period	1Star	2Star	3Star	4Star	5Star
1 Year	~10%	~15%	~20%	~25%	~30%
3 Months	~10%	~15%	~20%	~25%	~30%
1 Month	~10%	~15%	~20%	~25%	~30%

#### Customer Review

Below are the recent 5 comments given by users grouped based on ratings

By igrimes on 24 Dec 2018 Poor Site | No Reviews!

#### Customer Response

Following are the responses chosen by users for the question associated with each rating.

Question	Response 1	Response 2
What went wrong? 1. Better UI/UX	50%	50%
What went wrong? 1. Too much information capture	60%	40%
What went wrong? 1. System took too long to process the request	75%	50%
Tell us, what areas can be improved? 1. Navigation and User Experience	33.33%	66.67%
Any suggestions? 1. System took too long to process the request	50%	75%

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## Field Description

Field Name	Description
<b>Data Set</b>	<p>Select the type of the user from the list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> </ul>
<b>Touch Point</b>	<p>Select the touch point from the list.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Internet</li> <li>• Mobile (Responsive)</li> <li>• Mobile Application</li> </ul>
<b>Time Frame</b>	<p>Select the time period for which you wish analyze the feedback from the customer.</p> <p>You can search the feedback on the basis of time range, by entering the <b>From Date</b> and <b>To Date</b>. The <b>From Date</b> and <b>To Date</b> fields are displayed, if you select <b>Select Period</b> option from the <b>Time Frame</b> field.</p>
<b>Search Result</b>	
<b>General Feedback</b>	<p>Displays the general feedback details for and the selected search parameters.</p> <ul style="list-style-type: none"> <li>• Ratings: It displays the percentage of ratings for each rating given by the users as part of general feedback. It also displays the average rating value and also displays the total no. of ratings.</li> <li>• Rating Over Time: It displays the general feedback ratings given over a time period i.e. last month, last quarter, last year.</li> <li>• Customer Review: It displays the recent 5 comments provided by users and grouped based on ratings.</li> <li>• Customer Response: It displays responses chosen by users for the question associated with each rating</li> </ul>

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## 19. SMS Banking

SMS and Missed call banking gives business user the control to manage his/her account whenever and wherever needed by sending a SMS or by giving a missed call on a designated number.

Business user just needs to register his/her mobile number with the bank and explicitly opt for SMS/Missed Call banking services to access the required information.

Using this option, the system administrator can maintain the following templates

- **SMS Banking:** The template for an event and locale combination can be created by defining the input keyword, data attributes, whether PIN required and response message.
- **Missed Call Banking:** The template for an event and locale combination can be created by defining the contact number on which the customer would need to give a missed call and response message.

### How to reach here:

*System Administrator Dashboard > Templates > SMS and Missed Call Banking > SMS*

### SMS Banking - Search

The screenshot shows the 'SMS Banking' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas' with 'Last login 02 May 11:21 AM'. The main content area is titled 'SMS Banking' and has two tabs: 'SMS' (selected) and 'Missed Call'. Under the 'SMS' tab, there are two dropdown menus: 'Event Name' and 'Locale'. Below these are 'Search' and 'Cancel' buttons. To the right, there is a section titled 'SMS and Missed Call Banking' with a brief description of the function and a note about defining templates for SMS and Missed Call Banking.

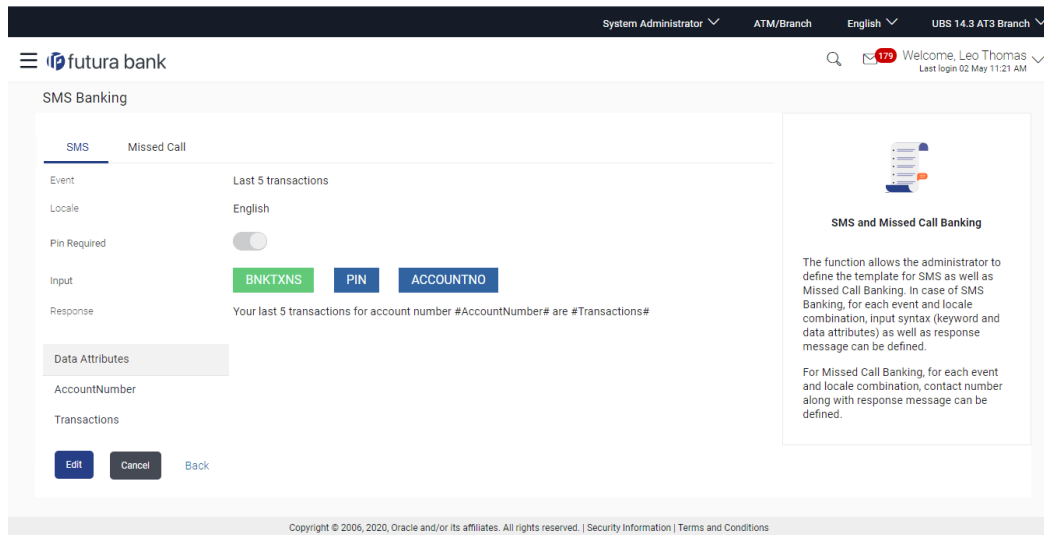
### To search SMS template:

1. From the **Event Name** list, select the appropriate event.
2. From the **Locale** list, select the language.
3. Click **Search**. The View screen appears, depending on the search criteria.

OR

Click **Cancel** to cancel the transaction.

## SMS Banking - View



### Field Description

Field Name	Description
<b>Event Name</b>	Select the event name.
<b>Locale</b>	Select the locale of the template. Currently only 'English' is supported
<b>Event Name</b>	Displays the event name as selected on the search page for which the template details are to be viewed.
<b>Locale</b>	Displays the language in which the SMS template is defined i.e. input syntax as well as the response message
<b>Pin Required</b>	Indicates whether PIN is required while requesting information from the bank.
<b>Input</b>	<p>Displays the input syntax containing the keyword, data attribute(s) and PIN (if required) for the selected event and locale combination</p> <p>The format in which the user needs to send the text message with the required attribute(s) to receive appropriate information.</p> <p>For example: If the account holder wishes to receive account balance information from the bank and the template is defined as MBAL &lt;PIN&gt; &lt;AccountNumber&gt;, user's PIN is defined as 5678, and account number is AT30012100012, then user will need to send SMS as MBAL 5678 AT30012100012.</p>

Field Name	Description
<b>Response</b>	Displays the response message along with the data attributes as defined for the event and locale combination. It is the response message that the account holder would be receiving on sending a SMS for a specific inquiry or transaction
<b>Data Attributes</b>	Displays the data attributes used as part of response message for the respective event.

- Click **Edit** to if you want to edit the SMS template.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 19.1 SMS Banking - Edit

Using this option, System Administrator can modify the SMS Banking template defined for an event and locale combination.

### To edit or update a SMS template:

- Select the Event and Locale and click **Search**. You will be navigated to the SMS Banking Template in View mode.
- Click **Edit** to modify the details. The **SMS Banking- Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### SMS Banking - Edit

The screenshot shows the 'SMS Banking - Edit' screen in the Futura Bank system administrator interface. The page header includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main content area is titled 'SMS Banking' and shows a form for editing a template. The form includes fields for 'Event' (Stop Cheque Book Request), 'Locale' (English), 'Pin Required' (toggle), and 'Input' (BNKSTCHRO, PIN, ACCOUNTNO, CHEQUENO). The 'Response' field contains the text: 'Request to stop cheque for number #ChequeNumber# has been received'. At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

3. As part of edit, you can modify the keyword defined for the event, include new data attributes in the input syntax or remove existing data attributes, modify the response message and also include new data attributes as part of response message.
4. Click **Save** to update the changes.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the transaction.
5. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Back** to go to previous screen.  
OR  
Click **Cancel** to cancel the transaction.
6. The success message about modification appears.  
Click **OK** to complete the transaction.

## 19.2 Missed Call Banking - Search

**How to reach here:**

*Administrator Dashboard > Templates > SMS and Missed Call Banking > Missed Call*

### Missed Call Banking - Search

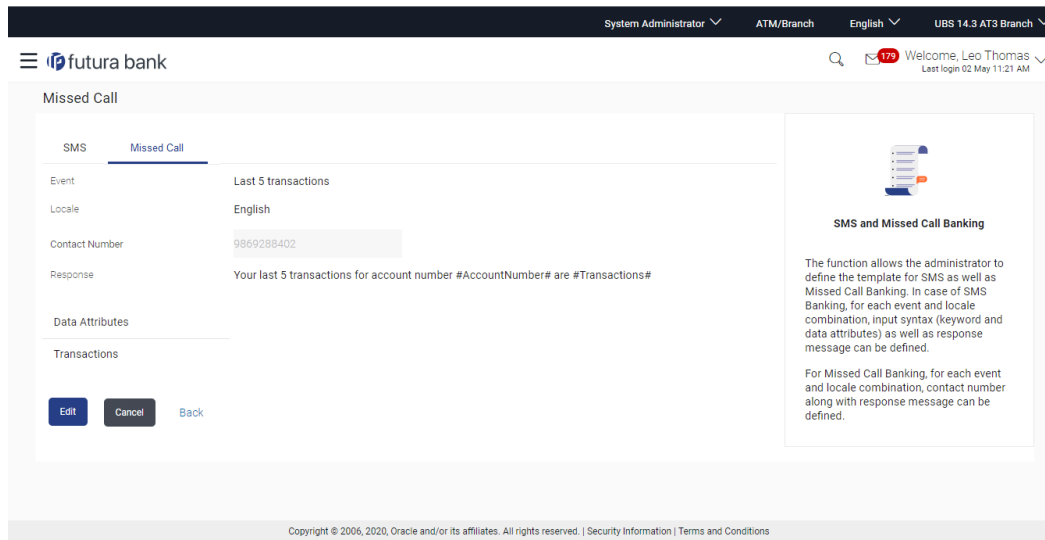
The screenshot displays the 'Missed Call' search interface within the Futura Bank Administrator Dashboard. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Leo Thomas' with a last login of '02 May 11:21 AM'. The interface features a search form with two dropdown menus: 'Event Name' and 'Locale'. Below the form are 'Search' and 'Cancel' buttons. A right-hand panel titled 'SMS and Missed Call Banking' provides a description of the function, stating that it allows administrators to define templates for SMS and Missed Call Banking based on event and locale combinations, including input syntax and response messages.

### Missed Call Banking - Search

**To search Missed Call Banking template:**

1. From the **Event Name** list, select the appropriate event.
  2. From the **Locale** list, select the language.
  3. Click **Search**. The View screen appears, depending on the search criteria.
- OR
- Click **Cancel** to cancel the transaction

## Missed Call Banking - View



### Field Description

Field Name	Description
<b>Event Name</b>	Select the event name from the list.
<b>Locale</b>	Select the locale of the template. Currently only 'English' is supported.
<b>Event Name</b>	Displays the event name as selected on the search page for which the template details are to be viewed
<b>Locale</b>	Displays the locale as selected on the search page for which the template details are to be viewed It is the language in which the information is communicated to the account holder on request.
<b>Contact Number</b>	Displays the contact number defined for the selected event and locale combination on which the user needs to give a missed call to get the required information.
<b>Response</b>	Displays the response message as defined for the event and locale combination with the required data attributes. It is the response message that the account holder would be receiving when he gives a missed call on a specific contact number
<b>Data Attributes</b>	Data attributes that are used as part of response message for the respective event.

4. Click **Edit** if you want to edit the missed call template.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 19.3 Missed Call Banking - Edit

Using this option, System Administrator can modify the Missed Call Banking template defined for an event and locale combination.

### To edit or update a missed call template:

1. Select the Event and Locale from the list and click **Search**. You will be navigated to the **Missed Call Banking** template in View mode.
2. Click **Edit** to modify the details. The **Missed Call Banking- Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### Missed Call Banking - Edit

The screenshot displays the 'Missed Call Banking - Edit' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the Futura Bank logo and user information 'Welcome, Leo Thomas' are shown. The main content area is titled 'Missed Call' and contains a form with the following fields:

- Event:** Last 5 transactions
- Locale:** English
- Contact Number:** 9869288402
- Response:** Your last 5 transactions for account number #AccountNumber# are #Transactions#

Below the form, there is a 'Data Attributes' section with a 'Transactions' attribute and an 'Add Data Attribute' button. At the bottom of the form, there are 'Save', 'Cancel', and 'Back' buttons. The footer of the page contains the copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

3. As part of edit, you can modify the contact number as well as the response message
4. Edit the required details.
5. Click **Save** to update the changes.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the transaction.

6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Back** to go to previous screen.  
OR  
Click **Cancel** to cancel the transaction.
7. The success message about modification appears.  
Click **OK** to complete the transaction.

## **FAQ**

### **1. How can the business user register for SMS Banking?**

User can send a SMS with the required keywords and data attributes defined by the bank to a specified contact number. User needs to send the SMS from his/her registered mobile number with the bank. Alternatively he/she can login to Internet Banking and register for SMS Banking.

### **2. Is it mandatory to have a PIN in each of the request for SMS Banking?**

It will depend on the template defined for event and locale combination. If PIN is required, then user needs to define the PIN as part of registration process and subsequently send that as part of the request.

### **3. Does the user need to specify an account number as part of the request while sending SMS?**

No, it is not necessary. If the user does not specify the account number, system will return response for the primary account number if defined.

### **4. For which account does system return the response in case of Missed Call Banking?**

System will always return the response for the primary account number (if defined) on receipt of request through missed call banking

### **5. User is unable to receive information and getting an error, how can he/she find the correct keyword?**

User might be getting an error due to keyword and/or account number not being valid or the required data attributes not present. He/she can find the keywords by sending a help message and system will return the set of business functions supported through SMS Banking along with keywords for each of the transactions.

### **6. Should the user be on-boarded on channel platform for him/her to access SMS Banking?**

Yes, the user needs to be on-boarded on OBDX with SMS Banking as a touch point enabled to access SMS Banking.

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## 20. System Rules

System rules are defined to set different parameters for each enterprise role (User Type- Retail, Corporate and Administrator). Various parameters that can be set for each enterprise role are Party Mapping required Limits check, Party Preferences check, Account Transaction Mapping and Approvals check, Group Corporate Check. Enabling these parameters at enterprise role, enforces the system to check if respective maintenances are available for users associated with those enterprise roles.

E.g. if Approval check flag is enabled for 'Corporate User' type of enterprise role; then transactions initiated by corporate type of users will follow the approval maintenance for a party mapped to user and vice versa.

The flag 'Group Corporate' is applicable only for 'Corporate User' type of enterprise role. This flag in System Rules screen defines the mode of corporate onboarding.

If **Group Corporate** flag is set 'ON' then Bank administration will be able to onboard Group Corporate. The **Group Corporate** flag is enabled by default and always "ON".

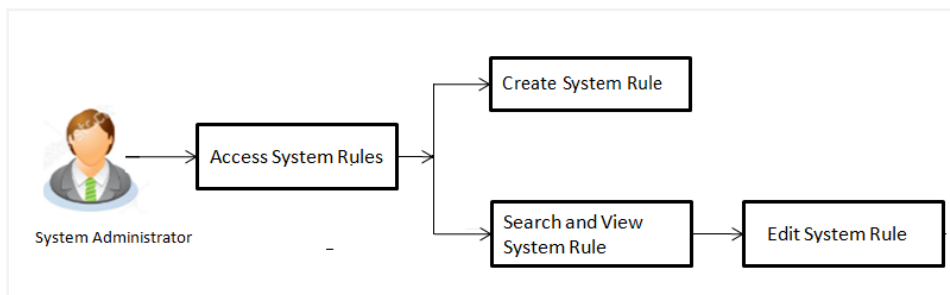
When in the **Enterprise Role** field user type is selected as **Corporate User**, then the **Group Corporate** flag will get displayed in non-editable mode.

This screen allows the System Administrator to search and view existing system rules, and create new system rule.

### Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Enterprise roles are maintained in application.
- Touch point groups are maintained, if required.
- Limit packages are maintained.

### Workflow



### Features Supported In Application

This option allows the System Administrator to:

- Maintain system rules



- View system rules
- Edit system rules

**How to reach here:**

System Administrator Dashboard > Configuration > System Rules

OR

System/ Bank Administrator Dashboard > Toggle Menu > Configuration > System Rules

**System Rules**

The screenshot displays the 'System Rules' configuration page for 'Corporate User'. On the left, there are several toggle switches for different features: Party Mapping Required, Party Preferences Check, Account Transaction Mapping, Approvals Check, Account Relationship Check, Group Corporate (checked), and Limits Check. Below these is a section for 'UBS OBPM 14.4 HEL Branch' containing a table of system rules. The table has columns for 'Touch Points / Group', 'Package', and 'Actions'. A 'Note' box on the right states: 'Use this feature to maintain parameter preferences for each enterprise role. You can search for existing system rules defined to view and/or modify the rule and can also create a new system rule as required.' At the bottom, there are 'Submit' and 'Cancel' buttons.


Touch Points / Group	Package	Actions
API Access	Please select Limit Package	↕ ↻
Internet	nehpackage	↕ ↻
Missed Call Banking	Please select Limit Package	↕ ↻
Mobile Application	Please select Limit Package	↕ ↻
Mobile (Responsive)	Please select Limit Package	↕ ↻
Siri/Chatbot	Please select Limit Package	↕ ↻
SMS Banking	Please select Limit Package	↕ ↻
Snapshot	Please select Limit Package	↕ ↻
Soft Token Application	Please select Limit Package	↕ ↻
Voice Assistant Banking	Please select Limit Package	↕ ↻
Wearables	Please select Limit Package	↕ ↻
berlinclientAcsPnt	Please select Limit Package	↕ ↻
oauthclientAcsPnt	Please select Limit Package	↕ ↻
testt2	Please select Limit Package	↕ ↻
ukclientAcsPnt	Please select Limit Package	↕ ↻
tpginternal	Please select Limit Package	↕ ↻
Global	UBS144GlobalLP	↕ ↻


## Field Description


Field Name	Description
<b>Enterprise Role</b>	<p>Name of enterprise roles set in application.</p> <p>The options can be:</p> <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> </ul> <p>On selecting an application role, system rules maintained if any, are shown in editable form.</p>
<b>Party Mapping Required</b>	Party mapping check is required for a particular enterprise role or not.
<b>Party Preferences Check</b>	Party preferences check is required or not.
<b>Account Transaction Mapping</b>	Account transaction mapping check is required or not.
<b>Approvals Check</b>	Approvals check is required or not.
<b>Account Relationship Check</b>	<p>Account Relationship check is required or not.</p> <hr/> <p>Note: The Account relationship check has to be disabled for the corporate user.</p> <hr/>
<b>Group Corporate</b>	<p>Group Corporate onboarding is required for corporate or not.</p> <hr/> <p>Note:</p> <p>1) The <b>Group Corporate</b> flag is enabled by default and always "ON". When in the <b>Enterprise Role</b> field user type is selected as <b>Corporate User</b>, then the <b>Group Corporate</b> flag will get displayed in non-editable mode.</p> <p>2) Group Corporate flag = 'On', then Bank administration will be able to onboard Group Corporate.</p> <hr/>
<b>Limits Check</b>	Limits check is required or not.

Field Name	Description
<b>Limits - Entity Level Configuration</b>	
<b>If limit check is required, assign a limit package.</b>	
In case of multi entity set up, limit packages needs to be mapped at each entity level.	
<b>Name of the entity</b>	Name of entity under which limit packages are to be mapped is shown in the header.
<b>Touch Points/ Group</b>	Name of touch points/ groups under a specific entity to whom the limit packages are to be mapped. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points)
<b>Package</b>	List of the packages which are to be mapped to a touch points/ groups. Only limit packages maintained for the selected touch point will get listed here.

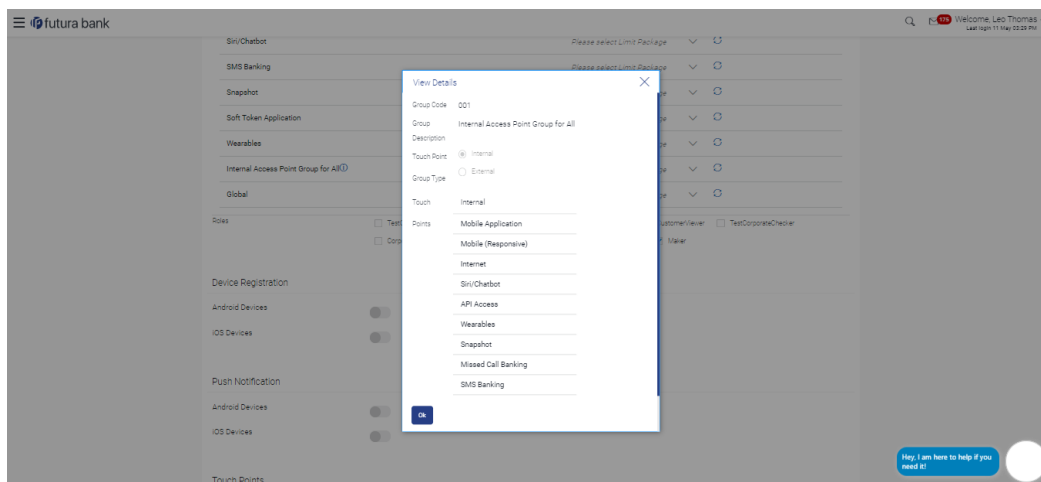
**To set the system rules:**

1. From the **Enterprise Role** list, select the appropriate option.
2. In the **Party Mapping Required** field, select the appropriate option.
3. In the **Party Preferences Check** field, select the appropriate option.
4. In the **Account Transaction Mapping Check** field, select the appropriate option.
5. In the **Approvals Check** field, select the appropriate option.
6. In the **Account Relationship Check** field, select the appropriate option.
7. In the **Group Corporate Check** field, select the appropriate option.
8. In the **Limits Check** field, select the appropriate option.
  - a. Click  of desired entity to whom limit package to be mapped. Displays the list of touch points/ groups to map limit package.
  - b. From the **Package** list, select the appropriate option.

**Note:** Click  to refresh the option.

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

**View Details -Touch Point Group**



## Field Description

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

9. Click **Submit** to save system rules.  
OR  
Click **Cancel** to cancel the transaction.  
The success message appears.
10. The **System Rules - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Back** to make the changes if any.  
OR  
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
11. The success message of System Rules maintenance appears along with the transaction reference number. Click **OK** to complete the transaction.

## FAQ

### 1. Who can create-edit this maintenance?

System Administrator can create and edit this maintenance.

**2. How can I find out what checks are granted to a particular role and can I change it?**

You can select a role and view the checks mapped to the role, you can also edit the type of checks.

**3. How can I group the touch points?**

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

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

Mapping the limit packages for each touch point and for all groups available under each entity is not mandatory. But it is mandatory to map a limit package at Global level for each entity.

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## 21. First Time Login

Whenever a new user logs into the application for the first time with the user name and password provided by bank, there are certain tasks that he/she needs to fulfil before being able to access the online services of the bank. These steps are configured by Bank and can include accepting Terms and Conditions, Setting up Security Question, My profile and limit information.

The first time login event are configurable at Entity Level. Bank Admin would be able to define the mandatory and skippable steps for each entity.

Post first time login to the application , system will check the configured steps for the logged in entity and will be displayed to user. Once the user completes the first time login steps for his primary entity, and switches to another entity, system will check if the user has completed the first time login steps for the switched entity, if not system will ask the user to complete the same for the switched entity.

---

### Note:

Each step will either have Next or Skip button basis on the configuration (mandatory/optional) done by Bank Administrator.

User will be allowed to skip Non-Mandatory Steps.

---

### Pre-Requisites

- Transaction access is provided to System Administrator.
- Enterprise roles are maintained in application.
- Touch point groups are maintained, if required.
- Limit packages are maintained.

### Features Supported In Application

This option allows the System Administrator to:

- Maintain First Time Login Event
- View First Time Login Event
- Edit First Time Login Event

### How to reach here:

*System Administrator Dashboard > Configuration > First Time Login*  
*OR*

*System/ Bank Administrator Dashboard > Toggle Menu > Configuration > First Time Login*

### First Time Login


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### Field Description

Field Name	Description
<b>Enterprise Role</b>	Name of enterprise roles set in application. The options can be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> </ul> On selecting an application role, system rules maintained if any, are shown in editable form.
<b>First Time Login Steps</b>	First time login steps to be followed or not. Administrator can also configure the steps along with the order of the steps that need to be displayed to use
<b>Below field are displayed if the First Time Login Steps option is enabled</b>	
<b>Select</b>	Option to decide whether that transaction is to be displayed as part of the first time login steps.
<b>Name of Screen</b>	Name of the transaction which is to be included as part of First Time Login Steps process.

Field Name	Description
<b>Level</b>	Display the Level for First Time Login event .whether its Entity or Enterprise Level (non-editable)
<b>Mandatory</b>	Option which will decide whether the transaction is mandatory to execute as part of First Time Login Steps process.
<b>Reorder</b>	Order in which the transactions will get displayed when the user logs in for the first time. Administrator can click on the reorder icon and configure the order of steps in which these steps need to be displayed to user.

### To set up the First Time Login Steps:

1. In the **First Time Login Steps** field, select the appropriate option.
  - d. To include in the **First Time Login Steps** process, select the checkbox(s) against the transaction and configure the steps.
  - e. Slide Mandatory option to enabled /disabled the execution of transaction in the **First Time Login Steps** process.
  - f. Slide  icon to set order in which transaction are executed in the **First Time Login Steps** process.
2. Click **Submit** to save First Time Login events.  
OR  
Click **Cancel** to cancel the transaction.  
The success message appears.
3. The **First Time Login - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Back** to make the changes if any.  
OR  
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
4. The success message of First Time Login maintenance appears along with the transaction reference number. Click **OK** to complete the transaction.

## FAQ

1. **Who can create-edit this maintenance?**  
System Administrator can create and edit this maintenance.
2. **How can I find out first time login checks are granted to a particular role and can I change it?**



You can select a role and view the first time login checks mapped to the role, you can also edit the type of checks ,reorder it and define it those checks are mandatory or not post login to the application

**3. If user closes the window without completing any mandatory step post first time login in to application , what will be the system behaviour?**

In case the user closes the window without completing any mandatory step, user will be asked to set up the same in his subsequent login.

---

## 22. Transaction Aspects

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

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

The following aspects are available for a transaction:

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

### Pre-Requisites

System Administrator has access to the specified transaction

---

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

---

### Features supported in Application:

- View Transaction Aspects
- Edit Transaction Aspects

### How to reach here:

*System Administrator Dashboard > Configuration > Transaction Aspects*

*OR*

*System/ Bank Administrator Dashboard > Toggle Menu > Configuration > Transaction Aspects*

## 22.1 View Transaction Aspects

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

**To view the transaction aspects:**

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

### Transaction Aspects

The screenshot displays the 'Transaction Aspects' page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Welcome, Leo Thomas' with a last login time of '01 May 04:56 PM'. The main content area is titled 'Transaction Aspects' and features a search input field with the placeholder 'Please Select any transaction'. Below the input field are three buttons: 'Search', 'Cancel', and 'Clear'. To the right of the search area is a 'Note' box with a document icon and text explaining the functionality. At the bottom right, there is a blue button that says 'Hey, I am here to help if you need it!' and a circular help icon. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

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

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

## Transaction Aspects- View

The screenshot shows the 'Transaction Aspects- View' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo is on the left, and a search icon, a notification icon with '179', and a user profile 'Welcome, Leo Thomas' with 'Last login 01 May 04:56 PM' are on the right. The main content area is titled 'Transaction Aspects' and shows a transaction named 'Own Account Transfer'. Underneath, there's a section for 'Aspects' with four items: 'Working Window', 'Approval', 'Grace Period', and 'Audit', each with a toggle switch. To the right of this section is a 'Note' box with a document icon and text explaining that these aspects define transaction availability. At the bottom left, there are three buttons: 'Edit', 'Cancel', and 'Back'. At the bottom right, there's a chatbot icon with the text 'Hey, I am here to help if you need it!'.

### Field Description

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

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

## 22.2 Update Transaction Aspects

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

### To modify the transaction aspects:

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

- OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate back to previous screen.

## Transaction Aspects- Edit

## Field Description

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

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

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## 23. ATM / Branch Maintenance

ATM Branch Locator feature available to the bank customers enables the users to locate the bank's ATMs/ branches available within a specific radius of his current location.

Default radius is 2.5 Kms which can be configured by updating the value of DEFAULT\_SEARCH\_RADIUS in digx\_fw\_config\_all\_b. Changed value will be in effect post server restart.

For the customers, to fetch the relevant information related to ATMs and Branches, System Administrator maintains the data at their local databases. The details of ATMs and Branches are fetched from the core banking application, which is further enriched and stored in local database. This is a one-time activity at the time of implementation. Subsequently, as and when branches and ATMs are added, or any details regarding them updated, the administrator performs the necessary updates to the bank database.

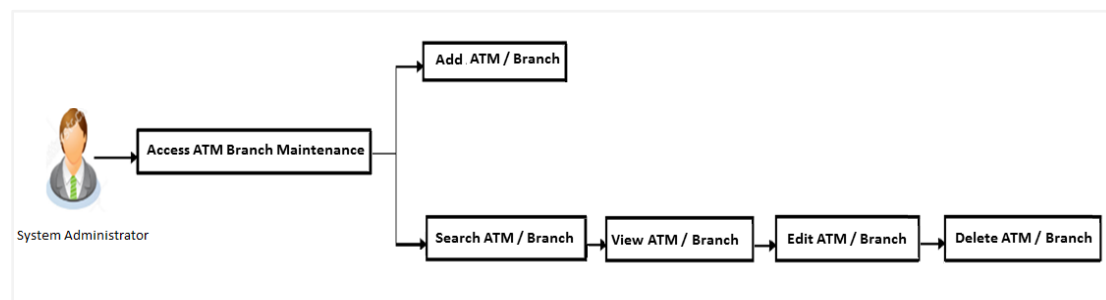
Using this option, the System Administrator can search and view the ATM/ branch and its details (Fetched from core banking application) which include branch/ ATM ID, branch name, address details, phone number, work timings and services offered by the bank. New ATM and branch details can also be manually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

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

### Pre-requisites

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

### Workflow



### Features Supported In Application

- Add ATM/ branches
- View ATM/ branches
- Edit ATM/ branches
- Delete ATM / branches

**How to reach here:**

System Administrator Dashboard > Configuration > ATM/ Branch Maintenance

OR

System/ Bank Administrator Dashboard > Toggle Menu > Configuration > ATM/ Branch Maintenance

## 23.1 ATM/ Branch Maintenance - Search

Using this option, System Administrator can search for particular ATM/ Branch based on search parameters. The search results display a list of ATM/ Branch corresponding to the search inputs.

If the search parameters are not specified, records of all the limits maintained in the application are displayed.

**To search the ATM/ branch:**

1. Click **Search**. The **ATM/ Branch Maintenance** screen with search results appears based on the searched criteria.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.

**ATM/ Branch Maintenance - Search**

The screenshot displays the 'ATM/Branch Maintenance' search interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user profile for 'Leo Thomas' with a 'Welcome' message and 'Last login 01 May 04:56 PM'. The search area includes a 'Country' dropdown menu, 'City' and 'ATM/Branch ID' text input fields, and radio buttons for 'ATM' and 'Branch'. A 'Search' button is highlighted in blue, and a 'Clear' button is next to it. Below the search area is a table with columns for 'ATM/Branch ID' and 'Address'. The table contains three rows of data:

ATM/Branch ID	Address
7890	plot no 40,padmavathy,Chennai,India
1234	x,cxc,mumbai,India
5656	ds,sd,mum,India

Below the table, there's a pagination control showing 'Page 1 of 1 (1-3 of 3 items)' and a 'Cancel' button. On the right side, there's a 'Note' box with a document icon and text explaining that ATM and Branch locations/addresses are maintained in this functionality and can be searched by keying in search parameters like Country, City & Branch/ATM IDs. It also mentions that clicking on 'Create' allows adding new location details. A 'Create' button is located at the bottom of the note box. At the very bottom of the page, there's a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

Field Name	Description
<b>Country</b>	Select the country in which you want to locate a branch or ATM of the bank.
<b>City</b>	Select the city in which you want to locate a branch or ATM of the bank.
<b>ATM/ Branch ID</b>	Unique key to identify the ATM / Branch. Specify valid Branch / ATM ID maintained in the system.
<b>ATM/ Branch</b>	Select if the search is for a branch or ATM.

## Search Result

<b>ATM/ Branch ID</b>	Unique key of the ATM / Branch.
<b>Address</b>	The address of the ATM / branch that corresponds with the ATM / branch ID.

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

## ATM/ Branch Maintenance - View

The screenshot shows the 'ATM/Branch Maintenance' view screen. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user greeting: 'Welcome, Leo Thomas' with a last login time of '01 May 04:56 PM'. The main content area is titled 'ATM/Branch Maintenance' and contains the following details:

ATM ID	7890
ATM Name	SBI
Latitude	67
Longitude	77
Address Line 1	plot no 40
Address Line 2	padmavathy
Address Line 3	nagar
City	Chennai
Country	India
Services Offered	<input type="checkbox"/> Non-MetroATM <input checked="" type="checkbox"/> MetroATM <input type="checkbox"/> Cardless Cash

At the bottom left of the form are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. On the right side, there is a 'Note' box with the following text:

**Note**

Here you can view the details of an existing ATM/Branch.

Click on Edit if you wish to make any changes current details and you can also delete the existing ATM/Branch details by clicking on Delete.

At the bottom right, there is a blue button that says 'Hey, I am here to help if you need it!' and a circular help icon. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>ATM/ Branch ID</b>	Unique key to identify the ATM / branch.
<b>ATM/ Branch Name</b>	Name of the ATM / branch.
<b>Latitude</b>	The location of the ATM/ branch in term of latitude which is the angular distance, north or south of the equator (an imaginary circle around the Earth halfway between the North Pole and the South Pole).
<b>Longitude</b>	The location of the ATM/ branch in term of longitude which is angular distance, east or west of the prime meridian (an imaginary line running from north to south through Greenwich, England).
<b>Address Line 1 - 4</b>	The address of the ATM / branch that corresponds with the ATM / branch ID.
<b>City</b>	The city of the ATM / branch that corresponds with the ATM / branch ID.
<b>Country</b>	The country of the ATM / branch.
<b>Work Timings</b>	The operating hours of the branch / ATM. This field appears if you are viewing the details of a <b>Branch of the bank</b> .
<b>Additional Details</b>	Additional details if any. This field appears if you are viewing the details of a <b>Branch of the bank</b> .
<b>Phone Number</b>	The phone number of the branch / ATM. This field appears if you are viewing the details of a <b>Branch of the bank</b> .
<b>Services Offered</b>	The services offered by the bank branch / ATM.

3. Click **Edit** to edit the ATM/ branch details.  
OR  
Click **Delete** to delete the ATM/ branch details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.

## 23.2 ATM/ Branch Maintenance - Add

Using this option, System Administrator can add ATM or branch details. Single ATM/ branch details can be added directly using the Add ATM/ branch Details screen. Multiple ATMs or branches can be added by uploading a File.

Adding ATM/ branches feature allows the bank administrator to:

- Add Single ATM/ Branches
- Add Multiple ATM/ Branches

### To add an ATM/ Branch:

1. Navigate to the **ATM/Branch Maintenance** screen.
2. Click **Create**.  
The **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen appears.

### ATM/ Branch Maintenance - Add Single ATM/ Branch Details

### Field Description

Field Name	Description
<b>Add ATM/ Branch Details</b>	
<b>Add New – ATM / Branch</b>	Buttons to be selected for adding either the ATM or the branch details.  The buttons are: <ul style="list-style-type: none"> <li>• ATM</li> <li>• Branch</li> </ul>

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

## ATM/ Branch Maintenance - Add ATM/ Branch Details

### Field Description

Field Name	Description
<b>Add New – ATM / Branch</b>	Buttons for adding either the ATM or the branch details.
<b>Input Type</b>	Options to add single or multiple ATM/ branch details. <ul style="list-style-type: none"> <li>• Add Single ATM/ Branches</li> <li>• Add Multiple ATM/ Branches</li> </ul>
<b>File</b>	Select the file to be uploaded.

4. In the **Input Type** field, click the appropriate option to add the single or multiple ATM/ branch details.
  - a. If you select **Single ATM/ Branches** option, the fields for adding the details appears on the **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen.

## Add Single ATM/ Branches Details

The screenshot shows a web application interface for adding ATM or branch details. The page title is 'Add ATM/Branch Details'. There are two tabs: 'ATM' (selected) and 'Branch'. Under 'Input Type', there are two radio buttons: 'Single ATM' (selected) and 'ATM List via file upload(.XML format only)'. The form fields are: ATM/Branch ID (1111), ATM/Branch Name (ABC Branch), Coordinates (30, 100), Address Line 1 (xyz street), Address Line 2, Address Line 3, Address Line 4, City (Mumbai), and Country (India). There are also checkboxes for 'Non-MetroATM', 'MetroATM' (checked), and 'Cardless Cash'. At the bottom, there are buttons for 'Add', 'Cancel', and 'Back'. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
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#### Add ATM/ Branch Details

**Add New – ATM / Branch** Buttons for adding either the ATM or the branch details.

**Input Type** Options to add single or multiple ATM/ branch details.

- Single ATM/ Branch
- Multiple ATMs/ Branches via file upload (.xml format only)

**ATM/ Branch ID** Unique key to identify the ATM / branch.

**ATM/ Branch Name** Name of the ATM / branch which is to be added.

**Coordinates** The location of the new ATM/ branch in term of latitude which is the angular distance, north or south of the equator (an imaginary circle around the Earth halfway between the North Pole and the South Pole).

Field Name	Description
	<p>The location of the new ATM/ branch in term of longitude which is angular distance, east or west of the prime meridian (an imaginary line running from north to south through Greenwich, England).</p> <p>Click the <a href="#">Search Location</a> link to auto populate the coordinates value.</p>
<b>Address Line 1 - 4</b>	The address of the ATM / branch that corresponds with the ATM / branch ID.
<b>City</b>	The city in which a branch or ATM of the bank is located.
<b>Country</b>	The country a branch or ATM of the bank is located.
<b>Work Timings</b>	<p>The operating hours of the branch</p> <p>This field appears if you click <b>Branch</b> button in the <b>Add New</b> field.</p>
<b>Additional Details</b>	<p>Additional details if any.</p> <p>This field appears if you click <b>Branch</b> button in the <b>Add New</b> field.</p>
<b>Phone Number</b>	<p>The phone number of the branch / ATM.</p> <p>This field appears if you click <b>Branch</b> button in the <b>Add New</b> field.</p>
<b>Alternate Phone Number</b>	<p>A contact number other than your main phone number, if you have any.</p> <p>This field appears if you click <b>Branch</b> button in the <b>Add New</b> field.</p>
<b>Services Offered</b>	<p>Services offered by the bank.</p> <p>Following services are offered if you click <b>ATM</b> button in the <b>Add New</b> field. (The information will be fetched based on the data maintained as Day 0).</p> <ul style="list-style-type: none"> <li>• Non-Metro ATM</li> <li>• Metro ATM</li> <li>• Cardless Cash</li> </ul> <p>Following services are offered if you click <b>Branch</b> button in the <b>Add New</b> field. (The information will be fetched based on the data maintained as Day 0).</p> <ul style="list-style-type: none"> <li>• Wealth branch</li> <li>• Loan Servicing Branch</li> <li>• Forex Branch</li> <li>• Gold Loan Branch</li> <li>• Touch Banking Branch</li> <li>• Lockers Enabled Branch</li> </ul>

Field Name	Description
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- Retail Branch

- In the **ATM/ Branch ID** field, enter the unique id for ATM/ branch.
  - In the **ATM/ Branch Name** field, enter the name of the new ATM/ branch.
  - In the **Coordinates** field, click the **Search Location** link to enter the location. The coordinate value appears in the field.
  - In the **Address Line 1, 2** field, enter the address of the new ATM/ branch.
  - In the **City** field, enter the city of the ATM/ branch.
  - From the **Country** list, select the country of the new ATM/ branch.
  - In the **Phone Number** field, enter the phone number of the bank branch.
  - Click **Add** to add the ATM/ branch details.  
OR  
Click **Cancel** to cancel current transaction.
  - The **Add ATM/ Branch Details - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
User is directed to the **Add ATM/ Branch Details** screen with values in editable form.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
  - The success message of saving the ATM/ Branch maintenance appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.
5. In the **ATM/ Branch Maintenance - Add Branch Details** screen, if you select **Multiple ATM/ Branches** option, the **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen for uploading the files appears.

### ATM/ Branch Maintenance - Add Multiple ATM/ Branch Details

The screenshot displays the 'Add ATM/Branch Details' form within the Futura Bank application. The interface includes a header with user information (System Administrator, ATM/Branch, English, UBS 14.3 AT3 Branch) and a search bar. The main content area is titled 'Add ATM/Branch Details' and features a 'Add New' section with two tabs: 'ATM' and 'Branch'. Below this, the 'Input Type' section has two radio buttons: 'Single ATM' (unselected) and 'ATM List via file upload (XML format only)' (selected). A 'File' section contains an 'Upload File' button and a note '(Less than 10 MB)'. At the bottom, there are three buttons: 'Add', 'Cancel', and 'Back'. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description****Field Name    Description**

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**Add ATM/ Branch Details**

**Add New**      Buttons to be selected for adding either the ATM or the branch details.

**Input Type**    Options to add single or multiple ATM/ branch details.

- Single ATM/ Branch
- Multiple ATM/ Branches

**File**            Select the file to be uploaded.

---

6. In the **Input Type** field, click the appropriate option to add the single or multiple ATM/ branch option.
  - a. If you select **Multiple ATM/ Branches** option, the fields for uploading file (specific file format is mentioned here – XML only) appears on the **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen.
  - b. In the **File** field, select the file to be uploaded.
  - c. Click **Add** to add the ATM/ branch details.  
OR  
Click **Cancel** to cancel current transaction.
  - d. The **Add ATM/ Branch Details - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
User is directed to the **Add ATM/ Branch Details** screen with values in editable form.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
  - e. The success message of saving the ATM/ Branch maintenance appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## ATM file template example

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ATMs xmlns:datatype="http://datatype.fc.ofss.com" xmlns:validationdtoapp="http://validation.dto.app.fc.ofss.com" xmlns:dtocommondomainframework="
http://dto.common.domain.framework.fc.ofss.com" xmlns:ns4="http://enumeration.fc.ofss.com">
  <ATM>
    <coordinates>
      <latitude>19.1547995</latitude>
      <longitude>72.8562558</longitude>
    </coordinates>
    <ID>DBA001</ID>
    <name>Demo Bank Branch1</name>
    <PostalAddress>
      <datatype:city>Mumbai</datatype:city>
      <datatype:country>INDIA</datatype:country>
      <datatype:line1>Line1</datatype:line1>
      <datatype:line2>Line2</datatype:line2>
    </PostalAddress>
    <Services>
      <id>3</id>
    </Services>
    <Services>
      <id>2</id>
    </Services>
    <type>ATM</type>
  </ATM>
  <ATM>
    <coordinates>
      <latitude>19.16</latitude>
      <longitude>72.86</longitude>
    </coordinates>
    <ID>DBA002</ID>
    <name>Demo Bank Branch2</name>
    <PostalAddress>
      <datatype:city>Nagpur</datatype:city>
      <datatype:country>INDIA</datatype:country>
      <datatype:line1>Line1</datatype:line1>
      <datatype:line2>Line2</datatype:line2>
    </PostalAddress>
    <Services>
      <id>5</id>
    </Services>
    <Services>
      <id>2</id>
    </Services>
    <type>ATM</type>
  </ATM>
</ATMs>

```

## Output

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



## Branch file template example

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<Branches xmlns:datatype="http://datatype.fc.ofss.com" xmlns:validationdtoapp="http://validation.dto.app.fc.ofss.com" xmlns:dtocommondomainframework="
http://dto.common.domain.framework.fc.ofss.com" xmlns:ns4="http://enumeration.fc.ofss.com">
  <!-- Sample Record to Upload branch -->
  <Branch>
    <coordinates>
      <latitude>17.900840</latitude>
      <longitude>102.5332620</longitude>
    </coordinates>
    <ID>STBREC001</ID>
    <name>ST Bank KM8</name>
    <PostalAddress>
      <datatype:city>Vientiane</datatype:city>
      <datatype:country>LAO PEOPLES DEMOCRATIC REPUBLIC</datatype:country>
      <datatype:line1>Somvang Village</datatype:line1>
      <datatype:line2>Hadsayfong District</datatype:line2>
    </PostalAddress>
    <Services>
      <id>1</id>
    </Services>
    <Services>
      <id>7</id>
    </Services>
    <type>BRANCH</type>
    <phone>
      <number>021-315712</number>
    </phone>
    <workDays>Mon-Fri</workDays>
    <Timings>09:00-17:00</Timings>
    <!-- In case of multiple branch timings required -->
    <workDays>Sat</workDays>
    <Timings>09:00-17:00</Timings>
  </Branch>

  <Branch>
    <coordinates>
      <latitude>17.900840</latitude>
      <longitude>102.5332620</longitude>
    </coordinates>
    <ID>STBREC002</ID>
    <name>ST Bank KM8</name>
    <PostalAddress>
      <datatype:city>Vientiane</datatype:city>
      <datatype:country>LAO PEOPLES DEMOCRATIC REPUBLIC</datatype:country>
      <datatype:line1>Somvang Village</datatype:line1>
      <datatype:line2>Hadsayfong District</datatype:line2>
    </PostalAddress>
    <Services>
      <id>1</id>
    </Services>
    <Services>
      <id>7</id>
    </Services>
    <type>BRANCH</type>
    <phone>
      <number>021-315712</number>
    </phone>
    <workDays>Mon-Fri</workDays>
    <Timings>09:00-17:00</Timings>
    <!-- In case of multiple branch timings required -->
    <workDays>Sat</workDays>
    <Timings>09:00-17:00</Timings>
  </Branch>
</Branches>
```

## Output

```
17.900840 102.5332620 STBREC001 ST Bank KM8 Vientiane LAO PEOPLES DEMOCRATIC REPUBLIC Somvang Village Hadsayfong District 1 7 BRANCH 021-315712 Mon-Fri 09:00-17:00 Sat
09:00-17:00 17.900840 102.5332620 STBREC002 ST Bank KM8 Vientiane LAO PEOPLES DEMOCRATIC REPUBLIC Somvang Village Hadsayfong District 1 7 BRANCH 021-315712 Mon-Fri
09:00-17:00 Sat 09:00-17:00
```

## 23.3 ATM/ Branch Maintenance - Edit

Using this option, System Administrator can update or edit an ATM/ branch details.

### To edit an ATM/ branch details:

1. In the **ATM/ Branch Maintenance** screen, click **Search**. The **ATM/ Branch Maintenance** screen with search results appears based on the search criteria.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.
2. Click the **ATM/ Branch ID** link of the record for which you want to view the details. The **ATM/ Branch Maintenance - View** screen appears.
3. Click **Edit** to edit the ATM/ branch details. The **ATM/ Branch Maintenance - Edit** screen appears.

### ATM/ Branch Maintenance - Edit

The screenshot displays the 'ATM/ Branch Maintenance - Edit' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas' with a last login time of '01 May 04:56 PM'. The main form contains the following fields:

- ATM ID: 7890
- ATM Name: SBI
- Coordinates: 67, 77 (with a 'Search Location' link)
- Address Line 1: plot no 40
- Address Line 2: padmavathy
- Address Line 3: nagar
- Address Line 4: (empty)
- City: Chennai
- Country: India (dropdown menu)
- Services Offered:
  - Non-MetroATM
  - MetroATM
  - Cardless Cash

At the bottom left, there are 'Save', 'Cancel', and 'Back' buttons. On the right, a 'Note' box provides instructions: 'In the Edit screen you can modify the existing details of the ATM/Branch. Details like ATM/Branch Name, address, coordinates and services offered can be modified.'

### Field Description

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

<b>ATM/ Branch ID</b>	Unique key to identify the ATM / branch. This field is not editable.
-----------------------	---

Field Name	Description
<b>ATM/ Branch Name</b>	Name of the ATM / branch which is to be edited.
<b>Latitude</b>	The location of the ATM/ branch in term of latitude which is the angular distance, north or south of the equator (an imaginary circle around the Earth halfway between the North Pole and the South Pole).
<b>Longitude</b>	The location of the ATM/ branch in term of longitude which is angular distance, east or west of the prime meridian (an imaginary line running from north to south through Greenwich, England).
<b>Address Line 1 - 4</b>	The address of the ATM / branch that corresponds with the ATM / branch ID.
<b>City</b>	The city of the ATM / branch that corresponds with the ATM / branch ID.
<b>Country</b>	The country of the ATM / branch.
<b>Work Timings</b>	The operating hours of the branch / ATM. This field is only applicable when the user is editing details of the <b>Branch</b> .
<b>Additional Details</b>	Additional details if any. This field appears if you are viewing the details of a <b>Branch of the bank</b> .
<b>Phone Number</b>	The phone number of the branch / ATM. This field is only applicable when the user is editing details of the <b>Branch</b> .
<b>Services Offered</b>	The services offered by the bank branch/ ATM.

4. In the **ATM/ Branch Name** field, edit the name of the new ATM/ branch if required.
5. In the **Coordinates** field, click the **Search Location** link to enter the location. The coordinate value appears in the field. Modify, if required.
6. In the **Address Line 1, 2** field, edit the address of the new ATM/ branch if required.
7. In the **City** field, edit the city of the ATM/ branch (if required).
8. From the **Country** list, select the country of the new ATM/ branch.
9. In the **Phone Number** field, edit the phone number of the bank branch if required.
10. Click **Save** to update the ATM/ branch details.  
OR  
Click **Cancel** to cancel current transaction.  
OR  
Click **Back** to navigate back to previous screen.

11. The **Edit ATM/ Branch Details - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make changes if any.  
User is directed to the **Edit ATM/ Branch Details** screen with values in editable form.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
12. The success message of saving the ATM/ Branch maintenance appears along with the status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## 23.4 ATM/ Branch Maintenance - Delete

The System Administrator can delete the ATM and branch details.

**To delete ATM/ branch details:**

1. In the **ATM/ Branch Maintenance** screen, click **Search**. The **ATM/ Branch Maintenance** screen with search results appears based on the search criteria.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.
2. Click the **ATM/ Branch ID** link of the record for which you want to view the details. The **ATM/ Branch Maintenance - View** screen appears.
3. Click **Delete** to delete the ATM/ branch details.  
The application will prompt the administrator with a deletion message with an option of Yes / No.

### ATM/ Branch Maintenance - Delete

The screenshot shows the 'ATM/ Branch Maintenance - View' screen in the futura bank system. The screen displays details for an ATM with ID 7890, Name SBI, and location in Chennai. A 'Delete' dialog box is open, asking 'Are you sure you want to delete the maintenance?' with 'Yes' and 'No' buttons. The background shows a form with fields for ATM ID, Name, Latitude, Longitude, Address Lines, City, Country, and Services Offered (Non-MetroATM, MetroATM, Cardless Cash).

4. Click **Yes** to delete ATM / Branch. It will navigate to confirmation page with a success message and the status.  
OR  
Click **No** if you do not wish to delete the ATM / Branch.
5. Click **OK** to complete the transaction.

## **FAQ**

**1. In which format I can upload a file with ATM and Branch details?**

You can upload a file in xml format to add new branches and ATMs.

**2. Do I need to remember the latitude and longitude while updating single ATM/Branch?**

No, you may search the location. Based on the location selected latitude and longitude data will be auto fetched and shown on the screen.

**3. Can I edit the address and other details of already saved ATM/Branch?**

Yes, an option to edit the information of already saved ATM/Branches is provided.

[Home](#)

## 24. Product Mapping

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

System Administrator can map products maintained in the core banking system to different User type and all the users falling under that user type can open accounts for the mapped products only. This option is currently enabled for Term Deposit and Recurring Deposit module.

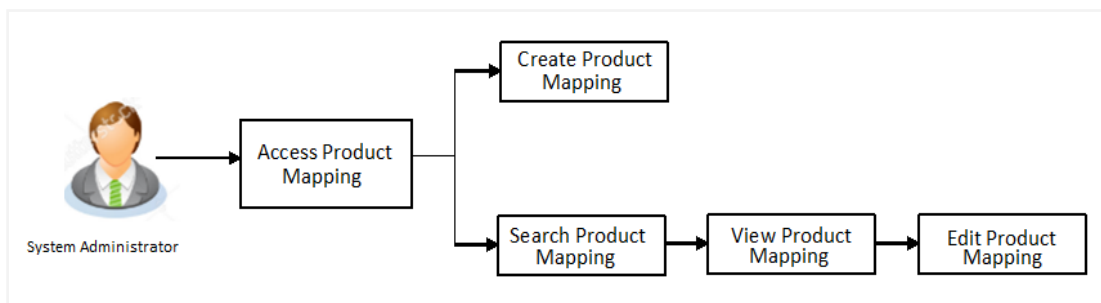
For example: A user can open a term deposit or a recurring deposit only under those products which are mapped to the User Type/User Segment assigned to the user. Products which are not mapped, will not be available (for opening deposit accounts) to a channel user. This will be a part of Day 1 setup.

Note: For User Type – Retail, product mapping can be done for User Type and User Segment combination.

### Pre-Requisites

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

### Workflow



### Features Supported In Application

The module supports following features:

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

### How to reach here:

System Administrator Dashboard > Configuration > Product Mapping

OR

System/ Bank Administrator Dashboard > Toggle Menu > Configuration > Product Mapping

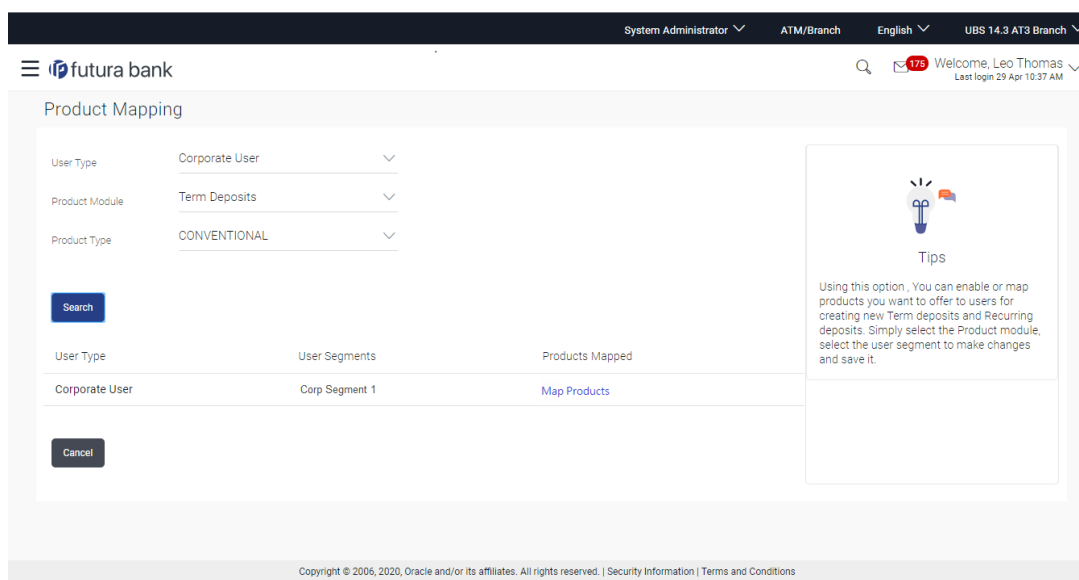
## 24.1 Product Mapping - View

Using Product mapping view option, System Administrators can view the list of products mapped to the product module. The System Administrator can view the mapping details by clicking the User Segments link.

### To view the product mapping:

1. Navigate to the **Product Mapping** screen. The **Product Mapping** screen with mapped products appears.  
OR  
Click **Cancel** to cancel the transaction and navigate to the dashboard.

### Product Mapping



### Field Description

Field Name	Description
<b>User Type</b>	The user type available for mapping products.
<b>Product Module</b>	Following product modules are available for mapping: <ul style="list-style-type: none"> <li>• Term Deposit</li> <li>• Recurring Deposit</li> </ul>
<b>Product Type</b>	The type of products available to be mapped to the user segment or to the role for that product module.

**Field Name**                      **Description**

**Search Result**

- User Type**                      The user for which products are mapped.
- User Segment**                The user segments for which products mapped. This field is applicable only for Retail user type.
- Products Mapped**            The number of products mapped to the user segment or user type for that product type and product module.

2. Click the **Product Mapped** link of the user record for which you want to view the details. The **Product Mapping - View** screen appears.

**Product Mapping - View**

The screenshot shows the 'Product Mapping - View' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas' with 'Last login 29 Apr 10:37 AM'. The main content area is titled 'Product Mapping' and displays the following filter information:

- User Type: Corporate User
- Product Module: Term Deposits
- Product Type: CONVENTIONAL

Below the filters is a table with the following columns: Select, Product Name, Expiry Date, Status, Currency, Minimum Amount, and Maximum Amount. The table contains three main product entries, each with multiple rows for different currencies:

Select	Product Name	Expiry Date	Status	Currency	Minimum Amount	Maximum Amount
<input checked="" type="checkbox"/>	Branch Local Holiday TD	NA	Active	EUR	1000	95000000
		NA	Active	GBP	1	50000000
		NA	Active	KWD	500	70000000
<input checked="" type="checkbox"/>	Rate chart allowed deposit with TopUp	NA	Active	EUR	1000	95000000
		NA	Active	GBP	500	50000000
		NA	Active	INR	1000	90000000
		NA	Active	KWD	500	70000000
		NA	Active	USD	1500	70000000
		NA	Active	USD	1500	70000000
<input checked="" type="checkbox"/>	Compounding interest deposit	NA	Active	EUR	1000	50000000
		NA	Active	GBP	5000	95000000
		NA	Active	INR	1000	80000000
		NA	Active	USD	1500	70000000

At the bottom of the table, there are three buttons: 'Edit', 'Cancel', and 'Back'. The footer of the page contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>View</b>	
<b>User Type</b>	The user for which products are mapped.
<b>Product Module</b>	<p>Following product modules are available for mapping:</p> <ul style="list-style-type: none"> <li>• Term Deposit</li> <li>• Recurring Deposit</li> </ul> <hr/> <p>Note: For corporate only Term Deposit product module is available</p> <hr/>
<b>Product Type</b>	The type of product under the selected module for which the product list needs to be fetched .
<b>User Segment</b>	The user segment for which products are mapped. This field is applicable only for Retail user type.
<b>Product Name</b>	Name of the product which is mapped to the user type for the selected product type and product module.
<b>Expiry Date</b>	<p>The expiry date of the product.</p> <p>If the product is expired, an 'Expired' flag is shown against the product.</p>
<b>Status</b>	The current status of the product.
<b>Currency</b>	The currency in which products are maintained.
<b>Minimum Amount</b>	The minimum permissible amount for opening deposit under the selected product.
<b>Maximum Amount</b>	The maximum permissible amount for opening deposit under the selected product.

3. Click **Edit** to edit the user-segment - product mapping.  
OR  
Click **Cancel** the operation and navigate to the 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.

## 24.2 Product Mapping - Edit

This function enables the System Administrator to edit the product mapping. The System Administrator can map or delete the products to the product module.

### To edit or update the product mapping:

1. In the **Product Mapping** screen, click the **Product Mapped** link of the user record for which you want to edit the details.  
The **Product Mapping - View** screen appears.
2. Click **Edit** to edit the user-segment - product mapping. The **Product Mapping – Edit** screen appears.  
OR  
Click **Cancel** the operation and navigate to the 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.

### Product Mapping - Edit

The screenshot displays the 'Product Mapping - Edit' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo and a user welcome message 'Welcome, Leo Thomas' are visible. The main content area is titled 'Product Mapping' and shows the following details:

- User Type: Corporate User
- Product Module: Term Deposits
- Product Type: CONVENTIONAL

The main table lists product mappings with the following columns: Select, Product Name, Expiry Date, Status, Currency, Minimum Amount, and Maximum Amount. The table contains several rows, some with checkboxes in the 'Select' column and 'Edit' buttons in the 'Status' column.

Select	Product Name	Expiry Date	Status	Currency	Minimum Amount	Maximum Amount
<input checked="" type="checkbox"/>	Branch Local Holiday TD	NA	Edit	EUR	1000	95000000
		NA	Edit	GBP	1	50000000
		NA	Edit	KWD	500	70000000
<input checked="" type="checkbox"/>	Rate chart allowed deposit with TopUp	NA	Edit	EUR	1000	95000000
		NA	Edit	GBP	500	5000000
		NA	Edit	INR	1000	90000000
		NA	Edit	KWD	500	70000000
		NA	Edit	USD	1500	70000000
<input type="checkbox"/>	Compounding interest deposit	NA	Edit	EUR	1000	50000000
		NA	Edit	GBP	5000	95000000
		NA	Edit	INR	1000	80000000
		NA	Edit	USD	1500	70000000

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

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Edit</b>	
<b>User Type</b>	The user for which products are mapped.
<b>Product Module</b>	One of the following product modules for which the mapping is to be edited: <ul style="list-style-type: none"> <li>• Term Deposit</li> <li>• Recurring Deposit</li> </ul>
<b>Product Type</b>	The list of product type, available for mapping.
<b>User Segment</b>	The user segment, for which products are mapped.
<b>Product Name</b>	Name of the product which is mapped to the user type for the selected product type and product module.
<b>Expiry Date</b>	The expiry date of the product. If the product is expired, an 'Expired' flag is shown against products.
<b>Status</b>	The current status of the product.
<b>Currency</b>	The currency in which products are maintained.
<b>Minimum Amount</b>	The minimum permissible amount for opening deposit under the selected product.
<b>Maximum Amount</b>	The maximum permissible amount for opening deposit under the selected product.

3. Edit View the defined values for fields, in an editable form.
4. Edit the required details.
5. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

- The success message of transaction submission appears along with the transaction reference number and status.  
Click **OK** to complete the transaction.

## 24.3 Product Mapping - Create

This option enables the System Administrator to select the products and map it to the Product Module.

### To create a new product mapping:

- Navigate to the **Product Mapping** screen.
- Select the User Type for which the product mapping needs to be maintained
- Select the User Segment (applicable only for Retail user type).

### Product Mapping

The screenshot displays the 'Product Mapping' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo and user information 'Welcome, Leo Thomas' are visible. The main content area is titled 'Product Mapping' and contains a form with three dropdown menus: 'User Type' (Corporate User), 'Product Module' (Term Deposits), and 'Product Type' (CONVENTIONAL). A blue 'Search' button is located below the form. Underneath, a table lists the current mapping: 'Corporate User' is mapped to 'Corp Segment 1'. A blue link labeled 'Map Products' is positioned to the right of the table. To the right of the table is a 'Tips' box with a lightbulb icon and text explaining the mapping process. At the bottom left, there is a 'Cancel' button. The footer contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

- Click **Map Products**.  
The **Product Mapping - Create** screen appears.

**Note:** The **Map Products** link is available only if no products are mapped to the user segment.

## Product Mapping - Create

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

futurabank

Welcome, Leo Thomas  
Last login 01 May 04:56 PM

Product Mapping

User Type: Retail User  
 Product Module: Recurring Deposits  
 Product Type: CONVENTIONAL  
 User Segment: SegmentL

Select	Product Name	Expiry Date	Status	Currency	Minimum Amount	Maximum Amount
<input type="checkbox"/>	Branch Local Holiday TD	NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	EUR	1000	95000000
		NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	GBP	1	50000000
		NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	KWD	500	70000000
<input type="checkbox"/>	Compounding interest deposit	NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	EUR	1000	50000000
		NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	GBP	5000	95000000
		NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	INR	1000	80000000
		NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	USD	1500	70000000
<input type="checkbox"/>	ISLAMIC Auto Rollover	NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	EUR	1000	95000000
		NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	GBP	1	50000000
<input type="checkbox"/>	FD-Fixed Rate-ITR1	NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	EUR	1000	95000000
		NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	GBP	5000	50000000
		NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	KWD	500	70000000
		NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	USD	1500	70000000
		NA	<span style="background-color: green; color: white; padding: 2px;">Active</span>	USD	1500	70000000

Save
Cancel
[Back](#)

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## Field Description

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

**Create**

<b>User Type</b>	The user for which products are mapped.
------------------	---

<b>Product Module</b>	Following product modules are available for mapping:
-----------------------	--

- Term Deposit
- Recurring Deposit

<b>Product Type</b>	The list of product, available for mapping.
---------------------	---

Field Name	Description
<b>User Segment</b>	The user segment, for which products are to be mapped.
<b>Product Name</b>	Name of the product which is mapped to the user type for the selected product type and product module.
<b>Expiry Date</b>	The expiry date of the product. If the product is expired, an 'Expired' flag is shown against products.
<b>Status</b>	The current status of the product.
	<b>Note:</b> Only the active products are displayed
<b>Currency</b>	The currency in which products are maintained.
<b>Minimum Amount</b>	The minimum permissible amount for opening deposit under the selected product.
<b>Maximum Amount</b>	The maximum permissible amount for opening deposit under the selected product.

5. From the **User Type** list, select user for which products are mapped.
6. From the **Product Module** list, select product modules which are available for mapping.
7. From the Product Type list, select product type available for mapping.
8. Select the checkbox(s) for the product which has to be mapped to the user.
9. In the Minimum Amount field, enter the minimum permissible amount for opening deposit under the selected product.
10. In the Maximum Amount field, enter the maximum permissible amount for opening deposit under the selected product.
11. Click Save to save the mapping.  
OR  
Click Cancel to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click Back to navigate to previous screen.
12. The Review screen appears. Verify the details, and click Confirm.  
OR  
Click Cancel to cancel the transaction.  
OR  
Click Back to navigate to previous screen.
13. The success message of transaction submission appears along with the transaction reference number and status.  
Click OK to complete the transaction.

## **FAQ**

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

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

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

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

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

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

### **4. What will happen if the products are not mapped to any user segment and are only mapped to user type?**

In this case, all the products mapped to the user type will be available for account opening to the users associated to that user type.

[Home](#)

## 25. User Profile Maintenance

This function enables the System/Bank Administrator user to manage the user profile details that needs to be shown and needs to be made available for modification for Retail users. Details maintained on user profile includes date of birth, PAN card number, Aadhar number, passport number, national ID, driving license, communication address, email ID, and contact number, fax number, etc.

In a multi entity scenario, Administrator can do this setup for each entity by selecting the entity.

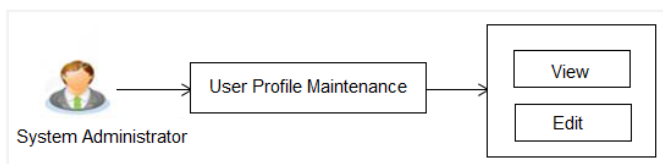
**Note:** For the business users to be able to modify the 'My Profile' fields, the modification of those fields should be allowed in FCUBS or in the backend Host System.

FCUBS has a separate maintenance for allowing modification of user's details, please make sure that modification of the required user details in enabled (if the FCUBS is configured as a backend system).

### Pre-requisites

- User must have a valid Login credentials
- Transaction access is provided to system administrator.
- Approval rule set up for Bank administrator to perform the actions.

### Workflow



### Features supported in application

The administrator can perform the following actions:

- View User Profile
- Edit User Profile

### How to reach here:

*System/ Bank Administrator Dashboard > Configuration > User Profile Maintenance*



## 25.1 User Profile - View

This screen displays the setup done for user profile maintenance done for user type -Retail

### To view user profile details:

1. Navigate to the **User Profile Maintenance** screen, the user profile maintained for the user appears.

### User Profile Maintenance- View

The screenshot shows the 'User Profile Maintenance' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas' with 'Last login 27 Apr 05:15 PM'. The main content area is titled 'User Profile Maintenance' and contains a section 'Details to be displayed on User Profile'. This section is divided into three categories: 'Personal Information' (Adhaar Card Number, Driving License, Passport, Pan Card Number), 'Contact Information' (Fax Number, Contact Number(Mobile), Communication Address, Email ID, Contact ISD Number(Mobile)), and 'User Details'. The 'User Details' section is a table with two columns: the field name and a 'Modification Allowed' toggle switch. The fields listed are Fax Number, Contact Number(Mobile), Communication Address, Email ID, Contact ISD Number(Mobile), Adhaar Card Number, Driving License, Passport, and Pan Card Number. All toggle switches are currently turned off. At the bottom left of the form, there are 'Edit' and 'Cancel' buttons. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>User Type</b>	<p>Displays the user type for whom the user profile is to be created.</p> <p>The user can be:</p> <ul style="list-style-type: none"> <li>• Retail</li> </ul>
<b>Details to be displayed on User Profile</b>	
<b>Personal Information</b>	<p>Displays the personal details maintained for the bank/system administrator for being shown to business user on his/her profile.</p> <p>The options against each field are:</p> <ul style="list-style-type: none"> <li>• Enable: If the toggle is displayed as enabled, that field can be modified by the business user.</li> <li>• Disable: If the toggle is displayed as disabled, that field cannot be modified by the business user.</li> </ul>
<b>Contact Information</b>	<p>Displays the contact details maintained for the bank/system administrator for being shown to business user on his/her profile.</p> <p>The options against each field are:</p> <ul style="list-style-type: none"> <li>• Enable: If the toggle is displayed as enabled, that field can be modified by the business user.</li> <li>• Disable: If the toggle is displayed as disabled, that field cannot be modified by the business user.</li> </ul>

## 25.2 User Profile - Edit

This function enables the bank/system administrator to modify the existing setup done for user profile details.

**To modify user profile details:**

1. Navigate to the **User Profile Maintenance** screen, if the user profile is already maintained for user, appears on **User Profile Maintenance- View** screen.
2. Click **Edit** to modify the user profile details. The **User Profile Maintenance - Edit** screen appears with the details.  
OR  
Click **Cancel** to cancel the transaction.

## User Profile Maintenance- Edit

The screenshot displays the 'User Profile Maintenance - Edit' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user greeting: 'Welcome, Leo Thomas' with 'Last login: 27 Apr 05:15 PM'. The main content area is titled 'User Profile Maintenance' and contains a section 'Details to be displayed on User Profile'. This section is divided into three categories: 'Personal Information' (Adhaar Card Number, Driving License, Passport, Pan Card Number), 'Contact Information' (Fax Number, Contact Number(Mobile), Communication Address, Email ID, Contact ISD Number(Mobile)), and 'User Details'. The 'User Details' section is a table with a 'Modification Allowed' column. The 'Driving License' row is highlighted in grey, and its toggle switch is turned off. Other rows have their toggle switches turned on. At the bottom of the form, there are 'Save', 'Cancel', and 'Back' buttons. A copyright notice is visible at the very bottom: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

3. Modify the required details, e.g. date of birth, PAN number, Aadhar number, passport number communication address and phone number, fax number etc.
4. Click **Save** to save the user profile details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
5. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Edit** to modify the user profile details.
6. The success message of user profile maintenance completed successfully appears along with the transaction reference number and status.

## **FAQ**

**5. Can this maintenance be done for Corporate and Admin users as well?**

No, this maintenance can only be done for Retail users.

**6. Can the System/bank administrator select any value from the personal /contact information field and the same will start appearing on the business user's profile screen?**

Yes, the values selected by Bank administrator will be displayed to business user in his/her profile, provided those fields are supported by host system.

[Home](#)

## 26. Payee Restriction Setup

Bank customers add payees or beneficiaries to transfer funds from one account to another. Bank can limit the number of payees that can be added by the retail user in a day.

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

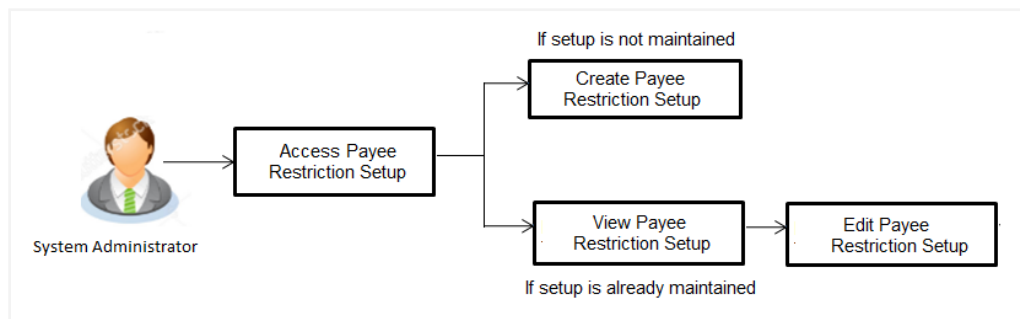
System Administrator can also restrict the total number of payees irrespective of payment network that the retail user can create per day.

Payee restriction setup can be done for a User type and also for a User type and Segment combination.

### Prerequisites:

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

### Workflow



### Features supported in Application

Payee Restriction Setup maintenance is created only once at the 'Day 1' configuration by the System Administrator. However it can later be viewed and modified.

This option allows an administrator to:

- Create Payee Restriction Maintenance
- View Existing Maintenance
- Edit Maintenance

### How to reach here:

*System Administrator Dashboard > Payments > Payee Restrictions*

*OR*

*System/ Bank Administrator Dashboard > Toggle Menu > Payments > Payee Restrictions*

## 26.1 Payee Restriction Setup - View

Using this option, administrator can search for particular payee restriction set up based on different search parameters. The search results displays a payee restriction set up based on search filters selected.

System displays the payee restriction set up for the search criteria entered. When System Administrator user is accessing Payee Restriction Set-up for the very first time, the limit set up for payment network type is defaulted to 'No'.

### To view payee restriction setup:

1. From the **User Type** list, select the appropriate user whose payee restriction setup to be viewed.
2. From the **User Segment** list, select the appropriate name of segment whose payee restriction setup to be viewed.
3. Click **View**. The **Payee Restriction Setup** screen with payee restriction setup appears.  
OR  
Click **Cancel** to cancel the process.

### Payee Restriction Setup

### Field Description

Field Name	Description
<b>User Type</b>	Select the user type for which payee restriction setup details needs to be searched.

**Field Name    Description**

**User Segment**      Select the name of segment or which payee restriction setup details needs to be searched.

**Payee Restriction Setup**

The screenshot displays the 'Payee Restriction Setup' page. At the top, the user is logged in as 'System Administrator' for 'ATM/Branch' in 'English' at 'UBS 14.3 AT3 Branch'. The page title is 'Payee Restriction Setup' and the user is identified as 'Leo Thomas' (last login: 28 Apr 11:52 AM). The main content area is divided into sections for 'Internal Payment', 'Domestic Payment', and 'International Payment'. Each section contains 'Account Payee' and 'Draft Payee' options, each with a 'Payee Restriction' toggle and a 'Payees per day' limit. For example, under 'Internal Payment', the 'Account Payee' restriction is set to 'Yes' with a limit of 30. A 'Cumulative Payee Restriction' is also set to 'Yes'. A help box on the right titled 'Maintain Payee Restrictions' provides instructions on defining these limits. At the bottom, there are 'Edit' and 'Cancel' buttons.

**Field Description**

**Field Name                      Description**

**User Type**                      The user type for which payee restriction setup is done.

**User Segment**                The user segment for which payee restriction setup is done.

<b>Field Name</b>	<b>Description</b>
<b>Cumulative Payee Restriction</b>	Whether the cumulative payee restriction is enabled or not.
<b>Total number of Payees permitted per day</b>	Displays the total number of payees that are permitted, if the cumulative payee restriction is enabled.
<b>Internal Payment</b>	
<b>Account Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for internal payment.
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.
<b>Domestic Payment</b>	
<b>Account Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for domestic payment.  For India region this will be applicable for all the payments falling under domestic type of payment (NEFT, RTGS and IMPS).
<b>Payees Per day</b>	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.
<b>Draft Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for a domestic draft payment.
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.
<b>International Payment</b>	
<b>Account Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for international payment.
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for international payment is enabled.
<b>Draft Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for international draft payment.



Field Name	Description
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for international draft payment is enabled.

- Click **Edit** to edit the payee restriction set up.  
The **Payee Restriction Set-up-Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

## 26.2 Payee Restriction Setup - Edit

System Administrator can modify existing payee restriction maintenance.

Using this option, System Administrator can edit the payee restriction option for a specific payment network. Also an edit is permitted on number of payees per payment network and for cumulative combined limit irrespective of payment network.

### To edit a payee restriction setup:

- Click **Edit**. The **Payee Restriction Setup - Edit** screen appears.

## Payee Restriction Setup - Edit

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

futura bank

177
Welcome, Leo Thomas  
Last login 28 Apr 11:52 AM

### Payee Restriction Setup

User Type	retailuser		
User Segment	SegmentL		
Cumulative Payee Restriction	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Total number of Payees permitted per day	30

**Internal Payment**

Account Payee

Payee Restriction	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> NO
-------------------	---

**Domestic Payment**

Account Payee

Payee Restriction	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> NO
-------------------	---

Payee Restriction	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Payees per day	40
-------------------	---	----------------	----

Draft Payee	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Payees per day	40
-------------	---	----------------	----

**International Payment**

Account Payee

Payee Restriction	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Payees per day	0
-------------------	---	----------------	---

Draft Payee	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> NO
-------------	---

Save
Cancel
Back

**Maintain Payee Restrictions**

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



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### Field Description

Field Name	Description
<b>User Type</b>	The user type for which payee restriction setup is done.
<b>User Segment</b>	The user segment for which payee restriction setup is done.
<b>Cumulative Payee Restriction</b>	Whether the cumulative payee restriction is enabled or not. This field is not editable.

Field Name	Description
<b>Total number of Payees permitted per day</b>	<p>Displays the total number of payees that are permitted, if the cumulative payee restriction is enabled.</p> <p>This field will only be displayed if cumulative payee restriction is enabled.</p>
<b>Internal Payment</b>	
<b>Account Payee - Payee Restriction</b>	<p>Whether the account payee restriction is enabled or not, for internal payment.</p> <p>For India region this will be applicable for all the payments falling under domestic type of payment (NEFT, RTGS and IMPS).</p>
<b>Payees Per Day</b>	<p>Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.</p> <p>Field will not be displayed if Account - Payee Restriction for Internal Payment is disabled.</p>
<b>Domestic Payment</b>	
<b>Account Payee - Payee Restriction</b>	<p>Whether the account payee restriction is enabled or not, for domestic payment.</p>
<b>Draft Payee - Payee Restriction</b>	<p>Whether the account payee restriction is enabled or not, for a domestic draft payment.</p>
<b>Payees Per Day</b>	<p>Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.</p> <p>Field will not be displayed if Draft - Payee Restriction for Domestic Payment is disabled.</p>
<b>International Payment</b>	
<b>Account Payee - Payee Restriction</b>	<p>Whether the account payee restriction is enabled or not, for international payment.</p>
<b>Payees Per Day</b>	<p>Displays the total number of payees that are permitted, if the account payee restriction for international payment is enabled.</p> <p>Field will not be displayed if International Payment - Payee Restriction for Domestic Payment is disabled.</p>

Field Name	Description
<b>Draft Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for international draft payment.
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for international draft payment is enabled.  Field will not be displayed if International Draft - Payee Restriction for Domestic Payment is disabled.

2. In the **Cumulative Payee Restriction/ Account Payee - Payee Restriction/ Draft Payee - Payee Restriction** field, select the appropriate option.
  - a. If user select **Yes** option:
    - i. Edit the values in **Total number of Payees permitted per day** field.  
OR  
Click  or  to edit the values.
  - b. If user select **No** option:
    - i. Fields Total Number of payees per day and Payees per day are not displayed for respective payment type.
3. Select the transactions whose details you want to edit.
4. Click **Save** to save the changes made to the payee restriction set up. The message box informing that the changes will be effective next day appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate back to previous screen.
5. The **Payee Restriction Set-up – Edit – Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation.  
The success message of Payee Restriction Set-up – Edit appears along with the transaction reference number.  
OR  
Click **Back** to navigate back to previous screen.
6. Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## 26.3 Payee Restriction Setup - Create

System Administrator can setup Payee Restriction at the 'Day 1' configuration for a user type or a user type and user segment combination.

Using this option, System Administrator can setup payee restriction for a specific payment network. Administrator can also define permitted number of payees per payment network along with the cumulative combined limit for the number of payees irrespective of payment network.

**To create payee restriction setup:**

1. From **User Type** list, select appropriate user for whom payee restriction setup is to be done.
2. From the **User Segment** list, select appropriate user segment for whom payee restriction setup is to be done.
3. Click **View**. The popup message of Payee Restriction Setup for the selected segment not done appears.

**Payee Restriction Setup screen**

The screenshot shows the 'Payee Restriction Setup' screen in the Futura Bank system. The header includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Sweta Thakur' with a 'Last login 28 Apr 09:14 PM' timestamp. The main form has two dropdown menus: 'User Type' (set to 'Retail User') and 'User Segment' (set to 'SegmentL3'). Below these are 'View' and 'Cancel' buttons. A message box on the right, titled 'Maintain Payee Restrictions', contains the following text: 'Define restrictions on the number of payees that can be added by retail users on a daily basis. This feature enables you to define a daily cumulative payee creation limit that will be applicable across all transactions as well as individual payee creation limits per transaction. Once defined, you can view and edit this maintenance as required.'

**Field Description**

Field Name	Description
<b>User Type</b>	The user type for which payee restriction setup is done.
<b>User Segment</b>	The user segment for which payee restriction setup is done.

4. Click **Set Up Now** to create Payee Restriction Setup. **Payee Restriction Setup - Create** screen appears.  
OR  
Click **Cancel** to cancel the operation.  
OR  
Click **Back** to navigate back to previous screen.

**Payee Restriction Setup screen**

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 28 Apr 10:40 AM

### Payee Restriction Setup

User Type: retailuser  
User Segment: SegmentL2

Payee Restriction Setup for this user segment has not been set up yet



**Maintain Payee Restrictions**

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

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## Payee Restriction Setup - Create

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 28 Apr 11:52 AM

### Payee Restriction Setup

User Type: retailuser  
User Segment: SegmentL

Cumulative Payee Restriction:  Yes  No | Total number of Payees permitted per day: 30

#### Internal Payment

Account Payee

Payee Restriction:  Yes  NO

#### Domestic Payment

Account Payee

Payee Restriction:  Yes  NO

Payee Restriction:  Yes  No | Payees per day: 40

Draft Payee

Payee Restriction:  Yes  No | Payees per day: 40


#### International Payment

Account Payee

Payee Restriction:  Yes  No | Payees per day: 0

Draft Payee

Payee Restriction:  Yes  NO



**Maintain Payee Restrictions**



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

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>User Type</b>	The user type for which payee restriction setup is being done.
<b>User Segment</b>	The user segment for which payee restriction setup is being done.
<b>Cumulative Payee Restriction</b>	Enable cumulative payee restriction to define the total number of payees across the network types
<b>Total number of Payees permitted per day</b>	Specify the total number of payees that are permitted, if the cumulative payee restriction is enabled.  This field will only be displayed if cumulative payee restriction is enabled.
<b>Internal Payment</b>	
<b>Account Payee - Payee Restriction</b>	Enable cumulative payee restriction to define the number of payees for internal payment. For India region this will be applicable for all the payments falling under domestic type of payment (NEFT, RTGS and IMPS).
<b>Payees Per Day</b>	Specify the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.  Field will not be displayed if Account - Payee Restriction for Internal Payment is disabled.
<b>Domestic Payment</b>	
<b>Account Payee - Payee Restriction</b>	Enable cumulative payee restriction to define the number of payees for domestic payment.
<b>Payees Per Day</b>	Specify the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.  Field will not be displayed if Account Payee Restriction for Domestic Payment is disabled.
<b>Draft Payee - Payee Restriction</b>	Enable cumulative payee restriction to define the number of payees for a domestic draft payment.

Field Name	Description
<b>Payees Per Day</b>	Specify the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.  Field will not be displayed if Draft - Payee Restriction for Domestic Payment is disabled.
<b>International Payment</b>	
<b>Account Payee - Payee Restriction</b>	Enable cumulative payee restriction to define the number of payees for international payment.
<b>Payees Per Day</b>	Specify the total number of payees that are permitted, if the account payee restriction for international payment is enabled.  Field will not be displayed if International Payment - Payee Restriction for Domestic Payment is disabled.
<b>Draft Payee - Payee Restriction</b>	Enable cumulative payee restriction to define the number of payees for international draft payment.
<b>Payees Per Day</b>	Specify the total number of payees that are permitted, if the account payee restriction for international draft payment is enabled.  Field will not be displayed if International Draft - Payee Restriction for Domestic Payment is disabled.

5. In the **Cumulative Payee Restriction/ Account Payee - Payee Restriction/ Draft Payee - Payee Restriction** field, select the appropriate option.
  - a. If user select **Yes** option:
    - i. Edit the values in **Total number of Payees permitted per day** or **Payees Per Day** field.  
OR  
Click  or  to increase or decrease the values.
  - b. If user select **No** option:
    - i. Fields Total Number of payees per day and Payees per day are not displayed for respective payment type.
6. Select the transactions whose details you want to define.
7. Click **Save** to save the changes made to the payee restriction set up. The message box informing that the changes will be effective next day appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate back to previous screen.



8. The **Payee Restriction Set-up– Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation.  
The success message of Payee Restriction Set-up creation appears along with the transaction reference number.  
OR  
Click **Back** to navigate back to previous screen.
9. Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## **FAQ**

1. **Will edited maintenance be applicable from immediate effect?**

No, edited maintenance will be applicable from next calendar date.

2. **What happens if the user's cumulative payee limit for a day is fully utilized but network for which he is creating a payee is available?**

System will first check the availability of cumulative payee limit. If available, will check network level payee availability limit. If both the conditions are met, user is allowed to create a payee.

3. **Is this maintenance is also applicable for corporate type of users?**

No, currently this maintenance is applicable only to Retail Users.

[Home](#)

## 27. Forex Deal Maintenance

Using this option System Administrator can maintain currency pair. The maintained currency pairs are made available to corporate users to book deals and utilize those while making payments.

### Features supported in application

Using this option System Administrator can perform the following actions:

- Maintain currency Pair

### How to reach here:

System Administrator Dashboard > Payments> Forex Deal Maintenance  
OR

System/ Bank Administrator Dashboard > Toggle Menu > Payments> Forex Deal Maintenance

### 27.1 Add Currency Pairs

Using this option System Administrator can define currency pairs.

#### To add currency pair:

1. From the **Currency Pair** list, select the appropriate currency pair.
2. Click **Add** to add the currency pair.

#### Forex Deal Maintenance - Create

The screenshot displays the 'Forex Deal Maintenance - Create' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.9 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Welcome, Sweta Thakur' with a last login time of '29 Apr 10:38 AM'. The main content area is titled 'Forex Deal Maintenance' and contains the following elements:

- Add Currency Pair Details:** A dropdown menu for 'Currency Pair' with the text 'Please Select' and a downward arrow. Below it is a blue 'Add' button.
- Selected Currency Pairs:** A table with columns 'Currency Pair' and 'Action'. It contains one entry: 'GBP-AUD' with a trash icon in the 'Action' column.
- Page Navigation:** 'Page 1 of 1 (1 of 1 items)' with navigation arrows and a '1' in a box.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom left.
- Note:** A callout box on the right with a 'Note' icon and text: 'Admin user can choose the currency pair out of the suggested options. The maintained currency pairs will be available for users to book deals and utilize those while making payments. Based on the type of treasury system, timer can also be set for each currency pair.' Below the note is an 'Edit Active Pairs' button.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
-------------------	--------------------

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**Add Currency Pair Details**

<b>Currency Pair</b>	List of the permissible currency combinations in which corporate user can book a deal.
----------------------	--


**Selected Currency Pairs**

<b>Currency Pair</b>	The maintained currency pair for corporate users.
----------------------	---

<b>Action</b>	Allows user to maintain i.e. delete the selected currency pairs.
---------------	--

---

3. The Currency pair gets added in the **Selected Currency Pairs** section.

4. Click  to delete the added currency pair.

5. Click **Save** to save the changes.

OR

Click **Cancel** to cancel the transaction.

## 27.2 Update Forex Deal

Using this option, System Administrator can modify active currency pairs maintained in the application. System Administrator can delete the existing maintained currency pair.

### To update forex deal:

1. Click **Edit**.  
The list of active currency pairs maintained in application appears.


### Forex Deal Maintenance- Edit

### Field Description

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

#### Active Currency Pairs

<b>Action</b>	Allows user to maintain i.e. delete the existing currency pairs.
---------------	--

2. Click  to delete the selected currency pair.
3. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Reset** to clear the entered details.

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## 28. Biller Category Maintenance

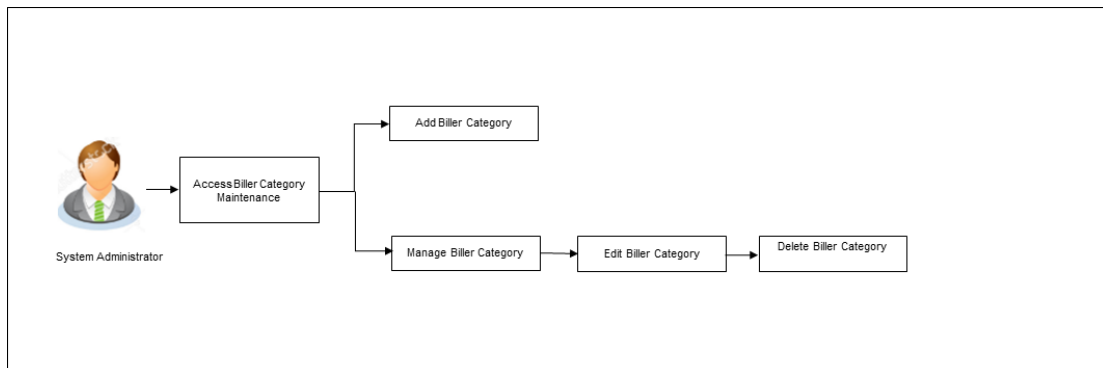
Using this function System Administrator can create new biller categories and can upload an image (image file type allowed SVG & PNG only) for that biller, which will appear as icon for these categories. These categories are mapped to billers when system administrator is creating billers. E.g. administrator can create biller category as 'Insurance' and link this Biller Category when creating Insurance billers like 'United Healthcare' and 'Healthspring' and 'WellCare Health Plans'.

The System administrators can change the order of the categories as per their priority by dragging the categories. In the Biller Category drop-down these categories appear in the same order for selection to the customers, as defined by the administrators.

### Pre-Requisites

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

### Workflow



### Features Supported In Application

This option allows the System Administrator to:

- Manage Biller Category
- Add Biller Category
- Edit Biller Mapping Category
- Delete Biller Category

### How to reach here:

*System Administrator Dashboard > Payments > Biller Category Maintenance*

*OR*

*System/ Bank Administrator Dashboard > Toggle Menu > Payments > Biller Category Maintenance*

## 28.1 Biller Category Maintenance - Summary

Biller Category Maintenance screen displays a list of all the billers along with the biller icon and number of billers mapped to the selected biller category.

### Biller Category Maintenance - Summary

The screenshot shows the 'Biller Category Maintenance' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo is visible. The main content area has a table with the following data:

Biller Icon	Biller Category	Mapped Billers			
	Water	0			
	BroadBank	0			
	Cable	0			
	LIC	0			

Below the table, there is an 'Add Category' button and a 'Back' button. On the right side, there is a 'Create and Maintain Category' panel with the following text:

**Create and Maintain Category**

Add Category

Create new categories and map billers here. When creating new billers of bill payment, if you cannot find the ideal category to map then new categories can be created here.

**Category Icon**

An icon also needs to be uploaded at the time of creating a category. This icon will be displayed to customer in bill payment screens.

**Update Priority**

The order in which the customers see categories in Biller category drop-down will be as set here. You can re-arrange the order by selecting and dragging a category up or down.

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### Field Description

Field Name	Description
<b>Biller Icon</b>	The image associated with the category. Displays the preview of the image uploaded for the category.
<b>Biller Category</b>	The name of the biller category.
<b>Mapped Billers</b>	The number of billers mapped to the category at a given point of time.

- Click the **Add Category** link to add a new biller category.  
OR  
Click to edit the biller category.  
OR  
Click to delete existing biller category.  
OR  
Click the **Back** to navigate to the previous screen.

## 28.2 Billers Category Maintenance - Add Category

Using this option, the System Administrator can add a new biller category.

**To add a new biller category:**

- In the **Billers Category Maintenance** screen, click the **Add Category** link to add a new biller category. The **Billers Category Maintenance** screen with a row to add new category appears.

### Billers Category Maintenance - Edit Category

The screenshot displays the 'Billers Category Maintenance' screen. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and user information: 'Welcome, Sweta Thakur' and 'Last login 29 Apr 10:38 AM'. The main content area is titled 'Billers Category Maintenance' and contains a table with the following data:

Biller Icon	Biller Category	Mapped Billers
	Water	0
	BroadBank	0
	Cable	0
	LIC	0

Below the table, there are links for 'Add Category' and 'Back'. A sidebar titled 'Create and Maintain Category' is open, containing the following text:



**Create and Maintain Category**  
 Add Category  
 Create new categories and map billers here. When creating new billers of bill payment, if you cannot find the ideal category to map then new categories can be created here.  
 Category Icon  
 An icon also needs to be uploaded at the time of creating a category. This icon will be displayed to customer in bill payment screens.  
 Update Priority  
 The order in which the customers see categories in Biller category drop-down will be as set here. You can re-arrange the order by selecting and dragging a category up or down

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### Field Description

Field Name	Description
<b>Biller Icon</b>	The image associated with the category. Displays the preview of the image uploaded for the category.
<b>Biller Category</b>	The name of the biller category. Category name should be unique. Category name entered here will appear as a Biller Category drop-down to the customers screens.


- Click the **Biller Icon** field, select and upload the biller image. OBDX provides a set of icons for categories out of the box. These image files have to be copied to the user's local drive before selection. Alternatively user can select his own icon images as long as they are in SVG or PNG format.
- In the **Biller Category** field, enter the name of the biller category.

8. Click .  
OR  
Click  to cancel the transaction.  
OR  
Click the **Remove** link to remove the uploaded image and upload a new biller image.
9. The success message of saving the biller category appears along with the status and reference number.  
Click **OK** to complete the transaction.

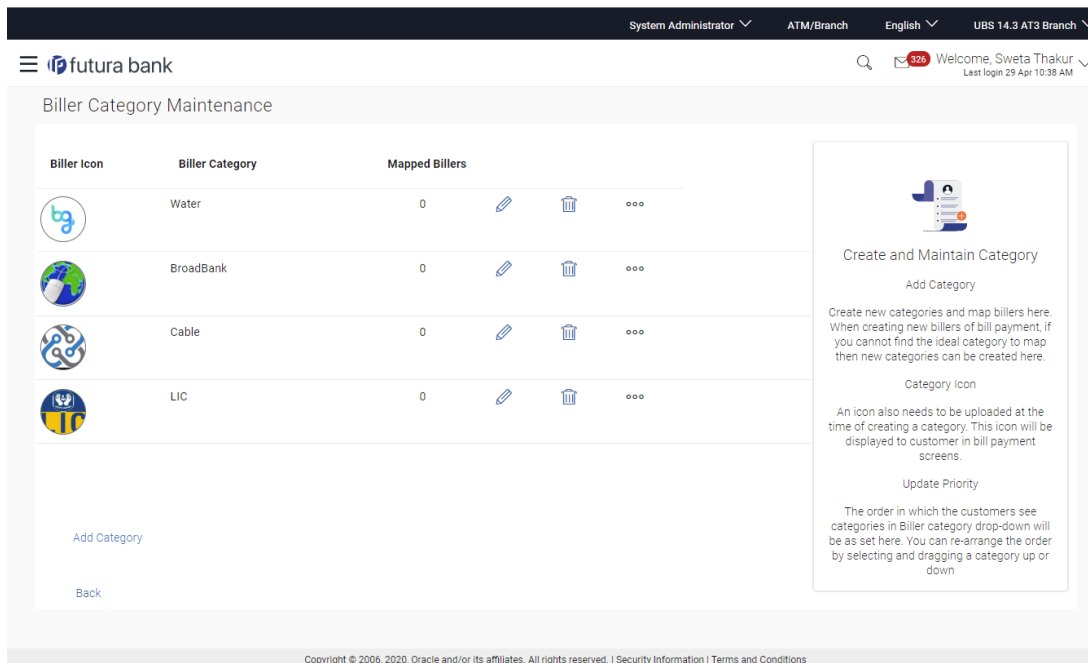
## 28.3 Biller Category Maintenance - Edit Category

System Administrator can modify the existing biller category using this screen.

















**To edit a biller category:**

10. In the **Biller Category Maintenance** screen, select and click  against the record for which you want to edit the biller category. The **Biller Category Maintenance** screen appears in the editable form.



### Biller Category Maintenance - Edit Category




The screenshot displays the 'Biller Category Maintenance' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo and user information 'Welcome, Sweta Thakur' are visible. The main content area is titled 'Biller Category Maintenance' and contains a table with the following data:

Biller Icon	Biller Category	Mapped Billers			
	Water	0			
	BroadBank	0			
	Cable	0			
	LIC	0			

Below the table are 'Add Category' and 'Back' buttons. On the right, a panel titled 'Create and Maintain Category' provides instructions: 'Add Category', 'Create new categories and map billers here. When creating new billers of bill payment, if you cannot find the ideal category to map then new categories can be created here.', 'Category Icon' (An icon also needs to be uploaded at the time of creating a category. This icon will be displayed to customer in bill payment screens.), and 'Update Priority' (The order in which the customers see categories in Biller category drop-down will be as set here. You can re-arrange the order by selecting and dragging a category up or down).

11. In the **Biller Icon** field, click the **Remove** link to remove the uploaded image and upload a new biller image, if required.
12. In the **Biller Category** field, edit the name of the biller category, if required.
13. Click .  
OR  
Click  to cancel the transaction.




14. The success message of saving the biller category appears along with the status and reference number. Click **OK** to complete the transaction.
15. Click and drag  against a record to re-arrange the biller categories, if required.

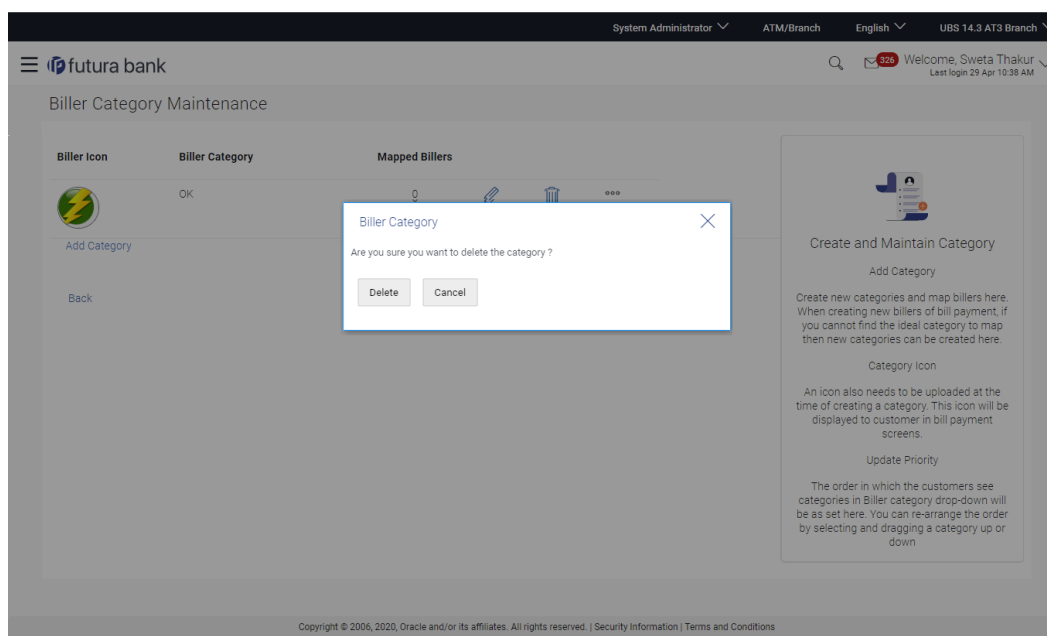
## 28.4 Biller Category Maintenance - Delete

Using this option the system administrator can delete a biller category. As part of this option, only those biller category can be deleted if there are no billers mapped to the existing biller category.

### To delete a biller category:

16. In the **Biller Category Maintenance** screen, select and click  against the record for which you want to delete the biller category. The application prompts the administrator with a message 'Are you sure you want to delete the category' with an option of Yes / No.

### Biller Category Maintenance - Delete



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

## FAQ

**1. Can I link a biller to multiple biller categories?**

No, one biller can be linked only to one biller category.

**2. Can I delete a biller category which is having billers mapped to it?**

No, biller category can only be deleted if no billers are mapped to a category.

**3. Can I change the icon image associated with a category?**

Yes, you can change the image as long as the new images are in PNG or SVG format.

**4. If I change the order of the categories, how long does it take to come into effect in the system?**

The change happens in real time (or after checker approves the change). You will start seeing the revised order of categories in all Biller Category drop-downs immediately.

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## 29. Touch Point Maintenance

Touch points are different channels/medium through which transactions or inquiries can be performed in OBDX.

Touch points in OBDX are of type 'Internal' and 'External'.

Internal Touch points are defined as part of Day 0 definition whereas External Touch Points are typically third party applications that can be defined by the System Administrator as part of onboarding in OBDX.

Internal Touch Points defined/available as parts of OBDX system are as follows:

- Internet
- Mobile App
- Mobile Browser
- SMS
- Missed Call
- Siri/Chatbot
- Snapshot
- Wearables

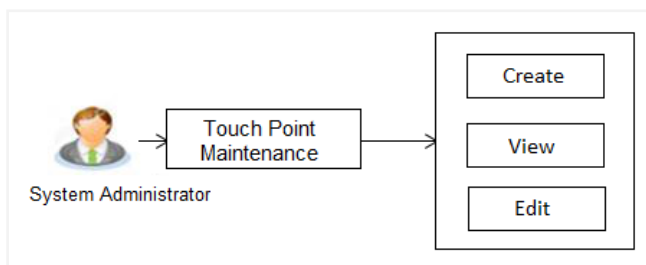
External Touch Points enable the user to perform inquiries and transactions from Third Party applications provided the user has provided consent to the Third Party Application. Each Third Party application i.e. Client defined on the OAuth Server is onboarded as an External Touch Point.

As part of Touch Point Maintenance, Touch Points can be defined/created, viewed/inquired and modified by the System Administrator

### Prerequisites

- Transaction Access has been provided to the System Administrator
- Approval Rules have been setup for approval of Touch Point Maintenance

### Workflow



## Features supported in application

The administrator can perform the following actions:

- Search/ View Touch Point
- Create Touch Point
- Edit Touch Point

### How to reach here:

System Administrator Dashboard > Access Policies > Touch Points  
OR

System/ Bank Administrator Dashboard > Toggle Menu > Authorization and Access Controls  
> Touch Points

## 29.1 Touch Point Maintenance - View

Using this option, System Administrator can search and view details for specific touch point based on different search parameters like Touch Point ID or Touch Point name.

### To search and view touch point:

1. In the **Touch Point Maintenance** screen, enter the search parameters and click **Search**. The **Touch Point Maintenance** screen with search results appears based on the search criteria.  
OR  
Click **Cancel** if you want to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

### Touch Point Maintenance - Search

The screenshot displays the 'Touch Point Maintenance' search interface. At the top, there are navigation elements including 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user profile for 'Sweta Thakur' with a '929' notification badge and 'Last login 29 Apr 11:19 AM'.

The search area includes:

- Touch Point Id**: An empty input field.
- Touch Point Name**: An input field containing the text 'mobile'.
- Search** and **Clear** buttons.

The results table is as follows:

Touch Point Name and ID	Touch Point Type
Mobile (Responsive) APMOBRESP	Internal
Mobile Application APMOBAPP	Internal

Below the table, there is a pagination control showing 'Page 1 of 1 (1-2 of 2 items)' and a 'Cancel' button.

On the right side, a sidebar titled 'Create and Maintain Touch Point' contains a 'Create' button and explanatory text: 'Touch Points are different channels through which the OBDX services can be accessed. Touch Points could be internal like Internet, Mobile, SMS etc and it could also be third party applications i.e. vendor/partners accessing application resources provided OBDX user has given consent to the third party.'

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## Field Description

Field Name	Description
<b>Touch Point ID</b>	Specify the touch point ID to search a specific Touch point by ID.
<b>Touch Point Name</b>	Specify the touch point name to search a Touch point by name.
<b>Search Results</b>	
<b>Touch Point Name and ID</b>	Displays the touch point name and unique ID defined for a Touch point.
<b>Touch Point Type</b>	Displays the touch point type i.e. internal/ external against the Touch points.

2. Click the **Touch Point Name and ID** link to view details of the touch point. The **Touch Point Maintenance - View** screen appears.

## Touch Point Maintenance - View

The screenshot displays the 'Touch Point Maintenance - View' interface. At the top, the navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Sweta Thakur' with a last login time of '29 Apr 11:19 AM'. The main content area is titled 'Touch Point Maintenance' and shows the following details:

- Touch Point Id:** APMOBRESP
- Touch Point Name:** Mobile (Responsive)
- Touch Point Type:** Radio buttons for INTERNAL and EXTERNAL.
- Touch Point Status:** Toggle switch (ON).
- Headless Mode:** Toggle switch (ON).
- Two Factor Authentication:** Toggle switch (ON).
- Default Available:** Toggle switch (ON).
- Self On Board Touch Points:** Toggle switch (ON).
- Skip First Time Login Flow:** Toggle switch (ON).

At the bottom left, there are buttons for 'Edit', 'Cancel', and 'Back'. On the right side, a sidebar titled 'Create and Maintain Touch Point' contains a diagram of touch points and a text box explaining that touch points are channels for OBDX services, which can be internal (like internet, mobile, SMS) or third-party applications, and that OBDX users must give consent to third parties.

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## Field Description

Field Name	Description
<b>Touch Point ID</b>	Unique ID defined for the Touch Point. For Open Id flow in Open Banking, this should always be same as the Client ID.
<b>Touch Point Name</b>	Name of the touch point.
<b>Touch Point Type</b>	Type of touch point i.e. whether touch point is of type internal or external.
<b>Client ID</b>	Client ID of the touch point if touch point is of type internal or external.
<b>Scope</b>	The applicable scope(s) defined for touch point in case of type <b>External</b> .
<b>Upload Logo</b>	The logo of the Third Party. This field is displayed if the <b>Touch Point Type</b> is <b>External</b> .
<b>Touch Point Status</b>	Status of the Touch Point i.e. whether it is Inactive or Active. If touch point is marked as Inactive, then the system will not honor the request i.e. transaction or inquiry is initiated from that touch point.
<b>Headless Mode</b>	Mode in which the touch point operates i.e. headless mode enabled / disabled. If headless mode is enabled, it means the touch point is capable of working without user interface and session parameters <hr/> <b>Note:</b> By default, the mode is in disabled state. <hr/>
<b>Two Factor Authentication</b>	Two Factor Authentication enabled / disabled for the touch point.
<b>Default Available</b>	Touch point default available to users. If enabled, then the user gets access to touch points which are default available.
<b>Self On Board Touch Points</b>	Whether the user can self on board himself on the touch point or by bank administrator.
<b>Skip First Time Login Flow</b>	Displays if Skip First Time Login Flow option is checked by the user. If this option is enabled for the selected touch point, user will not be shown the first time login steps (configured in system rule), when he/she logs in for the first time.
<b>Consent Required</b>	To decide if Consent definition and validation is required for a Touch Point i.e. TPPs. For UK Open Banking, it should always be defined as 'Y'.

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

## 29.2 **Touch Point Maintenance - Edit**

Using this option, System Administrator can modify the details of a touch point

### **To modify touch point details:**

1. In the **Touch Point Maintenance** screen, enter the search parameters and click **Search**.  
The **Touch Point Maintenance** screen with search results appears based on the search criteria.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
2. Click the **Touch Point Name and ID** link to view details of the touch point. The **Touch Point Maintenance - View** screen appears.
3. Click **Edit** to modify the touch point details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.

### **Touch Point Maintenance - Edit**

The screenshot shows the 'Touch Point Maintenance' configuration page. The form includes the following fields and controls:

- Touch Point Id:** A text input field containing 'APMOBRESP'.
- Touch Point Name:** A text input field containing 'Mobile (Responsive)'.
- Touch Point Type:** Radio buttons for 'INTERNAL' (selected) and 'EXTERNAL'.
- Client Id:** A text input field.
- Touch Point Status:** A toggle switch that is turned on.
- Headless Mode:** A toggle switch that is turned off.
- Two Factor Authentication:** A toggle switch that is turned on.
- Default Available:** A toggle switch that is turned on.
- Self On Board Touch Points:** A toggle switch that is turned off.
- Skip First Time Login Flow:** A toggle switch that is turned off.

At the bottom of the form are 'Save', 'Cancel', and 'Back' buttons. On the right side, there is a panel titled 'Create and Maintain Touch Point' with an icon of a mobile phone and a list. The text in this panel reads: 'Touch Points are different channels through which the OBDX services can be accessed. Touch Points could be internal like Internet, Mobile, SMS etc and it could also be third party applications i.e. vendor/partners accessing application resources provided OBDX user has given consent to the third party.'

## Field Description

Field Name	Description
<b>Touch Point ID</b>	Displays the Unique ID for the Touch Point and cannot be modified.
<b>Touch Point Name</b>	Displays the name of the touch point. The same can be modified.
<b>Touch Point Type</b>	Displays the type of touch point i.e. whether touch point is of type internal or external. The same can be modified
<b>Client ID</b>	Displays the Client ID of the touch point if touch point is of type External. The same can be modified.  This field is mandatory for External type of touch point.
<b>Scope</b>	Displays the applicable scope(s) defined for touch point in case of type External. The same can be modified i.e. new scopes can be added and/or existing can be removed.
<b>Upload Logo</b>	The logo of the Third Party. This field is displayed if the <b>Touch Point Type</b> is <b>External</b> .
<b>Touch Point Status</b>	Displays the status of touch point. The same can be modified to enable to an active state or disable to make it inactive.



Field Name	Description
<b>Headless Mode</b>	Displays the mode in which the touch point operates i.e. headless mode enabled / disabled. The same can be modified to enable/disable the mode
<b>Two Factor Authentication</b>	Displays if Two Factor Authentication is enabled/disabled for the touch point. The same can be modified.
<b>Default Available</b>	Displays if Touch point is available to users by default. If enabled, then the user gets access to touch points which are default available.
<b>Self On Board Touch Points</b>	Displays if Touch point can be on boarded by the user. The same can be modified.
<b>Skip First Time Login Flow</b>	Displays if Skip First Time Login Flow option is checked by the user. If this option is enabled for the selected touch point, user will not be shown the first time login steps (configured in system rule), when he/she logs in for the first time. The same can be modified.
<b>Consent Required</b>	To decide if Consent definition and validation is required for a Touch Point i.e. TPPs.  For UK Open Banking, it should always be defined as 'Y'. The same can be modified.

4. Modify the required details, e.g. Touch Point Name, Touch Point Type, Client ID, Scope, Logo, Touch Point Status, Headless Mode, Two Factor Authentication, Default Available and Self On board Touch Points.
5. Click **Save** to save the touch point details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
7. The success message of Touch Point Maintenance saved successfully appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 29.3 Touch Point Maintenance - Create

Using this option, System Administrator can create new touch point of type Internal or External

### To create a touch point:

1. In the **Touch Point Maintenance** screen, click **Create**. The **Touch Point Maintenance - Create** screen appears.

### Touch Point Maintenance - Create

The screenshot displays the 'Touch Point Maintenance - Create' interface. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Sweta Thakur' with a last login time of '25 Apr 11:19 AM'. The main form contains the following fields and controls:

- Touch Point id:** 110001
- Touch Point Name:** Mobile
- Touch Point Type:** Radio buttons for INTERNAL and EXTERNAL (EXTERNAL is selected).
- Client id:** EXT1123
- Scope:** Account Balance Inquiry (with a close icon 'x')
- Upload Logo:** A plus sign icon for adding a logo.
- Touch Point Status:** Toggle switch (ON).
- Headless Mode:** Toggle switch (OFF).
- Two Factor Authentication:** Toggle switch (ON).
- Self On Board Touch Points:** Toggle switch (OFF).
- Skip First Time Login Flow:** Toggle switch (OFF).
- Consent Required:** Toggle switch (ON).

At the bottom left, there are 'Save', 'Cancel', and 'Back' buttons. On the right side, a 'Create and Maintain Touch Point' section features a diagram of touch points and text explaining that touch points are channels for OBDX services, which can be internal (Internet, Mobile, SMS) or third-party applications, requiring user consent.

### Field Description

Field Name	Description
<b>Touch Point ID</b>	Specify the unique ID for the Touch Point. For Open Id flow in Open Banking, this should always be same as the Client ID.
<b>Touch Point Name</b>	Specify the name for the Touch Point.
<b>Touch Point Type</b>	Select the type of Touch point type i.e. whether the type is Internal or External
<b>Client ID</b>	Specify the Client ID for the touch point. This field is mandatory for External Type of Touch point.
<b>Scope</b>	Specify the applicable scope(s) for the touch point. This field is enabled, if you select <b>External</b> option in the <b>Touch Point Type</b> field.

Field Name	Description
<b>Upload Logo</b>	Upload logo of the Third Party Provider through browse and upload image option. This field is enabled, if you select <b>External</b> option in the <b>Touch Point Type</b> field.
<b>Touch Point Status</b>	Select the status for the touch point i.e. whether it is active/inactive.
<b>Headless Mode</b>	Select the mode in which the touch point operates i.e. whether headless mode is to be enabled for a touch point. <hr/> <b>Note:</b> By default this mode is in disabled state. <hr/>
<b>Two Factor Authentication</b>	Select if Two Factor Authentication is required for a touch point.
<b>Default Available</b>	Select if Touch point is to be default made available to users. If enabled, then the user gets access to touch points which are default available
<b>Self On Board Touch Points</b>	Select if user will self on board himself on the touch point or by the bank administrator. If the bank administrator on boards the user on a touch point, then the same needs to be disabled.
<b>Skip First Time Login Flow</b>	Select if user wants to skip the first time login flow for a touch point. If this option is enabled for the selected touch point, user will not be shown the first time login steps (configured in system rule), when he/she logs in for the first time.
<b>Consent Required</b>	Select if user wants Consent definition and validation is required for a Touch Point i.e. TPPs. For UK Open Banking, it should always be defined as 'Y'.

2. In the **Touch Point ID** field, enter the unique ID for the touch point.
3. In the **Touch Point Name** field, enter the name for touch point.
4. In the **Touch Point Type** field, select the appropriate option i.e. Internal or External.
5. In the Client ID field, enter the client ID
  - a. If you select **External**;
    - i. Click **Scope**; select the appropriate scope from the drop-down.
    - ii. Click on upload icon to upload a logo for the external type of touch point.
6. Click the **Touch Point Status** toggle to enable it to mark the touch point 'Active'.
7. Click the **Headless Mode** toggle to enable the touch point in headless mode.
8. Click the **Two Factor Authentication** toggle to enable 2FA for a touch point.

9. Click the **Default Available** toggle to make the touch point available to users by default in case of self-onboarding.
10. Click the **Self On board Touch Point** toggle if the user will self-onboard himself on the touch point and not by bank administrator.
11. Click the **Skip First Time Login Flow** toggle if the user wants to skip it for touch point.
12. Click **Save** to save the Touch Point details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
13. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
14. The success message of touch point creation successfully appears along with the transaction reference number.  
Click **OK** to complete the transaction.

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## 30. Touch Point Group Maintenance

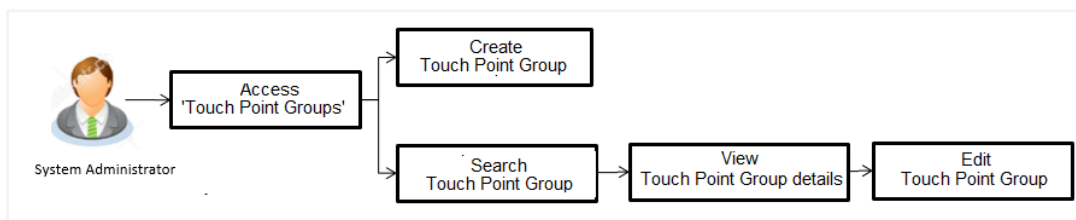
Touch points are different channels e.g. Internet, Mobile, SMS, Third Party applications etc. through which the OBDX services can be accessed. This maintenance enables the System Administrator user to group two or multiple touch points together for the purpose of defining common limits for a transaction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

Further this maintenance facilitates user to view and modify the touch point groups.

### Prerequisites

- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.
- Multiple touch points are maintained.

### Workflow



### Features supported in application

The administrator can perform the following actions:

- Create Touch Point Groups
- Search/ View Touch Point Groups
- Edit Touch Point Groups

### How to reach here:

*System Administrator Dashboard > Access Policies > Touch Point Groups*  
OR

*System/ Bank Administrator Dashboard > Toggle Menu > Authorization and Access Controls > Touch Point Groups*

### 30.1 Touch Point Group Maintenance - View

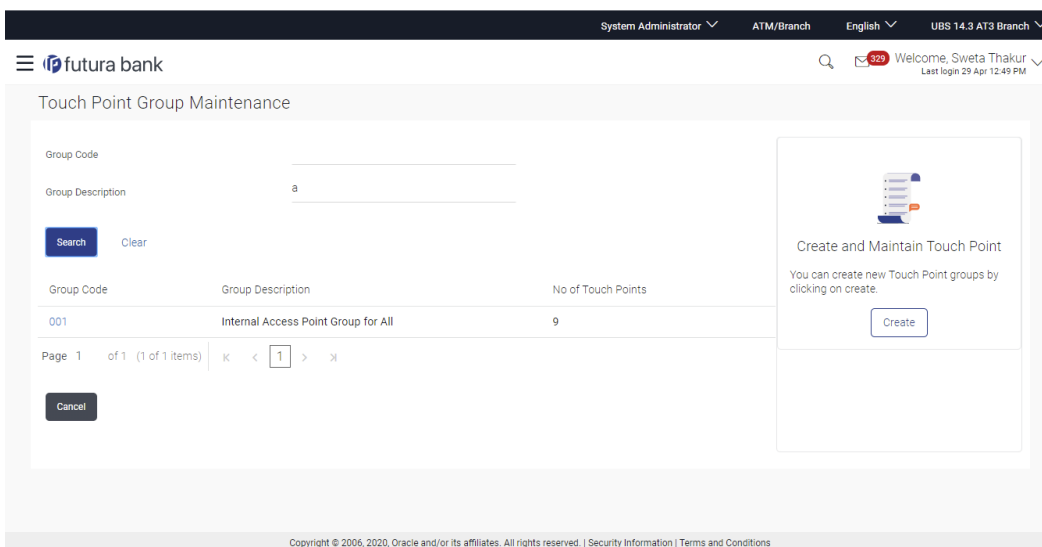
Using this option, System Administrator can search and view details for particular touch point groups based on different search parameters like group code and/or group description.

#### To search and view touch point group:

1. In the **Touch Point Group Maintenance** screen, enter the search parameters and click **Search**.

The **Touch Point Group Maintenance** screen with search results appears based on the search criteria.  
 OR  
 Click **Cancel** to cancel the search process.  
 OR  
 Click **Clear** to reset the search parameters.

### Touch Point Group Maintenance - Search

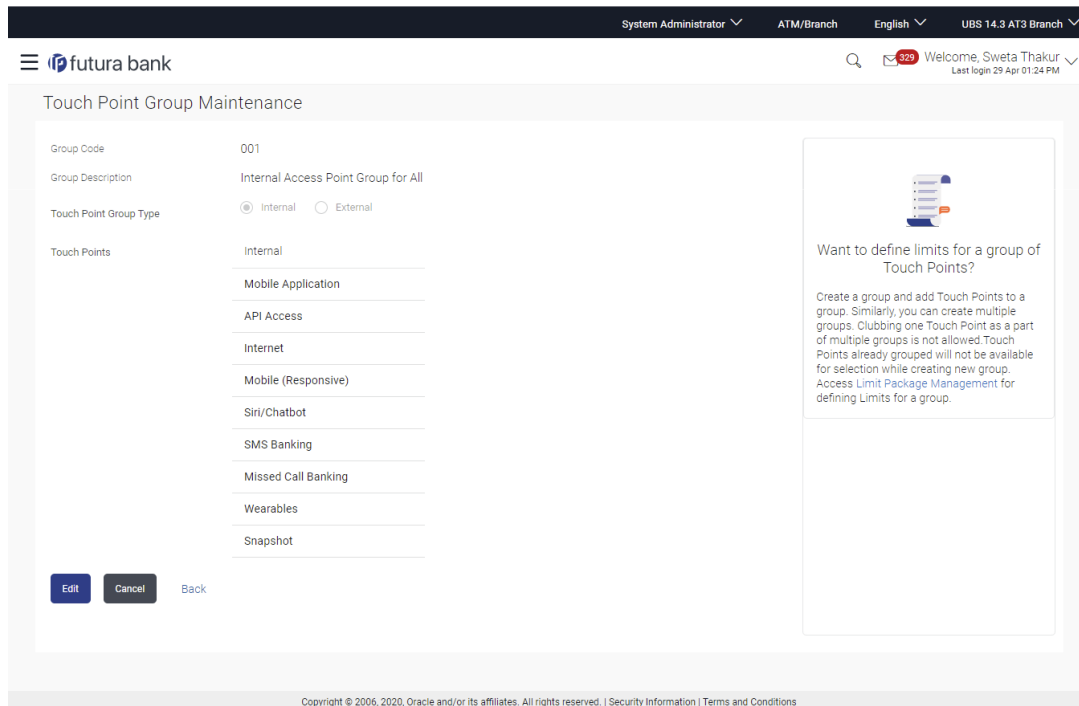


### Field Description

Field Name	Description
<b>Group Code</b>	Search the touch point groups with group code.
<b>Group Description</b>	Search the touch point groups with group description.
<b>Search Results</b>	
<b>Group Code</b>	Displays the group code defined for Touch Point Groups.
<b>Group Description</b>	Displays the group description defined for Touch Point Group.
<b>No of Touch Points</b>	Displays the number of touch points associated with the touch point groups.

2. Click the **Group Code** link to view the touch point group details. The **Touch Point Group Maintenance - View** screen appears.

## Touch Point Group Maintenance - View



### Field Description

Field Name	Description
<b>Group Code</b>	Group code defined for touch point group.
<b>Group Description</b>	Group description defined for touch point groups.
<b>Touch Point Group Type</b>	Type of touch point group i.e. whether touch point group type is internal or external.
<b>Internal Touch Points</b>	Displays internal touch points which are part of touch point group in disable mode.
<b>External Touch Points</b>	Displays external touch points which are part of touch point group in disable mode.

- Click **Edit** to add or remove the touch points from the touch point group.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.

## 30.2 Touch Point Group Maintenance - Edit

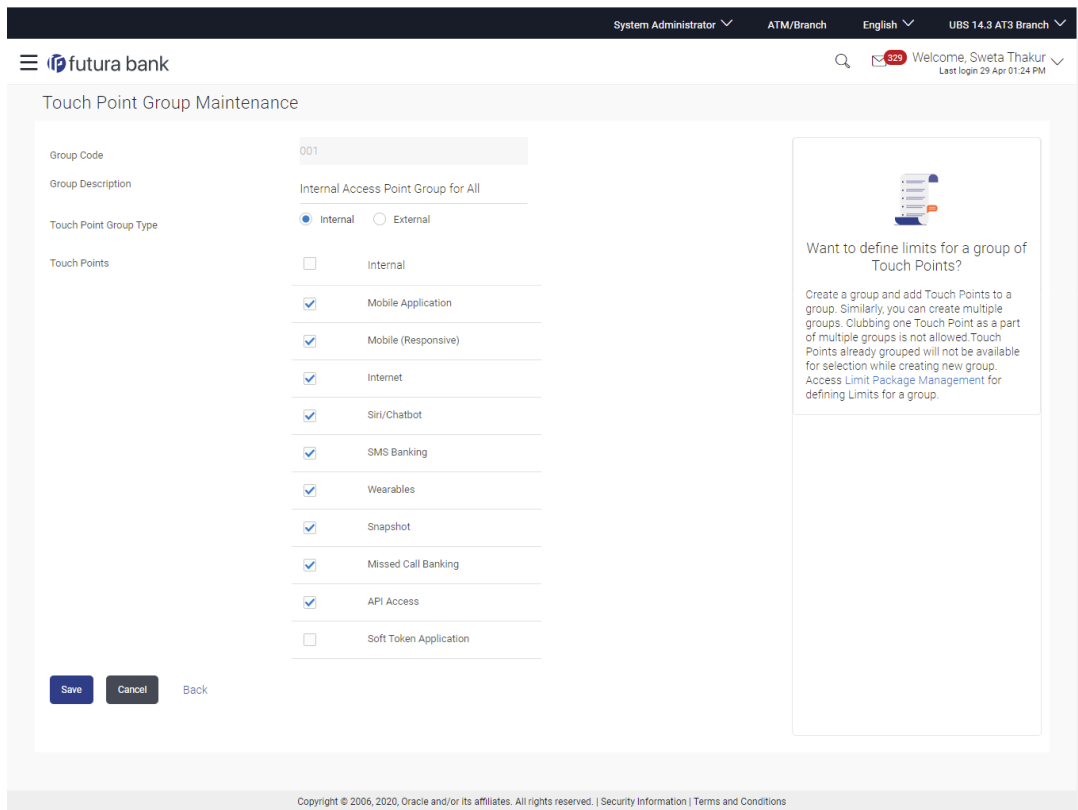
Using this option, System Administrator can add or remove the touch points from the touch point group. Clubbing of touch points as a part of multiple groups is not allowed. Touch points already grouped as a part of other groups will not be available for selection.

### To modify touch point group:

1. In the **Touch Point Group Maintenance** screen, enter the search parameters and click **Search**.  
The **Touch Point Group Maintenance** screen with search results appears based on the search criteria.  
OR  
Click **Cancel** to cancel the search process.  
OR  
Click **Clear** to reset the search parameters.
2. Click the **Group Code** link to view the touch point group details. The **Touch Point Group Maintenance - View** screen appears.
3. Click **Edit** the **Touch Point Group Maintenance - Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.

### Touch Point Group Maintenance - Edit





**Field Description**

Field Name	Description
<b>Group Code</b>	Group code defined for touch point group.
<b>Group Description</b>	Group description defined for touch point groups.
<b>Touch Point Group Type</b>	Displays the type of touch point group i.e. whether touch point group is of type internal or external. The same can be modified.
<b>Touch Points</b>	

Field Name	Description
<b>Internal Touch Points</b>	<p>Displays all the internal touch points. Touch points which are the part of a group will be shown as pre-selected.</p> <hr/> <p><b>Note:</b></p> <p>1) User can de-select a pre-selected internal touch points which are already part of the group.</p> <p>2) Other Internal touch points which are not part of any other group will be listed for selection.</p> <p>3) The touch points which are already a part of one of the groups will be shown in disable mode. (one Touch point can be part of on group only)</p> <hr/>
<b>External Touch Points</b>	<p>Displays all the external touch points. Touch points which are the part of a group will be shown as pre-selected.</p> <hr/> <p><b>Note:</b></p> <p>1) User can de-select an external touch points which are already part of a group will be shown as pre-selected.</p> <p>2) Other external touch points which are not part of any other group will be listed for selection.</p> <p>3) The touch points which are already a part of one of the group will be shown in disable mode.</p> <hr/>

4. Modify the required details, e.g. Group Description, Internal / External Touch Points.
5. Click **Save** to save the touch point group details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
7. The success message of Touch Point Group Maintenance saved successfully appears along with the transaction reference number.  
Click **OK** to complete the transaction.

### 30.3 Touch Point Group Maintenance - Create

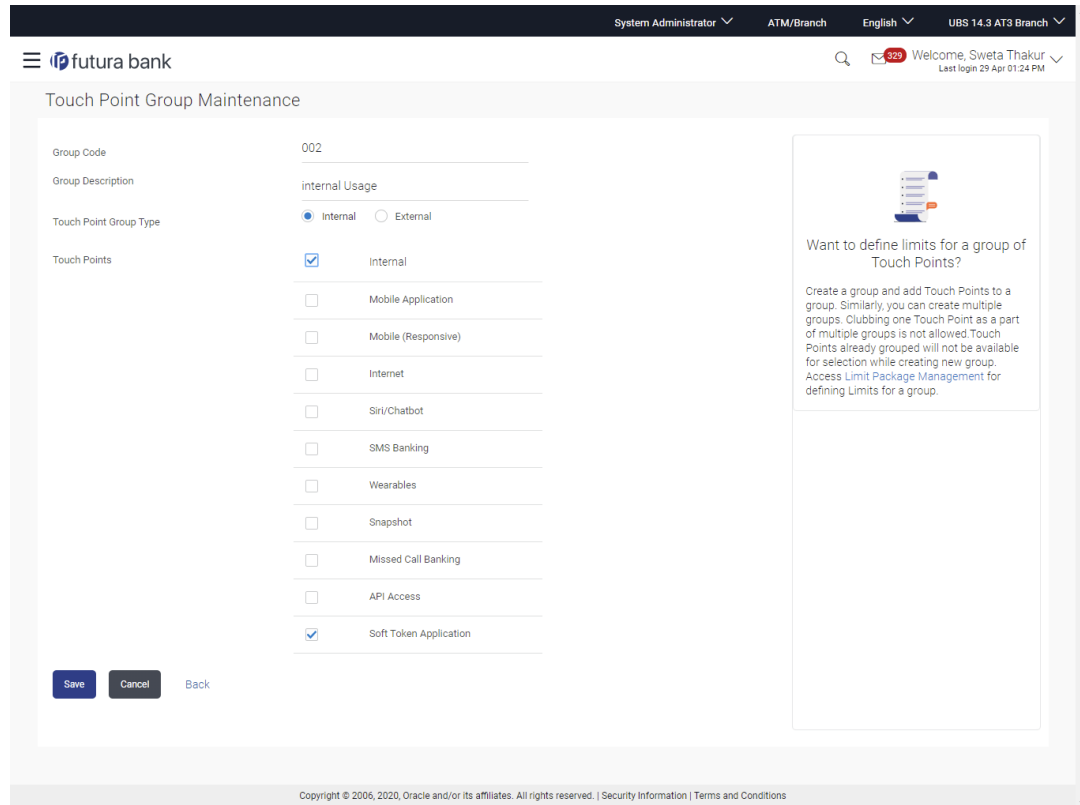
Using this option, System Administrator can create a new touch point group and add touch points to a group.

**Note:** System Administrator cannot club one touch point as part of multiple groups. While creating group, touch points which are already part of a group will not be available for selection.

### To create a touch point group:

1. In the **Touch Point Group Maintenance** screen, click **Create**. The **Touch Point Group Maintenance - Create** screen appears.

### Touch Point Group Maintenance - Create



The screenshot displays the 'Touch Point Group Maintenance - Create' interface. At the top, the user is identified as 'System Administrator' with a dropdown menu, and the current branch is 'ATM/Branch'. The language is set to 'English' and the version is 'UBS 14.3 AT3 Branch'. The user's name 'Welcome, Sweta Thakur' and last login time 'Last login: 29 Apr 01:24 PM' are also visible.

The main form area is titled 'Touch Point Group Maintenance' and contains the following fields and options:

- Group Code:** 002
- Group Description:** internal Usage
- Touch Point Group Type:** Radio buttons for 'Internal' (selected) and 'External'.
- Touch Points:** A list of touch points with checkboxes:
  - Internal
  - Mobile Application
  - Mobile (Responsive)
  - Internet
  - Sir/Chatbot
  - SMS Banking
  - Wearables
  - Snapshot
  - Missed Call Banking
  - API Access
  - Soft Token Application

At the bottom left, there are three buttons: 'Save', 'Cancel', and 'Back'. On the right side, a panel titled 'Want to define limits for a group of Touch Points?' provides instructions: 'Create a group and add Touch Points to a group. Similarly, you can create multiple groups. Clubbing one Touch Point as a part of multiple groups is not allowed. Touch Points already grouped will not be available for selection while creating new group. Access Limit Package Management for defining Limits for a group.'

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Group Code</b>	Unique group code defined for touch point group.
<b>Group Description</b>	Touch point group description defined for touch point groups.
<b>Touch Point Group Type</b>	Select the type of Touch point group type i.e. whether the type is Internal or External.
<b>Touch Points</b>	
<b>Internal Touch Points</b>	Displays all the internal touch points maintained.
	<hr/> <p><b>Note:</b>            1) Internal touch points which are not part of any other group will be listed for selection.            2) Touch points which are already a part of any other group will be shown in disabled mode.</p> <hr/>
<b>External Touch Points</b>	Displays all the external touch points maintained.
	<hr/> <p><b>Note:</b>            1) External touch points which are not part of any other group will be listed for selection.            2) Touch points which are already a part of any other group will be shown in disabled mode.</p> <hr/>

2. In the **Group Code** field, enter the unique group code for touch point group.
3. In the **Group Description** field, enter the touch point group description.
4. In the **Touch Points** field, select the checkbox against the Internal / External Touch Points.

---

**Note:** To select all available Internal / External Touch Points in one instance, select the checkbox adjacent to Internal / External Touch Points.

---

5. Click **Save** to save the Touch point group details.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate back to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate back to previous screen.

7. The success message of Touch Point Group Maintenance saved successfully appears along with the transaction reference number.

## **FAQ**

1. **From where can I get the list of touch points which I can club together?**

Internal and external touch points maintained by the System Administrator using 'Touch Point Maintenance' will be listed for group creation.

2. **Can I club internal and external touch points together in one group?**

No, clubbing of internal and external touch points together in one group is not allowed.

3. **Can I club one touch point as a part of multiple groups?**

No, one touch point can be a part of only one group.

4. **Where can I use these touch point groups?**

You can create a transaction limit package using 'Limit Package Management' for touch point group.

[Home](#)

## 31. Role transaction Mapping

**OBDX** application has many roles for different type of users defined under different user types i.e. Retail, Corporate, and Admin. These roles are defined for internal as well as for external touch points.

Application roles mapped to Internal Touch Points (Internet, Mobile Application, SIRI, Chatbot, etc.) are used by OBDX itself, whereas Application roles mapped to External Touch Points are defined for being used by third party system. Each External role is mapped to a scope (defined in Identity Management System) and the same scopes are mapped to External Touch Points in **Touch Point Maintenance** screen.

For Internal Touch Points, a user can perform only those transactions which are mapped to the application role assigned to that user. Whereas for External Touch Points, third party system can only perform only those transactions (on behalf of the user), which are mapped to the application role, mapped to the scope assigned to that external touch point (third party system).

Using this option the system administrator can define an Application role. Application Roles are mapped to Entitlements for various Touch Points, so that System Administrator can decide which all transactions should be available for which touch points.

Apart from the transactions, OBDX widgets are also available as entitlement and can be mapped to the application roles.

System displays only those menu options widgets and dashboard which are mapped to the application role assigned to the logged in user. For e.g. If a user with application role 'Retail' does not have access to transactions widgets & dashboard related to Wealth Management module, then those transactions, widgets and dashboard will not be shown on the UI to user.

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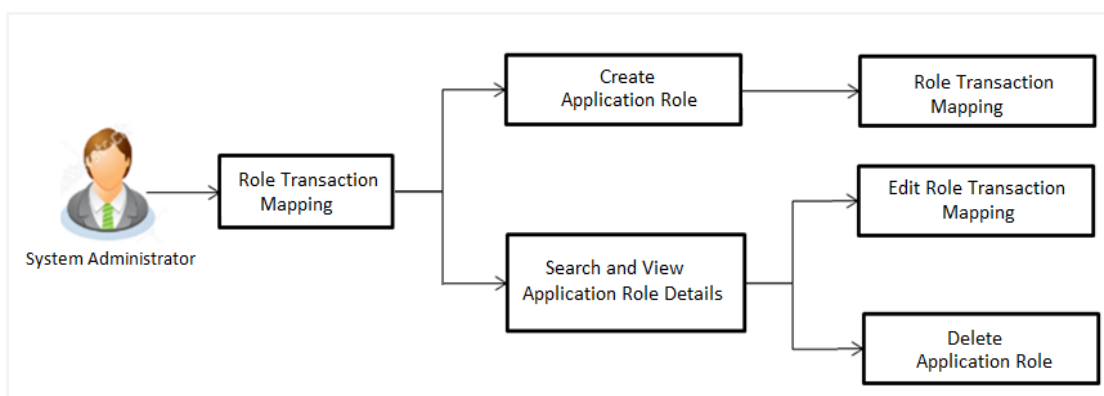
**Note:** The users can have access only to those transactions, dashboards and widget which are mapped to the role associated to the him/her.

---

### Pre-Requisites

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

### Workflow



## Features supported in application

Using this option System Administrator can perform the following actions:

- Create Application Roles
- View Application Roles
- Edit Application Roles
- Delete Application Roles

### How to reach here:

*System Administrator Dashboard > Authorization and Access Controls > Role Transaction Mapping*

OR

*System/ Bank Administrator Dashboard > Toggle Menu > Authorization and Access Controls > Role Transaction Mapping*

## 31.1 Search Application Role

Using this option, System Administrator can search application roles based on the search criteria. By default all the application roles will be displayed on this screen, Administrator can filter the list by entering the values in search criteria.

### To search application role/ application roles:

1. In the **User Type** field, select the user type.
2. In the **Application Role Name** field, enter the name of the application role.
3. Click **Search**.  
The search result based on search criteria displayed in **Application Role Details** section.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process and to go back to dashboard.

## Search Application Roles - Search Results

The screenshot displays the 'Role Transaction Mapping' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'URS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user profile for 'Sweta Thakur'. The search area includes a 'User Type' dropdown set to 'All' and an empty 'Application Role Name' field. A 'Search' button is present. Below this is the 'Application Role Details' section, which has two tabs: 'Internal' and 'External'. The 'Internal' tab is active, showing a list of roles such as 'Administrator', 'AdminMaker', 'AdminChecker', 'AuthAdmin', 'AuditAdmin', 'usermaker', 'Corporate', 'NonCustomerChecker', 'NonCustomerMaker', 'NonCustomerViewer', 'CorporateAdminChecker', 'Checker', 'Viewer', 'CorporateAdminMaker', 'Maker', 'Retail', 'Customer', 'Member', 'testret', and 'Wallet'. Each role has a corresponding 'description' field. To the right, a 'Note' box states: 'An Application may have several Application Roles for different type of users under different User Segments i.e. Retail, Corporate and Admin. These roles can be defined for internal as well as for external Touch Points and various transactions needs to be mapped to it. Click below to create an Application Role and map it to various transactions for selected Touch Points.' A 'Create' button is located at the bottom of the note box.

### Field Description

Field Name	Description
<b>User Type</b>	User type for which the application role is created. Retail, Corporate and Administrator are three types available in the application.
<b>Application Role Name</b>	Name of the application role.

### Application Role Details

Application roles can be views based on Touch Point Type-Internal and External in different tabs. Application roles are grouped and displayed User Segment wise.



**Field Name**      **Description**

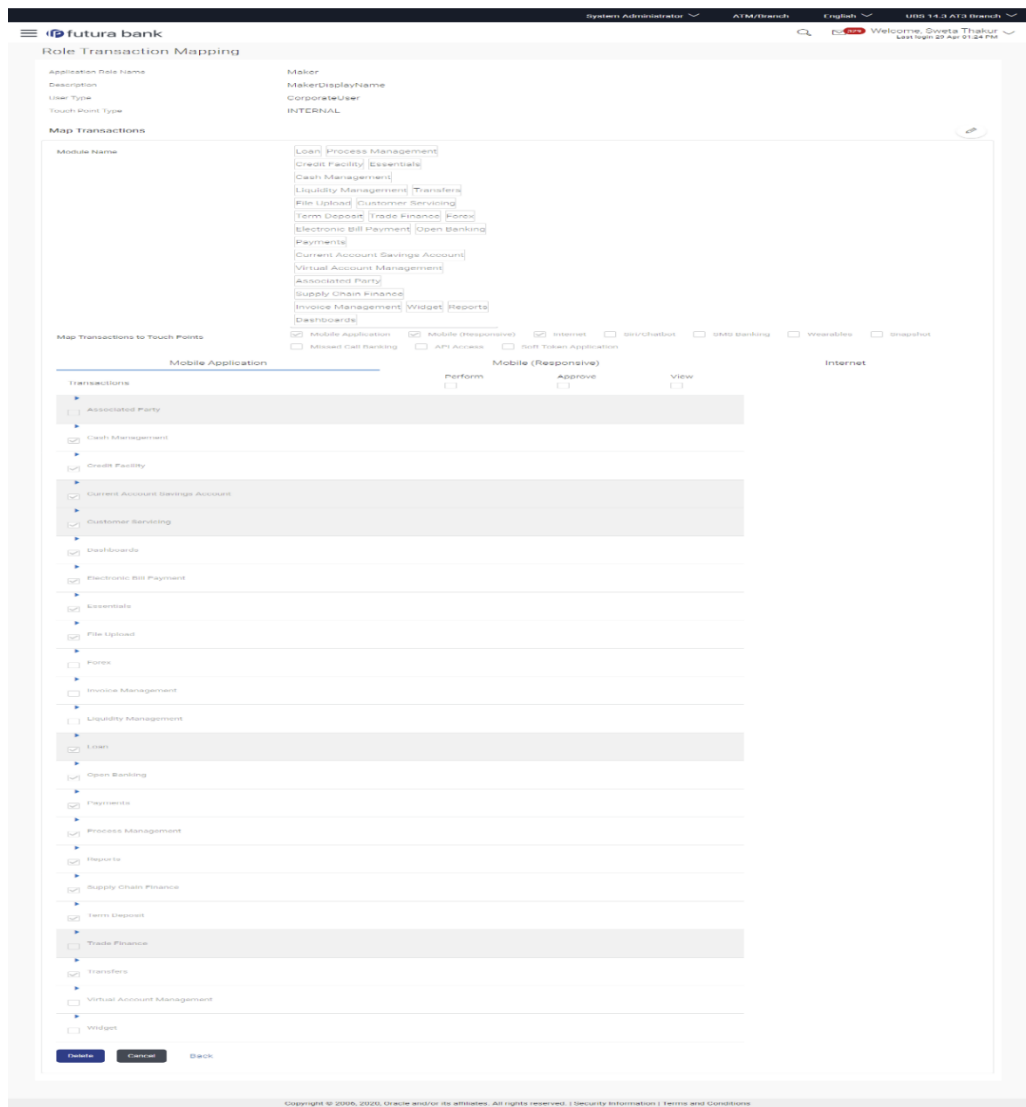
**User Type**      Name of the User Type.

**Application Role Name**      Name of the application role.

**Application Role Description**      Description of the application role.

4. Click on the **Application Role Name** to view the details. **Role Transaction Mapping - View** screen appears.


### Role Transaction Mapping - View



## Field Description

Field Name	Description
<b>Application Role View</b>	
<b>Application Role Name</b>	Name of the application role.
<b>Description</b>	Description of the application role.
<b>User Type</b>	User type for which the application role is created.
<b>Touch Point Type</b>	Type of Touch Point.
<b>User Segment</b>	Segment of the user for which the application role is created. This is applicable only for <b>Retail user</b> type and <b>Internal</b> touch point type.
<b>Map Transactions</b>	
<b>Module Name</b>	Name of the module for which role transaction mapping is done.
<b>Map Transactions to Touch Points</b>	Touch points for which the transaction mapping is done for application role.
<b>Transactions</b>	Displays all the transactions for the selected module which are mapped to the application role for the selected touch points. Transactions are grouped under Transaction Categories and Module.
<b>Type of Action</b>	Name of the action that can be performed for that transaction by the user to which this application role is assigned. <ul style="list-style-type: none"> <li>• Perform- This action lets the user to perform or initiate that transaction and should be given to maker role.</li> <li>• Approve- This action lets the user to approve that transaction and should be given to approver role</li> <li>• View- This action lets the user to view the initiated and approved transactions by other users and should be given to viewer role.</li> </ul>


5. Click  against the particular category to view the transaction mapping details.

6. Click  to modify the transaction role mapping. The **Role Transaction Mapping** screen appears in editable form.  
OR  
Click **Delete** To delete the application role along with the transaction mapping.  
(Deletion of any role is only allowed if there are no users attached to that role)  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Cancel** to cancel the search process and to go back to dashboard.

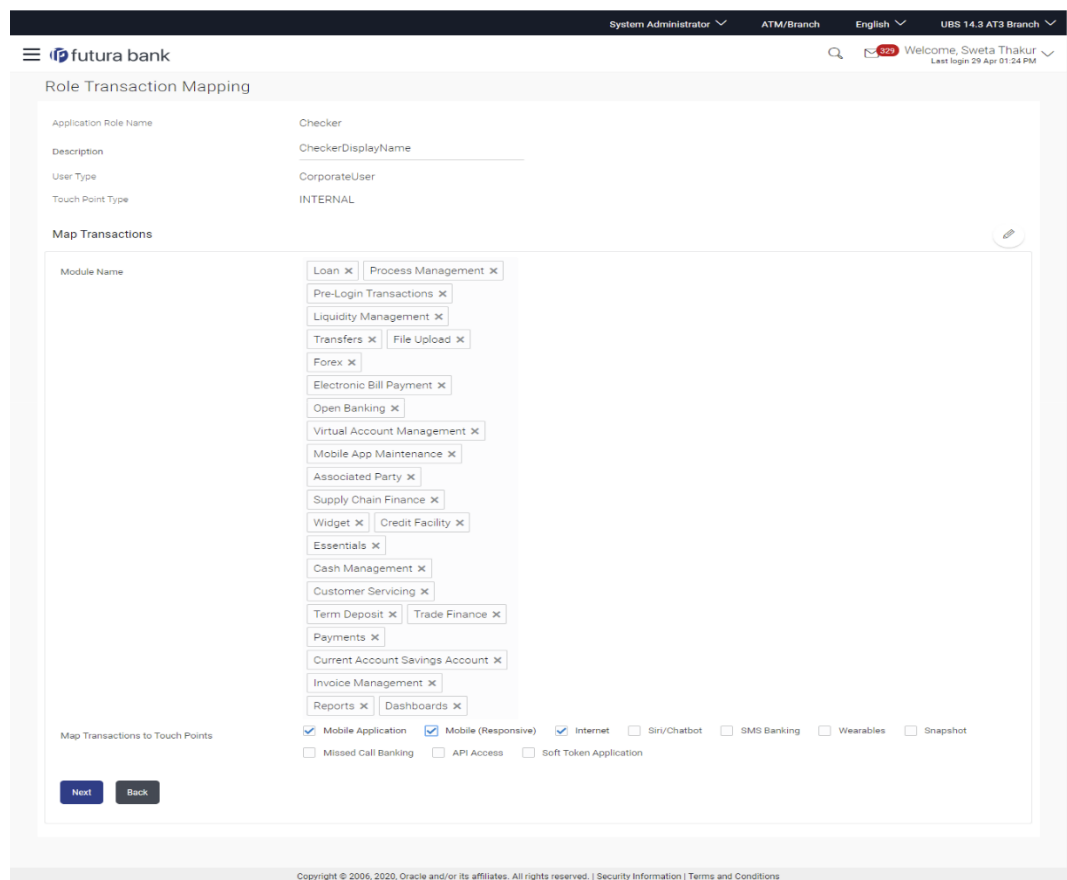
## 31.2 Edit Application Role

Using this option System Administrator can edit or update the details of an existing role transaction mapping.

### To modify role transaction mapping:

1. Repeat step 1 to 4 of **Search Application Role** section.
2. Click  against the **Map Transactions**.  
Screen in editable mode appears.

### Role Transaction Mapping - Edit



The screenshot displays the 'Role Transaction Mapping - Edit' interface. At the top, the user is identified as 'System Administrator' at 'ATM/Branch' in 'English' at 'UBS 14.3 AT3 Branch'. The user's name 'Sweta Thakur' and last login time '29 Apr 01:24 PM' are also visible.

The main form contains the following fields:

- Application Role Name: Checker
- Description: CheckerDisplayName
- User Type: CorporateUser
- Touch Point Type: INTERNAL

The 'Map Transactions' section features a list of modules with checkboxes for selection:

- Loan x
- Process Management x
- Pre-Login Transactions x
- Liquidity Management x
- Transfers x
- File Upload x
- Forex x
- Electronic Bill Payment x
- Open Banking x
- Virtual Account Management x
- Mobile App Maintenance x
- Associated Party x
- Supply Chain Finance x
- Widget x
- Credit Facility x
- Essentials x
- Cash Management x
- Customer Servicing x
- Term Deposit x
- Trade Finance x
- Payments x
- Current Account Savings Account x
- Invoice Management x
- Reports x
- Dashboards x

Below the module list, there are checkboxes for 'Map Transactions to Touch Points':

- Mobile Application
- Mobile (Responsive)
- Internet
- Siri/Chatbot
- SMS Banking
- Wearables
- Snapshot
- Missed Call Banking
- API Access
- Soft-Token Application

At the bottom left, there are 'Next' and 'Back' buttons. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

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**Note:** Application Role Name, User Type, and Touch Point Type fields cannot be edited.

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3. Update the role description if required.
4. Add/ remove the user segment as per requirement.
5. Select/ deselect module names for which the transaction mapping is to be done.
6. Check/uncheck the touch points for which the transaction mapping is to be done.
7. Click **Next** to link/ delink transactions.  
OR  
Click **Back** to go back to previous screen.

---

**Note:** If the administrator deselects a module from Module name field, transaction mapping done for all the transactions under that module will get removed for that module. Similarly if the administrator unchecks an existing touch point, transaction mapping done for all modules for that touch point will get removed for that Touch Point.

---

futura bank
System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

Welcome, Svetla Thakur  
Last login: 29 Apr 01:24 PM

### Role Transaction Mapping

Application Role Name: **Checker**

Description: **CheckerDisplayName**

User Type: **CorporateUser**

Touch Point Type: **INTERNAL**

Map Transactions

Module Name

- Loan
- Process Management
- Pre-Login Transactions
- Liquidity Management
- Transfers
- File Upload
- Forex
- Electronic Bill Payment
- Open Banking
- Virtual Account Management
- Mobile App Maintenance
- Associated Party
- Supply Chain Finance
- Widget
- Credit Facility
- Essentials
- Cash Management
- Customer Servicing
- Term Deposit
- Trade Finance
- Payments
- Current Account Savings Account
- Invoice Management
- Reports
- Dashboards


Map Transactions to Touch Points

Mobile Application
  Mobile (Responsive)
  Internet
  Siri/Chatbot
  SMS Banking
  Wearables
  Snapshot
  Missed Call Banking
  API Access
  Soft Token Application

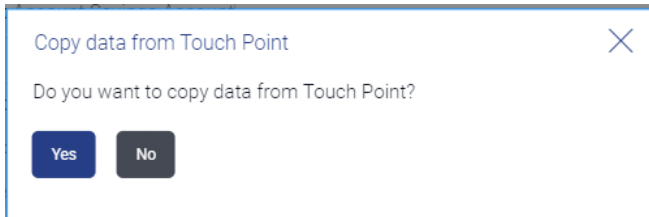
	Perform	Approve	View	
Transactions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Internet
<input checked="" type="checkbox"/> Associated Party				
<input type="checkbox"/> Cash Management				
<input type="checkbox"/> Credit Facility				
<input type="checkbox"/> Current Account Savings Account				
<input checked="" type="checkbox"/> Customer Servicing				
<input checked="" type="checkbox"/> Dashboards				
<input type="checkbox"/> Electronic Bill Payment				
<input type="checkbox"/> Essentials				
<input type="checkbox"/> File Upload				
<input checked="" type="checkbox"/> Forex				
<input checked="" type="checkbox"/> Invoice Management				
<input type="checkbox"/> Liquidity Management				
<input type="checkbox"/> Loan				
<input type="checkbox"/> Mobile App Maintenance				
<input type="checkbox"/> Open Banking				
<input checked="" type="checkbox"/> Payments				
<input checked="" type="checkbox"/> Pre-Login Transactions				
<input type="checkbox"/> Process Management				
<input type="checkbox"/> Reports				
<input type="checkbox"/> Supply Chain Finance				
<input type="checkbox"/> Term Deposit				
<input type="checkbox"/> Trade Finance				
<input type="checkbox"/> Transfers				
<input type="checkbox"/> Virtual Account Management				
<input type="checkbox"/> Widget				

Save
Cancel
Back

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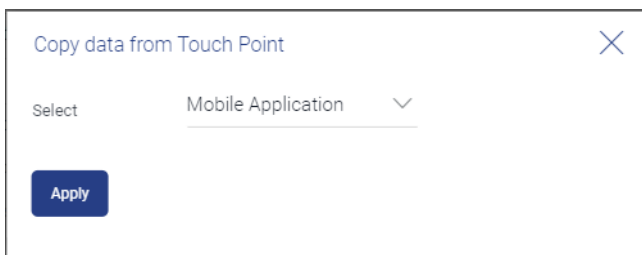
8. Modify the transactions mapping for different touch points. Click  against the particular category to view and update the transaction mapping.
9. Click on the next touch point tab, a pop up window appears for asking **Copy data from touch point**.

#### Copy data from touch point Confirmation popup window



- a. Click **Yes** to select the touch point from which the data has to be copied.
- b. Copy transaction mapping details of touch point to another popup window.

#### Copy data from touch point Confirmation popup window



- a. From the **Select** list, select the touch point from the list.
  - b. Click **Apply**.  
OR  
Click **No**. to do the mapping operationally.
10. Modify the transactions mapping for current touch points if required.
  11. Click **Save** to save the updates.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
  12. The screen with success message appears. Click **OK** to close the message screen.

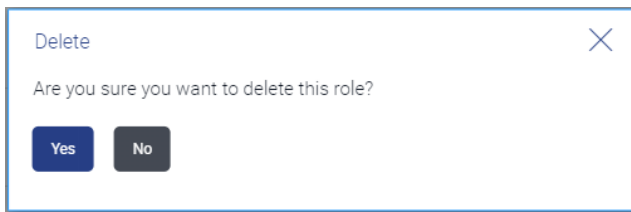
### 31.3 Delete Application Role

Using this option System Administrator can delete an existing role transaction mapping. Deletion of any role is only allowed if there are no users attached to that role.

#### To delete role transaction mapping:

1. Repeat step 1 to 4 of **Search Application Role** section.
2. Click **Delete** to delete the application role along with the transaction mapping.  
The **Delete Warning** message appears.

#### Delete Application Role



3. Click **Yes**.  
The **Role Transaction Mapping** screen with the successful role deletion message appears.  
OR  
Click **No** to cancel the transaction.

## 31.4 Create Application Role

Using this option System Administrator can define an application role and map transactions to it for selected touch points.

**To create an application role transaction mapping:**

1. In the **Role Transaction Mapping** screen, click Create. The **Role Transaction Mapping - Create** screen appears.

### Application Role Creation

The screenshot shows the 'Role Transaction Mapping' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo and user information 'Welcome, Sweta Thakur' are visible. The main content area is titled 'Role Transaction Mapping' and contains a form with two sections: 'Application Role Creation' (marked with a '1') and 'Map Transaction' (marked with a '2').

The 'Application Role Creation' section includes the following fields:

- Application Role Name: Retail 001
- Description: Retail User 001
- User Type: Retail User (dropdown menu)
- Touch Point Type: INTERNAL (dropdown menu)
- User Segment: SegmentL x, testL x

At the bottom of the form, there are three buttons: 'Map Transaction' (blue), 'Cancel' (grey), and 'Back' (grey). The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Application Role Name</b>	Name of the application role.
<b>Description</b>	Description of the application role.
<b>User Type</b>	Type of the user for which the application role is to be created. The options are: <ul style="list-style-type: none"> <li>• Retail User</li> <li>• Corporate User</li> <li>• Administrator</li> </ul>



Field Name	Description
<b>Touch Point Type</b>	Type of Touch Point. The options are: <ul style="list-style-type: none"> <li>Internal: (for internal touch points like internet, Mobile Application, Siri, Chatbot etc.)</li> <li>External : (for third Party applications)</li> </ul>
<b>User Segment</b>	User segments of selected user type for which the maintenance is to be done. This field is applicable only for <b>Retail user type</b> and <b>Internal touch point</b> type.
<b>Scope Name</b>	List the scopes for the external touch point. This field is displayed and enabled, if you select <b>External</b> option in the <b>Touch Point Type</b> field. Once a scope is mapped to a role, it cannot be mapped to any other role.

2. In the **Application Role Name** field, enter the name of the application role.
3. In the **Description** field, enter the description of the application role.
4. From the **User Type** list, select appropriate type for which role is to be created.
5. From the **Touch Point Type** list, select appropriate option.
  - a. If you select **External**;
    - i. From the **Scope Name** list, select the appropriate scope to map to application role.
  - b. If you select **Internal and User Type as Retail**;
    - i. From the **User Segment** list, select the appropriate segments for which maintenance is to be done.
6. Click **Map Transaction** to map transaction to the role.  
The **Application Role Creation** screen to add transaction modules and touch points appears.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Cancel** to cancel the transaction and to go back to dashboard.

## Role Transaction Mapping - Application Role Creation

### Field Description

Field Name	Description
<b>Module Name</b>	The modules for which the transaction mapping is to be done. Transactions under the selected modules will get displayed for mapping.  <u>Note: Select <b>All</b> option from the drop-down to select all modules.</u>
<b>Map Transactions to Touch Points</b>	The internal touch points for which the transaction mapping is done for application role.  All the internal touch point maintained in the system gets displayed here.  This field is displayed and enabled, only if you select the <b>Internal</b> option in the <b>Touch Point Type</b> field.

7. Select appropriate modules for transactions mapping.
8. Select the check box (against the list of Touch Points to map the transactions to selected touch points.
9. Click **Next**. The entitlement mapping section **Map Transaction** appears.  
OR  
Click **Clear** to reset the entered details.  
OR  
Click **Cancel** to cancel the transaction and to go back to dashboard.  
OR  
Click **Back** to navigate back to previous screen.

## Role Transaction Mapping - Map Transaction

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Sweta Thakur | Last login 29 Apr 01:24 PM

### Role Transaction Mapping

Application Role Creation | Map Transaction

Module Name: Customer Servicing, Mobile App Maintenance

Map Transactions to Touch Points:

- Mobile Application
- Mobile (Responsive)
- Internet
- Siri/Chatbot
- SMS Banking
- Wearables
- Snapshot
- Missed Call Banking
- API Access
- Soft Token Application

Touch Points: Mobile Application | Internet | SMS Banking

Transactions	Perform	Approve	View
<input checked="" type="checkbox"/> Customer Servicing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Mobile App Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


Buttons: Edit, Save, Cancel, Back

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### Field Description

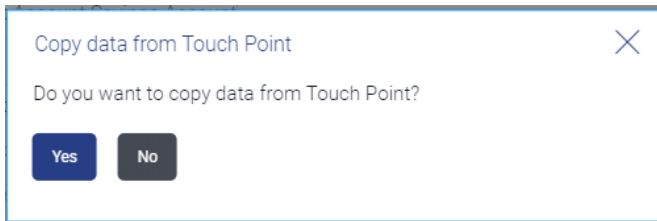
Field Name	Description
<b>Transaction Name</b>	Name of transaction to be mapped to the application role.
<b>Action</b>	Name of the action that can be performed for that transaction by the user to which this application role is assigned. <ul style="list-style-type: none"> <li>• Perform- This action lets the user to perform or initiate that transaction and should be given to maker role.</li> <li>• Approve- This action lets the user to approve that transaction and should be given to approval role</li> <li>• View- This action lets the user to view the initiated and approved transactions by other users and should be given to viewer role.</li> </ul>

10. Click on the desired Touch Point tab for e.g. Internet.

11. To map the transactions to the role, click  against the particular module, then select the transaction type, and then transactions to be mapped.

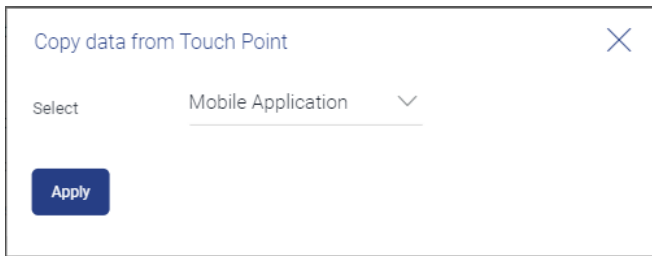
12. Select the respective check boxes preceding to transaction to be mapped.  
OR  
Select the checkbox at header level if you want to map all the transactions below that at one instance.
13. Click on the next touch point tab, a pop up window appears for asking **Copy data from touch point**.

#### Copy data from touch point Confirmation popup window



- a. Click **Yes** to select the touch point from which the data has to be copied.
- b. Copy transaction mapping details of touch point to another popup window.

#### Copy data from touch point Confirmation popup window



- a. From the **Select** list, select the touch point from the list.
  - b. Click **Apply**.  
OR  
Click **No**. to do the mapping operationally.
14. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the previous screen.
  15. The **Role Transaction Mapping - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the previous screen.
  16. The screen with success message of **Application Role Policy Map** appears. Click **OK** to complete the transaction.

## **FAQ**

**1. Is it mandatory to map transactions to the created application role?**

Yes. You will need to associate transactions for at least one module for a touch point, once an application role is created.

**2. Do I need to mandatorily map transactions for each touch point for the new application role created?**

No, it is not mandatory to map transactions for each touch point for the new role created but if the same are not defined then on initiation of transaction from that touch point, system will give an access denied message.

**3. Why am I unable to select an action against a specific entitlement for a transaction?**

This could be because that the specific action is not applicable or relevant for an entitlement i.e. approve as an action is not applicable to inquiry entitlement for a transaction.

**4. Can I copy the same transaction mapping for an application role from one touch point to another?**

Yes, you can copy the details along with an option to decide from which touch point the details need to be copied. On selection of a touch point, system will prompt to select the touch point from which the entitlements need to be copied. If you had selected 'No' and later wish to copy the details, then you will need to click on the touch point tab again for the system to provide that option.

**5. Once I select the module and touch points for transaction mapping to an application, can I include additional modules and touch points?**

Yes, you can click on 'Edit' and include additional modules and touch points for mapping.

**6. Can I associate multiple scopes to an application role of type external and how are they associated to external touch points?**

No. Only one scope can be mapped to an application role to map transactions. Once a scope is mapped to an application role, that scope cannot be mapped to another application role. Multiple scopes can be associated to an external touch point as part of touch point definition and the same scope can be mapped to different external touch points.

[Home](#)

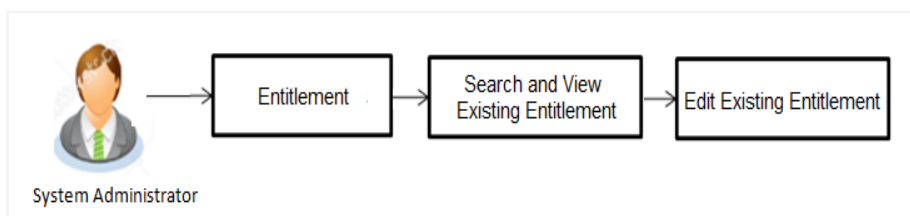
## 32. Entitlements

Entitlements are the transactions that the user can perform. Each Entitlement is linked to a single or group of resources. Access of these entitlements to a role is given basis on the necessity and relevance of entitlement to that role. For creation of role and mapping entitlements to that role please refer to Role Transaction Mapping screen.

### Pre-Requisites

- Transaction access is provided to System Administrator.

### Workflow



### Features supported in application

Using this option system administrator can perform the following actions:

- View Entitlement
- Edit Entitlement

### How to reach here:

*System Administrator Dashboard > Authorization and Access Controls > Entitlements*  
 OR  
*System/ Bank Administrator Dashboard > Toggle Menu > Authorization and Access Controls > Entitlements*

### 32.1 Entitlements - View

Using this option, Administrator can search and view the existing entitlements.

#### To search entitlement (s):

1. From the **Module Name** list, select the appropriate module for which the entitlements are to be viewed.
2. From the **Category Name** list, select the appropriate category of the selected module. 3. Enter the entitlement name.

3. Click **Search**. The based on the search criteria the list of entitlements appears.
- OR
- Click **Cancel** to cancel the transaction.
- OR
- Click **Clear** to reset the entered details.
- OR
- Enter the value directly in the **Entitlement Name** field and Click **Search**.

## Entitlements - View

The screenshot displays the 'Entitlements' view in the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the user is identified as 'Welcome, Sweta Thakur' with a last login time of '29 Apr 01:50 PM'. The main content area is titled 'Entitlements' and features a search form with the following fields:

- Module Name: Admin Maintenance
- Category Name: Alert Maintenance
- Entitlement Name: (empty)

Buttons for 'Search' and 'Clear' are present. Below the search form, the results are categorized under 'Admin Maintenance'. The first category is 'Alert Maintenance', which is expanded to show four sub-actions:



- Create Alerts Maintenance**: Service: User Interface Component, Resource: com.ofss.digx.app.alert.service.maintenance.ActivityEventAction.create
- Delete Alerts Maintenance**: Service: User Interface Component, Resource: com.ofss.digx.app.alert.service.maintenance.ActivityEventAction.delete
- Inquire Alerts Maintenance**: Service: User Interface Component, Resources: com.ofss.digx.app.alert.service.maintenance.ActivityEventAction.readByName, com.ofss.digx.app.alert.service.maintenance.ActivityEvent.list, com.ofss.digx.app.alert.service.maintenance.ActivityEventAction.list
- Edit Alerts Maintenance**: Service: User Interface Component, Resource: com.ofss.digx.app.alert.service.maintenance.ActivityEventAction.update

A 'Note' box on the right side of the page explains that entitlements are transactions that a user can perform, linked to a single or group of resources. It also states that the screen allows viewing all entitlements and their linked resources for different actions like Perform, Approve, and View. A 'Cancel' button is located at the bottom left of the main content area.

## Field Description

Field Name	Description
<b>Module Name</b>	Name of the module under which all transactions are maintained. This field lists all the module names for the entitlements maintained in the system.
<b>Category Name</b>	Name of the category.

Field Name	Description
<b>Entitlement Name</b>	Name of entitlement/ transaction.
<b>Entitlement Details</b>	
<b>Module Name</b>	Name of the module under which all transactions/ entitlements are maintained.
<b>Category Name</b>	Name of the category under the module. Under each module entitlements are grouped under a category.
<b>Transaction Name</b>	Name of entitlement/ transaction.
<b>Service</b>	Displays the list of service resources mapped to the entitlements.
<b>User Interface Component</b>	Displays the list of user interface components mapped to entitlements.
<b>Action Name</b>	Name of available actions for an entitlement. The options are: <ul style="list-style-type: none"> <li>• Approve</li> <li>• Perform</li> <li>• View</li> </ul>
<b>Resource Name</b>	Name of the resources mapped to entitlement for each action- Approve/Perform/View under Services or User Interface Component.

4. Click  against the particular category to view the entitlement under that category.
5. Select the **Service** or **User Interface Component** tab to view respective details.
6. Click  to update entitlement details.  
OR  
Click **Cancel** to cancel the transaction and go back to dashboard.



## 32.2 Entitlements - Edit

Using this option, Administrator can add or delete the resources under Services and User Interface Component.

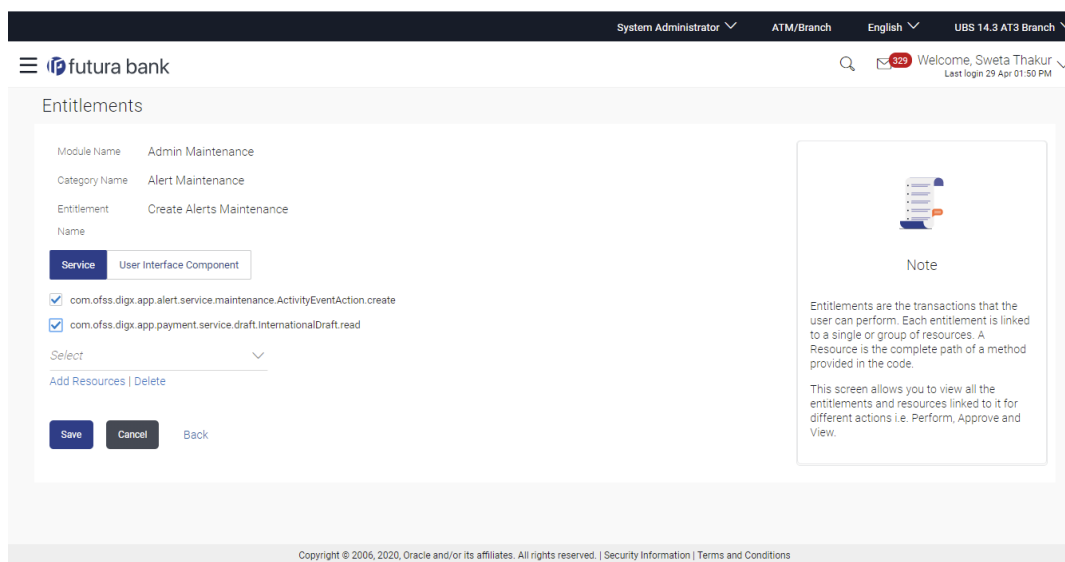
### To update entitlement details:

1. From the **Module Name** list, select the appropriate module for which the entitlements are to be viewed.



2. From the **Category Name** list, select the appropriate category of the selected module. 3. Enter the entitlement name.
3. Click **Search**. The based on the search criteria the list of entitlements appears.  
OR  
Enter the value directly in the **Entitlement Name** field and Click **Search**.
4. Click  against the particular category to view the entitlement under that category.
5. Click  to update entitlement details. The **Entitlements - Edit** screen appears.

### Entitlements - Edit



System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Sweta Thakur | Last login 29 Apr 01:50 PM

Entitlements

Module Name: Admin Maintenance  
 Category Name: Alert Maintenance  
 Entitlement Name: Create Alerts Maintenance  
 Name:

Service:

com.ofss.digx.app.alert.service.maintenance.ActivityEventAction.create  
 com.ofss.digx.app.payment.service.draft.InternationalDraft.read

Select

[Add Resources](#) | [Delete](#)

[Back](#)

**Note**

Entitlements are the transactions that the user can perform. Each entitlement is linked to a single or group of resources. A Resource is the complete path of a method provided in the code.

This screen allows you to view all the entitlements and resources linked to it for different actions i.e. Perform, Approve and View.

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### Field Description

Field Name	Description
<b>Module Name</b>	Name of the module under which all transactions are maintained. This field lists all the module names for the entitlements maintained in the system.
<b>Category Name</b>	Name of the category.
<b>Entitlement Name</b>	Name of entitlement/ transaction.
<b>Service</b>	Displays the list of service resources mapped to the entitlements.
<b>User Interface Component</b>	Displays the list of user interface components mapped to entitlements.

Field Name	Description
<b>Action Name</b>	Name of available actions for an entitlement. The options are: <ul style="list-style-type: none"> <li>• Approve</li> <li>• Perform</li> <li>• View</li> </ul>
<b>Resource Name</b>	Name of the resources mapped to entitlement for each action-Approve/Perform/View under Services or User Interface Component.

6. Select the **Service** or **User Interface Component** tab to update the respective details.
7. Click **Add Resources** link to add resource. This field populates all the existing resources in the system for selection.  
OR  
Select the existing resources and click **Delete** link to delete the selected resource.
8. Click **Save** to save the changes made to the entitlements.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
9. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
10. The success message of entitlements updation appears.  
Click **OK** to complete the transaction.

[Home](#)

## 33. User Segment Maintenance

In order to offer appropriate product and services to the customers, banks can employ some method of segmentation. Banks can group customers into different segments on the basis of different attributes of the customer; it could be demographic information, geographical information, behavioral information etc.

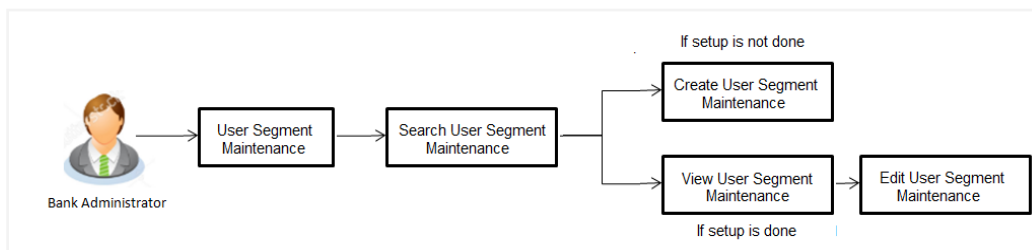
Banks can have different communication mailers, authentication mechanisms, transaction limits and branding aspects on the basis of customer segmentation.

User segment maintenance screen allows the system administrator to create new segments and subsequently use these segments to define specific maintenances at user segment level. Limits can also be defined specific to a user segment. Within each user segment, limits package can be associated to different touch points.

### Pre-Requisites

- Transaction access is provided to System / Bank Administrator.
- Application roles are maintained

### Workflow



### Features Supported In Application:

- Create User Segment
- Search and View User Segment
- Edit User Segment

### How to reach here:

*System/ Bank Administrator Dashboard > Toggle Menu > Authorization and Access Controls > User Segments*

OR

*System Administrator Dashboard > Authorization and Access Controls > User Segment Maintenance*

## 33.1 User Segment Maintenance - Search

Using this option, System Administrator user can search the user segments maintained for retail users. The search result displays matching results based on search criteria entered.

System Administrator can view details of a specific segment by selecting the segment ID to get required details for a segment.

### To search user segments:

1. In the **Segment Code** field, enter the segment code whose details you want to view.  
OR  
In the **Segment Name** field, enter the name of the segment whose details you want to view.  
OR  
From the **User Type** list, select the user type for which you wish to view user segment details. Currently only segments for user type 'Retail' can be defined.
2. Click **Search**.  
The search results appear on the **User Segment Maintenance** screen based on the search parameters.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction and the administrator will be navigated back to the **Dashboard**.

### User Segment Maintenance- Search Result

The screenshot displays the 'User Segment Maintenance' interface. At the top, there are navigation tabs for 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Sweta Thakur' with a last login time of '29 Apr 01:50 PM'. The search filters include 'Segment Code', 'Segment Name', and 'User Type' (set to 'Please select'). There are 'Search' and 'Clear' buttons. The search results are shown in a table with columns for Segment Code, Segment Name, User Type, and Status. A 'Create' button is visible on the right side of the results area.

Segment Code	Segment Name	User Type	Status
SegmentL	SegmentL	Retail User	Enabled
test	test	Retail User	Enabled
testL	testL	Retail User	Enabled
SegmentL2	SegmentL2	Retail User	Enabled
SegmentL3	SegmentL3	Retail User	Enabled
SegmentN	SegmentN	Retail User	Enabled
SC123	SEGMENTNAME123	Retail User	Enabled
S123	SEGMENT123	Retail User	Enabled
ubsseg	ubsseg	Retail User	Enabled
SegmentThird	SegmentThird	Retail User	Enabled

Page 1 of 2 (1-10 of 12 items) | < 1 2 > x

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Search Parameters</b>	
<b>Segment Code</b>	Enter the segment code of the segment that needs to be searched.
<b>Segment Name</b>	Enter the name of the segment that needs to be searched
<b>User Type</b>	Select the user type for which segment details needs to be searched
<b>Search Result</b>	
<b>Segment Code</b>	System displays the code of the segment(s) based on the search criteria input.
<b>Segment Name</b>	System displays the name of segment(s) based on the search criteria input.
<b>User Type</b>	System will display the user type i.e. Retail / Corporate against each of the search result.
<b>Status</b>	System displays the status of the segment whether it is active/inactive.

3. Click the **Segment Code** link of the record for which you want to view the user segment details. The **User Segment Maintenance - View** screen appears.

## User Segment Maintenance- View

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

futurabank

Welcome, Sweta Thakur
Last login 29 Apr 01:50 PM

### User Segment Maintenance

Segment Code	SegmentL
Segment Name	SegmentL
User Type	Retail User
Status	Enabled
Rewards Enabled	No

**Limits**

UBS 14.3 AT3 Branch ^

No limit packages have been assigned.

OBPM HEL Branch 14.2 ^

No limit packages have been assigned.

Third Party ^

No limit packages have been assigned.

FCR 11.7 EOD Branch ^

No limit packages have been assigned.

UBS 14.3 AT3 Branch OBCL ^

No limit packages have been assigned.

OBTFPM 14.3 ^

No limit packages have been assigned.

UBS 14.3 AT3 Branch for OBLM ^

No limit packages have been assigned.

FCR 11.8 9999 Branch ^

No limit packages have been assigned.

UBS 14.4 HEL Branch ^

Internal Access Point Group for All	SGAJLPTPGz
Global	SGAJLPGz
Internet	SGAJTPInternetz

UBS 14.3 AT3 OBDXBU11 ^

No limit packages have been assigned.

OBTF 14.4 000 OBDXBU12 ^

No limit packages have been assigned.

UBS 14.4 AT3 Branch ^

No limit packages have been assigned.

Edit
Cancel
Back

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**User Segment**

Customers are grouped into user segments so that banks can offer appropriate products and services.

You can create new user segments and use it subsequently to define specific maintenances at user segment level if required.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Segment Code</b>	System displays the Segment Code of the segment that was selected to view details.
<b>Segment Name</b>	System displays the name of the segment that was selected to view details.
<b>User Type</b>	System displays the user type of the segment that was selected to view the details.
<b>Allowed Application Roles</b>	System displays the application roles that are mapped to the selected segment.
<b>Status</b>	System displays the current status of the selected segment i.e. whether the segment is active / inactive.  Note: If the user segment is no longer active and needs to be disabled then the same can be done in <b>Edit</b> mode.

**Limits - Touch Points /Group/ Global**

Limits package can be optionally attached at user segment level. All the touch points and touch point groups maintained in the system are listed under each entity in case of multi entity setup. Limits Package can be mapped for each touch point and for a touch point group.

<b>Touch Points/ Group/ Global</b>	Name of touch points/ groups/ global under a specific entity (with all internal and external touch points).
<b>Internal Touch Points Group for All</b>	Displays the touch points which are the part of a group.

Field Name	Description
<b>Touch Points</b>	<p>Displays the touch points (banking channels) which allows a user to perform transactions using the touch points.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Mobile Banking</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> </ul>

4. Click **Edit** to modify the segment details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

## 33.2 User Segment Maintenance - Edit

Using this option, System Administrator can modify the details of the existing user segment.

### To edit the user segment details:

1. In the **Segment Code** field, enter the segment code whose details you want to modify.  
OR  
In the **Segment Name** field, enter the name of the segment whose details you want to modify.  
OR  
From the **User Type** list, select the user type whose user segment details you want to modify.
2. Click **Search**.  
The search results appear on the **User Segment Maintenance** screen based on the search parameters.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction. The **Dashboard** appears.
3. Click the **Segment Code** link of the record to select the segment for which you want to modify the details. The **User Segment Maintenance - View** screen appears.



- Click **Edit** to modify the User Segment details.  
The **User Segment Maintenance - Edit** screen appears. .

### User Segment Maintenance- Edit

The screenshot displays the 'User Segment Maintenance - Edit' interface. At the top, the user is logged in as 'System Administrator' at the 'UBS 14.3 AT3 Branch'. The page title is 'User Segment Maintenance'. The main form contains the following fields:

- Segment Code: SegmentL
- Segment Name: SegmentL
- User Type: Retail User
- Allowed Application Roles: (empty)
- Status:
- Rewards Enabled:

Below the form is a table of 'Limits' for the 'UBS 14.3 AT3 Branch'. The table has three columns: 'Touch Points / Group', 'Package', and 'Actions'. Each row includes a refresh icon in the 'Actions' column.

Touch Points / Group	Package	Actions
API Access	Please select Limit P...	Refresh
Internet	LPack143	Refresh
Missed Call Banking	Please select Limit P...	Refresh
Mobile Application	Please select Limit P...	Refresh
Mobile (Responsive)	Please select Limit P...	Refresh
Siri/Chatbot	Please select Limit P...	Refresh
SMS Banking	Please select Limit P...	Refresh
Snapshot	Please select Limit P...	Refresh
Soft Token Application	Please select Limit P...	Refresh
Wearables	Please select Limit P...	Refresh
Internal Access Point Group for AIKID	Please select Limit P...	Refresh
Global	UBS143GlobalLP	Refresh

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Back'. On the right side, there is an informational box titled 'User Segment' with the following text:

**User Segment**  
Customers are grouped into user segments so that banks can offer appropriate products and services. You can create new user segments and use it subsequently to define specific maintenances at user segment level if required.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Segment Code</b>	System displays the segment code of the segment selected and is non-editable.
<b>Segment Name</b>	System displays the name of the selected segment and is available for edit.
<b>User Type</b>	System displays the User type for the selected segment and is non-editable
<b>Allowed Application Roles</b>	System displays the application roles that have been mapped to the selected segment and are available for edit. As part of edit, new application roles can be mapped and existing roles can be removed.
<b>Status</b>	System displays the current status of the user segment and is available for edit.  <b>Note:</b> You can modify the segment status to Active if the current state is Inactive and vice-versa.

**Limits****Limit - Touch Points /Group**

Limits package can be optionally attached at user segment level. All the touch points and touch point groups maintained in the system are listed under each entity in case of multi entity setup. Limits Package can be mapped for each touch point and for a touch point group.

**Touch Points/ Group** Name of touch points/ groups maintained under a specific entity to which the limit packages can be mapped.

**Package** System lists the packages available for mapping to a touch point/ touch point group. If there was any limits package to a touch point/group mapped earlier, it will be shown in editable form.

**Actions**

Click  to reset the limit packages defined for a segment.

5. Edit the required details i.e. segment name, allowed Application Roles, Status, and Limits package for any of the touch point/touch point group.
6. Click **Save** to update the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

7. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make changes if any.  
OR  
Click **Cancel** to cancel the transaction and navigate back to **Dashboard**.
8. The success message of modification appears.  
Click **OK** to complete the transaction.

### **33.3 User Segment Maintenance - Create**

Using this option, System Administrator can create new user segment for a user type 'Retail'.

**To create the user segment:**

1. In the **User Segment Maintenance** screen, click **Create**. The **User Segment Maintenance - Create** screen appears.

## User Segment Maintenance- Create

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

futurabank

Welcome, Sweta Thakur

### User Segment Maintenance

Segment Code	Segment001
Segment Name	Retail Segment 001
User Type	Retail User
Allowed Application Roles	Customer X
Rewards Enabled	<input type="checkbox"/>

Limits

UBS 14.3 AT3 Branch

Touch Points / Group	Package	Actions
API Access	Please select Limit P...	⌵ ⌲
Internet	LPack143	⌵ ⌲
Missed Call Banking	Please select Limit P...	⌵ ⌲
Mobile Application	Please select Limit P...	⌵ ⌲
Mobile (Responsive)	Please select Limit P...	⌵ ⌲
Siri/Chatbot	Please select Limit P...	⌵ ⌲
SMS Banking	Please select Limit P...	⌵ ⌲
Snapshot	Please select Limit P...	⌵ ⌲
Soft Token Application	Please select Limit P...	⌵ ⌲
Wearables	Please select Limit P...	⌵ ⌲
Internal Access Point Group for All	Please select Limit P...	⌵ ⌲
Global	UBS143GlobalLP	⌵ ⌲

#### User Segment

Customers are grouped into user segments so that banks can offer appropriate products and services.

You can create new user segments and use it subsequently to define specific maintenances at user segment level if required.

OBPM HEL Branch 14.2	⌵
Third Party	⌵
FCR 11.7 EOD Branch	⌵
UBS 14.3 AT3 Branch OBCL	⌵
OBTFPM 14.3	⌵
OBPM HEL Branch 14.3	⌵
UBS 14.3 AT3 Branch for OBLM	⌵
FCR 11.8 9999 Branch	⌵
UBS 14.4 HEL Branch	⌵
UBS 14.3 AT3 OBDBU11	⌵
OBTF 14.4 000 OBDBU12	⌵
OBTFPM 14.4 OBDBU13	⌵
Third Party1	⌵
RPM 14.4	⌵
UBS 14.4 AT3 Branch	⌵

Save Cancel Back

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## Field Description

Field Name	Description
<b>Segment Code</b>	Enter the unique code for the user segment to be created.
<b>Segment Name</b>	Enter the name of the user segment to be created.
<b>User Type</b>	Select the User type from the list for which the user segment is to be created. Currently only user type 'Retail' is supported
<b>Allowed Application Roles</b>	Select the application role(s) that needs to be associated to the user segment being created. The selected application role(s) will be by default available to the users to whom the created segment is associated.

## Limits


### Limit - Touch Points /Group

In this section user can define limits package for a user segment so that, bank can have varying limits depending on the segment of the user.


<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity to which the limit packages can be mapped.
----------------------------	--

**Note:** The limits package will be associated to a touch point/touch point within a segment. It is not mandatory to associate limits package to each touch point / touch point group.

<b>Package</b>	Select the limits package from the list of packages available for mapping to a touch points/ groups.
----------------	--

<b>Actions</b>	Click  to reset the limit packages selected against the touch point.
----------------	---

2. In the **Segment Code** field, enter the unique code for the user segment to be created.
3. In the **Segment Name** field, enter the name of the user segment to be created.
4. In the **User Type** list, select the appropriate user type for the user segment being created.
5. In the **Allowed Application Roles** list, select the application role(s) to be mapped to the segment.
6. In the **Limits** section, select the limit packages to be mapped to touch points / touch point from the limit package list. The limits package selected as part of this definition will be applicable to the users to whom this segment is associated and will also depend on the limits preference applicability.

**Note:** Click  to reset the limit packages applicable to a segment.

7. Click **Save** to save the user segment details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
8. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.  
The user will be navigated back to the create screen.
9. The success message of transaction completion appears.  
Click **OK** to complete the transaction.

## **FAQ**

### **1. Is it mandatory to create a User Segment as part of Day 1 maintenances?**

No. It is not mandatory to create User Segments as part of Day 1 definition. If User Segments are created, then the same will be available for association to user as part of User Onboarding but it is not mandatory to associate user segment to business users as part of onboarding.

### **2. What is the relationship between User Segment and Application Roles?**

Association of application roles to user segment is not mandatory. Multiple application roles can be assigned to a user segment and those application roles will be by default available to all users who are assigned that segment. The same application role can be mapped to multiple user segments.

### **3. Can I remove specific application role(s) from the user level if I associate user segment?**

The application role(s) that are mapped to a user segment cannot be removed from the user if the segment is associated to the user, however the application role(s) that are not associated to any user segment will be available for mapping/unmapping at user level.

### **4. What will happen if I disable a Segment which is associated to Users?**

Access to all the maintenances done on that segment level like Dashboard Builder, Product mapping, 2FA, Limits will not be referred. System will start referring to the maintenance done for the User Type associated to the users attached to the disabled segment, for Dashboard Builder, Product mapping, 2FA and Limits.

Users associated to the disabled segment will not have access to the application roles attached to that segment, hence bank user should attach new segment or application operationally to those users.

[Home](#)

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## 34. Authentication

Passwords are the most common form of authentication used in the world today. But passwords can easily be forgotten and commonly compromised. Two-factor authentication (2FA) adds an extra layer of security by requiring users to use two different authentication factors to verify their identity.

The two step verification or 2 Factor Authentication is an extra layer of security that is known as "multi factor authentication" that requires not only a password and username but also something that only, and only, the user knows e.g. tokens, OTP, answer of security questions etc. Using a Two Factor Authentication process can help to lower the number of cases of identity theft on the Internet, as well as phishing via email. For security reason authentication is used by user (Retail/Corporate) while performing transactions through digital platform.

The Two Factor Authentication requires two different kinds of evidence before executing transaction successfully. This option enables the System Administrator to maintain authentication pattern for each transaction of a specific user segment.

Second Factor authentication can be set for each User type (Retail & Corporate) and for user type and User Segment combination (as of now user segment is only available for Retail user type).

This maintenance can be setup for each entity in a multi entity setup, which enables banks in defining different authentication mode for a same transaction for each entity.

In a multi entity setup, if the user is changing his entity, post login, then system should ask for second factor authentication.

The types of 2 factor authentication used are as follows:

- OTP : A onetime password will sent on user's registered mobile number or email id .
- Security Questions: User will be asked to answer the security questions set up by him.
- Random Number based Soft Token: The token randomly changes on the soft token app after the system defined time, and user will be required to enter the same on screen to authenticate the transaction.
- Time based Soft Token : It is a time based soft token that gets generated on the soft token application. Token gets expired after a defined time and user will be required to generate a new token.
- Push Notifications based 2FA :User will get a push notification to authenticate and complete a transactions on his registered device (mobile/wearable), on initiation of a transaction from a different form factor .
- Since the user is required to authenticate the transaction on the device where he has received the push notification, It acts as an additional security wherein the user can approve/reject the transaction only from his registered device. For receiving push notifications user should allow the same for the respective app on his device.

---

Note: Two factor authentication is only for retail and corporate user.

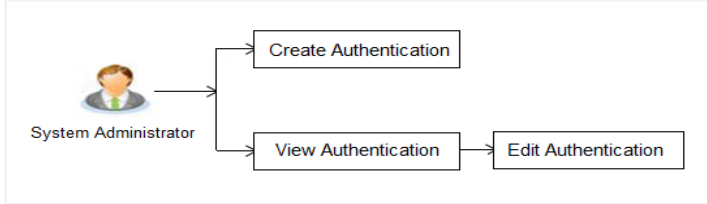
---

### Pre-requisites

- Transaction access is provided to System Administrator.

- Approval rule set up for Bank Administrator to perform the actions.
- Transactions are enabled for 2 Factor Authentication aspect.

**Workflow**



**Features Supported In Application**

The following options are available as part of this maintenance:

- View Authentication
- Edit Authentication
- Create Authentication

**How to reach here:**

*System Administrator Dashboard > Security > Authentication*  
 OR

*System/ Bank Administrator Dashboard > Toggle Menu > Security > Authentication*

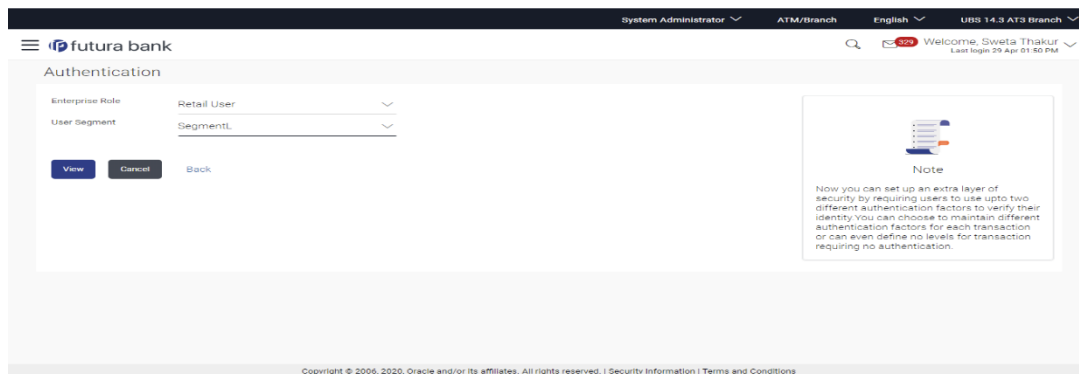
**34.1 Authentication - View**

On accessing ‘Authentication’ menu, system displays the existing maintenance available for selected user segment to view the authentication setup for user segment:

**To view the authentication setup for user segment:**

1. From the **Enterprise Role** list, select the appropriate role.
2. From the **User Segment** list, select the appropriate user segment.

**Authentication Setup**





## Field Description

Field Name	Description
<b>Enterprise Role</b>	Name of enterprise roles set in application. The options are: <ul style="list-style-type: none"> <li>• Retail User</li> <li>• Corporate User</li> </ul>
<b>User Segment</b>	The user segments maintained by the Bank (applicable for Retail User type only).

3. Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to go back to Dashboard.  
OR  
Click **View** to view the 2FA maintained for the user segment. The **Authentication - View** screen appears.

### Note:

- 1) If the existing maintenance is not available for selected user segment, message will be displayed "2 Factor Authentication for this user segment has not been set up yet" with the **Set up now** button which launches the screen to maintain 2 Factor Authentication.
- 2) Only OTP should be maintained as the second factor authentication mode for 'Wallet Registration' event. Other second factor authentication modes like Soft Token and Security Questions are not supported for this event.
- 3) 2FA mode Push Notification based 2FA is not supported for the following transactions:
  - ▶ Login
  - ▶ Push Notification registration
  - ▶ Soft Token registration
- 4) If the user is changing his entity post login, system will check the 2FA mode configured for Login event for the changed/destination entity, and if the 2FA mode for 'Login' event is different for the changed/destination entity then the user will be asked for the incremental second factor authentication (as per the setup).
- 5) If the 2FA mode is same for both the entities, then on switching the entity user will not be asked for any second factor authentication.
- 6) Following modes of 2FA will be supported on Login event :
  - ▶ OTP
  - ▶ Soft Token

## Authentication Setup- View

System Administrator | ATM/Branch | English | USS 14.3 AT3 Branch

futurabank

Welcome, Leo Thomas
  
Last login 20 May 12:01 AM

### Authentication

Enterprise Role	Retail	
User Segment	SegmentL	
Transaction Type	Level 1	Level 2
Forgot Password	One Time Password	Random Number Based Soft Token
Update Nominee		
International Demand Draft		
Create RD		
Service Request - Debit Card Change		
File Upload		
Mixed Payee - File Level Approval		
Create Global Payee		
Cancel User Report		
Domestic Payment - File Level Approval		
Delete Biller Registration		
Forgot User ID		
Customer Acceptance for Export LC Amendment		
Redeem TD		
Create Help Desk Session		
Reset Debit Card Pin		
Initiate Inward Guarantee Amendment		
Delete Demand Draft Payee		
Initiate Import LC Amendment		
Delete Domestic Payee		
Demand Draft Payee - Record Level Approval		
Initiate Letter of Credit		
Open Banking Direct Debit Summary		
Consent Authorization		
Internal Transfer - Record Level Approval		
US Request Funds		
Switch Mutual Funds		
International Standing Orders-UK Open Banking		
Create AccessToken for the user		
Create Biller Registration		
Mixed Payment - Record Level Approval		
User Security Question Update		
Create User state for the user		
International Transfer		
V2 Update Payee		
Adhoc International Demand Draft		
Loan Repayment		
International Payment - UK Open Banking		
Create Beneficiary		
Update User Report		
Domestic Demand Draft		
Update order status placed by user		
Multiple Sweep-in Instructions		
International Payment - File Level Approval		
Create Bill Payment		
Initiate Shipping Guarantees		
Domestic Payer		
Initiate Outward Guarantee Amendment		

**Note**

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

Reset Credit Card Pin
QR Payment
Trade Bill Settlement
Demand Draft Payee - File Level Approval
Update Biller Registration
Bill Payment
Accounts Inquiry - UK Open Banking
Internal Payee - Record Level Approval
Internal Transfer - File Level Approval
Domestic Payee - File Level Approval
V2 Update Payee Group
Add Money to Wallet from My Account
Create Peer To Peer Payee
Delete Biller
Add Biller
Login
Multiple Transfers
Update Template Draft Shipping Guarantee
Mixed Payment - File Level Approval
Create AccessToken for the user
New Deposit
V2 Create Payee
Create Payment - Berlin Open Banking
Update Peer To Peer Payee
UPI Fund Request
Create Internal Payee
PeerToPeer Transfer
Validate card details
Domestic Transfer - Record Level Approval
Create Token Seed with QR Code
Letter Of Credit Draft and Template
Self Transfer
Update User Profile
Open Banking Beneficiary
Delete order placed by user
Create User state for the user
International Scheduled Payment-UK Open Banking
Redeem Mutual Funds
Edit Maturity instruction
Update Domestic Payee
Delete Nominee
Create Wallet Account for existing Customer
Create International Payee
Apply Debit Card
Facility Amendment
Update International Payee
External Transfer Confirm
Create Demand Draft Payee
<a href="#">Edit</a> <a href="#">Cancel</a> <a href="#">Back</a>

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>View</b>	
<b>Enterprise Role</b>	View the enterprise role for which the 2 Factor Authentication is set-up.
<b>User Segment</b>	View the user segment for which the 2 Factor Authentication is set-up.
<b>Transactions</b>	
<b>Transaction Type</b>	The transaction type for which the 2 Factor Authentication is set-up.
<b>Level 1</b>	Displays the first level of two factor authentication mode (Security Questions, One Time Password, Soft Token, Push Notification based 2FA) set for the transaction type.
<b>Number of Question</b>	Number of security questions to be asked from user at level 1 authentication. This field appears only if the <b>Security Question</b> option is selected as the <b>Authentication mode</b> .
<b>Level 2</b>	Displays the second level of two factor authentication mode (Security Questions, One Time Password , Soft Token, Push Notification based 2FA) set for the transaction type.
<b>Number of Question</b>	Number of security questions to be asked from user at level 2 authentication. This field appears only if the <b>Security Question</b> option is selected in the <b>Authentication</b> .

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

## 34.2 **Authentication - Edit**

System Administrator can modify existing authentication maintenance.

**To edit the authentication setup:**

1. From the **Enterprise Role** list, select the appropriate role.
2. From the **User Segment** list, select the appropriate user segment (if applicable).

3. Click **View** to view the 2 Factor Authentications maintained for the user segment. The **Authentication - View** screen appears.
4. Click **Edit**. The **Authentication – Edit** screen with values in editable form appears.

**Authentication - Edit**

System Administrator | ATM/Branch | English | US0 14.3 AT3 Branch

futura bank | Welcome, Leo Thomas | Last login 20 May 12:01 AM

### Authentication

Enterprise Role	Retail	
Transaction Type	Level 1	Level 2
Forgot Password	One Time Password	Random Number Based Soft T...
Update Nominee	None	None
International Demand Draft	None	None
Create RD	None	None
Service Request - Debit Card Change	None	None
File Upload	None	None
Mixed Payee - File Level Approval	None	None
Create Global Payee	None	None
Cancel User Report	None	None
Domestic Payment - File Level Approval	None	None
Delete Biller Registration	None	None
Forgot User ID	None	None
Customer Acceptance for Export LC Amendment	None	None
Redeem TD	None	None
Create Help Desk Session	None	None
Reset Debit Card Pin	None	None
Initiate Inward Guarantee Amendment	None	None
Delete Demand Draft Payee	None	None
Initiate Import LC Amendment	None	None
Delete Domestic Payee	None	None
Demand Draft Payee - Record Level Approval	None	None
Initiate Letter of Credit	None	None
Open Banking Direct Debit Summary	None	None
Consent Authorization	None	None
Internal Transfer - Record Level Approval	None	None
US Request Funds	None	None
Switch Mutual Funds	None	None
International Standing Orders-UK Open Banking	None	None
Create AccessToken for the user	None	None
Create Biller Registration	None	None
Mixed Payment - Record Level Approval	None	None
User Security Question Update	None	None
Create User state for the user	None	None

**Note**

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

Create AccessToken for the user	None	▼	None	▼
New Deposit	None	▼	None	▼
V2 Create Payee	None	▼	None	▼
Create Payment - Berlin Open Banking	None	▼	None	▼
Update Peer To Peer Payee	None	▼	None	▼
UPI Fund Request	None	▼	None	▼
Create Internal Payee	None	▼	None	▼
PeerToPeer Transfer	None	▼	None	▼
Validate card details	None	▼	None	▼
Domestic Transfer - Record Level Approval	None	▼	None	▼
Create Token Seed with QR Code	None	▼	None	▼
Letter Of Credit Draft and Template	None	▼	None	▼
Self Transfer	None	▼	None	▼
Update User Profile	None	▼	None	▼
Open Banking Beneficiary	None	▼	None	▼
Delete order placed by user	None	▼	None	▼
Create User state for the user	None	▼	None	▼
International Scheduled Payment-UK Open Banking	None	▼	None	▼
Redeem Mutual Funds	None	▼	None	▼
Edit Maturity Instruction	None	▼	None	▼
Update Domestic Payee	None	▼	None	▼
Delete Nominee	None	▼	None	▼
Create Wallet Account for existing Customer	None	▼	None	▼
Create International Payee	None	▼	None	▼
Apply Debit Card	None	▼	None	▼
Facility Amendment	None	▼	None	▼
Update International Payee	None	▼	None	▼
External Transfer Confirm	None	▼	None	▼
Create Demand Draft Payee	None	▼	None	▼

Save Cancel Back

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## Field Description

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

### Edit

<b>Enterprise Role</b>	The enterprise role for which the 2 Factor Authentication is set-up.
------------------------	--

<b>User Segment</b>	The user segment for which the 2 Factor Authentication is set-up.
---------------------	---

### Transactions

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

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

---

**Note:** Click **Apply to all** to apply the same kind of level 1 & level 2 authentication for all transaction types.

---

9. Click **Save** to save the changes made.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.
10. The **Authentication Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
The **Authentication – Edit** screen with values in editable form screen appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
11. The success message of Authentication setup appears along with the transaction reference number.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

### 34.3 Authentication - Create

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

**To create the authentication setup for user segment:**

1. From the **Enterprise Role** list, select the appropriate role.
2. From the **User Segment** list select the user segment (if applicable)

#### Authentication Setup

The screenshot displays the 'Authentication Setup' interface. At the top, the user is identified as 'System Administrator' with a dropdown menu. The branch is 'ATM/Branch', the language is 'English', and the user is 'UBS 14.3 AT3 Branch'. The user's name 'Welcome, Sweta Thakur' and last login time 'Last login 29 Apr 01:50 PM' are also visible. The main content area shows the 'Authentication' section with a form. The form has two rows: 'Enterprise Role' with the value 'Retail' and 'User Segment' with the value 'SegmentL2'. Below these is a text box containing the message: '2 Factor Authentication for this user segment has not been set up yet.' A 'Set Up Now' button is positioned below the text box. At the bottom of the form are three buttons: 'Edit', 'Cancel', and 'Back'. To the right of the form is a 'Note' box with a document icon and the following text: 'Now you can set up an extra layer of security by requiring users to use up to two different authentication factors to verify their identity. You can choose to maintain different authentication factors for each transaction or can even define no levels for transaction requiring no authentication.'



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Enterprise Role</b>	The enterprise role for which the 2 Factor Authentication is set-up.
<b>User Segment</b>	The user segments maintained by the Bank. The options are: <ul style="list-style-type: none"><li>• Retail User</li><li>• Corporate User</li></ul>

- 
3. Click **Cancel** to cancel the transaction.  
OR  
Click **View** to view the 2 Factor Authentications maintained for the user segment. The **Authentication - View** screen appears.

---

**Note:** If the existing maintenance is not available for selected user segment, message will be displayed "Authentication for this user segment has not been set up yet" with a setup now button.

---

4. Click **Set up now** to create new 2Factor Authentication. The Authentication - Create screen appears.

## Authentication - Create

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank
Welcome, Leo Thomas  
Last login 20 May 12:01 AM

### Authentication

Enterprise Role	Retail	
Transaction Type	Level 1	Level 2
Update Nominee	None	None
International Demand Draft	None	None
Create RD	None	None
Service Request - Debit Card Change	None	None
File Upload	None	None
Mixed Payee - File Level Approval	None	None
Create Global Payee	None	None
Cancel User Report	None	None
Create External Bank	None	None
Domestic Payment - File Level Approval	None	None
Delete Biller Registration	None	None
Forgot User ID	None	None
Customer Acceptance for Export LC Amendment	None	None
Forgot Password	None	None
Redeem TD	None	None
Create Help Desk Session	None	None
Reset Debit Card Pin	None	None
Initiate Inward Guarantee Amendment	None	None
Edit Category	None	None
Delete Demand Draft Payee	None	None
Initiate Import LC Amendment	None	None
Delete Domestic Payee	None	None
Demand Draft Payee - Record Level Approval	None	None
Initiate Letter of Credit	None	None
Open Banking Direct Debit Summary	None	None
Consent Authorization	None	None
Internal Transfer - Record Level Approval	None	None
US Request Funds	None	None
Switch Mutual Funds	None	None
International Standing Orders-UK Open Banking	None	None
Create AccessToken for the user	None	None
Create Biller Registration	None	None
Mixed Payment - Record Level Approval	None	None
User Security Question Update	None	None
Create User state for the user	None	None
International Transfer	None	None
V2 Update Payee	None	None
Adhoc International Demand Draft	None	None

Note

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

Add Money to Wallet from My Account	None	▼	None	▼
Create Peer To Peer Payee	None	▼	None	▼
Delete Biller	None	▼	None	▼
Add Biller	None	▼	None	▼
Login	None	▼	None	▼
Delete Biller	None	▼	None	▼
Multiple Transfers	None	▼	None	▼
Update Template Draft Shipping Guarantee	None	▼	None	▼
Mixed Payment - File Level Approval	None	▼	None	▼
Create AccessToken for the user	None	▼	None	▼
New Deposit	None	▼	None	▼
V2 Create Payee	None	▼	None	▼
Create Payment - Berlin Open Banking	None	▼	None	▼
Update Peer To Peer Payee	None	▼	None	▼
UPI Fund Request	None	▼	None	▼
Create Internal Payee	None	▼	None	▼
PeerToPeer Transfer	None	▼	None	▼
Validate card details	None	▼	None	▼
Domestic Transfer - Record Level Approval	None	▼	None	▼
Create Token Seed with QR Code	None	▼	None	▼
Letter Of Credit Draft and Template	None	▼	None	▼
Self Transfer	None	▼	None	▼
Update User Profile	None	▼	None	▼
Open Banking Beneficiary	None	▼	None	▼
Delete order placed by user	None	▼	None	▼
Create User state for the user	None	▼	None	▼
International Scheduled Payment-UK Open Banking	None	▼	None	▼
Redeem Mutual Funds	None	▼	None	▼
Edit Maturity Instruction	None	▼	None	▼
Update Domestic Payee	None	▼	None	▼
Delete Nominee	None	▼	None	▼
Create Wallet Account for existing Customer	None	▼	None	▼
Create International Payee	None	▼	None	▼
Apply Debit Card	None	▼	None	▼
Facility Amendment	None	▼	None	▼
Update International Payee	None	▼	None	▼
External Transfer Confirm	None	▼	None	▼
Create Demand Draft Payee	None	▼	None	▼

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## Field Description

Field Name	Description
<b>Create</b>	
<b>Enterprise Role</b>	The enterprise role for which the 2 Factor Authentication is set-up.
<b>User Segment</b>	The user segment for which the 2 Factor Authentication is set-up from. The options are: <ul style="list-style-type: none"> <li>• Retail User</li> <li>• Corporate User</li> </ul>
<b>Transactions</b>	
<b>Transaction Type</b>	The transaction type for which the 2 Factor Authentication is set-up.
<b>Level 1</b>	The first level of two factor authentication mode (Security Questions, One Time Password , Soft Token, Push Notification based 2FA) set for the transaction type. The options are: <ul style="list-style-type: none"> <li>• None</li> <li>• Security Question</li> <li>• One Time Password(OTP)</li> <li>• Soft Token</li> <li>• Push Notification</li> </ul>
<b>Number of Question</b>	Number of security questions to be asked from user at level 1 authentication. This field appears only if the <b>Security Question</b> option is selected as the <b>Authentication</b> mode.
<b>Level 2</b>	The second level of two factor authentication mode (Security Questions, One Time Password , Soft Token, Push Notification based 2FA) set for the transaction type. The options are: <ul style="list-style-type: none"> <li>• None</li> <li>• Security Question</li> <li>• One Time Password(OTP)</li> <li>• Soft Token</li> <li>• Push Notification</li> </ul>

Field Name	Description
<b>Number of Question</b>	Number of security questions to be asked from user at level 2 authentication. This field appears only if the <b>Security Question</b> option is selected as the <b>Authentication</b> mode.

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

---

**Note:** Click **Apply to all** to apply the same kind of level 1 & level 2 authentications for all transaction types.

---

7. Click **Save** to save the changes made.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back tom previous screen.
8. The **Authentication Create– Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
The **Authentication – Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.  
The success message of Authentication setup appears along with the transaction reference number.  
Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

## **FAQ**

### **1. Can I also set the 2 Factor Authentication for transaction approval?**

You don't have to set up separate 2 Factor Authentication for transaction approval. The 2 Factor Authentication set for transaction initiation will also applied for transaction approval as well.

### **2. When will the changes made in authentication maintenance be applied?**

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

**3. Is it mandatory to set authentication method at both the levels?**

No, you may set 1 level authentication for specific transaction. This can be achieved by selecting specific authentication method at level 1 and by specifying 'None' option at level 2.

**4. Can I set 'No additional authentication required' for specific transaction?**

Yes, this can be achieved by selecting 'None' option at level1 and level 2. No additional authentication is required for transaction initiation and approval if both levels are set as 'None'.

**5. Where can I define which security questions to be asked to the users?**

A separate maintenance 'Manage Security Questions' is available to set the up the questions which are to be asked to the users as a part of authentication process.

**6. Is it mandatory to set up 2 factor authentication for a User Type and User Segment Combination**

No, User Segment is an optional field and is applicable for only for Retail type of users. If the Bank doesn't want to setup the authentication for a user segment, they can simply do it for each user type.

**7. Can I set up this maintenance for each entity in case of a multi entity setup?**

Yes, Authentication can be setup for each entity in case of a multi entity setup. User can select the entity from the entity selection drop-down available on the top right corner of the application to set up the maintenance.

**8. If Push notifications is set a second factor authentication, then how will the user authenticate a transaction ?**

User will receive a push notification on his registered device (mobile/wearable), he can click on the notification and authenticate and complete the transaction on the device where he has received the notification.

**9. If the user initiates a transaction form his mobile app and Push notification is set as the 2FA for that transaction , in this case where will he receive the push notification ?**

User will receive the notification on his registered device i.e. mobile or wearable. He can complete the transaction by clicking on the same on the mobile itself.

[Home](#)

## 35. Security Questions Maintenance

This function allows the System Administrator to set up security questions, which will then be used as another layer of security (Over & above the Login credentials), before a user (Retail/ Corporate/ Administrator) can complete transactions through the internet channel.

Through the Manage Security Questions functionality, the administrator user can create and modify security questions. He / She can add the security questions, if required.

### Features Supported In Application

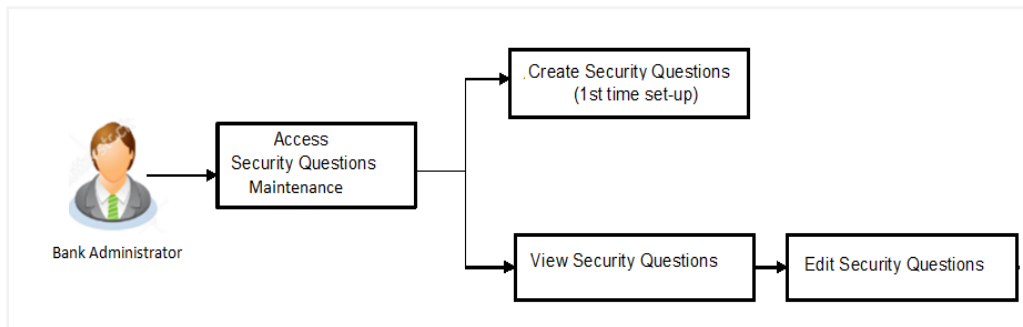
The following options are available to the administrator user as part of this maintenance:

- View Security Questions
- Edit Security Questions (Add new)
- Setup Security Questions (1<sup>st</sup> time setup)

### Pre-requisites

- Transaction access is provided to System Administrator.

### Workflow



### How to reach here:

*System Administrator Dashboard > Security > Security Questions Maintenance*

OR

*System/ Bank Administrator Dashboard > Toggle Menu > Security > Manage Security Questions*

## 35.1 View Security Questions

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

**To view the existing security questions maintenance:**

### Security Questions Maintenance - View

The screenshot displays the 'Security Question Maintenance' page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Sweta Thakur' with 'Last login 29 Apr 01:50 PM'. The main content area is titled 'Security Question Maintenance' and contains a list of questions:

- Questions
- Test English2
- Test English1
- Test English3
- Test English4
- What is the brand of your first mobile?
- In what county were you born?
- What is your favourite teacher's name?
- How many siblings do you have?
- Which sport you like most?
- Test English5

At the bottom of the list are 'Edit' and 'Cancel' buttons. To the right of the list is a 'Note' box with the following text:

**Note**  
Security questions are used to verify user's identity in case he forgets his password. Using this option, you can create new or can view/modify existing set security questions for a user. Once saved these Questions set is then made available to the end user to set up the answers.

At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

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

<b>View</b>	
-------------	--

<b>Questions</b>	The list of security questions set for users, as an added layer of security.
------------------	--

**Note:** If the first-time maintenance is not already done, a message will be displayed "Security Questions has not been set up yet". With a button alongside – 'Set up now'

1. Click **Edit** to update the set of security questions. An editable screen appears.  
OR  
Click **Cancel** to cancel the transaction.



## 35.2 Security Questions Maintenance - Edit

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

### To edit the security questions set:

1. Click **View** to view the security questions already set. The **Security Questions Maintenance - View** screen appears.
2. Click **Edit**. The **Security Questions Maintenance – Edit** screen appears.

### Security Questions Maintenance - Edit

The screenshot shows the 'Security Question Maintenance' interface for 'futura bank'. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is logged in as 'Sweta Thakur' with the last login on '29 Apr 01:50 PM'. The main content area is titled 'Security Question Maintenance' and contains a list of questions, each with a 'Question' label and a text input field. The questions are: 'Test English2', 'Test English1', 'Test English3', 'Test English4', 'What is the brand of your first mobile?', 'In what county were you born?', 'What is your favourite teacher's name?', 'How many siblings do you have?', 'Which sport you like most?', and 'Test English5'. Below the list is an 'Add More' button. At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. A 'Note' box on the right explains the purpose of security questions. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Edit</b>	
<b>Questions</b>	This section displays the security questions.
<b>Questions</b>	The list of security questions.

3. Click **Add More** to add more security questions.
  - a. Type the new question to be added in the set.

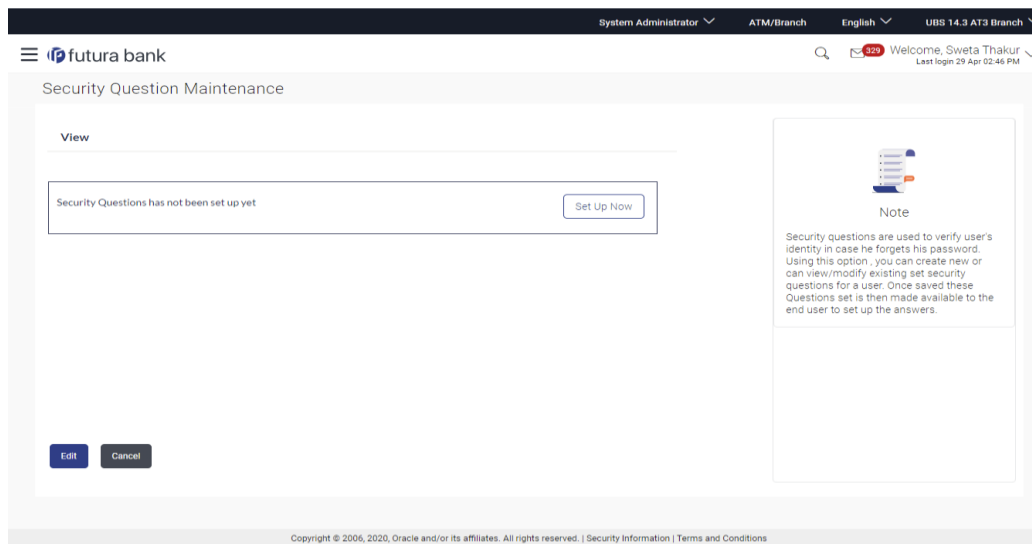
4. Click **Confirm** to save the changes made.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.
5. The **Security Questions Maintenance – Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.  
The success message of security question setup appears along with the transaction reference number.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

### 35.3 Security Questions Maintenance - Create

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

**To set security questions:**

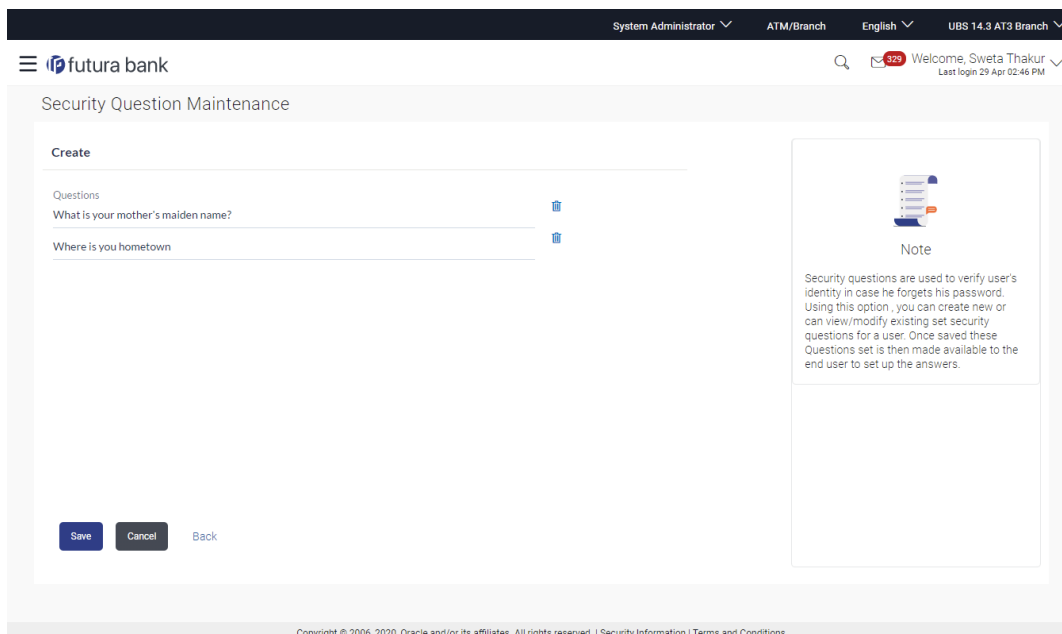
#### Security Question Maintenance - Setup



**Note:** Since the security question maintenance is not available, message will be displayed "Security Questions have not been set up yet". Alongside a button – “Set up now”

1. Click **Set up now** to set-up security questions. The **Security Questions Maintenance - Create** screen appears.

#### Security Questions Maintenance - Create



### Field Description

Field Name	Description
<b>Create</b>	
<b>Questions</b>	
<b>Questions</b>	The list of security questions

2. Type the security question to be added.

**Note:** Click  adjacent to question to delete the particular question.

3. Click **Add More** to add more security questions.
  - a. Type the new question to be added in the set.
4. Click **Save** to save the changes made.  
 OR  
 Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
 OR  
 Click **Back** to go back tom previous screen.
5. The **Security Questions Maintenance – Review** screen appears. Verify the details, and click **Confirm**.  
 OR  
 Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
 OR  
 Click **Back** to go back tom previous screen.

6. The success message of security question setup appears along with the transaction reference number.  
Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

## **FAQ**

1. **Can I delete the existing security questions?**

No, you can add more questions, but cannot delete the existing questions.

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

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

[Home](#)

## 36. Password Policy Maintenance

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

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

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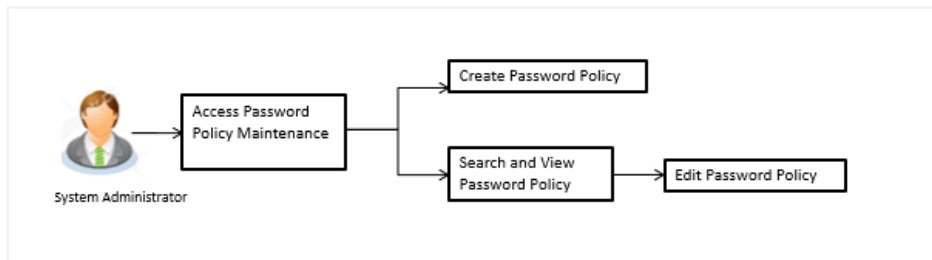
**Note:** This feature will only be available with OBDX DB authenticator as Identity Management System.

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### Pre-requisites

- Provide transaction access to System Administrator.

### Workflow



### How to reach here:

*System Administrator Dashboard > Security > Password Policy Maintenance*

*OR*

*System/ Bank Administrator Dashboard > Toggle menu > Security > Password Policy Maintenance*

## 36.1 Password Policy Maintenance - Search

To search password policy:

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

### Password Policy Maintenance -Search

The screenshot displays the 'Password Policy Maintenance' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows the 'futura bank' logo and a user profile for 'Sweta Thakur' with the last login time '29 Apr 02:46 PM'. The search form contains the following fields and controls:

- Policy Name:** admin
- Policy Description:** (empty)
- Buttons:** Search, Clear

The search results are displayed in a table:

Policy Name	Policy Description	User Type
AdminPolicy	CLIP Password Default Policy	administrator

Below the table, there is a pagination control showing 'Page 1 of 1 (1 of 1 items)' and a 'Cancel' button. On the right side, there is a 'Password Policy Maintenance' information box with a 'Create' button and descriptive text about creating password policies for different user roles.

### Field Description

#### Field Name

#### Description

#### Search Criteria

**Policy Name** Password policy name.

**Policy Description** Brief description of the password policy.

#### Search Result

**Policy Name** Password policy name.

**Policy Description** Brief description of the password policy.

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

## 36.2 Password Policy Maintenance - View

### To view password policy details:

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

### Password Policy Maintenance -Search

The screenshot displays the 'Password Policy Maintenance' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Sweta Thakur' with the last login time '29 Apr 02:46 PM'. The main content area is titled 'Password Policy Maintenance' and contains a search form with 'Policy Name' set to 'admin'. Below the form are 'Search' and 'Clear' buttons. A table shows the search results:

Policy Name	Policy Description	User Type
AdminPolicy	CLIP Password Default Policy	administrator

Below the table, it indicates 'Page 1 of 1 (1 of 1 items)' and includes a 'Cancel' button. On the right side, there is a 'Password Policy Maintenance' sidebar panel with a 'Create' button and explanatory text: 'You can create password policy for different user roles (Admin, Retail, and Corporate). Password parameters like min/max length, characters allowed/excluded etc can be set here. Further password policies expiration periods, forced change of passwords can also be set here.'

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

## Password Policy Maintenance - View

The screenshot displays the 'Password Policy Maintenance - View' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows the 'futura bank' logo and a user profile for 'Sweta Thakur' with a last login of '29 Apr 02:46 PM'. The main content area is titled 'Password Policy Maintenance' and contains the following sections:

- User Type:** Radio buttons for 'Corporate User', 'Administrator' (checked), and 'Retail User'.
- Policy Name:** 'AdminPolicy' (highlighted).
- Policy Description:** 'CLIP Password Default Policy' (highlighted).
- Password Validators:**
  - Password Length: 6 min to 15 max.
  - Allowed Characters:
    - Upper Case:  Allowed,  Mandatory
    - Lower Case:  Allowed,  Mandatory
    - Special Characters:  Allowed,  Mandatory
    - Numbers:  Allowed,  Mandatory
  - Allowed Special Characters: ! @ # \$ ( )
  - Repetitive Characters Allowed: 4
  - Successive Characters Allowed: 4
  - Exclusion Details in Password: Oracle
  - Restricted Passwords: Oracle
  - Successive Invalid Login Allowed: 5
  - Previous Password Disallowed: 5
- Password Expiry Parameters:**
  - Password Expiry Period in Days: 120 days
  - Password Expiry Warning Period in Days: 1 days
  - First Password Expiry Period in Days: 30 days
  - Force Password Change with Policy Change:

At the bottom of the form, there are three buttons: 'Edit' (blue), 'Cancel' (grey), and 'Back' (grey). A footer at the very bottom reads: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>User Type</b>	Indicates the user type for which the password policy is applied. Multiple user types can be selected for a single policy. The user type are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> </ul>
<b>Policy Name</b>	Password policy name.



Field Name	Description
<b>Policy Description</b>	Brief description of the password policy.
<b>Password Validators</b>	
<b>Password Length</b>	The minimum and maximum length of the password.
<b>Allowed Characters</b>	<p>Characters allowed in the password. Different types of characters are:</p> <ul style="list-style-type: none"> <li>• Upper Case</li> <li>• Lower Case</li> <li>• Special Characters</li> <li>• Numbers</li> </ul>
<b>Allowed Special Characters</b>	<p>The allowed Special characters in the password.</p> <p>The example of special characters could be, @, #, &amp;, etc.</p> <p>This field only gets enabled if the Administrator has allowed special characters in the password (in Allowed Characters field).</p>
<b>Repetitive Characters Allowed</b>	<p>Number of repetitive characters allowed in the password.</p> <p>For example: If you enter 2 in this field, user can enter 2 repetitive characters in his password like aabcd. If user enters aaabcd as his password, system will display error.</p>
<b>Successive Characters Allowed</b>	<p>Number of successive characters allowed.</p> <p>For example: If you enter 4 in this field, then user cannot enter four successive characters (aaaa/1111) in the password.</p>
<b>Exclusion Details in Password</b>	<p>The exclusion options. It can be multiple values.</p> <p>Exclusion details includes:</p> <ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• User ID</li> <li>• Date of Birth</li> <li>• Party ID</li> </ul>

Field Name	Description
<b>Restricted Password</b>	The restricted password. The multiple commonly used passwords which are entered by user which the Bank does not want it's user to define as password..  For example: If you enter restricted password as Password123, the system does not allow the user to set his password as 'Password123'.
<b>Successive Invalid Login Allowed</b>	The number of attempts allowed for login with incorrect password. User will get locked once he reached the maximum invalid attempts allowed.
<b>Previous Password Disallowed</b>	The disallowed number of historic passwords.  For example: If you enter 5 in this field user can not define his last five passwords as his new password.
<b>Password Expiry Parameters</b>	
<b>Password Expiry Period</b>	The number of days after which the password will get expired.
<b>Password Warning Period</b>	The period in days in this field, post which user will get a warning message to change his password.  This field gets only enabled if the <b>Password Expiry Period</b> is set.
<b>First Password Expiry Period</b>	The number of days after which user's first system generated password will get expired.
<b>Force Password Change with Policy Change</b>	The check box to force change the password if there is a change in any of the parameter in the password validators section.

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

## 36.3 Password Policy - Create

To create a new password policy:

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

### Create New Password Policy

The screenshot displays the 'Create New Password Policy' interface. At the top, the user is identified as 'System Administrator' at 'ATM/Branch' in 'English' at 'UBS 14.3 AT3 Branch'. The user is 'Sweta Thakur', who last logged in on '29 Apr 02:46 PM'. The main form is titled 'Password Policy Maintenance' and includes the following sections:

- User Type:** Radio buttons for 'Corporate User', 'Administrator' (selected), and 'Retail User'.
- Policy Name:** Text field containing 'AdminPolicy'.
- Policy Description:** Text field containing 'CLIP Password Default Policy'.
- Password Validators:**
  - Password Length:** 'min' field set to 6, 'max' field set to 15.
  - Allowed Characters:** Checkboxes for 'Upper Case', 'Lower Case', 'Special Characters', and 'Numbers', all checked. 'Mandatory' checkboxes are present for each, with 'Numbers' mandatory checked and set to 1.
  - Allowed Special Characters:** Input field containing '!', '@', '#', '\$', '%', '&', '(', ')', and 'x'.
  - Repetitive Characters Allowed:** Input field set to 4.
  - Successive Characters Allowed:** Input field set to 4.
  - Exclusion Details in Password:** Empty text area.
  - Restricted Passwords:** Input field containing 'Oracle'.
  - Successive Invalid Login Allowed:** Input field set to 5.
  - Previous Password Disallowed:** Input field set to 5.
- Password Expiry Parameters:**
  - Password Expiry Period in Days:** Input field set to 120.
  - Password Expiry Warning Period in Days:** Input field set to 1.
  - First Password Expiry Period in Days:** Input field set to 30.
  - Force Password Change with Policy Change:** Checked checkbox.

At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

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

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

Field Name	Description
<b>First Password Expiry Period</b>	Enter the number of days after which user's first system generated password will get expired.
<b>Force Password Change with Policy Change</b>	Select the check box to force change the password if there is a change in any of the parameter in the password validators section.

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

## 36.4 Password Policy Maintenance - Edit

### To edit password policy:

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

### Edit Password Policy-Search

### Field Description

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

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

## Edit Password Policy

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

futurabank

Welcome, Sweta Thakur
Last login 29 Apr 02:46 PM

### Password Policy Maintenance

User Type

Corporate User

Administrator

Retail User

Policy Name

Policy Description

#### Password Validators

Password Length  min  max

Allowed Characters

Upper Case  Allowed  Mandatory

Lower Case  Allowed  Mandatory

Special Characters  Allowed  Mandatory

Numbers  Allowed  Mandatory

Allowed Special Characters

Repetitive Characters Allowed

Successive Characters Allowed

Exclusion Details in Password

Restricted Passwords

Successive Invalid Login Allowed

Previous Password Disallowed

#### Password Expiry Parameters

Password Expiry Period in Days

Password Expiry Warning Period in Days

First Password Expiry Period in Days

Force Password Change with Policy Change

Save
Cancel
Back

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**Field Description**

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

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

Field Name	Description
<b>Password Warning Period</b>	Enter the period in days in this field, post which user will get a warning message to change his password.  This field should only be enabled if the <b>Password Expiry Period</b> is set.
<b>First Password Expiry Period</b>	Enter the number of days after which user's first system generated password will get expired.
<b>Force Password Change with Policy Change</b>	Select the check box to force change the password if there is a change in any of the parameter in the password validators section.

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

## **FAQ**

1. **If I edit a password policy, will the new policy be applied for the existing users mapped under the user category?**

Yes, the new password policy will get applied to existing as well as new users.

2. **If an existing password policy has changed will the existing users be asked to change their password to meet criteria as per the new policy**

Existing users will only be asked to change their password if the **Force Password Change with Policy Change** checkbox is checked in the password policy.

3. **Will the user be shown any warning before the password expiry?**

Yes, user will be shown a message on his dashboard prompting him to change his password starting from the number of days maintained in password warning period until the password gets expired.

4. **Can the Bank define more than one password policy for a user type (Administrator/Corporate/Retail)?**

No, only one policy can be defined for a particular user type.

5. **Can the System Administrator delete a Password policy?**

No, deletion of password policy is not permitted; however system administrator can make changes to the existing password policy.

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## 37. Security Keys

### 37.1 Password Encryption and Decryption with Public and Private Key Pairs

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

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

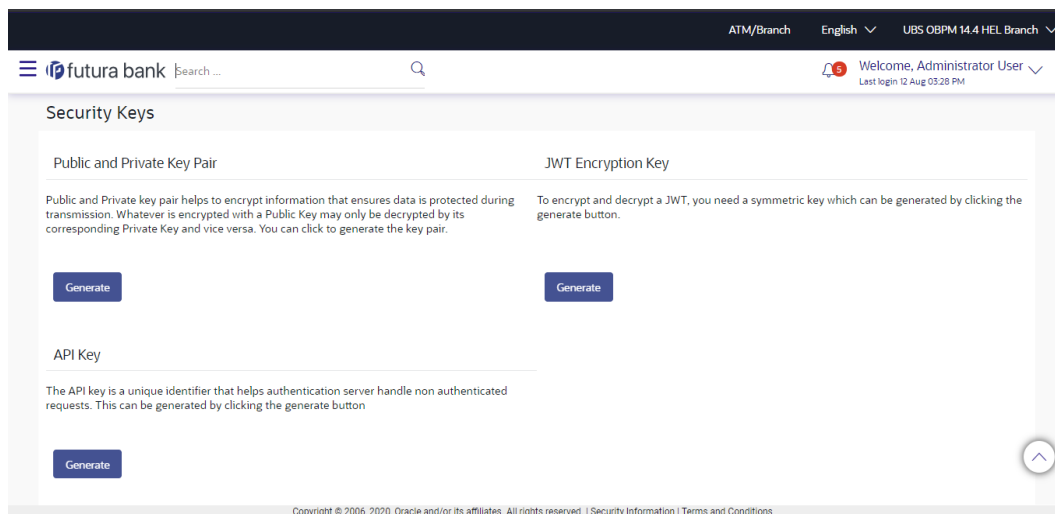
### 37.2 API Key

The API key is unique identifier that helps authentication server handle non authenticated requests. This can be generated by clicking the generate button.

**How to reach here:**

*System/ Bank Administrator Dashboard > Toggle Menu > Security Keys > API Key*

#### API Key



### 37.3 JWT Encryption Key

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

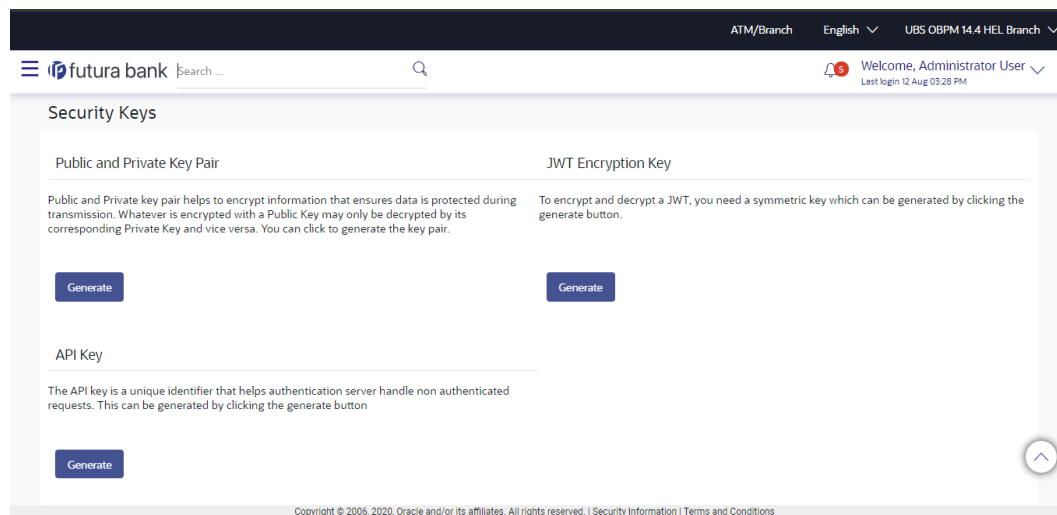
To keep sensitive information hidden from the bearer (client) or third parties, JWT should be encrypted.

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

### How to reach here:

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

## Security Keys



### To generate the security keys:

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

---

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

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## 38. User Group - Subject Mapping

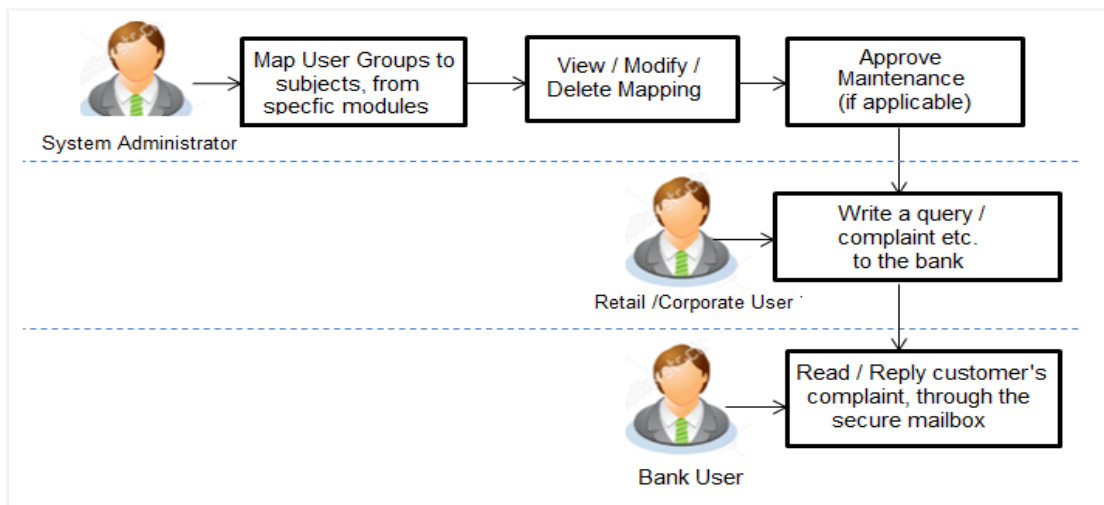
This maintenance facilitates mapping of subjects, to user groups in the bank, to streamline communication between the bank's users and its end customers.

Once User Groups are mapped to certain transactions or modules, users, in that group can reply to communication pertaining to the specific subject. The communication channel used is the bank's secure mailbox. For instance, employees in the Credit Card department of the bank will be able to reply to / address queries raised by customers who are overdue on their payments or who want to seek clarification on their monthly statement.

### Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Administrator user groups are maintained.
- Maintain applicable subjects, for each Module

### Workflow



### Features Supported In Application

- Search User Group - Subject Mapping
- Create User Group - Subject Mapping
- Modify User Group - Subject Mapping

### How to reach here:

*System Administrator Dashboard > Communications > User Group Subject Mapping*  
OR

*System/ Bank Administrator Dashboard > Toggle Menu > Communications > User Group Subject Mapping*

## 38.1 User Group - Subject Mapping - Search

User Group – subject mapping search option allows System Administrator to view the existing User Group - Subject Mapping.

### To view User Group - Subject Mapping:

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

### User Group - Subject Mapping - Search

The screenshot displays the 'User Group - Subject Mapping' search interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The Futura Bank logo is on the left, and a user welcome message 'Welcome, Sweta Thakur' is on the right. The main content area has a search form with three input fields: 'Mapping Code', 'Description', and 'Group Code'. The 'Group Code' dropdown is currently set to 'AdminGroupforMails-AdminGroupf...'. Below the form are three buttons: 'Search', 'Clear', and 'Cancel'. Underneath the form is a 'Mapping Details' table with three columns: 'Mapping Code', 'Description', and 'Group Code'. The table contains one row with the values 'AdminGroupforMails', 'AdminGroupforMails', and 'AdminGroupforMails'. To the right of the form is a 'Note' box with a document icon and text explaining that users can map groups to various mail subjects to simplify communication. A 'Create' button is at the bottom of the note box. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Mapping Code</b>	The user group - subject mapping code.
<b>Description</b>	The user group - subject mapping description.

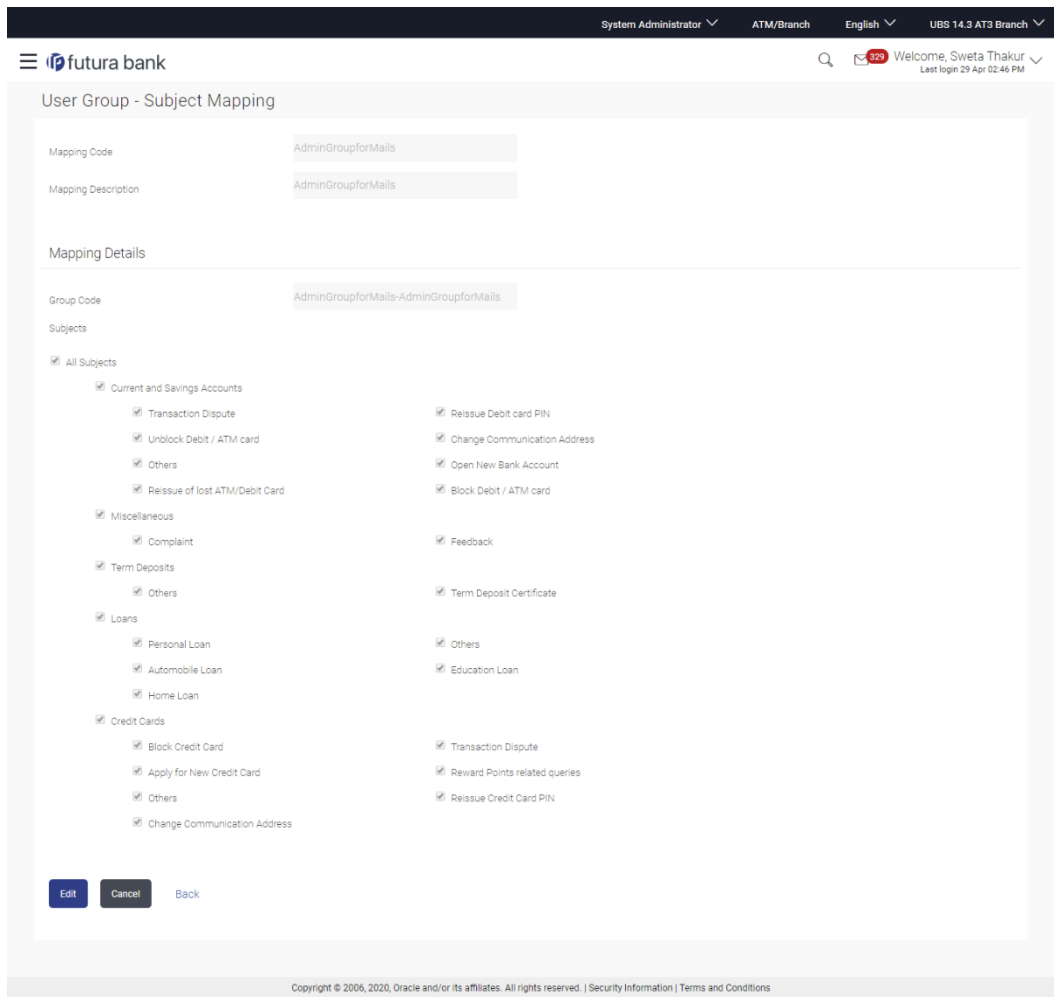


**Field Name      Description**

**Group Code**      The group code to enquire about user group subject mapping, already maintained.

2. Click the **Mapping Code** for which you want to view the mapping details. The **User Group - Subject Mapping - View** screen displays the mapping of subject to the user group.

**User Group - Subject Mapping - View**



**Field Description**

**Field Name      Description**

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

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

<b>Description</b>	The user group - subject mapping description.
--------------------	---

Mapping Details	
-----------------	--

<b>Group Code</b>	The group code assigned to user group subject mapping.
-------------------	--

<b>Subjects</b>	The list of all subjects maintained.
-----------------	--------------------------------------

<b>Note:</b>	
--------------	--

- |  |  |
|--|--|
| 1) All Subjects: if this is checked, then all subjects will be mapped with selected group code within the CASA, TD, Loans, Credit Cards modules.<br>2) List of Individual Subject: Module wise list of subjects will be available with check box against those. If this is checked, then individual subject is mapped with selected group code within the CASA, TD, Loans, Credit Cards and other modules. |  |
|--|--|

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

## 38.2 User Group - Subject Mapping - Create

Using User Group – Subject mapping - Create option, System Administrator can create the user group - subject mapping.

### To create User Group - Subject Mapping:

- Click **Create**.  
The **User Group - Subject Mapping - Create** screen appears.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the transaction.

## User Group - Subject Mapping - Create

The screenshot shows the 'User Group - Subject Mapping' form. The 'Mapping Code' is 10029 and the 'Mapping Description' is Admin. Under 'Mapping Details', the 'Group Code' is set to Group111-Group Admin. The 'Subjects' section is expanded to show a list of categories with checkboxes for selection. The categories and their sub-items are:

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

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. The footer of the page reads: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

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

<b>Mapping Code</b>	The user group - subject mapping code.
---------------------	--

<b>Description</b>	The user group - subject mapping description.
--------------------	---

### Mapping Details

<b>Group Code</b>	The group code to create user group subject mapping.
-------------------	--

<b>Subjects</b>	The list of all subjects maintained.
-----------------	--------------------------------------

---

**Note:**

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

2. In the **Mapping Code** field, enter the user group - subject mapping code.
3. In the **Description** field, enter the user group - subject mapping description.
4. From the **Group Code** list, select the appropriate option.
5. Select the respective check boxes preceding the subject to be mapped.  
OR  
Select **All Subjects** check box, if you want to map all subjects.
6. Update the required details.
7. Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
8. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Edit** to modify the details.
9. The success message of creation of user group - subject mapping along with the transaction reference number appears.  
Click **OK** to complete the transaction.

**Note:**

- 1) If the mapping setup requires an approval workflow, the maintenance will be initiated. Once approved by the required number of approvers, the mapping will be effected.
- 2) If the setup does not require an approval workflow or is self / auto approved, then the mapping will be effected immediately.

### 38.3 User Group - Subject Mapping - Modify

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

**To edit the User Group - Subject Mapping:**

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

## User Group - Subject Mapping - Edit

The screenshot shows the 'User Group - Subject Mapping - Edit' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that is the 'futura bank' logo and a user profile for 'Sweta Thakur'. The main form area is titled 'User Group - Subject Mapping'. It contains the following fields and sections:

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

At the bottom of the form, there are buttons for 'Save', 'Cancel', and 'Back'. A copyright notice is visible at the very bottom: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

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

<b>Mapping Code</b>	The user group - subject mapping code.
---------------------	--

<b>Description</b>	The user group - subject mapping description.
--------------------	---

Mapping Details
-----------------

<b>Group Code</b>	The group code assigned to user group subject mapping.
-------------------	--

<b>Subjects</b>	The list of all subjects maintained.
-----------------	--------------------------------------

**Note:**

- 1) All Subjects: if this is checked, then all subjects will be mapped with selected group code within the CASA, TD, Loans, and Credit Cards modules.
- 2) Individual Subject: if this is checked, then individual subject is mapped with selected group code within the CASA, TD, Loans, Credit Cards modules.

4. Select the respective check boxes preceding the subject to be mapped.  
OR  
Select **All Subjects** check box, if you want to map all subjects.
5. Update the required details.
6. Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Edit** to modify the details.
8. The success message of update along with the transaction reference number appears.  
Click **OK** to complete the transaction.

---

**Note:**

- 1) If the mapping setup requires an approval workflow, the maintenance will be initiated. Once approved by the required number of approvers, the mapping will be effected.
  - 2) If the setup does not require an approval workflow or is self / auto approved, then the mapping will be effected immediately.
- 

## **FAQ**

**1. If a user has been mapped to all subjects in the CASA module, what does it mean?**

If the bank user is mapped to all subjects in CASA, he will be able to receive and reply to the business users on those CASA subjects.

**2. How does this maintenance help the bank and its customers?**

This set-up is a way to allow or restrict access, to the users of the bank. This enables a secure communication channel between the bank and its end customers.

**3. I am an employee of the bank, and I belong to the user group that is mapped to all Term Deposits subjects. Can I initiate an email and send it to the customer?**

No, you cannot initiate a correspondence with a customer, you can only reply to his queries on Term Deposits, through the mailbox.

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## 39. Alerts Maintenance

Alerts maintenance allows the System Administrator to define required parameters for each alert that is to be sent to the banks internal (Administrators) and external users (Business users). User can define the alert messages to be sent to different recipients on different channels. Also the type of alert Mandatory or subscribed can be defined by the user for each event.

Application also supports actionable alerts. Actionable alerts help user taking an action on the alert message received so that he/she does not have to navigate to the respective transaction manually to take specific action on the message. These alerts can be defined for any of the delivery mode i.e. email, SMS, push notification and on screen.

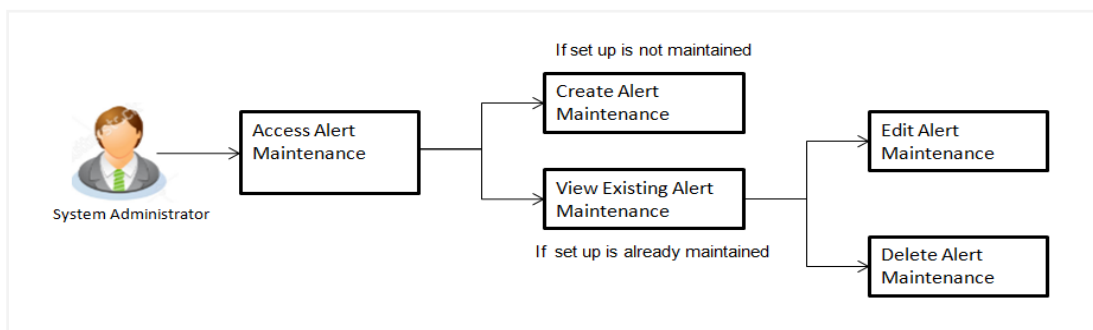
Factory shipped Actionable Alerts:

Corporate Approval – User will be able to click on the link available in the alert and he or she will be redirected to transaction approval page.

### Pre-Requisites

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

### Workflow



### Features Supported In Application

Alert maintenance available features available to System Administrator users in the application:

- View alerts already maintained
- Create a new alert
- Edit an alert
- Delete an alert

**How to reach here:**

System Administrator Dashboard > Communications > Alert Maintenance  
OR

System/ Bank Administrator Dashboard > Toggle Menu > Communications > Alert Maintenance

## 39.1 Alerts Maintenance - Search

Using this option, System Administrator can search and view the details of any alerts maintained based on the search parameters. If the search parameters are not specified, records of all the alerts maintained in the application are displayed (i.e. a blank search is allowed).

**To view alerts:**

1. From the **Module Name** list, select the appropriate option whose alerts you to view.
2. From the **Event Name** list, select the event, for which one wants to view the alerts maintained.
3. Click **Search**.  
The alerts maintained appear based on the entered search parameters.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction.

**Alerts Maintenance- Search**

The screenshot displays the 'Alert Maintenance' search interface. At the top, there are navigation elements including 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user profile for 'Welcome, Sweta Thakur' with the last login time '29 Apr 02:45 PM'. Below the header, there are two dropdown menus: 'Module Name' set to 'Deposits' and 'Event Name' set to 'Select'. There are 'Search' and 'Clear' buttons. A table lists the following alerts:

Event Name	Module Name	Alert Type
Amend Recurring Deposit	Deposits	Mandatory
Amend Term Deposit	Deposits	Subscribed
Amend Term Deposit - Auto Approved	Deposits	Mandatory
Amend Term Deposit - Initiated	Deposits	Mandatory
RD Account Opened	Deposits	Mandatory
TD Account Opened	Deposits	Mandatory
Open Term Deposit - Auto Approved	Deposits	Mandatory
Open Term Deposit - Initiated	Deposits	Mandatory
Redeem Recurring Deposit	Deposits	Mandatory
Redeem Term Deposit	Deposits	Subscribed
Redeem Term Deposit - Auto Approved	Deposits	Mandatory
Redeem Term Deposit - Initiated	Deposits	Mandatory
Recurring Deposit Adhoc Statement Request	Deposits	Mandatory
Term Deposit Adhoc Statement Request	Deposits	Subscribed
Term Deposit Adhoc Statement Request - Auto Approved	Deposits	Mandatory
Term Deposit Adhoc Statement Request - Initiated	Deposits	Mandatory
Term Deposit Top-Up - Auto Approved	Deposits	Mandatory
Term Deposit Top-Up - Initiated	Deposits	Mandatory

On the right side, there is a 'Note' box with the text: 'Define & maintain the parameters that drive the internal & external alerts. For a module, you can define the events for alert generation, the text of the alert & whether its mandatory or subscription based for user. These parameters can be viewed, edited & deleted as required.' Below the note is a 'Create' button. At the bottom left of the table area is a 'Cancel' button. The footer contains the copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.



## Field Description

### Field Name Description

---

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

**Event Name** The event activity associated with the alert based on the Module name selection.

### Search Results

**Event Name** The event activity associated with the alert.

**Module Name** Name of the module to which the event was linked.

**Alert Type** The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default.

The options are:

- Subscribed
  - Mandatory (Bank Notification)
- 

4. To view the details of a specific alert, click the **Event Name** field, in the Search Results table. The **Alert Maintenance- View** screen with maintained details appears.

## Alerts Maintenance – Detailed View

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Sweta Thakur | Last login 29 Apr 02:46 PM

### Alert Maintenance

Party-Customer-English

Recipient Type: PARTY-CUSTOMER  
 Locale: English  
 Alert Type: Mandatory

**Email**

Email Subject: Recurring Deposit Account Amended  
 Email Message: Dear Customer,  
 The maturity instruction for your recurring Deposit Number #AccountNo# has been modified on #AmendDate#.  
 The new maturity instruction is set as - Credit Principal & Interest proceeds to CASA Account no #PayOutAccountid#.

Regards  
 Customer Service - #BankName#

**Attribute Mask**

Data Attribute	Attribute Mask
AmendDate	D
MaturityInstruction	D
PayOutAccountid	XXXXXXXXXXXX
AccountNo	XXXXXXXXXXXX
BankName	D

**SMS**

SMS Message Text: Dear Customer,  
 The maturity instruction for your recurring Deposit Number #AccountNo# has been modified on #AmendDate#. The new maturity instruction is set as - Credit Principal & Interest proceeds to CASA Account no #PayOutAccountid#.

**Attribute Mask**

Data Attribute	Attribute Mask
PayOutAccountid	XXXXXXXXXXXX
AccountNo	XXXXXXXXXXXX
MaturityInstruction	D
AmendDate	D

**Note**

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

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

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### Field Description

Field Name	Description
<b>Module Name</b>	Name of the module for which alert is maintained.
<b>Event Name</b>	The event activity associated with the alert based on the Module name selection.

Field Name	Description
<b>Alert Type</b>	<p>The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default (mandatory).</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• S: Subscribed</li> <li>• M: Mandatory (Bank Notification)</li> </ul>
<b>Message Settings</b>	
<b>Recipient Type</b>	<p>The facility to select the category of recipients of the alert.</p> <p>The values can be:</p> <ul style="list-style-type: none"> <li>• Corporate <ul style="list-style-type: none"> <li>➤ Approver</li> <li>➤ Initiator</li> <li>➤ Next Approver</li> <li>➤ Previous Approver</li> <li>➤ User</li> </ul> </li> <li>• Banker <ul style="list-style-type: none"> <li>➤ Approver</li> <li>➤ Initiator</li> <li>➤ Next Approver</li> <li>➤ Previous Approver</li> </ul> </li> <li>• External <ul style="list-style-type: none"> <li>➤ User</li> </ul> </li> <li>• Party <ul style="list-style-type: none"> <li>➤ Customer</li> </ul> </li> </ul>
<b>Locale</b>	Language in which the message is defined.
<b>Alert Type</b>	<p>The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• S: Subscribed</li> <li>• M: Mandatory (Bank Notification)</li> </ul>

Field Name	Description
<b>Delivery Mode</b>	<p>The delivery mode through which the alert is to be sent.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Email: alert is to be sent as an email</li> <li>• SMS: alert is to be sent as an SMS on the user's mobile number</li> <li>• On screen: Alert is sent as a message to customer's secured mail box (mailbox available within OBDX).</li> <li>• Push Notification: notifications are sent as a banner or pop-up message on the user's mobile number</li> </ul>
<p>Below fields appears, if the <b>Delivery Mode</b> is <b>Email</b>.</p>	
<b>Email Subject</b>	The subject as specified in the template.
<b>Email Message</b>	The content of the template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
<p>Below fields appear, if the <b>Delivery Mode</b> is <b>On Screen</b>.</p>	
<b>On Screen Subject</b>	The subject as specified in the On Screen template.
<b>On Screen Message</b>	The content of the template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
<p>Below fields appear, if the <b>Delivery Mode</b> is <b>Push Notification</b>.</p>	
<b>Message Title</b>	The title as specified in the Push Notification template.
<b>Notification Message</b>	The content of the notification template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number.

Field Name	Description
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
Below fields appears, if the <b>Delivery Mode</b> is <b>SMS</b> .	
<b>SMS Message Text</b>	The content of the SMS template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
<b>Actions</b>	
The below fields are applicable only for Actionable Alerts.	
<b>Action ID</b>	The unique action ID assigned to the action defined for the event. This is defined at the time of creating the alert. Admin user will not be able to make any changes in it from UI.
<b>Description</b>	The description about the action added on the alerts for a specific delivery mode. This field is not editable.
<b>Action Text</b>	The text that needs to be displayed instead of the URL in the alert message. By clicking on which the user will be redirected to the respective URL.
<b>Status</b>	The current status of the alert. The options are: <ul style="list-style-type: none"> <li>• Disabled- does not allow user to take action on alert message</li> <li>• Enabled- allow user to take action on alert message</li> </ul>

5. Click **Edit** to edit the alerts details.  
OR  
Click **Delete** to delete the alert. (Only non-mandatory alerts can be deleted).  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

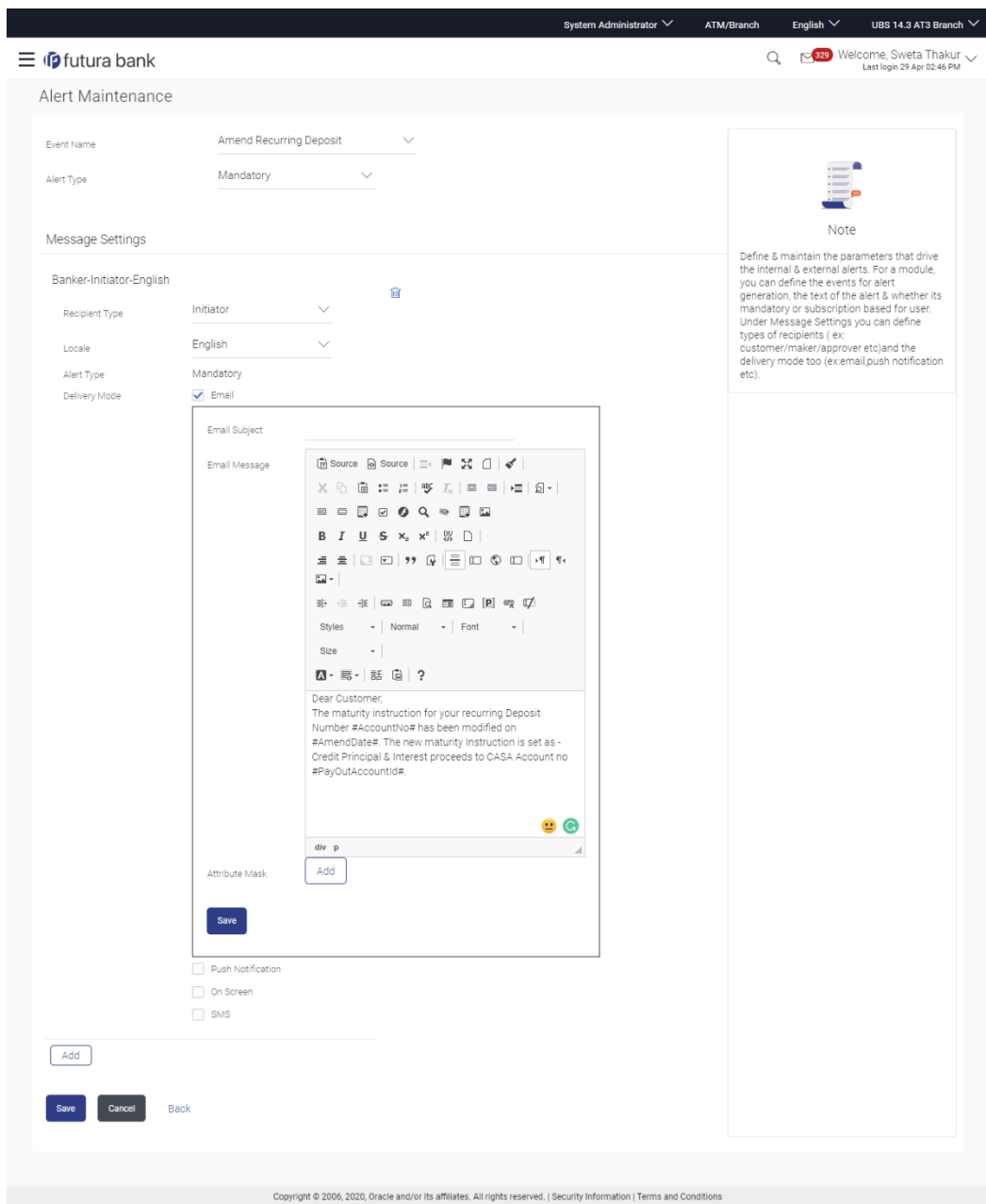
## 39.2 Alerts Maintenance- Create

Using this option, the System Administrator defines the alerts. User has to select the module-event combination for which the alert needs to be maintained. Further user has to select the recipients for whom the alerts need to be sent on an event.

### To create an alert:

1. Click **Create** to create an alert. The **Alert Maintenance - Create** screen appears.

### Alerts Maintenance- Create



### Field Description

Field Name	Description
<b>Module Name</b>	The unique name to be given to the module for which alert is to be created. The options are: <ul style="list-style-type: none"> <li>• Term Deposits</li> </ul>

Field Name	Description
	<ul style="list-style-type: none"> <li>• Current and Savings Account</li> <li>• Loan</li> <li>• Originations</li> <li>• Payments</li> <li>• Host</li> <li>• User Management</li> <li>• Back Office</li> <li>• File Upload</li> <li>• Approvals</li> <li>• Credit Card</li> <li>• PFM</li> <li>• Reports</li> <li>• Wallets</li> </ul>
<b>Event Name</b>	The event activity associated with the alert.
<b>Alert Type</b>	The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default.
	The options are:
	<ul style="list-style-type: none"> <li>• S: Subscribed</li> <li>• M: Mandatory (Bank Notification)</li> </ul>
<b>Message Settings</b>	
	Click the <b>'add'</b> button to enable the following fields. Click on the drop down for Recipient type 1. (Repeat the following steps, for every new recipient you wish to add)
<b>Recipient Type</b>	The facility to select the category of recipients of the alert.
	The values can be:
	<ul style="list-style-type: none"> <li>• Corporate <ul style="list-style-type: none"> <li>➤ Approver</li> <li>➤ Initiator</li> <li>➤ Next Approver</li> <li>➤ Previous Approver</li> <li>➤ User</li> </ul> </li> <li>• Banker</li> </ul>



Field Name	Description
	<ul style="list-style-type: none"> <li>➤ Approver</li> <li>➤ Initiator</li> <li>➤ Next Approver</li> <li>➤ Previous Approver</li> <li>• External <ul style="list-style-type: none"> <li>➤ User</li> </ul> </li> <li>• Party <ul style="list-style-type: none"> <li>➤ Customer</li> </ul> </li> </ul>
<b>Locale</b>	Language in which the message is to be defined.
<b>Alert Type</b>	The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default. The options are: <ul style="list-style-type: none"> <li>• S: Subscribed</li> <li>• M: Mandatory (Bank Notification)</li> </ul>
<b>Delivery Mode</b>	The delivery mode through which the alert is to be sent. The options are: <ul style="list-style-type: none"> <li>• Email: alert is to be sent as an email</li> <li>• SMS: alert is to be sent as an SMS on the user's mobile number</li> <li>• On screen: Alert is sent as a message to customer's secured mail box (mailbox available within OBDX).Push Notification: notifications are sent as a banner or pop-up message on the user's mobile number</li> </ul> <hr/> <p>Note: For Push Notification alerts, user can define separate sound/notification tone for different notifications so that, there can be a clear differentiation in the tone between an update (related to an account) and promotions.</p> <hr/> <p>Click on one or more of the delivery mode to enable the following fields</p>
	Below fields appears, if the <b>Email</b> option is selected in <b>Delivery Mode</b> field.
<b>Email Subject</b>	The subject as specified in the template.
<b>Email Message</b>	The content of the template.

Field Name	Description
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click <b>Add</b> to add one or more data attributes.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
Below fields appear, if the <b>On Screen</b> option is selected in <b>Delivery Mode</b> field.	
<b>On Screen Subject</b>	The subject as specified in the On Screen template.
<b>On Screen Message</b>	The content of the template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click <b>Add</b> to add one or more data attributes.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
Below fields appear, if the <b>Push Notification</b> option is selected in <b>Delivery Mode</b> field.	
<b>Message Title</b>	The title as specified in the Push Notification template.
<b>Notification Message</b>	The content of the Notification template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click <b>Add</b> to add one or more data attributes.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
Below fields appear, if the <b>SMS</b> option is selected in <b>Delivery Mode</b> field.	
<b>SMS Message Text</b>	The content of the SMS template.

Field Name	Description
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click <b>Add</b> to add one or more data attributes.

### Actions

The below fields are applicable only for Actionable Alerts.

**Action ID** The unique action ID assigned to the action defined for the event. This is defined at the time of creating the alert. Admin user will not be able to make any changes in it from UI.


**Description** The description about the action added on the alerts for a specific delivery mode. Admin user will not be able to make any changes in it from UI.



**Action Text** The text that needs to be displayed instead of the URL in the alert message. By clicking on which the user will be redirected to the respective URL.

**Status** The current status of the alert.

The options are:

- Disabled- does not allow user to take action on alert message
- Enabled- allow user to take action on alert message

- 
2. From the **Module Name** list, select the appropriate option for which you want to create alert.
  3. From the **Event Name** list, select the appropriate option which you want to create alert.
  4. From the **Alert Type** list, select the appropriate option.
  5. In the Message Settings section, click **Add**, the **Recipient Type** field appears.
  6. Click  against the **Recipient Type** field.
  7. From the **Recipient** list, select the appropriate recipient type.
  8. From the **Locale** list, select the appropriate option
  9. From the **Alert Type** list, select the appropriate option.
  10. In the **Delivery Mode** field, select the appropriate option. If you select **Email** option:
    - a. In the **Email Subject** field, enter the subject for the email message.
    - b. In the **Email Message** field, enter the content for the email message.
    - c. In the **Attribute Mask** section, select the **Data Attribute** that is to be masked, in the communication.
    - d. In the **Attribute Mask** field, enter the information to be masked.

- e. Click **Save** to save the details entered.  
OR  
Click **Add** to add more attributes.
11. In the **Delivery Mode** field, if you select **On Screen** option:
  - a. Select the **Copy Content from Email** option, if you want to copy the contents from email.
  - b. In the **On Screen Subject** field, enter the subject for the On Screen message.
  - c. In the **On Screen Message** field, enter the content for the On Screen message.
  - d. Repeat steps 10 c to e.
12. In the **Delivery Mode** field, if you select **Push Notification** option:
  - a. In the **Message Title** field, enter the subject for the push notification message.
  - b. In the **Notification Message** field, enter the content for the push notification message.
  - c. Repeat steps 10 c to e.
13. In the **Delivery Mode** field, if you select **SMS** option:
  - a. In the **SMS Text Message** field, enter the content for the SMS message.
  - b. Repeat steps 10 c to e.
14. For **Actionable Alerts**:
  - a. Define the **Data Attributes** for the alert message.
  - b. Provide the **Action Text** that needs to get displayed instead of the URL in the alert message.
  - c. Enable the toggle button against the **Status** to send the actionable link in the alert, of applicable  
OR  
Disable the toggle button against the **Status** to send the alert as normal alert without any actionable link.
15. Click **Add** if you want to add more recipients.  
OR  
Click  if you want to delete the added recipients.
16. Click  against the message template to enter the required details.
17. Click **Save** to save the details entered.
18. The **Review** screen appears. Verify the details and click **Confirm**.  
OR  
Click **Edit** to make the changes if any. The **Alert Maintenance – Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the transaction.
19. The success message appears. Click **OK** to complete the transaction.

## 39.3 Alerts Maintenance- Edit

Using this option, System Administrator can edit the details of selected alerts maintenance defined in the application.

### To modify an alert:

1. Enter the search criteria, and click **Search**.  
The alerts maintained appear based on the entered search parameters.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction.
2. Click on alert whose details you want to modify. The **Alert Maintenance- View** screen with maintained details appears.
3. Click **Edit** to edit the alerts details. The **Alert Maintenance- Edit** screen appears.

### Alerts Maintenance- Edit


The screenshot displays the 'Alert Maintenance - Edit' screen in the Oracle system. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Sweta Thakur' with a last login time of '29 Apr 02:46 PM'. The main content area is titled 'Alert Maintenance' and contains the following sections:

- Event Name:** Amend Recurring Deposit (read-only)
- Alert Type:** Mandatory (read-only)
- Message Settings:**
  - Banker-Initiator-English
  - Recipient Type: Initiator
  - Locale: English
  - Alert Type: Mandatory
  - Delivery Mode:  Email
- Email Subject:** A rich text editor with a toolbar and a text area containing a sample message:
 

```
Dear Customer,
The maturity instruction for your recurring Deposit
Number #AccountNo# has been modified on
#AmendDate#. The new maturity instruction is set as -
Credit Principal & interest proceeds to CASA Account no
#PayOutAccountId#.
```
- Note:** Define & maintain the parameters that drive the internal & external alerts. For a module, you can define the events for alert generation, the text of the alert & whether its mandatory or subscription based for user. Under Message Settings you can define types of recipients ( ex. customer/maker/approver etc)and the delivery mode too (ex:email,push notification etc).
- Buttons:** 'Save', 'Cancel', 'Back', and 'Add'.

At the bottom of the screen, the copyright notice reads: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

4. Update the required fields.  
Module Name, Event Name and Alert Type fields are read only, and cannot be edited.

5. You can click  against the particular message template to delete it.
6. View the value for recipient type – modify if required.
7. If **Alert Type** field selection is mandatory above, this field will be defaulted.
8. Click to enable / disable the delivery mode, by clicking the check box.
9. Click **Edit**, against each delivery Mode to view the Subject, Message and Attribute masks (if any). Modify if required.
10. Click **Save** to update the alert maintenance. User will be directed to the Alert Maintenance - Edit - Review page post necessary validations.
11. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any. The **Alert Maintenance – Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the transaction.
12. The success message appears. Click **Done** to complete the transaction.

## 39.4 Alerts Maintenance- Delete

Using this option, you can search and delete an existing alert. Note that mandatory alerts cannot be deleted.

### To delete an alert:

1. Repeat steps 1 to 2 of **Edit Alert** section.
2. To delete an alert, click **Delete**.
3. The **Delete Warning** message appears, click **Yes**.
4. The **Alert Maintenance** screen with the successful object deletion message appears. Click **OK** to complete the transaction.

To view the list of events for **Alert Maintenance**, click [here](#) .

## **FAQ**

**1. What is a significance of Mandatory and Subscribe types of alerts?**

Recipients will get an alert by default for the alert types defined as Mandatory and will have to subscribe for those alerts for which the alert type is defined as 'Subscribe'.

**2. What is a reason for applying attribute masking?**

The main reason for applying masking to a data field is to protect data that is classified as personal identifiable data, personal sensitive data or commercially sensitive data as a communication between the customer and Bank.

**3. Can I define the masking for data attribute available in subject?**

No, data attribute masking can be defined only for the data available in the message body.

**4. Can I add an attribute masks for more the one data attribute for a specific recipient and channel?**

Yes, you can add multiple attribute masks for different data attributes for a specific recipient and channel.

**5. Can I delete specific recipient added for an alert event in Alert Maintenance?**

Yes, administrator can delete specific recipient mapped to an event.

**6. What happens to the in-transit transactions if I edit the alert maintenance for specific recipient?**

An updated maintenance will be applicable for any new event performed after maintenance is saved successfully.

**7. Can the administrator define any of the existing alerts as an actionable alert by defining the Action ID and Action Text?**

No, actionable alerts cannot be configured by the Administrator, these alerts are factory shipped or can be defined at the time of implementation. Administrator can only define the Action Text for and can enable/disable the actionable alert.

[Home](#)

## 40. Mailers

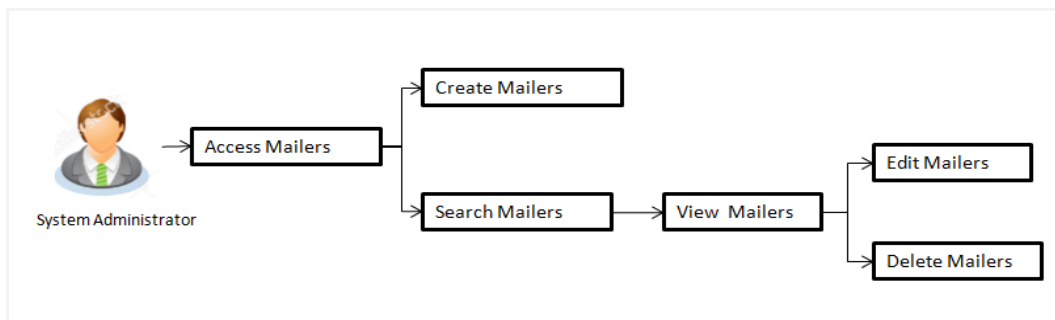
Mailers are information or messages published by the Bank, to communicate about the Bank's Products, services and other information to its users. Bank may send mailers to announce a limited period promotional product rate, launch of a product or service, etc.

Using this option, the System Administrator creates Mailers which are sent to specific users, parties or user segments. Mailers can be customized to reach some or all users, to be sent now or on a specific date and time, in the future.

### Pre-Requisites

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

### Workflow



### Features Supported In Application

The Mailers module supports following features:

- Search and View Mailers
- Create Mailers
- Edit Mailers (Only for Scheduled Mailers)
- Delete Mailers (Only for Scheduled Mailers)

### How to reach here:

*System Administrator Dashboard > Communications > Mailers*  
OR

*System/ Bank Administrator Dashboard > Toggle Menu > Communication > Mailers*

### 40.1 Mailers - Search and View

Using Mailers – search option, System Administrators can search and view the list of mailers created in the application. System Administrator enters the mailer code or mailer description to search the user, however blank search is also allowed.



The information will be displayed sorted by Date of creation.

**To search the mailer:**

1. In the **Mailer Code** field, enter the mailer code to view the mailer details.  
OR  
In the **Mailer Description** field, enter the mailer description to view the mailer details.
2. Click **Search**.
3. The search results appear on the **Mailers** screen.  
OR  
Click **Clear** if you want to reset the search parameters.  
OR  
Click **Cancel** if you want to cancel the transaction.

**Mailers - Search**

The screenshot shows the 'Mailers' search page in the Futura Bank system. At the top, there are navigation menus for 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Sweta Thakur' with a last login of '29 Apr 02:46 PM'. The main content area is titled 'Mailers' and contains two input fields: 'Mailer Code' and 'Mailer Description'. Below these fields are 'Search' and 'Clear' buttons. A table displays the search results with columns for Mailer Code, Mailer Description, Date Created, Send Date, and Status. The table lists various mailers, including 'ML111', 'ML112', 'newmailer1', 'TestMail', '12345', 'Mailer12', 'code10', 'code1', 'code7', and 'code8'. A 'Note' box on the right explains that mailers are used to communicate with customers and includes a 'Create' button. At the bottom, there is a 'Cancel' button and a footer with copyright information.

Mailer Code	Mailer Description	Date Created	Send Date	Status
ML111	Debit card Platinum	25 Nov 2019 11:41:41 AM	29 Nov 2019 12:00:00 AM	Expired
ML112	Credit Card desk2	25 Nov 2019 11:38:18 AM	27 Nov 2019 12:00:00 AM	Expired
newmailer1	newmailer1	05 Dec 2019 02:35:18 PM	07 Dec 2019 12:00:00 AM	Expired
TestMail	TestMailDesc	05 Dec 2019 03:26:38 PM	05 Dec 2019 12:00:00 AM	Sent
12345	Test	17 Dec 2019 10:32:38 AM	19 Dec 2019 12:00:00 AM	Expired
Mailer12	Mailer to test confirmation page	17 Dec 2019 10:39:22 AM	01 Jan 2020 12:00:00 AM	Expired
code10	description	26 Feb 2020 05:58:10 PM	26 Feb 2020 06:00:00 PM	Expired
code1	description	26 Feb 2020 05:51:36 PM	26 Feb 2020 06:00:00 PM	Expired
code7	description	26 Feb 2020 05:54:15 PM	26 Feb 2020 06:00:00 PM	Expired
code8	description	26 Feb 2020 05:56:06 PM	26 Feb 2020 06:00:00 PM	Expired

**Field Description**

Field Name	Description
<b>Mailer Code</b>	The unique key to identify the mailer.
<b>Mailer Description</b>	The description of the mailer corresponding to mailer code.

Field Name	Description
<b>Search Results</b>	
<b>Mailer Code</b>	The mailer code.
<b>Mailer Description</b>	The description of the mailer corresponding to mailer code.
<b>Date Created</b>	The date on which the mailer was created.
<b>Send Date</b>	The date on which mailer is sent.
<b>Status</b>	The status of the mailer - viz., scheduled, sent and expired.

**To view the mailer details:**

1. In the **Mailer - Search Results** section, click the **Mailer Code** link of the record for which you want to view the details.  
The search results appear on the **Mailers - View** screen appears.

**Mailer - View**

The screenshot displays the 'Mailer - View' interface for Futura Bank. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows the 'futura bank' logo and a user profile for 'Welcome, Sweta Thakur' with a last login time of '29 Apr 02:46 PM'. The page is titled 'Mailers' and contains the following sections:

- Mail:** A table with fields: Mailer Code (ML112), Mailer Description (Credit Card desk2), Send Date (27 Nov 2019 12:00:00 AM), Expiry Date (28 Dec 2019 12:00:00 AM), Send Time (0 Hour(s) & 0 Minute(s)), Priority (Low), Subject (Get Rs 1000 cash back), and Mail Body (Dear Customer, Get Rs 1000 cash back on purchase of Smart phone).
- Recipients:** A section for 'Send To' with checkboxes for 'All Corporate Users', 'All Bank Administrator', and 'All Retail Users'. Under 'All Retail Users', there are sub-checkboxes for 'Segmented User' and 'Non-Segmented User'. A text input field labeled 'List of Party ID' contains the value '004308'.
- Note:** A callout box with a document icon stating: 'Mailers are information or messages published by the Bank, to communicate about the Bank's Products, services and other important information to its users. Bank may send mailers to announce a limited period promotional product rate, launch of a product or service etc. This option enables you to manage such mailers and send it to targeted customers.'

At the bottom left, there are 'Cancel' and 'Back' buttons. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Mail</b>	
<b>Mailer Code</b>	The unique key to identify the mailer.
<b>Mailer Description</b>	The description of the mailer corresponding to the mailer code.
<b>Send Date</b>	The date and time on which the mailer was sent.
<b>Expiry Date</b>	The date and time on which the mailer will expire and will stop appearing in user's mailbox.
<b>Send Time</b>	The time on which the mailer was sent.
<b>Priority</b>	The priority of the mailer. The options can be: <ul style="list-style-type: none"> <li>• Low</li> <li>• Medium</li> <li>• High</li> </ul>
<b>Subject</b>	The subject of the mailer.
<b>Mail Body</b>	The content of the main body of the mailer.
<b>Recipients</b>	
<b>Send To</b>	The recipients of the mailer. The recipients can be: <ul style="list-style-type: none"> <li>• All Corporate Users</li> <li>• All Bank Administrator</li> <li>• All Retail Users</li> <li>• Segmented Users</li> <li>• Non-Segmented Users</li> <li>• User IDs</li> <li>• Party IDs</li> </ul>

2. Click **Edit** to edit the mailer.  
OR  
Click **Delete** the delete the mailer.

- OR  
 Click **Cancel** the operation and navigate the user back to 'Dashboard'.  
 OR  
 Click **Back** to navigate to the previous screen.

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

## 40.2 Mails - Create

This function allows the System Administrator to create mails. The System Administrator creates the content of the mails, specifies the date - when a mailer is to be sent, priority of the mailer, and the recipients to whom the mailer needs to be sent.

**To create a new mailer:**

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

### Mailer - Create

The screenshot displays the 'Mailer - Create' interface. At the top, the header includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The 'futura bank' logo is on the left, and a user profile for 'Welcome, Siveta Thakur' is on the right. The main content area is titled 'Mails' and contains the following fields:

- Mail**
  - Mailer Code: 10010
  - Mailer Description: Credit Card Discount
  - Send Date: 04/29/20 17:55
  - Expiry Date: 05/15/20 17:55
  - Priority:  Low  Medium  High
  - Subject: 5% Discount on credit card
- Mail Body**
  - Rich text editor content:
 

Now Avail 5% discount on shopping with credit card


Regards  
Customer care
- Recipients**
  - Send To:
    - All Corporate Users
    - All Bank Administrator
    - All Retail Users
      - Segmented User
      - Non-Segmented User
  - Buttons: Add List of User ID, Add List of Party ID

At the bottom left, there are buttons for 'Save', 'Cancel', and 'Back'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

Field Name	Description
<b>Mailer Code</b>	Specify the unique key to identify the mailer.
<b>Mailer Description</b>	The description of the mailer corresponding to the mailer code.
<b>Send Date</b>	The desired date and time for sending the mailer.
<b>Expiry Date</b>	The date and time on which the mailer will expire and it will stop appearing in the user's mailbox.
<b>Priority</b>	The priority of the mailer. The options are: <ul style="list-style-type: none"> <li>• Low</li> <li>• Medium</li> <li>• High</li> </ul>
<b>Subject</b>	The subject of the mailer.
<b>Mail Body</b>	The content of the main body of the mailer.
<b>Recipients</b>	
<b>Send To</b>	The recipients of the mailer. The options are: <ul style="list-style-type: none"> <li>• All Corporate Users</li> <li>• All Bank Administrator</li> <li>• All Retail Users</li> <li>• Segmented Users</li> <li>• Non-Segmented Users</li> <li>• List of User ID: This field is enabled, if you click the <b>Add List of User ID</b> button.</li> <li>• List of Party ID: This field is enabled, if you click the <b>Add List of Party ID</b> button.</li> </ul>

2. In the **Mailer Code** field, enter the mailer id.
3. In the **Mailer Description** field, enter the mailer description.
4. From the **Send Date** list, select the appropriate date and time to send the mailer.

5. From the **Expiry Date** list, select the appropriate date and time on which the mailer will expire.
6. In the **Priority** field, select the priority to send the mailer.
7. In the **Subject** field, enter the appropriate subject for the mailer.
8. In the **Mail Body** field, enter the appropriate content for the mailer.
9. To send the mailer, select the type of recipients from the **Send To** list.  
 Click the  against the Segmented Users/ Non Segmented Users field to view and select the desired user.  
 OR  
 Select the check box to select all the segmented users/ non segmented users.  
 OR  
 Click **Add List of User ID** and enter the user ids, if you want to add specific user ids as mailer recipients.  
 OR  
 Click **Add List of Party ID and enter the party ids**, if you want to add specific party ids as mailer recipients.  
 OR  
 Click **Save** to save the details.  
 OR  
 Click **Cancel** the operation and navigate the user back to 'Dashboard'.  
 OR  
 Click **Back** to navigate to previous screen.
10. The **Review** screen appears. Verify the details, and click **Confirm**.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate to previous screen.
11. The success message of mailer creation appears along with the transaction reference number.  
 Click **OK** to complete the transaction.

### 40.3 Mailers - Edit

This function enables the System Administrator to edit the mailer details.

---

**Note:** This option is available only for Mailers, which have status as '**Scheduled**' (future dated).

---

#### **To edit or update a mailer details:**

1. Enter the search criteria, click **Search**.  
The search results appear on the **Mailers** screen.
2. In the **Mailer - Search Results** section, click the **Mailer Code** link of the record for which you want to view the details.  
The search results appear on the **Mailers - View** screen appears.

3. Click **Edit** to edit the mailer. The **Mailers - Edit** screen appears  
 OR  
 Click **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.  
 OR  
 Click **Back** to navigate to the previous screen.

### Mailers - Edit

The screenshot displays the 'Mailers - Edit' interface. At the top, the user is logged in as 'System Administrator' at the 'ATM/Branch' level, with the language set to 'English' and the branch as 'UBS 14.3 AT3 Branch'. The 'futura bank' logo is visible in the top left. The main content area is titled 'Mailers' and contains a form for editing a mailer. The form fields are as follows:

- Mailer Code:** 10010
- Mailer Description:** Credit Card Discount
- Send Date:** 04/29/20 17:55
- Expiry Date:** 05/15/20 17:55
- Priority:** Radio buttons for Low, Medium (selected), and High.
- Subject:** 5% Discount on credit card

The 'Mail Body' section features a rich text editor with a toolbar containing various formatting options. The body text reads: 'Now Avail 5% discount on shopping with credit card' followed by 'Regards' and 'Customer care'. Below the editor, there are two buttons: 'Add List of User ID' and 'Add List of Party ID'. The 'Recipients' section includes the following options:

- All Corporate Users
- All Bank Administrator
- All Retail Users
  - Segmented User
  - Non-Segmented User

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. A copyright notice is visible at the very bottom of the page: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

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

**Edit**

Field Name	Description
<b>Mailer Code</b>	The unique key to identify the mailer. This field is not editable.
<b>Mailer Description</b>	The description of the mailer corresponding to mailer code.
<b>Send Date</b>	The desired date and time for sending the mailer.
<b>Expiry Date</b>	The date and time on which the mailer will expire.
<b>Priority</b>	The priority of the mailer. The options are: <ul style="list-style-type: none"> <li>• Low</li> <li>• Medium</li> <li>• High</li> </ul>
<b>Mail</b>	
<b>Subject</b>	The subject of the mailer.
<b>Mail Body</b>	The content for the mail body of the mailer.
<b>Recipients</b>	
<b>Send To</b>	The recipients of the mailer. The options are: <ul style="list-style-type: none"> <li>• All Corporate Users</li> <li>• All Bank Administrator</li> <li>• All Retail Users</li> <li>• Segmented Users</li> <li>• Non-Segmented Users</li> <li>• List of User ID: This field is enabled, if you click the <b>Add List of User ID</b> button.</li> <li>• List of Party ID: This field is enabled, if you click the <b>Add List of Party ID</b> button.</li> </ul>

4. View the defined values for fields, in an editable form.
5. Modify the required details.
6. Click **Save** to update the changes.  
OR



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

## 40.4 Mailers - Delete

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

---

**Note:** This option is available only for Mailers, which have status as '**Scheduled**' (future dated).

---

### To delete the mailer:

1. Enter the search criteria, click **Search**.  
The search results appear on the **Mailers** screen.
2. In the **Mailer - Search Results** section, click the **Mailer Code** link of the record for which you want to view the details.  
The search results appear on the **Mailers - View** screen appears.
3. Click **Delete**. The application prompt the System Administrator with a delete confirmation message with an option of **Yes / No**.

### Mailers - Delete

The screenshot displays the 'Mailers' management interface in the Futura Bank system. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Sweta Thakur' with a last login of '29 Apr 02:46 PM'. The main content area shows the details of a mailer with the following information:

Mailer Code	TestMail
Mailer Description	TestMailDesc
Send Date	05 Dec 2019 12:00:00 AM
Expiry Date	
Send Time	0 Hour(s) & 0 Minute(s)
Priority	Low
Subject	Test Mail to Admin
Mail Body	This a test mail
Recipients	

A confirmation dialog box is overlaid on the screen, asking: "Are you sure you want to delete this Mailer?". It features two buttons: "Yes" (highlighted in blue) and "No".

To the right of the dialog, a 'Note' section states: "Mailers are information or messages published by the Bank, to communicate about the Bank's Products, services and other important information to its users. Bank may send mailers to announce a limited period promotional product rate, launch of a product or service etc. This option enables you to manage such mailers and send it to targeted customers."

4. Click **Yes** to continue.  
OR  
Click **No** to cancel the deletion process.
5. The screen with success message appears. Click **OK** to complete the transaction.

## **FAQ**

### **1. Can I attach a file while creating a Mailer?**

No, option to attach files is not supported.

### **2. Till which date I can see the mailers which are already sent to the customers?**

You can view already sent mailers till the date, data is available in the system. This will be based on the Bank's purging policy.

### **3. Can I send mailers to specific customers?**

Mailers can be sent to all the customers (Retail/corporate/Administrators), specific user segments or to specific user(s) by specifying the user IDs or party IDs.

### **4. Who will be the recipients of the mailers incase if mailers are targeted for specific party id(s)?**

The users to whom the party ID is mapped as primary party will receive the mailers on scheduled date and time.

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## 41. Account Aggregation

Account aggregation feature allows retail users to link their external bank accounts to OBDX and provides with an ability to view and access all their savings, term deposits and loan accounts information anytime, anywhere using single digital platform. The benefit of account aggregation is that retail users get a snapshot of all financial accounts while being able to easily retrieve account details, such as net balance available across all the current and savings accounts, recent transactions, etc. in one place. Using this feature, the user log on to the application to see all financial accounts, instead of log in to several accounts to tally up a financial overview, which saves time and effort of the user.

As a part of Account Aggregation module OBDX enables a retail user to access external bank accounts, and aggregate accounts with OBDX, the system administrator has to perform External Bank Maintenance.

[Home](#)

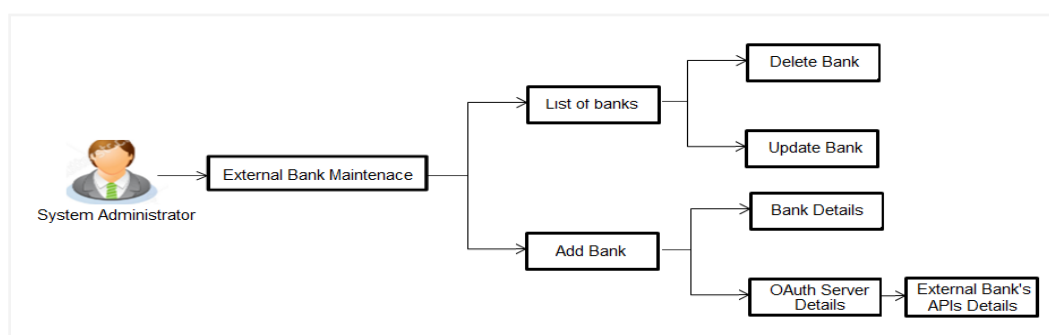
## 41.1 External Bank Maintenance

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

### Pre-Requisites

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

### Workflow



### Features Supported In Application

This option allows the System Administrator to:

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

### How to reach here:

*System Administrator Dashboard > Personal Finance > External Bank Maintenance*

*OR*

*System/ Bank Administrator Dashboard > Toggle Menu > Personal Financial Management > External Bank Maintenance*

### 41.1.1 Search and View External Bank's Details

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

#### To view external bank's details:

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

#### External Bank Maintenance - Search Result

The screenshot displays the 'External Bank Maintenance' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is visible. A search bar contains 'Fio Bank' with 'Search' and 'Clear' buttons. A table below the search bar lists external banks with columns for Bank Logo, Bank Name, Bank URL, Enable OAuth Details, and Enabled on. One row is shown for 'Fio Bank' with URL 'https://www.fio.cz/' and 'Enabled' on '12 Nov 2019'. A 'Cancel' button is at the bottom left. On the right, a sidebar titled 'Add and Maintain External Bank Accounts' provides instructions on how to maintain external banks and includes an 'Add' button.

Bank Logo	Bank Name	Bank URL	Enable OAuth Details	Enabled on
	Fio Bank	https://www.fio.cz/	Enabled	12 Nov 2019

#### Field Description

Field Name	Description
<b>Bank Logo</b>	The external Bank's logo.
<b>Bank Name</b>	The name of the external bank maintained in OBDX.
<b>Bank URL</b>	The URL of the external bank maintained in OBDX.

Field Name	Description
<b>Enable OAuth Details</b>	The status of the external bank's authorization details, if enabled or disabled.
<b>Enabled on</b>	If the status of an external bank is enabled, then date and time on which the bank is enabled for customers.

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

### External Bank Maintenance - View

The screenshot shows the 'External Bank Maintenance - View' screen in the Futura Bank system. The interface includes a top navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main content area is divided into three sections: 'Bank Details', 'OAuth Authorization Details', and 'External API Details'. A 'Notes' section on the right contains the text 'External Bank Account Details.' At the bottom left, there are 'Edit' and 'Cancel' buttons.

Bank Details	
Bank Name	Fio Bank
Bank Address	t4 Rybna Prague 110 00
Bank URL	https://www.fio.cz/
Bank Logo	NA
Bank Identifier	fio

OAuth Authorization Details	
Enable OAuth Details	Enabled
Authorization URL	http://mum00bob.in.oracle.com:3333/digx-auth/oauth2/auth? response_type=code&domain=OBDXThirdPartyAppDomain
Token URL	http://mum00bob.in.oracle.com:3333/digx-auth/v1/token
Revoke URL	http://mum00bob.in.oracle.com:3333/digx-auth/v1/revoke
Redirect URL	http://mum00boa:12777/oauthredirect.html
Client ID	obba721-6731-457c-b351-7320f0b7424
Client Secret Keys	*****
Scope	accounts

External API Details	
Account List	http://mum00bob.in.oracle.com:31003/digx/v1/accounts

Notes  
External Bank Account Details.

Edit Cancel

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Bank Details</b>	
<b>Bank Name</b>	The name of the external bank maintained in OBDX.
<b>Bank Address</b>	The address of the external bank maintained in OBDX.
<b>Bank URL</b>	The URL of the external bank maintained in OBDX.
<b>Bank Logo</b>	The external Bank's logo.
<b>Bank Identifier</b>	The external bank identifier.
<b>OAuth Authorization Details</b>	
<b>Enable OAuth Details</b>	Displays the authorization details status for the external bank i.e. whether to enable /disable.
<b>Authorization URL</b>	Displays the authorization url.
<b>Token URL</b>	Displays the Token url.
<b>Revoke URL</b>	Displays the Revoke url.
<b>Redirect URL</b>	Displays the Redirect url.
<b>Client ID</b>	Displays the Client ID.
<b>Client Secret Keys</b>	Displays the Client secret keys.
<b>Scope</b>	Displays the applicable scope(s) for the external bank.
<b>External API Details</b>	
<b>External API's</b>	Displays the category of external API's exchanged between the Banks.
<b>API URL</b>	Displays the API URL.

4. Click **Edit** to edit the external bank details.  
OR  
Click **Delete** to delete the external bank details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

### 41.1.2 Add External Bank

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

#### To add external bank:

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

#### External Bank Maintenance - Add

The screenshot displays the 'External Bank Maintenance - Add' interface. At the top, the navigation bar shows 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Sweta Thakur' with a last login of '29 Apr 02:46 PM'. The main content area is titled 'External Bank Maintenance' and contains the following sections:

- Bank Details:**
  - Bank Name: FIO Bank
  - Bank Address: London Link Road, London
  - Bank URL: https://www.fio.com/
  - Bank Logo: Goal Category Image (Remove)
  - Bank Identifier: FIO
- OAuth Authorization Details:**
  - Enable OAuth Details:
  - Authorization URL: http://mum00boa.in.oracle.com:18777/?pa
  - Token URL: http://mum00boa.in.oracle.com:18777/?pa
  - Revoke URL: http://mum00boa.in.oracle.com:18777/?pa
  - Redirect URL: http://mum00boa.in.oracle.com:18777/?pa
  - Client ID: 112111
  - Client Secret Keys: \*\*\*\*
  - Scope: Accounts
- External API Details:**
  - Account List: http://mum00boa.in.oracle.com:18777
  - Add External API

At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. The right sidebar contains a 'Notes' section with the title 'External Bank Account Details'.




**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Bank Details</b>	
<b>Bank Name</b>	Specify the name of the external bank.
<b>Bank Address</b>	Enter address of the external bank.
<b>Bank URL</b>	Specify the URL of the external bank.
<b>Bank Logo</b>	Upload logo of the bank through browse and upload image option.
<b>Bank Identifier</b>	Enter the external bank identifier.
<b>OAuth Authorization Details</b>	
<b>Enable OAuth Details</b>	Select the authorization details status for the external bank i.e. whether to enable /disable.
Below fields is enabled only if the <b>Enable OAuth Details</b> field is <b>enable</b> under <b>OAuth Authorization Details</b> section	
<b>Authorization URL</b>	Specify the authorization URL.
<b>Token URL</b>	Specify the Token URL.
<b>Revoke URL</b>	Specify the Revoke url.
<b>Redirect URL</b>	Specify the Redirect url.
<b>Client ID</b>	Specify the Client ID.
<b>Client Secret Keys</b>	Specify the Client secret keys.
<b>Scope</b>	Specify the applicable scope(s) for the external bank.
<b>External API Details</b>	

Field Name	Description
<b>External API's</b>	<p>Select the external API's category, to access data between OBDX and the External Bank.</p> <p>The External API could be to access the following information of the User's External Bank accounts:</p> <ul style="list-style-type: none"> <li>• Account List</li> <li>• Account Details</li> <li>• Account Summary</li> <li>• Account Activity</li> </ul>
<b>API URL</b>	Specify the API URL.

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

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

8. In the **Authorization URL** field, enter the external bank's authorization url.
9. In the **Token URL** field, enter the external bank's token url.
10. In the **Revoke URL** field, enter the external bank's revoke url.
11. In the **Redirect URL** field, enter the external bank's redirect url.
12. In the **Client ID** field, enter the external bank's client ID.
13. In the **Client Secret Keys** field, enter the external bank's client secret keys.
14. In the **Scope** field, enter the appropriate scope for the external bank.
15. From the **External APIs** list, select the external API's exchanged between the Banks in **External API Details** section.
16. Click **+ Add External API** to add more APIs.  
The list appears to select the APIs.
  - a. From the drop-down list, select the appropriate option.
  - b. In the **API URL** field, enter the API url.
  - c. OR  
Click  against the particular already added External API to delete it.

17. Click **Save** to update the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
18. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
19. The success message of external bank details creation appears.  
Click **OK** to complete the transaction.

### **41.1.3 Update External Bank's Details**

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

#### **To edit External bank details:**

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

## External Bank Maintenance - Edit

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Sweta Thakur | Last login 29 Apr 02:46 PM

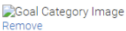
### External Bank Maintenance

**Bank Details**

Bank Name: FIO Bank

Bank Address: London Link Road  
London

Bank URL: https://www.fio.com/

Bank Logo:  Goal Category Image  
Remove

Bank Identifier: FIO

**OAuth Authorization Details**

Enable OAuth Details:

Authorization URL: http://mum00boa.in.oracle.com:18777/?pa

Token URL: http://mum00boa.in.oracle.com:18777/?pa

Revoke URL: http://mum00boa.in.oracle.com:18777/?pa

Redirect URL: http://mum00boa.in.oracle.com:18777/?pa

Client ID: 112111

Client Secret Keys: \*\*\*\*

Scope: Accounts

**External API Details**

Account List:

Add External API

Save | Cancel | Back

**Notes**  
External Bank Account Details.

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## Field Description

Field Name	Description
<b>Bank Details</b>	
<b>Bank Name</b>	Displays the name of the external bank. This field is editable.
<b>Bank Address</b>	Displays an address of the external bank. This field is editable.

<b>Field Name</b>	<b>Description</b>
<b>Bank URL</b>	Displays the URL of the external bank. This field is editable.
<b>Bank Logo</b>	Displays the logo of the bank. This field is editable.
<b>Bank Identifier</b>	Displays the external bank identifier. This field is editable.
<b>OAuth Authorization Details</b>	
<b>Enable OAuth Details</b>	Displays the authorization details status for the external bank i.e. whether it is enable /disable. This field is editable.
<b>Authorization URL</b>	Displays the Authorization URL. This field is editable.
<b>Token URL</b>	Displays the Token URL. This field is editable.
<b>Revoke URL</b>	Displays the Revoke url. This field is editable.
<b>Client ID</b>	Displays the Client ID. This field is editable.
<b>Client Secret Keys</b>	Displays the Client keys. This field is editable.
<b>External API Details</b>	

Field Name	Description
<b>External API's</b>	<p>Displays the category of external API's to access data between OBDX and the External Bank.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Account List</li> <li>• Account Details</li> <li>• Account Summary</li> <li>• Account Activity</li> </ul> <p>This field is editable.</p>
<b>API URL</b>	<p>Displays the API URL.</p> <p>This field is editable.</p>

5. Update the required details.
6. Click **Save** to update the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
8. The success message of updates appears.  
Click **OK** to complete the transaction.

#### 41.1.4 Delete External Bank's Details

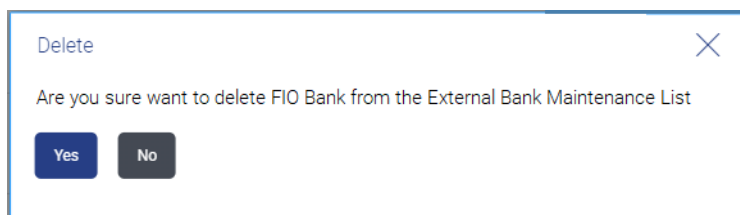
System Administrators can search and delete existing external bank details.

##### To delete external bank details:

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

5. The **Delete Warning** message appears, click **Yes**.

#### External Bank Maintenance - Delete



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

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## 42. Spend Category

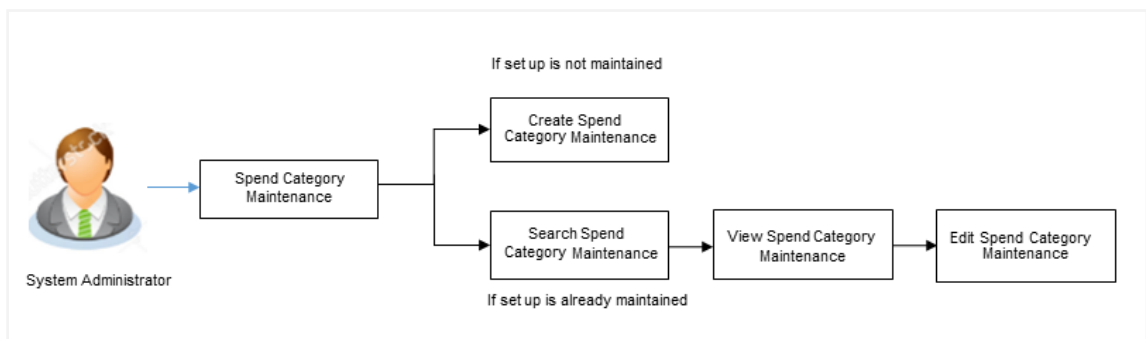
Using this option, the System Administrator can maintain the spend categories. Spend Category maintenance allows the System Administrator to create, modify or expire categories. For each of the Spend Category, System Administrator shall be able to map its corresponding sub categories under which the transactions will be tagged. This maintenance is done only for retail customers. Any time there can be a maximum of 7 categories available and each will have a unique category code. Spend categories cannot be deleted.

The each spend category can have up to four sub categories each.

### Prerequisites

- Transaction access is provided to System Administrator
- Transactions which needs to be mapped to different categories are maintained
- Transaction description must have keywords which can be distinguished by rule engine for classification into subcategories

### Workflow



### Features Supported In Application

The Spend Category maintenance allows the System Administrator to:

- Search and View Spend Category
- Create Spend Category
- Edit Spend Category
- Add Spend Sub Category
- Edit Spend Sub Category

### How to reach here:

*System Administrator Dashboard > Personal Finance > Spend Category*

*OR*

*System/ Bank Administrator Dashboard > Toggle Menu > Personal Financial Management > Spend Category*



## 42.1 Spend Category - Search

Using Spend category search option, System Administrators search the existing spend category. The search result displays a particular spend categories based on search criteria entered.

If the search parameters are not specified, then it displays all the records.

### To search a spend category:

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

### Spend Category - Search

The screenshot displays the 'Spend Category Maintenance' page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Siveta Thakur' with 'Last login 29 Apr 02:46 PM'. The main content area has a search form with 'Category Code' and 'Category Name' input fields, a 'Search' button, and a 'Clear' link. Below the form is a table with two columns: 'Category Code' and 'Category Name'. The table contains the following data:

Category Code	Category Name
Essentials	Essentials
Monthly Expenses	Monthly Expenses
Code 1	Shopping
Wallet_Fund	Wallet_Fund
Investment	Investment
Travel	Travel
Spend1	Education Fees

Below the table is a pagination control showing 'Page 1 of 1 (1-7 of 7 items)' and a 'Cancel' button. To the right of the table is a 'Note' box with a document icon and the following text: 'These are the various categories amongst which customer's expenses will be mapped. Maintenance of seven categories are allowed and each category will have a unique code. All categories can have subcategories to further bifurcate the expenses. Most common type of expenses can be categorized so that most of the customer's expenses get mapped.' Below the note is a 'Create' button. At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

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

<b>Category Code</b>	Unique ID maintained for the spend category.
----------------------	--

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

<b>Category Name</b>	Name of the spend category. Transactions are mapped to the category name to classify spending under each category.
----------------------	--

### Search Results

<b>Category Code</b>	Category codes of the searched spend categories.
----------------------	--

<b>Category Name</b>	Name of the searched categories.
----------------------	----------------------------------

## 42.1.1 Spend Category - View

Using spend category view option, the System Administrator can view the spend categories and sub categories.

### To view a spend category:

1. Enter the search criteria, click **Search**. The search results appear on the **Spend Category** screen based on the search parameters.
2. Click the [Category Name](#) link of the record for which you want to view the spend category. The **Spend Category - View** screen appears.

### Spend Category - View

The screenshot shows the 'Spend Category Maintenance' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile 'Welcome, Sweta Thakur' with a last login time of '29 Apr 02:46 PM'. The main content area is titled 'Spend Category Maintenance' and contains the following information:

Category Code	Monthly Expenses
Category Name	Monthly Expenses

Sub Category Details

Sub Category Code	Sub Category Name
Rent	Rent
GAS	GAS

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

**Note**

A user can see the various subcategories maintained for the selected category. A maximum of four subcategories is allowed to be maintained. Each will have a unique code. Customers transactions will be mapped to these subcategories under the category. Selection and maintenance of categories are optional.

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**Field Description****Field Name Description**

---

**Category Code** Unique ID maintained for the spend category

**Category Name** Name of the category. Transactions are mapped to the category name to classify spending under each category.

**Sub Category Details**

**Sub Category Code** Unique ID maintained for the spend sub-category.

**Sub Category Name** Name of the subcategory based on the category name. Transactions can be further classified under the sub categories available under a category. For e.g. Spend category name could be Household Expenses and under that, sub categories could be Grocery, Rent etc.

---

3. Click **Edit** to if you want to edit the spend category.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 42.2 Spend Category - Create

Using spend category create option, the System Administrator can create new spend categories and sub categories.

**To create a spend category:**

1. In the **Spend Category** screen, click **Create**. The **Spend Category - Create** screen appears.

## Spend Category - Create

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Sweta Thakur Last login 29 Apr 02:46 PM

Spend Category Maintenance

Category Code \_\_\_\_\_

Category Name \_\_\_\_\_

Add Sub Categories (optional)

Sub Category Code	Sub Category Name
_____	_____

Add

Save Cancel Back

**Note**

These are the various categories amongst which customer's expenses will be mapped. Maintenance of seven categories are allowed and each category will have a unique code. All categories can have subcategories to further bifurcate the expenses. Most common type of expenses can be categorized so that most of the customer's expenses get mapped.

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## Field Description

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

<b>Category Code</b>	Unique ID maintained for the spend category.
----------------------	--

<b>Category Name</b>	Name of the category. Transactions are mapped to the category name to classify spending under each category.
----------------------	--


Sub Category Details	
----------------------	--

<b>Sub Category Code</b>	Unique ID maintained for the spend sub-category.
--------------------------	--

<b>Sub Category Name</b>	Name of the subcategory based on the category name. Transactions can be further classified under the sub categories available under a category. For e.g. Spend category name could be Household Expenses and under that, sub categories could be Grocery, Rent etc.
--------------------------	---

2. In the **Category Code** field, enter the code for the spend category.
3. In the **Category Name** field, enter the name of the spend category.
4. In the **Sub Category Details** section, enter the relevant information for subcategories.
5. Repeat step 4 to add more sub categories to a sub category.

---

**Note:** You can click  to delete a spend sub category or click **Add** to add more spend sub categories.

---

6. Click **Save** to save the category and sub category details.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the transaction.
7. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify the details.  
The user will be navigated back to the create screen.  
OR  
Click **Cancel** to cancel the transaction.
8. The success message of spend category creation appears.  
Click **Ok** to complete the transaction.

### 42.3 Spend Category - Edit

Using spend category edit option, System Administrator can modify the spend category details.

#### **To edit or update a spend category:**

1. Enter the search criteria, click **Search**. The search results appear on the **Spend Category** screen based on the search parameters.
2. Click the Category Name link of the record for which you want to edit the spend category.  
The **Spend Category - View** screen appears.
3. Click **Edit** to edit the spend category. The **Spend Category- Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## Spend Category - Edit

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Sweta Thakur  
Last login 29 Apr 02:46 PM

### Spend Category Maintenance

Category Code

Category Name

Add Sub Categories (optional)

Sub Category Code	Sub Category Name	
Electronic Devices	Mobile phone	
<input type="text"/>	<input type="text"/>	

**Note**

A user can see the various subcategories maintained for the selected category. A maximum of four subcategories is allowed to be maintained. Each will have a unique code. Customers transactions will be mapped to these subcategories under the category. Selection and maintenance of categories are optional.

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4. Edit the required details.
5. Click **Save** to update the changes.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the transaction.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify the details.  
The user will be navigated back to the create screen.  
OR  
Click **Cancel** to cancel the transaction.
7. The success message of updates appears.  
Click **OK** to complete the transaction.

## **FAQ**

### **1. How many spend categories can a System Administrator can create?**

A System Administrator can create maximum of seven categories. However this is a Data base configuration and can be increased or decreased at the time of implementation.

### **2. How many spend sub-categories can a System Administrator can create?**

A System Administrator can create a maximum of four sub-categories under a main category.

### **3. What is category code used for?**

It is used as a unique key to distinguish different categories.

### **4. How are the transactions being mapped to the categories?**

The categories would be linked to a rule engine which will use some keywords in the description of transaction and get mapped to the category or sub category on its own.

[Home](#)

## 43. Goal Category Maintenance

Goal Category maintenance allows the System Administrator to create, modify or expire goal categories. For each of the Goal Category, System Administrator can map the Product under which the goals will be opened. This maintenance is done only for retail type of parties and is not applicable for corporate type of parties. Any time there can be a maximum of 10 categories available and each will have a unique category code.

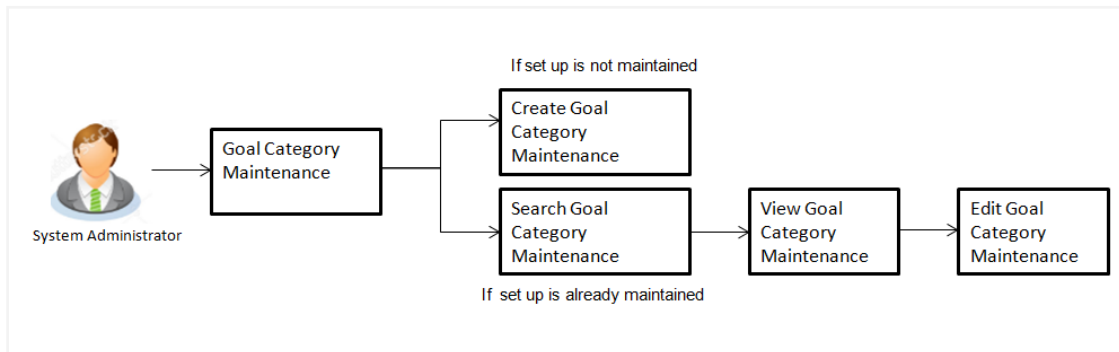
Administrator created categories needs to be linked with a product which will decide the other key parameters which will govern the Goal category. These parameters would be:

- Goal Amount Range ( Minimum and Maximum Value)
- Interest Rate Offered
- Tenure Range ( Minimum and Maximum)

### Prerequisites

- Transaction access is provided to System Administrator
- Products which needs to be mapped to different categories are well maintained
- Goal categories to be made are limited and cannot be deleted

### Workflow



### Features Supported In Application

Goal category maintenance available for System administrator include

- Search Goal Category
- Create Goal Category
- Edit Goal Category



**How to reach here:**

System Administrator Dashboard > Personal Finance > Goal Category

OR

System/ Bank Administrator Dashboard > Toggle Menu > Personal Financial Management > Goal Category

## 43.1 Goal Category - Search

Using this option, System Administrators can search the existing goal category already created. The search result displays matching results of the goal based on search criteria entered.

If the search parameters are not specified, then it displays all the records. The search criteria comprises of two parameters:

- Category Code
- Category Name

Category code will be a unique code which can be used by administrator to distinguish Goals which can vary on the product mapped.

**To search a goal category:**

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

**Search Goal Category**

The screenshot displays the 'Goal Category Maintenance' page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Sweta Thakur' with 'Last login 29 Apr 02:46 PM'. The main content area has two input fields: 'Category Code' and 'Category Name'. Below these are three buttons: 'Search', 'Cancel', and 'Clear'. A table lists the following categories:

Category Code	Category Name	Product Type	Product	Status
CAR	CAR	TD	TD topup	Active
Education	Education	TD	TD topup	Active
HOME001	Home	TD	goal product	Active
olympics	Olympics tour	TD	goal product	Active
Tour	Tour	TD	TD topup	Active
Travel	Travel	TD	TD topup	Active

At the bottom of the table, it shows 'Page 1 of 1 (1-6 of 6 items)' with navigation arrows. To the right of the table is a 'Note' box with a document icon and the following text: 'These are the various categories amongst which customer's goals will be mapped. Each category will have a unique code for easier maintenance. Each category will have a product mapped to it and the category will have the limits accordingly. Option to have an image linked to the goal is also available.' Below the note is a 'Create' button. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Category Code</b>	Unique ID maintained for the category for internal search for bank administrator.
<b>Category Name</b>	Name of the category.
<b>Search Results</b>	
<b>Category Code</b>	Category code of the searched goal(s).
<b>Category Name</b>	Name of the searched category.
<b>Product Type</b>	Type of product mapped to the category under which the goals are opened.
<b>Product</b>	Name of the product which is mapped to the category.
<b>Status</b>	Status of the category, whether it is active or expired.

**43.1.1 Goal Category - View**

Using Goal category view option, the System Administrator can view the goal categories which already exist.

**To view a goal category:**

1. Enter the search criteria, click **Search**. The search results appear on the **Goal Category** screen based on the search parameters.
2. Click the Category Name link of the record for which you want to view the goal category. The **Goal Category - View** screen appears.

## Goal Category - View

The screenshot shows the 'Goal Category Maintenance' view for a category named 'CAR'. The details are as follows:

Field	Value
Category Code	CAR
Category Name	CAR
Expiry Date	30 Jun 2019
Category Image	
Product	TD topup
Initial Funding Limit	Min - 500 Max - 10000000000000
Currency	GBP
Top Up Allowed	OPTION_YES
Tenure	Min - 0 yrs Max - 7 Yrs
Interest Rate	<a href="#">View Interest Rates</a>
Partial Withdrawal Allowed	OPTION_YES

Buttons: Edit, Cancel

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## Field Description

Field Name	Description
<b>Category Code</b>	Unique ID maintained for the category for internal search for bank administrator.
<b>Category Name</b>	Name of the category.
<b>Expiry Date</b>	Expiry date of the goal category. If the expiry date reaches, the user will not be able to view the category.
<b>Category Image</b>	Image assigned for goal category.
<b>Product Mapping</b>	
<b>Product</b>	Name of the product mapped to the category under which the goal shall be opened.
<b>Product Details</b>	
<b>Initial Funding Limit</b>	The initial amount that the user can invest for his goal.
<b>Tenure</b>	The period of the goal created should fall within this range.

Field Name	Description
<b>Currency</b>	The currency with which a goal can be created.
<b>Interest Rate</b>	Click the <a href="#">View Interest Rates</a> hyperlink to view the interest rate slab. Interest rate slab is set for the particular tenure, and is displayed according to the amount selected.
<b>Top Up Allowed</b>	Whether top up for the goal is allowed or not.
<b>Partial Withdrawal Allowed</b>	Whether partial withdrawal of the goal is allowed or not.

- 
3. Click **Edit** to if you want to edit the goal category.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 43.2 Goal Category - Create

Using Goal category create option, the System Administrator can create new goal categories and sub categories.

### To create a goal category:

1. In the **Goal Category** screen, click **Create**. The **Goal Category - Create** screen appears.

### Goal Category - Create

The screenshot displays the 'Goal Category Maintenance' interface for Futura Bank. The user is logged in as 'System Administrator' at the 'ATM/Branch' level, with the language set to 'English' and the branch as 'UBS 14.3 AT3 Branch'. The user's name is 'Sweta Thakur' and they last logged in on 29 Apr at 02:46 PM.

The 'Create' form contains the following fields:

- Category Code:** HOME001
- Category Name:** Home
- Expiry Date:** 14 Jun 2019
- Category Image:** A photograph of a house with a swimming pool, with a 'Remove' button below it.

The 'Product Mapping' section shows a dropdown menu for 'Product' set to 'goal product'. Below this is a table of product details:

Product Details	Min - 500 Max - 10000000000000	Interest Rate	Min - 0 yrs Max - 7 Yrs
Initial Funding Limit	GBP	Partial Withdrawal Allowed	<a href="#">View Interest Rates</a>
Currency	OPTION_YES		OPTION_YES
Top Up Allowed			

At the bottom of the form are 'Save', 'Cancel', and 'Back' buttons. A 'Note' box on the right side of the form contains the following text:

**Note**

A user can add multiple goal categories. Every goal category will have a product mapped to it which will be underlying for all the goals set under the category. It will have an expiry date after which no goals under that category can be set. A relevant image can be linked to the goal category which user can relate to.

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### Field Description

Field Name	Description
<b>Category Code</b>	Unique id maintained for the category. Which will be used for internal search for bank administrator.
<b>Category Name</b>	Name of the category.

Field Name	Description
<b>Expiry Date</b>	Expiry date of the goal category. If the expiry date reaches, the user will not be able to view the category while creating a new goal.
<b>Category Image</b>	Image of the category for which category to be created.
<b>Product Mapping</b>	
<b>Product</b>	Name of the product to be mapped to the category under which the goal shall be opened. Bank maintains different products based on the category of the goal.
<b>Product Details</b>	
<b>Initial Funding Limit</b>	The initial amount that the user is investing for his goal. It must be within the limits of the product mapped.
<b>Tenure</b>	The period of the goal created should fall within this range.
<b>Currency</b>	The currency with which a goal can be created.
<b>Interest Rate</b>	Click the <a href="#">View Interest Rates</a> hyperlink to view the interest rate slab. Interest rate slab is set for the particular tenure, and is displayed according to the amount selected.
<b>Top Up Allowed</b>	Whether top up for the goal is allowed or not.
<b>Partial Withdrawal Allowed</b>	Whether partial withdrawal of the goal is allowed or not.

2. In the **Category Code** field, enter the code for the goal category.
3. In the **Category Name** field, enter the name of the goal category.
4. From the **Expiry Date** list, select the appropriate date.
5. Click **Choose Files** to choose the category image.
6. From the **Product** list, select the appropriate option.
7. Click **Save** to save the category details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
8. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.

OR

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

- The success message of goal category creation appears.  
Click **OK** to complete the transaction.

### 43.3 Goal Category - Edit

Using Goal category edit option, System Administrator can modify the goal details at any time during the tenure of the goal. Administrator can edit Category Name, Expiry Date and Interest Rate fields.

#### To edit or update a goal category:

- Enter the search criteria, click **Search**. The search results appear on the **Goal Category** screen based on the search parameters.
- Click the Category Name link of the record for which you want to edit the goal category. The **Goal Category View** screen appears.
- Click **Edit** to edit the goal category. The **Goal Category Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

#### Goal Category - Edit

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Sweta Thakur Last login 29 Apr 02:46 PM


#### Goal Category Maintenance

**Create**

Category Code: HOME001

Category Name: Home

Expiry Date: 14 Jun 2019

Category Image:  Remove

**Note**

A user can add multiple goal categories. Every goal category will have a product mapped to it which will be underlying for all the goals set under the category.

It will have an expiry date after which no goals under that category can be set.

A relevant image can be linked to the goal category which user can relate to.

**Product Mapping**

Product: goal product

Product Details		Tenure	Min - 0 yrs Max - 7 Yrs
Initial Funding Limit	Min - 500 Max - 10000000000000	Interest Rate	View Interest Rates
Currency	GBP	Partial Withdrawal Allowed	OPTION_YES
Top Up Allowed	OPTION_YES		

Save Cancel Back

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4. Edit the required details.
5. Click **Save** to update the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
7. The success message of updates appears.  
Click **OK** to complete the transaction.

## **FAQ**

**1. Can I create a category with unique category code but a common category name?**

No, category code and category name, both should be unique.

**2. Can I delete a goal category?**

No, goal category once created cannot be deleted. However you can update an expiry date.

**3. How many Goal categories can be created?**

Administrator can create a maximum of ten goal categories. At a time there can be a maximum of ten active goal categories. Expired goal categories are treated as inactive categories.

[Home](#)



## 44. Manage Brand

Banks can have varied requirements with regards to the theme and for look and feel of the application.

Manage Brand is an administrative maintenance that allows the System Administrator to define the theme using brand logo, colors, fonts and font sizes.

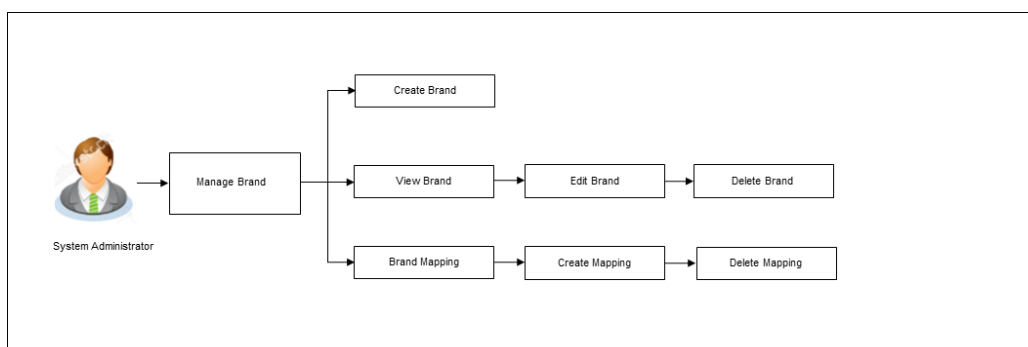
System Administrator can configure the style / theme by selecting brand logo, header, background, label, button and font colors, font type and sizes for header text, menu, buttons etc. The administrator can define multiple themes with the above-mentioned attributes and once defined, the administrator can activate one of the themes from the available list. The administrator defines brand attributes for user segments.

This function also enables the System Administrator to create themes which will be available for Retail user for personalizing his view.

At any point in time, the administrator can deactivate a theme and activate another one.

### Prerequisites

- Transaction access is provided to System Administrator



### Features supported in application

- View Brand
- Create Brand
- Edit Brand
- Delete Brand
- Brand Mapping

### How to reach here:

*System Administrator Dashboard > User Experience > Manage Brand*

*OR*

*System/ Bank Administrator Dashboard > Toggle menu > User Experience > Manage Brand*

## Manage Brand – Summary

The screenshot shows the 'Manage Brand' page in the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futurabank' logo and a user welcome message for 'Siveta Thakur' with the last login time '29 Apr 02:46 PM'. The main content area is titled 'Manage Brand' and has two tabs: 'Brand' (selected) and 'Mapping'. A table lists several brands, and a 'Create' button is visible on the right side of the interface.

Brand Name	Brand Description	Date Created	Actions
Rakuten Demo Brand	This is a demo brand for Rakuten	02 Dec 2019	<a href="#">View</a>
test2	test2	29 Nov 2019	<a href="#">View</a>
test1	test1	29 Nov 2019	<a href="#">View</a>
test	test	29 Nov 2019	<a href="#">View</a>
UI Refresh	New UI for 19.1	21 Jun 2019	<a href="#">View</a>
Demo Brand	Demo Brand Description	19 Jun 2019	<a href="#">View</a>

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### Field Description

Field Name	Description
<b>Brand Name</b>	Displays the theme name as defined.
<b>Brand Description</b>	Displays the theme description as defined.
<b>Date Created</b>	Displays the date of theme creation.
<b>Actions</b>	The available action buttons against the theme are displayed. The action button can be: <ul style="list-style-type: none"> <li>View: Click to view the created theme.</li> </ul>

- In the **Action** column, click the **View** link to view the already created theme.  
OR  
Click **Create** to create a new theme.

## 44.1 Manage Brand - Create

Using this option, System Administrator can create a new theme for retail, corporate and administrator users.

### To create a brand:

1. In the **Manage Brand** screen, click Create. The **Create Brand** screen appears.

### Manage Brand - Create

### Field Description

Field Name	Description
<b>Brand Name</b>	Enter a name for the brand being created.
<b>Brand Description</b>	Enter a description for the brand being created.

Field Name	Description
<b>Available for Business Users</b>	The toggle button to define whether the brand will be available to business users or not for personalization. If this toggle is enabled, then the created theme will be available for Retail users for personalization. Retail user can select from the available themes and can personalize his view.

### Customized Brands

<b>Assets</b>	<p>Upload a zip file which contains the icons and logo for the brand. The name of the assets uploaded should be same as the ones available in the application.</p> <p>For e.g. if the logo is available in the application with the name “logo.svg”, the updated logo should be uploaded with the same name. The file path should be like “common/logo.svg”.</p> <hr/> <p><b>Note:</b> For mac users, create the zip file using command line to exclude DS_Store files.</p>
---------------	---

<b>Typography</b>	<p>The typography of the brand being created is defined in this section.</p> <p>The typography includes:</p> <ul style="list-style-type: none"> <li>• Base Font URL</li> <li>• Base Font Family</li> </ul>
-------------------	--

**Base Font URL** The URL for the base font that is to be used in the brand.

This field appears if you click  against the **Typography** field.

**Base Font Family** The name of the base font family that is to be applied for creating the brand.

This field appears if you click  against the **Typography** field.

### Header

A **header of the application** is the most valuable area. It runs across the top of the page and has important information and links, which make the navigation across the application easier and quick.

The application header related attributes are defined in this section.

A preview of how the header will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Header** field.

<b>Field Name</b>	<b>Description</b>
<b>Background</b>	<p>The header background color is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Icon Size</b>	The size of the header icon is defined in this section.
<b>Typography</b>	The typography color, font size and weight for the header is defined in this section.
<b>Header Height</b>	The height of the brand header is defined in this section.
<b>Border</b>	The color of the border for the header is defined in this section.
<b>Footer</b>	
<p>The area that appears at the bottom on every page of the application is known as the footer. It contains site information for e.g. the copyright details and the release year of the application.</p> <p>The application footer related attributes are defined in this section.</p> <p>A preview of how the footer will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click <input type="checkbox"/> against the <b>Footer</b> field.</p>	
<b>Background</b>	<p>The footer background color is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the footer is defined in this section.
<b>Footer Height</b>	The height of the brand footer is defined in this section.

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

### Help Panel

The area that appears on the right side of the form on every page of the application is the Help Panel. It contains brief information related to the module it appears on.

The application help panel related attributes are defined in this section.

A preview of how the help panel will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Help Panel** field.

**Background** The typography color, size and weight for the header is defined in this section.

The color includes:


- Solid Color - A flat single color to be used in the background
- Gradient - Two colors appearing in progression in a particular direction
- Transparent - No color is defined to be used in the background

**Typography** The typography color, body and header font size and weight for the help panel is defined in this section.

**Header** The color, font size and weight of the help panel is defined in this section.

**Icon Size** The size of the header icon is defined in this section.


### Menu


The collapsible area that appears on the click of the Hamburger menu icon  on the top left corner of the application is known as the menu. It contains links to navigate across application.

The application Menu related attributes are defined in this section.


A preview of how the menu will be displayed, based on brand definition can be viewed. By clicking on the hamburger icon on the top left corner of the header.


Below fields appear if you click  against the **Menu** field.

Field Name	Description
<b>Background</b>	<p>The menu background color is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, body and header font size and weight for the Menu is defined in this section.</p>
<b>Hover</b>	<p>The mouse hover color on the menu items is defined in this section.</p>
<b>Interaction</b>	<p>The type of menu interaction is selected from this section.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Collapsible</li> <li>• Sliding</li> </ul>
<b>Table</b>	
<p>A formatted structure with rows and columns to represent the data is known as the table.</p> <p>The application table related attributes are defined in this section.</p> <p>A preview of how the table will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  against the <b>Table</b> field.</p>	
<b>Header</b>	
<b>Background</b>	<p>The background color of the table header is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, body and header font size and weight for the Menu is defined in this section.</p>

Field Name	Description
<b>Body</b>	
<b>Background</b>	<p>The background color of the table body is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body and body font size and weight for the Menu is defined in this section.
<b>Hover</b>	The color of the hover on the table is defined in this section.
<b>Form</b>	
<p>A structural representation of user related input fields is known as a form.</p> <p>The application form related attributes are defined in this section.</p> <p>A preview of how the form will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  against the <b>Form</b> field.</p>	
<b>Form Section Header</b>	
<b>Background</b>	<p>The background color of the section header of the form is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body font size and weight for the section header of form is defined in this section.
<b>Label</b>	
<b>Typography</b>	The typography color, body font size and weight for the Labels of form is defined in this section.



Field Name	Description
<b>Information Text</b>	
<b>Typography</b>	The typography color, body font size and weight for the Information text of form is defined in this section.
<b>Icon</b>	
<b>Size</b>	The size of the icon used is defined in this section.
<b>Hover</b>	The color of the hover in the form is defined in this section.
<b>Disabled Input</b>	
<b>Background</b>	The background color of the disabled input is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body font size and weight for the disabled text of form is defined in this section.
<b>Link</b>	
<b>Typography</b>	The typography color, body font size and weight for the links in form is defined in this section.
<b>Hover</b>	The color of the hover of disabled field in the form is defined in this section.
<b>Button</b>	
An element that allows the user to take actions with a single tap and interact with them is known as the button.	
The application buttons related attributes are defined in this section.	
A preview of how the buttons will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.	
Below fields appear if you click  against the <b>Button</b> field.	
<b>Primary / Secondary / Tertiary/ Help</b>	

Field Name	Description
<b>Border</b>	<p>The color of the border for the buttons is defined in this section.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	<p>The background color of the Primary, Secondary, Tertiary and Help button is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for button text is defined in this section.</p>
<b>Icon Size</b>	<p>The size of the icon used in the button.</p>
<b>Button Set</b>	<p>A preview of how the button set for e.g. Toggle buttons, Switch buttons will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  against the <b>Button Set</b> field.</p>
<b>Border</b>	<p>The color of the border for the button set is defined in this section.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	<p>The background color of the button set is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>

Field Name	Description
<b>Typography</b>	The typography color, font size and weight for the button text in the button set is defined in this section.
<b>Selected</b>	
<b>Border</b>	<p>The color of the border for the selected button in the button set is defined in this section.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	<p>The background color of the selected button in the button set is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the selected button in the button set text is defined in this section.
<b>Generic Components</b>	
The accordion includes components which are generic to the application.	
Below fields appear if you click <input type="checkbox"/> against the <b>Generic Components</b> field.	
<b>Background</b>	<p>The background color of the application is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Page Title</b>	
<b>Typography</b>	The typography color, font size and weight for the Page Title text is defined in this section.

Field Name	Description
<b>Default Base Border</b>	
<b>Border</b>	The color of the border for the application in general is defined in this section.
<b>Font Size Small/ Medium / Large/ Larger/ Default</b>	The size of the small, medium, large, larger and default fonts to be used in the brand application is defined in this section.
<b>Modal Window</b>	
An element that appears as a subordinate to the main page where an action is to be taken or information is provided is known as the Modal Window. The window disables the main page which it is on, making it its child.	
The application modal window related attributes are defined in this section.	
A preview of how the modal window will be displayed, based on brand definition can be viewed by clicking on the Show Modal Window button on the right-hand side of the screen.	
Below fields appear if you click <input type="checkbox"/> against the <b>Modal Window</b> field.	
<b>Header</b>	
<b>Background</b>	The background color of the Modal Window header is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Modal Window header text is defined in this section.
<b>Body</b>	
<b>Background</b>	The background color of the Modal Window body is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>

Field Name	Description
<b>Typography</b>	The typography color, font size and weight for the Modal Window body text is defined in this section.

### Navigation List

An element that appears as quick links which makes switching between different pages of the same component easier is known as the Navigation List.

The application Navigation List related attributes are defined in this section.

A preview of how the Navigation List will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Navigation List** field.

#### Default

<b>Typography</b>	The default typography color, font size and weight for the Navigation List body text is defined in this section.
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#### Hover

<b>Typography</b>	The hover typography color, font size and weight for the Navigation List body text is defined in this section.
-------------------	--

<b>Border</b>	The hover color of the border for the Navigation List is defined in this section.
---------------	---

The border attribute includes:

- Border Color
- Border Width
- Border Radius

<b>Background</b>	The hover background color for the Navigation List is defined in this section.
-------------------	--

The color includes:

- Solid Color - A flat single color to be used in the background
- Gradient - Two colors appearing in progression in a particular direction
- Transparent - No color is defined to be used in the background

#### Selected

---

Field Name	Description
<b>Typography</b>	The selected typography color, font size and weight for the Navigation List body text is defined in this section.
<b>Border</b>	<p>The selected color of the border for the Navigation List is defined in this section.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>

### Information Banner

An area where the information summary about any transaction is available in the application is known as the Information Banner.

The application Information Banner related attributes are defined in this section.

A preview of how the Information Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Information Banner** field.

<b>Background</b>	<p>The background color for the Information Banner is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
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<b>Typography</b>	The typography color, font size and weight for the Information Banner body text is defined in this section.
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### Review Banner

A preview of how the Review Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Review Banner** field.

Field Name	Description
<b>Background</b>	<p>The background color for the Review Banner is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Border</b>	<p>The color of the border for the Review Banner is defined in this section.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the Review Banner body text is defined in this section.</p>

### Confirmation / Error Banner


A preview of how the Confirmation/Error Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Confirm Screen** field.

<b>Border</b>	<p>The color of the border for the Confirmation/Error Banner is defined in this section.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the Confirmation/Error Banner body text is defined in this section.</p>


### Success

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Field Name	Description
<b>Background</b>	<p>The background color for the Confirmation Banner is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Border</b>	<p>The color of the border for Confirmation Banner is defined in this section.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Error</b>	
<b>Background</b>	<p>The background color for the Error Banner is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Border</b>	<p>The color of the border for Error Banner is defined in this section.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Scroll Bar</b>	
<p>An example of how the scroll bar will be displayed, based on brand definition appears in the scroll bar on the form section (right hand side) of the screen.</p>	
<p>Below fields appear if you click  against the <b>Scroll Bar</b> field.</p>	
<b>Scroll Track</b>	
<b>Border</b>	<p>The color of the border for the Scroll track is defined in this section.</p>



Field Name	Description
<b>Scroll Thumb</b>	
<b>Border</b>	The color of the border for the Scroll Thumb is defined in this section.
<b>Accordion</b>	
A vertically stacked element which allows the user to toggle between sections of content.	
The application Accordion related attributes are defined in this section.	
A preview of how the Accordion will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.	
Below fields appear if you click <input type="checkbox"/> against the <b>Accordion</b> field.	
<b>Border</b>	The color of the border for Accordion is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Header</b>	
<b>Background</b>	The background color for the Accordion header is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Accordion header text is defined in this section.
<b>Body</b>	
<b>Background</b>	The background color for the Accordion body is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>

Field Name	Description
<b>Typography</b>	The typography color, font size and weight for the Accordion body text is defined in this section.
<b>Disabled Accordion Header</b>	
<b>Background</b>	<p>The background color for the Disabled Accordion header is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Disabled Accordion header text is defined in this section.
<b>Overlay</b>	
<p>An element that appears as a subordinate to the main page overlaying the same where an action is to be taken or information is provided is known as the Overlay. The window disables the main page which it is on, making it it's child.</p> <p>The application overlay related attributes are defined in this section.</p> <p>A preview of how the Overlay will be displayed, based on brand definition can be viewed by clicking on the <b>Show Overlay</b> button on the right-hand side of the screen</p> <p>Below fields appear if you click  against the <b>Overlay</b> field.</p>	
<b>Background</b>	<p>The background color for the Overlay header is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Header</b>	
<b>Typography</b>	The typography color, font size and weight for the Overlay header text is defined in this section.

Field Name	Description
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### Alert Message

The application Alert Message related attributes are defined in this section.

A preview of how the Alert Message will be displayed, based on brand definition can be viewed by clicking on the **Show Alert Message** button on the right-hand side of the screen

Below fields appear if you click  against the **Alert Message** field.

**Border** The color of the border for Alert Message is defined in this section.

The border attribute includes:

- Border Color
- Border Width
- Border Radius

### Header

**Typography** The typography color, font size and weight for the Alert Message header text is defined in this section.

### Body

**Typography** The typography color, font size and weight for the Alert Message body text is defined in this section.

**Font Color** Text displaying the color of the font, as defined.

**Anchor Text Color** The anchor text color of the brand.

**Label Color** The label color, as defined.

**Input Properties** An example of how an input field will be displayed.

**Primary Button Properties** An example of how a primary button will be displayed.

**Secondary Button Properties** An example of how a secondary button will be displayed.

Field Name	Description
<b>Tertiary Button Properties</b>	An example of how a tertiary button will be displayed.
<b>Help Button Properties</b>	An example of how a help button will be displayed.
<b>Option 1, 2, 3</b>	An example of how the navigation list will be displayed, based on brand definition.
<b>Table Example</b>	An example of how the table will be displayed, based on brand definition.
<b>Button Sets</b>	An example of how the button sets will be displayed, based on brand definition.
<b>Show Modal Window</b>	Clicking on the button displays how the modal window will appear, based on brand definition.
<b>Show Overlay</b>	Clicking on the button displays how the overlay will appear, based on brand definition.
<b>Show Alert Box</b>	Clicking on the button displays how the alert box will appear, based on brand definition.
<b>Help Panel</b>	An example of how the help panel will be displayed, based on brand definition.
<b>Information Banner</b>	An example of how the information banner will be displayed, based on brand definition.
<b>Review Banner</b>	An example of how the review banner will be displayed, based on brand definition.
<b>Confirmation Banner</b>	An example of how the confirmation banner will be displayed, based on brand definition.
<b>Error Banner</b>	An example of how the error banner will be displayed, based on brand definition.
<b>Footer</b>	An example of how the footer will be displayed, based on brand definition.

2. In the **Brand Name** field, enter the name of the theme.
3. In the **Brand Description** field, enter the description for the theme.
4. Under the **Customized Brands** section:

- d. In the **Asset** section, click **Choose File** to browse and upload the assets like the logo, icons, images for brand.
  - e. In the **Typography** section, enter the base font family name and base font URL.
  - f. In the **Header/ Footer** section, enter the values for background color, icon size and header/ footer size.
  - g. In the **Help Panel** section, enter the required details for help panel.
  - h. In the **Menu** section, select the background, typography, menu hover color and interaction type for the menu to be defined.
  - i. In the **Table** section, select the background, typography of table header and table body.
  - j. In the **Form** section, select the form background color and typography for form header, form disabled input, label, info text icon and links.
  - k. In the **Button/ Button Sets** section, select the values for border, background and typography for primary, secondary, tertiary, help button and other buttons.
  - l. In the **Generic Components** section, define the background color and font size for various components in the application.
  - m. In the **Modal Window** section, select the values for modal window header, and modal window body.
  - n. In the **Navigation Bar** section, colors to be assigned to the various components that form part of the navigation bar.
  - o. In the **Information Banner** section, select the colors and size to be assigned to the various components that form part of banners.
  - p. In the **Review Banner** section, select the colors and size to be assigned to the various components that form part of review banner.
  - q. In the **Confirmation/ Error Banner** section, select the colors and dimension to be assigned to the various components that form part of confirm/error banner.
  - r. In the **Scroll Bar** section, click and select the border colors for scroll track and scroll thumb.
  - s. In the **Accordion** section, select the colors and typography to be assigned to the various components of accordion.
  - t. In the **Overlay** section, select the background colors and header typography to be assigned to the various components of overlay window.
  - u. In the **Alert Message** section, select the colors and typography to be assigned to the various components of alert messages.
5. An example of how the various components of the brand will be displayed, based on brand definition appears in the form section (right hand side) of the screen.  
Click **Show Modal Window** to view the defined modal window.  
OR  
Click **Show Overlay** to view the defined overlay window.  
OR  
Show **Alert Box** to view the defined alert box.
6. Click **Save** to save the details.  
OR  
Click **Preview** to preview the defined brand.

- OR  
Click **Cancel** to cancel the maintenance and to navigate to the 'Dashboard'.  
OR  
Click **Reset** to clear the entered values entered in all sections under **Customize Brand**.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears. Verify the details, and click Confirm.  
OR  
Click **Edit** to make the changes if any.  
OR  
Click **Cancel** to cancel the maintenance.
8. The success message appears along with the status of maintenance. Click **OK** to return to the dashboard.

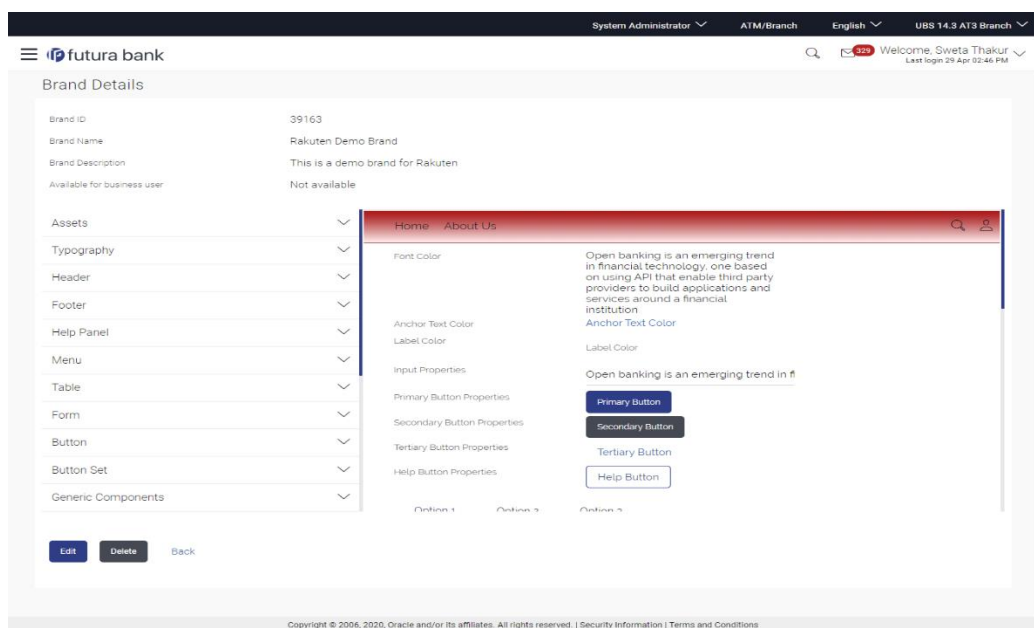
## 44.2 Manage Brand - View

Using this option System Administrator can view the created theme or brand.

**To view the brand:**

1. In the **Action** column, click **View** against the brand which you want to view. The **Manage Brand - View** screen appears.

### Manage Brand - View



2. Click **Edit** to edit the theme. The **Manage Brand - Edit** screen appears.  
OR  
Click **Delete** to delete the brand.  
OR  
Click **Back** to navigate to the previous screen.

## 44.3 Manage Brand - Edit

If the defined theme does not suit the requirement, then system administrator can edit the defined theme using the Update option.

### To edit the brand:

1. In the **Action** column, click **View** against the brand which you want to edit. The **Manage Brand - View** screen appears.
2. Click **Edit** to edit the brand. The **Update Brand** screen appears.  
OR  
Click **Delete** to delete the brand.  
OR  
Click **Back** to navigate to the previous screen

### Manage Brand - Edit

The screenshot displays the 'Update Brand' interface. At the top, the navigation bar shows 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Sweta Thakur' with a last login time of '29 Apr 02:45 PM'. The main content area is titled 'Update Brand' and contains two sections:

- Brand Information:**
  - Brand Name: Demo Brand
  - Brand Description: Demo Brand Description
  - Available for business user:
- Customize Brand:**
  - A list of components to customize: Button Set, Generic Components, Modal Window, Navigation List, Information Banner, Review Banner, Confirmation/Error Banner, Scroll Bar, Accordion, Overlay, Alert Message.
  - A preview window showing a sample layout with a navigation bar and content area.

At the bottom of the form, there are buttons for 'Update', 'Cancel', 'Reset', and 'Back'. A footer at the very bottom reads: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

Field Name	Description
<b>Brand Name</b>	Name for the brand is displayed in editable form.
<b>Brand Description</b>	Description for the brand is displayed in editable form.
<b>Available for Business Users</b>	The toggle defining whether the brand is available to business users or not for personalization. If this toggle is enabled, then the created theme will be available for Retail users for personalization. Retail user can select from the available themes and can personalize his view

## Customized Brands

**Assets** Upload a zip file which contains the icons and logo for the brand. The name of the assets uploaded should be same as the ones available in the application.

For e.g. if the logo is available in the application with the name “logo.svg”, the updated logo should be uploaded with the same name.

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**Note:** For mac users, create the zip file using command line to exclude DS\_Store files.

---

**Typography** The typography of the brand is defined in this section and available for edit. The typography includes:

- Base Font URL
- Base Font Family

**Base Font URL** The URL for the base font that is used in the brand is displayed in editable form.

This field appears if you click  against the **Typography** field.

**Base Font Family** The name of the base font family that is to be applied for creating the brand.

This field appears if you click  against the **Typography** field.

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Field Name	Description
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### Header

A **header of the application** is the most valuable area. It runs across the top of the page and has important information and links, which make the navigation across the application easier and quick.

The application header related attributes are defined in this section.

A preview of how the header will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Header** field.

**Background** The header background color is defined in this section and is displayed in the editable form.

The color includes:

- Solid Color - A flat single color to be used in the background
- Gradient - Two colors appearing in progression in a particular direction
- Transparent - No color is defined to be used in the background

**Icon Size** The size of the header icon is defined in this section and is displayed in the editable form.

**Typography** The typography color, font size and weight for the header is defined in this section and is displayed in the editable form.

**Header Height** The height of the brand header is defined in this section and is displayed in the editable form.

**Border** The color of the border for the header is defined in this section and is displayed in the editable form.


### Footer

The area that appears at the bottom on every page of the application is known as the footer. It contains site information for e.g. the copyright details and the release year of the application.

The application footer related attributes are defined in this section.

A preview of how the footer will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Footer** field.

Field Name	Description
<b>Background</b>	<p>The footer background color is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the footer is defined in this section and is displayed in the editable form.</p>
<b>Footer Height</b>	<p>The height of the brand footer is defined in this section and is displayed in the editable form.</p>
<b>Help Panel</b>	
<p>The area that appears on the right side of the form on every page of the application is the Help Panel. It contains brief information related to the module it appears on.</p> <p>The application help panel related attributes are defined in this section.</p> <p>A preview of how the help panel will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  against the <b>Help Panel</b> field.</p>	
<b>Background</b>	<p>The typography color, size and weight for the header is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, body and header font size and weight for the help panel is defined in this section and is displayed in the editable form.</p>
<b>Header</b>	<p>The color, font size and weight of the help panel is defined in this section and is displayed in the editable form.</p>
<b>Icon Size</b>	<p>The size of the header icon defined in this section and is displayed in the editable form.</p>

Field Name	Description
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### Menu

The collapsible area that appears on the click of the Hamburger menu icon ☰ on the top left corner of the application is known as the menu. It contains links to navigate across application.

The application Menu related attributes are defined in this section.

A preview of how the menu will be displayed, based on brand definition can be viewed. By clicking on the hamburger icon on the top left corner of the header.

Below fields appear if you click  against the **Menu** field.

**Background** The menu background color is defined in this section and is displayed in the editable form.

The color includes:

- Solid Color - A flat single color to be used in the background
- Gradient - Two colors appearing in progression in a particular direction
- Transparent - No color is defined to be used in the background

**Typography** The typography color, body and header font size and weight for the Menu is defined in this section and is displayed in the editable form.

**Hover** The mouse hover color on the menu items is defined in this section and is displayed in the editable form.

**Interaction** The type of menu interaction is selected from this section, and is displayed in the editable form.

The options are:

- Collapsible
- Sliding

### Table

A formatted structure with rows and columns to represent the data is known as the table.

The application table related attributes are defined in this section.

A preview of how the table will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Table** field.

### Header

Field Name	Description
<b>Background</b>	<p>The background color of the table header is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, body and header font size and weight for the Menu is defined in this section and is displayed in the editable form.</p>
<b>Body</b>	
<b>Background</b>	<p>The background color of the table body is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, body and body font size and weight for the Menu is defined in this section and is displayed in the editable form.</p>
<b>Hover</b>	<p>The color of the hover on the table is defined in this section and is displayed in the editable form.</p>

### Form

A structural representation of user related input fields is known as a form.

The application form related attributes are defined in this section.


A preview of how the form will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Form** field.

### Form Section Header

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<b>Field Name</b>	<b>Description</b>
<b>Background</b>	<p>The background color of the section header of the form is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body font size and weight for the Section header of form is defined in this section and is displayed in the editable form.
<b>Label</b>	
<b>Typography</b>	The typography color, body font size and weight for the Labels of form is defined in this section and is displayed in the editable form.
<b>Information Text</b>	
<b>Typography</b>	The typography color, body font size and weight for the Information text of form is defined in this section and is displayed in the editable form.
<b>Icon</b>	
<b>Size</b>	The size of the icon used is defined in this section.
<b>Hover</b>	The color of the hover in the form is defined in this section and is displayed in the editable form.
<b>Disabled Input</b>	
<b>Background</b>	<p>The background color of the disabled input is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body font size and weight for the disabled text of form is defined in this section and is displayed in the editable form.

Field Name	Description
<b>Link</b>	
<b>Typography</b>	The typography color, body font size and weight for the links in form is defined in this section and is displayed in the editable form.
<b>Hover</b>	The color of the hover of disabled field in the form is defined in this section and is displayed in the editable form.
<b>Button</b>	<p>An element that allows the user to take actions with a single tap and interact with them is known as the button.</p> <p>The application buttons related attributes are defined in this section.</p> <p>A preview of how the buttons will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  against the <b>Button</b> field.</p>
<b>Primary / Secondary / Tertiary/ Help</b>	
<b>Border</b>	<p>The color of the border for the buttons is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	<p>The background color of the Primary, Secondary, Tertiary and Help button is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for button text is defined in this section and is displayed in the editable form.
<b>Icon Size</b>	The size of the icon used in the button and is displayed in the editable form.

Field Name	Description
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**Button Set**

A preview of how the button set for e.g. Toggle buttons, Switch buttons will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  against the **Button Set** field.

**Border** The color of the border for the button set is defined in this section and is displayed in the editable form.

The border attribute includes:

- Border Color
- Border Width
- Border Radius

**Background** The background color of the button set is defined in this section and is displayed in the editable form.

The color includes:

- Solid Color - A flat single color to be used in the background
- Gradient - Two colors appearing in progression in a particular direction
- Transparent - No color is defined to be used in the background

**Typography** The typography color, font size and weight for the button text in the button set is defined in this section and is displayed in the editable form.

**Selected**

**Border** The color of the border for the selected button in the button set is defined in this section and is displayed in the editable form.

The border attribute includes:

- Border Color
  - Border Width
  - Border Radius
-

Field Name	Description
<b>Background</b>	<p>The background color of the selected button in the button set is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the selected button in the button set text is defined in this section and is displayed in the editable form.</p>

### Generic Components

The accordion includes components which are generic to the application.

Below fields appear if you click  against the **Generic Components** field.

<b>Background</b>	<p>The background color of the application is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
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### Page Title

<b>Typography</b>	<p>The typography color, font size and weight for the Page Title text is defined in this section and is displayed in the editable form.</p>
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### Default Base Border

<b>Border</b>	<p>The color of the border for the application in general is defined in this section and is displayed in the editable form.</p>
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<b>Font Size Small/ Medium / Large/ Larger/ Default</b>	<p>The size of the small, medium, large, larger and default fonts to be used in the brand application is defined in this section and is displayed in the editable form.</p>
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Field Name	Description
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### Modal Window

An element that appears as a subordinate to the main page where an action is to be taken or information is provided is known as the Modal Window. The window disables the main page which it is on, making it its child.

The application modal window related attributes are defined in this section.

A preview of how the modal window will be displayed, based on brand definition can be viewed by clicking on the Show Modal Window button on the right-hand side of the screen.

Below fields appear if you click  against the **Modal Window** field.

#### Header

**Background** The background color of the Modal Window header is defined in this section and is displayed in the editable form.

The color includes:

- Solid Color - A flat single color to be used in the background
- Gradient - Two colors appearing in progression in a particular direction
- Transparent - No color is defined to be used in the background

**Typography** The typography color, font size and weight for the Modal Window header text is defined in this section and is displayed in the editable form.


#### Body



**Background** The background color of the Modal Window body is defined in this section and is displayed in the editable form.


The color includes:


- Solid Color - A flat single color to be used in the background
- Gradient - Two colors appearing in progression in a particular direction
- Transparent - No color is defined to be used in the background


**Typography** The typography color, font size and weight for the Modal Window body text is defined in this section and is displayed in the editable form.

Field Name	Description
<b>Navigation List</b>	
An element that appears as quick links which makes switching between different pages of the same component easier is known as the Navigation List.	
The application Navigation List related attributes are defined in this section.	
A preview of how the Navigation List will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.	
Below fields appear if you click  against the <b>Navigation List</b> field.	
<b>Default</b>	
<b>Typography</b>	The default typography color, font size and weight for the Navigation List body text is defined in this section and is displayed in the editable form.
<b>Hover</b>	
<b>Typography</b>	The hover typography color, font size and weight for the Navigation List body text is defined in this section and is displayed in the editable form.
<b>Border</b>	The hover color of the border for the Navigation List is defined in this section and is displayed in the editable form. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	The hover background color for the Navigation List is defined in this section and is displayed in the editable form. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Selected</b>	
<b>Typography</b>	The selected typography color, font size and weight for the Navigation List body text is defined in this section and is displayed in the editable form.

Field Name	Description
<b>Border</b>	<p>The selected color of the border for the Navigation List is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Information Banner</b>	
<p>An area where the information summary about any transaction is available in the application is known as the Information Banner.</p>	
<p>The application Information Banner related attributes are defined in this section.</p>	
<p>A preview of how the Information Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p>	
<p>Below fields appear if you click  against the <b>Information Banner</b> field.</p>	
<b>Background</b>	<p>The background color for the Information Banner is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the Information Banner body text is defined in this section and is displayed in the editable form.</p>
<b>Review Banner</b>	
<p>A preview of how the Review Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p>	
<p>Below fields appear if you click  against the <b>Review Banner</b> field.</p>	
<b>Background</b>	<p>The background color for the Review Banner is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>

Field Name	Description
<b>Border</b>	<p>The color of the border for the Review Banner is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the Review Banner body text is defined in this section and is displayed in the editable form.</p>
<b>Confirmation / Error Banner</b>	
<p>A preview of how the Confirmation/Error Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  against the <b>Confirm Screen</b> field.</p>	
<b>Border</b>	<p>The color of the border for the Confirmation/Error Banner is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the Confirmation/Error Banner body text is defined in this section and is displayed in the editable form.</p>
<b>Success</b>	
<b>Background</b>	<p>The background color for the Confirmation Banner is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>

Field Name	Description
<b>Border</b>	<p>The color of the border for Confirmation Banner is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Error</b>	
<b>Background</b>	<p>The background color for the Error Banner is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Border</b>	<p>The color of the border for Error Banner is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Scroll Bar</b>	<p>An example of how the scroll bar will be displayed, based on brand definition appears in the scroll bar on the form section (right hand side) of the screen.</p> <p>Below fields appear if you click  against the <b>Scroll Bar</b> field.</p>
<b>Scroll Track</b>	
<b>Border</b>	<p>The color of the border for the Scroll track is defined in this section and is displayed in the editable form.</p>
<b>Scroll Thumb</b>	
<b>Border</b>	<p>The color of the border for the Scroll Thumb is defined in this section and is displayed in the editable form.</p>

Field Name	Description
<b>Accordion</b>	<p>A vertically stacked element which allows the user to toggle between sections of content.</p> <p>The application Accordion related attributes are defined in this section.</p> <p>A preview of how the Accordion will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  against the <b>Accordion</b> field.</p>
<b>Border</b>	<p>The color of the border for Accordion is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Header</b>	
<b>Background</b>	<p>The background color for the Accordion header is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the Accordion header text is defined in this section and is displayed in the editable form.</p>
<b>Body</b>	
<b>Background</b>	<p>The background color for the Accordion body is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the Accordion body text is defined in this section and is displayed in the editable form.</p>

Field Name	Description
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### Disabled Accordion Header

**Background** The background color for the Disabled Accordion header is defined in this section and is displayed in the editable form.

The color includes:

- Solid Color - A flat single color to be used in the background
- Gradient - Two colors appearing in progression in a particular direction
- Transparent - No color is defined to be used in the background

**Typography** The typography color, font size and weight for the Disabled Accordion header text is defined in this section and is displayed in the editable form.

### Overlay

An element that appears as a subordinate to the main page overlaying the same where an action is to be taken or information is provided is known as the Overlay. The window disables the main page which it is on, making it its child.

The application overlay related attributes are defined in this section.

A preview of how the Overlay will be displayed, based on brand definition can be viewed by clicking on the **Show Overlay** button on the right-hand side of the screen

Below fields appear if you click  against the **Overlay** field.

**Background** The background color for the Overlay header is defined in this section and is displayed in the editable form.

The color includes:

- Solid Color - A flat single color to be used in the background
- Gradient - Two colors appearing in progression in a particular direction
- Transparent - No color is defined to be used in the background

### Header

**Typography** The typography color, font size and weight for the Overlay header text is defined in this section and is displayed in the editable form.

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Field Name	Description
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### Alert Message

The application Alert Message related attributes are defined in this section.

A preview of how the Alert Message will be displayed, based on brand definition can be viewed by clicking on the **Show Alert Message** button on the right-hand side of the screen

Below fields appear if you click  against the **Alert Message** field.

<b>Border</b>	<p>The color of the border for Alert Message is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
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### Header

<b>Typography</b>	The typography color, font size and weight for the Alert Message header text is defined in this section and is displayed in the editable form.
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### Body

<b>Typography</b>	The typography color, font size and weight for the Alert Message body text is defined in this section and is displayed in the editable form.
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### Form

The following section displays a preview of all the components comprising of the brand theme as defined under the **Customize Brand** section.

<b>Font Color</b>	Text displaying the color of the font, as defined.
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<b>Anchor Text Color</b>	The anchor text color of the brand.
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<b>Label Color</b>	The label color, as defined.
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<b>Input Properties</b>	An example of how an input field will be displayed.
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<b>Primary Button Properties</b>	An example of how a primary button will be displayed.
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<b>Field Name</b>	<b>Description</b>
<b>Secondary Button Properties</b>	An example of how a secondary button will be displayed.
<b>Tertiary Button Properties</b>	An example of how a tertiary button will be displayed.
<b>Help Button Properties</b>	An example of how a help button will be displayed.
<b>Option 1, 2, 3</b>	An example of how the navigation list will be displayed, based on brand definition.
<b>Table Example</b>	An example of how the table will be displayed, based on brand definition.
<b>Button Sets</b>	An example of how the button sets will be displayed, based on brand definition.
<b>Show Modal Window</b>	Clicking on the button displays how the modal window will appear, based on brand definition.
<b>Show Overlay</b>	Clicking on the button displays how the overlay will appear, based on brand definition.
<b>Show Alert Box</b>	Clicking on the button displays how the alert box will appear, based on brand definition.
<b>Help Panel</b>	An example of how the help panel will be displayed, based on brand definition.
<b>Information Banner</b>	An example of how the information banner will be displayed, based on brand definition.
<b>Review Banner</b>	An example of how the review banner will be displayed, based on brand definition.
<b>Confirmation Banner</b>	An example of how the confirmation banner will be displayed, based on brand definition.
<b>Error Banner</b>	An example of how the error banner will be displayed, based on brand definition.
<b>Footer</b>	An example of how the footer will be displayed, based on brand definition.

3. In the **Brand Name** field, edit the name of the brand, if required.
4. In the **Brand Description** field, edit the description of the theme, if required.
5. Under the **Customized Brands** sections, click  and expand any sub section and make changes to any component as required.
6. Click **Update** to save the changes.  
OR  
Click **Cancel** to cancel the maintenance and navigate to the 'Dashboard'.  
OR  
Click **Reset** to clear the entered values in the screen.  
OR  
Click **Back** to navigate to previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
OR  
Click **Cancel** to cancel the maintenance.
8. The success message appears along with the status of maintenance. Click **OK** to return to the dashboard.

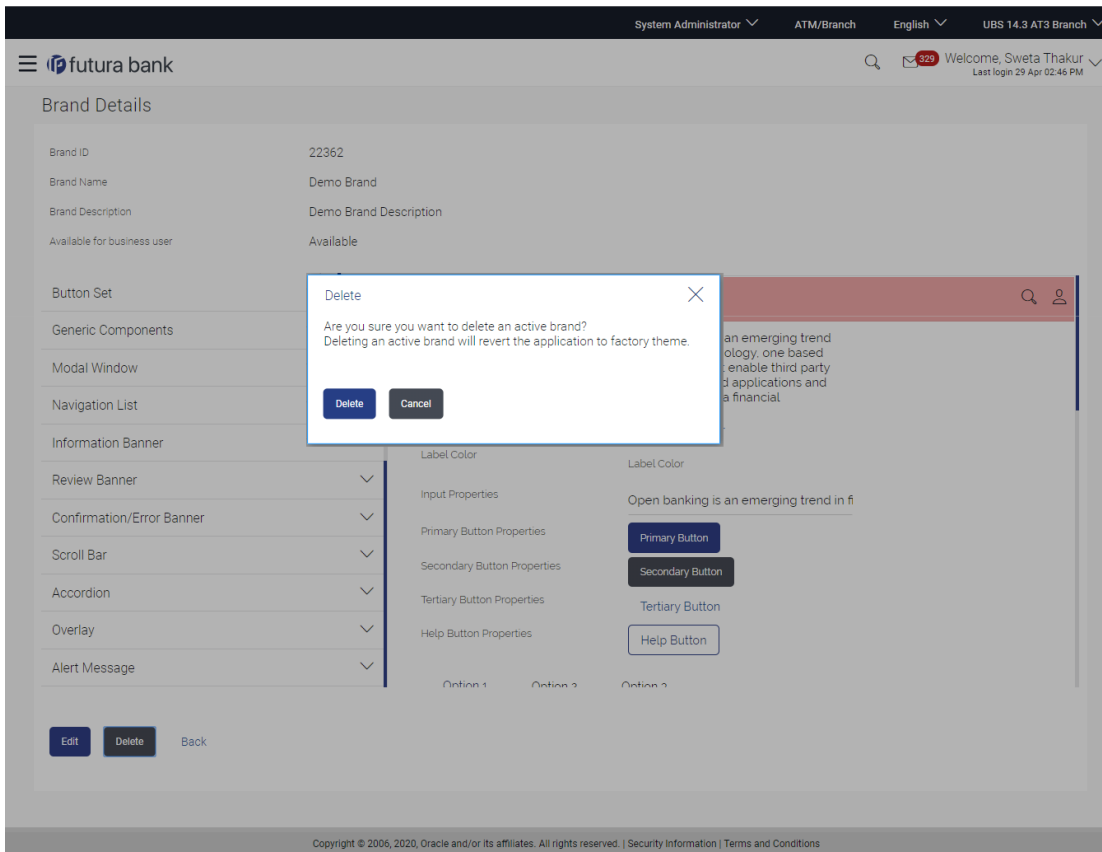
## 44.4 Manage Brand - Delete

The System Administrator can delete a created brand maintained in the application.

### To delete the brand:

1. In the **Action** column, click **View** against the brand which you want to delete. The **Manage Brand - View** screen appears.
2. Click **Delete**. A message appears asking the user to confirm brand deletion. Click **Delete** to confirm deletion of the brand.  
OR  
Click **Cancel** to cancel deletion and return to the **Manage Brand – View** screen.

### Delete Brand



3. The success message appears along with the status of the maintenance. Click **Ok** to return to the dashboard.

## 44.5 Brand Mapping

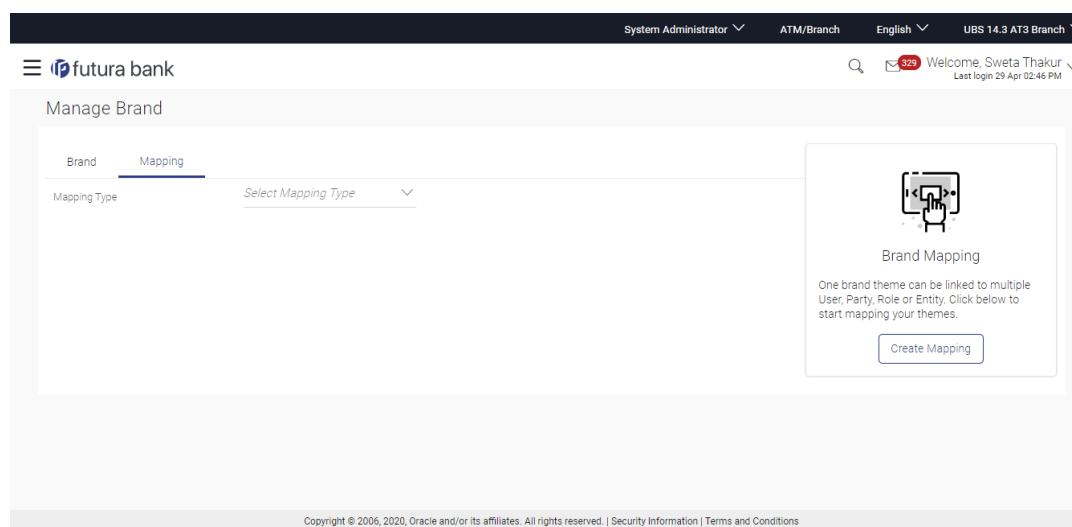
Using this option System Administrator can map the existing brands to any user, party, role or entity.

### 44.5.1 Brand Mapping Search

To view the brand mapping details:

1. In the **Manage Brand** screen, click the **Brand Mapping** tab. The **Manage Brand - Brand Mapping** screen appears.

#### Brand Mapping



#### Field Description

Field Name	Description
<b>Mapping Type</b>	<p>A list of options for the mapping type to search which brand it is mapped to appear.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• User</li> <li>• Party</li> <li>• Segment</li> <li>• User Type</li> <li>• Entity</li> </ul>

2. From the **Mapping Type** list, select the option for which you want to view the mapping. The **Manage Brand – Search Results** appear.

## Manage Brand - Brand Mapping Summary

The screenshot displays the 'Manage Brand' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Sweta Thakur' with the last login time '29 Apr 02:46 PM'. The main content area is titled 'Manage Brand' and contains a 'Mapping Type' dropdown menu set to 'Party'. Below the dropdown is a table with the following data:

Brand Id	Mapped Value	Mapping Type	Date Created	Actions
39163	004308	PARTY	09 Dec 2019	Delete

To the right of the table is a 'Brand Mapping' callout box with a diagram showing a brand theme linked to multiple users, parties, roles, or entities. The text reads: 'One brand theme can be linked to multiple User, Party, Role or Entity. Click below to start mapping your themes.' Below the text is a 'Create Mapping' button. At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

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

#### Brand Mapping Summary

**Brand Id** The identification number of the mapped theme.

**Mapped Value** The value, which is mapped to the brand.  
 The mapped value depends on the selected mapping type. For example,  
 If the mapping type is 'user' the mapping value will be 'user ID',  
 If the mapping type is 'party' the mapping value will be 'party ID',  
 If the mapping type is 'role' the mapping value will be user role, such as 'Corporate' 'Retail' and 'Administrator',  
 If the mapping type is 'entity' the mapping value will be 'entities'.

**Mapping Type** The level at which the brand is mapped.

**Date Created** The date on which the brand mapping was performed.

**Actions** The available actions that can be performed against the brand mapping are displayed.

The options can be:

- Delete

3. Click **Delete** against a record to delete the brand mapping.  
OR  
Click **Create Mapping in the Help Panel**, to create a brand mapping.

## 44.5.2 Create Mapping

Using this option System Administrator can create a brand mapping.

**To create the brand mapping:**

1. In the **Brand Mapping** tab, click **Create Mapping button in the Help Panel**. The **Manage Brand - Create Mapping** screen appears.

### Manage Brand- Create Mapping

### Field Description

Field Name	Description
<b>Mapping Type</b>	Select the level at which the brand is to be mapped. The options are: <ul style="list-style-type: none"> <li>• User</li> <li>• Party</li> <li>• User Type</li> <li>• Entity</li> </ul>
<b>Brand</b>	Select a brand to be mapped at the level selected under Mapping Type.

Field Name	Description
<b>Mapping Value</b>	Enter a mapping value.  This field appears if you select <b>Party</b> option from the <b>Mapping Type</b> list, click the <b>Party Search</b> link and search for a party. The result will populate in the <b>Mapping Value</b> field.
<b>Segment</b>	Segment of the user for which the value is to be mapped.  This field appears if you select <b>User Type</b> option from the <b>Mapping Type</b> list.

2. From the **Mapping Type** list, select the appropriate option to be mapped.
3. From the **Brand** list, select a brand.
4. In the **Mapping Value** field, enter the value to be mapped.  
OR  
If you have selected **Party** option from the **Mapping Type** list, click **Party Search**, to search the party Id. The Mapping Value field gets populated.  
If you have selected User Type option from the Mapping Type list, click **Segment** list to select the segment.
5. Click **Save**.  
OR  
Click **Cancel** to cancel the maintenance.  
OR  
Click **Back** to return to the previous screen.
6. The success message along with the status of maintenance appears. Click **Ok** to return to the dashboard.

### 44.5.3 Delete Mapping

Using this option System Administrator can delete a brand mapping.

#### To delete a brand mapping:

1. In the **Mapping** tab, select the appropriate option from the **Mapping Type** list. The **Brand Mapping Summary** screen appears.
2. Click **Delete** against a mapping record in the action column, that you want to delete.
3. The **Review** screen appears. Verify the details, and click Confirm.  
OR  
Click **Edit** to make the changes if any.  
OR  
Click **Cancel** to cancel the maintenance.
4. The success message appears along with the status of maintenance. Click **OK** to return to the dashboard.

[Home](#)

## 45. Dashboard Builder

Dashboard Builder provides an ability to the Bank to build custom dashboards.

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

System Administrator can configure new dashboards by dragging and dropping the desired widget at desired location in template. System administrator can define the dashboard for a user segment, application role, module and for a user type. Facility is provided to search, view, edit and delete the configured dashboards.

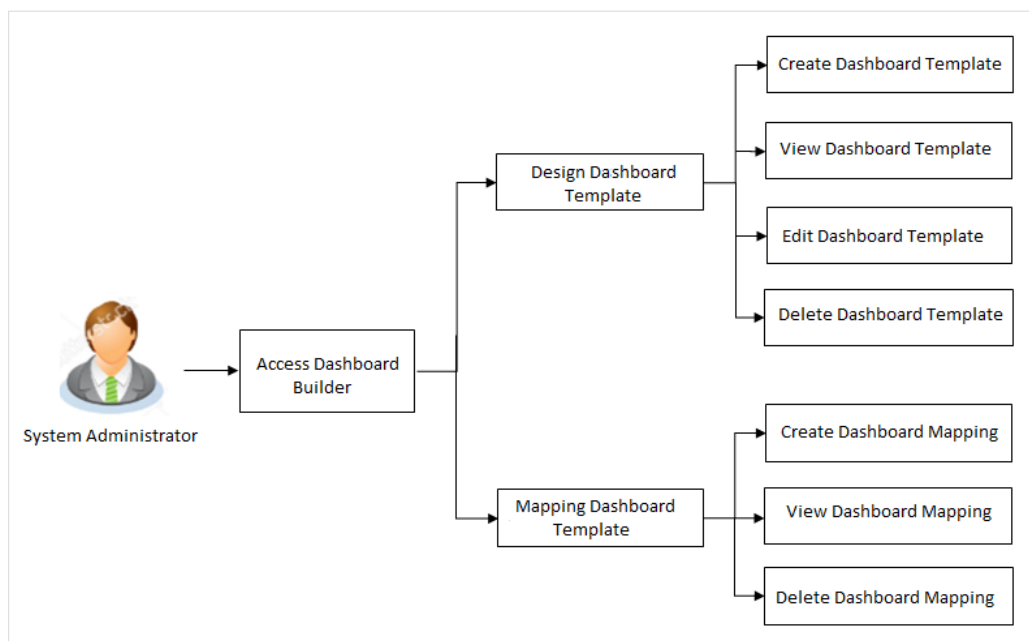
These dashboards are responsive and can adapt to any type of device i.e. desktop, mobile and tablet. System allows the user to design new template and preview it for different types of devices before enabling it. The user can also change the size of the widget (expand and compress) and can remove the widget from the template if desired. The widgets on the dashboard auto adjust itself according to the place available on the dashboard.

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

### Prerequisites

- Transaction access is provided to System Administrator
- Approval rule set up for System Administrator to perform the actions
- Application roles are maintained in application and widgets are mapped to application roles

### Workflow





## Features supported in application

### Design

- Create New Dashboard
- View Dashboard
- Edit Dashboard
- Delete Dashboard

### Mapping

- View Dashboard Mapping
- Create Dashboard Mapping
- Delete Dashboard Mapping

### How to reach here:

*System Administrator Dashboard > User Experience > Dashboard Builder*

*OR*

*Bank Administrator Dashboard > Toggle Menu > User Experience > Dashboard Builder*

## Dashboard Builder – Summary

Dashboard Builder- Design summary page displays the list of already designed templates, with template name, description, dashboard type, value and date of creation. The administrator can view the dashboard template details by clicking the View link in the Action column against the respective template.

The screenshot shows the Oracle Dashboard Builder interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Sweta Thakur' with a 'Last login 05 May 01:30 PM' timestamp. The main content area is titled 'Dashboard Builder' and has two tabs: 'Design' (selected) and 'Mapping'. Under the 'Design' tab, there are radio buttons for 'User Type': 'Corporate User', 'Administrator' (selected), and 'Retail User'. Below this is a search bar for 'Template Name' with the placeholder text 'Search by Template Name'. A table lists several dashboard templates:

Template Name	Description	Type	Value	Date Created	Actions
Dashboard authadmin	Factory Dashboard for authadmin	Application Role	authadmin	05 May 2020	<a href="#">View</a>
Dashboard auditadmin	Factory Dashboard for auditadmin	Application Role	auditadmin	05 May 2020	<a href="#">View</a>
Dashboard adminchecker	Factory Dashboard for adminchecker	Application Role	adminchecker	05 May 2020	<a href="#">View</a>
Dashboard adminmaker	Factory Dashboard for adminmaker	Application Role	adminmaker	05 May 2020	<a href="#">View</a>
pie1	pie chart1	Application Role	AuthAdmin	05 Mar 2020	<a href="#">View</a>

At the bottom left of the table area are 'Back' and 'Cancel' buttons. To the right of the table is a panel titled 'Build your own Dashboard' with the text 'You can create and configure dashboard templates and reuse them later.' and a 'Create' button.

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## Field Description

Field Name	Description
<b>User Type</b>	Specify the user type for which the dashboard template needs to be viewed. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> </ul>
<b>Template Name</b>	Name of the template that the administrator can enter to view the specific template.
<b>Search Results</b>	
<b>Template Name</b>	Displays the name of the custom dashboard template.
<b>Description</b>	Displays the description as defined for the custom dashboard template.
<b>Type</b>	Displays the type for which the dashboard template is created i.e. application role, segment, user type or module.
<b>Value</b>	Displays the name of the application role / segment / module for which the dashboard template is defined.
<b>Date Created</b>	Displays the date of dashboard template creation.
<b>Actions</b>	The available action buttons against the dashboard template are displayed. The action button can be: <ul style="list-style-type: none"> <li>• View: Click to view the created dashboard template.</li> </ul>

1. In the **Action** column, click **View** to view the already created dashboard template.  
OR  
Click Back to navigate to the previous screen.

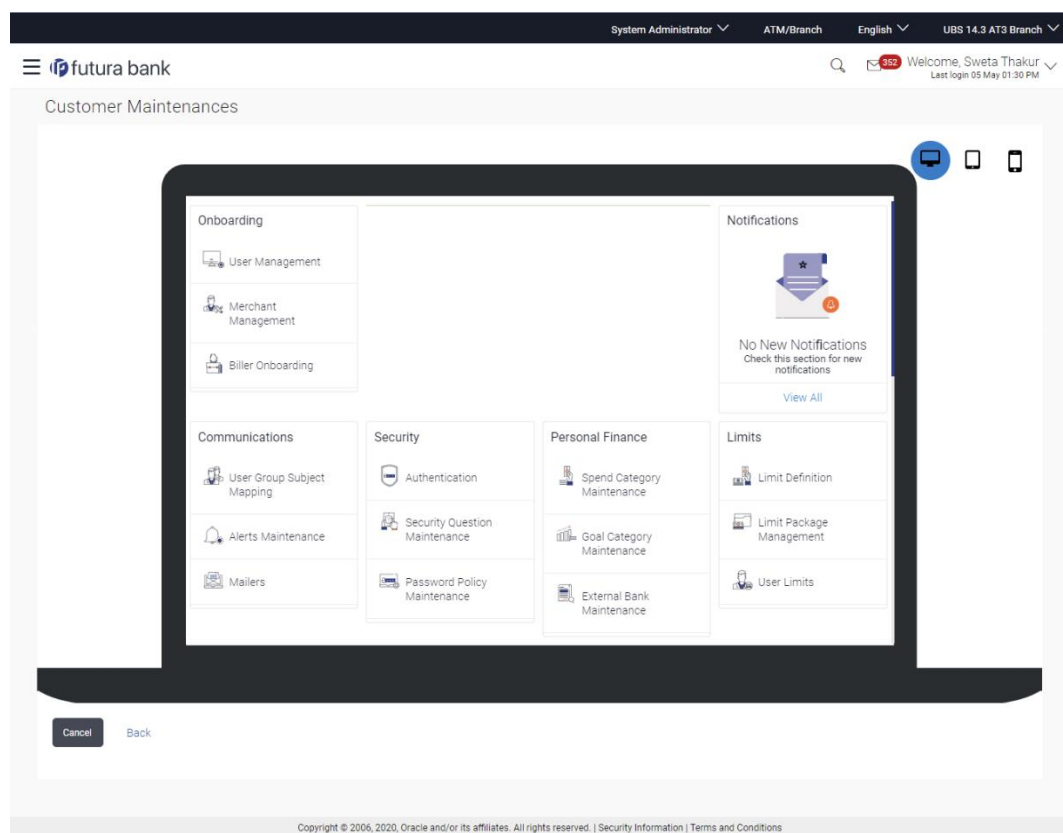
## 45.1 Dashboard Builder – View

Using this option, System Administrator can view the details of already created dashboard template. The system administrator can view the template in desktop, tablet and for mobile mode by clicking the respective icons.

### To search and view a dashboard template:

1. In the **Dashboard Builder – Summary** screen, select the appropriate type of user in the **User Type** field. All the dashboard templates of the selected user type appears on the screen.  
OR  
In the **Template Name** field, enter the name of the template that you want to search. The searched dashboard template appears on the screen.
2. In the **Action** column, click **View** against the template, which you want to view. The **Dashboard Builder - View** screen appears.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.

### Dashboard Builder – View



3. Click **Edit** to modify the template. The **Dashboard Builder - Edit** screen appears.  
OR  
Click **Delete** to delete the dashboard template.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click the **Desktop/ Tab/ Mobile** icon to view the template in desktop, tab or mobile mode.

## **45.2 Dashboard Builder – Create**

System Administrator can create new custom dashboard template for Retail, Corporate and Administrator user using this option.

As part of creation of custom dashboard, the administrator needs to select the appropriate tab for which the dashboard needs to be created/ designed i.e. user segment or module or application role or user type.

System will facilitate the user with a default dashboard available and the administrator can decide to create a custom dashboard by dragging and dropping new widgets available from the list of widgets.

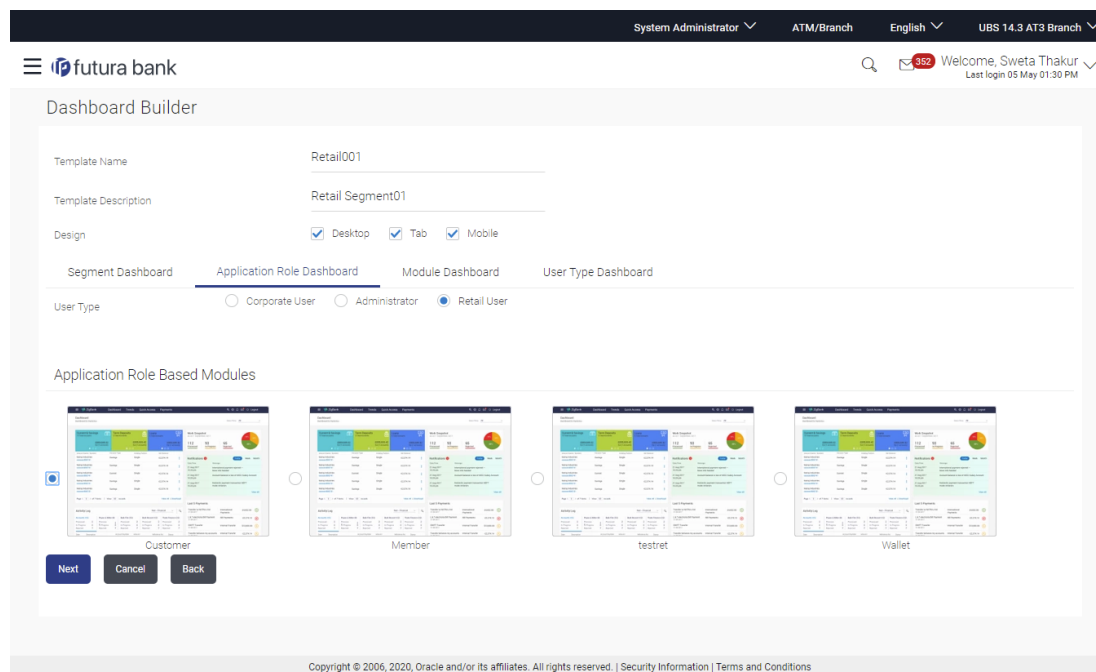
Following types of dashboard can be created:

- Segment Dashboard - Design dashboard for a user segment
- Application Role Dashboard - Design dashboard for an application role
- Module Dashboard - Design dashboard for the available application modules i.e. CASA, Term Deposit, Loans etc.
- User Type Dashboard - Design dashboard for a user type i.e. Retail, Corporate or Administrator.

## To create a new dashboard template:

1. In the **Dashboard Builder** screen, click **Create**. The **Dashboard Builder** screen appears in create mode.

### Dashboard Builder - Create



The screenshot displays the 'Dashboard Builder - Create' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows the 'futura bank' logo and a user profile for 'Sweta Thakur' with a last login time of '05 May 01:30 PM'. The main content area is titled 'Dashboard Builder' and contains a form with the following fields:

- Template Name:** Retail001
- Template Description:** Retail Segment01
- Design:** Desktop, Tab, Mobile (all checked)
- Segment Dashboard:** Application Role Dashboard (selected)
- User Type:** Corporate User, Administrator, Retail User (Retail User selected)

Below the form, there's a section for 'Application Role Based Modules' showing four preview thumbnails for 'Customer', 'Member', 'testret', and 'Wallet'. At the bottom of the form, there are 'Next', 'Cancel', and 'Back' buttons. A copyright notice is visible at the very bottom: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Template Name</b>	Name of the template that the System Administrator user wants to create.
<b>Template Description</b>	Description for the template.
<b>Design</b>	The type of device on which the template will be enabled.
<b>Select Module</b>	System lists the dashboard for the segments / application roles / user type / module depending on the option selected.
<b>User Type</b>	Select the user type for which the dashboard needs to be created. If dashboard needs to be created for a user segment then user type 'Retail' needs to be selected. User Segment is not supported for Corporate and Administrator user.

Field Name	Description
<b>Select Module Icon</b>	Select the dashboard icon that is displayed based on the selected segments / application roles / user type / module.
<b>List of Dashboards</b>	System displays the list of dashboards available for selection based on the selected module type.





2. In the **Template Name** field, enter the name of the new template that is to be created.
3. In the **Template Description** field, enter the description of the new template.
4. To enable the template for Desktop/ Tablet / Mobile, select the required options from the **Design** check box.
5. From the **Segment Dashboard/ Application Role Dashboard/ Module Dashboard/ User Type Dashboard** tabs, select the appropriate module. The **Dashboard Builder - Design** screen of the selected module appears.  
For example, Retail is selected from the **User Type Dashboard**. The Dashboard Builder - Design template for Retail user appears.
6. In the **User Type** field, select the appropriate user type. If dashboard needs to be created for a user segment then user type 'Retail' needs to be selected. User Segment is not supported for Corporate and Administrator user.
7. Select the appropriate dashboard from the list of dashboards displayed based on the selected module.
8. Click **Next**. The **Dashboard Builder** template screen appears.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.

**Note:** In case of Segment based and application role based dashboard, system will list the widgets based on the mapping of application role(s) to widgets in the Role to Transaction mapping.

System will always display the widgets (for dashboard building) mapped to a combination of application role and internet as touch point (definition in Role Transaction Mapping) irrespective of any device size the user selects.

## Dashboard Builder - Create

The screenshot shows the Oracle Dashboard Builder interface. At the top, there is a navigation bar with the following items: System Administrator, ATM/Branch, English, and UBS 14.9 AT3 Branch. Below this is the 'futura bank' logo and a search bar. The main content area is titled 'Dashboard Builder' and shows a configuration screen for a dashboard. On the left, there is a 'Search Widgets' list with the following items: My Bills, Forex Calculator, Loan Calculator, Loan Eligibility Calculator, Deposit Calculator, Currency Exposure, Notification, Collateral Allocation, Banner, and Dashboard Quick Links. The main dashboard preview area contains several widgets: 'My Net Worth' (on 05 May 2020), 'Recent Activity' (Current And Savings), 'My Spends' (Last 30 days, £430,187.37 Total Spends), 'My Accounts' (Current & Savings: £10,764,896.94; Term Deposits: £8,000.00; Recurring Deposits: £0.00; Loans and Finances: £0.00; Credit Card), 'Upcoming Payments' (John: £200.00; Own Account: £100.00; Own Account: £100.00), and 'Goals' (Currently, you have 1 active goal!). At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. The footer contains the copyright information: Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions.

9. Drag and drop the desired widgets from the widget list.  
OR  
In the **Search Widget** field, enter the name of the widget that you want to appear on the dashboard and click .  
OR  
Drag and drop widgets of the dashboard to the desired location. System highlights the area where the widget can be dropped.
10. Click  on the upper right corner of the widget, if you want to expand the widget.  
OR  
Click  on the upper right corner of the widget, if you want to compress the widget.  
OR  
Click  on the upper right corner of the widget, if you want to remove the widget from the dashboard.

11. If the selected widget has multiple widgets on the same like quick links, select the required widget that you want to appear on the dashboard.
12. Click **Save** to save the template.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.
13. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click the **Desktop/ Tab/ Mobile** icon to review the created template in desktop, tab or mobile mode.  
OR  
Click **Cancel** to cancel the transaction.  
A warning message of canceling the operation appears. Click **Yes** to confirm.  
OR  
Click **Back** to navigate to previous screen.
14. The success message appears along with the status of transaction.  
Click **Ok** to complete the transaction.

### **45.3 Dashboard Builder – Design – Create Administrator Template**

The system administrator can select a default dashboard available for administrator or can create a custom dashboard by dragging and dropping new widgets available from the list of components.

The administrator can create the administrator dashboard template either by selecting the administrative maintenance or group of administrative functions.

As part of administrative maintenances UI component, there are individual transaction quick links put in a single widget and basis on the application role to component mapping available, the administrator user on actual login will be shown only those quick links that his application role has access to.

As part of system functions UI component, there is a logical group of transactions that can placed as a widget on the dashboard by selecting the administrative function from the group.



## To create a new administrative dashboard template:

1. In the **Dashboard Builder** screen, click **Create**. The **Dashboard Builder** screen appears in create mode.

## Dashboard Builder - Create Administrator Template

## Field Description

Field Name	Description
<b>Template Name</b>	Name of the template that the System Administrator user wants to create.
<b>Template Description</b>	Description for the template.
<b>Design</b>	The type of device on which the template will be enabled.
<b>Select Module</b>	System lists the dashboard for the segments / application roles / user type / module depending on the option selected.
<b>User Type</b>	Select administrator from the user type list.
<b>List of Dashboards</b>	System displays the list of dashboards available for selection based on the selected module type.





2. In the **Template Name** field, enter the name of the new template that is to be created.
3. In the **Template Description** field, enter the description of the new template.
4. To enable the template for Desktop/ Tablet / Mobile, select the required options from the **Design** check box.
5. From the **Segment Dashboard/ Application Role Dashboard/ Module Dashboard/ User Type Dashboard** tabs, select the appropriate module. The **Dashboard Builder - Design** screen of the selected module appears.  
To create a dashboard for a newly created administrator application role or to customize the dashboard for an existing administrator application role, user will need to select Application Role Dashboard/ User Type Dashboard tab.
6. In the **User Type** field, select the administrator user.
7. Select the appropriate dashboard from the list of dashboards displayed based on the selected module.
8. Click **Next**. The **Dashboard Builder - Design** template for Administrator appears.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.

## Dashboard Builder - Design – Create Administrator Template

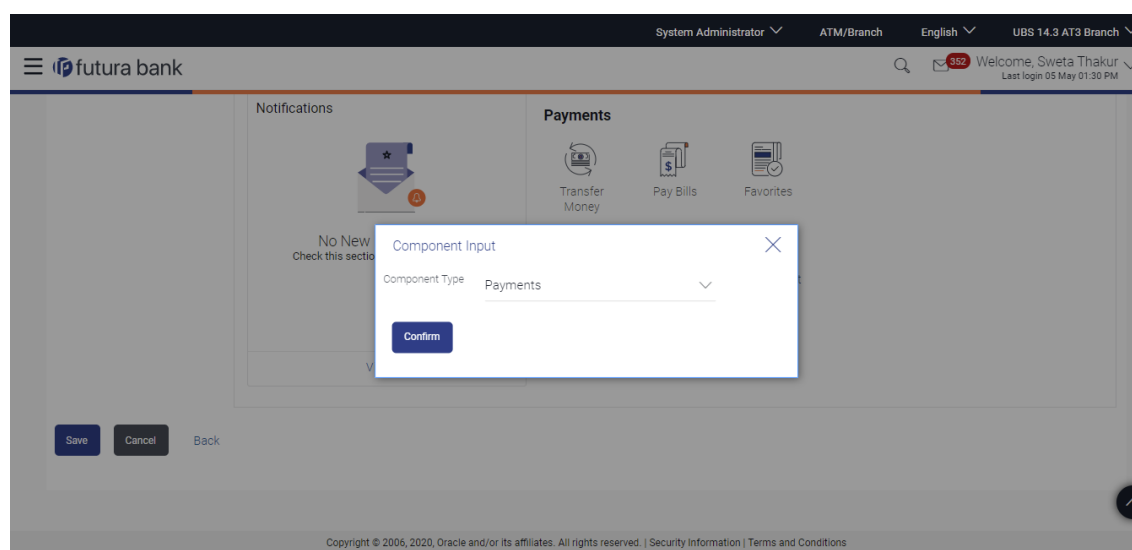
The screenshot displays the Oracle Dashboard Builder - Design interface for creating an administrator template. The interface is divided into several sections:

- Header:** Includes the Oracle logo, user information (System Administrator), language (English), and branch (UBS 14.3 AT2 Branch).
- Customer Maintenances:** A section with a search bar and a list of templates. The list includes columns for Date, Description, Party Name, Initiated By, Reference No, and Status.
- Form:** A form for creating a new template with fields for Dashboard Type, User Type, Template Name, and Description.
- Notifications:** A section with a notification icon and a message: "No New Notifications. Check this section for new notifications." A "View All" link is provided.
- Payments:** A section with a "Payments" header and several icons for "Transfer Money", "Pay Bills", "Favorites", "Manage Payees", "Request Money", and "View Repeat Transfers".
- Footer:** Includes a "Save" button, a "Cancel" button, and a "Back" button.

Date	Description	Party Name	Initiated By	Reference No	Status
14 Apr 4:51 AM	Create Workflow		Jack Maker	14046216BD09	In Progress
13 Apr 6:31 AM	Create Workflow		Jack Maker	130477991EAA	In Progress
12 Apr 9:40 AM	Create Workflow		Jack Maker	1204479FD02D	In Progress
10 Apr 1:00 PM	Create Workflow		Jack Maker	1004670BE6FC	In Progress
09 Apr 4:58 AM	Modify User		Jack Maker	0904093DA001	In Progress
05 May 11:11 AM	Create Party Preference	KARNA INDIV1		0505D7E9027D	Processed
05 May 4:48 AM	Modify User	Sunrise Coffee		0505EB0E3A93	Processed

9. Drag and drop the desired widgets from the widget list.  
OR  
In the **Search Widget** field, enter the name of the widget that you want to appear on the dashboard and click  .  
OR  
Drag and drop widgets of the dashboard to the desired location. System highlights the area where the widget can be dropped.
10. Click  on the upper right corner of the widget, if you want to expand the widget.  
OR  
Click  on the upper right corner of the widget, if you want to compress the widget.  
OR  
Click  on the upper right corner of the widget, if you want to remove the widget from the dashboard.
11. If the selected widget has multiple widgets on the same component like 'System Administrator Action Card', select the required widget that you want to appear on the dashboard.

## Dashboard Builder - Component Input box



## Field Description

Field Name	Description
<b>Component Type</b>	Select the component type, which you want to appear on your dashboard. This field is applicable only if the selected widget has multiple components.

- a. From the **Component Type** list, select the widget component that you want to appear on the dashboard.

- b. Click **Confirm**. The selected component appears as a widget on the selected location of your dashboard.
12. Click **Save** to save the template.
  - OR
  - Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
  - OR
  - Click **Back** to navigate to previous screen.
13. The **Review** screen appears. Verify the details, and click Confirm.
  - OR
  - Click Cancel to cancel the transaction and navigate to the 'Dashboard'.
  - OR
  - Click Back to navigate to previous screen.
  - OR
  - Click the **Desktop/ Tab/ Mobile** icon to review the template in desktop, tab or mobile mode.
14. The success message appears.
  - Click **Go to Dashboard** to view your customized dashboard.

## 45.4 Dashboard Builder – Edit

The system administrator can modify the configured dashboard using the Edit option. The administrator can edit the dashboard widgets for desktop, tablet or mobile devices by clicking the specific icons.

---

### **Note:**

- 1) Dashboard Builder - Edit section is common for Administrator user and business users.
  - 2) System Administrator will not be able to edit the factory shipped dashboards.
- 

### **To edit the configured dashboard:**

1. In the **Dashboard Builder - Summary** screen, click the **View** link, against the dashboard, which you want to edit. The **Dashboard Builder - View** screen appears.
2. Click the **Edit** link to modify the dashboard template. The **Dashboard Builder** screen appears in edit mode.
  - OR
  - Click the **Desktop/ Tablet/ Mobile** icon to edit the template in desktop, tablet or mobile mode.
  - OR
  - Click **Delete** to delete the dashboard template.
  - OR
  - Click **Cancel** to cancel the transaction.
  - OR
  - Click **Back** to navigate to the previous screen.

## Dashboard Builder - Edit

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank
Welcome, Sweta Thakur  
Last login 05 May 01:30 PM

### Customer Maintenances

Dashboard Type: User Type

User Type: administrator

Template Name: Admin

Description: Admin001

Desktop | **Tab** | Mobile

Search Widgets

- Currency Exposure
- Collateral Allocation
- Administrative Activities
- System Administrator Action Card
- Dashboard Quick Links
- System Administrator
- Wallet Widget
- Loan Summary
- Chatbot

Party Maintenance

Date	Description	Party Name	Initiated By	Status
14 Apr 4:51 AM	Create Workflow		Jack Maker	In Progress
13 Apr 6:31 AM	Create Workflow		Jack Maker	In Progress
12 Apr 9:40 AM	Create Workflow		Jack Maker	In Progress
10 Apr 1:00 PM	Create Workflow		Jack Maker	In Progress
09 Apr 4:58 AM	Modify User		Jack Maker	In Progress

Customer Maintenances

Date	Description	Party Name	Reference No	Status
05 May 11:11 AM	Create Party Preference	KARNA INDIV1	0505D7E9027D	Processed
05 May 4:48 AM	Modify User	Sunrise Coffee	0505EB9E3A93	Processed

Page 1 of 1 (1-2 of 2 items)

Payments

- Transfer Money
- Pay Bills
- Favorites
- Manage Payees
- Request Money
- View Repeat Transfers

Notifications

✪

No New Notifications

Check this section for new notifications




View All

Payments

- Transfer Money
- Pay Bills
- Favorites
- Manage Payees
- Request Money
- View Repeat Transfers

Save
Cancel
Back

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3. Drag and drop widgets from the widget list if required.
4. Click  on the upper right corner of the widget, if you want to expand the widget.  
OR  
Click  on the upper right corner of the widget, if you want to compress the widget.  
OR  
Click  on the upper right corner of the widget, if you want to remove the widget from the dashboard.
5. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.
6. The **Review** screen appears. Verify the details, and click Confirm.  
OR  
Click the **Desktop/ Tablet/ Mobile** icon to review the template in desktop, tablet or mobile mode.  
OR  
Click **Edit** to make the changes if any for the selected device type.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
7. The success message appears along with the status of transaction.  
Click **Ok** to complete the transaction.

## 45.5 Dashboard Builder – Delete

The System Administrator can delete the custom dashboard templates maintained in the application. Deleting specific template will also result in deleting the template and revert back to the default dashboard.

### To delete the configured dashboard:

1. In the **Dashboard Builder - Summary** screen, click the **View** link, against the dashboard that you want to delete. The **Dashboard Builder - View** screen appears.
2. Click **Delete**. The application prompts the administrator with a warning message 'Are you sure you want to switch to default dashboard' with an option of Confirm / Cancel.

## Dashboard Builder - Delete

The screenshot shows the Futura Bank Dashboard Builder interface. At the top, there is a navigation bar with the Futura Bank logo, a search icon, a notification icon with '352', and a welcome message for Sweta Thakur. Below the navigation bar, the main content area displays various dashboard components: 'Credit Facility', 'Collateral', 'Quick Links', 'Facility Allocation', and 'Collateral Category Allocation'. A modal dialog box titled 'Dashboard Template' is centered on the screen, asking 'Are you sure you want to switch to default dashboard?' with 'Confirm' and 'Cancel' buttons. A purple circle highlights the 'Collateral Amount (After)' field in the 'Collateral Category Allocation' section, which shows a value of \$8,070,955,280.00. The interface also includes a table with columns for 'AUDICAR', currency values, and 'Revision Date'. At the bottom, there are 'Cancel' and 'Back' buttons.

3. Click **Confirm** to proceed with the deletion request.  
It will navigate to confirmation page with a success message along with the status and reference number.  
OR  
Click **Cancel** if you do not wish to proceed with deletion.
4. Click **OK** to complete the transaction.

## 45.6 Dashboard Mapping – Summary

Using this option, System Administrator can map the configured dashboards to the user or party, or user type or user segments depending on the dashboard template selected. The system administrator can create mapping and can delete the mapping.

**To view the Dashboard mapping summary:**

1. In the **Dashboard Builder** screen, click the **Mapping** tab. The **Dashboard Builder - Mapping** summary screen appears.

### Dashboard *Mapping* Summary

The screenshot shows the 'Dashboard Builder' interface with the 'Mapping' tab selected. The table below lists the mappings:

Dashboard Name	Dashboard Type	Mapped Value	Date Created	Actions
test 23623 new	Application Role Dashboard	ATCorpAuthu	09 Apr 2020	Delete
Collateral	Module Dashboard	swecfpmchecker	07 Apr 2020	Delete
swerole	Application Role Dashboard	swecfpmmaker	23 Mar 2020	Delete
ple1	Application Role Dashboard	pmgadmin	05 Mar 2020	Delete
ajChecker1	Application Role Dashboard	ATCorpAuthu	16 Jan 2020	Delete
checkerMap	Application Role Dashboard	cfpmchecker	19 Dec 2019	Delete

On the right side of the screen, there is a 'Mapping your templates' section with a 'Create Mapping' button. The text below the button reads: 'One dashboard template can be linked to multiple User, Party, Role or Entity. Click below to start mapping your templates.'

### Field Description

Field Name	Description
<b>Mapping Type</b>	Select the mapping type to search the dashboard template. The options are: <ul style="list-style-type: none"> <li>• User</li> <li>• Party</li> <li>• Segment</li> <li>• User Type</li> </ul>
<b>Dashboard Name</b>	System displays the name of the dashboard template.
<b>Dashboard Type</b>	System displays the type of the dashboard i.e. module / application role / user type.



Field Name	Description
<b>Mapped Value</b>	<p>System displays the value that is mapped to the template.</p> <p>In case if the dashboard is mapped to the user, user ID to whom the dashboard is mapped will be shown as mapped value.</p> <p>In case if the dashboard is mapped to the party, party ID to whom the dashboard is mapped will be shown as mapped value.</p> <p>In case if the dashboard is mapped to the Role, role name to whom the dashboard is mapped will be shown as mapped value.</p>
<b>Date Created</b>	The date on which template mapping was created.
<b>Actions</b>	Link to delete the mapping.

- From the **Mapping Type** list, select the appropriate option for which you want to view the mapping. The **Dashboard Builder - Mapping Summary** screen appears.

### 45.6.1 Create Mapping

Using this option, System Administrator selects the dashboard type, the dashboard template and then map either to a user/party/user segment/user type. The mapping type will depend on the type of dashboard selected.

**To map dashboard templates:**

- In the **Dashboard Builder - Mapping** tab, click Create Mapping. The **Dashboard Builder - Create Mapping** screen appears.

#### Create Mapping

#### Field Description

Field Name	Description
<b>Dashboard Type</b>	Select the dashboard type that is to be mapped.

Field Name	Description
<b>User Type</b>	Select the user type for which the dashboard template needs to be mapped.
<b>Template</b>	Select the template from the list that needs to be mapped.
<b>Mapping Type</b>	<p>Select the mapping type i.e. the selected dashboard template to map to the required option.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• User</li> <li>• Party</li> <li>• Segment</li> <li>• User Type</li> </ul> <p>The mapping type options will also depend on the dashboard type selected i.e. for user type dashboard, system will not have options of User, Party and Segment</p>
<b>Mapping Value</b>	The mapping value will depend on the option selected in the mapping type. For Party selected in the mapping type, the admin can capture the party for which the dashboard template is applicable. For user selected in the mapping type, the admin can capture the user for which the dashboard template is applicable. For segment selected as the mapping type, admin can capture the segment for which the dashboard template is applicable.
<b>Party ID</b>	Party Id to search a party that is to be mapped to the dashboard template. This field appears if you select <b>Party</b> option from the <b>Mapping Type</b> list.
<b>Party Name</b>	<p>Party name to search a party that is to be mapped to the dashboard template.</p> <p>This field appears if you select <b>Party</b> option from the <b>Mapping Type</b> list.</p>
<b>User ID</b>	<p>User ID that is to be mapped to the dashboard template.</p> <p>This field appears if you select <b>User</b> option from the <b>Mapping Type</b> list.</p>
<b>Select Segment</b>	<p>Select the user segment that is to be mapped to the dashboard template.</p> <p>This field appears if you select <b>Segment</b> option from the <b>Mapping Type</b> list.</p>

2. From the **Dashboard Type**, select the appropriate dashboard type i.e. Application Role Dashboard or Segment Dashboard or Module Dashboard or User Type Dashboard.
3. From the **User Type**, select the user type for which the Template mapping needs to be done.
4. Select the Template from the list that needs to be mapped.
5. From the **Mapping Type** list, select the appropriate option to be mapped.
  - a. If you select **User** option, enter the user name.
  - b. If you select **Party** option, enter the party Id in the **Party ID** field, and click Search. The Mapping Value appears. Click link under the Party ID column to view the party details.  
OR  
In the **Party Name** field enter the party name and click Search. The Mapping Value appears. Click link under the Party ID column to view the party details.  
OR  
Click Cancel to cancel the transaction.  
OR  
Click Clear to clear the entered value.
  - c. If you select **Segment** option, select the role from the **User Segment** list.
6. Click **Save**.  
The success message along with the status of transaction appears.

## 45.6.2 Delete Mapping

Using this option System Administrator can delete the templates mapped to a User or Party or User Segment or to a User Type.

**To delete the mapped dashboard template:**

1. In the **Dashboard Builder** screen, click the **Mapping** tab. The **Dashboard Builder - Mapping** summary screen appears.
2. Select the **Mapping Type** from the list i.e. User / Party / Segment / User Type
3. In the **Action** column, click **Delete** against the template mapping that you want to delete. The application will prompt the administrator with a deletion message with an option of Confirm/ Cancel.

### Delete Mapping

The screenshot shows the Oracle Futura Bank Dashboard Builder interface. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header displays 'futura bank' and a user profile for 'Siveta Thakur' with the last login time '05 May 01:30 PM'. The 'Dashboard Builder' section has two tabs: 'Design' and 'Mapping'. The 'Mapping' tab is active, showing a table of dashboard mappings. A 'Delete Mapping' dialog box is overlaid on the table, asking 'Are you sure you want to Delete?' with 'Confirm' and 'Cancel' buttons. The table contains the following data:

Mapping Type	User				
Dashboard Name	Dashboard Type				
test 23623 new	Application Role Dashbo				
Collateral	Module Dashboard				
swerole	Application Role Dashboard	swecfpmmaker	23 Mar 2020		Delete
pie1	Application Role Dashboard	pmgadmin	05 Mar 2020		Delete
ajChecker1	Application Role Dashboard	ATCorpAuthu	16 Jan 2020		Delete
checkerMap	Application Role Dashboard	cfpmchecker	19 Dec 2019		Delete

On the right side of the 'Mapping' tab, there is a section titled 'Mapping your templates' with a sub-header 'One dashboard template can be linked to multiple User, Party, Role or Entity. Click below to start mapping your templates.' and a 'Create Mapping' button.

4. Click **Confirm** to delete the mapping. It will navigate to confirmation page with a success message and the status.  
OR  
Click **Cancel** if you do not wish to delete the mapping.
5. Click **OK** to complete the transaction.

## **FAQ**

### **1. Can I design new widgets using Dashboard Builder functionality?**

No, designing of a new widget is not allowed using this functionality. Administrator can use the existing widgets and can design the required dashboard.

### **2. Can I design different dashboards for different device types (desktop, mobile and tablet) using one template?**

Yes, you can design different dashboards for different types of devices using one template. An edit option is available while previewing the dashboard on each type of device, which will help the user to make the necessary changes for specific device type.

However the system will always display the widgets mapped to a combination of application role and internet as touch point, irrespective of any device size the user selects

### **3. Can I delete the template that is mapped to a user / party / segment / user type?**

Yes, you can delete the template that are already mapped to a user / party / segment or user type. A warning message informing about the mapping deletion is shown to the administrator while deleting a template.

### **4. Can I map the same template to multiple users or parties?**

Yes, you can map the same template to multiple parties or users. Separate entries are required for such mapping.

### **5. Can the system/bank administrator edit a Factory shipped dashboard ?**

No, Factory shipped dashboards can't be modified. However system/bank administrator can modify a custom made dashboard. Can I design the dashboard and map for administrator types of users (Bank/system administrator and corporate administrator)?

### **6. Can I design a dashboard for System Admin or Bank Admin?**

Yes, you can design the administrative dashboards using Dashboard Builder maintenance.

### **7. When will the newly mapped dashboard be visible to the end customer?**

Newly mapped dashboard will be available to the end user with an immediate effect.

**8. Can an end user (Retail/Corporate users) design their own dashboards or set their preferences to see required widgets?**

Yes Retail and Corporate users can personalize and design their dashboard.

**9. In case of dashboard templates available at user level, segment level, application role level and user type level, which dashboard will the system resolve? Also what is the order in which the dashboards are resolved?**

If there is a dashboard template mapped at a user level, then the system will display the user level dashboard on login.

Before rendering the dashboard, system will first check if there is a dashboard at user level, followed by segment, application role and then at user type.

In case where a retail user has personalize his/her dashboard, the system will give the priority to user defined dashboard followed by Administrator defined dashboards as user, segment, application role and then at user type.

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## 46. Relationship Maintenance

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

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

This account relationship maintenance is a two-step process.

- Relationship Mapping Maintenance - Using this maintenance System Administrator can map OBDX relationship codes with core banking relationship codes
- Relationship Matrix Definition - Using this maintenance System Administrator can define the transaction access based on the account relationships

### 46.1 Relationship Mapping

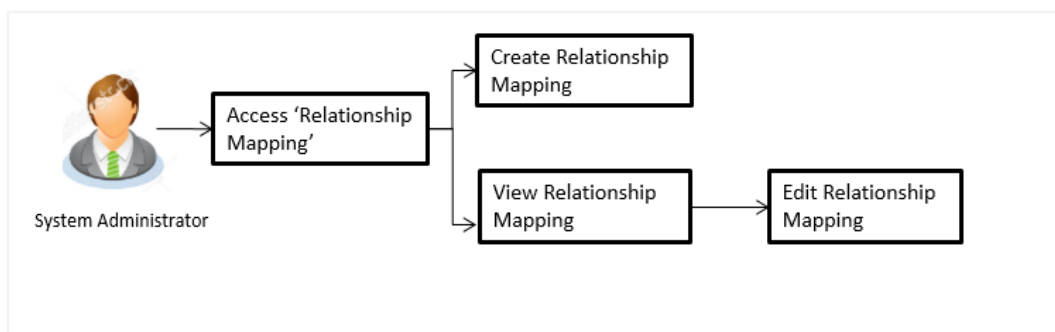
Using this option a System Administrator can map OBDX account relationship codes with account relationship codes defined in Core Banking Application so that the corresponding matrix defined in OBDX will be followed based on the available account relationship in the core application.

**Note:** The relationship matrix maintenance is done using **Relationship Matrix Maintenance** transaction.

#### Prerequisites

- Transaction access is provided to System Administrator.
- Account relationship codes are maintained in OBDX and in Core Banking Application.

#### Workflow



### Features supported in application

The administrator can perform the following actions:

- Create Relationship Mapping
- Search/ View Relationship Mapping
- Edit Relationship Mapping

### How to reach here:

*System Administrator Dashboard > Controls & Monitoring > Relationship Mapping*  
OR

*System Administrator Dashboard > Toggle Menu > Controls & Monitoring > Relationship Mapping*

### **46.1.1 Relationship Mapping Maintenance - View**

By accessing this menu option, System Administrator can view the account relationship codes maintained in OBDX and paired with the codes maintained in Core Banking Application

Relationship code maintained in OBDX appears on left side of the screen and paired codes if any appears on right side of the screen

1. All the relationships maintained under user account appears on **Relationship Mapping Maintenance** screen.  
OR  
Click **Edit** to edit the maintenance.  
OR  
Click **Cancel** to cancel the transaction.

---

**Note:** Instead of the **Edit** option, the **Save** option available if user is accessing it for the first time.

---

## Relationship Mapping Maintenance

The screenshot shows the 'Relationship Mapping Maintenance' page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a search bar. The main content area is titled 'Relationship Mapping Maintenance' and contains a table with the following columns: 'Relationship Name and ID' and 'Map Relationship'. The table lists 20 relationship types, each with a checkbox and a corresponding code. At the bottom of the table are 'Edit' and 'Cancel' buttons. To the right of the table is a sidebar with a gift icon and the text: 'Want to control transaction access based on user's account relationship? Map channel account relationship codes with account relationship codes defined in Core Banking Application. Further enable the transactions for these relationships using Relationship Matrix maintenance.'

Relationship Name and ID	Map Relationship
<input type="checkbox"/> Relationship Name and ID	Map Relationship
<input checked="" type="checkbox"/> Sole Owner (SOW)	SOW
<input checked="" type="checkbox"/> Joint And First (JAF)	JAF
<input checked="" type="checkbox"/> Joint And Other (JAO)	JAO
<input checked="" type="checkbox"/> Joint Or First (JOF)	JOF
<input checked="" type="checkbox"/> Authorized Signatory (AUS)	AUS
<input checked="" type="checkbox"/> Related For Inquiry (REL)	REL
<input checked="" type="checkbox"/> Partner (PAR)	PAR
<input checked="" type="checkbox"/> Trustee (TRU)	TRU
<input checked="" type="checkbox"/> Co-Borrower (COB)	COB
<input checked="" type="checkbox"/> Customer Contact Person (CON)	CON
<input checked="" type="checkbox"/> Developer (DEV)	DEV
<input checked="" type="checkbox"/> Proprietor (PRO)	PRO
<input checked="" type="checkbox"/> Third Party (THR)	THR
<input checked="" type="checkbox"/> Joint Or Other (JOO)	JOO
<input checked="" type="checkbox"/> Valuer (VAL)	VAL
<input checked="" type="checkbox"/> Custodian (CUS)	CUS
<input checked="" type="checkbox"/> Nominee (NOM)	NOM
<input checked="" type="checkbox"/> Guardian (GUR)	GUR
<input checked="" type="checkbox"/> Guarantor (GUA)	GUA
<input checked="" type="checkbox"/> Solicitor (SOL)	SOL
<input checked="" type="checkbox"/> Others (OTH)	OTH

### Field Description

Field Name	Description
<b>Relationship Name and ID</b>	Lists all the relationships maintained in OBDX.
<b>Map Relationship</b>	Lists all the relationships maintained in Core Banking Application.



## 46.1.2 Relationship Mapping Maintenance - Edit

Using this option, System Administrator is allowed to map the newly added relationship codes with the codes defined in core application. As well as System Administrator can remove the relationship codes which are selected from the default list.

### To modify relation mapping:

1. Navigating to **Relationship Mapping Maintenance** screen, application displays the All the relationships maintained under user account.
2. Click **Edit** to edit the maintenance.  
OR  
Click **Cancel** to cancel the transaction.

### Relationship Mapping Maintenance - Edit

The screenshot displays the 'Relationship Mapping Maintenance' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14-3 AT3 Branch'. Below this is the 'futura bank' logo and a search bar. The main content area is titled 'Relationship Mapping Maintenance' and contains a table with the following columns: 'Relationship Name and ID' and 'Map Relationship'. The table lists various relationship codes, each with a checked checkbox in the first column and its corresponding code in the second column.

Relationship Name and ID	Map Relationship
<input checked="" type="checkbox"/>	Map Relationship
<input checked="" type="checkbox"/> Sole Owner (SOW)	SOW
<input checked="" type="checkbox"/> Joint And First (JAF)	JAF
<input checked="" type="checkbox"/> Joint And Other (JAO)	JAO
<input checked="" type="checkbox"/> Joint Or First (JOF)	JOF
<input checked="" type="checkbox"/> Authorized Signatory (AUS)	AUS
<input checked="" type="checkbox"/> Related For Inquiry (REL)	REL
<input checked="" type="checkbox"/> Partner (PAR)	PAR
<input checked="" type="checkbox"/> Trustee (TRU)	TRU
<input checked="" type="checkbox"/> Co-Borrower (COB)	COB
<input checked="" type="checkbox"/> Customer Contact Person (CON)	CON
<input checked="" type="checkbox"/> Developer (DEV)	DEV
<input checked="" type="checkbox"/> Proprietor (PRO)	PRO
<input checked="" type="checkbox"/> Third Party (THR)	THR
<input checked="" type="checkbox"/> Joint Or Other (JOO)	JOO
<input checked="" type="checkbox"/> Valuer (VAL)	VAL
<input checked="" type="checkbox"/> Custodian (CUS)	CUS
<input checked="" type="checkbox"/> Nominee (NOM)	NOM
<input checked="" type="checkbox"/> Guardian (GUR)	GUR
<input checked="" type="checkbox"/> Guarantor (GUA)	GUA
<input checked="" type="checkbox"/> Solicitor (SOL)	SOL
<input checked="" type="checkbox"/> Others (OTH)	OTH

At the bottom of the table, there are three buttons: 'Save', 'Cancel', and 'Back'. To the right of the table, there is a sidebar with a gift icon and the following text:

**Want to control transaction access based on user's account relationship?**

Map channel account relationship codes with account relationship codes defined in Core Banking Application.

Further enable the transactions for these relationships using Relationship Matrix maintenance.

At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

Field Name	Description
<b>Relationship Name and ID</b>	To map the OBDX relationships with the relationship codes available in the Core Banking system.  <b>Note:</b> Lists all the relationships maintained in OBDX.
<b>Map Relationship</b>	Relationship ID to be mapped with OBDX relationship ID.  <b>Note:</b> Lists all the relationships maintained in Core Banking Application. If an existing mapping is available, a value will be shown in <b>Map Relation</b> field.

1. Select the checkbox against **Relationship Name and ID** to map Core Banking relationships to OBDX relationships.

### Note:

- 1) Select the checkbox adjacent to **Relationship Name and ID** in header row to select all relationships in one instance.
  - 2) To unmap the relation mapping, uncheck the checkbox
2. In the **Map Relationship** field, enter the relationships value as maintained in Core Banking Application.
  3. Click **Save** to save the relationship mapping maintenance.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
  4. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
  5. The success message of Relationship Mapping Maintenance saved successfully appears along with the transaction reference number.  
Click **OK** to complete the transaction.

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## 46.2 Relationship Matrix

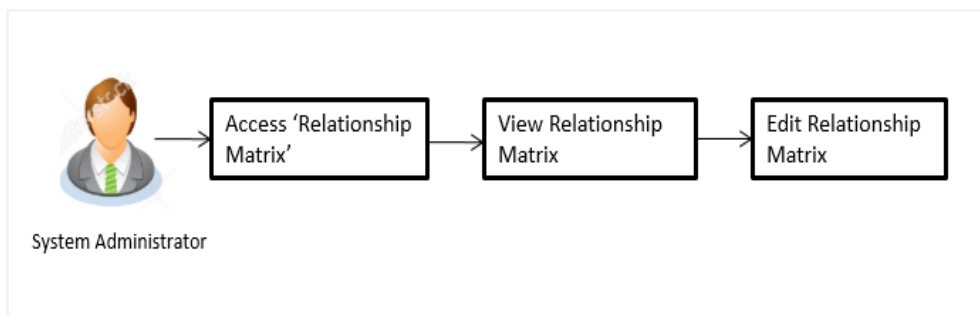
Relationship Matrix maintenance allows the System Administrator to define the transaction access based on the account relationships. Administrator can enable or disable each transaction for each relationship code.

OBDX first checks if the transaction is mapped to the role attached to the user and then if it is enabled in relationship matrix. If both the conditions are satisfied, an access of a transaction and of an account is provided to the user.

### Prerequisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Account relationship codes are maintained in OBDX and in Core Banking Application.
- Relationship mapping (mapping of OBDX relationship codes with codes maintained in Core Banking application) is maintained.

### Workflow



### Features supported in application

The administrator can perform the following actions:

- View Relationship Matrix
- Edit Relationship Matrix

### How to reach here:

*System Administrator Dashboard > Controls & Monitoring > Relationship Matrix Maintenance*

### 46.2.1 Relationship Matrix Maintenance - View

Based on the account relationship and transaction access matrix, System Administrator will know the account relationships IDs for which the channel access has been granted.

**To view relationship matrix:**

1. Displays the details maintained under user account relationship and transaction access matrix in **Relationship Matrix Maintenance - View** screen.  
OR  
Click **Edit** to modify the maintenance.  
OR  
Click **Cancel** to cancel the transaction.

**Note:** Instead of the **Edit** option, the **Save** option available if user is accessing it for the first time.

**Relationship Matrix Maintenance - View**

The screenshot shows the 'Relationship Matrix Maintenance - View' screen. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a search bar. The main content area is titled 'Relationship Matrix Maintenance' and contains a table with columns for transaction types and roles. The roles are: Authorized Signatory (AUS), Co-Borrower (COB), Customer Contact Person (CON), Custodian (CUS), Developer (DEV), Guarantor (GUA), Guardian (GUR), Joint And First (JAF), and Joint And Other (JAO). The table lists various transaction types with checkboxes indicating access permissions. At the bottom of the table, there are 'Edit' and 'Cancel' buttons.

Transactions	Authorized Signatory (AUS)	Co-Borrower (COB)	Customer Contact Person (CON)	Custodian (CUS)	Developer (DEV)	Guarantor (GUA)	Guardian (GUR)	Joint And First (JAF)	Joint And Other (JAO)
▶ Inquiry	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ CASA Inquiries	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CASA Interest Certificate	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Read Debit card Limit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
List Debit cards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Account Details	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cheque Status Inquiry	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Account Activity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ Payments Inquiries	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ Transactions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ Credit Cards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ Term Deposits - Financial	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ PFM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ Credit Card Financial	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ CASA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▶ Payments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Buttons: Edit, Cancel

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Module Name</b>	<p>Name of the module under which all transactions are maintained for Relationship Matrix.</p> <ul style="list-style-type: none"> <li>• Current and Savings</li> <li>• Deposits</li> <li>• Loans</li> <li>• Credit Cards</li> </ul>
<b>Transaction Name</b>	<p>Lists all the transactions under a specific module for which a channel access has been granted based on account relationship and transaction access matrix.</p> <p>Under each module transactions are mainly grouped as:</p> <ul style="list-style-type: none"> <li>• Inquiry</li> <li>• Transactions</li> </ul>
<b>Relationship ID</b>	<p>Lists all the relationship IDs maintained in OBDX for which the codes available in core banking application are mapped.</p>

**46.2.2 Relationship Matrix Maintenance - Edit**

Using this option, System Administrator can modify the account relationship and transaction access matrix.

**To modify relationship matrix:**

1. Displays the details maintained under user account relationship and transaction access matrix in **Relationship Matrix Maintenance - View** screen.
2. Click **Edit** to modify the maintenance.  
The **Relationship Matrix Maintenance - Edit** screen appears.

## Relationship Matrix Maintenance - Edit

The screenshot shows the 'Relationship Matrix Maintenance - Edit' page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a search bar. The main content area is titled 'Relationship Matrix Maintenance' and contains a table with the following columns: Current and Savings, Deposits, Loans, Credit Cards, Transactions, Authorized Signatory (AUS), Co-Borrower (COB), Customer Contact Person (CON), Custodian (CUS), Developer (DEV), Guarantor (GUA), Guardian (GUR), Joint And First (JAF), and Joint And Other (JAO). The table lists various transaction types such as Inquiry, CASA Inquiries, CASA Interest Certificate, Read Debit card Limit, List Debit cards, Account Details, Cheque Status Inquiry, Account Activity, Payments Inquiries, Transactions, Credit Cards, Term Deposits - Financial, PFM, Credit Card Financial, CASA, and Payments. Each row has a set of checkboxes corresponding to the relationship roles, all of which are checked. At the bottom of the table, there are 'Save', 'Cancel', and 'Back' buttons. A copyright notice is visible at the very bottom of the page.

### Field Description

Field Name	Description
<b>Module Name</b>	<p>Name of the module under which all transactions are maintained for Relationship Matrix.</p> <ul style="list-style-type: none"> <li>• Current and Savings</li> <li>• Deposits</li> <li>• Loans</li> <li>• Credit Cards</li> </ul>
<b>Transaction Name</b>	<p>Lists all the transactions of a specific account for which a channel access has been granted based on account relationship and transaction access matrix.</p> <p>The transaction categories are:</p> <ul style="list-style-type: none"> <li>• Inquiry</li> <li>• Transactions</li> </ul> <p>Select/ deselect the transactions to maintain relationship matrix.</p>

Field Name	Description
<b>Relationship ID</b>	Lists all the relationship IDs maintained in OBDX for which the codes available in core banking application are mapped.

3. Select the check box available in the header of transaction category (Inquiry and Transactions), to select all transactions for selected category in one instance.  
OR  
Select the check box available against the **Relationship ID** for each transaction.

---

**Note:**

- 1) Select / deselect the check box against the Transaction category (Inquiry and Transactions) to select all transactions under it.
  - 2) To unmap the relation mapping, deselect the check box.
- 

4. Repeat step 2 for all modules as per requirement.
5. Click **Save** to save the relationship matrix maintenance.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
7. The success message of Relationship Matrix Maintenance saved successfully appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## **FAQ**

**1. Is relationship mapping a mandatory step?**

Yes, relationship mapping is a mandatory step, without which the accounts will not be fetched from the core banking application.

**2. Will all transactions available be listed under a respective module on relationship matrix screen?**

Transactions for which the Customer Relationship Matrix maintenance flag is enabled in 'Transaction Aspects' screen will be listed under the respective modules.

**3. Will a user get the access of a transaction and of an account, based on the relationship matrix definition?**

No, OBDX first checks if the transaction is mapped to the role attached to the user and then if it is enabled in relationship matrix. If both the conditions are satisfied, access of the transaction and of account is provided to the user.

**4. What will happen if an inquiry access for current and savings accounts module have been granted for a specific relationship code e.g. JAF (Joint and First) and not provided for a non-inquiry transactions?**

In the above case user having an account with the relationship code JAF, will be able to access all inquiry transactions from digital platform but the account will not be listed in non-inquiry transaction screen.

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## 47. Transaction Blackout

A blackout period is duration of time when access to something usually available is prohibited.

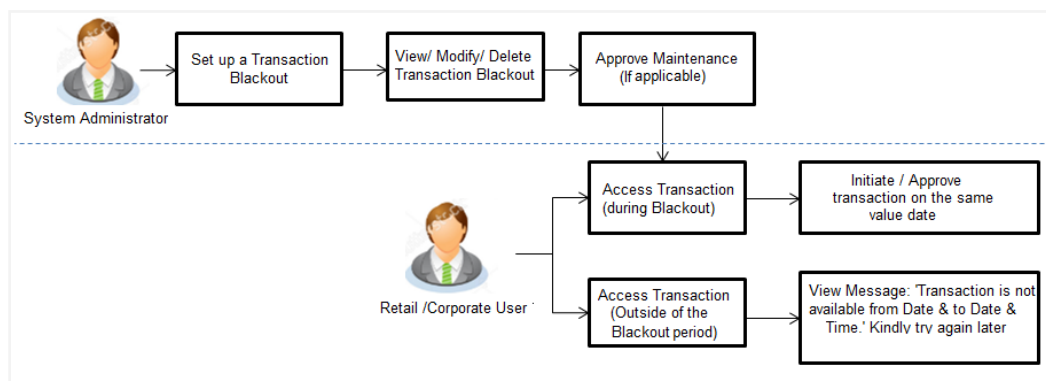
When a System Administrator maintains a transaction blackout, for a period, transaction/s are not accessible to users of the bank's retail and corporate or even to the administrator users for a preset time period.

The system administrator may use the time, when a transaction is blacked-out, to do necessary maintenances.

### Pre-Requisites

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

### Workflow



Access Transaction (during blackout) – Blackout message needs to be displayed

Check the flow, message part is against access of transaction outside blackout period.

### Features Supported In Application

The following options are available as part of this maintenance:

- Create a new Transaction Blackout Maintenance
- Search and View Transaction blackouts already maintained
- Delete or Edit transaction blackouts maintained.

**How to reach here:**

*System Administrator Dashboard > Controls & Monitoring> Transaction Blackout*  
OR

*System/ Bank Administrator Dashboard > Toggle Menu > Controls & Monitoring> Transaction Blackout*

## 47.1 Transaction Blackout - Search

This function allows the System Administrator to search for transactions under a particular user type and also to create a new Transaction blackout. The search is available on the basis of User type, Transaction Type, Transaction and date. The search result displays only those transactions under a user type for which the 'Transaction Blackout' is maintained.

### To search for transactions under a particular user type:

1. Enter the search criteria.
2. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction.

### Transaction Blackout- Search

The screenshot shows the 'Transaction Blackout' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a search bar containing 'transa'. The main content area is titled 'Transaction Blackout' and contains several filters: 'Date' (Select date), 'User Type' (Select), 'Transaction Type' (Inquiries), and 'Transaction' (Facility Transaction Summ...). There are 'Search' and 'Clear' buttons. Below the filters is a table with the following data:

Transaction	Start Date	End Date	Blackout Type	Status
Facility Transaction Summary	13 Mar 2020	13 Mar 2020	Full	Completed
Facility Transaction Summary	15 Mar 2020	15 Mar 2020	Daily	Completed
Facility Transaction Summary	23 Mar 2020	23 Mar 2020	Daily	Completed

On the right side, there is a 'Transaction Blackout' information box with a 'Create' button. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

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

<b>Date</b>	Date of the transaction blackout.
-------------	-----------------------------------

Field Name	Description
<b>User Type</b>	<p>The type of user for whom the transaction is blacked out.</p> <p>The user types could be:</p> <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> </ul> <p>Prospect</p>
<b>Transaction Type</b>	<p>Transaction type to be blacked out.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Maintenances</li> <li>• Administration</li> <li>• Inquiries</li> <li>• Non-Financial</li> <li>• Financial</li> </ul>
<b>Transaction</b>	<p>The specific transaction, for which a blackout is maintained. Transactions list displayed here gets populated basis on the transaction type selected in the previous field.</p>
<b>Search Result</b>	
<b>Transaction</b>	The specific transaction, for which a blackout is maintained
<b>Start Date</b>	Start date for the blackout.
<b>End Date</b>	End date for the blackout.
<b>Blackout Type</b>	<p>Type of black out.</p> <ul style="list-style-type: none"> <li>• Full: Indicates that it will be complete transaction blackout for the set date and time.</li> <li>• Daily: Indicates that it will be daily blackout for the set date and time.</li> </ul>
<b>Status</b>	<p>The transaction blackout status.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Ongoing: Indicates that blackout is ongoing.</li> <li>• Scheduled: Indicates that scheduled for some day in the future.</li> </ul>

- View the table with search results. This table contains the start date and end date of the blackout maintenance. Transaction for which the blackout is applicable, the type of blackout (full or daily) and the status – whether the blackout is ongoing, or scheduled for some day in the future.
- Click on the field **Transaction** to view more details.

### Transaction Blackout- View details

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank transa Welcome, Sweta Thakur Last login 06 May 03:50 AM

#### Transaction Blackout

Transaction

User Type

Facility Transaction Summary

Administrator

Corporate User

Prospect

Retail User

Blackout Type

Full Daily

Start On 13 Mar 2020 15:30

End On 13 Mar 2020 15:40

Status Completed

Edit Delete Cancel Back

Transaction Blackout

Make transactions inaccessible to customers for periods when maintenance is planned by setting up transaction blackout. Click on Edit button to update the existing blackout. In case you want to delete the blackout, click on Delete button

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### Field Description

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

<b>Transaction</b>	The specific transaction, for which a blackout is maintained.
--------------------	---

<b>User Type</b>	The type of user for whom the transaction is blacked out.
------------------	---

The user types could be:

- Corporate User
- Administrator
- Retail User
- Prospect

<b>Blackout Type</b>	Type of black out.
----------------------	--------------------

- Full: Indicates that it will be complete transaction blackout for the set date and time.
- Daily: Indicates that it will be daily blackout for the set date and time.

Field Name	Description
<b>Start On</b>	Start date and time for the blackout. This field will be displayed if the Blackout type is selected as 'Full'.
<b>End On</b>	End date and time for the blackout. This field will be displayed if the Blackout type is selected as 'Full'.
<b>Date Range</b>	Blackout start and end date. This field will be displayed if the Blackout type is selected as 'Daily'.
<b>Time Range</b>	Blackout start and end time. This field will be displayed if the Blackout type is selected as 'Daily'.
	<hr/> <p><b>Note:</b> When blackout type is full - the following fields are displayed and enabled: Start On (Date and Time) End On and (Date and Time) When blackout type is Daily - the following fields are displayed and enabled - Date Range - From and To. Time Range - From and To. And, an option to Add Time</p> <hr/>
<b>Status</b>	The transaction blackout status. The options are: <ul style="list-style-type: none"> <li>• Ongoing: Indicates that blackout is ongoing.</li> <li>• Scheduled: Indicates that scheduled for some day in the future.</li> </ul>

5. Click **Edit** to edit the maintenance.  
OR  
Click **Delete** to delete the maintenance.  
OR  
Click **Cancel** to close the blackout creation process.  
OR  
Click **Back** to navigate to previous screen.

## 47.2 Transaction Blackout - Create

System Administrator can create new transaction blackout maintenance for the selected transaction. User needs to select the particular transaction and user type for whom blackout needs to be applied.

Further user can set up blackout type:

- Full – Black out for the entire period.
- Daily - Blackout between start and end time daily, for the days set.

**To create new transaction blackout:**

1. Click **Create**.
2. From the **Transaction** list select the appropriate option.
  - Note :
    - You can select multiple transactions out of the listed transactions for setting up the blackout in one go.
    - There will be an option as 'All transactions' in the dropdown, on selecting the same all the listed transactions, will get selected for maintaining the blackout.
3. From the **User Type** select the appropriate option.
4. From the **Blackout Type** select the appropriate option:
5. If you select **Full Day**:
  - a. From the **Start On** list, select the start date and time of the transaction blackout.
  - b. From the **End On** list, select the end date and time of the transaction blackout.
6. If you select **Daily**:
  - a. From the **Date Range** list select the start and end date of the transaction blackout.
  - b. From the **Time Range** list select the start and end time of the transaction blackout.

---

**Note:** You can click **+Add Time Range** button, to add multiple time options for transaction blackout.

---

**Transaction Blackout- Create**

The screenshot shows the 'Transaction Blackout' creation interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a search bar. The main form area is titled 'Transaction Blackout' and contains the following fields:

- Transaction Type:** Inquiries (dropdown)
- Transaction:** Account Details (dropdown)
- User Type:**
  - Administrator
  - Corporate User
  - Prospect
  - Retail User
- Blackout Type:** Full (selected), Daily
- Start On:** 09 May 2020 23:30
- End On:** 10 May 2020 00:00

At the bottom of the form are 'Save', 'Cancel', and 'Back' buttons. To the right of the form is a 'Transaction Blackout' informational box with a calendar icon and the text: 'Make transactions inaccessible to customers for periods when maintenance is planned by setting up transaction blackout.'

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## Field Description

Field Name	Description
<b>Transaction Type</b>	<p>Transaction type to be blacked out.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Maintenances</li> <li>• Administration</li> <li>• Inquiries</li> <li>• Non-Financial</li> <li>• Financial</li> </ul>
<b>Transaction</b>	<p>The specific transaction, for which a blackout is to be maintained.</p> <p>Note :</p> <ul style="list-style-type: none"> <li>• You can select multiple transactions out of the listed transactions for setting up the blackout in one go.</li> <li>• There will be an option as 'All transactions' in the dropdown, on selecting the same all the listed transactions, will get selected for maintaining the blackout.</li> <li>• Selected transactions will go as an individual maintenance for approval (one approval for one transaction)</li> <li>• Selected transactions will be available as a single maintenance in view and edit.</li> <li>• Multiple selection would be available only at the time of set up. Maintained blackout can be inquired and edited only for one transaction at a time</li> </ul>
<b>User Type</b>	<p>The type of user for whom the transaction is blacked out.</p> <p>The user types could be:</p> <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> <li>• Prospect</li> </ul>
<b>Blackout Type</b>	<p>Type of black out.</p> <ul style="list-style-type: none"> <li>• Full: A Full transaction blackout prevents access to a transaction from a certain day/time to certain day / time. The transaction is not enabled at all, during a full blackout</li> <li>• Daily: A daily transaction blackout prevents access to a transaction for the defined time in a day, over few days. The transaction is enabled, outside of the blackout window, in case of a daily blackout</li> </ul>

Field Name	Description
<b>Start On</b>	Start date and time for the blackout. This field will be displayed if the Blackout type is selected as <b>'Full'</b> .
<b>End On</b>	End date and time for the blackout. This field will be displayed if the Blackout type is selected as <b>'Full'</b> .
<b>Date Range</b>	Blackout start and end date. This field will be displayed if the Blackout type is selected as <b>'Daily'</b> .
<b>Time Range</b>	Blackout start and end time. This field will be displayed if the Blackout type is selected as <b>'Daily'</b> .
<hr/> <p><b>Note:</b> When blackout type is full - the following fields are displayed and enabled: Start On (Date and Time) End On and (Date and Time) When blackout type is Daily - the following fields are displayed and enabled - Date Range - From and To. Time Range - From and To. And, an option to Add Time Range</p> <hr/>	

7. Click **Save** to create the transaction blackout. User will be directed to the Transaction Blackout-Create - review page post necessary validations.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.
8. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
9. The success message appears along with the transaction reference number. Click **Ok** to complete the transaction.

### 47.3 Transaction Blackout - Edit

System Administrator can modify existing blackout instructions. This screen displays the inputs captured for Daily/Full, End date and End time in the create transaction blackout screen in an editable form. Whereas user is not allowed to edit Transaction.

#### To modify blackout instructions:

1. Enter the search criteria like **Transaction, Date, or User Type**.



---

**Note:** Alternately, the user can perform a blank search.

---

2. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction.
3. Click on the transaction.
4. Click **Edit** to edit the maintenance.

### Editing a scheduled Maintenance

The screenshot displays the 'Transaction Blackout' configuration page in the Futura Bank system. The page includes a header with user information and navigation options. The main content area contains a form for configuring a blackout, with sections for 'Transaction', 'User Type', 'Blackout Type', and 'Start/End On' times. A 'Facility Transaction Summary' section is also present. The interface is clean and professional, with a focus on data entry and configuration.

### Field Description

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

<b>Transaction</b>	The specific transaction, for which a blackout is to be modified.
--------------------	---

<b>User Type</b>	The type of user for whom the transaction is blacked out.
------------------	---

The user types could be:

- Corporate User
  - Administrator
  - Retail User
  - Prospect
-

Field Name	Description
<b>Blackout Type</b>	Type of black out. <ul style="list-style-type: none"> <li>• Full: A Full transaction blackout prevents access to a transaction from a certain day/time to certain day / time. The transaction is not enabled at all, during a full blackout</li> <li>• Daily: A daily transaction blackout prevents access to a transaction for the defined time in a day, over few days. The transaction is enabled, outside of the blackout window, in case of a daily blackout</li> </ul>
<b>Start On</b>	Start date and time for the blackout. This field will be displayed if the Blackout type is selected as ' <b>Full</b> '.
<b>End On</b>	End date and time for the blackout. This field will be displayed if the Blackout type is selected as ' <b>Full</b> '.
<b>Date Range</b>	Blackout start and end date. This field will be displayed if the Blackout type is selected as ' <b>Daily</b> '.
<b>Time Range</b>	Blackout start and end time. This field will be displayed if the Blackout type is selected as ' <b>Daily</b> '.

**Note:**

When blackout type is full - the following fields are displayed and enabled: Start On (Date and Time) End On and (Date and Time)  
When blackout type is Daily - the following fields are displayed and enabled - Date Range - From and To. Time Range - From and To. And, an option to Add Time Range

5. From the **User Type** select the appropriate option.
6. From the **Blackout Type** select the appropriate option:
7. If you select **Full Day**:
  - a. From the **Start On** list, select the start date and time of the transaction blackout.
  - b. From the **End On** list, select the end date and time of the transaction blackout.
8. If you select **Daily**:
  - a. From the **Date Range** list, select the start and end date of the transaction blackout.
  - b. From the **Time Range** list, select the start and end time of the transaction blackout.

**Note:** You can click **+Add Time Range** button, to add multiple time options for transaction blackout.

9. Click **Save** to button to save Transaction Blackout Maintenance. User is directed to **Transaction Blackout-Edit - review** page post necessary validations.  
OR  
Click **Cancel** to cancel the transaction.

- OR  
Click **Back** to navigate to the previous screen.
10. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
11. The success message appears along with the transaction reference number. Click **OK** to complete the transaction.

## 47.4 Transaction Blackout - Delete

System Administrator can delete existing blackout instructions. User is allowed to delete future dated blackouts. Deleting ongoing blackout will stop the blackout and the transaction will be available to the users post approved by necessary levels of approvals.

### To delete maintenance:

1. Enter the search criteria like **Transaction, Date, or User Type**.

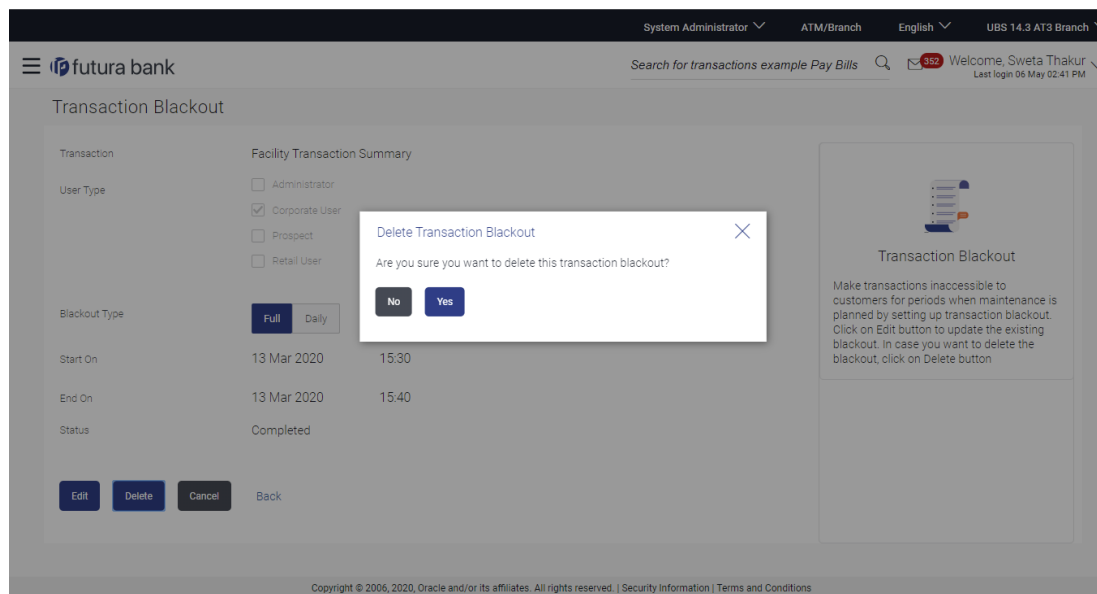
---

**Note:** Alternately, the user can perform a blank search.

---

2. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction.
3. Click **Edit** to edit the maintenance.  
OR  
On the Detailed View screen, click **Delete** to delete the maintenance.  
OR  
Click **Cancel** to close the blackout creation process.  
OR  
Click **Back** to navigate to previous screen.
4. The Pop-up Message to confirm deletion appears.

### Deleting an Ongoing / scheduled Maintenances



5. On the Detailed View screen, of the blackout, click **Delete**.
6. The Pop-up Message to confirm deletion appears.
7. Click **Yes** to delete.  
OR  
Click **No** to go back to the maintenance.
8. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
9. The success message appears along with the transaction reference number. Click **OK** to complete the transaction.

## FAQ

### 1. Can I edit an Ongoing Transaction Blackout?

Only the End time and End Date of the ongoing blackout can be edited, that too only if it is greater than the current system date and time.

### 2. Can I edit scheduled Transaction Blackout?

Yes. System Administrator has more flexibility in editing a scheduled transaction blackout.

### 3. Can I delete an ongoing Transaction blackout?

Yes, ongoing transaction blackout can be deleted. Deleting ongoing blackout will stop the blackout and the transaction will be available to the users post approved by necessary levels of approvals.

**4. Any notification will be sent to the users about the planned blackout?**

Administrator can send a notification to the users using the mailers feature available.

**5. What happens when user tries to access the transaction which is blacked out?**

A message is shown on the screen informing about transaction blackout.

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## 48. Working Window

A transaction working window is the period in a day, when a transaction can be initiated, approved and processed. This is essentially like business hours, for a transaction. It is a time window within which electronic payments, such as domestic transfers, international transfers etc., must be submitted for an entry in the system so that the transaction is processed with same value date.

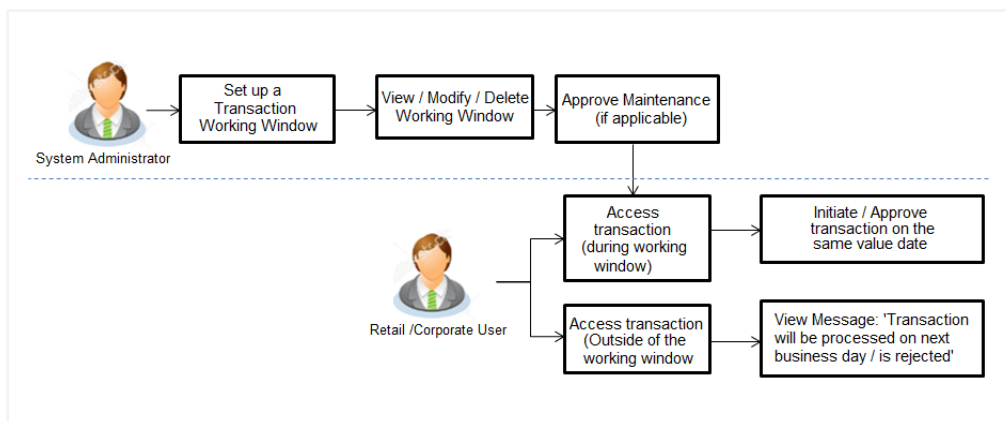
A working window is maintained, by the System Administrator for each transaction for which the value date is applicable for processing. In order to enable such transactions on channel, it is mandatory to define the working window for all the days of a week as day 0 maintenance. By doing this maintenance, user defines the channel working window for each day of the week for a specific transaction. Further, administrator can also define the processing pattern if the transaction is initiated by customers after the window is closed. Transactions, that are initiated or approved outside of the working window, are either processed on the next value date or rejected. Transaction working window can also be maintained for specific date which will be considered as exceptional working window, e.g. maintenance for specific public holiday. Working window set for an exception, overrides the normal working window.

Administrator can set up two different weekly and exceptional working windows for a specific transaction for different user types (Retail and Corporate User).

### Pre-Requisites

- Transaction access is provided to System Administrator
- Approval rule set up for System Administrator to perform the actions
- Enable only those transactions for which the working window maintenance is applicable

### Workflow



## Features Supported In Application

The following options are available as part of this maintenance:

- Create a Transaction Working Window and an Exception for a particular date for all seven days
- Search and View Transaction working windows and Exceptions already maintained
- Delete or Edit transaction working windows / Exceptions maintained.

### How to reach here:

*System Administrator Dashboard > Controls and Monitoring > Working Window*

*OR*

*System/ Bank Administrator Dashboard > Toggle Menu > Controls and Monitoring > Working Window*

## 48.1 Transaction Working Window - Search

This function allows the System Administrator to search the working windows which are already maintained. The search is available on the basis of specific date, transaction and user type.

The screen is broadly divided into:

- Normal Window
- Exception Window

### To search the working windows:

1. Select the working window.
2. If you select **Normal Window** tab,
  - a. Enter the search criteria like **Transaction, Effective Date, or User Type**.
  - b. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.

## Search Normal Window

The screenshot shows the 'Transaction Working Window' search interface in the futura bank system. The interface includes a search form with the following fields and values:

- Effective Date: Select Date
- Transaction: New Deposit
- User Type: Select

Below the search form, there are buttons for 'Search', 'Cancel', and 'Clear'. The search results show:

- Transaction: New Deposit
- Effective Date: 2020-01-18T00:00:00
- User Type: Retail, Corporate

A table displays the 'Day Of Week' and 'Window Type' for each day, along with 'From Time' and 'To Time'.

Day Of Week	Window Type	From Time	To Time
Monday	Open All Day	00:00	23:59
Tuesday	Open All Day	00:00	23:59
Wednesday	Open All Day	00:00	23:59
Thursday	Open All Day	00:00	23:59
Friday	Open All Day	00:00	23:59
Saturday	Closed All Day	00:00	00:00
Sunday	Closed All Day	00:00	00:00

At the bottom of the search form, there is a 'Cancel' button. On the right side, there is a 'Transaction Working Window' information box with a 'Create' button.

## Field Description

Field Name	Description
<b>Normal Window</b>	
<b>Effective Date</b>	Effective date of working window.
<b>Transaction</b>	The specific financial transaction, for which a working window is maintained.
<b>User Type</b>	The type of user for whom the transaction working window is being maintained. The user types could be: <ul style="list-style-type: none"> <li>Corporate User</li> <li>Retail User</li> </ul>
<b>Search Result</b>	
<b>Day of Week</b>	Day of week for which the transaction working window is applicable.



Field Name	Description
<b>Window Type</b>	Type of working window for the transaction. The type can be: <ul style="list-style-type: none"> <li>• Limited Time</li> <li>• Open All Day</li> <li>• Closed All Day</li> </ul>
<b>From Time</b>	Start time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>To Time</b>	End time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>Other Details</b>	
<b>Treatment Outside Normal Window</b>	Indicates the treatment outside normal window: The options are: <ul style="list-style-type: none"> <li>• Process on Next Value Date</li> <li>• Reject Transaction</li> </ul>

3. View the working window - Current Working Window and Future working window (if any), with the effective date. This is split day wise. Go through the working window time for each day and also how processing is set-up, outside the working window.
4. Click **Edit** to edit the maintenance.  
OR  
Click **Delete** to delete the maintenance.

If you select **Exception Window** tab,

## Search Exception Window

The screenshot shows the 'Transaction Working Window' interface for Futura Bank. The 'Exception Window' tab is active. The search form includes the following fields and values:

- Exception Date: *Select Date* (calendar icon)
- User Type: *Select* (dropdown arrow)
- Transaction: *Internal Transfer Pay Now* (dropdown arrow)

Buttons: **Search**, **Clear**, **Cancel**.

Table of results:

Exception Date	User Type	Transaction	Remarks
Specific Date: 2020-05-09T00:00:00	Corporate, Retail	Internal Transfer Pay Now	service not available

Information box on the right: **Transaction Working Window**. Use this feature to define the daily working window for financial transactions and also to specify the handling of transactions processed outside of the working window. You can also define an exception working window that will be considered over and above the regular working window maintenance. Additionally, you can search for existing working window maintenances to view and edit or delete, as per requirements. Click on Create to set a working window maintenance. **Create** button.

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## Field Description

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

### Exception Window

<b>Exception Date</b>	Exception date for which the transaction is allowed during the specific date or date range.
-----------------------	---

The exception date could be:

- **Specific Date:** Transaction allowed for a specific date.
- **Date Range:** Transaction allowed during a specified period.

<b>User Type</b>	Type of user, whether the transaction exception is applicable for a retail or corporate user.
------------------	---

<b>Transaction</b>	The specific financial transaction, for which a working window is maintained.
--------------------	---

<b>Remarks</b>	Reason for exception.
----------------	-----------------------

<b>User Type</b>	Type of user, whether the transaction exception is applicable for a retail or corporate user.
------------------	---

### Exceptions

Field Name	Description
<b>Date and Day</b>	Day and date for which the exception is applicable.
<b>Window Type</b>	Transaction exception applicable window. Window types: <ul style="list-style-type: none"> <li>Limited Time: Transaction is applicable for a limited time.</li> <li>Open all Day: Transaction can be done for the entire day.</li> <li>Close all Day: Transaction is closed for the whole day.</li> </ul>
<b>Time Range</b>	Transactions are open during the specific time. This field is enabled, if you select <b>Limited Time</b> , option from the <b>Window Type</b> list.

5. Click the **Exception Date** field to launch the **Detailed View** screen.

### Search Exception Window- Detailed View

The screenshot shows the 'Transaction Working Window' detailed view. The top navigation bar includes 'System Administrator', 'ATM/Branch', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Sweta Thakur' with a last login of '06 May 08:40 PM'. The main content area is titled 'Transaction Working Window' and contains the following fields:

- Exception Date:** 09 May 2020 (Saturday)
- User Type:**  Corporate User,  Retail User
- Transaction:** Internal Transfer Pay Now
- Remarks:** service not available

Below these fields is an 'Exceptions' table:

Window Type	From Time	To Time
Limited Time	16:00	23:59

At the bottom of the form are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. A sidebar on the right contains a 'Transaction Working Window' section with a description: 'Use this feature to define the daily working window for financial transactions and also to specify the handling of transactions processed outside of the working window. You can also define an exception working window that will be considered over and above the regular working window maintenance. Additionally, you can search for existing working window maintenances to view and edit or delete, as per requirements.'

### Field Description

Field Name	Description
<b>Exception Date</b>	Exception date for which the transaction is allowed during the specific date or date range.

Field Name	Description
	<p>The exception date could be:</p> <ul style="list-style-type: none"> <li>• Specific Date: Transaction allowed for a specific date.</li> <li>• Date Range: Transaction allowed during a specified period.</li> </ul>
<b>User Type</b>	Type of user, whether the transaction exception is applicable for a retail or corporate user.
<b>Transaction</b>	The specific financial transaction, for which a working window is maintained.
<b>Remarks</b>	Reason for exception.
<b>Exceptions</b>	
<b>Window Type</b>	<p>Type of working window for the exception.</p> <p>Window types:</p> <ul style="list-style-type: none"> <li>• Limited Time: Transaction is enabled, for the set limited time – the business hours of the transaction</li> <li>• Open all Day: Transaction is enabled, for the entire day.</li> <li>• Close all Day: Transaction is disabled, for the whole day.</li> </ul>
<b>Time Range</b>	<p>Business hours of the transaction.</p> <p>This field is enabled, if you select <b>Limited Time</b>, option from the <b>Window Type</b> list.</p>

6. Click **Edit** to edit the maintenance.  
OR  
Click **Delete** to delete the maintenance.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.

## 48.2 Transaction Working Window - Create

System Administrator can create new transaction working window maintenance for the selected transaction. Working window can be set as 'Normal' working window (for all days of the week) and 'Exception Window'.

### To create normal window:

1. Select the working window.
2. If you select **Normal Window** tab,
  - a. Click **Create**.

## Create Working Window

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Sweta Thakur | Last login 06 May 11:13 AM

### Transaction Working Window

Normal Window | Exception Window

Effective Date: 07/05/2020

User Type:  Corporate User,  Retail User

Transaction: New Deposit

Day Of Week	Window Type	From Time	To Time
Monday	Open All Day	00:00	23:59
Tuesday	Open All Day	00:00	23:59
Wednesday	Open All Day	00:00	23:59
Thursday	Open All Day	00:00	23:59
Friday	Open All Day	00:00	23:59
Saturday	Open All Day	00:00	23:59
Sunday	Limited Time	08:00	15:00

Other Details

Treatment Outside Normal Window:  Process on Next Value Date,  Reject Transaction

Buttons: Save, Cancel, Back

**Transaction Working Window**

Use this feature to define the daily working window for financial transactions and also to specify the handling of transactions processed outside of the working window. You can also define an exception working window that will be considered over and above the regular working window maintenance. Additionally, you can search for existing working window maintenances to view and edit or delete, as per requirements.

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### Field Description

Field Name	Description
<b>Effective Date</b>	Effective date of working window.
<b>User Type</b>	The type of user for whom the transaction working window is being maintained. The user types could be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> </ul>
<b>Transaction</b>	The specific financial transaction, for which a working window is maintained.

Field Name	Description
<b>Day of Week</b>	Day of week for which the transaction working window is applicable.
<b>Window Type</b>	Type of working window for the transaction. The type can be: <ul style="list-style-type: none"> <li>• Limited Time</li> <li>• Open All Day</li> <li>• Closed All Day</li> </ul>
<b>From Time</b>	Start time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>To Time</b>	End time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>Other Details</b>	
<b>Treatment Outside Normal Window</b>	Indicates the treatment outside normal window: The options are: <ul style="list-style-type: none"> <li>• Process on Next Value Date</li> <li>• Reject Transaction</li> </ul>

- b. From the **Effective Date** list, select the start date of the transaction working window.
  - c. From the **Window Type**, select the appropriate option.
  - d. If you select the **Window Type** as **Limited Time**, from the **From Time / To Time** list select the start and end time of the transaction working window.
  - e. In the **Other Details** section, from the **Treatment Outside Normal Window** field, select the appropriate option.
3. Click **Save** to create the transaction working window.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
  4. The **Review** screen is displayed. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify details if any.  
OR  
Click **Cancel** to cancel the transaction.

- The success message is displayed along with the transaction reference number. Click **OK** to complete the transaction.

### To create Exception window:

- Select the working window.
- If you select **Exception Window** tab,
  - Click **Create**.

## Create Exception Window

The screenshot displays the 'Transaction Working Window' configuration interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message for Sweta Thakur. The main content area is titled 'Transaction Working Window' and contains two tabs: 'Normal Window' and 'Exception Window'. The 'Exception Window' tab is active, showing the following fields:

- Exception Date:** 10 May 2020 (Sunday)
- User Type:**  Corporate User,  Retail User
- Transaction:** New Deposit
- Remarks:** Service not Available

Below these fields is an 'Exceptions' section with a table for defining time windows:

Window Type	From Time	To Time
Limited Time	08:00	13:00

At the bottom left, there are three buttons: 'Save', 'Cancel', and 'Back'. On the right side, there is a help box titled 'Transaction Working Window' with a brief description of the feature.

## Field Description

Field Name	Description
<b>Exception Date</b>	Exception date or date range, when processing for a transaction, overrides that set in the normal transaction working window. The exception date could be: <ul style="list-style-type: none"> <li>Specific Date: Exception for a single day</li> <li>Date Range: Exception for a date range</li> </ul>
<b>User Type</b>	Type of user, whether the transaction exception is applicable for a retail or corporate user.

Field Name	Description
<b>Transaction</b>	The specific financial transaction, for which an exceptional working window is maintained.
<b>Remarks</b>	Reason for exception for e.g. a national holiday.
<b>Exceptions</b>	Type of working window for the transaction. Window types: <ul style="list-style-type: none"> <li>• Limited Time</li> <li>• Open all Day</li> <li>• Close all Day</li> </ul>
<b>Window Type</b>	Type of working window for the exception. Window types: <ul style="list-style-type: none"> <li>• Limited Time: Transaction is applicable for a limited time.</li> <li>• Open all Day: Transaction can be done for the entire day.</li> <li>• Close all Day: Transaction is closed for the whole day.</li> </ul>
<b>Time Range</b>	Business hours of the transaction.  This field is enabled, if you select <b>Limited Time</b> , option from the <b>Window Type</b> list.

- b. From the **Exception Date** list, select the start date of the working window - exception.
  - c. From the **Window Type**, select the appropriate option.
  - d. If you select the **Window Type** as **Limited Time**, from the **From Time / To Time** list select the start and end time of the working window - exception.
3. Click **Save** to create the transaction working window.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to close the exception creation process.
  4. The **Review** screen is displayed. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify details if any.  
OR  
Click **Cancel** to cancel the transaction.
  5. The success message is displayed along with the transaction reference number. Click **OK** to complete the transaction.



## 48.3 Transaction Working Window - Edit

System Administrator can modify existing working window maintenance. In case of normal working window, edit is allowed only if the effective date is a future date. In case of exception working window, future window can be edited current exceptional window can also be edited if the set time is less than the actual time.

### To modify normal window:

1. Select the working window.
2. If you select **Normal Window** tab,
  - a. Enter the search criteria like **Transaction, Effective Date, or User Type**.
  - b. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
  - c. Click **Edit** to edit the working window, from the Detailed View page.  
OR  
Click **Delete** to delete the maintenance.

### Edit Normal Window

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Sweta Thakur  
Last login 06 May 05:18 PM

#### Transaction Working Window

Normal Window Exception Window

Effective Date 07/05/2020

User Type  Corporate User  Retail User

Transaction Internal Transfer Pay Now

Day Of Week	Window Type	From Time	To Time
Monday	Open All Day	00:00	23:59
Tuesday	Open All Day	00:00	23:59
Wednesday	Open All Day	00:00	23:59
Thursday	Open All Day	00:00	23:59
Friday	Open All Day	00:00	23:59
Saturday	Open All Day	00:00	23:59
Sunday	Limited Time	00:00	15:00

Other Details

Treatment Outside Normal Window  Process on Next Value Date  Reject Transaction

Save Cancel Back

Transaction Working Window

Use this feature to define the daily working window for financial transactions and also to specify the handling of transactions processed outside of the working window. You can also define an exception working window that will be considered over and above the regular working window maintenance. Additionally, you can search for existing working window maintenances to view and edit or delete, as per requirements.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Effective Date</b>	Effective date of working window.
<b>User Type</b>	The type of user for whom the transaction working window is being maintained. The user types could be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> </ul>
<b>Transaction</b>	The specific financial transaction, for which a working window is maintained.
<b>Window Type</b>	Type of working window for the transaction. The type can be: <ul style="list-style-type: none"> <li>• Limited Time</li> <li>• Open All Day</li> <li>• Closed All Day</li> </ul>
<b>From Time</b>	Start time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>To Time</b>	End time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>Other Details</b>	
<b>Treatment Outside Normal Window</b>	Indicates the treatment outside normal window: The options are: <ul style="list-style-type: none"> <li>• Process on Next Value Date</li> <li>• Reject Transaction</li> </ul>

- 
- d. View the effective date, from when the modified maintenance will be effective. Modify if required.
- e. The user can view the days of the week – from Monday through Sunday with a drop-down of three values against each day( Open all Day, Closed all day, Limited Time)

---

**Note:** For open all day and closed all day options, system defaults from and to time values of– 00:00 and 23:59 hours, for the former and 00:00 hours, for the latter. For the limited time option, specify from and to time, to define the transaction working window.

---

- f. View the preferred processing, when transaction is initiated or approved outside of the working window.  
Either Process on Next Value Date or Reject Transaction Modify if required.
3. Click **Save** to create the transaction working window.  
OR  
Click **Cancel** to close the exception creation process.  
OR  
Click **Back** to navigate to the previous screen.
4. The **Review** screen is displayed. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify details if any.  
OR  
Click **Cancel** to cancel the transaction.
5. The success message is displayed along with the transaction reference number. Click **OK** to complete the transaction.

#### To modify exception window:

1. Select the working window.
2. If you select **Exception Window** tab,
  - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
  - b. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
  - c. Click **Edit** to edit the working window - exception, from the Detailed View page.  
OR  
Click **Delete** to delete the maintenance.

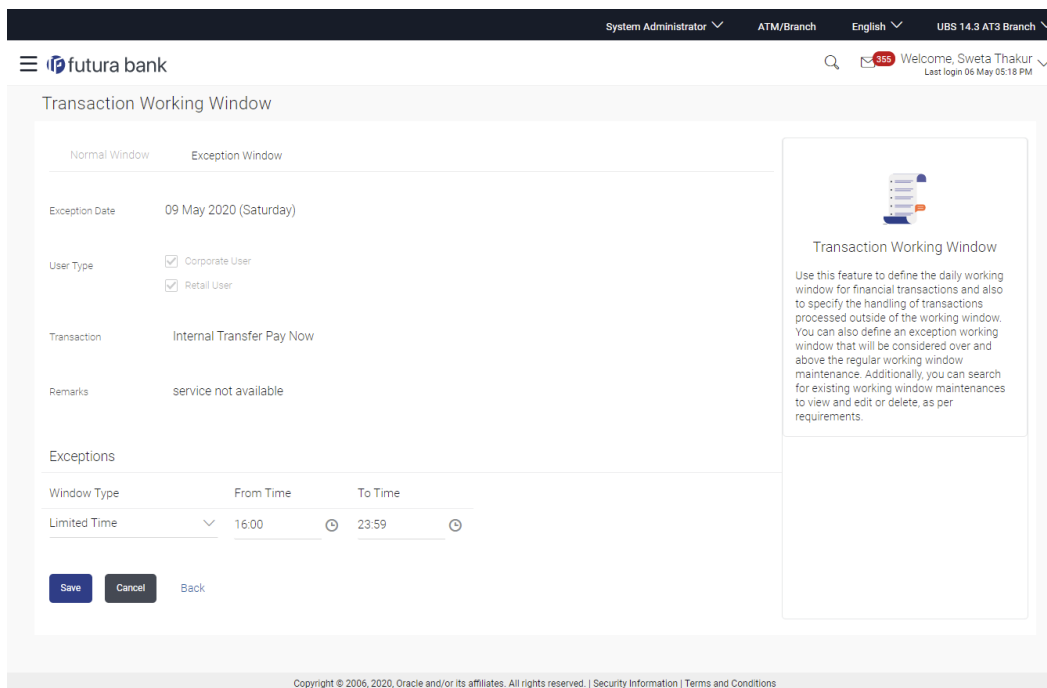
#### Edit Exception Window

The screenshot displays the 'Transaction Working Window' interface for Futura Bank. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14-3 AT3 Branch'. Below this, the user is logged in as 'Sweta Thakur' with the last login time '06 May 05:18 PM'. The main content area is titled 'Transaction Working Window' and has two tabs: 'Normal Window' and 'Exception Window'. The 'Exception Window' tab is active. The form contains the following fields:

- Exception Date:** Radio buttons for 'Specific Date' (selected) and 'Date Range'. The date '05/09/20' is entered.
- User Type:** Checkboxes for 'Corporate User' and 'Retail User', both of which are checked.
- Transaction:** A dropdown menu showing 'Internal Transfer Pay Now'.
- Remarks:** A text field containing 'service not available'.

At the bottom of the form are three buttons: 'Next', 'Cancel', and 'Back'. On the right side, there is a sidebar with a 'Transaction Working Window' section containing a description: 'Use this feature to define the daily working window for financial transactions and also to specify the handling of transactions processed outside of the working window. You can also define an exception working window that will be considered over and above the regular working window maintenance. Additionally, you can search for existing working window maintenances to view and edit or delete, as per requirements.'

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**Field Description**

Field Name	Description
<b>Exception Date</b>	Exception date or date range, when processing for a transaction, overrides that set in the normal transaction working window. The exception date could be: <ul style="list-style-type: none"> <li>• Specific Date: Exception for a single day</li> <li>• Date Range: Exception for a date range</li> </ul>
<b>User Type</b>	Type of user, whether the transaction exception is applicable for a retail or corporate user.
<b>Transaction</b>	The specific transaction, for which exception is being maintained.
<b>Remarks</b>	Reason for exception for e.g. a national holiday.
<b>Exceptions</b>	

Field Name	Description
<b>Window Type</b>	Type of working window for the exception. Window types: <ul style="list-style-type: none"> <li>Limited Time: Transaction is applicable for a limited time.</li> <li>Open all Day: Transaction can be done for the entire day.</li> <li>Close all Day: Transaction is closed for the whole day.</li> </ul>
<b>Time Range</b>	Business hours of the transaction. This field is enabled, if you select <b>Limited Time</b> , option from the <b>Window Type</b> list.

3. Update the required details.
4. Click **Save** to create the transaction working window.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to close the exception creation process.
5. The **Review** screen is displayed. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify details if any.  
OR  
Click **Cancel** to cancel the transaction.
6. The success message is displayed along with the transaction reference number. Click **OK** to complete the transaction.

## 48.4 Transaction Working Window - Delete

System Administrator can delete existing working window maintenance. User is allowed to delete future dated maintenances.

### To delete normal window:

1. Select the working window.
2. If you select **Normal Window** tab,
  - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
  - b. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.

- c. Click **Edit** to edit the working window, from the Detailed View page.  
OR  
Click **Delete** to delete the working window, from the Detailed View page.

### Delete Normal Window

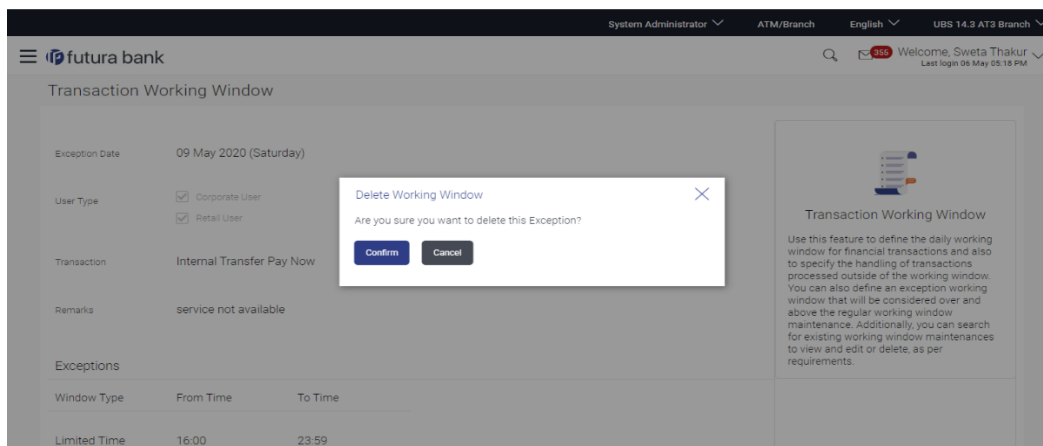
The screenshot displays the 'Transaction Working Window' configuration page in the Futura Bank system. The page is titled 'Transaction Working Window' and has two tabs: 'Normal Window' (selected) and 'Exception Window'. The interface includes search filters for 'Effective Date' (set to '07 May 2020'), 'Transaction' (set to 'Internal Transfer Pay Now'), and 'User Type'. A table lists the working window hours for each day of the week, with 'Open All Day' for Monday through Saturday and 'Limited Time' for Sunday. A 'Delete Working Window' dialog box is overlaid on the table, asking 'Are you sure you want to delete this Working Window Maintenance?' with 'Confirm' and 'Cancel' buttons. The page also features a 'Create' button and a 'Cancel' button at the bottom.

### To delete exception window:

1. Select the working window.
2. If you select **exception Window** tab,
  - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
  - b. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.

- c. Click **Edit** to edit the working window, from the Detailed View page.  
OR  
Click **Delete** to delete the working window - exception, from the Detailed View page.

### Delete Exception Window



- The user can delete a future transaction working window or an exception with an effective date in the future.
- Navigate to the particular working window or the exception and click on Delete.
- The system displays a pop-up message with Confirm and Cancel buttons. On confirming deletion, system displays a transaction successful message, provides a reference number and the status of the maintenance (e.g. pending approval)
- If the user chooses to cancel the transaction, he's directed to the admin dashboard

## **FAQ**

**1. Can I set the transaction working window from the current date?**

No, you cannot set the transaction working window date from current date. You can set that from future date.

**2. If a particular day, have both a normal working window set, and an exception – which will take precedence?**

Working window set for an exception, overrides the normal working window set.

**3. If the normal working window for a transaction is set for Open all Day and an Exception is set as Closed all Day, will I be able to initiate transaction, on that day?**

No, I will not be able to initiate the transaction on that day. The transaction will either have the next working day's value date or be rejected.

**4. Can I delete or edit current applicable normal working window?**

No, current applicable normal working window cannot be edited or deleted. User can add a new window with future effective date.

**5. Can I set 'behavior of transaction outside working window' for exceptional days?**

No, behavior of transaction outside working window for exceptional date maintenance will remain same as normal window maintenance.

[Home](#)



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## 49. Audit Log

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

Audit logs are useful both for maintaining security and for auditing any disputed transaction. As part of this function, the bank administrator and/or system administrator can view details about the transactions and maintenances performed by different user(s) in the system.

The administrator can search records by providing specific search parameters and system will display matching records for the search criteria. Maintenances created/edited/deleted/inquired by bank administrator can be audited through this function by the system administrator. Maintenances created/edited/deleted/inquired by corporate administrator can be audited through this function by the bank as well as system administrator.

Transactions carried out by corporate users can be audited if required by the Corporate or Bank administrator and also by system administrator.

### Prerequisites

- Transaction access is provided to System and Bank administrator.
- Transactions are available under respective users to check audit log.

### How to reach here:

*System Administrator Dashboard > Controls and Monitoring > Audit Log*

*OR*

*System/ Bank Administrator Dashboard > Toggle menu > Controls & Monitoring > Audit Log*

## 49.1 Search Audit Details

### To view audit log:

1. From the **Date and Time** list, select the period for which you want to view the audit log.
2. Enter required search criteria. Click **Search**.  
Audit log appears based on the entered search parameters.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction and navigate the user back to **Dashboard**.

## Audit Log- Search

**Audit Log Maintenance**

Date and Time\* Today  Activity

Party ID  Search Party Name User ID

Action  Initiated  Approved  Enquired  Edited  Created  Deleted

Status  Successful  Failed

User Type  Reference Number

Less search options ^

Date / Time	User ID / Name	Party ID / Name	User Type	Event	Action	Reference Number	Status
06 May 2020 12:15:50 AM	SDADMIN Sam David		Administrator	Entity List	Enquired		SUCCESS
06 May 2020 01:04:44 AM	anonymous			Entity List	Enquired		SUCCESS
06 May 2020 01:05:05 AM	SDADMIN Sam David			Login			SUCCESS
06 May 2020 01:10:30 AM	anonymous			Entity List	Enquired		SUCCESS
06 May 2020 01:11:19 AM	ABZVAMAUTH Johan Hensworth			Login			SUCCESS
06 May 2020 01:45:27 AM	anonymous			Entity List	Enquired		SUCCESS
06 May 2020 01:45:42 AM	Obdxchecker OBDX Checker			Login			SUCCESS
06 May 2020 02:11:55 AM	anonymous			Entity List	Enquired		SUCCESS
06 May 2020 03:10:23 AM	anonymous			Entity List	Enquired		SUCCESS
06 May 2020 03:11:01 AM	anonymous			Entity List	Enquired		SUCCESS

Page 1 of 143 (1-10 of 1427 items) | < 1 2 3 4 5 ... 143 >

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## Field Description

Field Name	Description
<b>Date and Time</b>	The date and time from which audit log is to be generated. The options are: <ul style="list-style-type: none"> <li>• Today</li> <li>• Yesterday</li> <li>• Last 3 days</li> <li>• Date Range</li> </ul>

Field Name	Description
<b>From</b>	<p>Start date and time of the request processing.</p> <p>This field appears if you select <b>Date Range</b> option from the <b>Date and Time</b> list.</p>
<b>To</b>	<p>End date and time of the request processing.</p> <p>This field appears if you select <b>Date Range</b> option from the <b>Date and Time</b> list.</p>
<b>Activity</b>	Select specific transaction or maintenance from the list.
<b>Party ID</b>	Party ID of the logged in user for which audit details are logged.
<b>Search Party Name</b>	<p>Click on the <b>Search Party Name</b> link, the pop up window appears. User can search the Party ID by entering keywords of party name.</p> <p>Click <b>Search</b> to search the party ID. The search result appears based on party name, select appropriate party.</p> <p>OR</p> <p>Click <b>Clear</b> to reset the search parameters.</p>
<b>User ID</b>	User ID for which the audit details are logged.
<b>Action</b>	<p>Type of action.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Initiated:</b> To be selected if only initiated transactions are to be searched</li> <li>• <b>Approved:</b> To be selected if only transactions/maintenances in approved state are to be searched.</li> <li>• <b>Enquired:</b> To be selected if only maintenances which were enquired are to be searched</li> <li>• <b>Edited:</b> To be selected if only maintenances which were edited are to be searched</li> <li>• <b>Created:</b> To be selected if only maintenances which were created are to be searched</li> <li>• <b>Deleted:</b> To be selected if only maintenances which were deleted</li> </ul>
<b>Status</b>	<p>Status of the transaction.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> </ul>

Field Name	Description
<b>User Type</b>	To be selected if the search is to be based on the user type. Multiple user types can be selected. Following are user types. <ul style="list-style-type: none"> <li>• Retail User</li> <li>• Corporate User</li> <li>• Administrator</li> </ul>
<b>Reference Number</b>	Search based on Reference number of the transaction.
<b>Search Result</b>	
<b>Date / Time</b>	The date and time of the activity i.e. transaction/maintenance.
<b>User ID/ Name</b>	User ID and Name of the user who performed the transaction or carried out the maintenance.  Click on the hyperlink available on the User ID to view the Request/response details of the transaction/maintenance in json format.
<b>Party ID/ Name</b>	Party ID and Party name for which the maintenance or transaction was carried out.
<b>User Type</b>	User type of the user who performed an activity i.e. maintenance/transaction.
<b>Event</b>	Name of transaction/maintenance for which audit details of transaction are logged.
<b>Action</b>	Name of transaction action. <ul style="list-style-type: none"> <li>• Enquired</li> <li>• Initiated</li> <li>• Created</li> <li>• Edited</li> <li>• Deleted</li> <li>• Approved</li> </ul>
<b>Reference Number</b>	Reference number of the transaction/maintenance.

Field Name	Description
<b>Status</b>	Status of the transaction. The options are: <ul style="list-style-type: none"><li>• Success</li><li>• Failed</li></ul>

## **FAQ**

### **1. Do I need to enter all the parameters to search?**

No. You need to enter at least the date and time criteria to proceed with audit search. Rest of the search parameters are optional and can be entered if the search results are to be narrowed down.

### **2. I do not remember the party ID for input, can I search a party if I need to view audit details for a specific party?**

Yes. You can search a party by clicking 'Search Party' and searching the party by entering the party name.

### **3. As part of input search criterion/parameters, in the action field there are certain options disabled. Is there a specific reason?**

If you select any maintenance in the activity field, 'Initiated' as an action will not be available. If you select any transaction in the activity field, 'Created', 'Edited' or 'Deleted' as actions will not be available.

[Home](#)

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## 50. File Upload

File Uploads facilitates processing of multiple transactions through a single file. This is a faster way of processing transactions than entering single screen transactions. Salary payments, fund transfers, vendor payments are few examples of financial transactions that can be supported through file upload. A non-financial transaction to facilitate upload of multiple payee details, at a single instance, is also possible through file upload.

OBDX has made File Upload functionality available for both Corporate and Bank Users.

Some of the file uploads available for Corporate User are:

- Internal payments (within the bank)
- Domestic payments (within the country)
- International payments (cross border)
- Mixed payments
- Create Payees / Beneficiaries
- Create Virtual Accounts, Structure & Identifiers

File upload available for Bank User

- Bill Presentment

Oracle Banking Digital Experience File Upload module enables banks to process files of payments according to agreed operational and business rules and save time. File Uploads facility is simple to use, has daily transaction limits and comes with the security of dual / multi signatory approvals.

- File Upload Set up: Enables the administrator to create file identifiers, and map users to file identifiers.
- File Upload Servicing: Enables the corporate user to upload, view and approve files, (files that the user has access to).

### File Upload Set up

File Upload set up covers the maintenance part of file upload and is performed by an administrator user. As a part of the initial set-up, the administrator user -

- Creates a File Identifier for a File Template using the 'File Identifier' option
- Maps a File Identifier to a user using the 'User File Identifier Mapping' option

## 50.1 File Identifier Maintenance

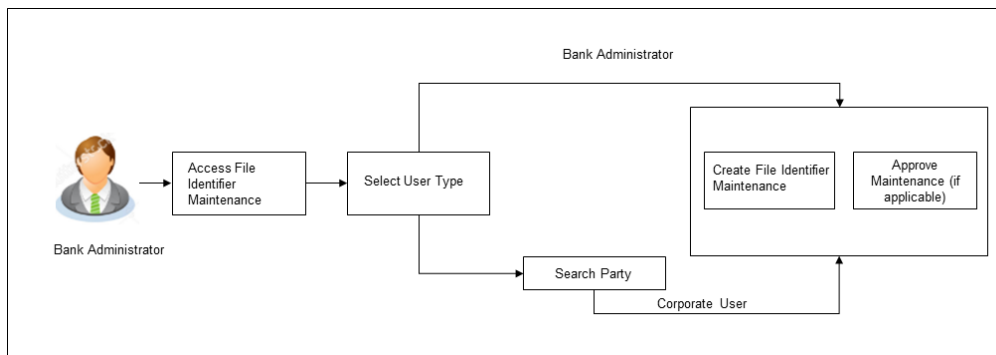
Bank Administrator can create file identifiers (FI) to upload files for corporate as well as bank administrator users. This enables the corporate users and bank administrators to process file uploads. A File Identifier is always mapped to a specific file template. It permits configuration of party preferences like approval type (file level / record level) for a particular type of file.

### Prerequisites

- Transaction access is provided to Bank Administrator
- User Creation
- Set up Party Account access (for corporate file upload)
- Set up Transaction Account access (for corporate file upload)
- Set up Approval Rules (for corporate file upload)

### Features Supported In Application

- Search File Identifier
- Create File Identifier
- Edit File Identifier



### How to reach here:

*System/ Bank Administrator Dashboard > Toggle Menu > File Upload > File Identifier Maintenance*

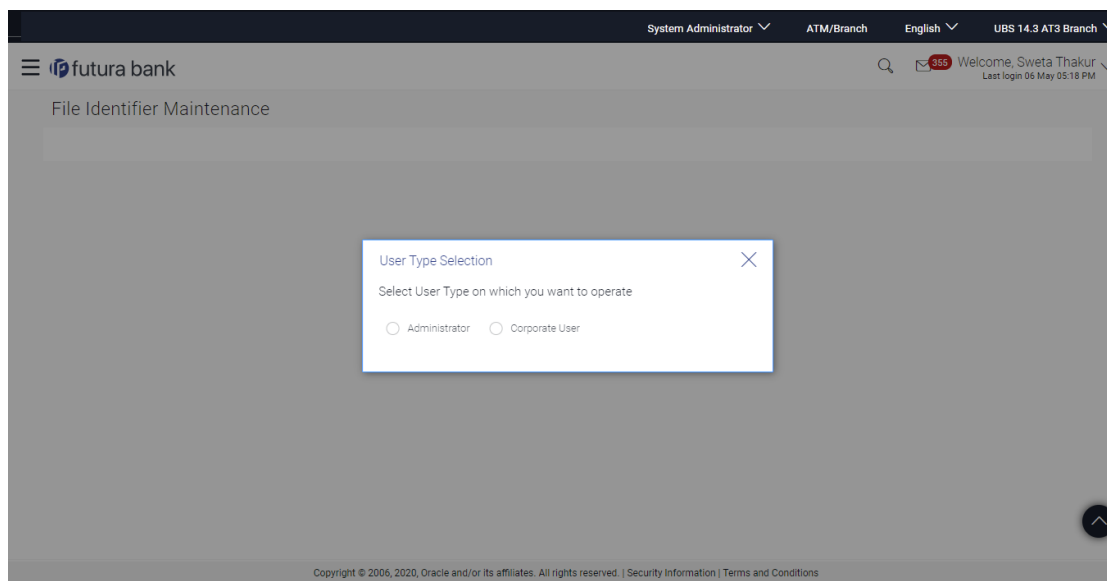
*OR*

*Bank Administrator Dashboard > Quick Links > File Identifier Maintenance*

### 50.1.1 File Identifier Maintenance – User Type Selection

Bank Administrator logs into the system and navigates to the File Identifier Maintenance screen. On accessing the 'File Identifier Maintenance' menu, bank administrator has to select the user type.

#### File Identifier Maintenance – User Type Selection



1. Click **Administrator** to access the file identifier for bank administrator users. The File Identifier Maintenance screen appears.
2. Click **Corporate User** to access the file identifier of corporate users. The File Identifier Maintenance screen appears.

### 50.1.2 File Identifier Maintenance - Administrator User – Summary

For the bank administrators the only file upload available is for the uploading of Bill Presentment file. Once the logged in user navigates to File Identifier Maintenance (Administrator User) screen, user can view the record details of the File Identifiers already created.

#### To search and view the file identifiers:

1. Navigate to the **File Identifier Maintenance** screen. The **File Identifier** - summary screen appears.



## File Identifier - Summary

The screenshot shows the 'File Identifier Maintenance' screen. At the top, there is a navigation bar with 'futura bank' logo, a search bar, and user information: 'Welcome, Administrator User' and 'Last login: 27 Aug 12:22 PM'. Below the navigation bar, the title 'File Identifier Maintenance' is displayed. The main content area contains a table of file identifiers and a note on the right.

Sr. no.	File Identifier	Description	Transaction Type	Approval Type
1	TestFICreate	TestFICreate	Bulk Bill Upload	File
2	BBUAdmin	BBUAdmin	Bulk Bill Upload	File
3	MakeCheckBBU	MakeCheckBBU	Bulk Bill Upload	File
4	SDMCBillBULKF	SDMCBillBULKF	Bulk Bill Upload	File
5	SDCMixBulkUpload	SDCMixBulkUpload	Bulk Bill Upload	File

**Note:** Assignment of file identifiers to different parties can be done. Approval type needs to be set as whether it would be record level or file level. File template can be selected for the maintenance. Once this is created for a party, account level changes can be done from User File Identifier mapping screen.

Buttons: Cancel, Back, Create

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## Field Description

Field Name	Description
<b>File Identifiers</b>	
<b>Sr. No.</b>	Serial number of the record.
<b>File Identifiers</b>	Unique code/ name assigned as per party preferences for handling of payment files.
<b>Description</b>	File name / code description corresponding to the file upload code.
<b>Transaction Type</b>	Type of transaction: The Transaction types could be: <ul style="list-style-type: none"> <li>• Bulk Bill Upload</li> </ul>
<b>Approval Type</b>	The approval type is at file level or record level.

- Click the **File Identifier** link against the record, for which you want to view the details. The **File Identifier Maintenance- View** screen appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.

## File Identifier Maintenance - View

ATM/Branch
English ▾
UBS OBPM 14.4 HIEL Branch ▾

futura bank Search ...
Q
Welcome, Administrator User ▾  
Last login 02 Sep 05:44 PM

File Identifier Maintenance

**Details**

---

File Identifier	BBUAdmin
Description	BBUAdmin
File Template	Bulk Bill Upload Delimited SDSC Admin
Maximum No Of Records	3
Partial Preprocessing Tolerance(%)	40
Transaction Type	Bulk Bill Upload
File Type	DELIMITED
Format Type	CSV,XML,XLS,XLSX
Approval Type	<input checked="" type="radio"/> File Level <input type="radio"/> Record Level

Edit
Cancel
Back

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## Field Description

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

---

### Details

<b>File Identifier</b>	Unique code/ name assigned for handling of payment files.
<b>Description</b>	File name / code description corresponding to the file upload code.
<b>File Template</b>	Predefined file templates. Following file templates are available: <ul style="list-style-type: none"> <li>Bulk Bill Upload</li> </ul>
<b>Maximum No of Records</b>	Maximum number of records permissible in the uploaded file.

---

Field Name	Description
<b>Partial Processing Tolerance (%)</b>	The partial processing tolerance for a file (in percentage terms). Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected.
<b>Transaction Type</b>	Type of transaction: The Transaction type can be: <ul style="list-style-type: none"> <li>• Bulk Bill Upload</li> </ul>
<b>File Type</b>	The file type - delimited or fixed length.
<b>Format Type</b>	The format in which file is uploaded. The format could be .CSV, .XLS, .XLSX.
<b>Approval Type</b>	The approval type is at file level or record level. <ul style="list-style-type: none"> <li>• <b>File Level</b> - The approver accepts or rejects the entire file, and all records are either processed or rejected en-masse.</li> <li>•</li> </ul>

3. Click **Edit** to modify the file identifier.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.

### 50.1.3 File Identifier Maintenance - Administrator User - Create

Using this option the administrator user can create a new file identifier.

#### To create a file identifier:

1. In the **File Identifier Maintenance** screen, click **Create**. The **File Identifier Maintenance - Create** screen appears.

## File Identifier Maintenance - Create

ATM/Branch
English
UBS OBPM 14.4 HEL Branch

futura bank Search...
Welcome, Administrator User

### File Identifier Maintenance

**Details**

File Identifier:

Description:

File Template:

Maximum No Of Records:


Partial Pre-processing Tolerance(%):

Transaction Type:

File Type:

Format Type:

Approval Type:  File Level  Record Level

  
Note

Assignment of file identifiers to different parties can be done. Approval type needs to be set as whether it would be record level or file level. File template can be selected for the maintenance. Once this is created for a party, account level changes can be done from User File Identifier mapping screen.

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### Field Description

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

#### Details

<b>File Identifier</b>	Unique code or name assigned to the uploaded file.
------------------------	--

<b>Description</b>	Descriptions corresponding to the file identifier.
--------------------	--

<b>File Template</b>	Predefined file templates. Following file templates are available: <ul style="list-style-type: none"> <li>Bulk Bill Upload</li> </ul>
----------------------	--

<b>Maximum No of Records</b>	Maximum number of records permissible in the uploaded file.
------------------------------	---

<b>Partial Processing Tolerance (%)</b>	The partial processing tolerance for a file (in percentage terms). Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the Validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected. This field enabled if approval is 'Record Type'.
---	---

Field Name	Description
<b>Transaction Type</b>	Type of transaction: The Transaction type could be: <ul style="list-style-type: none"> <li>• Bulk Bill Upload</li> </ul>
<b>File Type</b>	The file type – delimited or fixed length.
<b>Format Type</b>	The format in which file is uploaded. The format could be CSV, XLS, XLSX.
<b>Approval Type</b>	The approval type is at file level or record level. <ul style="list-style-type: none"> <li>• File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected en-masse.</li> </ul> <p style="text-align: center;"><u>Note: Approval Type cannot be modified once it is created.</u></p>

2. In the **File Identifier** field, enter the code of the file to be maintained for upload.
3. In the **Description** field, enter the file description corresponding to the file code.
4. From the **File Template** list, select the file template.
5. Select the appropriate **Approval Type**.
6. Click **Save**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
7. The **File Identifier Maintenance - Review** screen appears. Verify the details and click **Confirm**.  
form.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

#### 50.1.4 File Identifier Maintenance - Administrator User – Edit

Using this option the administrator can edit and update a file identifier.

##### To edit file identifier:

1. In the **File Identifier Maintenance** screen, click the **File Identifier** link against the record, which you want to modify.  
The **File Identifier Maintenance- View** screen appears.

- Click **Edit** to edit the file identifier.  
The **File Identifier Maintenance - Edit** screen appears.

### File Identifier Maintenance - Edit

ATM/Branch English UBS OBPM 14.4 HEL Branch

futura bank Search ... Welcome, Administrator User  
Last login 02 Sep 05:44 PM

#### File Identifier Maintenance

Details

File Identifier	BBUAdmin
Description	BBUAdmin
File Template	Bulk Bill Upload Delimited SDSC Admin
Maximum No Of Records	3
Partial Preprocessing Tolerance(%)	40
Transaction Type	Bulk Bill Upload
File Type	DELIMITED
Format Type	CSV/XML/XLS/XLSX
Approval Type	<input checked="" type="radio"/> File Level <input type="radio"/> Record Level

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- Edit the required fields of file identifiers. E.g. Description, Maximum Number of Records, and Partial Processing Tolerance, Debit Account Number – if required.

### User Interface Details

Field Name	Description
<b>Description</b>	Descriptions corresponding to the file upload code.
<b>Maximum No of Records</b>	Maximum number of records permissible in the uploaded file.
<b>Partial Processing Tolerance (%)</b>	The partial processing tolerance for a file (in percentage terms) Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the Validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected.

- Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

OR

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

5. The **File Identifier Maintenance – Edit - Review** screen appears. Verify the details, and click **Confirm**.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

OR

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

6. The success message appears along with the transaction reference number and status. Click **OK** to complete the transaction and navigate back to 'Dashboard'.

### 50.1.5 File Identifier Maintenance - Corporate User – Search and View

Once the logged in user navigates to File Identifier Maintenance (for Corporate User) screen, user can search and view the files that are uploaded under a party with the future date with file type as SDSC(Single Debit Single Credit), SDMC (Single Debit Multiple Credit), and MDMC (Multiple Debit Multiple Credit) and view the record details of the File Identifiers already created.

#### To search and view the file identifiers:

1. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The **File Identifier Maintenance** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

#### File Identifier Maintenance - Search

The screenshot displays the 'File Identifier Maintenance' interface. At the top, the user is identified as 'System Administrator' at 'ATM/Branch' in 'English' on 'UBS 14.3 AT3 Branch'. The search criteria are set to Party ID '004308' and Party Name 'Sunrise Coffee'. The search results table is as follows:

Sr. no.	File Identifier	Description	Transaction Type	Approval Type
1	Bhavns	Bhavns	Internal Funds Transfer	File
2	InternalFTDeSDMC	InternalFTDeSDMC	Internal Funds Transfer	File
3	InternalFTMDMC	InternalFTMDMC	Internal Funds Transfer	Record

A 'Note' box on the right states: 'Assignment of file identifiers to different parties can be done. Approval type needs to be set as whether it would be record level or file level. File template can be selected for the maintenance. Once this is created for a party, account level changes can be done from User File Identifier mapping screen.' A 'Create' button is visible below the note.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Party ID</b>	Party ID of the corporate for whom the file identifier is created.
<b>Party Name</b>	Party name corresponding to the party id.
<b>File Identifiers</b>	
<b>Sr. No.</b>	Serial number of the record.
<b>File Identifier</b>	Unique code/ name assigned as per party preferences for handling of payment files.
<b>Description</b>	File name / code description corresponding to the file upload code.
<b>Transaction Type</b>	Type of transaction: The Transaction types could be: <ul style="list-style-type: none"> <li>• Internal Funds Transfer</li> <li>• Domestic Funds Transfer</li> <li>• International Funds Transfer</li> <li>• Mixed Transfer</li> <li>• Internal Payee</li> <li>• Domestic Payee</li> <li>• International Payee</li> <li>• Mixed Payee</li> <li>• Domestic Demand Draft Payee</li> <li>• International Demand Draft Payee</li> <li>• Create Virtual Accounts</li> <li>• Delete Virtual Accounts</li> <li>• Create Virtual Account structure</li> <li>• Create Virtual Identifier</li> <li>• Create Invoice</li> <li>• Bulk Bill Upload</li> </ul>
<b>Approval Type</b>	The approval type is at file level or record level.

- Click the **File Identifier** link against the record, for which you want to view the details. The **File Identifier Maintenance- View** screen appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.



OR  
Click **Back** to go back to previous screen.

## File Identifier Maintenance - View

The screenshot displays the 'File Identifier Maintenance - View' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message for Sweta Thakur. The main content area is titled 'File Identifier Maintenance' and contains a 'Details' section with the following information:

Party Id	004308
Party Name	Sunrise Coffee
File Identifier	InternalFTMDMC
Description	InternalFTMDMC
File Template	Internal Funds Transfer Delimited MDMC
Maximum No Of Records	100
Partial Preprocessing Tolerance(%)	50
Transaction Type	Internal Funds Transfer
Accounting Type	Multiple Debit Multiple Credit
File Type	DELIMITED
Format Type	CSV/XML/XLS/XLSX
Approval Type	<input checked="" type="radio"/> Record Level <input type="radio"/> File Level

At the bottom of the details section, there are three buttons: 'Edit', 'Cancel', and 'Back'. The footer of the page contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Name Description

**Party ID** The party id searched by the bank administrator.

**Party Name** Party name corresponding to the party ID.

### Details

**File Identifier** Unique code/ name assigned for handling of payment files.

**Description** File name / code description corresponding to the file upload code.

**File Template** Predefined file templates.  
Following file templates are available:

- Domestic Funds Transfer Delimited SDSC
- Domestic Funds Transfer Fixed SDSC
- Domestic Funds Transfer Delimited MDMC
- Domestic Funds Transfer Fixed MDMC

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

- 
- Domestic Funds Transfer Delimited SDMC
  - Domestic Funds Transfer Fixed SDMC
  - Domestic Funds Transfer Delimited SDSC with Account ID defined at File Identifier level
  - Internal and Domestic Funds Transfer Delimited SDMC
  - Internal and Domestic Funds Transfer Fixed SDMC
  - Internal Funds Transfer Delimited SDSC
  - Internal Funds Transfer Fixed SDSC
  - Internal Funds Transfer Delimited MDMC
  - Internal Funds Transfer Fixed MDMC
  - Internal Funds Transfer Delimited SDMC
  - Internal Funds Transfer Fixed SDMC
  - Internal Funds Transfer Delimited SDMC with Account ID defined at File Identifier level
  - Internal Funds Transfer Delimited SDSC with Account ID defined at File Identifier level
  - International Funds Transfer Delimited SDSC
  - International Funds Transfer Fixed SDSC
  - International Funds Transfer Delimited MDMC
  - International Funds Transfer Fixed MDMC
  - International Funds Transfer Delimited SDMC
  - International Funds Transfer Fixed SDMC
  - Demand Draft Payees
  - Domestic Payees
  - Internal payees
  - International Payees
  - Mixed Payees
  - Mixed Payments Delimited MDMC
  - Mixed Payments Fixed MDMC
  - Mixed Payments Delimited SDSC
  - Mixed Payments Fixed SDSC
  - Create Virtual Accounts
  - Create Virtual Accounts Structure
  - Create Virtual Identifier
  - Create Invoice
-

Field Name	Description
	<ul style="list-style-type: none"> <li>Bulk Bill Upload</li> </ul>
<b>Maximum No of Records</b>	Maximum number of records permissible in the uploaded file.
<b>Partial Processing Tolerance (%)</b>	The partial processing tolerance for a file (in percentage terms). Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected.
<b>Debit Account Number</b>	Account number from which amount is to be debited. This field appears for templates having <b>AcctId defined at FI level</b> .
<b>Transaction Type</b>	Type of transaction: The Transaction type can be: <ul style="list-style-type: none"> <li>Internal Funds Transfer</li> <li>Domestic Funds Transfer</li> <li>International Funds Transfer</li> <li>Mixed Transfer</li> <li>Internal Payee</li> <li>Domestic Payee</li> <li>International Payee</li> <li>Mixed Payee</li> <li>Domestic Demand Draft Payee</li> <li>International Demand Draft Payee</li> <li>Virtual Account</li> <li>Virtual Account Structure</li> <li>Virtual Identifier</li> <li>Virtual Account Structure</li> <li>Create Invoice</li> <li>Bulk Bill Upload</li> </ul>

Field Name	Description
<b>Accounting Type</b>	<p>Accounting type of transaction:</p> <p>The accounting type can be:</p> <ul style="list-style-type: none"> <li>• SDSC: Single Debit Single Credit</li> <li>• SDMC: Single Debit Multi Credit</li> <li>• MDMC: Multi Debit Multi Credit</li> </ul> <p>This field does not appear for <b>Demand Draft Payees, Domestic Payees, Internal payees, International Payee</b> and <b>Mixed Payees, Invoice and Virtual Account</b> templates.</p>
<b>File Type</b>	The file type - delimited or fixed length.
<b>Format Type</b>	<p>The format in which file is uploaded.</p> <p>The format could be .CSV, .XML, .XLS, .XLSX.</p>
<b>Approval Type</b>	<p>The approval type is at file level or record level.</p> <ul style="list-style-type: none"> <li>• File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected en-masse.</li> <li>• Record Level - The approver could approve some records, and rejects others. Payments are processed only for approved records.</li> </ul>

- 
- Click **Edit** to modify the file identifier.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

### 50.1.6 File Identifier Maintenance - Corporate User - Create

Using this option the administrator user can create a new file identifier.

#### To create a file identifier:

- In the **Party Id** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
- Click **Search**. The **File Identifier Maintenance** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
- Click **Create**. The **File Identifier Maintenance - Create** screen appears.

## File Identifier Maintenance - Create

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Sweta Thakur Last login 06 May 05:18 PM


### File Identifier Maintenance

Party Id: 004308  
Party Name: Sunrise Coffee

**Details**

File Identifier: Fund Transfer  
Description: Domestic Fund Transfer  
File Template: Domestic Funds Transfer Delimited...  
Maximum No Of Records: 1000  
Partial Pre-processing Tolerance(%): 75  
Debit Account Number: AT30430800235  
Transaction Type: Domestic Funds Transfer  
Accounting Type: Single Debit Single Credit  
File Type: DELIMITED  
Format Type: CSV,XML,XLS,XLSX  
Approval Type:  Record Level  File Level

[Back](#)

  
Note

Assignment of file identifiers to different parties can be done. Approval type needs to be set as whether it would be record level or file level. File template can be selected for the maintenance. Once this is created for a party, account level changes can be done from User File Identifier mapping screen.

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## Field Description

Field Name	Description
<b>Party ID</b>	Party id for whom the file identifier is created.
<b>Party Name</b>	Party name corresponding to the party id.
<b>Details</b>	
<b>File Identifier</b>	Unique code or name assigned to the uploaded file.
<b>Description</b>	Descriptions corresponding to the file identifier.
<b>File Template</b>	Predefined file templates. Following file templates are available: <ul style="list-style-type: none"> <li>Domestic Funds Transfer Delimited SDSC</li> <li>Domestic Funds Transfer Fixed SDSC</li> <li>Domestic Funds Transfer Delimited MDMC</li> </ul>

Field Name	Description
	<ul style="list-style-type: none"> <li>• Domestic Funds Transfer Fixed MDMC</li> <li>• Domestic Funds Transfer Delimited SDMC</li> <li>• Domestic Funds Transfer Fixed SDMC</li> <li>• Domestic Funds Transfer Delimited SDSC with Account ID defined at File Identifier level</li> <li>• Internal and Domestic Funds Transfer Delimited SDMC</li> <li>• Internal and Domestic Funds Transfer Fixed SDMC</li> <li>• Internal Funds Transfer Delimited SDSC</li> <li>• Internal Funds Transfer Fixed SDSC</li> <li>• Internal Funds Transfer Delimited MDMC</li> <li>• Internal Funds Transfer Fixed MDMC</li> <li>• Internal Funds Transfer Delimited SDMC</li> <li>• Internal Funds Transfer Fixed SDMC</li> <li>• Internal Funds Transfer Delimited SDMC with Account ID defined at File Identifier level</li> <li>• Internal Funds Transfer Delimited SDSC with Account ID defined at File Identifier level</li> <li>• International Funds Transfer Delimited SDSC</li> <li>• International Funds Transfer Fixed SDSC</li> <li>• International Funds Transfer Delimited MDMC</li> <li>• International Funds Transfer Fixed MDMC</li> <li>• International Funds Transfer Delimited SDMC</li> <li>• International Funds Transfer Fixed SDMC</li> <li>• Demand Draft Payees</li> <li>• Domestic Payees</li> <li>• Internal payees</li> <li>• International Payees</li> <li>• Mixed Payees</li> <li>• Mixed Payments Delimited MDMC</li> <li>• Mixed Payments Fixed MDMC</li> <li>• Mixed Payments Delimited SDSC</li> <li>• Mixed Payments Fixed SDSC</li> <li>• Create Virtual Accounts</li> <li>• Create Virtual Accounts Structure</li> <li>• Create Virtual Identifier</li> </ul>

Field Name	Description
	<ul style="list-style-type: none"> <li>• Create Invoice</li> <li>• Bulk Bill Upload</li> </ul>
<b>Maximum No of Records</b>	Maximum number of records permissible in the uploaded file.
<b>Partial Processing Tolerance (%)</b>	<p>The partial processing tolerance for a file (in percentage terms).          Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the Validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected.</p> <p>This field enabled if approval is 'Record Type'.</p>
<b>Debit Account Number</b>	<p>Account number from where amount has to be debited.</p> <p>This field appears for templates having <b>AcctId defined at FI level</b>.</p>
<b>Transaction Type</b>	<p>Type of transaction:          The Transaction type could be:</p> <ul style="list-style-type: none"> <li>• Internal Funds Transfer</li> <li>• Domestic Funds Transfer</li> <li>• International Funds Transfer</li> <li>• Mixed Transfer</li> <li>• Internal Payee</li> <li>• Domestic Payee</li> <li>• International Payee</li> <li>• Mixed Payee</li> <li>• Domestic Demand Draft Payee</li> <li>• International Demand Draft Payee</li> <li>• Virtual Account</li> <li>• Virtual Account Structure</li> <li>• Virtual Identifier</li> <li>• Virtual Account Structure</li> <li>• Create Invoice</li> <li>• Bulk Bill Upload</li> </ul>

Field Name	Description
<b>Accounting Type</b>	<p>Accounting type of transaction:</p> <p>The accounting type could be:</p> <ul style="list-style-type: none"> <li>• SDSC: Single Debit Single Credit</li> <li>• SDMC: Single Debit Multi Credit</li> <li>• MDMC: Multi Debit Multi Credit</li> </ul> <p>This field does not appear for <b>Demand Draft Payees, Domestic Payees, Internal payees, International Payee, Mixed Payees, Invoice and Virtual Account</b> templates.</p>
<b>File Type</b>	The file type – delimited or fixed length.
<b>Format Type</b>	<p>The format in which file is uploaded.</p> <p>The format could be CSV, XML, XLS, XLSX.</p>
<b>Approval Type</b>	<p>The approval type is at file level or record level.</p> <ul style="list-style-type: none"> <li>• File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected en-masse.</li> <li>• Record Level - The approver could approve some records, and reject others. Payments are processed only for approved records.</li> </ul> <hr/> <p>Note: Approval Type cannot be modified once it is created.</p>

4. In the **File Identifier** field, enter the code of the file to be maintained for upload.
5. In the **Description** field, enter the file description corresponding to the file code.
6. From the **File Template** list, select the file template.
  - a. If you have selected a file template with **AcctId defined at FI level** from the **File Template** list, enter the Debit Account Number.
7. Select the appropriate **Approval Type**.
8. Click **Save**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
9. The **File Identifier Maintenance - Review** screen appears. Verify the details and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.



10. The success message appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## 50.1.7 File Identifier Maintenance - Corporate User – Edit

Using this option the administrator can edit and update a file identifier.

### To edit file identifier:

1. In the **Party Id** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The **File Identifier Maintenance** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
3. Click the file identifier record.  
The **File Identifier Maintenance- View** screen appears.
4. Click **Edit** to edit the file identifier mapping.  
The **File Identifier Maintenance - Edit** screen appears.

### File Identifier Maintenance - Edit

The screenshot displays the 'File Identifier Maintenance - Edit' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile section showing 'Welcome, Sweta Thakur' and 'Last login 06 May 05:18 PM'. The main content area is titled 'File Identifier Maintenance' and contains a 'Details' section with the following fields:

Party Id	004308
Party Name	Sunrise Coffee
File Identifier	InternalFTMDMC
Description	InternalFTMDMC
File Template	Internal Funds Transfer Delimited MDMC
Maximum No Of Records	100
Partial Preprocessing Tolerance(%)	50
Transaction Type	Internal Funds Transfer
Accounting Type	Multiple Debit Multiple Credit
File Type	DELIMITED
Format Type	CSV,XML,XLS,XLSX
Approval Type	<input checked="" type="radio"/> Record Level <input type="radio"/> File Level

At the bottom left of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. The footer of the page contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

5. Edit the required fields of file identifiers. E.g. Description, Maximum Number of Records, and Partial Processing Tolerance, Debit Account Number – if required.

## User Interface Details

Field Name	Description
<b>Description</b>	Descriptions corresponding to the file upload code.
<b>Maximum No of Records</b>	Maximum Number of records permissible in the uploaded file.
<b>Partial Processing Tolerance (%)</b>	The partial processing tolerance for a file (in percentage terms) Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the Validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected.

6. Click **Save** to save the modified details.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
7. The **File Identifier Maintenance – Edit - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## **FAQ**

### **1. For bank administrators which transactions have file upload support?**

Currently the file upload feature for bank administrators is available for addition of billers only.

### **2. What are the different transaction types, accounting types and file formats supported?**

The following table details the different transaction types, accounting types and file formats supported. A file identifier with a specific template is a combination of the parameters below:

<b>Sr. No.</b>	<b>Parameter</b>	<b>Types</b>
1	Transaction Type	Internal funds Transfer Domestic Funds Transfer International Funds Transfer Mixed Transfer Admin Biller (available only for admin user) Payee Files (Internal / Domestic / International Or Mixed Payee Files) Virtual Account related (Accounts, Structure & Identifiers creation) Invoice Creation Bulk Bill Upload
2	Accounting Type	Single Debit, Single Credit (SDSC) Single Debit, Multi Credit (SDMC) Multi Debit, Multi Credit (MDMC)
3	Approval Type	File Level Record Level
4	Format Type	CSV, XML, XLS, XLSX

### **3. Why do we have different accounting types?**

File templates support different accounting types, and business users can use the template that best support their needs. Details with business examples below:

Sr No.	Accounting Type	Business Example	Approval Type
1	Single Debit, Single Credit (SDSC)	A corporate may want to make monthly payments to its various vendors from one central account. So though the debit account is the same across all records, the credit accounts are different and the debit accounting entry is not consolidated.	Record Type or File Type
2	Single Debit, Multi Credit (SDMC)	A corporate may want to make monthly salary payments to all its employees. A single consolidated debit entry is required to be passed, against multiple credits to different accounts.	File Type
3	Multi Debit, Multi Credit (MDMC)	This file format caters to a lot of one to one transfers between two parties for various payments. Organizations that are brokers or intermediaries in trade contracts, may find this format more suitable for their business needs.	Record Type

#### 4. What is the business rationale of having different approval types?

A record type approval, gives more flexibility to the corporate user – in the sense, that even if some records are not validated, the file could still be processed (only those records that have passed validations) and file type approval, gives more control to the corporate user. Since all records in the file have to pass validations, before a file is processed.

#### 5. Who can create File Identifiers for a corporate party?

Only a bank administrator or a corporate administrator with required rights can create file identifiers for a corporate party.

#### 6. What is a 'File Upload Template'?

A template that is used to upload a file is called as file template. It distinguishes one file from another depending on:

- a) Transaction type of the file
- b) Format of the file to be uploaded
- c) Approval type set-up for the file
- d) Accounting type of a payment file

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## 50.2 User File Identifier Mapping

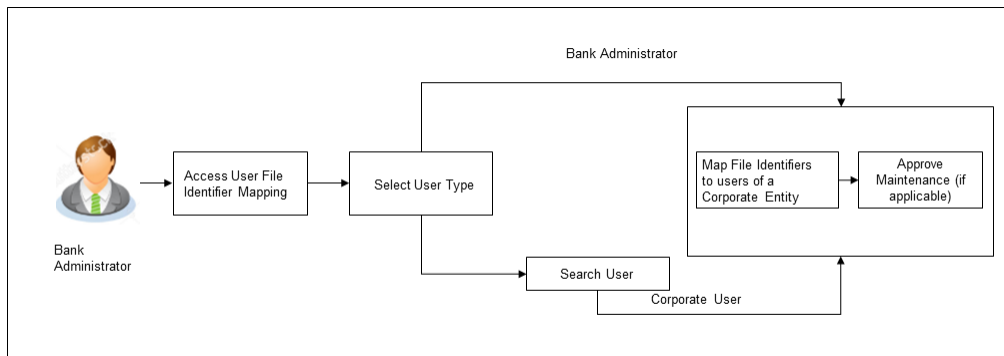
This function can be used by the administrator to map the required file identifier to a specific user or a set of users so that the user can upload and view the required file types. In case of corporate user the mapping will be done for the Party ID and for bank administrators mapping will be done for the User ID.

### Prerequisites

- Transaction access is provided to Bank Administrator User Creation
- Party and Account access (for corporate file upload)
- Set up Transaction and account access (for corporate file upload)
- Set up Approval Rules (for corporate file upload)
- File Identifier Maintenance

### Features Supported In Application

- Search User File Identifier Mapping
- Create User File Identifier Mapping
- Edit User File Identifier Mapping



### How to reach here:

*System/ Bank Administrator Dashboard > Toggle Menu > File Upload > User File Identifier Mapping*

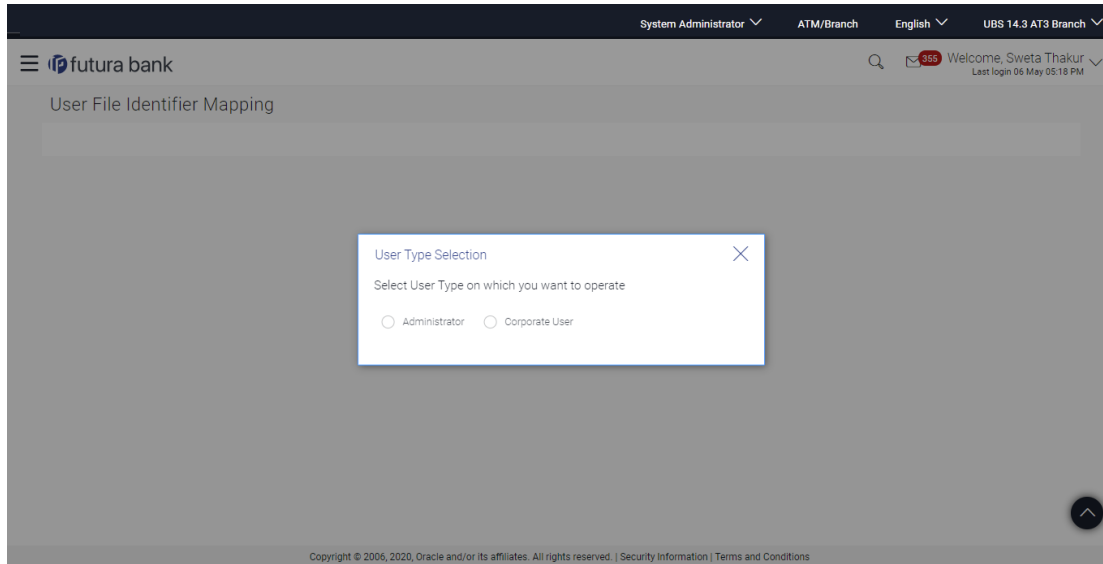
OR

*Bank Administrator Dashboard > Quick Links > User File Identifier Mapping*

## 50.2.1 User File Identifier Mapping – User Type Selection

Bank Administrator logs into the system and navigates to the User File Identifier Mapping screen. On accessing the 'User File Identifier Mapping' menu, bank administrator has to select the user type.

### User File Identifier Mapping – User Type Selection



1. Click **Administrator** to access file identifier for bank administrator users. The User File Identifier Mapping screen appears.
2. Click **Corporate User** to access the file identifier of corporate users. The User File Identifier Mapping screen appears.

## 50.2.2 User File Identifier Mapping – Administrator - Search

Using this option the administrator can search and view the file identifiers mapped to the user.

### To search and view the file identifiers:

1. In the **User File Identifier Mapping** screen, enter any one search criteria.
2. Click **Search**. The **User File Identifier Mapping** screen with search results appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Clear** to clear the search parameters.

### User File Identifier Mapping - Search



The screenshot shows the 'User File Identifier Mapping - Search' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main content area has a search form with 'User Type' set to 'Administrator' and 'User Name' set to 'amit'. Below the form are 'Search', 'Cancel', and 'Clear' buttons. A table below the form shows user details for 'Mark Waugh (amitadmin)'. A 'Note' box on the right explains the mapping process.


Initials	User Details	Contact Details	Mapping
MW	Mark Waugh amitadmin	amit.w.harkare@oracle.com 9001234567	

### Field Description

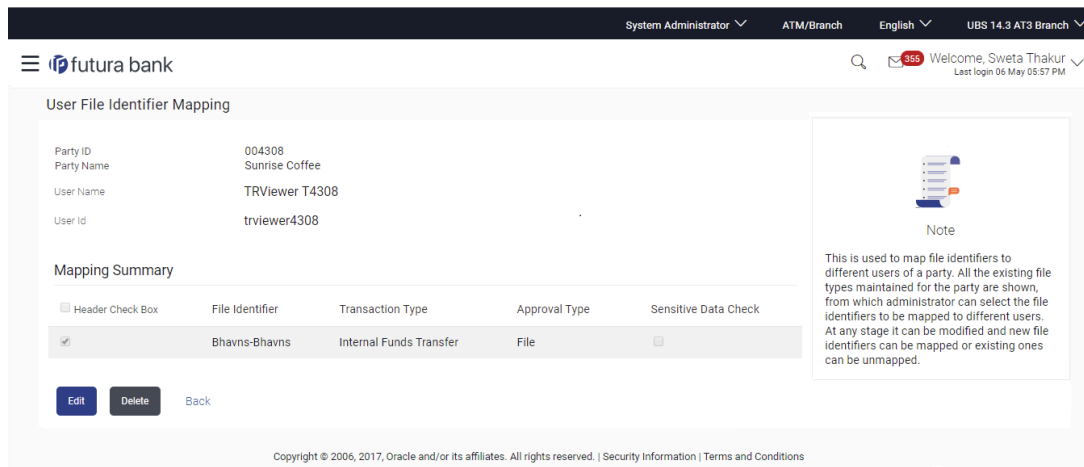
Field Name	Description
<b>User Type</b>	The type of user as selected in the User File Identifier Mapping – User Type Selection screen. The options are: <ul style="list-style-type: none"> <li>• Administrator</li> <li>• Corporate User</li> </ul>
<b>User Name</b>	To search the user with the user name. Partial search is allowed.
<b>More Search Options</b>	Below fields appears if you click the <b>More Search Options</b> link.
<b>First Name</b>	To search based on first name or given name of the user.



Field Name	Description
<b>Last Name</b>	To search based on last name/ surname of the user.
<b>Email</b>	To search based on email id of the user.
<b>Mobile Number</b>	To search based on mobile number of the user.
<b>Search Result</b>	
<b>Initials</b>	The initials of the user.
<b>User Details</b>	The details of the user like user name or user id.
<b>Contact Details</b>	Email and contact number of the user.
<b>Mapping</b>	Displays whether the file identifier is mapped to the user. <ul style="list-style-type: none"> <li>•  - denotes that the file identifier is mapped to the user</li> <li>•  - denotes that the file identifier is not mapped to the user.</li> </ul>

3. Click  against the file identifier record of which you want to view the details. The **User File Identifier Mapping - View** screen appears.

### User File Identifier Mapping - View



The screenshot shows the 'User File Identifier Mapping' view for a user named 'TRViewer T4308'. The mapping summary table is as follows:

Header Check Box	File Identifier	Transaction Type	Approval Type	Sensitive Data Check
<input checked="" type="checkbox"/>	Bhavns-Bhavns	Internal Funds Transfer	File	<input type="checkbox"/>

A note box on the right states: "This is used to map file identifiers to different users of a party. All the existing file types maintained for the party are shown, from which administrator can select the file identifiers to be mapped to different users. At any stage it can be modified and new file identifiers can be mapped or existing ones can be unmapped."

**Field Description****Field Name**   **Description**

---

**User Name**   User name of the logged-in user.**User Id**   User id of the user.**Mapping Summary****Header Check Box**   The check box to select the records for mapping.**File Identifier**   Unique code assigned to the uploaded file.**Transaction Type**   Type of transaction:  
The transaction type could be:

- Admin Biller

**Approval Type**   The approval type is at file level or record level.

- File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected
- Record Level - The approver could approve some records, and reject others. Payments are processed only for approved records

**Sensitive Data Check**   If selected, the users are barred from viewing the contents of the file.


---

4. Click **Edit** to modify the user file identifier mapping.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.

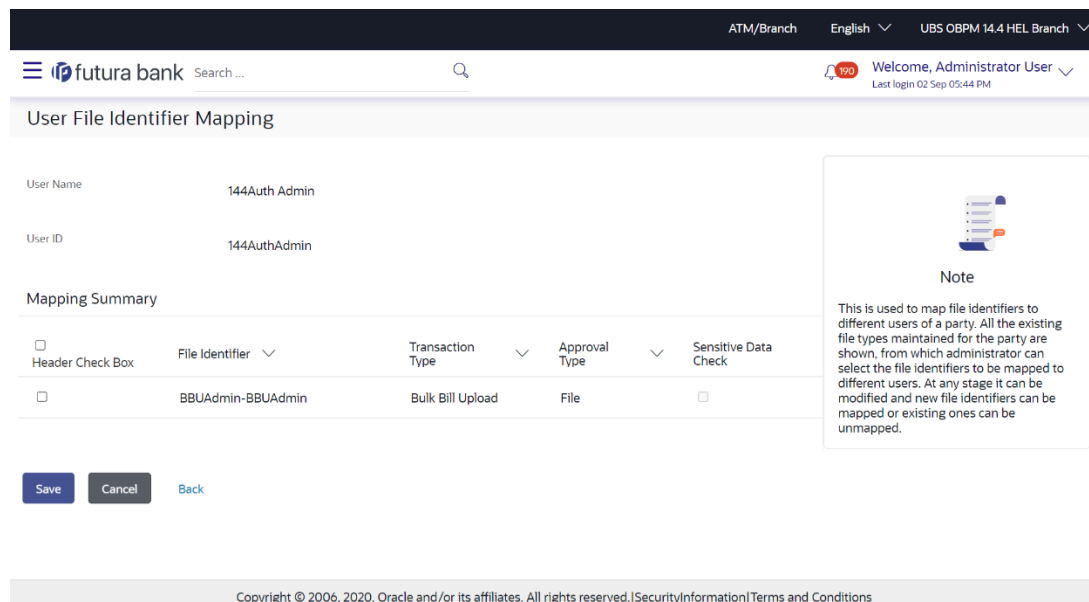
### 50.2.3 User File Identifier Mapping – Administrator - Create

Using this option the administrator can map the file identifiers to a user.

#### To map a user to a file identifier:

1. In the User File Identifier Mapping screen, enter any one search criteria.
2. Click **Search**. The **User File Identifier Mapping** screen with search results appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Clear** to clear the search parameters.
3. Click  against the file identifier record, for which you want to map the user. The **User File Identifier Mapping** screen appears.

#### User File Identifier Mapping - Create



The screenshot shows the 'User File Identifier Mapping' screen. At the top, there's a navigation bar with 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. Below that, the 'futura bank' logo and a search bar are visible. The user is logged in as 'Administrator User' with the last login on '02 Sep 05:44 PM'. The main content area is titled 'User File Identifier Mapping' and displays the following information:

- User Name:** 144Auth Admin
- User ID:** 144AuthAdmin
- Mapping Summary:** A table with columns: Header Check Box, File Identifier, Transaction Type, Approval Type, and Sensitive Data Check.

<input type="checkbox"/>	File Identifier	Transaction Type	Approval Type	Sensitive Data Check
<input type="checkbox"/>	BBUAdmin-BBUAdmin	Bulk Bill Upload	File	<input type="checkbox"/>

At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. A 'Note' box on the right states: 'This is used to map file identifiers to different users of a party. All the existing file types maintained for the party are shown, from which administrator can select the file identifiers to be mapped to different users. At any stage it can be modified and new file identifiers can be mapped or existing ones can be unmapped.'

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#### Field Description

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

<b>User Name</b>	User name.
------------------	------------

<b>User Id</b>	User id of the user.
----------------	----------------------

#### Mapping Summary

<b>Header Check Box</b>	The check box to select the records for mapping.
-------------------------	--

Field Name	Description
<b>File Identifier</b>	Unique code assigned to the uploaded file.
<b>Transaction Type</b>	Type of transaction: The Transaction type could be: <ul style="list-style-type: none"> <li>• Bulk Bill Upload</li> </ul>
<b>Approval Type</b>	The approval type is at file level or record level. <ul style="list-style-type: none"> <li>• File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected</li> <li>•</li> </ul>
<b>Sensitive Data Check</b>	If selected, the users are barred from viewing the contents of the file.

4. In the **Mapping Summary** section, select the file identifier which you want to map to the user.
5. Check / Uncheck the **Sensitive Data** check field, to enable / disable access to the contents of the file.
6. Click **Save**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
7. The **User File Identifier Mapping - Review** screen appears. Verify the details and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

#### **50.2.4 User File Identifier Mapping – Administrator - Edit**


Using this option the administrator can edit and update mapping of a file identifier, to a user

##### **To edit a User File Identifier Mapping:**

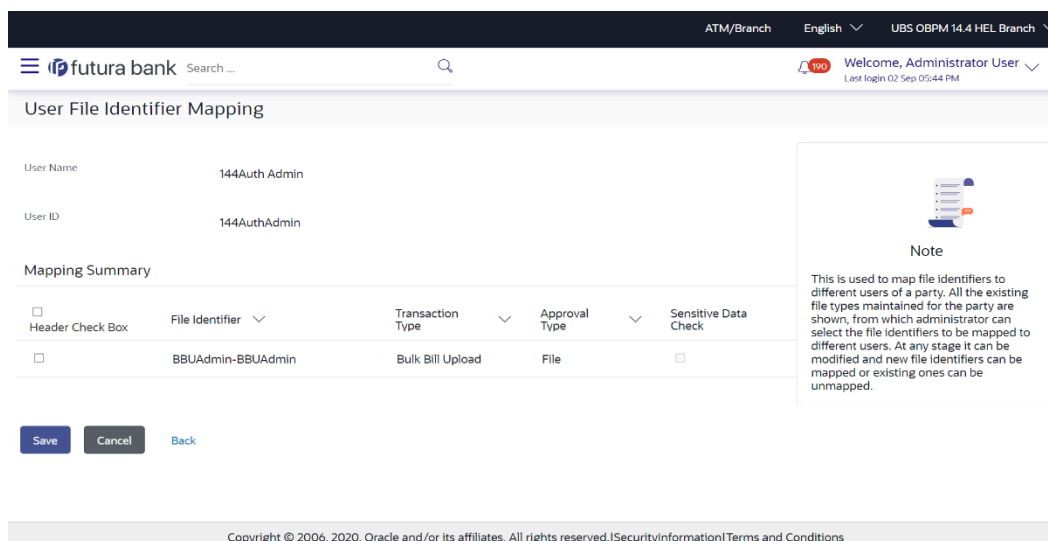
1. In the **User Name** field, enter the username of the user.
2. Click **Search**. The **User File Identifier Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

3. Click  against the file identifier record. The **User File Identifier Mapping - View** screen appears.
4. Click **Edit**. The **User File Identifier Mapping - Edit** screen appears.

### User File Identifier Mapping - Edit



The screenshot shows the 'User File Identifier Mapping - Edit' screen. At the top, there is a navigation bar with 'futura bank' logo, a search bar, and user information: 'Welcome, Administrator User' with a last login of '02 Sep 05:44 PM'. The main content area is titled 'User File Identifier Mapping' and displays the following details:

- User Name: 144Auth Admin
- User ID: 144AuthAdmin

Below this is a 'Mapping Summary' table:

Header Check Box	File Identifier	Transaction Type	Approval Type	Sensitive Data Check
<input type="checkbox"/>	BBUAdmin-BBUAdmin	Bulk Bill Upload	File	<input type="checkbox"/>

At the bottom of the mapping section, there are three buttons: 'Save', 'Cancel', and 'Back'. To the right of the table is a 'Note' box with a document icon and the following text: 'This is used to map file identifiers to different users of a party. All the existing file types maintained for the party are shown, from which administrator can select the file identifiers to be mapped to different users. At any stage it can be modified and new file identifiers can be mapped or existing ones can be unmapped.'

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5. View the details of File Identifier mapping already saved. Select or de-select the File Identifier record to map / un-map a File Identifier to a user.
6. Check / Uncheck the Sensitive Data Check, to enable / disable the complete access to file content.
7. Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.
8. The **User File Identifier Mapping - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.
9. The success message appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

### 50.2.5 User File Identifier Mapping - Corporate User - Search

Using this option bank administrator can search and view the file identifiers mapped to the corporate user.

**To search and view the file identifiers:**

1. In the **Party Id** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The **User File Identifier Mapping** screen with search results appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Clear** to clear the search parameters.

**User File Identifier Mapping - Search**

**futura bank**
System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

**User File Identifier Mapping**
Welcome, Sweta Thakur  
Last login on May 05, 17 PM

Party ID: 004308  
Party Name: Sunrise Coffee

**Users List**

Initials	User Details	Contact Details	Mapping
WR	Wayne Rooney WayneR	mustufa.gali@oracle.com 9988899999	
PC	Paul checker Psdchecker	amit.p.jadhav@oracle.com 3332221111	
SA	Sonal Agarwal sonal@pmcorp	sonal.a.agarwal@oracle.com 7007226301	
AR	Aditya R adicorp308	dhaval.i.shah@oracle.com 1111111111	
PM	Paul Maker Psdmaker	dhaval.i.shah@oracle.com 2221112223	
AR	Aditya Ramnathkar adicorp308	aditya.ramnathkar@oracle.com 1111111111	
AR	Aditya Ramnathkar adicorp308	dhaval.i.shah@oracle.com 1111111111	
CC	cfpm checker cfpmchecker	priyanka.k.kothari@oracle.com 7697697690	
FM	facility manager cfpmautoauth	priyanka.k.kothari@oracle.com 7097267897	
CC	cfpm corp cfpmauto	priyanka.k.kothari@oracle.com 7987897894	
CM	cfpm maker cfpmmaker	priyanka.k.kothari@oracle.com 7697697697	
SM	sweccfpm maker sweccfpmmaker	prajakta.shinde@oracle.com 9123456780	
AJ	Amit Jadhav tmaker4308	amit.p.jadhav@oracle.com 9773298719	
MM	Murphy Maker pmgmaker	prajakta.shinde@oracle.com 1234567890	
C1	cfpmchecker 14.3 cfpm_checker	sweta.thakur@oracle.com 9123457680	
KK	keshav kulkarni dip1430D	dipen.v.shah@oracle.com 8989898989	
C1	cfpmmaker 14.3 cfpm_maker	sweta.thakur@oracle.com 9123450876	
SC	sweccfpm checker sweccfpmchecker	prajakta.shinde@oracle.com 9123456780	
TJ	TRChecker_Jadhav trchecker4308	dipesh.rane@oracle.com 9773298719	
DR	dipesh rane dipeshmaker	dipeshrane1130637@gmail.com 8879373947	
JT	Jack Thomas pmgchecker	prajakta.shinde@oracle.com 1234567890	
SC	Isun coffee LevCorp2	prabhjol.singh@oracle.com 2131232133	
ST	SWATI THITE SWATIICORP1D	swati.thite@oracle.com 9933009900	
DR	Dipesh Rane rugvedst	dipeshrane1130637@gmail.com 8888696867	
DR	Dipesh Rane Trviewer	dipeshrane1130637@gmail.com 8879373947	
ST	SWATI THIT CORPADMIN	swati.thite@oracle.com 9930998899	
DR	Dipesh Rane rohanerin	dipeshrane1130637@gmail.com 8879373947	
JD	Jane Doe njcorp	apoorva.gosavi@oracle.com 9876543210	
RA	Roy Auto Royautofubs	anirudha.kondurkar@oracle.com 3211233211	
RM	Roy maker Roymakerfubs	anirudha.kondurkar@oracle.com 1231231231	
RC	Roy checker Roycheckerfubs	anirudha.kondurkar@oracle.com 1231231231	
DR	dipesh rane ronaldo	dipeshrane1130637@gmail.com 8879565756	
DR	dipesh rane eswinews	dipeshrane1130637@gmail.com 8879385856	
DR	dipesh rane highlander	dipeshrane1130637@gmail.com 8879373947	
DR	dipesh rane translucent	dipeshrane@gmail.com 8879373947	
DR	Dipesh Rane lusherag	dipeshrane1130637@gmail.com 8877553467	
JD	Jane Doe njcorp1	apoorva.gosavi@oracle.com 9876543210	
RD	Rahul Dev psdckr	rahul.devtekar@oracle.com 9866765553	
DR	Dipesh Rane rohanerine	dipeshrane1130637@gmail.com 7777888868	
TT	TRViewer T4308 trviewer4308	amit.p.jadhav@oracle.com 1231231231	
XD	xsaif da bhavna.s.	bhavna.s@oracle.com 8449084263	
JC	Jack Checker DtechChecker	dipesh.rane@oracle.com 9172777005	
JM	Jack Maker DtechMaker	amit.p.jadhav@oracle.com 9172777005	

**Note**

This is used to map file identifiers to different users of a party. All the existing file types maintained for the party are shown from which administrator can select the file identifiers to be mapped to different users. At any stage it can be modified and new file identifiers can be mapped or existing ones can be unmapped.



Cancel
Back


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### Field Description

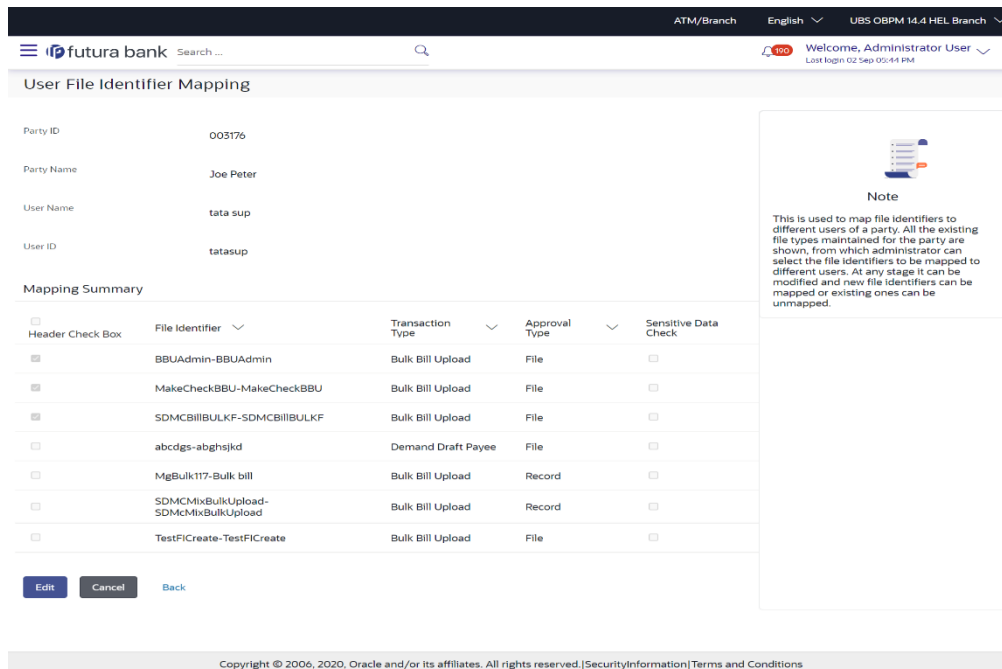
Field Name	Description
Party ID	Party ID of the user.

50-33

Field Name	Description
<b>Party Name</b>	Party name corresponding to the party ID.
<b>Users List</b>	
<b>Initials</b>	The initials of the user.
<b>User Details</b>	The details of the user like user name or user id.
<b>Contact Details</b>	Email and contact number of the user.
<b>Mapping</b>	Displays whether the file identifier is mapped to the user. <ul style="list-style-type: none"> <li>•  - denotes that the file identifier is mapped to the user</li> <li>•  - denotes that the file identifier is not mapped to the user</li> </ul>

- Click  against the file identifier record of which you want to view the details. The **User File Identifier Mapping - View** screen appears.  
OR  
Click **Back** to go back to previous screen.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

### User File Identifier Mapping - View



The screenshot shows the 'User File Identifier Mapping - View' screen. At the top, there is a navigation bar with 'futura bank' logo, search bar, and user information: 'Welcome, Administrator User' and 'Last login: 02 Sep 05:44 PM'. Below the navigation bar, the user details are displayed:

- Party ID: 003176
- Party Name: Joe Peter
- User Name: tata sup
- User ID: tatasup

The 'Mapping Summary' table is as follows:

Header Check Box	File Identifier	Transaction Type	Approval Type	Sensitive Data Check
<input checked="" type="checkbox"/>	BBUAdmin-BBUAdmin	Bulk Bill Upload	File	<input type="checkbox"/>
<input checked="" type="checkbox"/>	MakeCheckBBU-MakeCheckBBU	Bulk Bill Upload	File	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SDMCBillBULKF-SDMCBillBULKF	Bulk Bill Upload	File	<input type="checkbox"/>
<input type="checkbox"/>	abcdgs-abghsjkd	Demand Draft Payee	File	<input type="checkbox"/>
<input type="checkbox"/>	MgBulk117-Bulk bill	Bulk Bill Upload	Record	<input type="checkbox"/>
<input type="checkbox"/>	SDMCMixBulkUpload-SDMCMixBulkUpload	Bulk Bill Upload	Record	<input type="checkbox"/>
<input type="checkbox"/>	TestFICreate-TestFICreate	Bulk Bill Upload	File	<input type="checkbox"/>

At the bottom of the table, there are three buttons: 'Edit', 'Cancel', and 'Back'. A 'Note' box on the right side of the screen contains the following text:

**Note**  
This is used to map file identifiers to different users of a party. All the existing file types maintained for the party are shown, from which administrator can select the file identifiers to be mapped to different users. At any stage it can be modified and new file identifiers can be mapped or existing ones can be unmapped.

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**Field Description****Field Name    Description**

---

**User Name**    User name of the logged-in user.**User Id**        User id of the user.**Mapping Summary****File Identifier**        Unique code assigned to the uploaded file.**Transaction Type**    Type of transaction:  
The transaction type could be:

- Internal Funds Transfer
- Domestic Funds Transfer
- International Funds Transfer
- Mixed Transfer
- Internal Payee
- Domestic Payee
- International Payee
- Mixed Payee
- Domestic Demand Draft Payee
- International Demand Draft Payee
- Create Virtual Accounts
- Create Virtual Accounts Structure
- Create Virtual Identifier
- Create Invoice
- Bulk Bill Upload

**Approval Type**        The approval type is at file level or record level.

- File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected
- Record Level - The approver could approve some records, and reject others. Payments are processed only for approved records

**Sensitive Data Check**    If selected, the users are barred from viewing the contents of the file.

---




4. Click **Edit** to modify the user file identifier mapping.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

## 50.2.6 User File Identifier Mapping - Corporate User - Create


Using this option the administrator can map the file identifiers to a user.

### To map a user to a file identifier:

1. In the **Party Id** field, enter the party id.  
OR  
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The **User File Identifier Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
3. Click  against the file identifier record, for which you want to map the user. The **User File Identifier Mapping** screen appears.

### User File Identifier Mapping - Create

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

 futurabank
Welcome, Sweta Thakur  
Last login 06 May 05:57 PM


#### User File Identifier Mapping

User Name: Wayne Rooney  
User Id: WayneR

Mapping Summary

<input type="checkbox"/> Header Check Box	File Identifier	Transaction Type	Approval Type	Sensitive Data Check
<input checked="" type="checkbox"/>	AddBillerFile-Add Biller File Level	Admin Biller	File	<input type="checkbox"/>
<input checked="" type="checkbox"/>	AddBillerRec-Add Biller Record Level	Admin Biller	Record	<input type="checkbox"/>
<input type="checkbox"/>	FIBiller-File Identifier Biller	Admin Biller	File	<input type="checkbox"/>
<input type="checkbox"/>	Utilitybiller-Utility Biller	Admin Biller	Record	<input type="checkbox"/>

**Save**
**Cancel**
Back

  
**Note**

This is used to map file identifiers to different users of a party. All the existing file types maintained for the party are shown, from which administrator can select the file identifiers to be mapped to different users. At any stage it can be modified and new file identifiers can be mapped or existing ones can be unmapped.

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**Field Description****Field Name    Description**

---

<b>Party ID</b>	Party ID of the user
<b>Party Name</b>	Party name corresponding to the party ID.
<b>User Name</b>	User name.
<b>User Id</b>	User id of the user.

**Mapping Summary**

**File Identifier**      Unique code assigned to the uploaded file.

**Transaction Type**    Type of transaction:  
The Transaction type could be:

- Internal Funds Transfer
- Domestic Funds Transfer
- International Funds Transfer
- Mixed Transfer
- Internal Payee
- Domestic Payee
- International Payee
- Mixed Payee
- Domestic Demand Draft Payee
- International Demand Draft Payee
- Create Virtual Accounts
- Create Virtual Accounts Structure
- Create Virtual Identifier
- Create Invoice
- Bulk Bill Upload

**Approval Type**      The approval type is at file level or record level.

- File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected
- Record Level - The approver could approve some records, and rejects others. Payments are processed only for approved records

---

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


<b>Sensitive Data Check</b>	If selected, the users are barred from viewing the contents of the file.
-----------------------------	--

4. In the **Mapping Summary** section, select the file identifier which you want to map to the user.
5. Check / Uncheck the **Sensitive Data** check field, to enable / disable access to the contents of the file.
6. Click **Save**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
7. The **User File Identifier Mapping - Review** screen appears. Verify the details and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

### 50.2.7 User File Identifier Mapping - Corporate User - Edit

Using this option the administrator can edit and update mapping of a file identifier, to a user

#### To edit a User File Identifier Mapping:

1. In the **Party Id** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The **User File Identifier Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
3. Click  against the file identifier record. The **User File Identifier Mapping - View** screen appears.
4. Click **Edit**. The **User File Identifier Mapping - Edit** screen appears

## User File Identifier Mapping - Edit

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Sweta Thakur | Last login 06 May 05:57 PM

### User File Identifier Mapping

User Name: Amit Jadhav  
User id: trmaker4308

Mapping Summary

<input type="checkbox"/> Header Check Box	File Identifier	Transaction Type	Approval Type	Sensitive Data Check
<input checked="" type="checkbox"/>	Bhavns-Bhavns	Internal Funds Transfer	File	<input type="checkbox"/>
<input checked="" type="checkbox"/>	InternalFTDelSDMC-InternalFTDelSDMC	Internal Funds Transfer	File	<input type="checkbox"/>
<input checked="" type="checkbox"/>	InternalFTMDMC-InternalFTMDMC	Internal Funds Transfer	Record	<input type="checkbox"/>

**Note**  
This is used to map file identifiers to different users of a party. All the existing file types maintained for the party are shown, from which administrator can select the file identifiers to be mapped to different users. At any stage it can be modified and new file identifiers can be mapped or existing ones can be unmapped.

**Save** **Cancel** **Back**

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- View the details of File Identifier mapping already saved. Select or de-select the File Identifier record to map / un-map a File Identifier to a user.
- Check / Uncheck the **Sensitive Data Check**, to enable / disable the complete access to file content.
- Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.
- The **User File Identifier Mapping - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.
- The success message appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## **FAQ**

**1. Can all users of a particular corporate access all file types, mapped to the corporate?**

User/s have to be mapped to file identifiers to be able to access files. For example, only the user/s of Human Resource Department of a corporate may have access to upload / view and enquire status of salary files.

Mapping File Identifier's to specific users thus enables access of certain types of file/s to certain user/s.

**2. If a user is mapped to a File Identifier and he has uploaded a file – but after this, he is no longer mapped to the File Identifier – can he view the status of the file?**

No, the user will not be able to view the status of the file, if he is not mapped to it, at the point in time when he is checking for the status.

[Home](#)

## 50.3 File Upload – Bill Presentment

Using this option bank administrator can upload a file containing multiple bills which are to be presented for payment on behalf of the biller .

### Prerequisites

- File Identifier Maintenance
- User – File Identifier Mapping

### Features Supported In Application

- Upload a File

### How to reach here:

*Corporate Dashboard > Toggle Menu > File Upload > File Upload*

*OR*

*Corporate Dashboard > Quick Links > File Upload*

### File Upload

### Field Description

Field Name	Description
<b>File Identifier</b>	File identifier created earlier, in order to identify the file. This will list the file identifiers assigned by the administrator user to the logged in user for handling of file uploads.
<b>File Name</b>	Browse and select the file to be uploaded.

### To upload a file:

6. From the **File Identifier** list, select the file identifier.  
The file identifier details appear.



7. In the **File Name** field, select the file to be uploaded.

## File Upload

The screenshot shows the 'File Upload' page in the Futura Bank system. The page header includes the bank logo, a search bar, and user information: 'Welcome, tata sup' and 'Last login: 26 Aug 07:06 PM'. The main content area is titled 'File Upload' and contains the following fields and options:

- File Identifier:** BBUAdmin-BBUAdmin
- Transaction Type:** Bulk Bill Upload
- File Format Type:** CSV, XLS, XLSX
- Approval type:** File Level
- File Name:** BCFTemplate.CSV

At the bottom of the form, there are 'Upload' and 'Cancel' buttons. The footer contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

## Field Description

Field Name	Description
<b>File Identifier</b>	Select the File identifier created earlier and mapped to the user in order to identify the file.
<b>Transaction Type</b>	Displays the transaction type of the file upload. Information is displayed based on the parameters defined at the file identifier selected by the user.
<b>File Format Type</b>	Displays the format in which the file can be uploaded. The file formats could be: <ul style="list-style-type: none"> <li>• CSV</li> <li>• XLS</li> <li>• XLSX</li> </ul> Information is displayed based on the parameters defined at the file identifier selected by the user.

Field Name	Description
<b>Approval Type</b>	<p>Displays approval level of the file.</p> <p>For bill presentment type of a file, the approval type will always remain as Fil Level approval.</p> <ul style="list-style-type: none"> <li>File Level: In a file type approval, the approver accepts or rejects the entire file, and all records are either processed or rejected.</li> </ul> <p>Information is displayed based on the parameters defined at the file identifier selected by the user.</p>
<b>Accounting Type</b>	<p>Displays accounting type of the file.</p> <p>This field is displayed for the files which are financial in nature.</p>
<b>File Name</b>	<p>Choose the file from the local machine for upload.</p> <p>Post choosing the file, displays the file name.</p>

8. Click **Upload**.  
OR  
Click **Cancel** to abort the file uploading process.
9. The success message along with the file reference ID and status of the transaction appears.  
Click **OK** to complete the file upload.  
OR  
Click the **File Reference ID** to inquire about the uploaded file status.  
The Uploaded File Inquiry screen appears.  
OR  
Click **Home** to go to the Dashboard screen.

Click	to	view	sample	for	file	upload		
1448	101	424	1 UNPAID	30-03-202	31-03-202	30-04-202	516.7	GBP
1534	451	3176	12 UNPAID	30-03-202	31-03-202	30-04-202	143.13	EUR
15235	101	3038	104 UNPAID	30-03-202	31-03-202	30-04-202	1235.11	EUR

## 50.4 Uploaded Files Inquiry

Through this option the user can view the files uploaded by the bank administrator user using OBDX platform (only those files that the user has access to) and their status.

- The search can be filtered on various parameters like status and file reference ID.
- The user can track the status of the file and if there is an error in the file, he / she can download the error file to arrive at the exact reason for error.
- For files in the 'Processed' status, the user can download Response file, to vet status of processing (in the host) for each record, of the file.
- The user can track file history and also check Individual record details.

### Prerequisites

- File Identifier Maintenance

- User – File Identifier Mapping

### Features Supported In Application

- View Uploaded File & its Status (Uploaded File Inquiry)

### How to reach here:

Corporate Dashboard > Toggle Menu > File Upload > Uploaded File Inquiry

OR


Corporate Dashboard > Quick Links > Uploaded File Inquiry

## 50.4.1 Uploaded File Inquiry – Default View

On accessing 'Uploaded File Inquiry' option from the menu, by default screen displays the summary of the files uploaded on that day with respective statuses. User can choose to view the details of the file by clicking on the File Reference ID or can even choose to search the files uploaded on previous days clicking search filters.


The screenshot displays the 'Uploaded Files Inquiry' interface. At the top, there's a navigation bar with 'futura bank' and a search bar. Below it, the title 'Uploaded Files Inquiry' is centered. The main area contains several filter fields: 'File Identifier' (dropdown), 'Transaction Type' (dropdown), 'File Reference ID' (text input), and 'From Date' (calendar icon) set to '27 Aug 2021'. There are also 'File Name' and 'File Status' (dropdown) fields. 'Search' and 'Clear' buttons are positioned below the filters. A 'File Status' legend is provided, defining terms like 'Uploaded', 'Processing In Progress', 'Approved', 'Rejected', etc. The footer shows 'Copyright © 2006, 2020. Oracle and/or its affiliates. All rights reserved.' and links for 'Security Information' and 'Terms and Conditions'.

## 50.4.2 Uploaded File Inquiry – Search Filters

On clicking the  search filters gets enabled on the screen, bank administrator can search and view the files that are uploaded under a party with the file identifier, date range, transaction type, transaction reference ID and view the record details under the same.

User is expected to provide at least two search parameters to get the better result.

### To search and view the uploaded files

3. Click  to expand the search criteria.  
The search section appears.
4. Enter any two search criteria in the search section.

5. Click **Search**. The search results appear on the **Uploaded File Inquiry** screen based on the search parameters.
- OR
- Click **Clear** to reset the search criteria.
- OR
- Click **Cancel** to close the search panel.

## Uploaded File Inquiry – Search

Maker ▼ ATM/Branch ▼ English ▼

Search ... 
Welcome, tata sup ▼  
Last login 27 Aug 10:50 AM

### Uploaded Files Inquiry

File Identifier: MakeCheckBBU-MakeCheckBBU ▼

Transaction Type: Select Transaction Type ▼ File Name:

File Reference ID:  File Status: Select File Status ▼

From Date: 01 Aug 2021 ▼ To Date: 27 Aug 2021 ▼

Search Clear

Upload Details <span style="font-size: 0.7em;">▼</span>	Type <span style="font-size: 0.7em;">▼</span>	File Identifier <span style="font-size: 0.7em;">▼</span>	File Name <span style="font-size: 0.7em;">▼</span>	File Reference ID <span style="font-size: 0.7em;">▼</span>	File Status <span style="font-size: 0.7em;">▼</span>
25 Aug 2021 05:26 PM	Bulk Bill Upload	MakeCheckBBU-MakeCheckBBU	SDSCBulkFSDSCBulkFSDSCBulk.txt	459461902508	Uploaded
18 Aug 2021 12:12 PM	Bulk Bill Upload	MakeCheckBBU-MakeCheckBBU	BillStatus_SpeChar_Char12.txt	28181761808	Error
18 Aug 2021 12:11 PM	Bulk Bill Upload	MakeCheckBBU-MakeCheckBBU	BillStatus_SpeChar_Char11.txt	483239961808	Error
12 Aug 2021 03:04 PM	Bulk Bill Upload	MakeCheckBBU-MakeCheckBBU	BULK_EBPP_UPLOAD_0.txt	56541793208	Error
12 Aug 2021 02:58 PM	Bulk Bill Upload	MakeCheckBBU-MakeCheckBBU	BULK_EBPP_UPLOAD_0.txt	25329372208	Error
12 Aug 2021 02:53 PM	Bulk Bill Upload	MakeCheckBBU-MakeCheckBBU	BULK_EBPP_UPLOAD_0.txt	76036852208	Error
06 Aug 2021 08:32 PM	Bulk Bill Upload	MakeCheckBBU-MakeCheckBBU	CurrencyBlnk_speChar.txt	376871150608	Processed
06 Aug 2021 08:00 PM	Bulk Bill Upload	MakeCheckBBU-MakeCheckBBU	AMT_Blnk_minus.txt	882136160608	Processed
06 Aug 2021 06:34 PM	Bulk Bill Upload	MakeCheckBBU-MakeCheckBBU	SDMC2.txt	414713460608	Processed
04 Aug 2021 11:53 PM	Bulk Bill Upload	MakeCheckBBU-MakeCheckBBU	AMT_Blnk_minus.txt	428402870408	Error

Page 1 of 3 (1-10 of 22 items) < >

Cancel

**File Status**

**Uploaded** : File has been uploaded and file reference number is generated.    **Approved** : File has been approved.    **Rejected** : File has been rejected.

**Processing In Progress** : File is pending for liquidation.    **Error** : File has been pre-processed and contains error.    **Processed** : File is liquidated.

**Processed with Exceptions** : File is processed but some of the records are in error.    **Deleted** : File has been deleted.

**Verified** : File has been pre-processed and authorization checks are done (limit + account access check).    **Expired** : File has been expired.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Search</b>	
<b>File Identifier</b>	File identifier created earlier in order to identify the file. This will list the file identifiers assigned by the administrator user to the logged in user for handling of file uploads
<b>Transaction Type</b>	Search with the transaction type associated with the file.
<b>File Name</b>	Search with the file name of the uploaded file.
<b>File Reference ID</b>	Search with the file reference number which was generated while uploading the file.
<b>File Status</b>	Search with the status of the file uploads. <ul style="list-style-type: none"> <li>• Uploaded</li> <li>• Approved</li> <li>• Rejected</li> <li>• Processing In Progress</li> <li>• Error</li> <li>• Processed</li> <li>• Processed with Exceptions</li> <li>• Deleted</li> <li>• Verified</li> <li>• Expired</li> </ul>
<b>From Date</b>	From Date, to search for an uploaded file, in the specified date range.
<b>To Date</b>	To Date, to search for an uploaded file, in the specified date range.
<b>Search Results</b>	
<b>Upload Details</b>	Displays the file upload date and time.
<b>Type</b>	Displays the transaction type of file uploaded
<b>File Identifier</b>	Displays the file identifier selected while uploading the file.
<b>File Name</b>	Displays the name of the uploaded file.

Field Name	Description
<b>File Reference ID</b>	Displays the file reference number generated after the file was uploaded.
<b>File Status</b>	<p>Displays the status of the uploaded file.</p> <p>The file status could be:</p> <ul style="list-style-type: none"> <li>• Uploaded: File Uploaded and file reference number is generated.</li> <li>• Verified: File has been pre-processed and authorization checks done (limit + account access check). File is now Pending Approval.</li> <li>• Error: File has been pre-processed and contains error. The end of the life cycle of the file (File Level).The user can download the error file at this stage.</li> <li>• Processing in Progress: File is not yet liquidated.</li> <li>• Rejected: File has been rejected (File level). The end of the life cycle of the file.</li> <li>• Approved: File has been fully approved.</li> <li>• Processed: File is completely liquidated. The user can download a response file at this stage.</li> <li>• Processed with exception: File is partially liquidated – i.e. while some records are processed, others are not.</li> <li>• Expired: File has expired.</li> <li>• Deleted: File was deleted.</li> </ul>
<b>Action</b>	<p>The available action icon against the uploaded file.</p> <p>The action is to delete the uploaded file. Only those files with record type of approval, and which are uploaded with a future date can be deleted. Such files are in Processing in Progress status.</p>

6. Click the **File Reference ID** link to view the details. The **Uploaded File Inquiry - File Details** screen appears.

OR

Click  against a specific file upload record to delete the record. A delete icon will be shown against a record, only when if a record is of a future date and is fully approved.

### 50.4.3 Uploaded File Inquiry – File Details – Bill Presentment

On clicking on the File Reference ID from the summary page of bill payment file, following screen is displayed to the user. The user can view the files uploaded by the bank administrator for bill presented for payments. Screen displays the basic file details like name, status, reference id etc. along with the file journey.

User can download file, error report if the file is in error status and even can download response file to know the record level details.

File details section also shows the records of the file in a summarized view along with respective status of each record. User can further delete the specific record if of the future date or not processed.

User can also choose to view the record details by clicking on the link available on each record. User gets directed to the screen which shows the individual record details along with the file details using which the record was uploaded. Each record details is specific to the transaction type which user is inquiring.

Note: The maximum number of records permissible in the uploaded file is a configurable parameter at the File Identifier.



#### File Details

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#### Field Description



Field Name	Description
<b>File Name</b>	File name of the uploaded file. User can download the file by clicking in the icon available besides the file name.
<b>Transaction Type</b>	Displays the transaction type associated with the file.
<b>File Reference ID</b>	Displays the file reference number, which was generated while uploading the file.
<b>Number of Records</b>	Displays the total number of records uploaded as a part of the file.
<b>File Status</b>	Displays the status of the file uploads.
<b>Error Report</b>	Shows an icon to download the error file in case the uploaded file faced some runtime issue and failed to execute.
<b>Response File Download</b>	Shows an icon to download the error response file.
<b>Transaction Reference ID</b>	The transaction reference number, which was generated at the time of transaction execution.
<b>File Workflow</b>	Flow displaying various stages and status of file upload.

7. In the **File Name** field, click  to download the originally uploaded file.  
In the **Response File Download** field click  to download the response file.
8. Click **Download as** to download the file in .pdf or .csv format.  
OR  
Click **Delete** to delete the uploaded file.  
OR  
Click **Back** to navigate to the previous screen.

---

**Note:** If there is an error during file verification (i.e. the file is in error status), an option will be available to download the generated error file.

---

## **FAQ**

### **1. What are some of the validations that a file goes through at various stages, in its life cycle?**

The following are the validations performed on an uploaded file by OBDX and subsequently by the Host, before file is liquidated.

<b>Sr No</b>	<b>Events</b>	<b>Applicable to</b>	<b>Checks</b>
1	On File Upload	All Files	File contents should not match an already uploaded file
2	On File Upload	All Files	File should not exceed the Maximum Size limit
3	On File Upload	All Files	The File Extension type should be the ones permitted
4	On File Upload	All Files	The file should not be Malicious
5	At Pre-Processing	All Files	The format for all fields, should be as templated viz., Date, Currency in accordance with ISO standards, CIF- numeric, account number-alphanumeric etc.
6	At Pre-Processing	All Files	The CIF should be valid, should exist
7	File At Pre-Processing	All Files	CIF and Debit account should belong to each other
8	At Pre-Processing	All Files	User should have access to Debit Account (If applicable for the type of file selected)
9	At Pre-Processing	All Files	Debit account should not be in closed status (If applicable for the type of file selected)
10	At Pre-Processing	All Files	Transaction Limits are not violated at user level (If applicable for the type of file selected)
11	At Pre-Processing	All Files	Payment date should not be in the past (If applicable for the type of file selected)

<b>Sr No</b>	<b>Events</b>	<b>Applicable to</b>	<b>Checks</b>
12	At Pre-Processing	All Files	Payment date should not be a holiday as per the host calendar maintenance (If applicable for the type of file selected)
13	At Pre-Processing	All Files	Debit account should be a CASA account, not loan or TD (If applicable for the type of file selected)
14	At Pre-Processing	All Files	Debit currency in the file, should match the currency of the CASA account (If applicable for the type of file selected)
15	At Pre-Processing	Internal Files	Transaction currency should match either the debit or credit CASA (If applicable for the type of file selected)
16	At Pre-Processing	Internal Files	The Credit Account should be a CASA account, not loan or TD (If applicable for the type of file selected)
17	At Pre-Processing	All SDSC and SDMC files	A file with multiple records, should have the same debit account (If applicable for the type of file selected)
18	At Pre-Processing	Internal Ad hoc	The Purpose of remittance should be valid (If applicable for the type of file selected)
19	At Pre-Processing	Domestic Files	The NEFT / RTGS code should be valid (If applicable for the type of file selected)
20	At Approval	All Files	Cumulative limits should not be violated either for the Approver and the Party (If applicable for the type of file selected)
21	Validations in Core	All Files	The Debit account should have sufficient balance (If applicable for the type of file selected)
22	Validations in Core	All Files	Debit account should not be in dormant status (If applicable for the type of file selected)
23	Validations in Core	All Files	Debit account should not be in debit block status (If applicable for the type of file selected)

Sr No	Events	Applicable to	Checks
24	Validations in Core	Internal Files	The Credit CASA account should not be closed (If applicable for the type of file selected)
25	Validations in Core	Internal Files	There should not be a Credit Block on the CASA account (If applicable for the type of file selected)
26	Validations in Core	International Files	The BIC / SWIFT code should be valid, as per the BIC / Clearing directory as maintained in the host system (If applicable for the type of file selected)

**2. If some records in a file are liquidated, others are deleted, what will the status of the file be?**

The following table shows the file status which is followed to depict various status of the file upload. So if all the records of file are liquidated then the file status is processed, and if any of the records in the file is liquidated while all the other are rejected the file status will be processed, and if any of the records is liquidated and rest all have an error the file status will be processed with exception.

Verified	Approved	Processing in Progress	Liquidated	Rejected	Deleted	Error	File Status
All							Verified
	All						Approved
		All					Processing in Progress
			All				Processed
				All			Rejected
					All		Deleted
						All	Error
			1	1			Processed
			1		1		Processed

Verified	Approved	Processing in Progress	Liquidated	Rejected	Deleted	Error	File Status
			1			1	Processed with exception
			1	1	1		Processed
			1	1	1	1	Processed with exception
				1	1		Deleted
				1		1	Processed with exception
					1	1	Processed with exception

3. If a payment file is in the approved status, does it mean that all the records are successfully liquidated?

No, the file still has to successfully pass validations in the host system, before records are processed.

4. Can a user delete the entire file or deletion of only individual records within a file is allowed?

Whether only records can be deleted, or the entire file will be deleted depends on the accounting type of the file, and the approval type (Record Level or File level)

The table below throws light on the combinations allowed

Sr No	Accounting Type	Authorization Type	File / Record Deletion allowed?
1	SDMC	File Level	Not allowed
2	SDSC	File Level	Not allowed
3	SDSC	Record Level	Only records can be deleted, and not the entire file
4	MDMC	Record Level	Only records can be deleted, and not the entire file

5. If a working window is set for the File Upload transaction – how will processing be impacted outside of the working window?

Outside of the transaction working window set for file uploads, processing will depend on whether the file has a Record Level approval or a File Type approval.

Files with a File Type approval – will be rejected, outside of the transaction working window  
Files with Record Type approval – if some records are processed within the working window, will be completed – if processing of some records, falls outside of the working window – these will be rejected.

**6. What is the impact of limits on processing of File Upload transactions?**

File uploads transaction will utilize limits depending on if the transfer is an internal, domestic, or international funds transfer.

Further, for domestic funds transfer – limits are defined for each network – NEFT, RTGS and IMPS. Limits will be checked at the pre-processing's stage for file uploads.

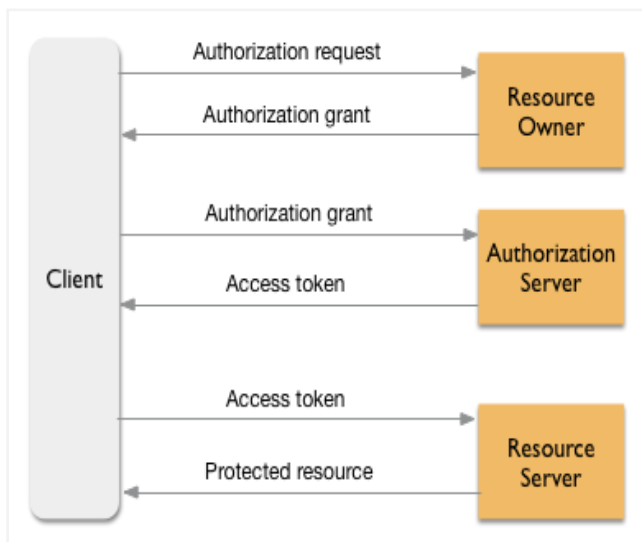
**7. After a file is successfully uploaded, is the user provided notifications on its status?**

Yes, Users mapped to the FI – initiators and approvers of the file, are provided with alerts / notification, as file progresses from the Uploaded stage to Approved to Processing in Progress to the Processed stage. Alternately, users can log in to view the status of the file.

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## 51. OAuth 2.0

The OAuth 2.0 authorization framework enables a third-party application to obtain limited access to an HTTP service, either on behalf of a resource owner by orchestrating an approval interaction between the resource owner and the HTTP service, or by allowing the third-party application to obtain access on its own behalf.



- **Client** - It is the third party app (running on mobile or on browser) that makes requests to the resource server for protected resources on behalf of the resource owner. The resource owner must give the app permission to access the protected resources.
- **Resource owner** - The person who is capable of granting access to a protected resource.
- **Resource server** - The resource server needs some kind of authorization before it will serve up protected resources to the app.
- **Authorization server** - The authorization server is implemented in compliance with the OAuth 2.0 specification, and it is responsible for validating authorization grants and issuing the access tokens that give the app access to the user's data on the resource server.

**The following administrative maintenances needs to be done as part of OAuth Server Setup:**

- Identity Domain Definition
- Resource Server Definition
- Client Definition

[Home](#)

## 51.1 Identity Domain Maintenance

The Identity Domain corresponds to the notion of a tenant and each identity domain corresponds to an identity store. All artifacts such as resource server and client needs to be created under an identity domain.

As part of the Identity Domain definition, Identity store as well as token settings can be defined.

Currently only 'Embedded LDAP' i.e. DB Authenticator as Identity Store is supported.

### **Pre-Requisites**

- Transaction access is provided to System Administrator.

### **Features supported in application**

Using this option System Administrator can perform the following actions:

- Create Identity Domain
- Edit Identity Domain details
- View Identity Domain details

### **How to reach here:**

*System/ Bank Administrator Dashboard > Toggle menu > OAuth > Identity Domain Maintenance*

### 51.1.1 Identity Domain Maintenance - Search

User can search for any maintained Identity Domains by entering the required search parameters.

#### **To search for an Identity Domain**

1. In **Identity Domain Maintenance** screen, enter the Identity Domain Name.
2. Click **Search**. The search results appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.



## Identity Domain Maintenance – Search

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Search | Welcome, Sweta Thakur | Last login 06 May 06:00 PM

Identity Domain Maintenance

Identity Domain Name: \_\_\_\_\_

Search Cancel Clear

**Identity Domain**

Identity domain corresponds to the notion of a tenant and each identity domain corresponds to an identity store. All artifacts such as resource server and client needs to be created under an identity domain

Create

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## Identity Domain Maintenance – Search Results

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Search | Welcome, Sweta Thakur | Last login 06 May 06:00 PM

Identity Domain Maintenance

Identity Domain Name: OBDX

Search Clear

**Search Results**

Name	Description
OBDXMobileAppDomain	OBDXMobileAppDomain
OBDXSiriDomain	OBDXSiriDomain
OBDXWearDomain	OBDXWearDomain
OBDXSnapshotDomain	OBDXSnapshotDomain
OBDXVoiceAstDomain	OBDXVoiceAstDomain
OBDXAPIAccessDomain	OBDXAPIAccessDomain

Page 1 of 1 (1-6 of 6 items) | < 1 >

Cancel

**Identity Domain**

Identity domain corresponds to the notion of a tenant and each identity domain corresponds to an identity store. All artifacts such as resource server and client needs to be created under an identity domain

Create

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## Field Description

Field Name	Description
Identity Domain Name	Specify the name of the identity domain that is to be searched

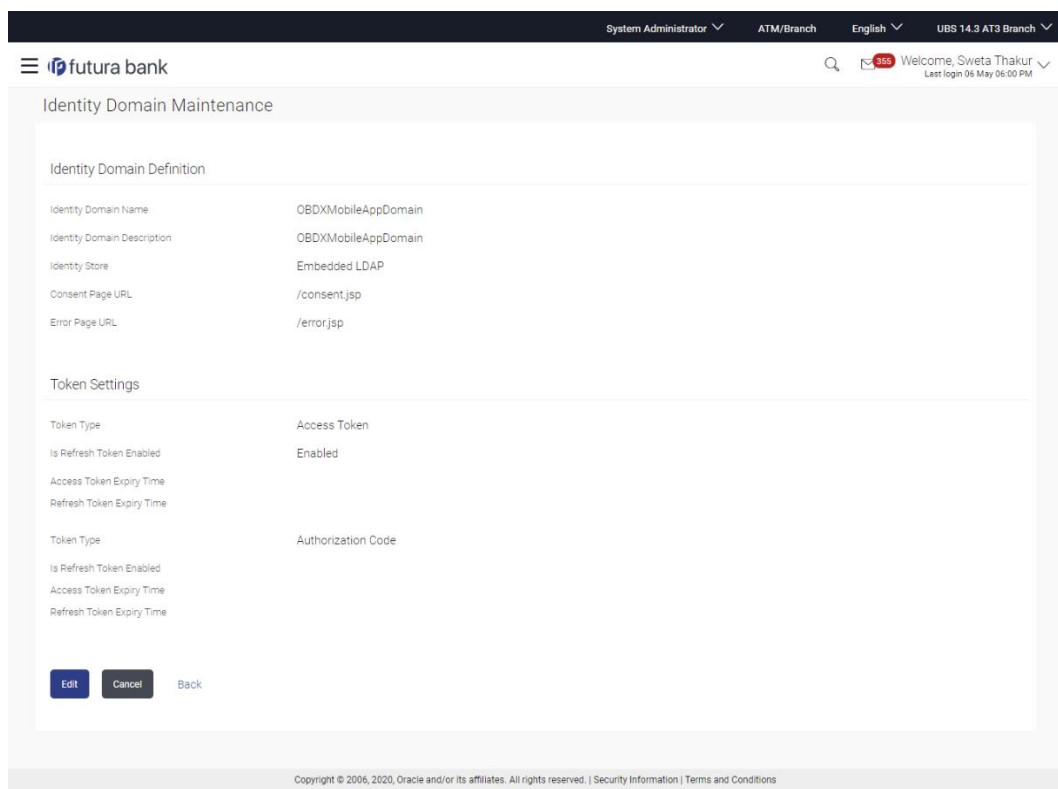
Field Name	Description
------------	-------------

**Search Result**

<b>Name</b>	System displays the name of the identity domain based on the input search parameter
<b>Description</b>	System displays the description of the identity domain

3. Click on **Name** link to view details of a specific identity domain.

**Identity Domain Maintenance – View**



**Field Description**

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

**Identity Domain Definition**

<b>Identity Domain Name</b>	Displays the name of the Identity Domain.
-----------------------------	---

Field Name	Description
<b>Identity Domain Description</b>	Displays the description of the Identity Domain.
<b>Identity Store</b>	Displays the Identity Domain store.
<b>Consent page URL</b>	Displays the Consent page URL.
<b>Error page URL</b>	Displays the Error page URL.
<b>Token Settings</b>	
<b>Token Type</b>	Displays the token type i.e. Access Token or Authorization Code.
<b>Is Refresh Token Enabled</b>	Displays whether refresh token is enabled.
<b>Access Token Expiry Time</b>	Displays the maintained expiry time for an access token.
<b>Refresh Token Expiry Time</b>	Displays the maintained expiry time for a refresh token.
<b>Token Type</b>	Displays the token type i.e. Access Token or Authorization Code.
<b>Is Refresh Token Enabled</b>	Displays whether refresh token is enabled for token type 'Authorization Code'.
<b>Access Token Expiry Time</b>	Displays the maintained expiry time for an access token with token type 'Authorization Code'.
<b>Refresh Token Expiry Time</b>	Displays the maintained expiry time for refresh token with token type 'Authorization Code'.

- Click **Edit** to edit the Identity Domain details. User is directed to the **Identity Domain Maintenance - Edit** screen with values in editable form.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

## 51.1.2 Identity Domain Maintenance – Edit

This function enables the System Administrator to edit the details of maintained identity domains. As part of edit, System Administrator can modify the details i.e. URLs as well as token settings for an identity domain.

### To edit or update an identity domain:

1. In **Identity Domain Maintenance** screen, in the **Identity Domain Name** field, enter the identity domain name.
2. Click **Search**. The search results appears.
3. Click the **Name** link of the record whose details you want to view. The **Identity Domain Maintenance – View** screen appears.
4. Click **Edit** to modify the identity domain details. The **Identity Domain Maintenance – Edit** screen appears in editable form.

### Identity Domain Maintenance – Edit

The screenshot displays the 'Identity Domain Maintenance – Edit' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile section for 'Sweta Thakur' with a 'Last login 06 May 06:00 PM' timestamp. The main content area is titled 'Identity Domain Maintenance' and is divided into two sections: 'Identity Domain Definition' and 'Token Settings'.

**Identity Domain Definition:**

- Identity Domain Name: OBDXMobileAppDomain
- Identity Domain Description: OBDXMobileAppDomain
- Identity Store: Embedded LDAP (dropdown menu)
- Consent Page URL: /consent.jsp
- Error Page URL: /error.jsp

**Token Settings:**

- Access Token:**
  - Token Type: Access Token
  - Access Token Expiry Time: 1 23:59 (with a refresh icon)
  - Is Refresh Token Enabled:
  - Refresh Token Expiry Time: 2 00:30 (with a refresh icon)
- Authorization Code:**
  - Token Type: Authorization Code (with a tooltip: 'Enter a time on or after 00:00')
  - Access Token Expiry Time: 4 00:00 (with a refresh icon)
  - Is Refresh Token Enabled:

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

5. Update the details as required.
6. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

7. The **Review** screen appears. Verify the details, and click **Confirm..**  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to cancel the operation to navigate to previous screen.
8. The success message of identity domain details modification appears along with the reference number.  
 Click **OK** to complete the transaction.

### 51.1.3 Identity Domain Maintenance – Create

This function enables the System Administrator to create an identity domain. As part of Identity Domain definition, the administrator can define the identity store, different URLs i.e. redirect and Error URLs and the token settings.

**To create an identity domain:**

1. Click **Create** to create a new Identity Domain. The **Identity Domain Maintenance - Create** screen appears.

#### Identity Domain Maintenance – Create

#### Field Description

Field Name	Description
Identity Domain Definition	

Field Name	Description
<b>Identity Domain Name</b>	Specify the name of the Identity Domain.
<b>Identity Domain Description</b>	Specify the Identity Domain description.
<b>Identity Store</b>	Select the Identity store to be mapped for the identity domain. Currently only Embedded LDAP is supported for the identity store.
<b>Consent page URL</b>	Specify the Consent page URL. This is the page on which the user will get re-directed to provide consent to the Third Party Provider (TPP)
<b>Error page URL</b>	Specify the Error page URL. This is the page on which the user will get re-directed to in case of incorrect details.
<b>Token Setting</b>	
<b>Token Type</b>	Displays the token type as Access Token. Token settings can be defined for both token types i.e. Authorization Code and Access Token
<b>Access Token Expiry Time</b>	Specify the expiry time for the access token.
<b>Is Refresh Token Enabled</b>	Specify whether the refresh token needs to be enabled. If enabled, the TPP will be provided with a refresh token along with access token.
<b>Refresh Token Expiry Time</b>	Specify the expiry time for refresh token. This field will be enabled to enter the expiry time only if <b>Refresh Token</b> is enabled.
<b>Token Type</b>	Displays the token type as Authorization Code. Token settings can be defined for both token types i.e. Authorization Code and Access Token
<b>Access Token Expiry Time</b>	Specify the expiry time for the access token for token type as authorization code
<b>Is Refresh Token Enabled</b>	Specify whether the refresh token needs to be enabled. If enabled, the TPP will be provided with a refresh token along with access token for token type Authorization Code.
<b>Refresh Token Expiry Time</b>	Specify the expiry time for refresh token. This field will be enabled to enter expiry time only if <b>Refresh Token</b> is enabled for token type 'Authorization Code'

2. In the **Identity Domain Name** field, enter name for an identity domain to be created.
3. In the **Identity Domain Description** field, enter description for an identity domain to be created.
4. From the **Identity Store** list, select the Identity store for the identity domain.
5. In the **Consent Page URL** field, enter URL for the consent page on which the user needs to be re-directed for providing consent to the TPP.
6. In the **Error Page URL** field, enter URL for the error page on which the user needs to be re-directed in case of incorrect details entered.
7. In the **Access Token Expiry Time** field for token type **Access Token**, enter the expiry time for the access token in days and hh:mm format.
8. Click the **Is Refresh Token Enabled** toggle to 'Y' if there is a need to provide with a refresh token along with an access token.
  - a. In the **Refresh Token Expiry Time** field, enter the expiry time for the refresh token in days and hh:mm format.
9. In the **Access Token Expiry Time** field of **Authorization Code Token** type, enter the expiry time for the access token in days and hh:mm format.
10. Click the **Is Refresh Token Enabled** toggle to 'Y' if there is a need to provide with a refresh token along with an access token for token type 'Authorization Code'
  - a. In the **Refresh Token Expiry Time** field, enter the expiry time for the refresh token in days and hh:mm format. This expiry time is for refresh token with token type 'Authorization Code'
11. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
12. The **Review** screen appears. Verify the details, and click **Confirm..**  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to cancel the operation to navigate to previous screen.
13. The success message of identity domain details creation appears along with the transaction reference number.  
Click **OK** to complete the transaction.

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## 51.2 Resource Server Maintenance

The resource server is the server that contains the user's information that is being accessed by the third party application and handles authenticated requests after the application has obtained an access token.

Resource Server is always associated to one Identity Domain. Through this maintenance, the administrator can define scopes for the resource server. Scopes are transactions or inquiries that are provided to the client so that the TPP/client can transact or inquire on behalf of the customer with an access token provided the customer has provided consent to the TPP.

### Pre-Requisites

- Transaction access is provided to System Administrator.

### Features supported in application

Using this option System Administrator can perform the following actions:

- Create Resource Server
- Edit Resource Server
- View Resource Server

### How to reach here:

*System/ Bank Administrator Dashboard > Toggle menu > OAuth > Resource Server Maintenance*

### 51.2.1 Resource Server Maintenance - Search

User can search for any maintained Resource Servers by entering the required search parameters.

#### To search for a Resource Server.

1. In **Resource Server Maintenance** screen, in the **Resource Server Name** field, enter name of the resource server that is to be searched.
2. From the **Identity Domain** list, select the appropriate identity domain from which resource servers are to be searched. One Identity Domain can have multiple resource servers associated.
3. Click **Search**. Based on the input search parameters, system will display the search results i.e. Resource Server Name and Description.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.



## Resource Server Maintenance – Search

The screenshot shows the 'Resource Server Maintenance' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user greeting 'Welcome, Sweta Thakur' with the last login time '06 May 06:00 PM'. The main content area has a title 'Resource Server Maintenance' and two input fields: 'Resource Server Name' and 'Identity Domain' (set to 'Select'). There are 'Search', 'Cancel', and 'Clear' buttons. To the right, a 'Note' box explains that a resource server contains user information accessed by third-party applications. A 'Create' button is at the bottom of the note.

## Resource Server Maintenance – Search Summary

This screenshot shows the search results for the resource server. The 'Identity Domain' is now set to 'OBDXMobileAppDomain'. The search results table contains one entry:

Resource Server Name	Description
OBDXMobileAppResServer	OBDXMobileAppResServer

Below the table, it shows 'Page 1 of 1 (1 of 1 items)' with navigation arrows. There are 'Search' and 'Clear' buttons above the table, and a 'Cancel' button below it. The note on the right side of the page is identical to the previous screenshot.

## Field Description

Field Name	Description
<b>Resource Server Name</b>	Specify the name of the resource server that is to be searched
<b>Identity Domain Name</b>	Select the name of the identity domain in which resource server(s) are to be searched

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

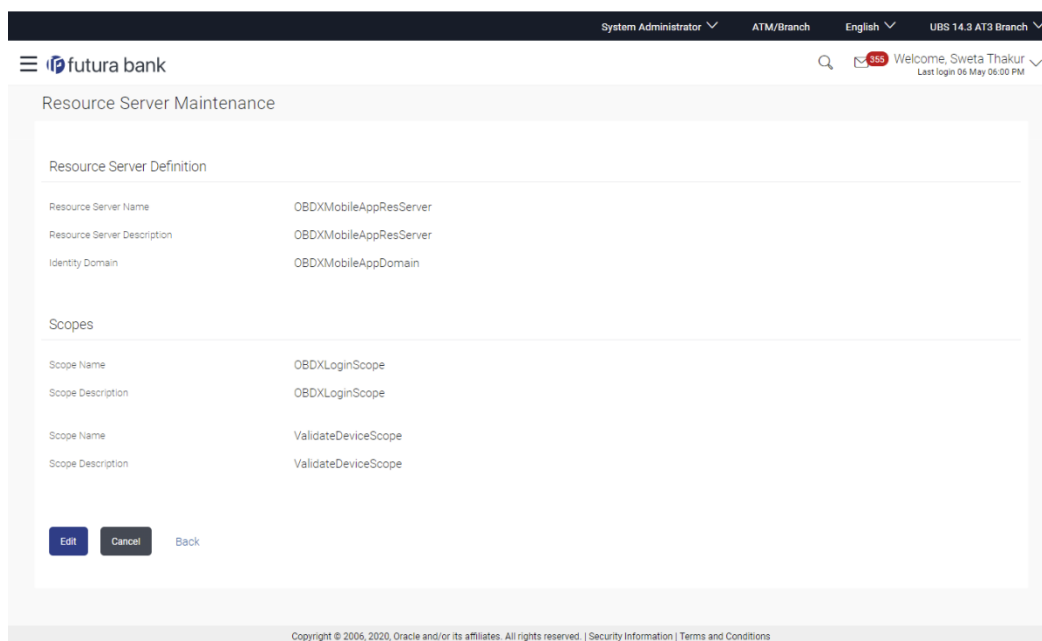
**Search Result**

**Resource Server Name** System displays the name of the resource server based on the input search parameter

**Description** System displays the description of the resource server.

4. Click on **Resource Server Name** link to view details of a specific resource server.

**Resource Server Maintenance – View**



**Field Description**

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

**Resource Server Definition**

**Resource Server Name** Displays the name of the resource server.

**Resource Server Description** Displays the resource server description.

**Identity Domain** Displays the Identity Domain name to which resource server belongs.

Field Name	Description
<b>Scopes</b>	
<b>Scope Name</b>	Displays the name of the scopes for resource server.
<b>Scope Description</b>	Displays the description of the defined scopes for resource server.

5. Click **Edit** to edit the Resource Server details if required. User is directed to the **Resource Server Maintenance - Edit** screen with values in editable form.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

### 51.2.2 Resource Server Maintenance – Edit

This function enables the System Administrator to update the details of the maintained resource servers. System Administrator can modify the resource server details i.e. add new scopes or remove existing scopes.

#### To update resource server details:

1. In **Resource Server Maintenance** screen, in the **Resource Server Name** field, enter name of the resource server which is to be searched.
2. From the **Identity Domain** list, select the appropriate identity domain from which resource server is to be searched.
3. Click **Search** . The search summary appears.
4. Click the **Resource Server Name** link of the record whose details you want to view. The **Resource Server Maintenance – View** screen appears.
5. Click **Edit** to edit the Resource Server. The **Resource Server Maintenance – Edit** screen appears in editable form.

## Resource Server Maintenance – Edit

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Sweta Thakur Last login 06 May 06:00 PM

### Resource Server Maintenance

#### Resource Server Definition

Resource Server Name	OBDXMobileAppResServer
Resource Server Description	OBDXMobileAppResServer
Identity Domain	OBDXMobileAppDomain

#### Scopes


Scope Name	OBDXLoginScope	Delete Scope
Scope Description	OBDXLoginScope	
Scope Name	ValidateDeviceScope	Delete Scope
Scope Description	ValidateDeviceScope	


Add Scope

Save Cancel Back

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5. Update the details as required.

**Note:** Click on  icon to add new scope(s) for the resource server.

Click on  icon against the already added scope to remove the scope from the resource server.

6. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
8. The success message of resource server details modification appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 51.2.3 Resource Server Maintenance – Create

This function enables the System Administrator to create a resource server. As part of Resource definition, the administrator can select the Identity Domain in which the resource server needs to be created and also define the scopes for the resource server.

### To create resource server:

1. Click **Create** to create resource server. The **Resource Server Maintenance - Create** screen appears.

### Resource Server Maintenance – Create

The screenshot displays the 'Resource Server Maintenance - Create' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Sweta Thakur'. The main content area is titled 'Resource Server Maintenance' and contains a form with two main sections: 'Resource Server Definition' and 'Scopes'. The 'Resource Server Definition' section has three input fields: 'Resource Server Name' (OBDXMobileAppServer), 'Resource Server Description' (OBDXMobileAppServer), and 'Identity Domain' (OBDXMobileAppDomain). The 'Scopes' section contains a table with one row: 'Scope Name' (OBDXLoginScope) and 'Scope Description' (OBDXLoginScope), with a 'Delete Scope' button next to it. At the bottom of the form, there are buttons for 'Add Scope', 'Save', 'Cancel', and 'Back'. A footer at the very bottom reads 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description


Field Name	Description
<b>Resource Server Definition</b>	
<b>Resource Server Name</b>	Specify the name of the resource server.
<b>Resource Server Description</b>	Specify the resource server description.
<b>Identity Domain</b>	Select an Identity Domain in which the Resource Server needs to be created.
<b>Scopes</b>	

Field Name	Description
<b>Scope Name</b>	Specify the name of the scope to be created for a resource server
<b>Scope Description</b>	Specify the description for the scope to be created for a resource server.

2. In the **Resource Server Name** field, enter name for resource server to be created.
3. In the **Resource Server Description** field, enter description for resource server to be created.
4. From the **Identity Domain** list, select the appropriate identity domain in which the resource server is to be created.
5. In the **Scope Name** field, enter the scope name for resource server.
6. In the **Scope Description** field, enter the description for the scope to be defined for resource server.

**Note:** Click on  icon to add scope for the resource server.

OR

Click on  icon against the already added scope to delete it.

7. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
8. The **Review** screen appears. Verify the details, and click **Confirm..**  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
9. The success message of resource server creation appears along with the reference number.  
Click **OK** to complete the transaction.

[Home](#)

## 51.3 Client Maintenance

Clients are Third Party Provides (TPPs) that can access information from the resource server on behalf of the user provided the user has provided consent to the TPPs. As part of this definition, the administrator can define client details i.e. client ID, client name, scopes, redirect URLs etc.

### Pre-Requisites

- Transaction access is provided to System Administrator.

### Features supported in application

Using this option System Administrator can perform the following actions:

- Create Client
- Edit Client
- View Client

### How to reach here:

*System/ Bank Administrator Dashboard > Toggle menu > OAuth > Client Maintenance*

### 51.3.1 Client Maintenance - Search

User can search for any maintained Clients by entering the required search parameters.

#### To search for any maintained client

1. In **Client Maintenance** screen, enter the **Client Name** as one of the search criteria.
2. Click **Search**. The search summary appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.

#### Client Maintenance – Search

The screenshot shows the 'Client Maintenance' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Sweta Thakur' with a 'Last login' timestamp. The main content area is titled 'Client Maintenance' and contains a search form with the following fields: 'Client Id', 'Client Name', 'Identity Domain' (with a dropdown menu showing 'Please Select'), and 'Client Type' (with a dropdown menu showing 'Please Select'). Below the form are three buttons: 'Search', 'Cancel', and 'Clear'. To the right of the form is a 'Client' summary card with a 'Create' button. The card contains a 'Client' icon and a description: 'Clients are Third Party Providers that can access information from the resource server on behalf of the user if the user has provided consent to the Third Party Providers.' At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Client Maintenance – Search Summary

Client Maintenance

Client Id: \_\_\_\_\_

Client Name: \_\_\_\_\_

Identity Domain: OBDXMobileAppDomain

Client Type: Please Select

Search Clear

Client Id	Client Name	Identity Domain	Client Type
2d79e939e0424mobapp9e5fab436fb5581	OBDXMobileAppClient	OBDXMobileAppDomain	Confidential

Page 1 of 1 (1 of 1 items) | < 1 >

Cancel

Client

Clients are Third Party Providers that can access information from the resource server on behalf of the user if the user has provided consent to the Third Party Providers.

Create

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### Field Description

Field Name	Description
<b>Client ID</b>	Specify the Client ID that is to be searched.
<b>Client Name</b>	Specify the Client Name if the client needs to be searched based on client name.
<b>Identity Domain</b>	Select the Identity Domain in which the client needs to be searched.
<b>Client Type</b>	Select the type of client based on which search is to be done.
<b>Search Result</b>	
<b>Client ID</b>	System displays the client ID of the client based on the input search parameters.
<b>Client Name</b>	System displays the client name of the client based on the input search parameters.
<b>Identity Domain</b>	System displays the name of identity domain to which client belongs.
<b>Client Type</b>	System displays the client type for the searched client.

- Click on **Client Id** link to view details of the selected client.



## Client Maintenance – View

The screenshot displays the 'Client Maintenance - View' interface for Futura Bank. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Welcome, Sweta Thakur' with a last login of '06 May 06:00 PM'. The main content area is titled 'Client Maintenance' and contains a 'Client Definition' section with the following details:

- Client ID:** 2d79e939e0424mobapp8e5fab436fb5581
- Client Name:** OBDXMobileAppClient
- Client Description:** OBDXMobileAppClient
- Identity Domain:** OBDXMobileAppDomain
- Client Type:** Confidential Client
- Grant Type:** PASSWORD, REFRESH\_TOKEN
- Redirect URL:** http://localhost:8080/Sample.jsp
- Resource Server:** OBDXMobileAppResServer
- Scope:** OBDXLoginScope, ValidateDeviceScope
- Default Scope:** OBDXMobileAppResServer.ValidateDeviceScope

At the bottom of the client definition section, there are three buttons: 'Edit', 'Cancel', and 'Back'. A copyright notice is visible at the very bottom of the page: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Client Definition</b>	
<b>Client ID</b>	Displays the Client ID of the selected Client
<b>Client Name</b>	Displays the Client Name of the selected client.
<b>Client Description</b>	Displays the Client description of the selected client.
<b>Identity Domain</b>	Displays the name of the Identity Domain to which client belongs.
<b>Grant Type</b>	Displays the grant type for the selected client.
<b>Redirect URL</b>	
<b>Redirect URL</b>	Displays the redirect page URLs for the selected client.

Field Name	Description
<b>Scope</b>	
<b>Resource Server</b>	Displays the name of the resource server to which the mapped scopes belong.
<b>Scope</b>	Displays the scope name defined for the client.
<b>Default Scope</b>	Displays the default scope defined for the client.

- Click **Edit** to update details of the client. User is directed to the **Client Maintenance - Edit** screen with values in editable form.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

### 51.3.2 Client Maintenance – Edit

This function enables the System Administrator to update the details of the maintained clients. System Administrator can update specific client details, Redirect URL, and scopes.

#### To update client details:

- In **Client Maintenance** screen, enter the search criteria.
- Click **Search**. The search summary appears.
- Click the **Client ID** link of the record whose details you want to view. The **Client Maintenance – View** screen appears.
- Click **Edit** to update the client details. The **Client Maintenance – Edit** screen appears in editable form.

## Client Maintenance – Edit

The screenshot displays the 'Client Maintenance - Edit' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that is the 'futura bank' logo and a user profile for 'Sweta Thakur'. The main content area is titled 'Client Maintenance' and is divided into three sections: 'Client Definition', 'Redirect URL', and 'Select Scopes'. The 'Client Definition' section contains fields for Client Id, Client Name, Client Description, Identity Domain, Client Secret (with a 'Generate' button), Client Type, and Grant Type (with 'Password' and 'Refresh Token' options). The 'Redirect URL' section shows a single URL 'http://localhost:8080/Sample.jsp' with a 'Remove URL' button and an 'Add Redirect URL' button. The 'Select Scopes' section includes a 'Resource Server' dropdown, a 'Scope' list with 'OBDXLoginScope' and 'ValidateDeviceScope', and a 'Default Scope' dropdown. At the bottom, there are 'Add Scope' and 'Add Default Scope' buttons, and a 'Save', 'Cancel', and 'Back' button set. A footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

5. Update the details as required.
6. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm..**  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
8. The success message of client details modification appears along with the transaction reference number.  
Click **OK** to complete the transaction.

### 51.3.3 Client Maintenance – Create

This function enables the System Administrator to create a new client i.e. Third Party Provider and define details like Client ID, Client Secret, Scopes, Redirect URLs etc.

#### To create client:

1. Click **Create** to create a new client. The **Client Maintenance - Create** screen appears.

#### Client Maintenance – Create

#### Field Description

Field Name	Description
<b>Client Definition</b>	
<b>Client ID</b>	Specify the Client ID or click <b>Generate</b> to auto-generate the client Id for the client to be created.

Field Name	Description
<b>Client Name</b>	Specify the client name for the client to be created.
<b>Client Description</b>	Specify the client description for the client to be created.
<b>Identity Domain</b>	Select the Identity Domain to which client belongs.
<b>Client Secret</b>	Specify the client secret or click <b>Generate</b> to auto-generate the client secret for the client to be created.
<b>Client Type</b>	Select the client type for the client to be created.
<b>Grant Type</b>	Select the grant type for the client to be created. User can select multiple grant types.
<b>Redirect URL</b>	
<b>Redirect URL</b>	Specify the redirect page URL. It is the page that the user will need to be re-directed to post Authorization Code flow
<b>Select Scopes</b>	
<b>Resource Server</b>	Select the resource server from which the scopes need to be selected for the client.
<b>Scope</b>	Select the scope to be defined for the client. User can select multiple scopes from the same resource server.
<b>Default Scope</b>	Select the default scope to be defined for the client.

2. In the **Client Id** field, enter the client Id or click **Generate** to auto-generate the client Id for the client to be created.
3. In the **Client Name** field, enter name for the client to be created.
4. In the **Client Description** field, enter description for the client to be created.
5. From the **Identity Domain** list, select the identity domain in which the client needs to be created.
6. In the **Client Secret** field, enter the client secret or click **Generate** to auto-generate the client secret for the client to be created.
7. From the **Client Type** list, select the appropriate client type for the client to be created.
8. From the **Grant Type** list, select the appropriate grant type for the client to be created.

---

Note: Click  to add Redirect page URL.

OR

Click  to remove already added Redirect page URL.

---

9. From the **Default Scope** list, select the default scope to be defined for the client.


---

Note: Click **Add Scope** to add scope.

OR

Click **Add Default Scope** to add default scope.

OR

Click  to remove already added default scope.

---

10. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.
11. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to cancel the operation to navigate to previous screen.
12. The success message of client creation appears along with the reference number.  
Click **OK** to complete the transaction.

[Home](#)

## 52. User Group Management

User group is a set of x users with similar interests and goals.

Using User Group Management option Bank administrator can maintain the user groups of Bank administrator. User groups maintained by administrators for Bank administrator users is used while creating approval workflows and approval rules.

Also the user groups created for Bank administrator type of user are used for mapping secured mail subjects. Each subject category can be linked to a group of Bank Administrator users. So that administrators will receive the mails only of the subjects mapped to the users.

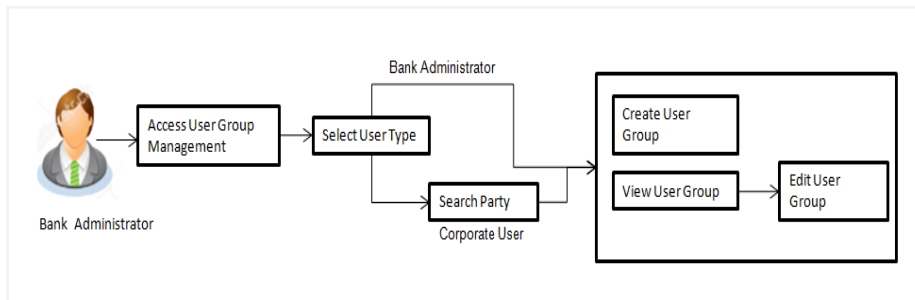
Note :

- If Group corporate Flag is set as “ON” in system rules, then the corporate users group creation will not be allowed using this menu option. The Corporate Users Group can be setup using Group Corporate onboarding only,
- If Group corporate Flag is set as “OFF” in system rules, then the corporate user group must be setup using below mentioned steps.

### Prerequisites:

- Transaction access is provided to Bank Administrator.
- Multiple corporate and administrator users are maintained.
- Approval rule set up for Bank administrator to perform the actions.
- Party preference for which the groups are to be created is maintained and is active.

### Workflow



### Features Supported In Application

User Group Management allows Bank Administrator to:

- Create User Groups
- View User Groups
- Modify User Groups

**How to reach here:**

*System/ Bank Administrator Dashboard > Toggle menu > Others > User Group Management*

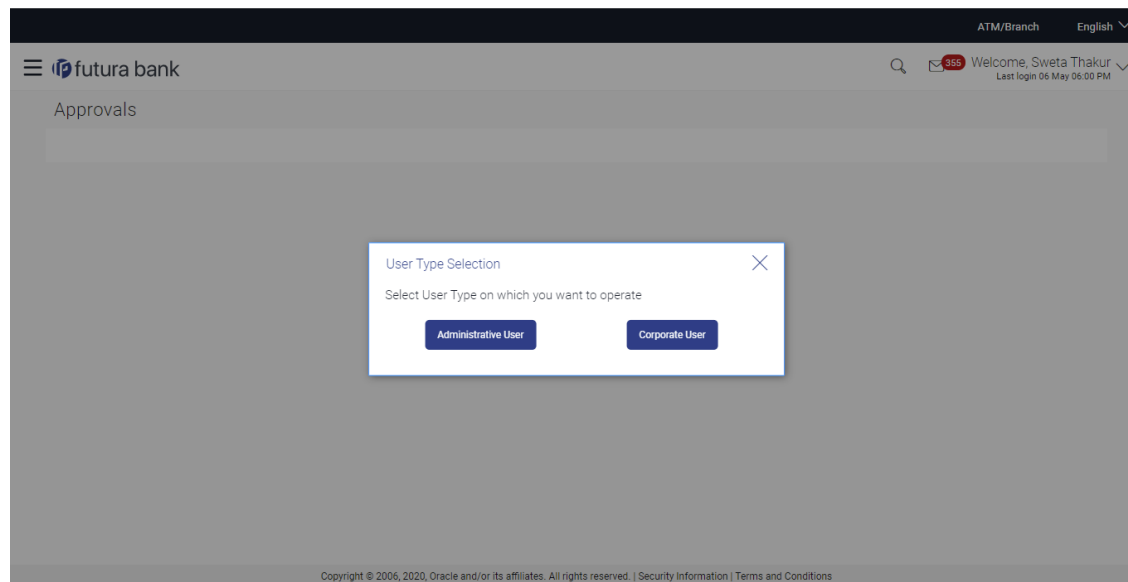
**Note:** User Groups can also be maintained for Non Customer Corporates (for which the party id is not maintained in UBS or in Core banking system). For such cases i.e. non customer corporate (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.

## 52.1 User Groups - Summary

Bank Administrator logs into the system and navigates to the User Group screen. On accessing the 'User Group Management' menu, Bank Administrator has to select the user type for whom the user groups are to be maintained.

1. The **User Type Selection** screen appears. Select the appropriate option.  
Click **Admin User** to access the user group management of Bank Administrator users.  
Click **Corporate User** to access the user group management of corporate users.

### User Type Selection



### User Group- Admin User:

Bank Administrator user can search the user groups maintained for administrator users.

2. Click **Search** to search the matching records.  
OR  
Click **Cancel** to abort the user group maintenance process.  
OR



Click **Clear** to reset the entered details.

## 52.2 User Groups - Admin User – Create

Bank Administrator can create user groups for the Administrator users. Administrator can create multiple user groups and one user can be part of multiple user groups, whereas creating a user group without any user is not allowed.

**To create a user group:**

1. The **User selection** screen appears. Select the appropriate option.

### Admin User Group -Create

The screenshot displays the 'Administrator User Groups' creation interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main content area has a header 'Administrator User Groups'. Below the header, there are two input fields: 'Group Code' with the value 'Admin1' and 'Group Description' with the value 'AdminGroup12'. Underneath, a section titled 'User Information' shows a list of users. The first user is 'pmgadmin'. The second user, 'pmgadmin02', is highlighted, showing a 'Name' of 'Nick A' and a 'Mobile Number' of '1212121212'. The third user is 'pmgadmin01'. There is an 'Add' button below the list. At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. On the right side, there is a sidebar with a 'Administrator User Groups' section containing a brief explanation of user segments and a note about creating new segments.

### Field Description

Field Name	Description
<b>Create</b>	
<b>Group Code</b>	User group code.
<b>Group Description</b>	Description provided to the user group.
<b>Search Results - User Group</b>	
<b>User Name</b>	User name list to select and add a user to the user group. All the administrator users will be listed down
<b>User ID</b>	User IDs of each user selected from user list are displayed.

2. Click **Create**.
3. In the **Group Code** field, enter the group code.
4. In the **Group Description** field, enter the group name.

5. In the **User Group** section, click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.
6. Click **Save** to create the user groups.  
OR  
Click **Cancel** to close the maintenance creation process.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message of user group creation appears along with the transaction reference number.  
Click **OK** to complete the transaction.

---

**Note:** You can click  to delete a record.

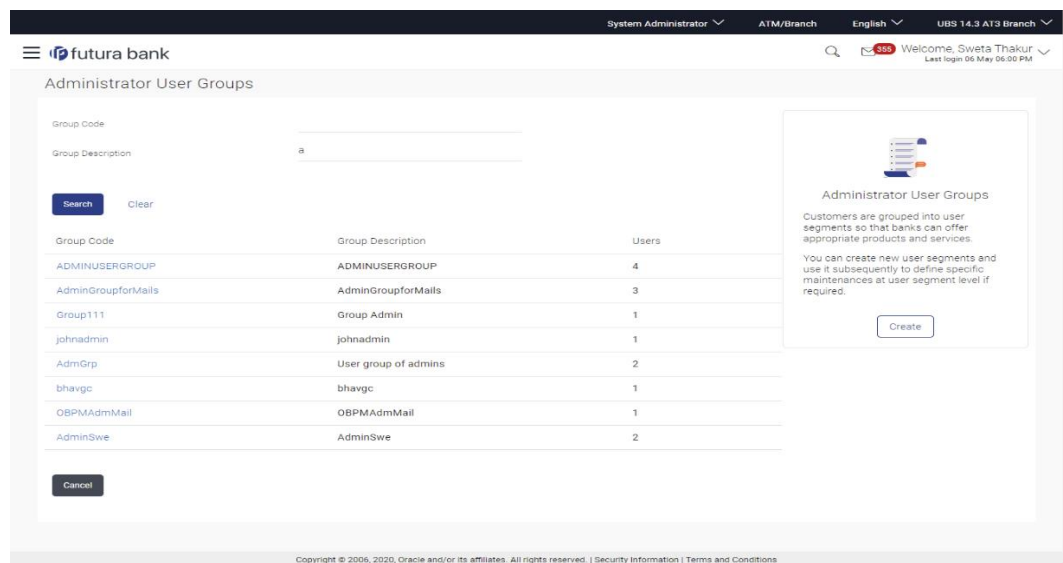
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## 52.3 User Groups - Admin User – Search Summary

User Groups maintained (if any) for administrator users are displayed on the screen after searching with valid input. User can opt to view the details of existing user groups or can create new user group using this screen.

1. In **Administrator User Group** screen, in the **Group Code** field, enter the group code.  
OR  
In the **Group Description** field, enter the group name.
2. Click **Search**. The search summary appears.

### Admin User – Search Summary



The screenshot displays the 'Administrator User Groups' search summary interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user greeting: 'Welcome, Sweta Thakur' with 'Last login 06 May 06:00 PM'. Below the header, there are search filters for 'Group Code' and 'Group Description'. A 'Search' button is active, and a 'Clear' button is also present. The search results are displayed in a table:

Group Code	Group Description	Users
ADMINUSERGROUP	ADMINUSERGROUP	4
AdminGroupforMails	AdminGroupforMails	3
Group111	Group Admin	1
johnadmin	johnadmin	1
AdmGrp	User group of admins	2
bhavgc	bhavgc	1
OBPMAdmMail	OBPMAdmMail	1
AdminSwe	AdminSwe	2

Below the table is a 'Cancel' button. To the right of the table, there is a 'Create' button and a text box that reads: 'Administrator User Groups. Customers are grouped into user segments so that banks can offer appropriate products and services. You can create new user segments and use it subsequently to define specific maintenances at user segment level if required.'

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## Field Description

Field Name	Description
<b>Summary</b>	
<b>Group Code</b>	Code of the already maintained user group.
<b>Group Description</b>	Description of the already maintained User group.
<b>Users</b>	Number of users associated with each user group.

- Click **Create** to create new user group.  
OR  
Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to abort the user group maintenance process.  
OR  
Click on **Group Code Hyperlink** to view details of the selected User Group.  
Further drill down is given on the each user group to view the details of the users mapped to each group.

## Admin User – View Group Details

The screenshot displays the 'Administrator User Groups' interface. At the top, the navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main content area shows the details for the 'ADMINUSERGROUP' group. The 'Group Code' and 'Group Description' are both 'ADMINUSERGROUP'. Under 'User Information', a list of users is shown: 'mukadmin', 'subadmin', 'PSMaker', and 'SWATIADMIN'. The 'mukadmin' user is selected, showing their name as 'Mukhtar Siddique' and mobile number as '9082335673'. At the bottom of the user list, there are 'Edit', 'Cancel', and 'Back' buttons. On the right side, there is a sidebar with the heading 'Administrator User Groups' and a description: 'Customers are grouped into user segments so that banks can offer appropriate products and services. You can create new user segments and use it subsequently to define specific maintenances at user segment level if required.'

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>View</b>	
<b>Group Code</b>	User Group code is displayed.
<b>Group Description</b>	User Group code description is displayed.
<b>User Name</b>	User name of the user who is part of the selected user group is displayed.
<b>User ID</b>	User ID of the user who is part of the user group is displayed.

4. Click **Back** to navigate to previous screen.  
OR  
Click **Cancel** to abort the user group maintenance process.  
OR  
Click **Edit** to edit the user group. User is directed to the **User Group-Edit** screen with values in editable form.

## **52.4 User Groups - Admin User – Edit Group**

This function enables the Bank Administrator to edit the description of existing user groups. Bank Administrator can also add new users and remove existing users of the user group as part of this function. A check is performed on minimum and maximum number of users allowed as a part of user group while adding or removing the users from the user group.

### **To edit or update a user group:**

1. In **Admin User Group** screen, in the **Group Code** field, enter the group code.  
OR  
In the **Group Description** field, enter the group name.
2. Click **Search**. The search summary appears.
3. Click the **Group Code** link of the record whose details you want to view.  
The **User Groups - View** screen appears.
4. Click **Edit** to edit the user group.  
The **User Groups - Edit** screen displays the mapping of the user group.

## Admin User – Edit Group

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Sweta Thakur | Last login 06 May 06:00 PM

### Administrator User Groups

Group Code: ADMINUSERGROUP  
Group Description: ADMINUSERGROUP

User Information

mukadmin			
Name	Mukhtar Siddique	Mobile Number	9082335673
subadmin			
PSMaker			
SWATIADMIN			

**Administrator User Groups**

Customers are grouped into user segments so that banks can offer appropriate products and services.

You can create new user segments and use it subsequently to define specific maintenances at user segment level if required.

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## Field Description

Field Name	Description
<b>Summary</b>	
<b>Group Code</b>	User Group description is displayed in editable form.
<b>Group Description</b>	User name of the user who is part of the user group. User name list to select and add a new user to the user group.
<b>Users</b>	Number of users available in each user group. (This field will be displayed only if there are existing user groups available under a party).

- Click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.  
Click to remove a user from the User Group.
- Click **Save** to save the User Group .The **User Group-Create - Review** screen post necessary validations appear.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'  
OR  
Click **Back** to cancel the operation to navigate to previous screen.
- Verify the details, and click **Confirm**. The **User Group-Edit – Confirmation** screen appears.  
OR  
Click **Cancel** to cancel the transaction.

OR

Click **Back** to cancel the operation to navigate to previous screen.

8. The success message of user group creation appears along with the transaction reference number.

Click **OK** to complete the transaction and navigate back to 'User Groups' screen.

9.

## **FAQ**

### **1. Can a user be the part of multiple user groups created under a party?**

Yes, same user can be part of multiple user groups. Whereas creating a user group without any user is not allowed.

### **2. Where can these Administrator User Groups be used?**

User groups created for Administrator users are used for approval and for User Group – mail subject mapping.

**Approval** - User groups maintained by administrators are used while creating approval workflows and approval rules.

**Secured Mailbox** - Each subject category is linked to a group of Bank Administrator users. Depending upon the mail-subject mapping to each Bank Administrator user, administrators will receive the mails only of the subjects mapped to the users and initiated by bank's customers.

### **3. Can I delete an existing user group?**

No, user groups cannot be deleted but can be edited. Administrator can add new users and remove existing users of the user group.

### **4. Can I add users of linked party ID while creating a user group for primary party?**

No, only users of primary party can be the part of user group.

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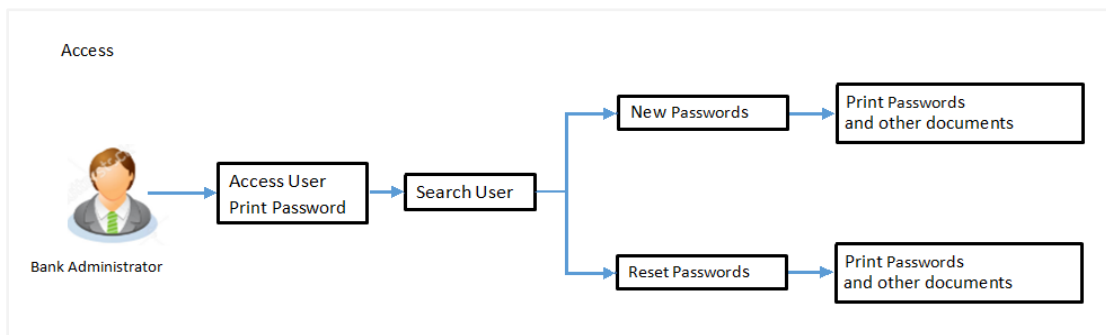
## 53. Print Password

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

### Pre-Requisites

- Application roles and child roles are maintained
- Transaction access is provided to Bank Administrator.

### Workflow



### Features Supported In Application

The Print Password allows the Bank Administrator to

- Print Password and other welcome documents for new and existing users

### How to reach here:

*System/ Bank Administrator Dashboard > Toggle Menu > Others > Print Password*



## Print Password

### 53.1 Print Password - Search

Using this option, Bank Administrators can search the users to send the printed password.

All the users (new & existing) for which the password has been generated for first time or got reset will be available on this screen. Once the password gets successfully printed for a user, that record will get removed from the list.

#### To search user:

1. From the **User Type** list, select the appropriate type of user.  
OR  
Click **Cancel** to cancel the transaction.
2. In the **Party ID** field, enter the party id of the user.
3. From the **Password Type** list, select the appropriate option.
4. Enter the other search criteria if required.

## Print Password - Search

The screenshot shows the 'Print Password' search interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo is on the left, and a user profile 'Welcome, Sweta Thakur' with 'Last login 06 May 06:00 PM' is on the right. The main section is titled 'Print Password' and contains a search form. The 'User Type' is set to 'Corporate User'. There are input fields for 'User Name', 'Password Generation From', and 'Password Generation To'. The 'Password Type' section has buttons for 'New', 'Reset', and 'All'. Below the form are 'Search' and 'Cancel' buttons. A table lists search results with columns for 'Full Name', 'User Name', and 'Print Status'. A 'Note' box on the right states: 'Users created by user management system will appear on this page under the new category and their passwords can be printed from the print option provided. The user whose password has to be printed can be searched by options provided. Passwords created are bifurcated into two categories as "new" for new users of the bank and "reset" for existing users who has requested for the password reset. Once password for a user gets printed, the corresponding record gets deleted.' At the bottom, there's a pagination control showing 'Page 1 of 3 (1-10 of 29 items)' and a 'Print' button.

## Field Description

Field Name	Description
<b>User Type</b>	Type of user, which is to be searched. The user types are: <ul style="list-style-type: none"> <li>• Corporate</li> <li>• Retail</li> <li>• Administrator</li> </ul>
<b>User Name</b>	To search the user with the user name. Partial search is allowed.
<b>Party ID</b>	Allows to search based on Party id.
<b>First Name</b>	Allows to search based on first name or given name of the user.

Field Name	Description
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Email ID</b>	Allows to search based on email id of the user.
<b>Mobile Number</b>	Allows to search based on mobile number of the user.
<b>Password Generation From</b>	Allows to search based on password generation date.
<b>Password Generation To</b>	Allows to search based on password generation date.
<b>Password Type</b>	Allows to search based on password type. The options are: <ul style="list-style-type: none"> <li>• New- Password created for new users of the bank.</li> <li>• Reset- Password created for the existing users of the bank who are requested for the password reset.</li> <li>• All- Password created for new users as well as existing users of the bank.</li> </ul>

### Search Results

<b>Full Name</b>	First name and last name of the user.
<b>User Name</b>	User Name of the user.
<b>Print Status</b>	Print status of the password. If the password printing gets failed due to some reason for a user, system will show the status as 'error in printing' for that record. If the record gets successfully printed that record will get removed from the list.  For the records which are not printed yet, this status remains blank.

- Click **Search**.  
The search results appear on the **Print Password** screen based on the search parameters.  
OR  
Click **Clear** if you want to reset the search parameters.  
OR  
Click **Print** if you want to print the password letter, welcome letter, terms and conditions documents.  
OR  
Click **Cancel** if you want to cancel the transaction.

## 53.2 Print Password - Print

This feature allows the Bank Administrator to print the password letter, welcome letter, terms and conditions document etc.

### To print the password letter for the user:

1. In the **Print Password - Search Results** section, select the user record for which you want to print the password letter.
2. Click **Print**. The 'Select Documents' pop up window appears.

### Print Password

The screenshot shows the 'Print Password' page in the Futura Bank system. The page header includes the Futura Bank logo and a user profile for Sweta Thakur. The main content area is titled 'Print Password' and contains search filters for 'User Type' (Corporate User), 'User Name', 'Password Generation From', 'Password Generation To', and 'Password Type'. A 'Select Documents' modal window is open in the foreground, allowing the user to choose documents to print. The modal has three options: 'Promotional Offer' (checked), 'Welcome Letter' (checked), and 'Terms and Conditions' (unchecked). Below the modal, a table lists user records with columns for user name and ID. The table shows records for Steven Gerrard, MAHESH SINGH, Marinho Gerrard, Steven Gerrard, David Marinho, Richard Stanford, and Ashok Jain. At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

Field Name	Description
<b>Select Documents</b>	
<b>Terms &amp; Conditions</b>	Document containing terms and conditions of the bank.
<b>Welcome Letter</b>	Welcome letter for the user for opening the account.
<b>Promotional Offer</b>	Promotional offers of the bank.

3. Select the documents, which you desire to print.

4. Click **Print** to print the documents.

OR

Click **Cancel** to cancel the printing.

---

**Note:** For printing the password, the implementation team will need to write a utility. For more information on implementation of 'Print Password', refer **Oracle Banking Digital Experience Security Guide**.

---

## FAQ

1. **Can the password be only printed by the same Administrator user who has created the user/reset the password or it can be done by any other Administrator user as well?**

All the reset/new passwords can be printed by all the admin users who have access to Print Password Screen.

2. **Can the Bank maintain separate documents for each type of user role?**

No, documents cannot be maintained as per the user role. Same documents will be available for all type of users (Retail/Corporate/Administrator).

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## 54. User Alerts Subscription

Using this option System/Bank Administrator can subscribe alerts for a user for selected events. Retail and Corporate users of the bank, can contact the bank to subscribe to alerts. The Bank Administrator subscribes users to alerts, delivered through Email, SMS, through push notification or in their on-screen mailbox.

Note that this functionality is for non-mandatory alerts.

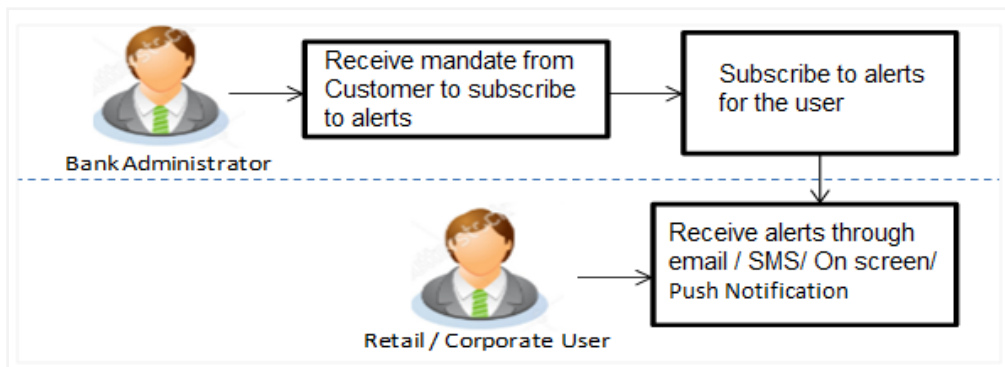
### The subscribed alert types are:

- User Level Alerts
- Customer Level Alerts
- Account Level Alerts

### Pre-Requisites

- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.
- Maintain Alerts, so that these are available for subscription
- Customers (retail and corporate users) are maintained

### Workflow



### Features Supported In Application

- Search alerts subscribed
- Subscribe / unsubscribe to alerts

### How to reach here:

*System/ Bank Administrator Dashboard > Toggle menu > Others > User Alerts Subscription*

## 54.1 User Alerts Subscription - Search

Using this option, the Bank Administrator can search and view the details of alerts subscribed for the Retail or Corporate users of a Party. Here, bank admin is required to search user to whom alert maintenance is to be set up by entering party id of retail/ corporate user .

Once party id is identified application will display all the user records on boarded for selected Party Id with their Alerts Subscription Status. For the users whose alerts subscription is completed will be displayed with an indicator as alert subscription is done. Once, Admin selects the user, he will be navigated to User alert subscription detailed page.

All the alerts subscribed for a party will be displayed in the respective categories viz. Current and Savings, Term Deposits, Loans etc. in a table.

### To view subscribed alerts for a Party:

1. In the **Party Id** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The party id will be displayed based on the search criteria.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.

### User Alerts Subscription – Party Search

The screenshot displays the 'User Alerts Subscription' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The main header shows 'futura bank' with a search icon and 'Welcome, Jack Nikon' with a notification icon and 'Last login 12 Aug 12:52 PM'. The search area includes 'Party ID' (000462) and 'Party Name' fields, with 'Search', 'Cancel', and 'Clear' buttons. Below the search area, a table shows the results for Party ID 000462 and Party Name ABZ Solutions. A 'Note' box on the right states: 'As Bank Administrator you can subscribe alerts for users or update existing ones. Start by searching for the customer by using party id or party Name. Select the customer you want and proceed to do the alert subscription'. The footer contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Party ID</b>	Party Id of the user.
<b>Search Party Name</b>	Enter Party Id, and click to search the party name of the user.
<b>Search Result</b>	
<b>Party Id</b>	Display Party ID
<b>Party Name</b>	Display Party name

**To view subscribed alerts for a User:**

- From the **User Name** list, select the appropriate option whose alerts you wish to view.
- In the **User Name** field, enter the user name.
- Click **Search**.

The search result appears based on the search criteria.

OR

Click **Back** to go back to previous step.

**User Alerts Subscription – User Search**

The screenshot shows the 'User Alerts Subscription' page in the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The user is logged in as 'Jack Nikon' with the last login time '12 Aug 02:51 PM'. The main content area has a search bar for 'Party ID' (000462) and 'Party Name' (ABZ Solutions). Below the search bar is a table with columns for 'Initials', 'User Name', and 'Full Name'. The table lists several users, with some having a 'Subscribed' status indicated by a green badge. A 'Note' box on the right explains that the function is for setting up account and transaction access rules for corporate customers. At the bottom, there is a 'Page 3 of 4 (21-30 of 39 items)' indicator and a 'Back' button.

Initials	User Name	Full Name	Status
SD	SDVAMVVR	Shashodhar Dutta	Subscribed
NJ	nehcorp1	nehal joshi	Subscribed
SD	SDVAMMAK	Sam Dworthy	Subscribed
N	nikitaChecker	Nikita	Subscribed
SD	SDVAMAUTH	Shashank Damodar	
GA	walterchecker	Gavara Abhishek	
MG	detecttchecker	Mason Greenwood	
GA	waltermaker	Gavara Abhishek	Subscribed
RC	rosecorp_4	rose corp	
RC	rosecorp_5	rose corp5	

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[Back](#)

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Party ID</b>	Display Party ID
<b>Party Name</b>	Display Party name
<b>Search User</b>	Enter user name maintained in the core banking application for retail users and maintained for corporate users.

**Search Result**

<b>Initials</b>	Display Initials of the User
<b>User Name</b>	Display User Name
<b>Full Name</b>	Display Corporate / Retail users Full name <b>Note:</b> For the users whose alerts subscription is completed will be displayed with an indicator as alert subscription is done.

6. For the detailed view, click on **User Name** field. The tabs for all modules CASA/ Term Deposit/ Loans / Profile that the user has access to with the respective account numbers appears.
7. Select the particular account number to view alert type and delivery mode, for each CASA (Current and Savings Accounts) / TD (Term Deposits) / Loans account.

**Note:** View the  icon on the delivery mode against the alert, if the user has subscribed to any alerts for that.

**User Alerts Subscription - Detailed View**

User Alerts Subscription

Party ID 000462	Party Name ABZ Solutions	User Name corpchecker5
<b>Select Module</b>	<b>Select Account</b>	<b>Subscribe Alert Modes</b>
<ul style="list-style-type: none"> <li>Current And Savings</li> <li>Loan</li> <li>Party</li> <li>Term Deposits</li> </ul>	Search... <input type="checkbox"/> Select All Accounts HEL0046200013   <span style="background-color: #28a745; color: white; border-radius: 5px; padding: 2px;">Subscribed</span> <input checked="" type="checkbox"/> HEL0046200024 <input type="checkbox"/> HEL0046200057 <input type="checkbox"/> HEL0046200046 <input type="checkbox"/> HEL0046200035 Page 1 of 1	<input checked="" type="checkbox"/> Map All Modes <input type="checkbox"/> PUSH NOTIFICATION <input type="checkbox"/> SMS <input type="checkbox"/> SECURE MAIL BOX <input type="checkbox"/> EMAIL <input checked="" type="checkbox"/> Account Status Changed <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Account Statement Generated <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> ATM Cash Withdrawal <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Account Balance Changed <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Bill Payment Debited <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Cash Deposited <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Cash Refund Credited <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Cheque Clearance Credited <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Cheque Clearance Debited <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Debit Card Payment <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email Page 1 of 3 (1-10 of 27 items)
		<input type="button" value="Save"/>

8. Subscribe/ unsubscribe alerts, and click **confirm** to subscribe/ unsubscribe alerts.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

## **54.2 Subscribe/ Unsubscribe Alerts**

Using this option, Bank Administrator can modify the alerts subscribed for the user.

### **To subscribe / unsubscribe alerts:**

1. Repeat steps 1 to 5 of **Alerts Subscription- Search** section.  
The categories viz details of an alert subscribed appears.
2. Select the particular account number to view the alerts subscribed.

### **User Alerts Subscription - Subscribe / Unsubscribe**

System Administrator | ATM/Branch | English | UBS OBPM 14.4 HEL Branch

futura bank 
Welcome, Jack Nikon  
Last login 15 Aug 03:18 PM

### User Alerts Subscription


Party ID 000462	Party Name ABZ Solutions	User Name corpchecker3
--------------------	-----------------------------	---------------------------






Select Module	Select Account	Subscribe Alert Modes
Current And Savings	<input type="text" value="Search..."/> <input type="checkbox"/> Select All Accounts	<input checked="" type="checkbox"/> Map All Modes <input type="checkbox"/> PUSH NOTIFICATION <input type="checkbox"/> SMS <input type="checkbox"/> SECURE MAIL BOX <input type="checkbox"/> EMAIL
Loan	HEL0046200013   <span style="background-color: #28a745; color: white; padding: 2px;">Subscribed</span>	<input checked="" type="checkbox"/> Account Status Changed <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email
Party	<input checked="" type="checkbox"/> HEL0046200024	<input checked="" type="checkbox"/> Account Statement Generated <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email
Term Deposits	<input type="checkbox"/> HEL0046200057 <input type="checkbox"/> HEL0046200046 <input type="checkbox"/> HEL0046200035	<input checked="" type="checkbox"/> ATM Cash Withdrawal <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email  <input checked="" type="checkbox"/> Account Balance Changed <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email  <input checked="" type="checkbox"/> Bill Payment Debited <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email  <input checked="" type="checkbox"/> Cash Deposited <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email  <input checked="" type="checkbox"/> Cash Refund Credited <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email  <input checked="" type="checkbox"/> Cheque Clearance Credited <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email  <input checked="" type="checkbox"/> Cheque Clearance Debited <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email  <input checked="" type="checkbox"/> Debit Card Payment <input checked="" type="checkbox"/> Push Notification <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> On Screen <input checked="" type="checkbox"/> Email

Page 1 of 1
Page 1 of 3 (1-10 of 27 items)

## Field Description

Field Name	Description
<b>Party ID</b>	Party Id of the user for whom alerts to be subscribed.
<b>Party Name</b>	Party Name of The user.
<b>User Name</b>	User name maintained in the core banking application for retail users and maintained for corporate users.
<b>Module Name</b>	Name of the module to which alerts is maintained. The options can be: <ul style="list-style-type: none"> <li>• CASA</li> <li>• Loan</li> <li>• TD</li> <li>• Profile</li> <li>• Payments</li> </ul>
<b>Account Number</b>	Account number for which the user is viewing/ updating the alert subscription. <b>Note:</b> <ul style="list-style-type: none"> <li>• Bank Admin will be allowed to select and setup alert subscription for multiple or all accounts in single maintenance.</li> <li>• Once the subscription is done for an account that account will be shown with a 'Subscribed' tag.</li> <li>• Bank admin will be able to quick search account number from search panel for the alert subscription</li> </ul>
<b>CASA /TD/ Loans/ Payments</b>	
Subscribed alerts displayed in tabs for all modules that the user has access to with the respective account numbers.	
<b>Alert Name</b>	The alert type mostly in the form of an event for which an alert is to send to a user.

Field Name	Description
<b>Send Alert Via</b>	<p>The delivery mode through which the alert is to be sent.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Email: alert is to be sent as an email</li> <li>• SMS : alert is to be sent as an SMS on the user's mobile number</li> <li>• On screen Mailbox: on screen, alert sent to as an email to user's mailbox</li> <li>• Push Notification: notifications are sent as a banner or pop-up message on the user's mobile number</li> </ul> <hr/> <p><b>Note:</b> The selected mode has  icon against it.</p> <p>Bank Admin will be allowed to map all modes of alerts subscription for all the transactions in one go for the selected account</p>

3. Click against the particular account number to update the details.
  - a. Click  to send alert as an email.  
OR  
Click  to send alert as a mail to On screen mailbox.  
OR  
Click  to send alert as SMS on the user's mobile number.  
OR  
Click  to send alert via push notifications. Push notification is as a banner or pop-up message on the user's mobile number.
4. The selected mode has an  icon against it.
5. Click **Save** to save the Alert Subscription.  
User will be directed to the Alert Subscription - Edit - Review page post necessary validations.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to go back to previous screen.
6. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to previous screen.
7. The success message along with the transaction reference number appears. Click **OK** to complete the transaction.

## **FAQ**

- 1. Which alerts can the Bank Administrator subscribe or unsubscribe, for the retail or corporate user?**

The alerts which are not mandatory can be subscribed or unsubscribed, by the Bank Administrator for the retail/corporate user.

- 2. What if a Retail or Corporate customer wants to opt-out of alerts?**

The Bank Administrator can unsubscribe the alerts for a Retail or Corporate customer. Please note that the customer will continue to receive the mandatory alerts irrespective of his choice on the subscribed alerts.

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## 55. Group Corporate Alerts Subscription

Using this option System/Bank Administrator can subscribe alerts at the Group Corporate level for selected events. The Bank Administrator subscribes the Corporate Party associated with Group Corporate to alerts, delivered through Email, SMS, through push notification or in their on-screen mailbox.

If Group Corporate Alerts Subscription has been maintained for particular corporate Party, then the same will be inherited to the users of that corporate party and will be available at User Alert subscription for any modification.

Incase User Alert Subscription is not maintained for a user and Group Corporate Alerts subscription is maintained then system will read whatever is maintained at the corporate Party level.

If both Party and User level subscription is not maintained, no alerts will be sent to the user.

Note that this functionality is for non-mandatory alerts.

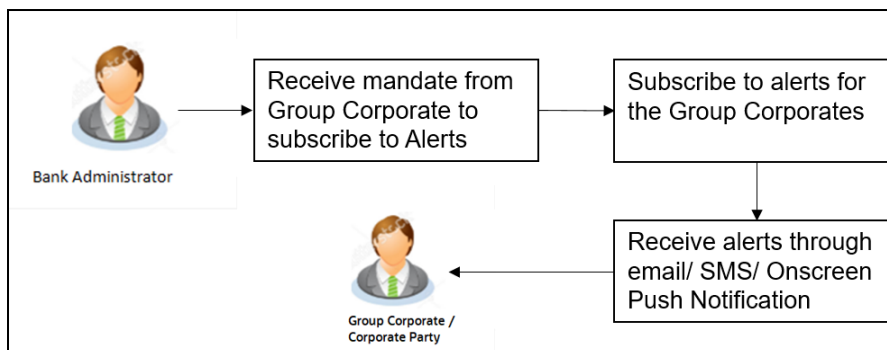
### The subscribed alert types are:

- Group Corporate Level Alerts
- Party Level Alerts
- Account Level Alerts

### Pre-Requisites

- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.
- Maintain Alerts, so that these are available for subscription
- Party Preferences is maintained

### Workflow



### Features Supported In Application

- Search alerts subscribed
- Subscribe / unsubscribe to alerts



**How to reach here:**

*System/ Bank Administrator Dashboard > Toggle menu > Others > Group Corporate Alerts Subscription*

## 55.1 Group Corporate Alerts Subscription - Search

Using this option, the Bank Administrator can search and view the details of alerts subscribed for the Corporate Party associated with Group Corporate. Here, bank admin is required to search Group corporate for whom the alert maintenance is to be set up by entering Group Corporate ID or Group Corporate Name.

Once the Group Corporate is identified, application will navigate the user to Alerts Subscription detailed page. Here user can select the corporate party associated with Group Corporate from the available list and Application will display their current Alerts Subscription Status.

For the Corporate Parties whose alerts subscription is completed will be displayed with an indicator as alert subscription is done with tag name as “subscribed”

All the alerts subscribed for a party will be displayed in the respective categories viz. Current and Savings, Term Deposits, Loans etc. in a table.

**To view subscribed alerts for a Party:**

8. In the **Group Corporate ID** field, enter the Group Corporate id of the corporate Party.  
OR  
In the **Group Corporate Name** field, enter the name of the Group Corporate.
9. Click **Search**. The Group Corporate id will be displayed based on the search criteria.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.

**Group Corporate Alerts Subscription - Group Corporate search**

The screenshot shows the 'Group Corporate Alert Subscription' search page. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The main header includes the 'futura bank' logo and a search bar. Below the header, the page title is 'Group Corporate Alert Subscription'. There are two input fields: 'Group Corporate ID' with the value '000842' and 'Group Corporate Name'. Below these fields are three buttons: 'Search', 'Cancel', and 'Clear'. Underneath, there are two dropdown menus for 'Group Corporate ID' and 'Group Corporate Name'. The 'Group Corporate ID' dropdown shows '000842' selected. The 'Group Corporate Name' dropdown shows 'nehgcif' selected. Below the dropdowns, there is a table with two rows of search results:

Group Corporate ID	Group Corporate Name
000842	nehgcif
000842	nehgcif

At the bottom right, there is a 'Help' button. At the bottom left, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. |SecurityInformation|Terms and Conditions'.

**Field Description**


<b>Field Name</b>	<b>Description</b>
<b>Group Corporate ID</b>	Enter Group Corporate ID for which the Alerts subscription to be maintained or viewed
<b>Group Corporate Name</b>	Enter Group Corporate name for which the Alerts subscription to be maintained or viewed

**Search Result**

<b>Group Corporate ID</b>	Group Corporate ID for which the Alerts subscription to be maintained or viewed
<b>Group Corporate Name</b>	Group Corporate Name for which the Alerts subscription to be maintained or viewed.

10. For the detailed view, click on **Group Corporate ID** field. The tabs for all modules CASA/ Term Deposit/ Loans / Profile that the Group Corporate has access to with the respective Corporate Party associated and account numbers appears.

11. Select the particular Corporate party from the available list and account number to view alert type and delivery mode, for each CASA (Current and Savings Accounts) / TD (Term Deposits) / Loans account.

**Note:** View the  icon on the delivery mode against the alert, if the corporate party has subscribed to any alerts for that.

## Group Corporate Alerts Subscription - Detailed View

The screenshot displays the 'Group Corporate Alert Subscription' page. At the top, it shows the user's role as 'System Administrator' and the branch as 'UBS OBPM 14.4 HEL Branch'. The page header includes the 'futura bank' logo and a search bar. The main content area is divided into three columns: 'Select Module', 'Select Accounts/Party', and 'Subscribe Alert Modes'. The 'Select Module' column lists categories like 'Current And Savings', 'Loan', 'Payment', 'Party', and 'Term Deposits'. The 'Select Accounts/Party' column shows account numbers and a 'Subscribed' status. The 'Subscribe Alert Modes' column contains a list of alert types with checkboxes for 'Map All Modes' and specific notification methods (Push Notification, SMS, On Screen, Email). A 'Save' button is located at the bottom of the table. Below the table, there are 'Confirm' and 'Back' buttons. The footer contains copyright information for Oracle.

12. Subscribe/ unsubscribe alerts, and click **confirm** to subscribe/ unsubscribe alerts.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

## 55.2 Subscribe/ Unsubscribe Alerts

Using this option, Bank Administrator can modify the alerts subscribed for the Corporate Party associated with Group Corporate.

### To subscribe / unsubscribe alerts:

13. Repeat steps 1 to 5 of **Alerts Subscription- Search** section.  
The categories viz details of an alert subscribed appears.
14. Select the particular account number to view the alerts subscribed.

The screenshot displays the 'Group Corporate Alert Subscription' page in the Futura Bank system. At the top, the user is identified as 'System Administrator' for 'ATM/Branch' in 'English', with the system version 'UBS OBPM 14.4 HEL Branch'. The user's name 'Welcome, Jack Nikon' and last login time 'Last login 01 Dec 12:11 PM' are also visible.

The main content area is titled 'Group Corporate Alert Subscription' and includes the following details:

- Group Corporate ID:** 000842
- Group Corporate Name:** nehgcif


The interface is divided into three main sections:

- Select Module:** A sidebar menu with options: Current And Savings (selected), Loan, Payment, Party, and Term Deposits.
- Select Accounts/Party:** A list of accounts for the selected module. The first account, '\*\*\*462', is highlighted with a green 'Subscribed' badge. Other accounts listed include HEL0302300013, HEL0302300035, HEL0046200013, HEL0046200057, HEL0046200035, HEL0302300068, HEL0302300046, HEL0302300024, HEL0046200046, and HEL0302300013. A pagination indicator shows 'Page 1 of 2'.
- Subscribe Alert Modes:** A grid of alert categories with checkboxes for 'Map All Modes', 'PUSH NOTIFICATION', 'SMS', 'ON SCREEN', and 'EMAIL'. The categories include:
  - Account Statement Generated
  - ATM Cash Withdrawal
  - Account Balance Changed
  - Bill Payment Debited
  - Cash Deposited
  - Cash Refund Credited
  - Cheque Clearance Credited
  - Cheque Clearance Debited
  - Debit Card Payment
  - External Transfer Credited


At the bottom of the page, there are 'Confirm' and 'Back' buttons, and a 'Save' button. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.


**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Group Corporate ID</b>	Group Corporate ID for which the Alerts subscription to be maintained.
<b>Group Corporate Name</b>	Group Corporate Name for which the Alerts subscription to be maintained.
<b>Select Party ID</b>	Corporate Party associated with the Group Corporate for whom alerts to be subscribed
<b>Module Name</b>	Name of the module to which alerts is maintained. The options can be: <ul style="list-style-type: none"> <li>• CASA</li> <li>• Loan</li> <li>• TD</li> <li>• Party</li> <li>• Payments</li> </ul>
<b>Account Number</b>	Account number for which the user is viewing/ updating the alert subscription. <b>Note:</b> <ul style="list-style-type: none"> <li>• Bank Admin will be allowed to select and setup alert subscription for multiple or all accounts in single maintenance.</li> <li>• Once the subscription is done for an account that account will be shown with a 'Subscribed' tag.</li> </ul>
<b>CASA /TD/ Loans/ Payments</b>	
Subscribed alerts displayed in tabs for all modules that the user has access to with the respective account numbers.	
<b>Alert Name</b>	The alert type mostly in the form of an event for which an alert is to send to a Corporate Party of Group Corporate.


Field Name	Description
<b>Send Alert Via</b>	<p>The delivery mode through which the alert is to be sent.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Email: alert is to be sent as an email</li> <li>• SMS : alert is to be sent as an SMS on the Corporate Party of Group Corporates mobile number</li> <li>• On screen Mailbox: on screen, alert sent to as an email to Corporate Party of Group Corporates Mailbox</li> <li>• Push Notification: notifications are sent as a banner or pop-up message on the Corporate Party of Group Corporates mobile number</li> </ul> <hr/> <p><b>Note:</b> The selected mode has  icon against it.</p> <p>Bank Admin will be allowed to map all modes of alerts subscription for all the transactions in one go for the selected account</p> <hr/>


15. Click against the particular account number to update the details.

b. Click  to send alert as an email.  
OR

Click  to send alert as a mail to On screen mailbox.  
OR

Click  to send alert as SMS on the user's mobile number.  
OR

Click  to send alert via push notifications. Push notification is as a banner or pop-up message on the Corporate Party's mobile number.

16. The selected mode has an  icon against it.

17. Click **Save** to save the Group Corporate Alert Subscription.

User will be directed to the Alert Subscription - Edit - Review page post necessary validations.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to go back to previous screen.

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

OR

Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.

OR

Click **Back** to go back to previous screen.

19. The success message along with the transaction reference number appears. Click **OK to** complete the transaction.

## **FAQ**

**1. Which alerts can the Bank Administrator subscribe or unsubscribe, for the Group Corporate?**

The alerts, which are not mandatory, can be subscribed or unsubscribed, by the Bank Administrator for the Group Corporate.

**2. What if a Group Corporate wants to opt-out of alerts?**

The Bank Administrator can unsubscribe the alerts for Group Corporate. Please note that the Corporate will continue to receive the mandatory alerts irrespective of his choice on the subscribed alerts.

**3. Can Bank Administrator subscribe or unsubscribe alert maintenance for multiple corporate parties associated with Group corporate in single flow?**

Yes. Bank administrator needs to select the corporate party associated with Group Corporate from the available dropdown to subscribe or unsubscribe alert maintenance for multiple corporate parties in single flow.

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## 56. Request Processing

This feature enables the Bank Administrator to view the details of each service request initiated by business user and hence, enables the administrator to take an informed decision regarding the approval or rejection of the service request. Alternately, the administrator can also select multiple service request records from the summary page to approve or reject multiple requests at once. The search criteria provided enables the administrator to filter service requests based on various criteria such as request type, status, reference number, etc.

For the requests built using Service Request Form builder feature, once the Administrator approves/rejects a Service Request, he can change the status of the request and can also enter the comments while updating the status.

Below are the Service Requests that are available out of the box in the system:

- Credit Card Supplementary
- Credit Card PIN Request
- Replace Credit Card
- Update Card Limits
- Update Credit Card Auto Payment
- Register Credit Card Auto Payment
- Deregister Credit Card Auto Payment
- Activate Credit Card
- Hotlist Debit Card
- Cancel Debit Card
- Debit Card PIN Request
- Apply Debit Card
- Replace Debit Card
- Block Debit Card (temporary block)
- Unblock Debit Card (remove temporary block)
- Upgrade Debit Card

Apart from the above mentioned Service Requests, Bank can define new Service Requests definitions using Service Request-Form builder.

### Pre-Requisites

- Transaction access is provided to Bank Administrator.



## Features Supported In Application

The module supports following features:

- View details of Service Request raised by customers
- Approve / Reject Service Requests
- Changes status of Service Request and input comments (for service requests built using Service Request-form builder)

### How to reach here:

System/ Bank Administrator Dashboard > Toggle Menu > Others >Request Processing  
OR

Bank Administrator Dashboard > Others >Request Processing

## 56.1 Request Processing - Summary

To view service requests:

1. Select the **Request Processing** option on the dashboard or menu. The initial (summary) page of the Request Processing appears.

### Request Processing - Summary

The screenshot displays the 'Request Processing' summary page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14:3 AT3 Branch'. The main header shows 'futura bank' and a user greeting 'Welcome, Sweta Thakur' with the last login time '06 May 06:00 PM'. Below the header, there are search filters for 'Products', 'Severity', 'Request Name', 'Request Category', 'Status', and 'Request Type'. There are 'Search' and 'Reset' buttons. Below the filters, there are 'Approve' and 'Reject' buttons. The main content is a table with the following data:

Date	Request Name	Requested By	User Name	Party ID	Reference No	Status
2020-05-01	Update Card Limits	Williamson Son1	RyanIslamBohr	***707	2149	Pending
2020-04-30	Credit Card PIN Request	Williamson Son1	retailpmg	***968	2148	Pending
2020-04-30	Update Card Limits	Williamson Son1	retailpmg	***968	2147	Pending
2020-04-30	Change Debit Card	Williamson Son1	RyanCCBohr	***968	2146	Pending
2020-04-29	Change Debit Card	Williamson Son1	RyanCCBohr	***968	2140	Pending
2020-04-29	Change Debit Card	Williamson Son1	RyanCCBohr	***968	2139	Pending
2020-04-29	Change Debit Card	Vikram J Gupta	ATRetu192	***327	2133	Pending
2020-04-29	AddOn Card	Vikram J Gupta	ATRetu192	***327	2132	Pending
2020-04-29	Register Credit Card Auto Payment	Vikram J Gupta	ATRetu192	***327	2131	Pending
2020-04-29	Replace Credit Card	Vikram J Gupta	ATRetu192	***327	2130	Pending

Page 1 of 2 (1-10 of 13 Items) | 1 2 > <

Cancel

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Search Criteria</b>	
<b>Product</b>	The administrator can search for service requests based on type of product.
<b>Request Category</b>	The administrator can search for service requests based on service request category. Category list gets populated on the basis of the product name selected.
<b>Severity</b>	The administrator can search for service requests based on severity of the service request.
<b>Status</b>	The administrator can search for service requests based on status. On selecting a status, the administrator is required to mandatorily specify a date range so as to be displayed all the service requests that were initiated within the specified date range and that are in the particular status.
<b>Request Name</b>	The administrator can search for service requests on the basis of name of the service request.
<b>Request Type</b>	The administrator can select the type of service request to be displayed in the search result records.
<b>Reference No</b>	The administrator can search for a service request based on reference number that was generated at the time the service request was initiated.
<b>Date Range</b>	The administrator can search for service requests initiated between two dates by specifying a date range. The administrator cannot specify a date range that exceeds 30 days. (The maximum date range is configurable).
<b>First Name</b>	The administrator can search for service requests initiated by a particular business user by specifying the user's first name
<b>Last Name</b>	The administrator can search for service requests initiated by a particular business user by specifying the user's last name or surname
<b>User Name</b>	The administrator can search for service requests initiated by a particular business user by specifying the user's user name.
<b>Party ID</b>	The administrator can search for service requests initiated by business users on the basis of party ID.
<b>Search Results</b>	
<b>Date</b>	The date on which the service request was raised.

Field Name	Description
<b>Request Name</b>	The name of the service request.
<b>Requested by</b>	The name of the customer who has raised the service request.
<b>User Name</b>	The user name of the customer who has raised the service request
<b>Party ID</b>	The party ID of the user who has raised the service request.
<b>Reference No</b>	The reference number generated at the time the service request was raised.
<b>Status</b>	The current status of the service request.

- Click on a specific service request record to view the details of that service request.  
OR  
Select the checkbox of one or multiple service requests to approve or reject service requests.

#### To search for specific service requests:

- Enter the required information in the search criteria fields.
- Click **Search**. The specific service request records are displayed based on the search criteria specified.  
OR  
Click **Reset** to clear the search parameters.

#### Service Request - Search Result

The screenshot shows the 'Request Processing' interface for futura bank. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is logged in as 'Sweta Thakur' with the last login on 04 May 2020 at 06:00 PM.

The search filters are set to: Products: Credit Card, Severity: Severity, Request Name: Request Name, Request Category: Request Category, Status: Pending, and Request Type: All. There are 'Search' and 'Reset' buttons below the filters.

Below the filters, there are 'Approve' and 'Reject' buttons. A table displays the search results:

<input type="checkbox"/>	Date	Request Name	Requested By	User Name	Party ID	Reference No	Status
<input type="checkbox"/>	2020-05-01	Update Card Limits	Williamson Son1	RyantsiamBohr	***707	2149	Pending
<input type="checkbox"/>	2020-04-30	Credit Card PIN Request	Williamson Son1	retallpmg	***968	2148	Pending
<input type="checkbox"/>	2020-04-30	Update Card Limits	Williamson Son1	retallpmg	***968	2147	Pending
<input type="checkbox"/>	2020-04-29	Addon Card	Vikram J Gupta	ATRetu192	***327	2132	Pending
<input type="checkbox"/>	2020-04-29	Register Credit Card Auto Payment	Vikram J Gupta	ATRetu192	***327	2131	Pending
<input type="checkbox"/>	2020-04-29	Replace Credit Card	Vikram J Gupta	ATRetu192	***327	2130	Pending
<input type="checkbox"/>	2020-04-29	Credit Card PIN Request	Vikram J Gupta	ATRetu192	***327	2129	Pending

Page 1 of 1 (1-7 of 7 items) | < 1 >

There is a 'Cancel' button at the bottom left of the table area.

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- Click on a specific service request record to view the details of that service request.  
OR  
Select the check box of one or multiple service requests to approve or reject service requests.

## **56.2 Service Request Details (For Service Requests available out of the box)**

This page is displayed once the Bank Administrator selects a service request record from the previous summary page. This screen comprises of three sections which display the details of the service request, the details of the initiator of the service request and also the transaction journey i.e. a time line graph depicting the stages of the service request.

Below are the Service Requests that are available out of the box in the system:

- Credit Card Supplementary
- Credit Card PIN Request
- Replace Credit Card
- Update Card Limits
- Update Credit Card Auto Payment
- Register Credit Card Auto Payment
- Deregister Credit Card Auto Payment
- Activate Credit Card
- Hotlist Debit Card
- Cancel Debit Card
- Debit Card PIN Request
- Apply Debit Card
- Replace Debit Card
- Block Debit Card (temporary block)
- Unblock Debit Card (remove temporary block)
- Upgrade Debit Card

**To view the service requests details:**

1. Enter the required information in the search criteria fields.
2. Click **Search**. The specific service request records are displayed based on the search criteria specified.  
OR  
Click **Reset** to clear the search parameters.
3. Click on a specific service request record to view the details of that service request. The service request details appears on the **Service Request Details** screen.

**Service Request Details**

Service Request Details

Reference No	2149
Date Requested	01 May 2020
Request Type	
Account Id	xxxxxxxxxxxx0014
Debit Card Id	AT3005XXXXXX
Username	Williamson Son1
User ID	RyanslamBohr
Party ID	***707

ADMIN\_PE (1) ————— COMPLETE (2)

Approve Reject Cancel Back

**Note**  
This screen allows you to view and process the service requests that have been raised by the Retail users.  
You need to Approve or Reject the request first and then you can update the status of the same. There is an option to provide comments while updating the request status so that the reason or any other important information can be captured and referred on a later date.

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**Field Description**

Field Name	Description
<b>Request Details</b>	
<b>Reference No</b>	The reference number generated at the time the service request was raised.
<b>Date Requested</b>	The date on which the service request was raised.
<b>Request Type</b>	The type of service request initiated.
<b>User Details</b>	
<b>User Name</b>	The user name of the business user who initiated the service request.

Field Name	Description
<b>User ID</b>	The user Id of the business user who initiated the service request.
<b>Party ID</b>	The party Id of the user who initiated the service request.

### Transaction Journey

This section displays the stages of the service request in the form of a timeline graph. Details pertaining to when the service request was initiated along with when the service request was approved or rejected are displayed with the help of this timeline.

- Click **Approve** to Approve the Service Request.  
OR  
Click **Reject** to Reject the Service Request.
- Click **Back** to navigate back to the **Request Processing - Summary** screen.

## 56.2.1 Approve or Reject Service Requests (For Service Requests available out of the box)

The Bank Administrator can take action on service requests initiated by business users by either approving or rejecting requests. The Administrator can select multiple service requests to approve or reject from the Service Request Summary page and can also approve or reject a service request individually after having viewed the details of the request from the Service Request Details page.

### To approve / reject service requests from Service Requests Summary page:

- Select the check boxes of the service requests that you wish to take action on.  
The pop up on which to specify remarks for Approval/Rejection is displayed.
- Enter **Remarks** and click **Approve/Reject**.  
The service requests get approved / rejected.

### Multiple Service Request Approve or Reject

The screenshot shows the 'Request Processing' page in the Futura Bank system. A modal dialog box titled 'Approve' is open, displaying 'Selected Transactions (1)' and a text input field for 'Remarks' containing 'Request Accepted'. The dialog has 'Approve' and 'Cancel' buttons. In the background, a table lists service requests with columns for Date, Request Name, Requested By, User Name, Party ID, Reference No, and Status. The first row is selected with a checkmark.

Date	Request Name	Requested By	User Name	Party ID	Reference No	Status	
<input checked="" type="checkbox"/>	2020-05-01	Update Card Limits	Williamson Son1	RyanIslamBohr	***707	2149	Pending
<input type="checkbox"/>	2020-04-30	Credit Card PIN Request	Williamson Son1	retailpmg	***968	2148	Pending
<input type="checkbox"/>	2020-04-30	Update Card Limits	Williamson Son1	retailpmg	***968	2147	Pending

**To approve / reject a service request from the Service Requests Details page:**

1. Select the service request on which you wish to take action from the **Service Request Summary** page
2. Click **Approve** or **Reject** button.  
The pop up on which to specify remarks for Approval/Rejection is displayed.
3. Enter Remarks and click **Approve/Reject**.  
The service requests get approved/ rejected.

**Individual Service Request Rejection**

The screenshot shows the 'Service Request Details' page for a request with Reference No. 904. A 'Reject' dialog box is open, prompting the user to provide a comment (max length 100) in the 'Remarks' field, with 'reject the request' entered. The dialog has 'Reject' and 'Cancel' buttons. To the right, a 'Note' section states: 'This screen allows you to view and process the service requests that have been raised by the Retail users. You need to Approve or Reject the request first and then you can update the status of the same. There is an option to provide comments while updating the request status so that the reason or any other important information can be captured and referred on a later date.'

## **56.3 Service Request Details (Requests created using Service Request-Form Builder)**

This page appears for the service requests created using 'Service Request Form Builder' screen.

The Bank Administrator selects a service request record from the summary page. This screen comprises of three sections which display the request attributes, the details of the service request and the user details.

**To view the service requests details:**

1. Enter the required information in the search criteria fields.
2. Click **Search**. The specific service request records are displayed based on the search criteria specified.  
OR  
Click **Reset** to clear the search parameters.
3. Click on a specific service request record to view the details of that service request.  
The service request details appears on the **Request Processing** details screen.

## Request Processing - Details

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank
servi
Welcome, Sweta Thakur  
Last login 06 May 06:00 PM

Request Processing

**Request Attribute**

Reference Number	382
Status	Pending
Date Requested	17 Jun 2018
Product	Debit Card
Request Category	Debit Card Issuance and Replacement
Request Name	Debit Card Request Form
Request Type	Request
Sev erity	Medium

**Request Details**

Name	Nehal
Gender	Female
Identity Proof	Pan Card,Electricity Bill
Country	US
Upload image	Chrysanthemum.png
Address proof	Address proof 1,Address Proof 3
Gender Pred El	Female
Select Salutation	Mr
Date of Birth	07 Jun 2018
Country of Residence	United States,Idaho

**User Details**

Username	William Carol Smith
User ID	nehret14
Party ID	***981

**Note**

This screen allows you to view and process the service requests that have been raised by the Retail users.

You need to Approve or Reject the request first and then you can update the status of the same. There is an option to provide comments while updating the request status so that the reason or any other important information can be captured and referred on a later date.

Approve
Reject
Cancel
Back

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## Field Description

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

<b>Request Attribute</b>	
--------------------------	--

<b>Reference No</b>	The reference number generated at the time the service request was raised.
---------------------	--

<b>Status</b>	The status of the service request.
---------------	------------------------------------

<b>Date Requested</b>	The date on which the service request was raised.
-----------------------	---

<b>Product</b>	The type of product for which the service request was raised.
----------------	---

<b>Request Category</b>	The service request category for which the service request was raised. Category is based on the type of product name selected.
-------------------------	--

<b>Request Name</b>	The name of the service request.
---------------------	----------------------------------



Field Name	Description
<b>Request Type</b>	The type of service request initiated.
<b>Severity</b>	The severity of the service request.
<b>Request Details</b>	
This section displays the details of the service request. The fields vary depending on the type of service request.	
<b>User Details</b>	
<b>User name</b>	The user name of the business user who initiated the service request.
<b>User ID</b>	The user Id of the business user who initiated the service request.
<b>Party ID</b>	The party Id of the user who initiated the service request.

4. Click **Approve** to Approve the Service Request.  
OR  
Click **Reject** to Reject the Service Request.
5. Click **Back** to navigate back to the **Request Processing - Summary** screen.

### **56.3.1 Approve or Reject Service Requests (created using Service Request Form Builder)**

The Bank Administrator can take action on service requests initiated by business users by either approving or rejecting requests. The Administrator can select multiple service requests to approve or reject from the Service Request Summary page and can also approve or reject a service request individually after having viewed the details of the request from the Service Request Details page.

#### **To approve / reject a service request:**

1. Select the service request on which you wish to take action from the **Service Request Summary** page
2. Click **Approve** or **Reject** button.  
The pop up on which to specify remarks for Approval/Rejection is displayed.

## Service Request Approval

The screenshot displays the 'Request Processing' page for a 'Debit Card Request'. The request details are as follows:

Request Attribute	
Reference Number	382
Status	Pending
Date Requested	17 Jun 2018
Product	Debit Card
Request Category	Debit Card Issuance
Request Name	Debit Card Request
Request Type	Request
Severity	Medium

Request Details	
Name	Nehal
Gender	Female
Identity Proof	Pan Card,Electricity Bill
Country	US
Upload image	Chrysanthemum.png
Address proof	Address proof 1,Address Proof 3
Gender Pred El	Female
Select Salutation	Mr
Date of Birth	07 Jun 2018
Country of Residence	United States,Idaho

User Details	
Username	William Carol Smith
User ID	nehret14
Party ID	***981

The 'Approve' modal dialog is active, showing a text input field with 'Request Accepted' and 'Approve' and 'Cancel' buttons.

3. Enter Remarks and click **Approve/Reject**.  
The success message along with the reference number, service request number and status appears.
4. Click **Ok** to complete the transaction and navigate the dashboard.
5. Navigate to the **Request Processing** transaction and search the service request that you have approved.  
The **Request Processing** details screen appears.

## Request Processing - Details

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank servi Welcome, Sweta Thakur Last login 06 May 06:00 PM

Request Processing

**Request Attribute**

Reference Number	382
Status	Completed
Date Requested	17 Jun 2018
Product	Debit Card
Request Category	Debit Card Issuance and Replacement
Request Name	Debit Card Request Form
Request Type	Request
Severity	Medium

**Request Details**

Name	Nehal
Gender	Female
Identity Proof	Pan Card,Electricity Bill
Country	US
Upload image	Chrysanthemum.png
Address proof	Address proof 1,Address Proof 3
Gender Pred EI	Female
Select Salutation	Mr
Date of Birth	07 Jun 2018
Country of Residence	United States,Idaho

**User Details**

Username	Administrator User
User ID	superadmin
Party ID	***981

Closure Comments from Bank

[Change Status](#) [Cancel](#) [Back](#)

**Note**

This screen allows you to view and process the service requests that have been raised by the Retail users.

You need to Approve or Reject the request first and then you can update the status of the same. There is an option to provide comments while updating the request status so that the reason or any other important information can be captured and referred on a later date.

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6. Click **Change Status** to change the status of the service request. A pop up to specify remarks appears.
- OR
- Click **Cancel** to cancel the transaction and navigate to the dashboard.
- OR
- Click **Back** to navigate to previous screen.

## Request Processing - Change Status

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

servi Welcome, Sweta Thakur Last login 06 May 06:00 PM

Request Processing

**Request Attribute**

Reference Number	382
Status	Completed
Date Requested	17 Jun 2018
Product	Debit Card
Request Category	Debit Card Issuance and Replacement
Request Name	Debit Card Request Form
Request Type	Request
Severity	Medium

**Request Details**

Name	Nehal
Gender	Female
Identity Proof	Pan Card,Electricity Bill
Country	US
Upload image	Chrysanthemum.png
Address proof	Address proof 1,Address Proof 3
Gender Prod El	Female
Select Salutation	Mr
Date of Birth	07 Jun 2018
Country of Residence	United States,Idaho

**User Details**

Username	Administrator User
User ID	superadmin
Party ID	***981

Closure Comments from Bank

Cancel Back

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## Field Description

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

**Change Status**

<b>Status</b>	The status of the service request.
---------------	------------------------------------

<b>Remarks</b>	Remarks for changing the status of the service request.
----------------	---

- From the **Status** list, select the status of the service request.
- In the **Remarks** field, enter the remarks if any.
- Click **Submit**.  
The success message along with the reference number, service request number and status appears.

[Home](#)

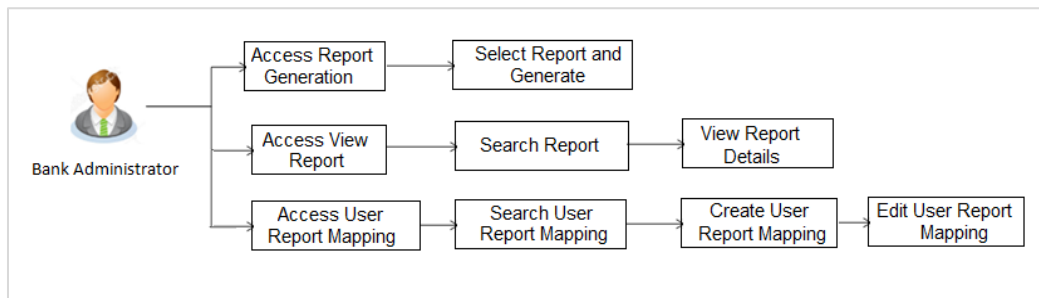
## 57. Reports

Using this option, Administrators can generate various adhoc and schedule banking reports. Application provides an option to generate and schedule reports using Oracle Analytics Publisher Oracle Analytics and also by using an internal application. The adoption Oracle Analytics Publisher provides a simple and easy tool for the Operational and MIS reports

### Prerequisites:

- Transaction access is provided to Bank Administrator
- Approval rule set up for Bank Administrator to perform the actions.
- Oracle Analytics Publisher is configured.

### Workflow



### Features supported in application

Reports module allows Bank Administrator to

- Generate and schedule Customer and Administrative Reports
- View/ Download generated Reports.
- View User Report Mapping
- Create User Report Mapping
- Edit User Report Mapping
- View Scheduled Report

[Home](#)

---

## 58. Report Generation

Bank Administrator logs into the system and navigates to Report Generation screen. On accessing 'Report Generation menu, Bank Administrator has to select an option if an adhoc report is to be generated or report needs to be scheduled.

Reports are categorized as:

- Adhoc Reports: When a report needs to be generated immediately on a need basis
- Schedule Reports: When report generation needs to be scheduled at fixed intervals e.g. daily, weekly, monthly etc.

After selecting the report generation category, user has to select a type of a report which needs to be generated. Other reports parameters with respect to each report are displayed on the screen as input fields so that report can be requested with specific data.

---

**Note:** If 2 factor authentication is enabled, the reports get generated only after successful authentication.

---

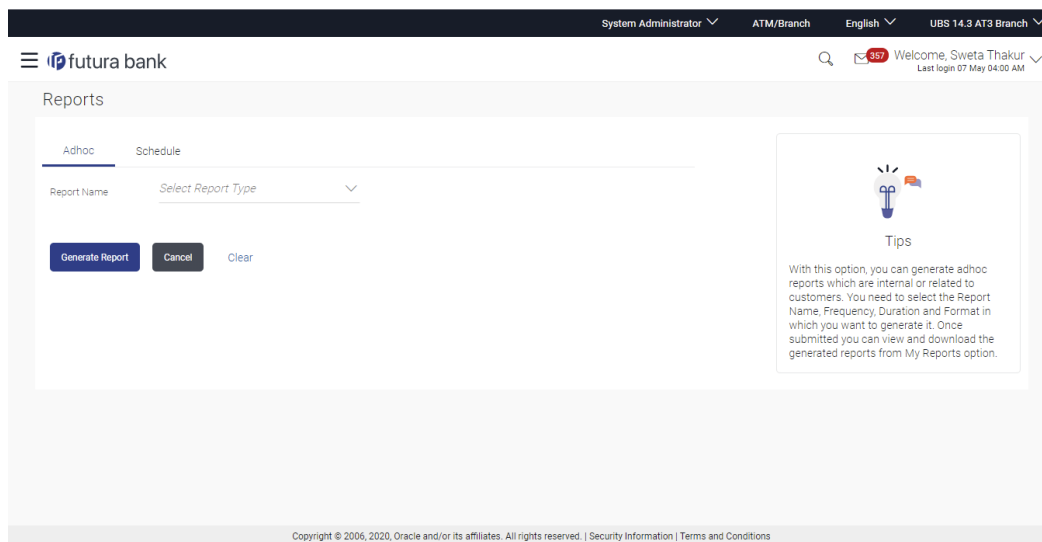
The list of reports is:

- API Consumption Report
- Bill Payment Pay Later Report
- Biller Reconciliation Report
- Biller Registration Report
- Date wise User Creation Report
- EPI Payment reconciliation Report
- FATCA & CRS Declaration Report
- File Identifier wise Party User Mapping Report
- Party User wise File Identifiers Mapping Report
- Party wise Approval Rule Report
- Party wise File Identifiers Mapping Report
- Party wise Payee Maintenance Report
- Party wise User Groups Report
- Party wise Workflows Report
- User Segment Summary Report
- Wallet Transaction Activity Report
- Wallets KYC Report
- Wallets Creation for a Date Range Report

**How to reach here:**

*System/ Bank Administrator Dashboard > Toggle menu > Reports > Report Generation*

## Report Generation



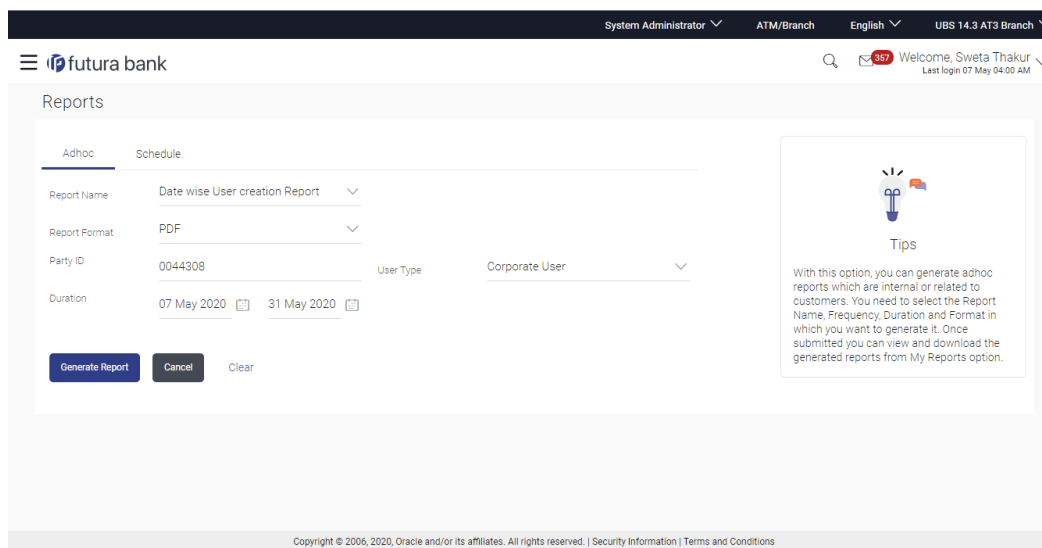
## Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

## 58.1 Adhoc Reports

Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

### Adhoc Reports



## Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics PublisherOracle Analytics are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>

**Note:** Other reports parameters with respect to each report are displayed on the screen as input fields so that report can be requested with specific data.

## 58.2 Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

### Schedule Reports

The screenshot displays the 'Schedule Reports' interface in the Oracle Analytics Publisher. The page header includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main content area is titled 'Reports' and has two tabs: 'Adhoc' and 'Schedule'. The 'Schedule' tab is active, showing a form with the following fields:

- Report Name:** Date wise User creation Report
- Report Format:** PDF
- Select Frequency:** WEEKLY
- Start Generating:** 05/07/20 09:35
- Stop Generating:** 05/28/20 09:35
- Party ID:** 0044308
- User Type:** Corporate User

At the bottom of the form, there are three buttons: 'Schedule Report' (highlighted in blue), 'Cancel', and 'Clear'. Below the buttons is a link: 'View Scheduled Reports'. On the right side of the form, there is a 'Tips' box with a lightbulb icon and the following text:

**Tips**  
With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

## Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.



Field Name	Description
<b>Report Format</b>	<p>Select the format in which the report is to be generated.</p> <p>The options with Oracle Analytics PublisherOracle Analytics are:</p> <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> <p>The options with Internal Reporting Application are:</p> <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	<p>Select the frequency at which the report is to be generated.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Start date of the date range from which you want to generate the report.
<b>Stop Generating</b>	End date of the date range up-to which you want to generate the report.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled by the logged in user and other Bank administrator users.

---

**Note:** Other reports parameters with respect to each report are displayed on the screen as input fields so that report can be requested with specific data.

---

## 58.2.1 View Scheduled Reports

Using this option, Bank Administrator can view all the reports and its details that are scheduled by logged in user or any other Bank Administrator user with the future date.

### To view the scheduled reports:

1. Click the **Schedule** tab. The scheduled report generation screen appears.
2. Click the **View Scheduled Reports** link.  
The **Scheduled Reports** screen appears.

### Scheduled Reports

Report Name	Report Id	Schedule Frequency	Start Date	End Date
Biller Registration Report	300424390012	DAILY	2020-04-30T19:25:00	2020-05-31T19:25:00

Page 1 of 1 (1 of 1 items)

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### Field Description

Field Name	Description
<b>Search</b>	
<b>Report Name</b>	Select the report that is to be searched.
<b>Search Results</b>	
<b>Report Name</b>	Name of the scheduled reports.
<b>Report ID</b>	IDs of the reports that are scheduled.
<b>Schedule Frequency</b>	The frequency on which the report is scheduled.
<b>Start Date</b>	Date from which the report will be generated as per the frequency defined.

Field Name	Description
End Date	Date till which the report will be generated as per the frequency defined.

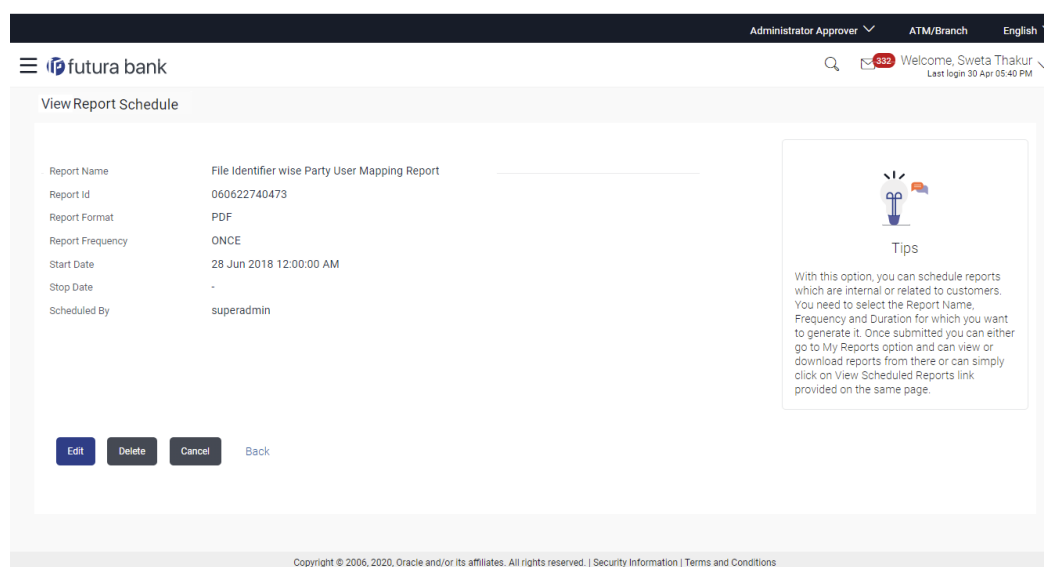
3. Click on desired Report ID to view the details of the scheduled report. The View Reports Schedule screen appears.

OR

Click on the  icon against the Report ID, to select the Report from the list, which you want to view. The searched report appears in the search result section.

Click the Report ID to view the details of the scheduled report.

### View Reports Schedule



View Report Schedule

Report Name	File Identifier wise Party User Mapping Report
Report Id	060622740473
Report Format	PDF
Report Frequency	ONCE
Start Date	28 Jun 2018 12:00:00 AM
Stop Date	-
Scheduled By	superadmin

Edit Delete Cancel Back

**Tips**

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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### Field Description

Field Name	Description
Report Name	Name of the scheduled report.
Report ID	ID of the scheduled report.
Report Format	Select the format in which the report is to be generated.
Report Frequency	The frequency at which the reports are scheduled to run.

Field Name	Description
<b>Start Date</b>	Date from which the report will be generated as per the frequency defined.
<b>Stop Date</b>	Date till which the report will be generated as per the frequency defined.
<b>Scheduled By</b>	User ID of the user who has scheduled the report generation.

## 58.2.2 Edit Schedule Reports

Using this option, Bank Administrator can edit the parameters defined for scheduled reports. These changes are applied to generate the reports of next scheduled cycle.

### To edit the schedule reports:

1. Click the **Schedule** tab. The scheduled report generation screen appears.
2. Click the **View Scheduled Reports** link.  
The **Scheduled Reports** screen appears.
3. Click on desired **Report ID** to edit the details of the scheduled report. The **View Report Schedule** screen appears.
4. Click **Edit** to modify the report schedule. The **Edit Report Schedule** screen appears.  
OR  
Click **Delete** to delete the report schedule.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.

### Edit Reports Schedule

The screenshot displays the 'Edit Report Schedule' interface. At the top, there is a navigation bar with 'Administrator Approver', 'ATM/Branch', and 'English'. Below this is the 'futura bank' logo and a user profile section showing 'Welcome, Sweta Thakur' and 'Last login 30 Apr 05:40 PM'. The main content area is titled 'Edit Report Schedule' and contains a form with the following fields:

- Report Name: File Identifier wise Party User Mapping Report
- Report Id: 060622740473
- Report Format: PDF (dropdown menu)
- Report Frequency: ONCE (dropdown menu)
- Start Generating: 06/28/18 (calendar icon)
- Scheduled By: superadmin

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. To the right of the form, there is a 'Tips' box with a lightbulb icon and the following text:

**Tips**  
With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Name of the scheduled reports. Name of the report will be displayed in non-editable form.
<b>Report ID</b>	ID of the reports that are scheduled. This is a non-editable field.
<b>Report Format</b>	The report format of the scheduled report.
<b>Report Frequency</b>	The frequency of the scheduled report. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	The start date of the scheduled report. This field can be edited only if the date and time is in future.
<b>Stop Generating</b>	The date till which the report is to be generated.
<b>Scheduled By</b>	User ID of the user who scheduled the report generation.

5. Modify the details, if required. You can modify the Report Format, Report Frequency, Start generation date and time (if future date) and Stop Generating date and time.
6. Click **Save** to save the changes. The **Confirm Edit Report Schedule** screen appears.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
7. Click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.
8. The success message along with the reference number and status appears.  
Click **Ok** to close the screen and navigate to the dashboard.

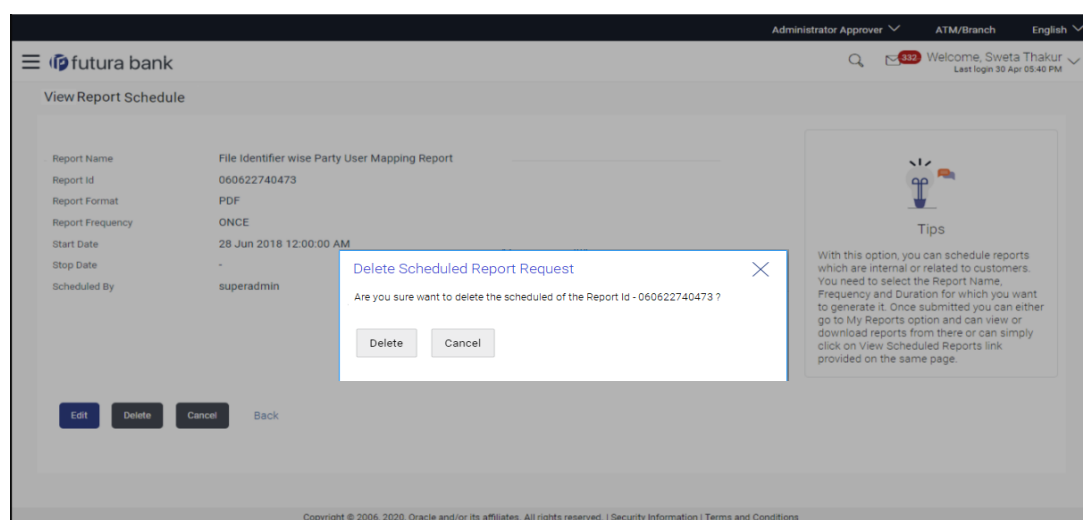
## 58.2.3 Delete Schedule Reports

The Bank Administrator can delete the scheduled reports which are no longer required.

### To delete account and transaction access for the user:

1. In the **Reports** screen, click the **Schedule** tab. The scheduled report generation screen appears.
2. Click the **View Scheduled Reports** link. The **Schedule Reports** screen appears.
3. Click on desired **Report ID** to delete the scheduled report. The **View Report Schedule** screen appears.
4. Click **Delete**. The application will prompt the administrator with a deletion message.

### Delete Reports Schedule



5. Click **Confirm** to proceed with the deletion request. It will navigate to confirmation page with a success message and the status.
6. Click **Ok** to close the screen and navigate to the dashboard.

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## 58.3 API Consumption Report

API Consumption report provides information on API consumption for a selected access point for a particular user.

The user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.3.1 API Consumption - Adhoc Report

API Consumption Adhoc report is generated on demand or on request. Report can be requested from the 'Report Generation' screen. Adhoc reports can be viewed using 'My Reports' screen.

#### To generate the API Consumption adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The respective report generation screen appears.

#### API Consumption - Adhoc Report

The screenshot shows the 'Reports' section of the Futura Bank system. The 'Adhoc' tab is selected. The form contains the following fields:

- Report Name:** API Consumption Report
- Report Format:** PDF
- Duration:** 07 May 2020 to 17 May 2020
- Frequency:** DAILY
- Touch Point:** Internet
- Party Id:** 004368
- User Segment:** Corporate User
- User Id:** pmfmaker01

Buttons at the bottom: **Generate Report**, **Cancel**, and **Clear**.

A 'Tips' box on the right states: "With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option."

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics PublisherOracle Analytics are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Duration</b>	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.
<b>Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Touch Point</b>	The different channels/ medium for which you want to generate the report.
<b>Party ID</b>	The party ID for whom the report is to be generated.
<b>User Segment</b>	The segment of user for whom the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> <li>• Administrator</li> </ul>
<b>User id</b>	The user id of the user for whom the report is to be generated.

3. From the **Report Format** list, select the appropriate report output format.
4. From the **Duration - From Date** and **Duration - To Date** list, select the appropriate duration.
5. From the **Frequency** list, select the appropriate option.
6. From the **Touch Point** list, select the appropriate option.
7. In the **Party ID** field, enter the party id.
8. From the **User Segment** list, select the appropriate type of user.
9. In the **User Id** field, enter the id of the user for whom the report is to be generated.



10. Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
11. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
12. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

Note: You can also download the requested report from **Administrator Dashboard > Toggle Menu > Reports > My Reports.**

---

For reference, a specimen of the report generated is given below:

### API Consumption Details Report

From Date : 2018-10-12 | To Date : 2018-11-12  
 Frequency : WEEKLY | Touch Point : APINTERNET  
 Party Id : | Party Name :  
 User Segment : | User Id :



API Name /accessPointGroups				
From Date	To Date	Count:	Touch Point	Status
29-OCT-2018	05-NOV-2018	919	APINTERNET	Success Count: 906Failure Count:13

API Name /accessPointGroups/{accessPointGroupId}				
From Date	To Date	Count:	Touch Point	Status
29-OCT-2018	05-NOV-2018	1	APINTERNET	Success Count: 1Failure Count:0

API Name /accessPointScopes				
From Date	To Date	Count:	Touch Point	Status
29-OCT-2018	05-NOV-2018	42	APINTERNET	Success Count: 42Failure Count:0

API Name /accessPoints				
From Date	To Date	Count:	Touch Point	Status
29-OCT-2018	05-NOV-2018	2872	APINTERNET	Success Count: 2857Failure Count:15

API Name /accessPoints/{accessPointId}				
From Date	To Date	Count:	Touch Point	Status
29-OCT-2018	05-NOV-2018	42	APINTERNET	Success Count: 42Failure Count:0

API Name /accesstokens				
From Date	To Date	Count:	Touch Point	Status
29-OCT-2018	05-NOV-2018	2823	APINTERNET	Success Count: 2821Failure Count:2

API Name /accesstokens/{id}				
From Date	To Date	Count:	Touch Point	Status
29-OCT-2018	05-NOV-2018	2	APINTERNET	Success Count: 2Failure Count:0

API Name /accesstokens/{stateId}/{code}				
From Date	To Date	Count:	Touch Point	Status
29-OCT-2018	05-NOV-2018	11	APINTERNET	Success Count: 6Failure Count:5

API Name /accountAccess				
From Date	To Date	Count:	Touch Point	Status
29-OCT-2018	05-NOV-2018	752	APINTERNET	Success Count: 723Failure Count:29

1 Report generated by superadmin | 14 Nov 2018, 08:03

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Parameters</b>	
<b>From Date</b>	Date from which the report is generated.
<b>To Date</b>	Date till which the report is generated.
<b>Frequency</b>	The frequency at which the report is generated.
<b>Access Point (Touch Point)</b>	The different channels/ medium for which report is generated.
<b>Party ID</b>	The party ID for whom the report is generated.
<b>Party Name</b>	The name of the party for whom the report is generated.
<b>User Segment</b>	The user segment for which, the report is generated.
<b>User ID</b>	ID of the user.
<b>API Name</b>	The name of the API for which the report is generated.
<b>From Date</b>	Date from which the report is generated.
<b>To Date</b>	Date till which the report is generated.
<b>Count</b>	The total count of transactions that are successful and failed.
<b>Touch Point</b>	The different channels/ medium for which report is generated.
<b>Status</b>	The status of the transaction.

## 58.3.2 API Consumption - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

### To generate the API consumption schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The respective report generation screen appears.

### API Consumption Report - Schedule Report

The screenshot displays the 'Schedule' tab for the 'API Consumption Report'. The form includes the following fields and values:

- Report Name: API Consumption Report
- Report Format: PDF
- Select Frequency: WEEKLY
- Start Generating: 05/08/20 11:40
- Stop Generating: 05/31/20 11:40
- Duration: 07 May 2020 to 17 May 2020
- Frequency: DAILY
- Touch Point: Internet
- Party Id: 004368
- User Segment: Corporate User
- User Id: pmfmaker01

Buttons: Schedule Report, Cancel, Clear. A link for View Scheduled Reports is also present.

**Tips:** With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

### Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics Publisher Oracle Analytics are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>

Field Name	Description
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per frequency defined.
<b>Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Touch Point</b>	The different channels/ medium for which you want to generate the report.
<b>Party ID</b>	The party ID for whom the report is to be generated.
<b>User Segment</b>	The user segment for which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> <li>• Administrator</li> </ul>
<b>User id</b>	The user id of the user for whom report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the appropriate report output format.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. From the **Frequency** list, select the appropriate option.
7. From the **Touch Point** list, select the appropriate option.
8. In the **Party ID** field, enter the party id.
9. From the **User Segment** list, select the appropriate segment.

10. In the **User Id** field, enter the id of the user for whom the report is to be generated.
11. Click **Schedule Report** to generate and view the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
12. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
13. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from [Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports](#).

---

## 58.4 Biller Registration Report

Biller Registration report provides the details of customers registered to a biller for online bill payment. Administrator has to select the biller id of which the report is to be generated.

Further, the administrator user can choose the report format as CSV or pdf. The generation of both Adhoc and Scheduled reports are supported. This report is available only with the internal reporting system.

### How to reach here:

Administrator Dashboard > Toggle menu > Report > Report Generation

### 58.4.1 Biller Registration - Adhoc Report

Biller Registration Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Biller Registration adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Biller Registration - Adhoc Report

The screenshot shows the 'Reports' section of the Futura Bank system. The 'Adhoc' tab is selected. The form contains the following fields:

- Report Name:** Biller Registration Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Biller Id:** 10000
- Biller Name:** Adani
- Duration:** 01 Jan 2020 to 07 May 2020 (date pickers)

At the bottom of the form are three buttons: 'Generate Report' (highlighted in blue), 'Cancel', and 'Clear'. To the right of the form is a 'Tips' box with a lightbulb icon and the text: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user's name 'Welcome, Sweta Thakur' and last login time 'Last login 07 May 10:55 AM' are displayed in the top right corner.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Biller Id</b>	Specify the unique code assigned to a specific biller.
<b>Biller Name</b>	Specify the name of the biller.
<b>Duration</b>	Select the date range for which the report is to be generated. User has to enter From and To dates.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Biller Id** field, enter the id of the biller for whom the report to be generated.
5. In the **Biller Name** field, enter the name of the biller.
6. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from [Administrator Dashboard > Toggle Menu > Reports > My Reports.](#)

---



**For reference, a specimen of the report generated is given below:**

					
<b>EBPP Admin - Registration Report</b>					
Biller ID : 1 Date From:2018-06-04		Biller Name : Test Date To:2018-06-14			
Customer ID	Customer Name	Phone No and Email	Biller Nick Name	Registration Date	Registration Status
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	vodafone3	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	eleh3	24 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	waterh2	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	homewater2	24 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	office3	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	movies1	25 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	vany1	25 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	dthome2	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	dthome3	22 May 2018	APPROVED
001868	Gary John Oldman	Phone: Email: shailendra.kadam@oracle.com	TellBillr	22 May 2018	APPROVED
001868	Gary John Oldman	Phone:	WaterBill	22 May 2018	APPROVED

1 Report generated by

## Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Biller ID</b>	The unique ID of the biller.
<b>Biller Name</b>	The name of the biller.
<b>Date From</b>	The date from which the report is generated.
<b>Date To</b>	Date till which the report is generated. .

Field Name	Description
<b>Customer Id</b>	The unique id of the customer/Party.
<b>Customer Name</b>	The name of the customer/party.
<b>Customer Phone No and Email</b>	The phone number and Email address of the customer.
<b>Billor Nickname</b>	The nick name of the biller.
<b>Registration Date</b>	The date on which customer is registered to the biller.
<b>Registration Status</b>	The status of registration.

## 58.4.2 Biller Registration - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Biller Registration schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

### Biller Registration - Schedule Report

The screenshot displays the 'Reports' section of the Futura Bank system. The 'Schedule' tab is active. The form includes the following fields and options:

- Report Name:** Biller Registration Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Select Frequency:** WEEKLY (dropdown menu)
- Start Generating:** 05/07/20 11:45 (calendar icon)
- Stop Generating:** 05/29/20 11:45 (calendar icon)
- Biller Id:** 10000
- Biller Name:** Adani

At the bottom of the form, there are three buttons: 'Schedule Report' (highlighted in blue), 'Cancel', and 'Clear'. Below the buttons is a link: 'View Scheduled Reports'.

A 'Tips' box on the right side of the form contains the following text:

**Tips**  
 With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

At the top of the page, the user is logged in as 'System Administrator' at 'ATM/Branch' in 'English' language, with the branch 'UBS 14.3 AT3 Branch'. The user's name 'Welcome, Sweta Thakur' and last login time 'Last login 07 May 10:55 AM' are also visible.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per frequency defined.
<b>Biller Id</b>	The unique code assigned to a specific biller.
<b>Biller Name</b>	The name of the biller.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Biller Id** field, enter the id of the biller for whom the report to be generated.
7. In the **Biller Name** field, enter the name of the biller.
8. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

---

[Home](#)

## 58.5 Biller Reconciliation report

Biller Reconciliation report provides information on reconciliation of bill payment transactions made to a biller for a selected period. Administrator has to select the biller id of which the report is to be generated.

The administrator user can choose the report format as CSV or pdf. The generation of both Adhoc and Scheduled reports are supported. This report is available only with the internal reporting system.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.5.1 Biller Reconciliation - Adhoc Report

Biller Reconciliation Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Biller Reconciliation adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Biller Reconciliation - Adhoc Report

The screenshot displays the 'Reports' section of the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is visible along with a user greeting: 'Welcome, Sweta Thakur' and 'Last login 07 May 10:55 AM'. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. The 'Adhoc' tab contains a form with the following fields:

- Report Name: Biller Reconciliation Report (dropdown menu)
- Report Format: PDF (dropdown menu)
- Biller Id: 11000 (text input)
- Biller Name: Adani (text input)
- Duration: 01 Apr 2020 to 07 May 2020 (date range selector)

At the bottom of the form are three buttons: 'Generate Report' (blue), 'Cancel' (grey), and 'Clear' (grey). To the right of the form is a 'Tips' box with a lightbulb icon and the following text: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated..
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Biller Id</b>	The unique code assigned to a specific biller.
<b>Biller Name</b>	The name of the biller.
<b>Duration</b>	Select the date range for which the report is to be generated. User has to enter From and To dates.


- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
- In the **Biller Name** field, enter the name of the biller.
- From the **Duration - From** and **Duration - To** list, select the appropriate duration.
- Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

---

Note: You can also download the requested report from [Administrator Dashboard > Toggle Menu > Reports > My Reports](#).

---

**For reference, a specimen of the report generated is given below:**

							
<b>EBPP Admin - Biller Reconciliation Report</b>							
Biller ID : 343443		Biller Name : abc		Date To:29 Jun 2018			
Date From:01 May 2018							
Date	Transaction Id	Amount	Customer Name-Account Number	Customer ID	Phone No and Email	Status	Error
26 May 2018	152	1000INR	Marc Ronald Jacobs	001146	Phone: Email: shailendra.kadam@example.com		
26 May 2018	153	100INR	Marc Ronald Jacobs	001146	Phone: Email: shailendra.kadam@example.com		

### Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Biller ID</b>	The unique ID of the biller.
<b>Biller Name</b>	The name of the biller.
<b>Date From</b>	Date from which the report is generated.
<b>Date To</b>	Date till which the report is generated.
<b>Date</b>	Transaction date and time.
<b>Transaction ID</b>	The transaction Id of the transaction.
<b>Amount</b>	The amount of the transaction in local currency.
<b>Customer Name &amp; Account Number</b>	The name of the customer and an account number
<b>Customer Id</b>	The unique id of the customer/party.

Field Name	Description
<b>Customer Phone No and Email</b>	The phone number and Email address of the customer.
<b>Status</b>	The status of the transaction.
<b>Error</b>	Error if any.

## 58.5.2 Billor Reconciliation - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Biller Reconciliation schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

### Billor Reconciliation - Schedule Report

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Schedule' tab is active. The form includes the following fields and options:

- Report Name:** Biller Reconciliation Report (dropdown)
- Report Format:** PDF (dropdown)
- Select Frequency:** WEEKLY (dropdown)
- Start Generating:** 05/07/20 11:45 (calendar icon)
- Stop Generating:** 05/28/20 11:45 (calendar icon)
- Biller Id:** 11000
- Biller Name:** Adani

At the bottom of the form, there are three buttons: **Schedule Report** (highlighted), **Cancel**, and **Clear**. Below the buttons is a link: [View Scheduled Reports](#).

A 'Tips' box on the right side of the form contains the following text:

**Tips**

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is generated.
<b>Stop Generating</b>	Date till which the report is generated.
<b>Biller Id</b>	The unique code assigned to a specific biller.
<b>Biller Name</b>	The name of the biller.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
7. In the **Biller Name** field, enter the name of the biller.
8. From the **Duration - From Date** and **Duration - To Date** list, select the appropriate duration.
9. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
10. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR

Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

11. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

---

Note: You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

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[Home](#)

## 58.6 Bill Payment Pay Later Report

Bill Payment Pay Later report provides the details of "Pay Later" transactions set up for a biller for a given period. The user has to select the biller id of which the report is to be generated.

The administrator user can choose the report format as CSV or pdf. The generation of both Adhoc and Scheduled reports are supported. This report is available only with the internal reporting system.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.6.1 Bill Payment Pay Later - Adhoc Report

Bill Payment Pay Later Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Bill Payment Pay Later adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Bill Payment Pay Later - Adhoc Report

The screenshot shows the 'Reports' section of the Futura Bank system. The 'Adhoc' tab is selected. The form contains the following fields:

- Report Name:** Bill Payment Pay Later Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Biller Id:** 11000
- Biller Name:** Adani
- Duration:** 01 Jan 2020 to 07 May 2020 (date pickers)

At the bottom of the form are three buttons: 'Generate Report' (blue), 'Cancel', and 'Clear'. To the right of the form is a 'Tips' box with a lightbulb icon and the text: "With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option."

At the top of the page, the user is logged in as 'System Administrator' at 'ATM/Branch' in 'English' at 'UBS 14.3 AT3 Branch'. The user's name 'Sweta Thakur' and last login time '07 May 10:55 AM' are also visible.

#### Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Biller Id</b>	The unique code assigned to a specific biller.
<b>Biller Name</b>	The name of the biller.
<b>Duration</b>	Select the date range for which the report is to be generated. User has to enter From and To dates.


- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
- In the **Biller Name** field, enter the name of the biller.
- From the **Duration - From** and **Duration - To** list, select the appropriate duration.
- Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

---

**Note:** You can also download the requested report from [Administrator Dashboard > Toggle Menu > Reports > My Reports](#).

---

**For reference, a specimen of the report generated is given below:**

							
<b>EBPP Admin - Bill Payments Pay-Later Report</b>							
Billor ID : 343443		Billor Name : abc		Date To: 23 Aug 2018			
Date From: 12 Jun 2018							
Customer ID	Customer Name	Customer PhoneNo & Email	Billor Nickname	Pay Later Set-Up Date	Pay Later Date	Status	Deletion Date
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	mydthn1	12 Jun 2018	30 Jun 2018	COMPLETED	NA
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	dthome2	12 Jun 2018	28 Jun 2018	COMPLETED	NA

1 Report generated by

## Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Billor ID</b>	The unique ID of the billor.
<b>Billor Name</b>	The name of the billor.
<b>Date From</b>	Date from which the report is generated.
<b>Date To</b>	Date until which the report is generated.
<b>Customer ID</b>	The unique id of the customer/party.

Field Name	Description
<b>Customer Name</b>	The name of the customer/party.
<b>Customer Phone No and Email</b>	The phone number and Email address of the customer.
<b>Biller Nickname</b>	The nick name of the biller.
<b>Pay Later Setup Date</b>	This is a date on which the request for bill payment is initiated.
<b>Pay Later Date</b>	The future date on which the funds are to be transferred to the billers.
<b>Status</b>	Status of the bill payment
<b>Deletion Date</b>	The date on which the future bill payment cancellation request was initiated

## 58.6.2 Bill Payment Pay Later - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Bill Payment Pay Later schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

### Bill Payment Pay Later - Schedule Report

The screenshot shows the Oracle Futura Bank interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a search bar. The main content area is titled 'Reports' and has two tabs: 'Adhoc' and 'Schedule'. The 'Schedule' tab is active, showing a form for scheduling a report. The form includes the following fields:

- Report Name:** Bill Payment Pay Later Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Select Frequency:** WEEKLY (dropdown menu)
- Start Generating:** 05/07/20 11:50 (calendar icon)
- Stop Generating:** 05/28/20 11:50 (calendar icon)
- Biller Id:** 11000
- Biller Name:** Adani

At the bottom of the form, there are three buttons: 'Schedule Report' (highlighted in blue), 'Cancel', and 'Clear'. Below the buttons is a link that says 'View Scheduled Reports'. To the right of the form is a 'Tips' box with a lightbulb icon and the following text:

**Tips**  
With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated..
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated.. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated .
<b>Stop Generating</b>	Date till which the report is to be generated,
<b>Biller Id</b>	The unique code assigned to a specific biller.
<b>Biller Name</b>	The name of the biller.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
7. In the **Biller Name** field, enter the name of the biller.
8. From the **Duration - From Date** and **Duration - To Date** list, select the appropriate duration.
9. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
10. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR

Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

11. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

---

Note: You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

---

[Home](#)



## 58.7 Date Wise User Creation Report

Date wise user creation report provides a list of users created with particular application role within given duration. An administrator can request to generate an adhoc report with following additional parameters:

- User Type (Application Roles)
- Party ID
- Frequency
- Date Range

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.7.1 Date Wise User Creation - Adhoc Report

Date Wise User Creation Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the date wise user creation adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Date Wise User Creation - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank administrator interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'Reports' section is active, with 'Adhoc' selected. The form contains the following fields:

- Report Name:** Date wise User creation Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Party ID:** 004308
- Duration:** 01 Jan 2020 to 31 May 2020 (date pickers)

At the bottom of the form are three buttons: 'Generate Report' (blue), 'Cancel', and 'Clear'. To the right of the form is a 'Tips' box with a lightbulb icon, stating: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	The party ID of the users of whom the report is to be generated.
<b>User Type</b>	The user type for whom report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> <li>• Administrator</li> </ul>
<b>Duration</b>	Specify the date range for which the report is to be generated. Date from which the report is to be generated. . Date till which the report is to be generated

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party ID** field, enter the party ID.
- From the **User Type** list, select the appropriate user.
- From the **Duration - From** and **Duration - To** list, select the appropriate duration.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports screen. The list of reports appears.**  
OR  
Click **Generate another report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

**Note:** You can also download the requested report from **Administrator Dashboard > Toggle Menu > Reports > My Reports.**

**For reference, a specimen of the report generated is given below:**

Date wise User Creation					
Party Id : 001164   Party Name : Exxon Mobil					
Date From:01 Oct 2017   Date To:18 Oct 2017					
User Type : corporateuser					
					
User Type - Corporate User					
Name	Roles	User Name	Email Id	Mobile No	Creation Date and Time
Mr Rahul Kamble	CorporateAdminMaker CorporateAdminChecker	rncorpadmin	rahul.x.kamble@oracle.com	7788664433	07 Oct 2017 14:03:01
Mr Rahul Kamble	CorporateAdminMaker CorporateAdminChecker	rncorpadmin1	rahul.x.kamble@oracle.com	1122334466	07 Oct 2017 14:07:00
Mr RK Auto	Maker Checker	corpauto1	rahul.x.kamble@oracle.com	9890231214	12 Oct 2017 09:13:05
Mr BU Auto	Maker Checker	BUAuto	rahul.x.kamble@oracle.com	9890121415	12 Oct 2017 10:27:05
User Type - Retail User					
Name	Roles	User Name	Email Id	Mobile No	Creation Date and Time
User Type - Bank Administrator					
Name	Roles	User Name	Email Id	Mobile No	Creation Date and Time

## Field Description

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

### Report Parameters

<b>Party ID</b>	The ID of party for whom the report is generated.
<b>Party Name</b>	The name of the party for whom the report is generated.
<b>Date From</b>	Date from which the report is generated.
<b>Date To</b>	Date till which the report is generated.
<b>User Type</b>	The user type for whom report is generated and is selected at the time of report generation.
<b>Name</b>	Name of the user.
<b>Roles</b>	Child roles assigned to each user.

Field Name	Description
<b>User Name</b>	User ID assigned to the user.
<b>Email ID</b>	Email ID of the user.
<b>Mobile No</b>	Mobile number of the user.
<b>Creation Date and Time</b>	Date on which the user is created.

## 58.7.2 Date Wise User Creation - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

An administrator can schedule – Date wise user creation report.

**To generate the Date Wise User Creation schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

### Date Wise User Creation - Schedule Report

The screenshot displays the 'Reports' section of the Futura Bank system. The 'Schedule' tab is active, showing the configuration for a 'Date wise User creation Report'. The report format is set to PDF and the frequency is WEEKLY. The start and stop generating times are 05/07/20 11:50 and 06/30/20 11:50, respectively. The Party ID is 004308. A 'Tips' box on the right explains that this option allows scheduling reports for internal or customer-related data, and provides instructions on how to generate and view these reports.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Party ID</b>	The ID of party of whom the report is to be generated.
<b>User Type</b>	The user type for whom report is generated and is selected at the time of report generation.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Party ID** field, enter the party id.
7. From the **User Type** list, select the appropriate user.
8. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.

- OR  
Click **Clear** to reset the search parameters.
9. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

---

[Home](#)

## 58.8 EPI Payment Reconciliation Report

EPI Payment Reconciliation report provides the status of all reconciled transactions, in a given duration. The user has to select the merchant code for which the report is to be generated,

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.8.1 EPI Payment Reconciliation - Adhoc Report

EPI Payment Reconciliation Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the EPI Payment Reconciliation adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### EPI Payment Reconciliation Report - Adhoc Report

The screenshot shows the 'Reports' section of the Futura Bank system. The 'Adhoc' tab is selected. The form contains the following fields:

- Report Name:** EPI Payment reconciliation Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Party ID:** 004308
- Duration:** 01 Jan 2020 to 31 May 2020 (date range)

At the bottom of the form, there are three buttons: **Generate Report** (blue), **Cancel** (grey), and **Clear** (grey).

On the right side of the form, there is a 'Tips' box with a lightbulb icon. The text reads: "With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option."

The top navigation bar includes: System Administrator, ATM/Branch, English, and UBS 14.3 AT3 Branch. The user is identified as Sweta Thakur, with a last login of 07 May 10:55 AM.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Merchant Code</b>	The unique code assigned to a specific merchant by the Bank.
<b>Duration</b>	Specify the date range for which the report is to be generated. User has to enter From and To Date.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Merchant Code** field, enter the merchant's code for whom the report to be generated.
- From the **Duration - From** and **Duration - To** list, select the appropriate duration.
- Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. The report will be generated in the format specified at the time of scheduling or generating an adhoc report


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**Note:** You can also download the requested report from **Administrator Dashboard > Toggle Menu > Reports > My Reports**.

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**For reference, a specimen of the report generated is given below:**

Merchant - Transaction Reconciliation							
Merchant Description: <b>Myntra</b> Merchant Code: <b>Myntra</b> Date From: <b>01 Jan 2014</b>   Date To: <b>01 Feb 2014</b>							
Date Time	Transaction Id	Description	Customer Name-Account Number	Merchant Account Number	Transaction Type	Amount,CCY	Status
02 Jan 2014 00:00:00	47HWGXNEP3	RCodePayment	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£56.00	Completed
02 Jan 2014 00:00:00	4SGIF1L0C1	est1	Marc Ronald Jacobs AT30011460034	AT30011600020	QR Transfer	£50.00	Completed
02 Jan 2014 00:00:00	6IWUR4V1NN	esting123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£45.99	Completed
02 Jan 2014 00:00:00	CVKX58VV83	est	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£125.45	Completed
02 Jan 2014 00:00:00	FFBPVQJX7W	est123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£56.00	Completed
02 Jan 2014 00:00:00	G8ECFT86P6	esting123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£45.99	Completed
02 Jan 2014 00:00:00	GJ96C3QJSC	est	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£125.45	Completed
02 Jan 2014 00:00:00	H1PNSKRS7M	est	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£1.00	Completed
02 Jan 2014 00:00:00	ZGR95L2C9M	est123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£56.00	Completed

1 Report generated by Shailendra Kadam | 18 Sep 2017, 06:36

## Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Merchant Description</b>	The description of the merchant.
<b>Merchant Code</b>	The unique code assigned to a specific merchant by the bank.

<b>Field Name</b>	<b>Description</b>
<b>Date From</b>	The start date of period for which the report is generated.
<b>Date To</b>	The end date of the date for which the report is generated.
<b>Date Time</b>	Transaction date and time.
<b>Transaction ID</b>	The transaction Id of the transaction.
<b>Description</b>	The description of the transaction.
<b>Customer Name-Account Number</b>	The name and account number of the customer.
<b>Merchant Account Number</b>	The merchant's account number.
<b>Transaction Type</b>	The transaction type. The options are: <ul style="list-style-type: none"><li>• Sale</li><li>• Commission</li></ul>
<b>Amount, CCY</b>	The amount of the transaction in local currency.
<b>Status</b>	The status of the transaction.

## 58.8.2 EPI Payment Reconciliation – Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the EPI Payment Reconciliation scheduled report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.  
The receptive report generation screen appears.

### EPI Payment Reconciliation - Schedule Report

### Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>

Field Name	Description
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Merchant Code</b>	The unique code assigned to a specific merchant by the Bank.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- In the **Merchant Code** field, enter the merchant's code for whom the report to be generated.
- Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

[Home](#)

## 58.9 FATCA & CRS Declaration Report

The FATCA & CRS Declaration report contains details related to the information submitted by the users in the forms along with information pertaining to the date and time at which each form was submitted. The administrator can generate separate reports for the FATCA & CRS Self-Certification form for Individuals and the FATCA & CRS Self-Certification form for Entities.

The generation of both Adhoc and Scheduled FATCA & CRS Declaration reports are supported. These reports can be generated in CSV format.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.9.1 FATCA & CRS Declaration - Adhoc Report

Adhoc reports are generated on demand or on request.

#### To generate the FATCA & CRS Declaration Adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The respective report generation screen appears.

#### FATCA & CRS Declaration - Adhoc Report

The screenshot shows the 'Reports' section of the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is on the left, and a search icon, a notification icon with '357', and a welcome message 'Welcome, Sweta Thakur' with 'Last login 07 May 10:55 AM' are on the right. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. Under the 'Adhoc' tab, there is a form with the following fields: 'Report Name' (FATCA & CRS Declaration Report), 'Report Format' (PDF), 'Party ID' (004308), and 'Duration' (01 Jan 2020 to 31 May 2020). At the bottom of the form are three buttons: 'Generate Report', 'Cancel', and 'Clear'. To the right of the form is a 'Tips' box with a lightbulb icon and text: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.' At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The FATCA & CRS Declaration report can be generated in format CSV only.
<b>Generate By</b>	Specify whether the report is to be generated on the basis of party ID or form type as Individual or Entity. The options are: <ul style="list-style-type: none"> <li>• Party ID</li> <li>• Form Type</li> </ul>
<b>Enter Party ID</b>	Specify the party ID of the user for whom report is to be generated. This field appears if you have selected <b>Party ID</b> in the <b>Generate By</b> field.
<b>Form Type</b>	Select whether you want to generate the report for the FATCA & CRS forms of entities or individuals. The options are: <ul style="list-style-type: none"> <li>• FATCA &amp; CRS - Entity</li> <li>• FATCA &amp; CRS - Individual</li> </ul> This field appears if you have selected <b>Form Type</b> in the <b>Generate By</b> field.
<b>Duration</b>	Specify the period for which the report is to be generated. <ul style="list-style-type: none"> <li>• From – The date from which you want to generate the report.</li> <li>• To – The date until which you want to generate the report.</li> </ul>

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Generate By** field, select the option of choice.
  - a. If you have selected the option **Party ID**, enter the party ID of the user for whom the report is to be generated in the **Enter Party ID** field.
  - b. If you have selected the option **Form Type**, select the required form type from the **Form Type** list.  
From the **Duration - From** and **Duration - To** list, select the desired duration.
5. Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
6. The success message along with the reference number, status and **Report Request ID** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR

Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

7. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

**Note:** You can also download the requested report from **Administrator Dashboard > Toggle Menu > Reports > My Reports**.

**For reference, a specimen of the report generated for FATCA & CRS form for Individuals is displayed below:**

Form Type	INDIVIDUAL	Duration	01-06-2014 - 05-06-2018	Party Name	Form Submitted by User ID	User Name	Address Type	Address Line 1	Address Line 2	City	State	Country	Zip Code	Mailing Address Line 1	Mailing Address Line 2	Mailing Address City	Mailing Address State	Mailing Address Country	Mailing Address Zip Code	Nationality	Country of Birth	City/Place of Birth	Identification Type	Identification Number	Father's Name	Spouse's Name	Occupation	Group	Intcc	
42877.27218	Branch	***662	OFFSET LOANS CA FCRTST	OFFSET LOI Permanent	Algrove Pla	ABC	Layout	London			United King	United King	KO 32 193	Algrove Pla	ABC	Layout	London	United King	United King	KO 32 193	Australian	Australia	Melbourne	Passport	AU1292841	John Brady	Angelina	Business		
43133.93274	Branch	***123	Tom Brady	TOM123	Tom Brady	Permanent	A12 - Borkd Brecon	Sea Brecon			Wales	United King	Ri 12 990	A12 - Borkd Brecon	Sea Brecon			Wales	United King	Ri 12 990	British	Great Britia	Cardiff	Driving Lic	WA1245	John Brady		Service		
43109.5008	Online	***123	Chris Hemsworth	CHR779	Chris Hems	Work Adnri	Algrove Place	22A		London		United King	United King	KO 32 193	Algrove Place	22A		London	United King	United King	KO 32 193	Australian	Australia	Melbourne	Passport	AU129284399		Business		
43143.48625	Online	***5123	Mark Wahlberg	MMS333	Mark Wahl	Current Res	ABC	Layout		London		United King	United King	AB 01 220	ABC	Layout		London	United King	United King	AB 01 220	Italian	United Stat	California	Driving Lic	XC4564		Others		

### Field Description

Field Name	Description
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#### FATCA & CRS Declaration report for Individuals

The following four fields comprise of the criteria on the basis of which the report has been generated.

- |                  |  |
|------------------|--|
| <b>Party ID</b>  | The party ID of the user who has submitted the form.<br>This field is displayed only if at the time of report generation, the administrator chose to generate the report by specifying a party ID. |
| <b>Form Type</b> | The type of FATCA & CRS form for which the report is being generated.<br>The form types are: <ul style="list-style-type: none"> <li>• Entity</li> <li>• Individual</li> </ul>                      |
| <b>Duration</b>  | The period for which the report is generated. This field is displayed only if at the time of report generation, the administrator chose to generate the report on the basis of form type.          |

The following fields comprise of the main body of the report.

<b>FATCA Submission Date &amp; Time</b>	The date at time at which the form was submitted by the user.
---	---

<b>Field Name</b>	<b>Description</b>
<b>Mode of Submission</b>	The mode through which the form was submitted e.g. online, branch.
<b>Party ID</b>	The party ID of the user who submitted the form.
<b>Party Name</b>	The party name of the user who submitted the form.
<b>Form Submitted by User ID</b>	The user ID of the user who has filled and submitted the FATCA and CRS form.
<b>User Name</b>	The name of the user who has filled and submitted the FATCA and CRS form.
<b>Address Line 1-2</b>	The address details of the user, as entered in the form.
<b>City</b>	The name of the city, as entered in the form.
<b>State</b>	The state, as entered in the form.
<b>Country</b>	The country, as entered in the form.
<b>Zip Code</b>	The zip code of the user, as entered in the form.
<b>Mailing Address Line 1-2</b>	The mailing address of the user, as entered in the form.
<b>Mailing Address City</b>	The city of the user's mailing address, as entered in the form.
<b>Mailing Address State</b>	The state of the user's mailing address, as entered in the form.
<b>Mailing Address Country</b>	The country of the mailing address of the user.
<b>Mailing Address Zip Code</b>	The zip code of the mailing address of the user.
<b>Nationality</b>	The nationality of the user, as entered in the form.
<b>Country of Birth</b>	The country of birth of the user, as entered in the form.
<b>City/ Place of Birth</b>	The city of birth of the user, as entered in the form.
<b>Identification Type</b>	The identification document that serves as proof of identity.
<b>Identification Number</b>	The identification number corresponding to the identification type.



Field Name	Description
<b>Father's Name</b>	The name of the user's father, as entered in the form.
<b>Spouse's Name</b>	The name of the user's spouse, as entered in the form.
<b>Occupation</b>	The employment type of the user, as entered in the form. The occupation type could be any of the following: <ul style="list-style-type: none"> <li>• Service</li> <li>• Business</li> <li>• Others</li> </ul>
<b>Gross Annual Income</b>	The gross annual income that the user enters, as entered in the form.
<b>Politically Exposed Person(PEP) Status</b>	The political status of the user.
<b>Was the Entity established in a country other than &lt;country name&gt;?</b>	The value in this field will identify whether the entity was established in the country in which the bank accounts are held. This field is applicable to sole proprietors only.
<b>Are you a tax resident of any country other than &lt;country name&gt;?</b>	Whether the user is a tax resident of any country other than the country in which the bank accounts are held.
<b>Country of Tax Residence</b>	The name of the country in which the user is a tax resident. A value will be displayed against this field only if the value against the field ' <b>Are you a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> .
<b>TIN Available</b>	Whether the user's taxpayer identification number of the country in which he is a tax resident, is available or not. A value will be displayed against this field only if the value against the field ' <b>Are you a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> .
<b>Tax Identification Type</b>	The tax identification type of the user. A value will be displayed against this field only if the value against the field ' <b>Are you a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>Yes</b> .
<b>TIN / TIN Equivalent</b>	The user's taxpayer identification number or equivalent. A value will be displayed against this field only if the value against the field ' <b>Are you a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>Yes</b> .

Field Name	Description
<b>Reason for Non Availability</b>	The reason for which the user's taxpayer identification number is not available. The user's taxpayer identification number or equivalent. A value will be displayed against this field only if the value against the field ' <b>Are you a tax resident of any country other than &lt;country name&gt;</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>No</b> .
<b>Are you a citizen of United States of America</b>	Whether the user has a citizenship of the United States of America.
<b>Do you meet the Substantial Presence Test?</b>	Whether the user meets the Substantial Presence Test criteria.
<b>Do you have a green card?</b>	Whether the user holds a United States green card.

**For reference, a specimen of the report generated for FATCA & CRS forms for Entities is displayed below:**

FATCA & CRS Declaration Report		Form Type		ENTITY	Duration	01-06-2016 - 08-06-2018	Capacity	Address Line 1	Address Line 2	City	State	Country	Zip Code	Mailing Address Line 1	Mailing Address Line 2	Mailing Address City	Mailing Address State	Mailing Address Country	Mailing Address Zip Code	Country of Incorporation or Organization of any country other than Domestic Country?	Is the entity a tax resident of any country other than Domestic Country?	Country of Tax Residence 1	TIN Available?	TIN Type	TIN/TIN Equivalent	Reason for Non Availability	Country of Tax Residence 2	TIN Available?	
FATCA Submission Date & Time	Mode of Submission																												
42877-27569	Branch	***662	OFFSET LC	FORTEST	FORTEST	AUS		Algrove Pl	ABC Layout	London		United Ki	United Ki	KO 32 193	Algrove Pl	ABC Layout	London	United Ki	United Ki	KO 32 193	United St	No							No
43133-93264	Online	***123	ABC Inc	TOM123	TOM123	AUS		A12- Bort	Brecon Bc	Brecon		Wales	United Ki	Ri 12 990	A12- Bort	Brecon Bc	Brecon	Wales	United Ki	Ri 12 990	Great Bri	No							No
43109-50069	Branch	***124	Pizza Higi	CHR779	CHR779	AUS		Algrove Place	22A	London		United Ki	United Ki	KO 32 193	Algrove Place	22A	London	United Ki	United Ki	KO 32 193	Australia	No							No
43143-40625	Branch	***9903	Taco Tue!	MM333	MM333	SOW		ABC Layout		London		United Ki	United Ki	AB 01 220	ABC Layout		London	United Ki	United Ki	AB 01 220	United St	Yes	United St	Yes	SSN	771-09-1293	India	No	

**Field Description**

Field Name	Description
<b>FATCA &amp; CRS Declaration report for Entity</b>	
	The following four fields comprise of the criteria on the basis of which the report has been generated.
<b>Party ID</b>	The party ID of the user who has submitted the form. This field is displayed only if at the time of report generation, the administrator chose to generate the report by specifying a party ID.

<b>Field Name</b>	<b>Description</b>
<b>Form Type</b>	<p>The type of FATCA &amp; CRS form for which the report is being generated.</p> <p>The form types are:</p> <ul style="list-style-type: none"> <li>• Entity</li> <li>• Individual</li> </ul>
<b>Duration</b>	<p>The period for which the report is generated. This field is displayed only if at the time of report generation, the administrator chose to generate the report on the basis of form type.</p>
<b>The following fields comprise of the main body of the report.</b>	
<b>FATCA Submission Date &amp; Time</b>	<p>The date at time at which the form was submitted by the user.</p>
<b>Mode of Submission</b>	<p>The mode through which the form was submitted e.g. online, branch.</p>
<b>Party ID</b>	<p>The party ID of the organization on behalf of which the form was submitted.</p>
<b>Party Name</b>	<p>The party name of the organization on behalf of which the form was submitted.</p>
<b>Form Submitted by User ID</b>	<p>The user id of the user who has filled and submitted the FATCA and CRS form on the behalf of the organization.</p>
<b>User Name</b>	<p>The name of the user who has filled and submitted the FATCA and CRS form on behalf of the organization.</p>
<b>Capacity</b>	<p>The capacity in which the user has submitted the form on behalf of the organization. The values that can be displayed under this column are TRU for trustee, AUS for Authorized Signatory or SOW for Single Ownership.</p>
<b>Address Line 1-2</b>	<p>The address details of the organization.</p>
<b>City</b>	<p>The city name of the organization.</p>
<b>State</b>	<p>The state of the organization.</p>
<b>Country</b>	<p>The country of the organization.</p>
<b>Zip Code</b>	<p>The zip code of the organization.</p>

Field Name	Description
<b>Mailing Address Line 1-2</b>	The mailing address of the organization.
<b>Mailing Address City</b>	The city of the mailing address of the organization.
<b>Mailing Address State</b>	The state of the of the organization's mailing address.
<b>Mailing Address Country</b>	The country of the mailing address of the organization.
<b>Mailing Address Zip Code</b>	The zip code of the mailing address of the organization.
<b>Country of Incorporation or Organization</b>	The country in which the organization was incorporated.
<b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b>	Whether the entity is a tax resident of country other than country in which the entity's accounts are held within the bank.
<b>Country of Tax Residence</b>	The name of the country in which the organization is a tax resident. A value will be displayed against this field only if the value against the field ' <b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> .
<b>TIN Available</b>	Whether the organization's taxpayer identification number of the country of which it is a tax resident, is available or not. A value will be displayed against this field only if the value against the field ' <b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> .
<b>Tax Identification Type</b>	The tax identification type of the organization. A value will be displayed against this field only if the value against the field ' <b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>Yes</b> .
<b>TIN / TIN Equivalent</b>	The taxpayer identification number or equivalent. A value will be displayed against this field only if the value against the field ' <b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>Yes</b> .
<b>Reason for Non Availability</b>	The reason for which the entity's taxpayer identification number is not available. A value will be displayed against this field only if the value against the field ' <b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>No</b> .
<b>Entity incorporated in the United States of America?</b>	Whether the entity was incorporated in the United States of America or not.

Field Name	Description
<b>Entity has any ultimate beneficial owners who are tax residents of countries other than &lt;country name&gt;?</b>	Whether any of the beneficial owners including the controlling persons of the entity/ organization is a tax resident of any country other than the country in which the entity's accounts are held within the bank.
<b>Entity Category</b>	The category to which the entity belongs.  The categories are: Financial Institution and Non- Financial Institution.
<b>An Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution</b>	Whether the entity is an investment entity located in a Non-Participating Jurisdiction and managed by another Financial Institution. The value against this field will be Yes or No if the entity is a Financial Institution and an Investment Entity. If the entity is a non-financial institution or a financial institution that is a Depository Institution, Custodial Institution or Specified Insurance Company the value will be NA.
<b>Other Investment Entity</b>	Whether the entity is a type of investment entity that is different from that of an investment entity located in a Non-Participating Jurisdiction and managed by another Financial Institution. The value against this field will be Yes or No if the entity is a Financial Institution and an Investment Entity. If the entity is a non-financial institution or a financial institution that is a Depository Institution, Custodial Institution or Specified Insurance Company the value will be NA.
<b>Depository Institution, Custodial Institution or Specified Insurance Company</b>	Whether the entity is a depository institution, custodial institution or an insurance company. The value against this field will be Yes or No if the entity is a Financial Institution. If the entity is a non-financial institution, the value will be NA.
<b>GIIN Available</b>	Whether the entity's Global Intermediary Identification Number, is available or not. The value against this field will be Yes or No if the entity is a Financial Institution. If the entity is a non-financial institution, the value will be NA.
<b>GIIN</b>	The entity's Global Intermediary Identification Number. The value against this field will be defined if the entity is a Financial Institution and if the value against GIIN Available is Yes. If the entity is a non-financial institution, the value will be NA.
<b>Reason for Non Availability</b>	The reason for which the entity's GIIN is not available. The value against this field will be defined if the entity is a Financial Institution and if the value against GIIN Available is No. If the entity is a non-financial institution, the value will be NA.

Field Name	Description
<b>Active NFE - A corporation, the stock of which is regularly traded on an established securities market</b>	Whether the entity is an active NFE and the entity's stock is regularly traded on an established securities market. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
<b>Name of the established securities market on which the corporation is regularly traded</b>	The name of securities market on which the entity trades regularly. The value against this field will be defined if the entity is an Active Non-Financial Institution and is a corporation, the stock of which is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE – whose the stock of which is regularly traded on an established securities market.
<b>Active NFE - Entity is related to a corporation whose stock is regularly traded on an established securities market</b>	Whether the entity is an active non-financial entity and is related to a corporation whose stock is regularly traded on an established securities market. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
<b>Name of the related corporation whose stock is traded</b>	The name of securities market on which the entity's stock is traded regularly. The value against this field will be defined if the entity is an Active Non-Financial Institution and is related to a corporation whose stock is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE and is related to a corporation whose stock is regularly traded on an established securities market.
<b>Nature of relation</b>	<p>The relation that the entity has with the company whose stock is traded. The value against this field will be defined if the entity is an Active Non-Financial Institution and is related to a corporation whose stock is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE and is related to a corporation whose stock is regularly traded on an established securities market.</p> <p>The value displayed can be any one of the following:</p> <ul style="list-style-type: none"> <li>• Subsidiary of the listed company</li> <li>• Controlled by a listed company</li> <li>• Common control as a listed company</li> </ul>

Field Name	Description
<b>Name of the established securities market on which the stock of the related corporation is regularly traded</b>	The name of security market in which the stock of the related corporation is traded regularly. The value against this field will be defined if the entity is an Active Non-Financial Institution and is related to a corporation whose stock is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE and is related to a corporation whose stock is regularly traded on an established securities market.
<b>Active NFE - A Governmental Entity or Central Bank</b>	Whether the entity is an active non-financial Governmental Entity or Central Bank. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
<b>Active NFE - An International Organization</b>	Whether the entity is an active non-financial international organization. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
<b>Active NFE - Other - e.g. a start-up NFE or a non-profit NFE</b>	Whether the entity is any other type of active non-financial organization e.g. a start-up NFE or a non-profit NFE. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
<b>Sub-Category of Active NFE</b>	The sub-category of the active non- financial entity. The value against this field will be defined if the entity is an Active Non-Financial Institution and is either a government entity or central bank, an international organization or any other type of active NFE. If the entity is a financial institution, the value will be NA.
<b>Passive Non-Financial Entity (NFE)</b>	Specify Whether the entity is a passive non-financial entity. The value against this field will be Yes or No if the entity is a Non-Financial Institution. If the entity is a financial institution, the value will be NA.

## 58.9.2 FATCA & CRS Declaration - Schedule Reports

The reports that are generated in a specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the FATCA & CRS Declaration schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select **FATCA & CRS Declaration Report** as the report to be generated.  
The respective report generation screen appears.

### FATCA & CRS Declaration - Schedule Report

The screenshot shows the 'Reports' section of the futura bank system. The 'Schedule' tab is active. The form includes the following fields and controls:

- Report Name:** FATCA & CRS Declaration Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Select Frequency:** WEEKLY (dropdown menu)
- Start Generating:** 05/07/20 12:00 (calendar icon)
- Stop Generating:** 06/30/20 12:00 (calendar icon)
- Party ID:** 004308
- Buttons:** Schedule Report (blue), Cancel (grey), Clear (grey)
- Link:** View Scheduled Reports

A 'Tips' box on the right side of the form provides the following information:

**Tips**  
With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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### Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The FATCA & CRS Declaration report can be generated in format CSV only.
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>



Field Name	Description
<b>Start Generating</b>	Date from which the report is to be generated as per frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per frequency defined.
<b>Generate By</b>	Specify whether the report is to be generated on the basis of party ID or form type as Individual or Entity. The options are: <ul style="list-style-type: none"> <li>• Party ID</li> <li>• Form Type</li> </ul>
<b>Enter Party ID</b>	Specify the party ID of the user for whom report is to be generated. This field appears if you have selected <b>Party ID</b> in the <b>Generate By</b> field.
<b>Form Type</b>	Select whether you want to generate the report for the FATCA & CRS forms of entities or individuals. The options are: <ul style="list-style-type: none"> <li>• FATCA &amp; CRS - Entity</li> <li>• FATCA &amp; CRS - Individual</li> </ul> This field appears if you have selected <b>Form Type</b> in the <b>Generate By</b> field.
<b>Duration</b>	Specify the period for which the report is to be generated. <ul style="list-style-type: none"> <li>• From – The date from which you want to generate the report.</li> <li>• To – The date until which you want to generate the report.</li> </ul>
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- In the **Generate By** field, select the option of choice.
  - If you have selected the option **Party ID**, enter the party ID of the user for whom the report is to be generated in the **Enter Party ID** field.
  - If you have selected the option **Form Type**, select the required form type from the **Form Type** list.  
From the **Duration - From** and **Duration - To** list, select the desired duration.
- Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.

- OR  
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request ID** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from *Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.*

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[Home](#)

## 58.10 File Identifier wise Party User Mapping Report

File Identifier wise Party User Mapping report provides the summary of user IDs mapped to each file identifiers under a specific party ID. Administrator has to provide a party ID for which the File identifier – user mapping request is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.10.1 File Identifier wise Party User Mapping - Adhoc Report

File Identifier wise Party User Mapping Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the File Identifier wise Party User Mapping adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### File Identifier wise Party User Mapping - Adhoc Report

The screenshot shows the 'Reports' section of the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is visible. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. Under the 'Adhoc' tab, there are three dropdown menus: 'Report Name' (set to 'File Identifier wise Party User Ma...'), 'Report Format' (set to 'PDF'), and 'Party ID' (set to '004308'). Below these fields are three buttons: 'Generate Report' (in blue), 'Cancel', and 'Clear'. To the right of the form is a 'Tips' box with a lightbulb icon and text explaining that adhoc reports are for internal or customer-related data and require selecting report name, frequency, duration, and format. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	The ID of party of whom the report is to be generated.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Frequency** list, select the appropriate option to generate a frequency based report.
5. In the **Party ID** field, enter the party id.
6. Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
7. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
8. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from [\*\*Administrator Dashboard > Toggle Menu > Reports > My Reports\*\*](#).

---

**For reference, a specimen of the report generated is given below:**

File Identifier wise Party User Mapping			
Party Id: 001164   Party Name: Exxon Mobil			
File Identifier Code:	MDMCDomABR	Transaction Type : Domestic Funds Transfer	Approval Type: RECORD LEVEL
Sr No	User Name	User Id	
1	Corp Auth1	corppauth1	
2	Corp Init1	corpinit1	
3	Auto Auth	rkautocorp	
4	Corp User1	rkcorpuser1	
5	Rahul Kamble	rkcorpadmin	
File Identifier Code:	MDMCINTABR	Transaction Type : Internal Funds Transfer	Approval Type: RECORD LEVEL
Sr No	User Name	User Id	
1	Corp Init1	corpinit1	
2	Auto Auth	rkautocorp	
3	Corp User1	rkcorpuser1	
File Identifier Code:	MixePayee	Transaction Type : Mixed Payee	Approval Type: RECORD LEVEL
Sr No	User Name	User Id	
1	Corp User1	rkcorpuser1	
File Identifier Code:	SDMCInternationalABF	Transaction Type : International Funds Transfer	Approval Type: FILE LEVEL
Sr No	User Name	User Id	
1	Corp Init1	corpinit1	
2	Corp User1	rkcorpuser1	
3	Auto Auth	rkautocorp	
File Identifier Code:	SDCMIXABFile	Transaction Type : Mixed Payments	Approval Type: FILE LEVEL
Sr No	User Name	User Id	
1	Corp User1	rkcorpuser1	

1 Report generated by Suyog Initiator | 12 Oct 2017, 11:29

## Field Description

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

### Report Parameters

<b>Party ID</b>	The party ID of whom the report is generated.
-----------------	---

<b>Party Name</b>	The name of the party of whom the report is generated.
-------------------	--

Field Name	Description
<b>File Identifier Code</b>	The file identifier code mapped to the users.
<b>Transaction Type</b>	The transaction type associated with the file identifier code.
<b>Approval Type</b>	Approval type for the file - either Record or File.
<b>Sr No</b>	Serial number of the records.
<b>User Name</b>	Name of the user to whom the file identifiers are mapped.
<b>User ID</b>	ID of the user.

## 58.10.2 File Identifier wise Party User Mapping - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the File Identifier wise Party User Mapping scheduled report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

### File Identifier wise Party User Mapping - Schedule Report

System Administrator ATM/Branch English UBS 14.3 ATM Branch

futura bank Welcome, Sweta Thakur Last login 07 May 10:55 AM

Reports

Adhoc Schedule

Report Name File Identifier wise Party User Ma...  
 Report Format PDF  
 Select Frequency WEEKLY  
 Start Generating 05/07/20 12:00 Stop Generating 05/31/20 12:00  
 Party ID 004308

Schedule Report Cancel Clear

View Scheduled Reports

**Tips**  
 With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Party ID</b>	Party ID of whom the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Party ID** field, enter the party ID.
7. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
8. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

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## 58.11 Party User wise File Identifiers Mapping Report

Party User wise File Identifiers Mapping Report provides a summary of file identifiers mapped to each user of a specific party. Administrator has to provide a party ID for which the Party User wise File Identifiers Mapping Report is to be generated. Further, user has to select a format in which the report needs to be generated.

The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Reports > Report Generation*

### 58.11.1 Party User wise File Identifiers Mapping - Adhoc Report

Party User wise File Identifiers Mapping Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Party User wise File Identifiers Mapping adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Party User wise File Identifiers Mapping - Adhoc Reports

#### Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Party ID</b>	Party ID for which the report is to be generated.


3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Party ID** field, enter the party id.
5. Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
6. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
7. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report.. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

**Note:** You can also download the requested report from [Administrator Dashboard > Toggle Menu > Reports > My Reports](#).

**For reference, a specimen of the report generated is given below:**

### Party User wise File Identifiers Mapping

Party Id : 001164 | Party Name : Exxon Mobil



User Name : Corp User1			User Id : rkcorpuser1				
File Identifier	Code Description	File Type	Transaction Type	Accounting Type	Approval Type	File Template	Format Type
MDMCDomABR	MDMC Domestic Adhoc Bene Record Level	DELIMITED	Domestic Funds Transfer	MDMC	RECORD level	DomesticFTMD MC	CSV
MDMCINTABR	MDMC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	MDMC	RECORD level	InternalFTMDMC	CSV
MixePayee	Mixed Payee Upload	DELIMITED	Mixed Payee	SDSC	RECORD level	MixedPayee	CSV
SDMCINTABF	SDMC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDMC	FILE level	InternalFTSDMC	CSV
SDMCInternationalABF	SDMC International Adhoc Bene File Level	DELIMITED	International Funds Transfer	SDMC	FILE level	InternationalFTSDMC	CSV
SDMCMIXABFile	SDMC Mix Adhoc Bene File Level	DELIMITED	Mixed Payments	SDMC	FILE level	InternalDomSDMC	CSV
SDSCINABFileLevel	SDSC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDSC	FILE level	InternalFT	CSV
SDSCInternalAR	SDSC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	SDSC	RECORD level	InternalFT	CSV

User Name : Auto Auth			User Id : rkautocorp				
File Identifier	Code Description	File Type	Transaction Type	Accounting Type	Approval Type	File Template	Format Type
MDMCDomABR	MDMC Domestic Adhoc Bene Record Level	DELIMITED	Domestic Funds Transfer	MDMC	RECORD level	DomesticFTMD MC	CSV
MDMCINTABR	MDMC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	MDMC	RECORD level	InternalFTMDMC	CSV
SDMCINTABF	SDMC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDMC	FILE level	InternalFTSDMC	CSV
SDMCInternationalABF	SDMC International Adhoc Bene File Level	DELIMITED	International Funds Transfer	SDMC	FILE level	InternationalFTSDMC	CSV
SDSCINABFileLevel	SDSC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDSC	FILE level	InternalFT	CSV
SDSCInternalAR	SDSC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	SDSC	RECORD level	InternalFT	CSV
SDSCMixFile	SDSC Mix File	DELIMITED	Mixed Payments	SDSC	FILE level	InternalIntDomSDSC	CSV

User Name : Rahul Kamble			User Id : rkcorpadmin				
--------------------------	--	--	-----------------------	--	--	--	--

1 Report generated by Suyog Initiator | 27 Oct 2017, 07:43

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Parameters</b>	
<b>Party ID</b>	The party ID for which the report is generated.
<b>Party Name</b>	The name of the party for which the report is generated.
<b>User Name</b>	Name of the users to whom the file identifiers are mapped.
<b>User ID</b>	ID of the user
<b>File Identifier Code</b>	The file identifier code mapped to the users.
<b>Description</b>	Description of the file identifier mapped to the user.
<b>File Type</b>	File type of the file identifier mapped to the user.
<b>Transaction Type</b>	Transaction type of the file identifier mapped to the user
<b>Accounting Type</b>	The accounting type of the file identifier mapped to the user.
<b>Approval Type</b>	Approval type of the file identifier mapped to the user
<b>File Template</b>	File template of the file identifier mapped to the user.
<b>Format Type</b>	Format type of the file identifier mapped to the user.

## 58.11.2 Party User wise File Identifiers Mapping - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Party User wise File Identifiers Mapping schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.  
The receptive report generation screen appears.

### Party User wise File Identifiers Mapping – Schedule Report

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Schedule' tab is active. The form contains the following fields and controls:

- Report Name:** Party User wise File Identifiers M... (dropdown)
- Report Format:** PDF (dropdown)
- Select Frequency:** DAILY (dropdown)
- Start Generating:** 04/30/20 19:55 (calendar icon)
- Stop Generating:** 05/31/20 19:55 (calendar icon)
- Party ID:** 004308
- Buttons:** Schedule Report (blue), Cancel (grey), Clear (grey)
- Link:** View Scheduled Reports

A 'Tips' box on the right side of the form contains the following text:

**Tips**

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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### Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>

Field Name	Description
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Party ID</b>	The party ID for which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- In the **Party ID** field, enter the party id.
- Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
- In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

[Home](#)

## 58.12 Party wise Approval Rule report

Party wise approval rule report provides summary of approval rules set for a party. Approval rule maintenance is used to configure the conditions that define an approval flow. Administrator has to provide a party ID for which the Party wise Approval Rule Report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Reports > Report Generation*

### 58.12.1 Party wise Approval Rule - Adhoc Report

Party wise Approval Rule Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Party wise Approval Rule adhoc report

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Party wise Approval Rule - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'Reports' page has a search bar and a welcome message for 'Sweta Thakur' with the last login time '30 Apr 05:40 PM'. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. Under the 'Adhoc' tab, there are three input fields: 'Report Name' (set to 'Party wise Approval Rules Report'), 'Report Format' (set to 'PDF'), and 'Party ID' (set to '004308'). Below these fields are three buttons: 'Generate Report' (in blue), 'Cancel', and 'Clear'. To the right of the form is a 'Tips' box with a lightbulb icon and text: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	The party ID of whom the report is to be generated.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party Id** field, enter the party id.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Generate another Report** to generate another report.
- In the **My Reports** screen, click on desired **Report ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

Note: You can also download the requested report from **Administrator Dashboard > Toggle Menu > Reports > My Reports.**

---



**For reference, a specimen of the report generated is given below:**

Party wise Approval Rules		futura bank						
Party Id: 001164   Party Name: Exxon Mobil								
Sr No	Rule Type	Rule Code	Rule Description	Initiator Type	Transactions	Accounts	Approval Required	Workflow
1		rkcadmin	rkcADMINm	User			Yes	rkcadmin1
2	Financial	AutoApprovalRule	AutoApprovalRule	User		ALL	No	
3	Maintenance	rkcadmin1	rkcadmin1	User			No	
4	Maintenance	abc	abc	User			Yes	SingleLevelAppWF
5	Financial	AutoauthUser	AutoauthUser	User		ALL	No	
6	Maintenance	MaintanceAutoAuthRul	MaintanceAutoAuthRule	User			No	

1 Report generated by Mustafa Gari | 27 Oct 2017, 05:39

## Field Description

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

### Report Parameters

<b>Party ID</b>	Party ID of whom the report is generated.
<b>Party Name</b>	Party name of whom the report is generated.
<b>Sr No</b>	Serial number of the records.
<b>Rule Type</b>	Transaction rule type. The transaction rule type could be: <ul style="list-style-type: none"> <li>• Financial</li> <li>• Non Financial</li> <li>• Maintenance</li> </ul>

Field Name	Description
<b>Rule Code</b>	Approval rule code.
<b>Rule Description</b>	Description given to an approval rule.
<b>Initiator Type</b>	Type of the initiator if specific user or group to whom the approval rule is applicable.
<b>Transactions</b>	Type of transactions for which the approval rule is applicable.
<b>Accounts</b>	Type of accounts for which the approval rule is applicable.
<b>Approval Required</b>	Whether approval is required for the condition set. Yes or No.
<b>Workflow</b>	Workflow mapped for approving the transaction.

## 58.12.2 Party wise Approval Rule - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

### To generate the Party wise Approval Rule schedule report:

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

### Party wise Approval Rule - Schedule Report

The screenshot displays the 'Reports' section of the Futura Bank system. The 'Schedule' tab is active, showing a form to configure a report. The 'Report Name' is set to 'Party wise Approval Rules Report', the 'Report Format' is 'PDF', and the 'Select Frequency' is 'WEEKLY'. The 'Start Generating' date and time is '04/30/20 20:00', and the 'Stop Generating' date and time is '04/01/21 20:00'. The 'Party ID' is '004308'. There are three buttons: 'Schedule Report' (highlighted in blue), 'Cancel', and 'Clear'. Below the form is a link for 'View Scheduled Reports'. On the right side, there is a 'Tips' box with a lightbulb icon and text: 'With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.' The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user 'Welcome, Sweta Thakur' is logged in, with the last login time '30 Apr 05:40 PM'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Party ID</b>	Party ID of whom the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- In the **Party ID** field, enter the party id.
- Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

Note: You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

---

[Home](#)

## 58.13 Party wise File Identifiers Mapping Report

Party wise file identifier mapping report provides summary of file identifiers mapped to a specific party ID. Administrator has to provide a party ID for which Party wise file identifier mapping report is to be generated.

Further, user has to select a format in which the report needs to be generated.

The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Reports > Report Generation*

### 58.13.1 Party wise File Identifiers Mapping - Adhoc Report

Party wise File Identifiers Mapping Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Party wise File Identifiers Mapping adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated.  
The receptive report generation screen appears.

#### Party wise File Identifiers Mapping - Adhoc Report

The screenshot shows the 'Reports' section of the Futura Bank system. The 'Adhoc' tab is selected. The form contains the following fields and controls:

- Report Name:** Party wise File Identifiers Mappin... (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Party ID:** 004308 (text input field)
- Buttons:** Generate Report (blue), Cancel (grey), Clear (grey)

A 'Tips' box on the right side of the form provides instructions: "With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option."

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#### Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	Party ID of whom the report is to be generated.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party ID** field, enter the party id.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from [Administrator Dashboard > Toggle Menu > Reports > My Reports](#).

---

**For reference, a specimen of the report generated is given below:**

Party wise File Identifiers Mapping		futura bank						
Party Id : 001164   Party Name : Exxon Mobil								
Sr No	File Identifier Code	Description	File Type	Transaction Type	Accounting Type	Approval Type	File Template	Format Type
1	MDMCDomABR	MDMC Domestic Adhoc Bene Record Level	DELIMITED	Domestic Funds Transfer	MDMC	RECORD LEVEL	DomesticFTDMC	CSV
2	MDMCINTABR	MDMC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	MDMC	RECORD LEVEL	InternalFTMDMC	CSV
3	MixePayee	Mixed Payee Upload	DELIMITED	Mixed Payee	SDSC	RECORD LEVEL	MixedPayee	CSV
4	SDMCINTABF	SDMC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDMC	FILE LEVEL	InternalFTSDMC	CSV
5	SDMCInternationalABF	SDMC International Adhoc Bene File Level	DELIMITED	International Funds Transfer	SDMC	FILE LEVEL	InternationalFTSDMC	CSV
6	SDMCMIXABFile	SDMC Mix Adhoc Bene File Level	DELIMITED	Mixed Payments	SDMC	FILE LEVEL	InternalDomSDMC	CSV
7	SDSCINABFile Level	SDSC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDSC	FILE LEVEL	InternalFT	CSV
8	SDSCInternalAR	SDSC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	SDSC	RECORD LEVEL	InternalFT	CSV
9	SDSCMixFile	SDSCMixFile	DELIMITED	Mixed Payments	SDSC	FILE LEVEL	InternalIntlDomSDSC	CSV

1 Report generated by Mustafa Gari | 27 Oct 2017, 06:37

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Parameters</b>	
<b>Party ID</b>	Party ID of whom the report is generated.
<b>Party Name</b>	Party name of whom the report is generated.
<b>Sr No</b>	Serial number of the records.
<b>File Identifier Code</b>	The file identifier codes mapped to the specific party.
<b>Description</b>	Description of file identifiers mapped to the party.
<b>File Type</b>	File type of file identifiers mapped to the party.
<b>Transaction Type</b>	Transaction type of file identifiers mapped to the party.
<b>Accounting Type</b>	The accounting type of file identifiers mapped to the party.
<b>Approval Type</b>	Approval type of file identifiers mapped to the party.
<b>File Template</b>	File template of file identifiers mapped to the party.
<b>Format Type</b>	Format type of file identifiers mapped to the party..



## 58.13.2 Party wise File Identifiers Mapping - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Party wise File Identifiers Mapping schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.  
The receptive report generation screen appears.

### Party wise File Identifiers Mapping - Schedule Report

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Schedule' tab is active. The form contains the following fields and controls:

- Report Name:** Party wise File Identifiers Mapp... (dropdown)
- Report Format:** PDF (dropdown)
- Select Frequency:** WEEKLY (dropdown)
- Start Generating:** 04/30/20 19:50 (calendar icon)
- Stop Generating:** 04/29/21 19:50 (calendar icon)
- Party ID:** 004308 (text input)
- Buttons:** Schedule Report (blue), Cancel (grey), Clear (grey)
- Link:** View Scheduled Reports
- Tips Box:**

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

### Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>

Field Name	Description
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined,
<b>Party ID</b>	Party ID of which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- In the **Party ID** field, enter the party id.
- Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

**Note:** You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

[Home](#)

## 58.14 Party wise Payee Maintenance Report

Party wise Payee Maintenance Report provides summary of account and draft payees maintained under a specific party ID. Administrator has to provide a party ID for which Party wise Payee Maintenance Report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Reports > Report Generation*

### 58.14.1 Party wise Payee Maintenance - Adhoc Report

Party wise Payee Maintenance Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Party wise Payee Maintenance adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Party wise Payee Maintenance - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank system. The 'Adhoc' tab is selected. The form includes the following fields and controls:

- Report Name:** Party wise Payee Maintenance R... (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Party ID:** 004308 (text input)
- Buttons:** Generate Report (blue), Cancel (grey), Clear (grey)

A 'Tips' box on the right side of the form provides the following information:

**Tips**  
With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

At the top of the page, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user's name 'Welcome, Sweta Thakur' and last login time 'Last login 30 Apr 05:40 PM' are also visible.

#### Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Party ID</b>	Party ID of which the report is to be generated.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party Id** field, enter the party id.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Generate another Report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from **Administrator Dashboard > Toggle Menu > Reports > My Reports**.

**For reference, a specimen of the report generated is given below:**



**Party wise Payee Maintenance**  
 Party Id : 000941 | Party Name : EMI Music Publishing Ltd

Account Payees					
Payee-Biller Name	Account Type	Account Details	NickName	Created By	Access Type
aa	INTERNAL	AT30009610072	aa	corpchecker124	Private
bank dom payee	DOMESTIC	AT3065456789 NWBKGB99	bank dom payee	corpchecker124	Private
dom bank payee	DOMESTIC	AT387698789 NWBKGB99	dom bank payee	corpchecker124	Public
international bank payee	INTERNATIONAL	AT3897878798 NWBKGB99	international bank payee	corpchecker124	Private

Demand Draft Payee				
Payee-Biller Name	Draft Type	Draft Favouing	Created By	Access Type
DomesticPayee	DOMESTIC	Payee1	corpchecker124	Private
InternationalDraftPayee	INTERNATIONAL	Payee2	corpchecker124	Public

1 Report generated by Suyog Approver | 06 Oct 2017, 10:12

**Field Description**

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

**Report Parameters**

**Party ID**                      Party ID of whom the report is generated.

**Party Name**                      Party name of the party for whom the report is to be generated.

**Report Parameters**

Below field appears for Account type payee

**Payee Name**                      Name of the payee.

<b>Field Name</b>	<b>Description</b>
<b>Account Type</b>	Type of account associated with the payee.
<b>Account Details</b>	The details of the account i.e. the account number of the payee's account.
<b>Nickname</b>	Account nickname of the payee to identify the account for fund transfer.
<b>Created By</b>	ID of the corporate user who created a payee.
<b>Access Type</b>	The access type of the payee. The options are: <ul style="list-style-type: none"> <li>• Public</li> <li>• Private</li> </ul>
<b>Report Parameters</b>	
Below field appears for Demand Draft type payee	
<b>Payee Name</b>	Name of the payee.
<b>Draft Type</b>	Type of draft associated with the Payee. The type can be: <ul style="list-style-type: none"> <li>• Domestic</li> <li>• International</li> </ul>
<b>Draft Favouring</b>	Draft favouring details.
<b>Created By</b>	ID of the corporate user who created a payee.
<b>Access Type</b>	The access type for payee. The options are: <ul style="list-style-type: none"> <li>• Public</li> <li>• Private</li> </ul>

## 58.14.2 Party wise Payee Maintenance - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Party wise Payee Maintenance schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.  
The receptive report generation screen appears.

### Party wise Payee Maintenance - Schedule Report

The screenshot shows the 'Reports' section of the Futura Bank system. The 'Schedule' tab is active. The form contains the following fields and controls:

- Report Name:** Party wise Payee Maintenance R... (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Select Frequency:** Select (dropdown menu)
- Start Generating:** dd/mm/yy (calendar icon)
- Stop Generating:** dd/mm/yy (calendar icon)
- Party ID:** 004308
- Buttons:** Schedule Report (blue), Cancel (grey), Clear (grey)
- Link:** View Scheduled Reports
- Tips Box:**

**Tips**

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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### Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>

Field Name	Description
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Party ID</b>	Party ID of which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- In the **Party Id** field, enter the party id.
- Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

**Note:** You can also download the requested report from **Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports**.

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## 58.15 Party wise User Group Report

Party wise User Group Report provides a summary of User Groups created under a specific party ID. Administrator has to provide a party ID for which the Party wise User Group Report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Reports > Report Generation*

### 58.15.1 Party wise User Group - Adhoc Report

Party wise User Groups Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Party wise User Group adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Party wise User Group - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'Reports' page has a search icon, a notification icon with '358', and a welcome message 'Welcome, Sweta Thakur' with 'Last login 07 May 12:20 PM'. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. Under the 'Adhoc' tab, there are three input fields: 'Report Name' with a dropdown menu showing 'Party wise User Groups Report', 'Report Format' with a dropdown menu showing 'PDF', and 'Party ID' with the text '004308'. Below these fields are three buttons: 'Generate Report' (blue), 'Cancel' (grey), and 'Clear' (grey). To the right of the input fields is a 'Tips' box with a lightbulb icon and the text: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.' At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

#### Field Description

Field Name	Description
Report Name	Select the type of report to be generated..

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Party ID</b>	Party ID of which the report is to be generated.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party ID** field, enter the party id.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from [Administrator Dashboard > Toggle Menu > Reports > My Reports](#).

**For reference, a specimen of the report generated is given below:**

Party wise User Group		futura bank	
Party Id : 001164   Party Name : Exxon Mobil			
Group Code: rkcorpuser1		Group Description:	Number of Users: 1
Sr No	User Name	User Id	
1	Corp User1	rkcorpuser1	
Group Code: rkcorpadmin1		Group Description:	Number of Users: 1
Sr No	User Name	User Id	
1	Rahul Kamble	rkcorpadmin1	
Group Code: rkcorpadmin		Group Description:	Number of Users: 1
Sr No	User Name	User Id	
1	Rahul Kamble	rkcorpadmin	
Group Code: rkautocorp		Group Description:	Number of Users: 1
Sr No	User Name	User Id	
1	Auto Auth	rkautocorp	
Group Code: corpinit1		Group Description:	Number of Users: 1
Sr No	User Name	User Id	
1	Corp Init1	corpinit1	

1 Report generated by Mustafa Gari | 27 Oct 2017, 07:00

## Field Description

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

### Report Parameters

**Party ID** Party ID for which the report is generated.

**Party Name** Party name for which the report is generated.

**Group Code** The group code of the user groups available under a party.

**Group Description** The group description of the user groups available under a party.

Field Name	Description
Number of Users	Count of the users available in a group.
Sr No	Serial number of the records.
User Name	Name of the users available in a user group.
User ID	User ID of the users available in a group.

## 58.15.2 Party wise User Group - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Party wise User Groups schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

### Party wise User Group - Schedule Report

The screenshot displays the 'Reports' section of the Futura Bank system. The 'Schedule' tab is active. The form includes the following fields and controls:

- Report Name:** Party wise User Groups Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Select Frequency:** WEEKLY (dropdown menu)
- Start Generating:** 05/07/20 12:30 (calendar icon)
- Stop Generating:** 05/28/20 12:30 (calendar icon)
- Party ID:** 004308
- Buttons:** Schedule Report (blue), Cancel (grey), Clear (grey)
- Link:** View Scheduled Reports
- Tips Box:** A lightbulb icon with the text: "With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page."

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### Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined,
<b>Party ID</b>	Party ID of which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- In the **Party ID** field, enter the party id.
- Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.

9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

Note: You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

---

[Home](#)

## 58.16 Party Wise Workflows Report

Party wise workflows Report provides a summary of approval workflows created under a specific party ID. Administrator has to provide a party ID for which the Party wise Workflows Report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Reports > Report Generation*

### 58.16.1 Party wise Workflows - Adhoc Report

Party wise Workflows Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Party wise Workflows adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Party wise Workflows - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'Reports' section is active, showing a search bar and a user greeting: 'Welcome, Sweta Thakur' with a last login time of '30 Apr 05:40 PM'. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. Under the 'Adhoc' tab, there are three input fields: 'Report Name' (set to 'Party wise Workflows Report'), 'Report Format' (set to 'PDF'), and 'Party ID' (set to '004308'). Below these fields are three buttons: 'Generate Report' (in blue), 'Cancel', and 'Clear'. To the right of the input fields is a 'Tips' box with a lightbulb icon and text: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.' At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

#### Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Party ID</b>	Party ID of which the report is to be generated.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party ID** field, enter the party id.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from [Administrator Dashboard > Toggle Menu > Reports > My Reports](#).



**For reference, a specimen of the report generated is given below:**

Party wise Workflows		futura bank	
Party Id : 001164   Party Name : Exxon Mobil			
Workflow Code: rkcorpadmin1		Workflow Description: rkcorpadmin1	
Approval Levels	User Group/User Name		
1	rkcorpadmin1		
Workflow Code: SingleLevelAppWF		Workflow Description: Single Level approval WF	
Approval Levels	User Group/User Name		
1	rkcorpuser1		
<hr/> 1 Report generated by Mustufa Gari   27 Oct 2017, 09:39			

### Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Party ID</b>	Party ID of which the report is generated.
<b>Party Name</b>	Party name of which the report is generated.
<b>Workflow Code</b>	Code of the approval workflows maintained under specified party.

Field Name	Description
<b>Workflow Description</b>	Description approval workflow maintained under a party.
<b>Approval levels</b>	Number of approval levels in each workflow.
<b>User Group/Name</b>	User name /group name of the user maintained in a workflow at level.

## 58.16.2 Party wise Workflows - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Party wise Workflows schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.  
The receptive report generation screen appears.

### Party wise Workflows - Schedule Report

The screenshot displays the 'Party wise Workflows - Schedule Report' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is visible. The main content area is titled 'Reports' and has two tabs: 'Adhoc' and 'Schedule'. The 'Schedule' tab is active, showing a form with the following fields: 'Report Name' (Party wise Workflows Report), 'Report Format' (PDF), 'Select Frequency' (WEEKLY), 'Start Generating' (04/30/20 20:05), 'Stop Generating' (04/01/21 20:05), and 'Party ID' (004308). There are three buttons: 'Schedule Report', 'Cancel', and 'Clear'. Below the form is a link 'View Scheduled Reports'. On the right side, there is a 'Tips' box with a blue icon and text: 'With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.' At the bottom, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated.
<b>Stop Generating</b>	Date till which the report is to be generated.
<b>Party ID</b>	Party ID of which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- In the **Party ID** field, enter the party id.
- Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from [Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports](#).

---

[Home](#)

## 58.17 User Segment Summary Report

User Segment Summary Report enables the System Administrator user to view the count of users mapped to a segment.

System Administrator has to select a format in which the report needs to be generated. Generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.17.1 User Segment Summary - Adhoc Report

User Segment Summary Report Adhoc reports are generated on demand or on request. Reports can be requested from the 'Reports' screen. Adhoc reports can be viewed using 'My Reports' screen.

#### To generate the User Segment Summary adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

#### User Segment Summary Report - Adhoc Report

The screenshot shows the 'Reports' section of the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'Reports' page has a search bar and a welcome message for Sweta Thakur. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. Under the 'Adhoc' tab, there are four dropdown menus: 'Report Name' (User Segment Summary Report), 'Report Format' (PDF), 'User Type' (Retail User), and 'User Segments' (SegmentL2). At the bottom of this section are three buttons: 'Generate Report', 'Cancel', and 'Clear'. To the right of the form is a 'Tips' box with a lightbulb icon, stating: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>User Type</b>	The user type for which, the report is generated. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator User</li> <li>• Retail User</li> </ul>
<b>User Segment</b>	The user segment for which the report is to be generated.


- From the **Report Format** list, select the appropriate report output format.
- From the **User Type** list, select the appropriate type of user.
- From the **User Segment** list, select the appropriate user segment.
- Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from [\*Administrator Dashboard > Toggle Menu > Reports > My Reports.\*](#)

---

*For reference, a specimen of the report generated is given below:*

User Segment Summary Report		
User Type: <b>retailuser</b>   UserSegments: <b>vishal yretail CASATDLOANS CASATDLOANSPAY</b>		
		
User Segment	Status	Count Of Users
CASATDLOANSPAY	ENABLED	3
User Segment	Status	Count Of Users
CASATDLOANS	ENABLED	2

### Field Description

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

#### Report Parameters

**User Type** The user type for which, the report is generated.

**User Segments** The user segments mapped to the user type.

**User Segment** The user segment for which, the report is generated.

**Status** The status of the transaction.

**Count of Users** The count of users mapped to a segment for which, the report is generated.

## 58.17.2 User Segment Summary - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the user segment summary schedule report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

### User Segment Summary - Schedule Report

The screenshot shows the Oracle Analytics Publisher interface for scheduling a report. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user profile for 'Sweta Thakur'. The 'Reports' section has tabs for 'Adhoc' and 'Schedule'. The 'Schedule' tab is active, displaying a form with the following fields:

- Report Name: User Segment Summary Report
- Report Format: PDF
- Select Frequency: WEEKLY
- Start Generating: 05/07/20 12:35
- Stop Generating: 05/28/20 12:35
- User Type: Retail User
- User Segments: SegmentL2

Buttons for 'Schedule Report', 'Cancel', and 'Clear' are visible. A 'View Scheduled Reports' link is at the bottom. A 'Tips' box on the right provides instructions on scheduling reports.

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### Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>



Field Name	Description
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per frequency defined.
<b>User Type</b>	The user type for which, the report is generated. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator User</li> <li>• Retail User</li> </ul>
<b>User Segment</b>	The user segment for which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the appropriate report output format.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- From the **User Type** list, select the appropriate type of user.
- From the **User Segments** list, select the appropriate user segment.
- Click **Schedule Report** to generate and view the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the My Reports screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.

10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

---

[Home](#)

## 58.18 Wallets Creation for a Date Range Report

This is bank's internal report. Wallet creation report provides the summary of wallets created during specific date range. User has to specify the date range and select a format in which the report needs to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.18.1 Wallets Creation for a Date Range - Adhoc Report

Wallets Creation for a Date Range Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Wallets Creation for a Date Range adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Wallets Creation for a Date Range - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is visible on the left, and a search icon, a notification icon with '334', and a user greeting 'Welcome, Sweta Thakur' with 'Last login 30 Apr 05:40 PM' are on the right. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. Under the 'Adhoc' tab, there are three dropdown menus: 'Report Name' (set to 'Wallets creation for a Date Range...'), 'Report Format' (set to 'PDF'), and 'Duration' (set to '01 Feb 2018' to '20 Jun 2018'). At the bottom of this section are three buttons: 'Generate Report' (in blue), 'Cancel', and 'Clear'. To the right of the form is a 'Tips' box with a lightbulb icon and text: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.' At the very bottom of the page, there is a copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated..
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Duration</b>	Specify the Date range for which the report is to be generated. User has to enter From and To dates.

- From the **Report Format** list, select the format in which the report is to be generated.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report

---

Note: You can also download the requested report from [\*\*\*Administrator Dashboard > Toggle Menu > Reports > My Reports.\*\*\*](#)

---

**For reference, a specimen of the report generated is given below:**

Account Opening Date	Wallet Id	Party Id	Full Name	Email Id	Mobile No
No data to display					

1 Computer generated report | Shailendra Kadam | 13 Feb,2017 01:02:47

### Field Description

#### Field Name

#### Description

#### Report Parameters

<b>From Date</b>	Date from which the report is to be generated.
<b>To Date</b>	Date till which the report is to be generated.
<b>Account Opening Date</b>	The wallet account opening date.
<b>Wallet ID</b>	The wallet user ID.
<b>Party ID</b>	The party Id under which wallet is opened.
<b>Full Name</b>	First name and last name of the wallet user.
<b>Email Id</b>	Email id of the wallet user.

Field Name	Description
Mobile Number	Mobile number of the wallet user.

## 58.18.2 Wallets Creation for a Date Range - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Wallets Creation for a Date Range scheduled report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

### Wallets Creation for a Date Range

The screenshot displays the 'Reports' section of the Futura Bank interface, specifically the 'Schedule' tab. The 'Report Name' is set to 'Wallets creation for a Date Range...', 'Report Format' is 'PDF', and 'Select Frequency' is 'MONTHLY'. The 'Start Generating' and 'Stop Generating' dates are both set to '06/13/18 00:00'. A 'Schedule Report' button is present, along with 'Cancel' and 'Clear' options. A 'View Scheduled Reports' link is also visible. A 'Tips' box on the right provides instructions on generating adhoc reports.

### Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.

8. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from **Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports**.

---

[Home](#)



## 58.19 Wallet KYC report

This is bank's internal report. Wallet KYC report provides the KYC status of specific wallet account/s. User has to specify email ID, mobile number, date range and select KYC status with which the report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.19.1 Wallets KYC - Adhoc Report

Wallets KYC Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Wallets KYC adhoc report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Wallets KYC - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is on the left, and a search icon, a notification icon with '334', and a user greeting 'Welcome, Sweta Thakur' with 'Last login 30 Apr 05:40 PM' are on the right.

The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. Under the 'Adhoc' tab, there are several input fields:

- Report Name:** A dropdown menu showing 'Wallets KYC Report'.
- Report Format:** A dropdown menu showing 'PDF'.
- Email Id:** A text input field containing 'john.smith@example.com'.
- Mobile Number:** A text input field containing '4155550100'.
- Duration:** Two date range pickers. The first shows '13 Jan 2018' to '13 Jun 2018'.
- KYC Status:** A dropdown menu showing 'COMPLETED'.

At the bottom of the form, there are three buttons: 'Generate Report' (in blue), 'Cancel', and 'Clear'.

On the right side of the form, there is a 'Tips' box with a lightbulb icon. The text inside reads: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

At the very bottom of the page, there is a small copyright notice: 'Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Email ID</b>	Email ID of the wallet user of whom report is to be generated.
<b>Mobile Number</b>	Mobile number of the wallet user of whom report is to be generated.
<b>Duration</b>	Specify the date range for which the report is to be generated. User has to enter From and To dates.
<b>KYC Status</b>	KYC status of the wallet user. The options are: <ul style="list-style-type: none"> <li>• Pending</li> <li>• Complete</li> </ul>

3. From the **Report Format** list, select the format in which the report is to be generated.
4. In the **Email ID** field, enter the email address of the user.  
OR  
In the **Mobile Number** field, enter the mobile number of the user.
5. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
6. From the **KYC Status** list, select the appropriate option.
7. Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.



<b>Field Name</b>	<b>Description</b>
<b>KYC Status</b>	Current KYC status.
<b>Sr No</b>	Serial number of the records.
<b>Name</b>	First name and last name of the wallet user.
<b>Email Id</b>	Email ID of the wallet user.
<b>Mobile No</b>	Mobile number of the wallet user.
<b>Opened Date</b>	Wallet open date with the time stamp.
<b>KYC Status</b>	Current KYC status.

## 58.19.2 Wallets KYC - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Wallets KYC scheduled report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

### Wallets KYC - Schedule Report

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Schedule' tab is active. The form includes the following fields and values:

- Report Name:** Wallets KYC Report
- Report Format:** PDF
- Select Frequency:** MONTHLY
- Start Generating:** 06/13/18 00:00
- Stop Generating:** 12/31/18 00:00
- Email Id:** john.smith@example.com
- Mobile Number:** 4155550100
- Duration:** 13 Jan 2018 to 13 Jun 2018
- KYC Status:** COMPLETED

Buttons at the bottom include 'Schedule Report', 'Cancel', and 'Clear'. A 'View Scheduled Reports' link is also present. A 'Tips' box on the right provides instructions on generating adhoc reports.

### Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>

Field Name	Description
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Email ID</b>	Email ID of the wallet user for whom report is to be generated.
<b>Mobile Number</b>	Mobile number of the wallet user for whom report is to be generated.
<b>Duration</b>	Specify the date range for which the report is to be generated. User has to enter From and To dates.
<b>KYC Status</b>	KYC status of the wallet user. The options are: <ul style="list-style-type: none"> <li>• Pending</li> <li>• Complete</li> </ul>
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Email ID** field, enter the email address of the user.  
OR  
In the **Mobile Number** field, enter the mobile number of the user.
7. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
8. From the **KYC Status** list, select the appropriate option.
9. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.

- OR  
Click **Clear** to reset the search parameters.
10. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
11. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from *[Administrator Dashboard](#) > [Toggle Menu](#) > [Reports](#) > [My Reports](#) > [Scheduled Reports](#)*.

---

[Home](#)

## 58.20 Wallets Transaction Activity Report

This is bank's internal report. Wallet transaction activity report provides the list of transaction activities done in specific wallet. User has to specify email Id, mobile number, date range and select transaction type with which the report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.20.1 Wallets Transaction Activity - Adhoc Report

Wallets Transaction Activity Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### To generate the Wallets Transaction Activity adhoc report:

1. Click the Adhoc tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Wallets Transaction Activity - Adhoc Report

The screenshot shows the 'Reports' section of the Futura Bank system. The 'Adhoc' tab is selected. The form contains the following fields:

- Report Name:** Wallet Transaction Activity Report
- Report Format:** PDF
- Email Id:** john.smith@example.com
- Mobile Number:** 4155550100
- Duration:** 01 Jan 2018 to 13 Jun 2018
- Transaction Type:** CREDIT

At the bottom, there are three buttons: 'Generate Report', 'Cancel', and 'Clear'. A 'Tips' box on the right side provides instructions on how to use the adhoc report generation feature.

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

Welcome, Sweta Thakur | Last login 30 Apr 05:40 PM

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Email ID</b>	Email ID of the wallet user for whom report is to be generated.
<b>Mobile Number</b>	Mobile number of the wallet user for whom report is to be generated.
<b>Duration</b>	Specify the date range for which the report is to be generated. User has to enter From and To dates.
<b>Transaction Type</b>	The transactions providing transaction type. The options are: <ul style="list-style-type: none"> <li>• Debit</li> <li>• Credit</li> </ul>

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Email ID** field, enter the email address of the user.  
OR  
In the **Mobile Number** field, enter the mobile number of the user.
- From the **Duration - From** and **Duration - To** list, select the appropriate duration.
- From the **Transaction Type** list, select the appropriate option.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another Report** to generate another report.

9. In the **My reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

Note: You can also download the requested report from [Administrator Dashboard > Toggle Menu > Reports > My Reports](#).

**For reference, a specimen of the report generated is given below:**

Wallet Transaction Activity		futura bank					
From Date: 2017-02-01   To Date: 2019-02-26							
Sr. No.	Name	Email Id	Mobile No	Date	Description	Reference Number	Amount
1 Computer generated report   Shailendra Kadam   10 Feb 2017, 16:29							

### Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>From Date</b>	Date from which the report is to be generated.
<b>To Date</b>	Date till which the report is to be generated.
<b>Sr No</b>	Serial number of the records.
<b>Name</b>	First name and last name of the wallet user.
<b>Email ID</b>	Email Id of the user.
<b>Mobile No</b>	Mobile number of the user.
<b>Date</b>	Date of the transaction.
<b>Description</b>	Description of the transaction.

Field Name	Description
Reference Number	Reference number for each transaction.
Amount	Amount of the transaction.

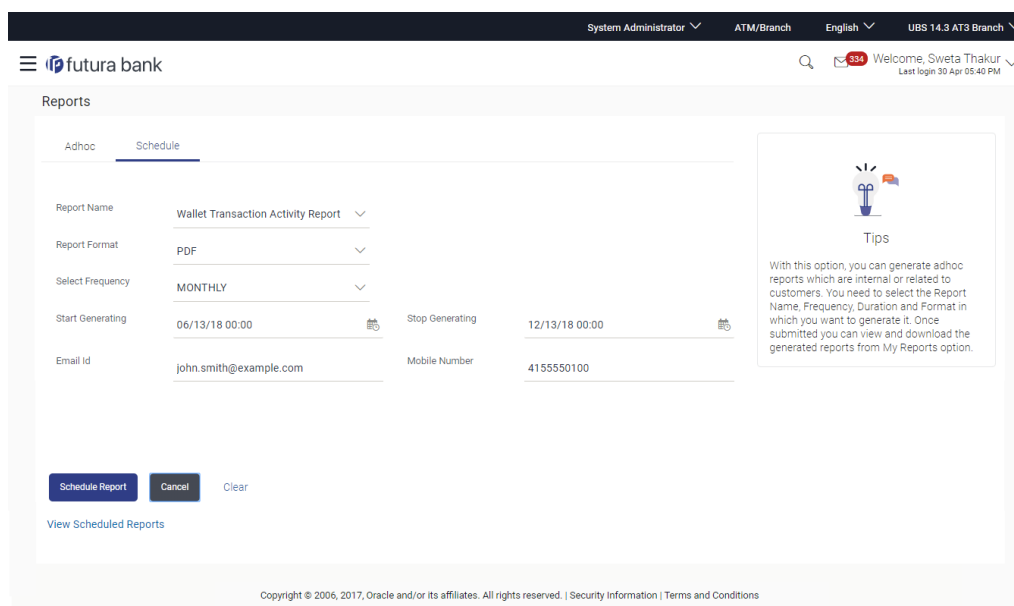
### 58.20.2 Wallets Transaction Activity - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Wallets Transaction Activity scheduled report:**

1. Click the **Schedule** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.

#### Wallets Transaction Activity - Schedule Report



#### Field Description

Field Name	Description
Report Name	Select the type of report to be generated.

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Email ID</b>	Email ID of the wallet user of whom report is to be generated.
<b>Mobile Number</b>	Mobile number of the wallet user of whom report is to be generated.
<b>Transaction Type</b>	The transactions providing transaction type. The options are: <ul style="list-style-type: none"> <li>• Debit</li> <li>• Credit</li> </ul>
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

3. From the **Report Format** list, select the format in which the report is to be generated.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. In the **Email ID** field, enter the email address of the user.  
OR  
In the **Mobile Number** field, enter the mobile number of the user.
7. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
8. From the **Transaction Type** list, select the appropriate option.

9. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
10. The success message along with the reference number, status and **Report Request Id** appears. Click Ok to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
11. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

Note: You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports > Scheduled Reports.***

---

[Home](#)

## 58.21 User Entitlement Report

User Entitlement Report enables the System Administrator user to view the details of corporate user's entitlement within the OBDX application.

System Administrator has to select a format in which the report needs to be generated. The User Entitlement Report supports only Adhoc report generation. This report will not be available under 'Schedule' option.

### How to reach here:

*Administrator Dashboard > Toggle menu > Report > Report Generation*

### 58.21.1 User Entitlement Report- Adhoc Report

User Entitlement Adhoc reports are generated on demand or on request. Reports can be requested from the 'Reports' screen. Adhoc reports can be viewed using 'My Reports' screen.

#### To generate the User Entitlement adhoc Report:

1. Click the **Adhoc** tab.
2. From the **Report Name** list, select the appropriate report to be generated. The respective report generation screen appears.

#### User Entitlement Report - Adhoc Report

The screenshot shows the 'Reports' section of the Futura Bank interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. Below this is a search bar and a user greeting: 'Welcome, Jack Nikon' with 'Last login 30 Nov 04:05 PM'. The main content area is titled 'Reports' and has two tabs: 'Adhoc' (selected) and 'Schedule'. Under the 'Adhoc' tab, there are four input fields: 'Report Name' (User Entitlement Report), 'Report Format' (PDF), 'Party Id' (000462), and 'User Id' (nehcorp). A 'Search' button is located to the right of the 'Party Id' field. At the bottom of the form are three buttons: 'Generate Report', 'Cancel', and 'Clear'. To the right of the form is a 'Tips' box with a lightbulb icon and text: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.' At the bottom right of the page is a 'Help' button. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	The party ID of the user for whom the report is to be generated.
<b>User id</b>	The user id of the user for whom the report is to be generated.

3. From the **Report Format** list, select the appropriate report output format.
4. In the **Party ID** field, enter the party id & click on '**Search**'
5. From the **User Id** list, select the appropriate id of the user for whom the report is to be generated.
6. Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
7. The success message along with the reference number, status and **Report Request Id** appears. Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
8. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report. A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

---

**Note:** You can also download the requested report from ***Administrator Dashboard > Toggle Menu > Reports > My Reports.***

---





<b>Field Name</b>	<b>Description</b>
<b>Group Corporate ID</b>	The Group Corporate ID of the user for whom report has been generated
<b>Group Corporate Name</b>	The Group Corporate Name of the user for whom report has been generated
<b>Party ID</b>	The party ID of the user for whom the report has been generated.
<b>Party Name</b>	The party Name of the user for whom the report has been generated.
<b>User ID</b>	The user id of the user for whom the report has been generated.
<b>User Status</b>	The User Status in the OBDX application
<b>Report Details</b>	
<b>Touch Point Enable</b>	The touch points enabled for the User to access the application
<b>Transaction Name</b>	The accessible transaction for the user
<b>Permission</b>	The permission to access the transaction whether its perform, Approve or view
<b>Party ID</b>	The Party ID of Accessible Transactions Account number
<b>Account Number</b>	The Account number to which user has access to perform the transactions.

## 59. My Reports

This option enables the user to download the adhoc/scheduled reports generated using Report Generation screen. On accessing 'My Reports' menu, last 10 reports which generated by the system are listed with the respective report status. User can choose to search the specific report using the search criteria or can opt to view/ download detailed report.

The reports generated on adhoc basis will appear under 'Adhoc' tab, whereas the scheduled reports generated as per set frequency will appear under 'Scheduled' tab.

### How to reach here:

Administrator Dashboard > Toggle menu > Reports > My Reports

OR

Bank Administrator Dashboard > Toggle menu > Reports > My Reports

### 59.1 My Reports - Adhoc

Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

### To view and download the generated adhoc reports:

### My Reports - Adhoc

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Sweta Thakur | Last login 07 May 12:20 PM

My Reports

Adhoc | Scheduled

Report Name	Report Sub Id	Generation Date and Time	Status
File Identifier wise Party User Mapping Report	300468758042-001	2020-04-30T14:11:33	ERROR
Bill Payment Pay Later Report	300436553909-001	2020-04-30T13:54:10	ERROR
Date wise User creation Report	290447536562-001	2020-04-29T11:43:04	PROCESSED
API Consumption Report	290458144664-001	2020-04-29T11:36:53	PROCESSED
Date wise User creation Report	290499418217-001	2020-04-29T09:51:32	PROCESSED
Date wise User creation Report	290401411813-001	2020-04-29T09:28:33	PROCESSED
API Consumption Report	290448805028-001	2020-04-29T06:49:04	ERROR
API Consumption Report	290411792479-001	2020-04-29T06:49:04	ERROR
Date wise User creation Report	280451105013-001	2020-04-28T09:54:37	ERROR
API Consumption Report	280418710919-001	2020-04-28T09:53:09	ERROR


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Cancel

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Search</b>	
<b>Report ID</b>	Report ID to search specific report. All the report IDs will be listed.
<b>Report Name</b>	Report Name to search specific report. All the reports with the names will be listed.
<b>Generation Date</b>	To search generated reports between specific date ranges. <ul style="list-style-type: none"> <li>• From date – To search the reports generated from specific date.</li> <li>• To date – To search the reports generated till specific date</li> </ul>
<b>Report List</b>	
<b>Report Name</b>	Report Name to search specific report. All the reports with the names are listed.
<b>Report Sub Id</b>	Report sub ID with the hyperlink to see the report details. .
<b>Generation Date and Time</b>	Report generation time and date.
<b>Status</b>	Status of generated reported. The status can be: <ul style="list-style-type: none"> <li>• Processed</li> <li>• Pending</li> <li>• Error</li> </ul>


1. Click search icon  to search the reports with given search criteria. The search results matching to the search criteria are shown on the same screen.
2. Click on **Report Sub Id** hyperlink to view the detailed report. (Refer specimen provided for each report)

## 59.2 My Reports - Scheduled

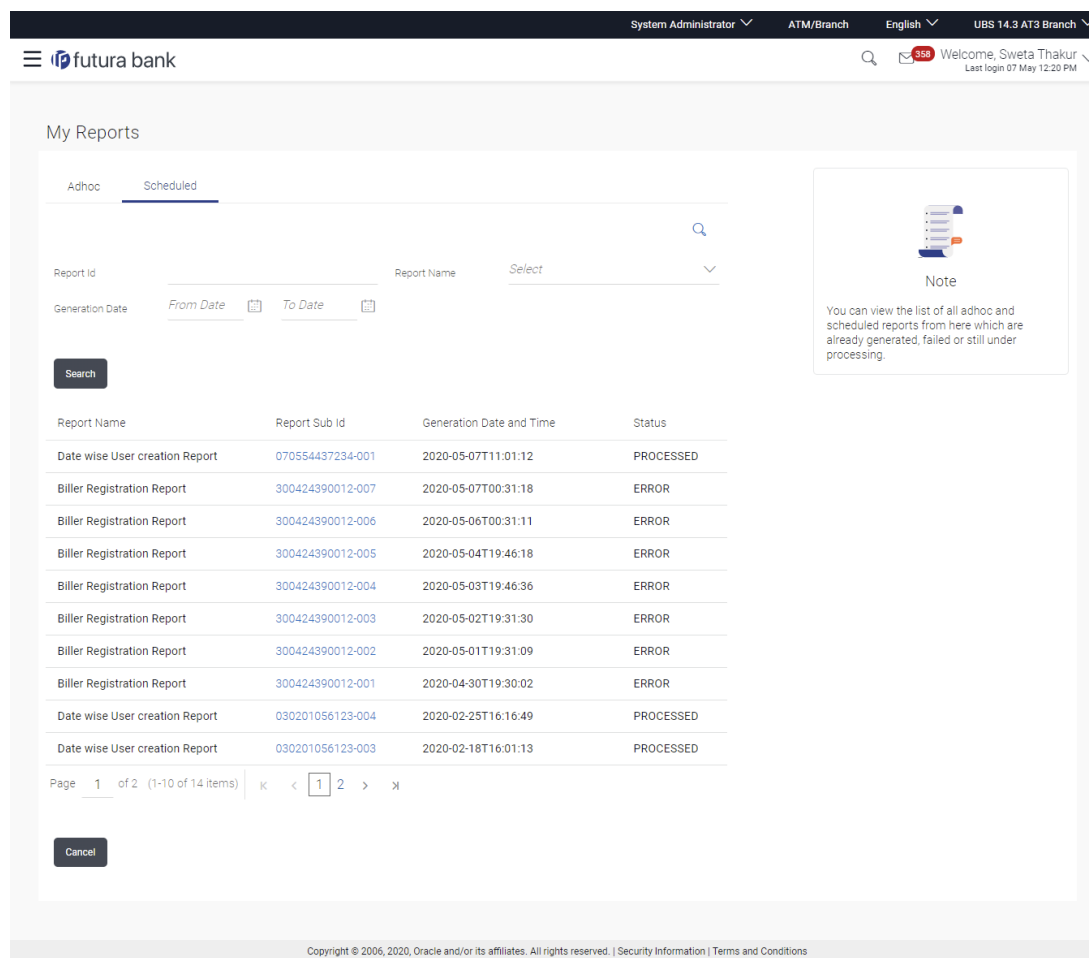
The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To view and download the generated scheduled reports:**

1. Click the **Scheduled** tab. The list of scheduled reports appear.  
OR

Click  search icon to search the reports with given search criteria. The search results matching to the search criteria are shown on the same screen.

### My Reports - Scheduled



System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Sweta Thakur | Last login 07 May 12:20 PM

My Reports

Adhoc | **Scheduled**

Report Id: \_\_\_\_\_ Report Name: *Select* [v] [Search Icon]

Generation Date: *From Date* [calendar] *To Date* [calendar]

[Search]

Report Name	Report Sub Id	Generation Date and Time	Status
Date wise User creation Report	070554437234-001	2020-05-07T11:01:12	PROCESSED
Biller Registration Report	300424390012-007	2020-05-07T00:31:18	ERROR
Biller Registration Report	300424390012-006	2020-05-06T00:31:11	ERROR
Biller Registration Report	300424390012-005	2020-05-04T19:46:18	ERROR
Biller Registration Report	300424390012-004	2020-05-03T19:46:36	ERROR
Biller Registration Report	300424390012-003	2020-05-02T19:31:30	ERROR
Biller Registration Report	300424390012-002	2020-05-01T19:31:09	ERROR
Biller Registration Report	300424390012-001	2020-04-30T19:30:02	ERROR
Date wise User creation Report	030201056123-004	2020-02-25T16:16:49	PROCESSED
Date wise User creation Report	030201056123-003	2020-02-18T16:01:13	PROCESSED

Page 1 of 2 (1-10 of 14 items) | [1] [2] | [Cancel]

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### Field Description

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

<b>Search</b>	
---------------	--

<b>Report ID</b>	Report ID to search specific report. All the report IDs will be listed.
------------------	---

Field Name	Description
<b>Report Name</b>	Report Name to search specific report. All the reports with the names will be listed.
<b>Generation Date</b>	To search generated reports between specific date ranges. <ul style="list-style-type: none"> <li>• From date – to specify the date from which the generated reports to be searched.</li> <li>• To date – to specify the date till which the generated reports to be searched.</li> </ul>
<b>Report List</b>	
<b>Report Name</b>	Report Name to search specific report. All the reports with the names will be listed.
<b>Report Sub Id</b>	Links of view the specific report.
<b>Generation Date and Time</b>	Report generation time and date.
<b>Status</b>	Status of generated reported. The status can be: <ul style="list-style-type: none"> <li>• Processed</li> <li>• Pending</li> <li>• Error</li> </ul>

2. Click on **Report Sub ID** hyperlink to view the detailed report. (Refer specimen provided for each report)

## **FAQ**

1. **Can I choose a format in which a report is to be downloaded from My Reports screen?**

A report can be downloaded in a format selected while generating a report.

2. **Can I view and download a report which is generated by other administrator users?**

Yes, you can view and download the reports which are generated by other administrator users using **My Reports** screen.

[Home](#)

## 60. User Report Mapping

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

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

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

Note :

- If Group corporate Flag is set as “ON” in system rules, then the corporate user report mapping will not be allowed using this menu option. The Corporate Users report mapping can be setup using Group Corporate onboarding only,
- If Group corporate Flag is set as “OFF” in system rules, then the corporate user reports mapping must be setup using below mentioned steps.

**How to reach here:**

*Administrator Dashboard > Toggle menu > Reports > User Report Mapping*

*OR*

*Bank Administrator Dashboard > Toggle menu > Reports > User Report Mapping*

### User Report Mapping

The screenshot displays the 'User Report Mapping' page within the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is visible on the left, and a user profile 'Welcome, Sweta Thakur' with 'Last login 07 May 12:20 PM' is on the right. The main content area is titled 'User Report Mapping' and contains a search form with two input fields: 'Party ID' and 'Party Name'. Below these fields are three buttons: 'Search' (blue), 'Cancel' (black), and 'Clear' (grey). To the right of the search form is an 'Info' box with a document icon and the following text: 'With this function, you can map the reports to the users of a party. All you have to do is select the User for which you want to map the reports, link it with the required parameters and save your changes.' At the bottom of the page, a small copyright notice reads: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

<b>Field Name</b>	<b>Description</b>
<b>Party ID</b>	Party ID of the user.
<b>Party Name</b>	Party name corresponding to the party ID.

## 60.1 User Report Mapping - Search

Using this option Bank Administrator can search and view the reports mapped to the user.

### To search and view the reports mapping:

1. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The **User Report Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** the operation and navigate back to 'Dashboard'.

### Field Description

Field Name	Description
<b>Party ID</b>	Party ID of the user.
<b>Party Name</b>	Party name corresponding to the party ID.

3. Click on the **Party ID** link to view the details. The **User Report Mapping - View** screen appears.



### User Report Mapping - View

System Administrator
A/M/branch
English
UID: 14.3 A/3 Branch

WELCOME, Sweta Thakur
Last login 07 May 10:20 AM

**User Report Mapping**



Party ID: 004308  
Party Name: Sunrise Coffee


Initials	User Details	User Details	Mapping
WR	WaynieR	Wayne Rooney	
PC	Padchecker	Pad checker	
SA	sonalcpmcorp	Sonal Agarwal	
AR	adcorp4308	Aditya R	
PM	Psdmaker	Pad Maker	
AR	adRCorp308	Aditya Ramnathkar	
AR	adiCorp308	Aditya Ramnathkar	
CC	cfpmchecker	cfpm checker	
FM	cfpmautoauth	facility manager	
CC	cfpmauto	cfpm corp	
CM	cfpmmaker	cfpm maker	
SM	swectpmmaker	swectpm maker	
AJ	trmaker4308	Amit Jadhav	
MM	pmgmaker	Murphy Maker	
C1	cfpm_checker	cfpmchecker 14.3	
KK	dip14308	keshav kulkarni	
C1	cfpm_maker	cfpmmaker 14.3	
SC	swcfcpmchecker	swectpm checker	
TJ	trchecker4308	TRChecker Jadhav	
DR	dipeshmaker	dipesh rane	
JT	pmgchecker	Jack Thomas	
SC	LeyCorp2	Sun Coffee	
ST	SWATICORPTD	SWATI THITE	
DR	rugredist	Dipesh Rane	
DR	trviewer	Dipesh Rane	
ST	CORPADMIN	SWATI THIT	
DR	rohanerin	Dipesh Rane	
JD	njcorp	Jane Doe	
RA	Royautofuba	Roy Auto	
RM	RoymakerTubs	Roy maker	
RC	Roycheckerfuba	Roy checker	
DR	ronaldo	dipesh rane	
DR	ewinlewis	dipesh rane	
DR	highlander	dipesh rane	
DR	translucent	dipesh rane	
DR	tusharag	Dipesh Rane	
JD	njcorp1	Jane Doe	
RD	psdckr	Rahul Dev	
DR	romanreigns	Dipesh Rane	
TT	trviewer4308	TRViewer 14308	
XD	bhavns_	xsast da	
JC	DtechChecker	Jack Checker	
JM	DtechMaker	Jack Maker	
ST	Psdauth	SWATI THITE	
NJ	sunrisecoffee	Nehal Joshi	
TB	tanmaybh	tanmay bhatt	
AM	ajcorpadminmaker4308	AjCorpAdmin Maker	
PT	Psdtrade	PSD TRADE	
AC	ajcorpadminchecker4308	AjCorpAdmin Checker	
MA	pmgcorpadmin	Macs Admin	
MT	pmgmaker01	Mack Thomas	
CC	ajcorpadminchecker43082	CorpAdmin Checker	
IB	indrajeet	Indrajeet bhalla	
TL	tyrinnan	tyrinnan lanister	
AD	ascorpm	amey dasd	
JS	usergroupfest	Jack Sparrow	

Cancel
Back

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## Field Description



Field Name	Description
<b>Party ID</b>	Party Id of the corporate user.
<b>Party Name</b>	Party name of the corporate user.
<b>Users List</b>	
<b>Initials</b>	The initials of the user.
<b>User Details</b>	The details of the user like user name or user id.
<b>Mapping</b>	Displays whether the file identifier is mapped to the user. <ul style="list-style-type: none"> <li> - denotes that the report is mapped to the user</li> <li> - denotes that the report is not mapped to the user.</li> </ul>

- Click  against the user record for which you want to view the details. The **User Report Mapping – Mapping Summary** screen appears.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

## User Report Mapping – Mapping Summary

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

futura bank



Welcome, Sweta Thakur

User Report Mapping

User Name	Psd Maker
User Id	Psdmaker

Mapping Summary

	Report Id	Description	Formats
<input type="checkbox"/>	U3	Daily Balance Position Report	PDF
<input checked="" type="checkbox"/>	U2	Party wise Payee Maintenance Report	PDF
<input checked="" type="checkbox"/>	U4	Transaction Summary Report	PDF

Edit
Cancel
Back

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**Field Description**


<b>Field Name</b>	<b>Description</b>
<b>User Name</b>	Name of the corporate user.
<b>User ID</b>	User Id of the corporate user.
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to the mapped report.
<b>Description</b>	Description of the report.
<b>Formats</b>	Formats in which a report can be generated.

5. Click **Edit** to modify the user report mapping.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.

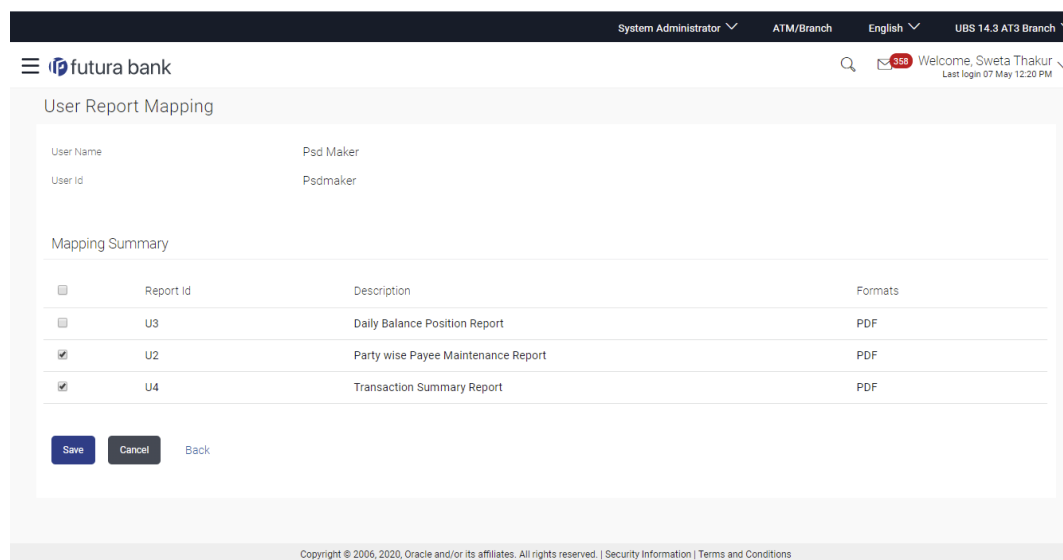
## 60.2 User Report Mapping - Create

Using this option Bank Administrator can map the reports to a specific corporate user.

### To map the reports to a user:

1. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
2. Click **Search**. The **User Report Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** the operation and navigate back to 'Dashboard'.
3. Click  of user record, for which you want to map the report/ s. The **User Report Mapping** screen to create the report mapping appears.

### User Report Mapping - Create



The screenshot shows the 'User Report Mapping' screen in the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below the navigation bar, the 'futura bank' logo is visible on the left, and a user profile for 'Sweta Thakur' is on the right. The main content area is titled 'User Report Mapping' and contains the following information:

User Name: Psd Maker  
User Id: Psdmaker

Mapping Summary

<input type="checkbox"/>	Report Id	Description	Formats
<input type="checkbox"/>	U3	Daily Balance Position Report	PDF
<input checked="" type="checkbox"/>	U2	Party wise Payee Maintenance Report	PDF
<input checked="" type="checkbox"/>	U4	Transaction Summary Report	PDF

At the bottom of the screen, there are three buttons: 'Save', 'Cancel', and 'Back'. A copyright notice is visible at the very bottom: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>User Name</b>	Name of the corporate user.
<b>User Id</b>	User Id of the corporate user.
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to a report.

Field Name	Description
<b>Description</b>	Description of the report.
<b>Formats</b>	The format in which the report is to be generated. The format could be PDF, XLSX.


---

- In the **Mapping Summary** section, select the report id of the report which you want to map to the user.
- Click **Save** to save the mapping.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
- The **User Report Mapping - Review** screen appears. Verify the details and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to the previous screen.
- The success message appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

### 60.3 User Report Mapping - Edit

Using this option Bank Administrator can edit the mapping or un-map the reports from specific corporate user.

#### To edit a User Report Mapping:

- In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
- Click **Search**. The **User Report Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.
- Click  against the file identifier record for which you want to view the details. The **User Report Mapping - View** screen appears.
- Click **Edit**. The **User Report Mapping - Edit** screen appears.

## User Report Mapping - Edit

User Report Mapping

User Name: Psd Maker  
User Id: Psdmaker

Mapping Summary

<input type="checkbox"/>	Report Id	Description	Formats
<input type="checkbox"/>	U3	Daily Balance Position Report	PDF
<input checked="" type="checkbox"/>	U2	Party wise Payee Maintenance Report	PDF
<input checked="" type="checkbox"/>	U4	Transaction Summary Report	PDF

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

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5. View the details of report mapping already saved. Select or de-select the report id record to map / un-map a report to a user.
6. Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.
7. The **User Report Mapping - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to navigate to previous screen.
8. The success message appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

[Home](#)

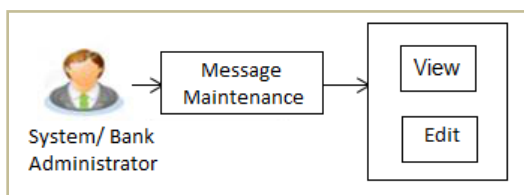
## 61. Message Maintenance

Using this option, System Administrator can inquire the existing Error Messages defined in the system for an OBDX error code. It also allows you to modify the text defined for a message code for a particular Language.

### Pre-Requisites

- Transaction access is provided to the administrator.
- Approval rule is setup

### Workflow



### Features Supported In Application

This option allows the System/Bank Administrator to:

- View Message Maintenance
- Edit Message Maintenance

### How to reach here:

*System/ Bank Administrator Dashboard > Toggle Menu > Others > Message Maintenance*

### 61.1 Message Maintenance - View

This screen allows the System Administrator to view the Error Messages defined in the system.

#### To view the Error Messages:

1. Navigate to the **Message Maintenance** screen.
2. Enter the search Criteria.
3. Click **Search**. The search summary appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.

## Message Maintenance - Search Result

Message Maintenance

Error Code:  Language:

Error Code	Language	Error Message
DIGX_AP_0064	English	Transaction Rejected. Approver does not have access to Account for which the transaction is initiated.
DIGX_AP_0065	English	User Group does not exist
DIGX_AP_0066	English	User Group does not belong to the given party
DIGX_AP_0063	English	An unexpected problem occurred while evaluating approval flows.
DIGX_AP_0062	English	Duplicate transaction not permitted. Similar transaction is already pending in approval workflow.
DIGX_AP_0060	English	Added User or User Group is not part of the entity.
DIGX_AP_0058	English	Initiator cannot be marked as sole approver at any level.
DIGX_AP_0057	English	Business policy validation failure in approvals.
DIGX_AP_0040	English	To Date missing for corresponding From Date.
DIGX_AP_0039	English	Difference between from date and to date should not be more than 3 days.

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**Note**

This function enables you to inquire the existing Error Messages defined in the system. You can also modify the text defined for a message code for a particular Language.

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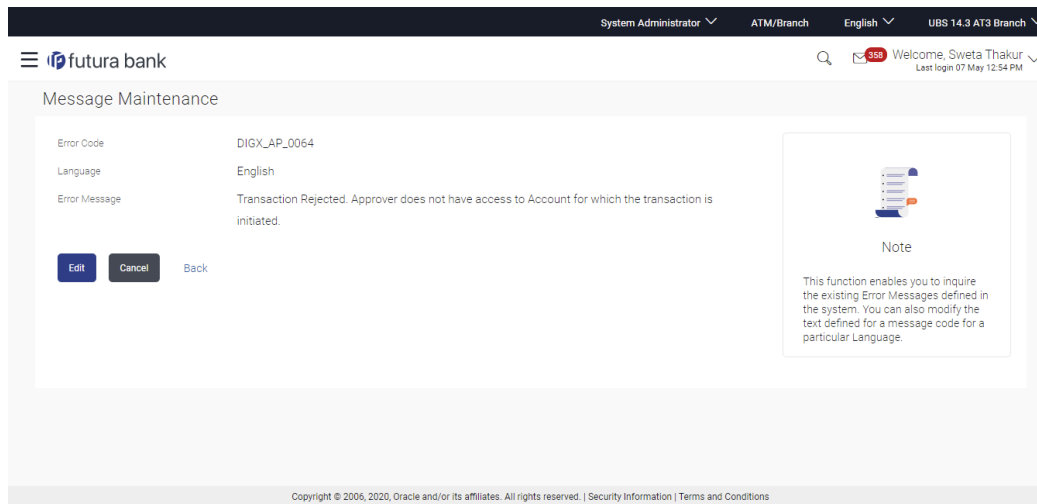
### Field Description

Field Name	Description
<b>Error Code</b>	Enter the name of the error code to be searched.
<b>Language</b>	Select language in which the error message is defined.
<b>Search Result</b>	
<b>Error Code</b>	Displays the error code.
<b>Language</b>	Displays the language in which the error messages are defined.
<b>Error Message</b>	Displays the error message content.

4. Click on **Error Code** link to view details of the selected error message.
5. The **Message Maintenance – View** screen appears with the details.



## Message Maintenance – View



### Field Description

Field Name	Description
<b>Error Code</b>	Displays the name of the error code.
<b>Language</b>	Displays the language in which the error message is defined.
<b>Error Message</b>	Displays the error message content.

- Click **Edit** to update details of the client. User is directed to the **Message Maintenance - Edit** screen with values in editable form.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

## 61.2 Message Maintenance - Edit

You can modify the text defined for a message code for a particular Language.

### To modify the error Messages:

- Navigate to the **Message Maintenance** screen.
- Enter the search Criteria.
- Click **Search**. The search summary appears.
- Click on **Error Code** link to view details of the selected error message.
- The **Message Maintenance – View** screen appears with the details.

6. Click **Edit** to make changes, if any. The user is directed to the **Message Maintenance - Edit** screen with values in editable form.  
OR  
Click **Cancel** to cancel the transaction and to go back to the dashboard.

### Message Maintenance - Edit

The screenshot displays the 'Message Maintenance - Edit' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo and a user profile for 'Sweta Thakur' (last login 07 May 12:54 PM) are visible. The main content area is titled 'Message Maintenance' and contains a form with the following fields:

- Error Code: DIGX\_AP\_0064
- Language: English
- Error Message: Transaction Rejected. Approver does not ha

Below the form are three buttons: 'Save', 'Cancel', and 'Back'. To the right of the form is a 'Note' box with the text: 'This function enables you to inquire the existing Error Messages defined in the system. You can also modify the text defined for a message code for a particular Language.'

At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

7. Modify the message of the error code.
8. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the previous screen.
9. The **Review** screen appears. Verify the details, and click **Confirm**.
10. The message confirming updation appears along with the transaction reference number.
11. Click **Ok** to complete the transaction.

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## 62. User Helpdesk

This feature will allow Bank administrator to create business user's session and perform the transaction requested by business user if he has forgotten his internet banking password or is unable to perform a transaction using his internet banking.

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

**Note:** OTP should be maintained as the second factor authentication for 'Create Helpdesk Session' event in Authentication setup.

### How to reach here:

System/ Bank Administrator Dashboard > Toggle Menu > Others > User Helpdesk  
OR  
Bank Administrator Dashboard > Others > User Helpdesk

### User Helpdesk - Search

#### To search user helpdesk:

1. From the **User Type** list, select the user.
2. In the **User Name** field, enter the name of the user.  
OR  
In the **Party ID** field, enter the party ID.
3. Click **Search**.

### User Helpdesk - Search

The screenshot displays the 'User Helpdesk' search interface. At the top, there are navigation links for 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is logged in as 'Sweta Thakur' with the last login time of '07 May 01:05 PM'. The search form includes a dropdown for 'User Type' (Retail User), a text field for 'User Name' (retail), and a text field for 'Party ID'. A 'Search' button and a 'Clear' link are provided. The search results are displayed in a table with the following data:

Full Name	User Name	Party ID	User Segment
Snehal Retail	sretail	007787	retailuser
Snehal Retail	Sretail1	007789	retailuser
Pizza Retail	retail01	006207	retailuser
Parag Kinikar	pskretail	008708	retailuser
SWATI THITE	shiniretail	009162	retailuser
SWATI THITE	SWATIRETAIL143	009387	retailuser
Fred Williams	192RetailUser143	008998	retailuser
Retail User	sneretail	009195	retailuser
SWATI THITE	SWATIRETAIL	009162	retailuser
Jack Paul	Jretail	007303	retailuser

The interface also includes a 'Page 1 of 3 (1-10 of 26 items)' indicator and navigation buttons for 'Cancel' and 'Ok'. A 'Help Desk' sidebar on the right provides instructions on how to use the search function.

**Field Description**


<b>Field Name</b>	<b>Description</b>
<b>User Type</b>	The user type for which the help desk session has to be created.
<b>User Name</b>	User name (User ID) of the user for which help desk session has to be created.
<b>Party ID</b>	Party ID of the user for which the help desk session has to be created. Administrator can enter either the party ID or the user name.

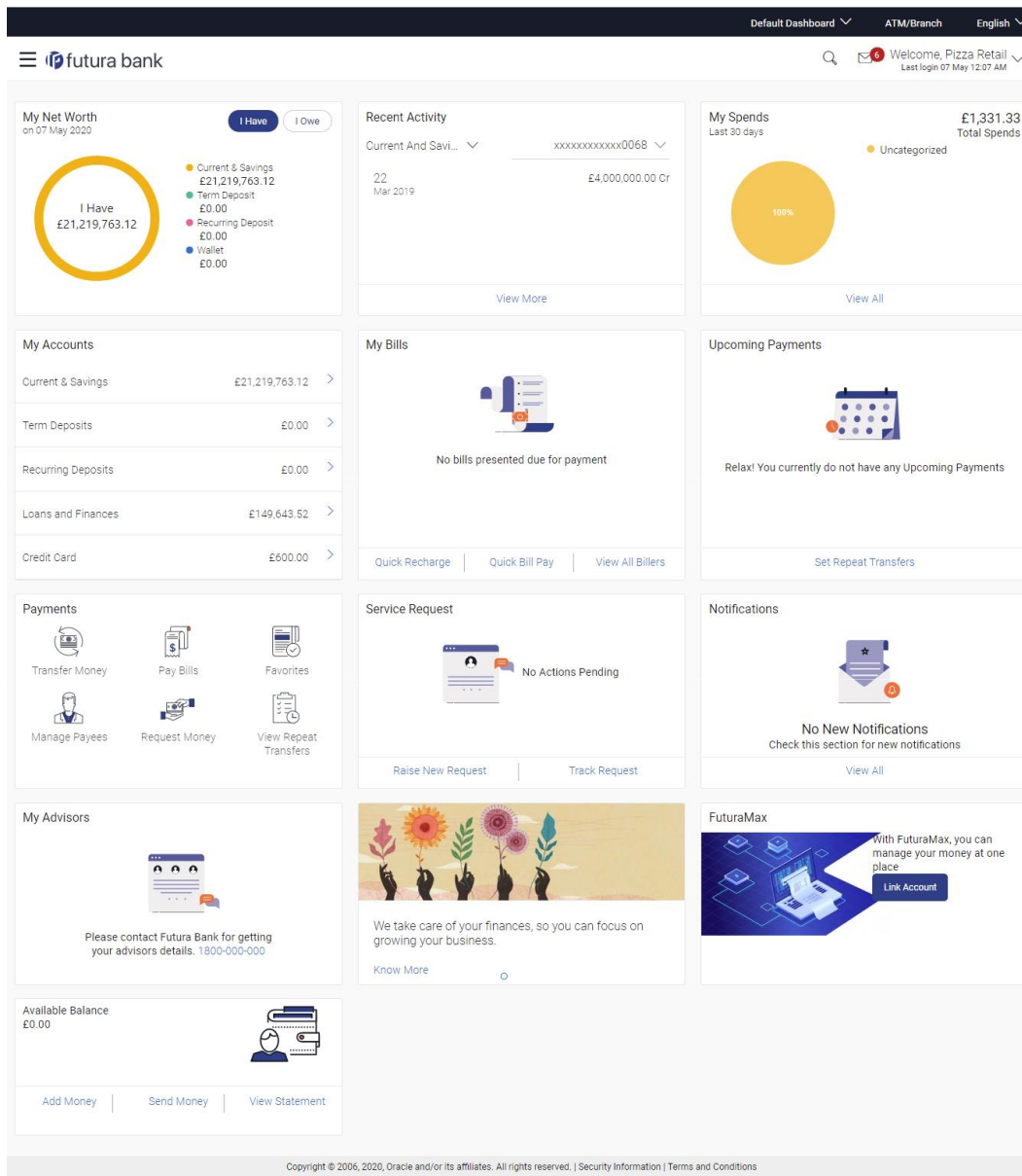
**Search Result**

<b>Full Name</b>	Displays the full name of the user.
<b>User Name</b>	Displays the user name (user ID) of the user.
<b>Party ID</b>	Displays the party ID of the user.
<b>User Type</b>	Displays the type of the user (Retail/Corporate).

- 
4. Click on the **User Name**. Session of the selected user gets displayed.

### User Helpdesk - Detail

The header displays the user name on behalf of whom the session is in progress. You can click  icon to close the active session. Once the active session is successfully closed, the Administrator will be navigated to the Dashboard.



The screenshot shows the Futura Bank user dashboard. At the top, there is a navigation bar with 'Default Dashboard', 'ATM/Branch', and 'English'. Below this is the 'futura bank' logo and a search bar. The main content area is divided into several sections:

- My Net Worth:** A circular gauge showing 'I Have £21,219,763.12'. A legend lists: Current & Savings (£21,219,763.12), Term Deposit (£0.00), Recurring Deposit (£0.00), and Wallet (£0.00). Buttons for 'I Have' and 'I Owe' are present.
- Recent Activity:** A table showing a transaction on 22 Mar 2019 for £4,000,000.00 Cr. A dropdown menu shows 'Current And Savi...' and 'xxxxxxxxxxxxxxxx0068'. A 'View More' link is at the bottom.
- My Spends:** A circular gauge showing '100%' for 'Uncategorized' spending. Total Spends are £1,331.33. A 'View All' link is at the bottom.
- My Accounts:** A list of account types with balances: Current & Savings (£21,219,763.12), Term Deposits (£0.00), Recurring Deposits (£0.00), Loans and Finances (£149,643.52), and Credit Card (£600.00). Each item has a right-pointing arrow.
- My Bills:** A message stating 'No bills presented due for payment'. Links for 'Quick Recharge', 'Quick Bill Pay', and 'View All Bills' are at the bottom.
- Upcoming Payments:** A message stating 'Relax! You currently do not have any Upcoming Payments'. A 'Set Repeat Transfers' link is at the bottom.
- Payments:** A grid of icons for 'Transfer Money', 'Pay Bills', 'Favorites', 'Manage Payees', 'Request Money', and 'View Repeat Transfers'.
- Service Request:** A message stating 'No Actions Pending'. Links for 'Raise New Request' and 'Track Request' are at the bottom.
- Notifications:** A message stating 'No New Notifications. Check this section for new notifications'. A 'View All' link is at the bottom.
- My Advisors:** A message: 'Please contact Futura Bank for getting your advisors details. 1800-000-000'. An icon of a person and a laptop is shown.
- Available Balance:** A message: 'Available Balance £0.00'. An icon of a person and a laptop is shown. Links for 'Add Money', 'Send Money', and 'View Statement' are at the bottom.
- FuturaMax:** A promotional banner with the text: 'With FuturaMax, you can manage your money at one place.' and a 'Link Account' button.

At the bottom of the dashboard, there is a footer: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## **FAQ**

- 1. Can the Bank administrator create the helpdesk session for a new user (who has channel banking facility but has never logged in)?**

No, for new users helpdesk session cannot be created, new users must login himself for the first time.

- 2. Can the administrator set the 2FA mode anything else other than OTP for 'Create Helpdesk session' event in the Authentication screen?**

System does not restrict the administrator from selecting a mode while setting up 2FA for 'Create Helpdesk session', however Administrator must set OTP as the 2FA mode for creating user helpdesk session.

- 3. Can the administrator create the helpdesk session for the user, whose status is updated as 'Locked'?**

No, the system will alert Bank Administrator to update the status of the user to "Unlock" from the User Management before creating the helpdesk session.

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## 63. Mailbox

Mailbox is a two way communication channel between Bank customers and Bank administrators. Customers communicate with the bank via secured mailbox facility. Customers can send mail messages to the bank with specific pre-defined subjects for their queries/ complaints /feedback. In application, as day 0 maintenance each subject category is linked to a group of bank administrators' users. Depending upon the mail-subject mapping to each bank administrator user, administrators will receive the mails only of the subjects mapped to the users.

Administrators can view the number of received e-mails and access all received and sent e-mails from their secured mailbox. User can click the message to read the detailed content of the message. The subject of the message gives a brief understanding of what the message is about. User can view the message details, the sender information and also view the chain of messages exchanged if any.

The complete chain of message helps user to understand and know the information exchanged with the bank on a particular subject. Bank administrators can also view the alert messages sent by the bank on various banking events.

As a Day 0 maintenance, Bank has to define whether the OBDX mailbox should point to the UBS-interaction module or to the internal mailbox. In case if the mailbox is pointed to the UBS-Interaction module, the mail initiated by customers will be sent to the UBS bank user for his action and will not be sent to the OBDX administrator.

### Pre-Requisites

- Roles and departments for various Bank Administrator must be defined in reference to mail section
- Alerts must be pre-set by bank and gets auto triggered if subscribed by customer or set as mandatory

### Features supported in Application:

- **Inbox:** Where bank administrators can view the messages sent by the customers and also can reply and delete the mails.
- **Sent Mail folder:** This allows user to view the mails replied by logged in user. Also an option is provided to delete the mails.
- **Deleted Mail Folder:** This allows the user to view mails deleted from user's inbox and sent folders and can permanently delete the mails. There is an option to restore the deleted mails to respective folder.
- **Alerts:** View the alerts sent by the bank and received by logged in user. Also an option is provided to delete the alerts.
- **Notifications** - This section allows the logged in user to view all the notifications sent by the bank. Also an option is provided to delete the notifications.

### How to reach here:

System/ Bank Administrator Dashboard > Toggle Menu >Mailbox > Mails  
OR

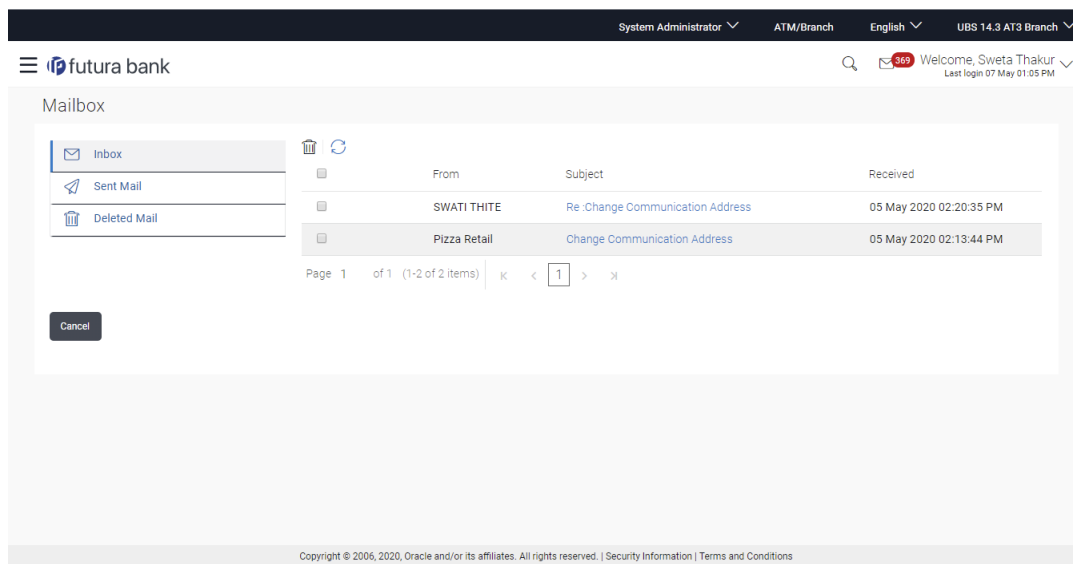
System/ Bank Administrator Dashboard > Click 

## 63.1 Mails

The Mails functionality consist of the following sections:

- **Inbox** : can view messages and can also reply to the messages received
- **Sent Mail**: can view the messages that have been sent by logged in user
- **Deleted Mail**: can view the messages deleted by logged in user from Inbox and Sent Mail folder

### Mailbox- Mails





### Field Description

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

<b>Inbox</b>	Folder that lists the messages sent to Bank Administrator. Number of unread mails if any will be displayed.
<b>Sent Mail</b>	Folder that lists the messages sent by Bank Administrator.
<b>Deleted Mail</b>	Folder that lists the messages deleted by Bank Administrator from Inbox and Sent Mail.
<b>From</b>	The name and the User ID of the sender of the message.
<b>Subject</b>	The descriptive synopsis of the message. Indicates the link to access the message.
<b>Received</b>	Date and time on which the message was received.



1. In the **Message- Mails**, Click the required option.
  - a. If you click the **Inbox** option, the **Mail Box** section with received messages appears; click individual message to view the details.
  - b. If you click the **Sent Mail** option, the **Mail Box** section with sent messages appear; click individual message to view the details.
  - c. If you click the **Deleted Mail** option, the **Mail Box** section with deleted messages appears; click individual message to view the details.
2. Click on mail message to view the mail details.  
OR  
Click  to refresh the mailbox.  
OR

For multiple mail deletion, select the check box (s) against the mail, and  to delete the message.

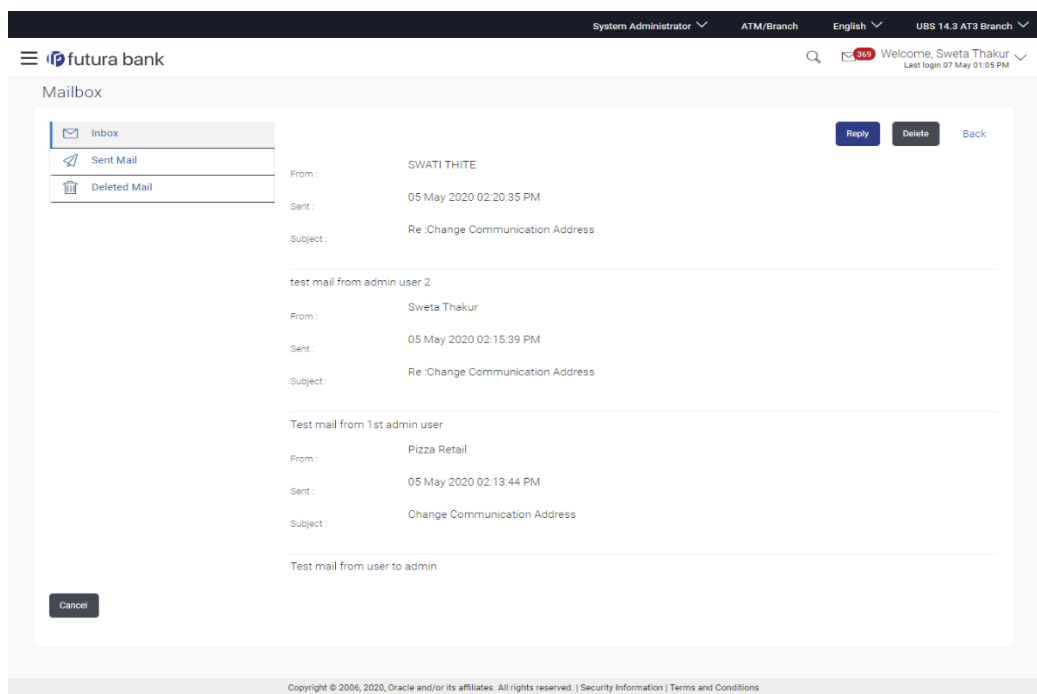
### 63.1.1 Mailbox - Inbox

Using this feature, user can view the messages received in his Inbox. User can view the individual message by clicking on the sender's name.

#### To access the inbox:

1. In the **Message- Mails**, Click the required option.
  - a. If you click the **Inbox** option, the **Mail Box** section with received messages appears; click individual message to view the details.

#### Inbox - Message Details



The screenshot displays the Futura Bank Mailbox interface. At the top, there is a navigation bar with the following items: System Administrator, ATM/Branch, English, and UBS 14.3 AT3 Branch. Below this, the Futura Bank logo is visible on the left, and a search icon, a notification icon with '369', and a welcome message 'Welcome, Sweta Thakur' with 'Last login 07 May 01:05 PM' are on the right. The main content area is titled 'Mailbox' and features a sidebar with three options: 'Inbox' (selected), 'Sent Mail', and 'Deleted Mail'. To the right of the sidebar, there are three buttons: 'Reply', 'Delete', and 'Back'. The main area shows a list of messages with the following details:

- Message 1:** From: SWATI THITE, Sent: 05 May 2020 02:20:35 PM, Subject: Re :Change Communication Address. Below the subject is a link to 'test mail from admin user 2'.
- Message 2:** From: Sweta Thakur, Sent: 05 May 2020 02:15:39 PM, Subject: Re :Change Communication Address. Below the subject is a link to 'Test mail from 1st admin user'.
- Message 3:** From: Pizza Retail, Sent: 05 May 2020 02:13:44 PM, Subject: Change Communication Address. Below the subject is a link to 'Test mail from user to admin'.

A 'Cancel' button is located at the bottom left of the message list area. At the very bottom of the page, there is a footer with the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Field Description



Field Name	Description
<b>Message Details</b>	
<b>From</b>	The name of the sender who has sent the mail.
<b>Sent</b>	Date and time on which the message was received.
<b>Subject</b>	Subject of the received message.
<b>Message Chain</b>	<p>The message record contains:</p> <ul style="list-style-type: none"> <li>• Actual contents of the message</li> <li>• Date and time on which each message was received</li> <li>• Sender of the message, that is the bank admin or the user</li> </ul> <hr/> <p><b>Note:</b> A mail chain is formed when a user sends a mail to bank administrator and he replies back.</p> <hr/>

### Message - Reply

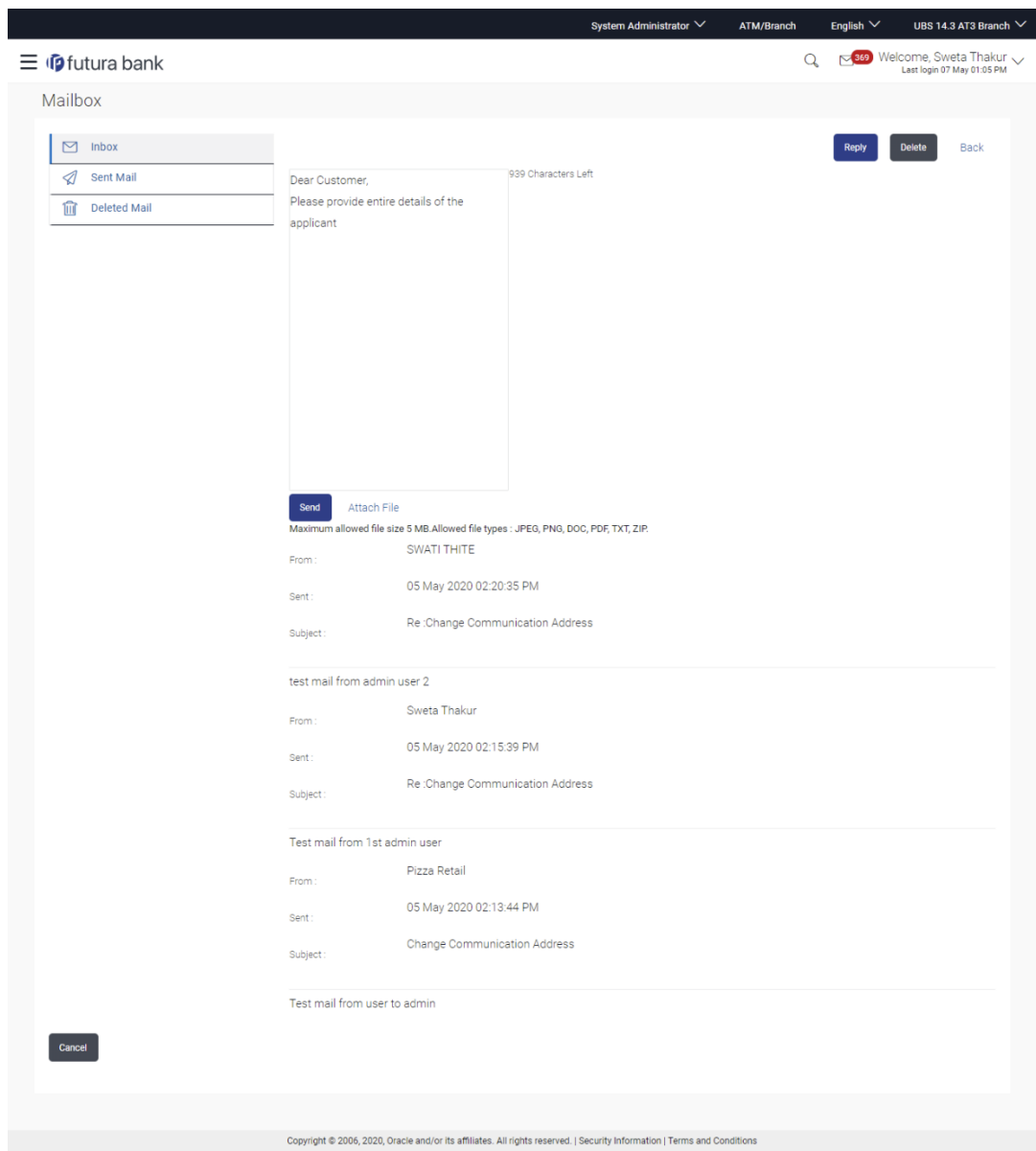
This section displays the reply section.

**Message** The message to be sent.

---

- b. If you click the **Sent Mail** option, the **Mail Box** section with sent messages appear; click individual message to view the details.
  - c. If you click the **Deleted Mail** option, the **Mail Box** section with deleted messages appears; click individual message to view the details.
2. Click on the required message whose details you want to view. The mail details appear.  
OR  
Click  to refresh the mailbox.  
OR  
For multiple mail deletion, select the check box (s) against the mail, and  to delete the messages.
3. Click **Reply** if user wants to reply the received message. The new screen appears in which the user can type a reply message to be sent. Existing mail content is also linked.
  - a. Click **Send** to send the reply message. The success message appears.  
OR  
Click **Delete** to delete the message.  
OR  
Click **Go Back** to navigate to the previous page.

## Message – Reply Message



### Field Description

Field Name	Description
<b>Message - Reply</b>	This section displays the reply section.
<b>Message</b>	The message to be sent to the bank.

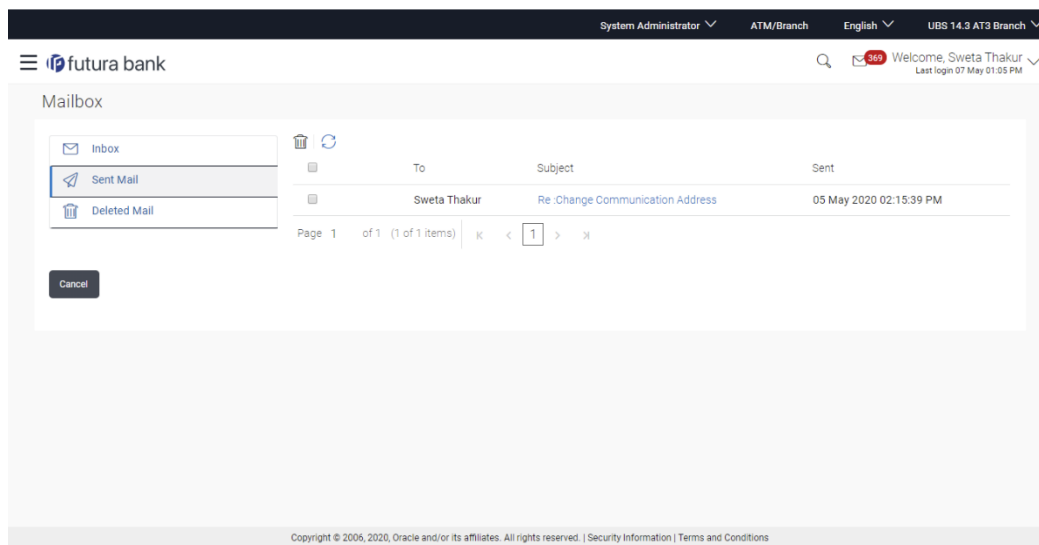
## 63.1.2 Mailbox - Sent Mail

This option displays all the messages sent by the logged in user.

### To view the sent messages:

1. In the **Mails** section, click **Sent Mail** option.
2. The message screen with sent messages list appears; click individual message to view the details.

### Message – Sent Mail



### Field Description

Field Name	Description
<b>To</b>	The name of the receiver of the mail.
<b>Subject</b>	Subject of the message.
<b>Sent</b>	Date and time on which the message was sent.

3. Click the required sent message that you want to view.

OR

Click  to refresh the mailbox.

OR

Select message and click  to delete the message.

## Message – Sent Mail Details

The screenshot shows the Futura Bank mailbox interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user greeting: 'Welcome, Sweta Thakur' with 'Last login 07 May 01:05 PM'. The main area is titled 'Mailbox' and contains a sidebar with 'Inbox', 'Sent Mail', and 'Deleted Mail'. The 'Sent Mail' folder is selected. The main content area displays the details of a sent message:

- From:** Sweta Thakur
- Sent:** 05 May 2020 02:15:39 PM
- Subject:** Re :Change Communication Address

Below the message header, there are two sections of the message chain:

- Test mail from 1st admin user**
  - From:** Pizza Retail
  - Sent:** 05 May 2020 02:13:44 PM
  - Subject:** Change Communication Address
- Test mail from user to admin**

At the bottom left of the message details, there is a 'Cancel' button. At the top right, there are 'Reply', 'Delete', and 'Back' buttons. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

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

#### Message Details

This section displays the detailed message.

**From** The name of the sender who has sent the mail.

**Sent** Date and time on which the message was sent.

**Subject** Subject of the sent message.

#### Message Chain

The message record contains:


- Actual contents of the message
- Date and time on which each message was sent
- Sender of the message, that is the bank admin or the user

**Note:** A mail chain is formed when a user sends a mail to bank administrator and he replies back.

#### Message - Reply

This section displays the reply section.

**Message** The message to be sent to the bank.

4. The message screen with detailed message record appears; click **Reply** if you want to reply the current message. The success message appears.  
OR  

  
Click **Delete** to delete the message.  
OR  
Click **Go Back** to navigate to the previous page.

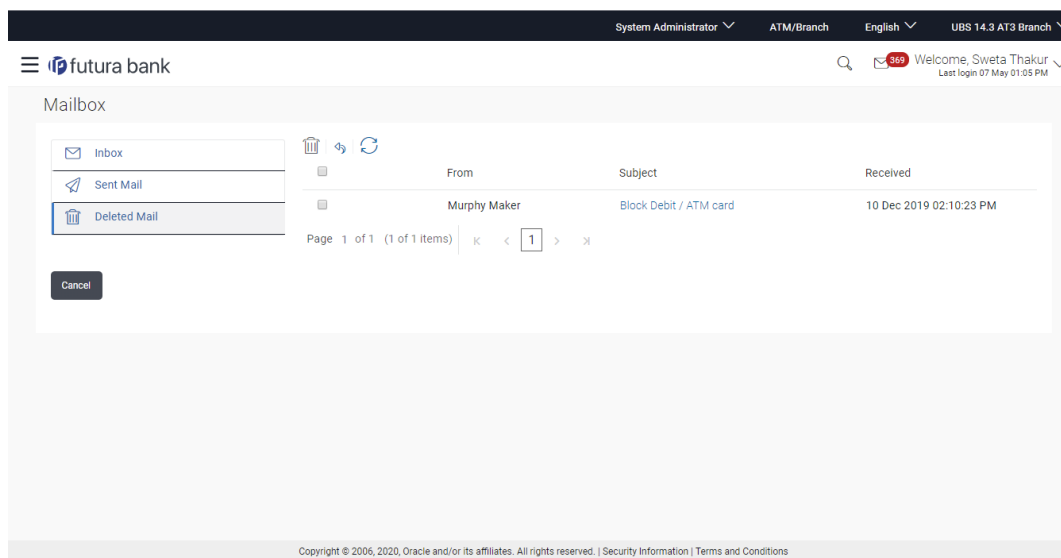
### 63.1.3 Mailbox - Deleted Mail

This option displays all the messages that are deleted by the user from Inbox and Sent Mail Folders.

#### To view the deleted messages

1. In the **Mails** section, click **Deleted Mail** option.
2. The message screen with deleted messages list appears; click individual message to view the details.


#### Message – Deleted Mail




The screenshot shows the Futura Bank mailbox interface. At the top, there are navigation options: System Administrator, ATM/Branch, English, and UBS 14-3 AT3 Branch. The user is logged in as Sweta Thakur, with a last login time of 07 May 01:05 PM. The mailbox view shows three folders: Inbox, Sent Mail, and Deleted Mail (which is currently selected). Below the folder list, there is a message list with columns for From, Subject, and Received. The message list contains one item: From: Murphy Maker, Subject: Block Debit / ATM card, Received: 10 Dec 2019 02:10:23 PM. The page number is 1 of 1 (1 of 1 items).


#### Field Description

Field Name	Description
<b>From</b>	The name of the sender who has sent the mail.
<b>Subject</b>	Subject of the message.
<b>Received</b>	Date and time on which the message was received.

3. Click  to refresh the mailbox.  
OR

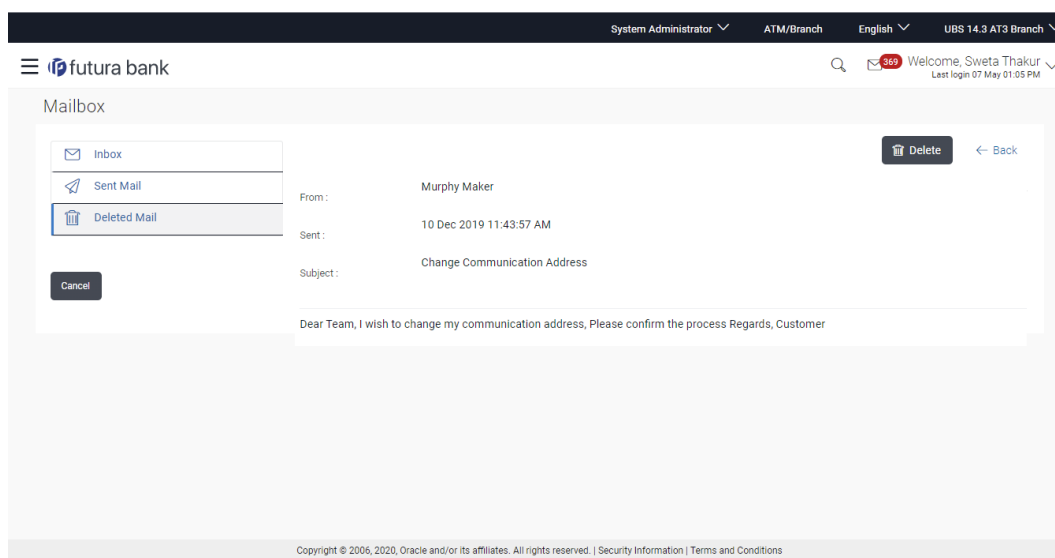
To delete the mails, select the check box (s) against the mail, and click  to delete the message permanently.

OR

To move the mails back to inbox/ sent mail folder, select the check box(s) against the mail, and click .

4. Click individual deleted message to view the details.

### Message – Deleted Mail Details



The screenshot shows the Futura Bank Mailbox interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the Futura Bank logo and a user profile for 'Welcome, Sweta Thakur' with a 'Last login 07 May 01:05 PM' timestamp. The main area is titled 'Mailbox' and contains a list of folders: 'Inbox', 'Sent Mail', and 'Deleted Mail'. The 'Deleted Mail' folder is selected. To the right of the folder list are 'Delete' and 'Back' buttons. Below the folder list, the message details are displayed: 'From: Murphy Maker', 'Sent: 10 Dec 2019 11:43:57 AM', and 'Subject: Change Communication Address'. A 'Cancel' button is located below the folder list. The message content reads: 'Dear Team, I wish to change my communication address, Please confirm the process Regards, Customer'. At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Message Details</b>	This section displays the detailed message.
<b>From</b>	The name of the sender who has sent the mail.
<b>Sent</b>	Date and time on which the message was sent.
<b>Subject</b>	Subject of the sent message.
<b>Message Contents</b>	The contents of the message.

- The message screen with detailed message record appears; Click **Delete** to delete the message permanently.  
OR  
Click **Go Back** to navigate to the previous page.

## 63.2 Alerts

Under this section, all the alerts auto generated and sent to the logged in user will be displayed. User is not allowed to reply to the alerts received in his mailbox. Number of unread mail count if any will be shown in this section.

### How to reach here:

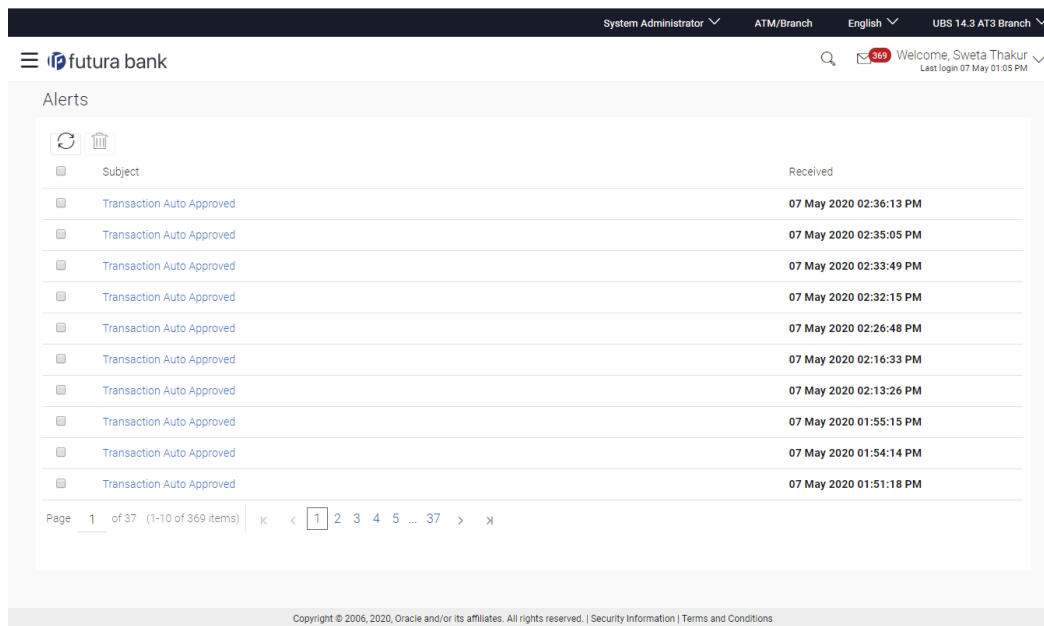
System/ Bank Administrator Dashboard > Toggle Menu >Mailbox > Alerts  
OR

System/ Bank Administrator Dashboard > Click  > Alerts > View All

### To view the alerts:

- Click the **Alerts** tab. The alert section displays list all alerts.

### Alerts



The screenshot shows the 'Alerts' section of the Futura Bank interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user greeting: 'Welcome, Sweta Thakur' with a notification icon showing '369' and 'Last login 07 May 01:05 PM'. The main content area is titled 'Alerts' and contains a table with the following data:

Subject	Received
Transaction Auto Approved	07 May 2020 02:36:13 PM
Transaction Auto Approved	07 May 2020 02:35:05 PM
Transaction Auto Approved	07 May 2020 02:33:49 PM
Transaction Auto Approved	07 May 2020 02:32:15 PM
Transaction Auto Approved	07 May 2020 02:26:48 PM
Transaction Auto Approved	07 May 2020 02:16:33 PM
Transaction Auto Approved	07 May 2020 02:13:26 PM
Transaction Auto Approved	07 May 2020 01:55:15 PM
Transaction Auto Approved	07 May 2020 01:54:14 PM
Transaction Auto Approved	07 May 2020 01:51:18 PM



At the bottom of the table, there is a pagination control: 'Page 1 of 37 (1-10 of 369 items)' with navigation arrows and a search icon.


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### Field Description

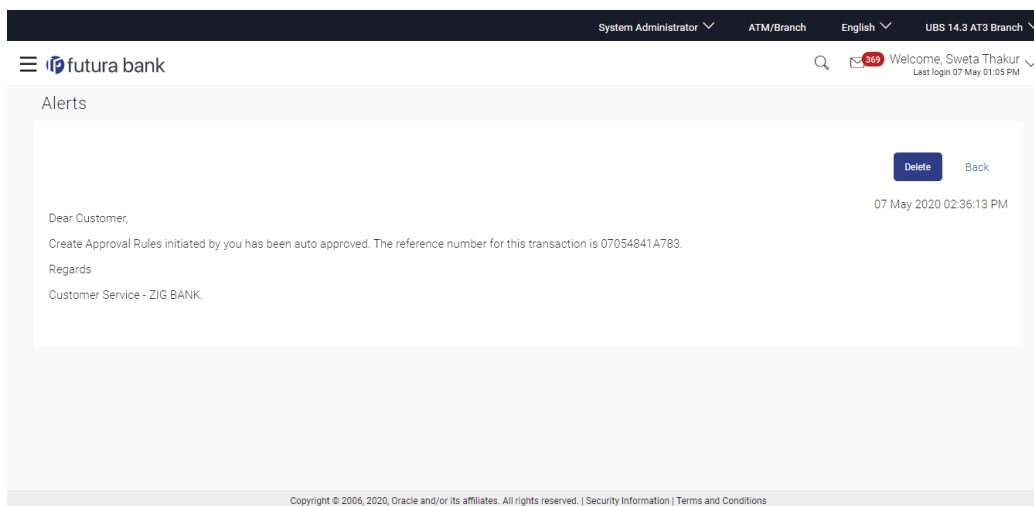
Field Name	Description
<b>Subject</b>	Subject of the alert.
<b>Received</b>	Date and time on which the alert was received.

- Click  to refresh the alerts.  
OR  
Click  to delete the alerts.

**Note:** For multiple alerts deletion, select the check box (s) against the alert, and click  .

- Click individual alert to view the details. The details appear depend upon the type of alert being generated.

### Alerts Details



The screenshot shows the 'Alerts' section of the Futura Bank interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is on the left, and a search icon, a notification icon with '369', and a welcome message 'Welcome, Sweta Thakur' with 'Last login 07 May 01:05 PM' are on the right. The main content area displays an alert message: 'Dear Customer, Create Approval Rules initiated by you has been auto approved. The reference number for this transaction is 07054841A783. Regards Customer Service - ZIG BANK.' To the right of the message, there is a timestamp '07 May 2020 02:36:13 PM' and two buttons: 'Delete' and 'Back'. At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>Subject</b>	Subject of the alert.
<b>Received</b>	Date and time on which the alert was received.
<b>Message</b>	Message Body of the alert.


4. Click **Delete** to delete the alert.  
OR  
Click **Go Back** to navigate to the previous page.

## 63.3 Notifications

This section lists all the notifications sent to the logged in user will be displayed. The user can view the detailed notifications but cannot reply to these notifications. Number of unread notification count if any will be shown in this section.

### How to reach here:

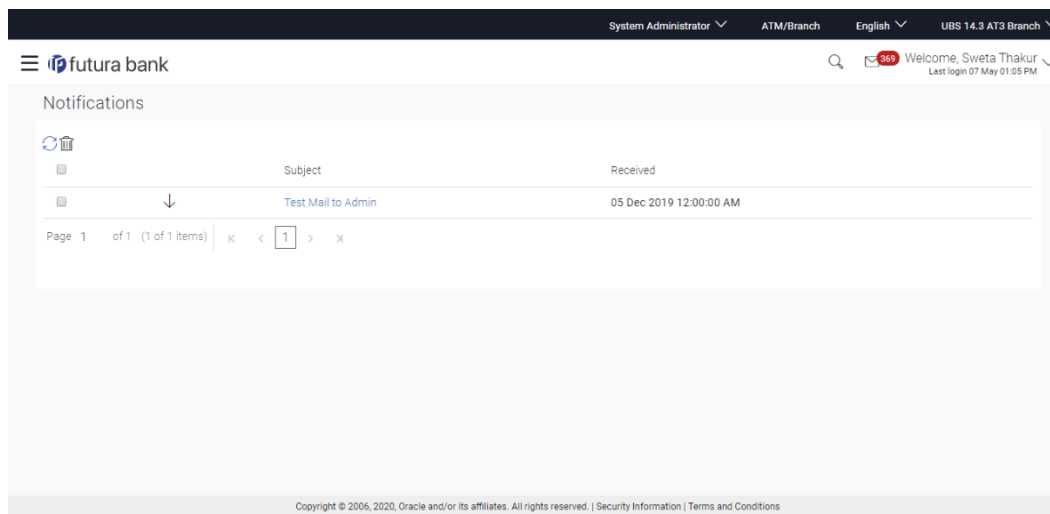
*System/ Bank Administrator Dashboard > Toggle Menu >Mailbox > Notifications*  
OR

*System/ Bank Administrator Dashboard > Click  > Notifications > View All*


### To view the notifications:

1. Click the **Notifications** tab. The notifications section displays list all the notifications.

### Notifications




Notifications

	Subject	Received
	Test Mail to Admin	05 Dec 2019 12:00:00 AM

Page 1 of 1 (1 of 1 items) | < 1 > | ✕


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### Field Description

Field Name	Description
<b>Subject</b>	Subject of the notification.
	The  icon against the record denotes that the notification is sent at high priority.

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

<b>Received</b>	Date and time on which the notification was received.
-----------------	---

2. Click  to refresh the Notifications.  
OR

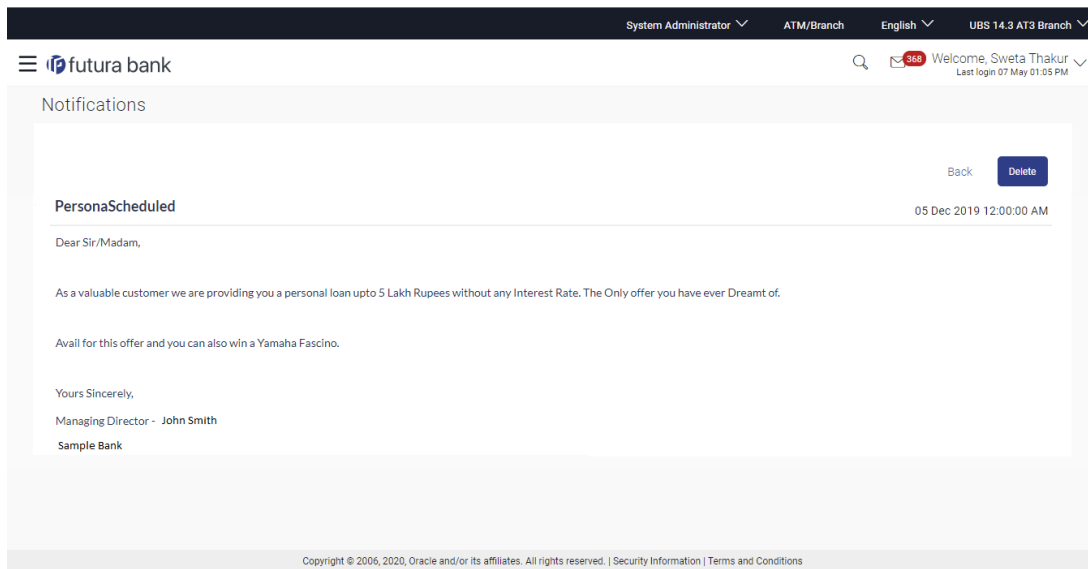
Click  to delete the Notifications.

**Note:** For multiple notification deletion, select the check box (s) against the notification, and click



3. Click individual notification to view the details. The details appear depend upon the type of notification being received.

### Notifications Details



The screenshot shows a notification email interface. At the top, there are navigation links for 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The email header includes the Futura Bank logo, a search icon, and a welcome message for Sweta Thakur with the last login time of 07 May 01:05 PM. The notification itself is titled 'PersonaScheduled' and is dated '05 Dec 2019 12:00:00 AM'. The body of the email contains a personal loan offer of up to 5 Lakh Rupees without interest, and a chance to win a Yamaha Fascino. The email is signed by John Smith, Managing Director of Sample Bank. At the bottom of the notification, there are 'Back' and 'Delete' buttons. The footer of the page contains copyright information for Oracle and its affiliates.

### Field Description

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

<b>Subject</b>	Subject of the notification.
----------------	------------------------------

<b>Received</b>	Date and time on which the notification was received.
-----------------	---

<b>Message</b>	Message body of the notification.
----------------	-----------------------------------

4. Click **Delete** to delete the notification.  
OR  
Click **Go Back** to navigate to the previous page.

## **FAQ**

### **1. Can Bank Administrator initiate fresh mails?**

No, Bank administrator can not initiate fresh mail. Administrator will be allowed only to reply to the mails received in their inbox.

### **2. Will Bank Administrators receive all mails initiated by bank's customers?**

Bank Administrators will receive only those mails of which the mail subject is mapped to individual user or group of users. E.g. Mail initiated by customer with subject 'Change of communication address' will only be sent to the users whom this subject is mapped.

### **3. Can Bank Administrator view reply sent by other Administrator to customer's mail?**

Yes, bank administrators can view the mails replied by other administrators, only if the mail subject is mapped to the user.

### **4. Can Bank Administrator delete multiple mails?**

Yes, user can select multiple mails and delete the same.

### **5. Can Bank Administrator restore the deleted mails?**

Deleted mails from inbox and sent mail folder will be stored in Deleted Mails folder. User can view the details of deleted mail and can restore the mail back in respective folders. Mails will get permanently deleted from user's view if further deleted from 'Deleted Mail folder'.

[Home](#)

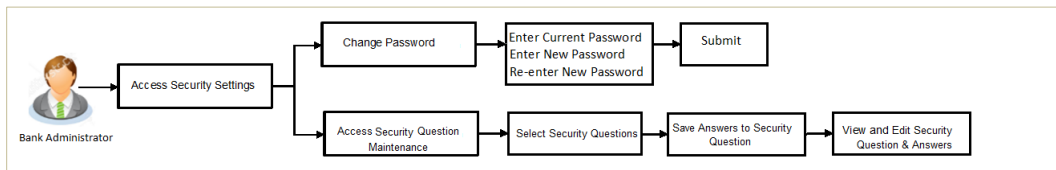
## 64. Security Settings

Security settings includes changing of password and setting of security questions for the user.

### Pre-requisites

- User must have a valid Login credentials
- Transaction access is provided to Bank Administrator

### Workflow



### Features supported in application

The Security Settings maintenance allow the Bank Administrator to:

- Changing of old password to new Password
- Set Security Questions
- View Security Questions
- Edit Security Questions

### How to reach here:

*System/ Bank Administrator Dashboard > Toggle Menu > Security Settings*

### 64.1 Set Security Question

Security Questions are the second layer of authentication mode set by the Bank to complete various transactions.

This feature allows the administrator user to set up the answers of the security questions, which will then be used as another layer of security (Over and above the Login credentials).

User will be asked to answer these security questions to complete the transactions for which bank would have set Security Question as the second factor authentication.

### How to reach here:

*Administrator Dashboard > Toggle Menu > Security Settings > Set Security Question*

## Set Security Question

The screenshot shows the 'User Security Questions' page in the Futura Bank interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Sweta Thakur' with a last login of '07 May 01:05 PM'. The main content area has two tabs: 'Set Security Question' (active) and 'Change Password'. Under the 'Set Security Question' tab, there is a list of security questions:

Security Question	What is the brand of your first mobile?
Security Question	What is your favourite teacher's name?
Security Question	How many siblings do you have?
Security Question	In what county were you born?
Security Question	Which sport you like most?

At the bottom of the list are three buttons: 'Edit', 'Cancel', and 'Back'. To the right of the list is a 'Note' box with the following text:

**Note**

Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.

You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### To set up security questions:

**Note:** Since security questions have not been set-up by the user, message will be displayed "Security Questions are not set up yet".

1. Click **Set up now** to set-up security questions. The **User Security Question** screen appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.  
OR  
Click **Back** to go back to the previous screen.

## User Security Question

The screenshot shows the 'User Security Questions' maintenance page. It features a list of questions with dropdown menus for selection and text input fields for answers. A 'Note' box on the right provides instructions on how to choose security questions. The page includes a 'Submit' button, a 'Cancel' button, and a 'Back' link.

**User Security Questions**

Security Question  
What is the brand of your first mobi...  
Answer

Security Question  
What is your favourite teacher's na...  
Answer

Security Question  
How many siblings do you have?  
Answer

Security Question  
In what county were you born?  
Answer

Security Question  
Which sport you like most?  
Answer

**Note**

Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.

You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

Submit Cancel Back

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### Field Description

Field Name	Description
<b>User Security Questions</b>	
<b>Security Question</b>	Questions available for selection for setup.
<b>Answer</b>	Enter the answers corresponding to the security question.

- From the **Security Questions** list, select the appropriate security question to be added in set.
- In the **Answers** field, enter the answers corresponding to the security question.
- Click **Save** to save the changes made.  
OR  
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.  
OR  
Click **Back** to go back to the previous screen.
- The **User Security Question – Review** screen appears. Verify the details, and click **Confirm**.  
OR

Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.

OR

Click **Back** to make the changes if any.

The **User Security Question – Edit** screen with values in editable form screen appears

- The success message appears along with the status of transaction.  
Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

### 64.1.1 View Security Questions

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

**To view the existing t security questions maintenance:**

- Navigate to **Set Security Question** screen, **Set Security Question - View** screen appears.

#### Set Security Question - View

The screenshot shows the 'Set Security Question - View' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo and user information 'Welcome, Sweta Thakur' are visible. The main content area is titled 'User Security Questions' and has two tabs: 'Set Security Question' (active) and 'Change Password'. A table lists five security questions with their respective categories. At the bottom left, there are 'Edit', 'Cancel', and 'Back' buttons. On the right, a 'Note' box explains the purpose of security questions and lists requirements: 'Choose answers that are difficult for others to guess' and 'Choose questions which you have not answered on public or on social media sites'. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

#### Field Description

Field Name	Description
<b>Set Security Question - View</b>	
<b>User ID</b>	User ID of the logged in user.
<b>Security Questions</b>	The list of security question, which is the existing set, for the user



2. Click **Edit** to make the changes if any. The **User Security Question – Edit** screen with values in editable form appears.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

OR

Click **Back** to go back to previous screen.

### 64.1.2 User Security Question - Edit

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

#### To edit the security questions set:

1. Click **View** to view the security questions already set. The **User security questions – View** screen appears.
2. Click **Edit**. The **User Security Question - Edit** screen with values in editable form screen appears.

#### User Security Question - Edit

The screenshot displays the 'User Security Question Maintenance' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Sweta Thakur' with 'Last login 07 May 01:05 PM'. The main content area is titled 'Security Question Maintenance' and contains a section for 'User Security Questions'. This section lists five security questions, each with a dropdown menu for the question and a text input field for the answer. The questions are: 'What is the brand of your first mobi...', 'What is your favourite teacher's na...', 'How many siblings do you have?', 'In what county were you born?', and 'Which sport you like most?'. At the bottom of the form are three buttons: 'Submit', 'Cancel', and 'Back'. To the right of the form is a 'Note' box with the following text: 'Security questions works as an added layer of security that helps in protecting your account against fraudulent activities. You must: • Choose answers that are difficult for others to guess • Choose questions which you have not answered on public or on social media sites'. The footer of the page contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description****Field Name    Description**

---

**User Security Question - Edit**

**Questions**    The list of security question, which is the existing set, for the user.

**Answer**        Answers will not be visible in edit mode due to security reasons.

---

3. From the **Security Questions** list, view the existing questions. Modify if required.
4. In the **Answers** field, enter the answers corresponding to the security question.
5. Click **Save** to save the changes made.  
OR  
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.  
OR  
Click **Back** to go back to the previous screen.
6. The **User Security Question– Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Back** to make the changes if any.  
OR  
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.
7. The **User Security Question – Edit** screen with values in editable form screen appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to '**Dashboard**'.  
The success message of security question setup appears along with the transaction reference number.  
Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

## 64.2 Change Password

This feature allows the Administrator to change their password.

### How to reach here:

*Administrator Dashboard > Toggle Menu > Security Settings > Change Password*

### Change Password

Change Password

Set Security Question **Change Password**

Please change your password for security reasons.

Current Password  
.....

Enter New Password  
.....

Confirm New Password  
.....

**Submit** **Cancel** [Back](#)

Your Password can :



- ✓ Have 6 to 15 characters
- ✓ Have uppercase
- ✓ Have lowercase
- ✓ Have numbers (Minimum 1 mandatory)
- ✓ Have special characters (Allowed characters are !,@,#,\$,%&)
- ✓ Not contain consecutive characters more than 4
- ✓ Not contain identical characters more than 4
- ✓ Not be a common password


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### Field Description

Field Name	Description
<b>Old Password</b>	Old password for channel access.
<b>New Password</b>	New password for channel access.
<b>Re-enter Password</b>	Re-enter the new password to confirm.

### To reset the password:

- In the **Current Password** field, enter the password.  
OR  
Click  icon to enter the password using the virtual keyboard.
- In the **New Password** field, enter the password.  
OR  
Click  icon to enter the new password using the virtual keyboard.  
(See Password Condition section on the application screen to view the policy of setting a new password.)

3. In the **Re-enter Password** field, re-enter the password.  
OR  
Click  icon to re-enter the password using the virtual keyboard.
4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
5. The success message of changing the password appears.
6. As the login user changed his password using 'Change Password' option, system will logout the user and user will be shown a confirmation message of password change along with an option to login again. Click **Login** on confirmation screen to log in to the application.

---

**Note:** Password Conditions gets highlighted in green if the user's password is meeting the Password Policy criteria and similarly in Red if the password is not as per the Password Policy maintained.

---

## **FAQ**

1. **Can I modify the security questions already set by me?**

Yes, Answer to security Questions can be modified.

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## 65. My Profile

Using this option, the bank administrator can view his profile details. Details that can be viewed include user name, last login time, email id, phone number, and date of birth and address of the user.

### Pre-requisites

User must have a valid Login credentials

### Features Supported In Application

- View the profile details of bank administrator user

### How to reach here:

*System/ Bank Administrator Dashboard > Toggle menu > Account Setting> My Profile*  
OR

*User Name icon (top right corner of the screen) > My Profile*

### My Profile

The screenshot displays the 'My Profile' page for a user named Jason Smith. The page is part of the Futura Bank system administrator interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below the navigation bar, the 'My Profile' section is visible, showing a user profile card with a 'Download' link. The profile card is divided into 'Personal Information' and 'Contact Information' sections. The 'Personal Information' section shows 'Date of Birth' as '01 Jan 2000'. The 'Contact Information' section shows 'Communication Address' as 'Address Line 1, Address Line 2, Address Line 3, Address Line 4, London, GB, 400063', 'Email' as 'ja\*\*\*\*\*th@xyz.com', and 'Phone Number' as '9123\*\*\*\*89'. There is an 'Ok' button at the bottom of the profile card. At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
<b>User Name</b>	First name and last name of the logged in user.
<b>Personal Information</b>	
<b>Date of Birth</b>	Date of birth of the user.

<b>Field Name</b>	<b>Description</b>
<b>Contact Information</b>	
<b>Communication Address</b>	Address of the user.
<b>Email</b>	Email id of the user, in masked format.
<b>Phone Number</b>	The mobile number of the user, in masked format.

1. Click **OK** to navigate to the previous screen.

## **FAQ**

### **1. Can the bank administrator user edit his profile information?**

No, the bank administrator user cannot edit his profile information; he/she can only view the profile details.

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## 66. Session Summary

The option used by the user to check the log of transactions and login details for the previous five logins. The System Administrator can view the entire session summary of the previous five logins, login and logoff date and time for each session, channel in which transactions are carried out in each session along with the IP address of the channel.

### How to reach here:

System/ Bank Administrator Dashboard > Toggle Menu > Session Summary

OR

System/ Bank Administrator Dashboard > Toggle Menu > Account Settings > Session Summary

### Session Summary

Start Date & Time	End Date & Time	Channel	IP Address
▶ 07 May 2020 01:36:21 PM	07 May 2020 01:59:08 PM		10.166.175.114
▶ 07 May 2020 01:05:05 PM	07 May 2020 01:06:49 PM		10.180.87.29
▶ 07 May 2020 12:54:40 PM	07 May 2020 12:58:48 PM		10.76.38.224
▶ 07 May 2020 12:23:23 PM	07 May 2020 12:23:23 PM		10.76.38.236
▶ 07 May 2020 12:20:51 PM	07 May 2020 12:46:30 PM		10.180.87.29

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OK Cancel

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### Field Description

Field Name	Description
<b>Start Date &amp; Time</b>	The start date and time of the session.
<b>End Date &amp; Time</b>	The end date and time of the session.
<b>Channel</b>	The channel of access for the session (Desktop Browser).
<b>IP Address</b>	IP address of the channel.

1. Click ▶ against a specific record to view the details of that session. The session details appear.  
OR  
Click **OK** to navigate to the Dashboard screen.

## Session Summary - Details

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

Welcome, Jason Smith  
Last login 27 Apr 09:51 AM

Session Summary

Start Date & Time	End Date & Time	Channel	IP Address
07 May 2020 01:36:21 PM	07 May 2020 01:59:08 PM		10.166.175.114
No data to display.			
07 May 2020 01:05:05 PM	07 May 2020 01:06:49 PM		10.180.87.29
07 May 2020 12:54:40 PM	07 May 2020 12:58:48 PM		10.76.38.224
07 May 2020 12:23:23 PM	07 May 2020 12:23:23 PM		10.76.38.236
07 May 2020 12:20:51 PM	07 May 2020 12:46:30 PM		10.180.87.29

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OK
Cancel

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### Field Description

Field Name	Description
<b>Start Date &amp; Time</b>	The start date and time of the session.
<b>End Date &amp; Time</b>	The end date and time of the session.
<b>Channel</b>	The channel of access for the session (Desktop Browser).
<b>IP Address</b>	IP address of the channel.
<b>Session Summary - Details</b>	
<b>Transaction Name</b>	Name of the transaction, performed in the session.
<b>Status</b>	Status of the transaction.
<b>Transaction Date &amp; Time</b>	The date and time of the transaction.

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## 67. Forgot Password

The login password is the password using which the user can log into the internet banking platform. The user cannot access his bank accounts without this password. The Forgot Password feature enables users to reset their login password.

The user is required to enter his User ID and Date of Birth. His identity is validated through the 2factor authentication process, post which, the user can setup a new login password for channel access.

### Pre-requisites

- The user must have valid login credentials to access the digital banking platform.
- The system administrator must have setup 2 factor authentication for Forgot Password.

### Features Supported In the Application

- User Verification
- New Password Creation

### How to reach here:

*Portal > Forgot Password*

### To reset the password:

1. In the **Login** page, click **Forgot Password**. The **Forgot Password** screen appears.

### Forgot Password - User Verification

ATM/Branch English UBS 14.3 AT3 Branch

futura bank

Forgot Password

Okay, no problem. Just enter the details below:

Username reatailuser01

Date of Birth 01 Jan 1990

Submit Cancel

Forgot your internet banking password?

No worries, generate a new password in 3 simple steps.

1. Enter your Username and Date of birth.
2. Authenticate your details by entering OTP received on your mobile.
3. Reset password by entering a new password of your choice on the link sent to your registered email address.

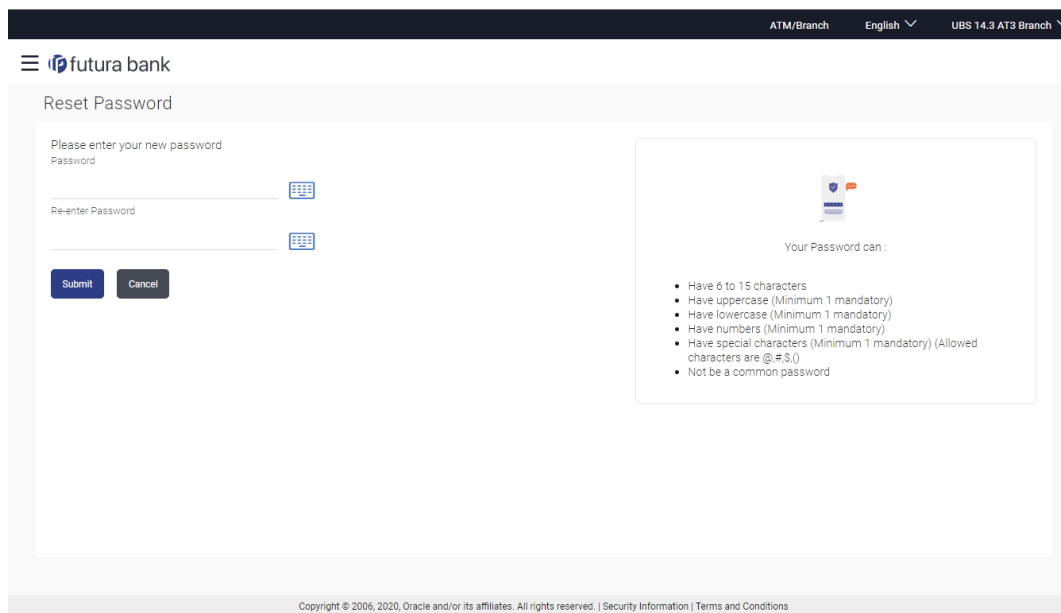
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### Field Description

Field Name	Description
<b>Username</b>	Enter your login username.
<b>Date of birth</b>	Enter your date of birth.

2. In the **Username** field, enter your login username.
3. In **Date of birth** field, enter your date of birth.
4. Click **Continue**.  
OR  
Click to **Cancel** the transaction.
5. The **Verification** screen appears. The user has to pass the 2factor authentication, before he can proceed. 2 factor authentication (OTP/Security question/Soft Token) will be as per the setup done by the system administrator.
6. The **Forgot Password** screen appears.



### Forgot Password – New Password Creation



### Field Description

Field Name	Description
<b>Please enter your new password</b>	
<b>Password</b>	Enter a new password for channel access.

Field Name	Description
<b>Re-enter Password</b>	Re-enter the new password to confirm the same.

- In the **Password** field, enter a new password.  
OR  
Click  icon to enter a new password using the virtual keyboard.
- In the **Re-enter Password** field, re-enter the new password.  
OR  
Click  icon to re-enter the new password using the virtual keyboard.
- Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
- A message confirming the successful reset of the password appears. Click **Login** to log in to the application.

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## 68. Forgot Username

Using this feature user can retrieve his channel banking Username, in case he has forgotten the same.

### Pre-requisites

- The user must have valid login credentials to access the digital banking platform.
- The system administrator must have setup 2 factor authentication for Forgot Username.

### How to reach here:

*Portal > Forgot Username*

### To reset the username:

1. In the **Login** page, click **Forgot Username**. The **Forgot Username** screen appears.

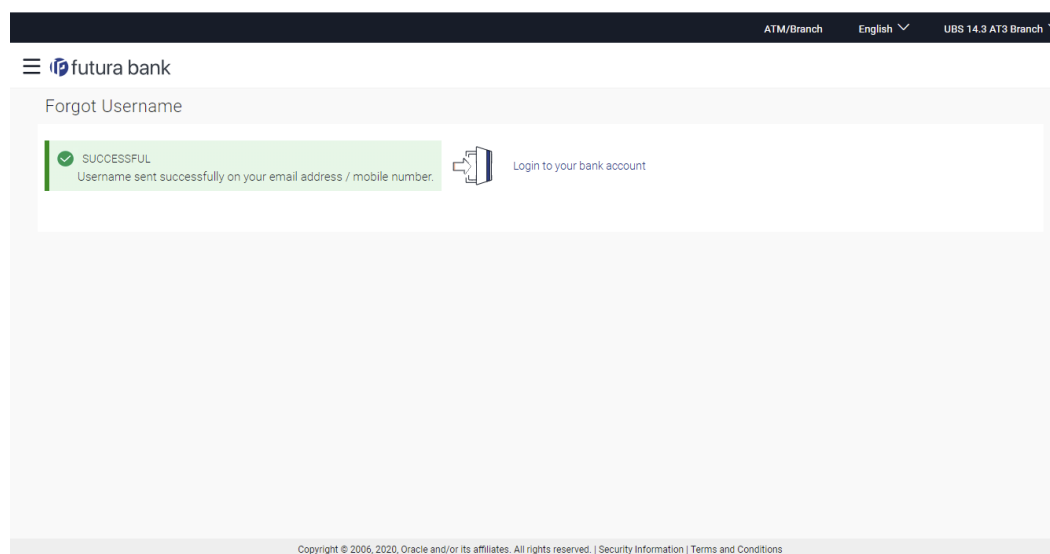
### Forgot Username - User Verification

### Field Description

Field Name	Description
Email	Enter your email ID that is registered with the bank.
Date of birth	Enter your date of birth.

2. In the **Email** field, enter your email ID that is registered with the bank.
3. In **Date of birth** field, enter your date of birth.
4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
5. The verification screen appears if the transaction is configured for Two Factor Authentication.
6. Enter the details required for second factor authentication.  
The **Forgot Username** confirmation screen appears.

### Forgot Username – Confirmation Page



7. A message stating that the username has been sent to your registered email address appears. Click the **Click here** link to log in to the application.

---

**Note:** If a user has more than one user ID with the same email ID and DOB, then he/she will not be able to retrieve his/her User ID using the above function. In that case, the user will have to contact the bank for retrieving his/her user ID.

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